

# Delhi

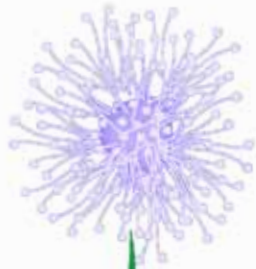
annual report  
2010-2011



SUSTAINING GROWTH THROUGH SKILL DEVELOPMENT



Confederation of Indian Industry  
Since 1895  
Northern Region



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# chairman's message

2010 was quite an eventful year for the National Capital. Delhi played host to the XIX Commonwealth Games in the month of October. The city witnessed two weeks of sporting action and great excitement.

To play host to such a big event, Delhi has now put in place world class infrastructure. The improved infrastructure came in the form of new roads, flyovers, bridges, healthcare and the new improved airport terminals. There has been a marked increase in foreign investments in key sectors like Real Estate, Information Technology, ITES and Retail.

CII Delhi worked with the industry and government on not just a high growth ambition, but with the focus on over all inclusiveness of all stakeholders.

Taking forward the last year's initiative, we successfully completed the Skills Mapping Study for Delhi. The study was done with ICRA. It has now been submitted to the Delhi Government for its use and reference.

We also conducted a refresher course for 500 drivers of DTC buses who were deployed to ferry athletes during the Commonwealth Games 2010 on the soft skills/ basic English language in June 2010 well in time before the Commonwealth Games.

Transfer Pricing is a topic that has been highlighted at all levels. In this regard, CII organised a conference on Transfer Pricing and its Litigation in August. This Conference brought to light the issues and problems related to Transfer Pricing and its implementation.

We also organized a session with the United Nations to encourage Indian industry to become vendors to the United Nations. Our seminar with the Hyogo Prefecture Japan got a good response from the members in the NCR who were keen to partner with the Japanese.

Conscious of our social commitments, we organised awareness sessions on Dengue and HIV/AIDS. September and October 2010 saw the spread of Dengue like an epidemic. The entire city was stricken by the disease. CII and Yi organized an awareness campaign on Dengue and its Prevention. The Campaign was conducted in Resident Welfare Associations across Delhi.

In addition to this, we organised HIV/AIDS awareness session with Delhi State AIDS Control Society for our members. This proved to be a great opportunity for the members to learn from experiences and practices of other members.

On the policy front, CII Delhi was a part of the Minimum Wages Advisory Committee. This Committee was formed by the Delhi Govt to discuss and implement the Minimum Wages in Delhi. Mr A K Kaul represented CII at this Committee. I take this opportunity to thank him for taking out time for the meetings.

The Yi Chapter has been very active this year. Focusing on diverse areas that affect the youth, many activities were organised. A very successful Yi Delhi Annual Session was done with Mr P Chidambaram, Hon'ble Minister of Home Affairs, Govt of India. Yi Delhi Chapter also played host to Yi National Summit held in February this year. I congratulate Yi Delhi Executive Council, led by Mr Raghu Marwah, Chairman, Yi Delhi Chapter for their commitment and efforts.

Overall, this has been a year of consolidation and focusing on initiatives in diverse areas. I must take this opportunity to thank my Vice Chairman, Mr Virat Bhatia for his valuable inputs and his cooperation in the work of the Council.

I also wish to place on record my special appreciation of the efforts of my colleagues in the Delhi State Council.

Delhi continued to receive strong support from its members as always and I am extremely happy to announce that in the last year, our membership grew to 849 members in our State.

I am thankful to all the members for their support and active participation to take forward the initiatives of the State Council. I am confident that the Council will continue to play the essential role of an enabler to encourage business and enterprise in the coming year and wish them all the success.

ZUBIN J IRANI  
Chairman, CII Delhi State Council



## Delhi Annual Session and Tourism Conclave

18-19 March 2010, New Delhi

CII Delhi in partnership with Delhi Tourism organised the Delhi Annual Session and 1<sup>st</sup> Tourism Conclave: Unleashing the Potential of Delhi. Present at the conclave, the Chief Guest, Mrs Sheila Dikshit, Chief Minister of Delhi, expressed that the tourists coming to Delhi during the Commonwealth Games should go with the impression that Delhi is truly a civilised city, where over 200 monuments speak about the unique enriching history of the city. She said that Delhi was registering monumental transformation in infrastructure, transportation, and green initiatives. The Tyaga Raj Stadium, near NDMC had been qualified as the only true green stadium in world, which not just conserves water and power, but

was green even with regard to the eco friendly building material used.

Key industry representatives like Mr Vikram Bakshi, MD, Connaught Plaza Restaurants Pvt Ltd; Mr Amitabh Kant, CEO & MD, Delhi Mumbai Industrial Corridor Development Corporation (DMICDC); Mr Naresh Kumar, MD, DTC; Mr Peter Noyce, COO, Delhi International Airport Ltd, were present amongst others at the seminar.

## Delhi skill mapping study completed and presented to Delhi Government

18 November 2010, New Delhi

CII conducted a skill gap analysis for Delhi to understand the skills required for employment opportunities. This study, successfully completed in November 2010, was presented to Mr Rakesh Mehta, Chief Secretary, Government of NCT of Delhi. Some of the high growth industries identified by the study are IT & ITES; Tourism; Real estate, infrastructure and construction; Telecommunications; and domestic workers. The Government officials agreed to most of the recommendations of the study and welcomed industry participation in ensuring skills growth in the city.

## Transfer Pricing

31 August 2010, New Delhi

CII Delhi organised a conference on Transfer Pricing and its litigation where eminent panelists brought to light the issues and problems related to Transfer Pricing and its implementation.



Mr Zubin Irani, Chairman CII Delhi, moderating the panel discussion



# engaging with government

## Interaction with Chief Minister Delhi and Chief Secretary Delhi

1 June 2010, New Delhi

CII delegation led by Mr R M Khanna, Chairman CII NR, and Mr Zubin Irani, Chairman CII Delhi, called on Mrs Sheila Dikshit, Chief Minister, Delhi, and Mr Rakesh Mehta, Chief Secretary, Government of NCT of Delhi. The delegation briefed them on the initiatives planned by CII Northern Region, especially for Delhi.

## Meeting with Mr Jalaj Srivastava, Commissioner Excise & Taxation for GST

3 June 2010, New Delhi

CII delegation met with Mr Jalaj Srivastava, Commissioner, Excise & Taxation to discuss the impact of GST for Delhi. Mr Srivastava was keen to know about the sectors that need to be promoted keeping in mind the roll out of GST.

## Minimum Wages Advisory Committee meetings

The Committee under the Chairmanship of Mr R K Srivastava, Secretary Labour, Government of NCT of Delhi, was formed with the objective to finalise the fixation of Minimum Wages in Delhi during the coming years.

The employee representatives said they would stick to their demand of Rs 11,054/- as Minimum Wages.

In response, CII and the other industry associations said that they were willing to pay Rs 4214. This amount is based on a comprehensive formula after taking into account all the relevant parameters like Food Chart & Index for minimum wages as well as the directions of the Supreme Court.

In the last meeting held on 25 January 2011, final inputs of both the parties were taken into account but no consensus could be reached. The final decision on the minimum wage will be taken by the Labour department.

## Meetings of the State Steering Committee under the Chairmanship of Mr Anand Prakash, Principal Secretary, Training & Technical Education

CII delegation met with Mr Anand Prakash, Principal Secretary, Training and Technical Education regarding the upgradation of ITIs under PPP mode. Several meetings were held during the year where member companies – Tata Motors, NDPL, Punj Lloyd and several others – participated to discuss their initiatives for upgradation of the ITIs.

Left: Interaction with Mrs Sheila Dikshit, Chief Minister of Delhi; Right: Interaction with Mr Rakesh Mehta, Chief Secretary, Government of NCT of Delhi





# skill development

## Skill mapping study for Delhi

To study Human Resource Development in the Delhi Region, CII along with ICRA conducted a skill gap analysis for Delhi to understand the skills required for employment opportunities.

**The key skills in demand identified in this study are as below:**

Sector	Key skills in demand
Engineering	High-tech manufacturing process, sales, servicing / after sales support of electronic goods
BFSI	Actuaries, Financial Intermediaries, insurance agent, NBFC personnel, Mutual Funds personnel
Automobile and auto components	Manufacturing skill and adaptability to new technology, drivers, sales, servicing/ repair
IT & ITES	Software engineering / application development, maintenance, end-to-end solutions, infrastructure management, testing, sector knowledge, BPO, KPO
Real Estate and Infrastructure	Crane operators, electricians, welders, masons, plumbers, carpenters, painters
Textiles and Handlooms	Design skill / fashion designing, apparel manufacturing, sewing machine operators, power loom operation
Tourism (Hotels and Restaurants)	Front office staff, F&B services and kitchen and housekeeping staff, ticketing and sales, tour guides
Handicrafts	Market knowledge / linkage, contemporary design skill, ability to use machines
Printing and Publishing	Editing, designing
Telecommunication	Networking, sales & marketing

The recommendations have been formulated taking into consideration inputs from the Delhi Government and the contours of the recommendations are as follows:

- Optimisation of ITI trades
- Optimisation of MES courses
- Addressing the issue of training the trainer at ITI's
- Focus on modular service skill training through PPP model
- Improving industry institute interaction
- Certification of unorganised sector employees

## ITI upgradation by CII members

Seven ITIs have been taken into consideration for upgradation under the PPP scheme in Delhi. Training programmes being provided by IMCs of the respective Industrial Training Institutes:

- personality development
- computer training
- study tours and visits to various local industries

## ITI under PPP scheme with CII members (2010-11)

Name of ITI	Industry
ITI Malviya Nagar	NTPC Badarpur
ITI Sirifort	Sheela Foams P Ltd
ITI PUSA	Maruti Udyog Ltd
ITI Shahadara	Taj Palace Hotels Ltd
ITI Narela	Punj Lloyd
ITI Nandnagri	TATA Motors
ITI Jahangirpuri	TATA Motors

## Refresher course for DTC drivers

CII Delhi successfully conducted a soft skills training of 500 DTC drivers and conductors who were deployed to ferry athletes during the Commonwealth Games. A batch-wise training on the soft skills/ basic English language was completed in November 2009 and a refresher course was conducted in June 2010 well in time before the Commonwealth Games.





# competitiveness

## Quality Circle Competition, 15 September 2010, New Delhi

At the preliminary rounds of the 23rd Quality Circle Competition, more than 100 workers participated in New Delhi. The assessment of the presentations were made on a weighted scale covering different aspects of the Quality Circle activity. The evaluation was based on factors like problem selection, analysis, solution, presentation.

The 'Creative' Quality Circle from Napino Auto & Electronics Pvt Ltd was adjudged the winner and was awarded the 'Hero Honda Winners Rolling Trophy' in 23<sup>rd</sup> QC Circle Preliminary Competition 2010-2011 organised by CII. The 'Tecumseh First Runner-up Rolling Trophy' was won by 'Vishal' Quality Circle from Denso India and Sankatmochak

Quality Circle from Carrier Air-conditioning & Refrigeration Pvt Ltd bagged the 'Sandhar Locking Devices Second Runner up Rolling Trophy'.



Mr Zubin Irani, Chairman CII Delhi, presenting the trophy to the winners



# environment

## Learning to be green - Visit of students to ITC Green Centre

24 September 2010, Gurgaon

CII Delhi organised a visit for the students of Vasant Valley School to the ITC Green Centre where they learnt about the eco-responsible practices including new affordable tools of water, energy and waste management and technologies used in green buildings.

Mr Niranjana Khatri, Member, CII Delhi & General Manager, ITC Welcom Group explained the ecologically smart practices that were followed during the construction of the ITC Green Centre. Students were exposed to new day light saving techniques, the Sewage Management Plant and the Water Treatment Plant, importance of using reflective or Albedo paints and broken white tiles on the rooftop and rain water harvesting.

Students at the ITC Green Centre





# exploring horizons

## Exploring potential sectors in Hyogo, Japan, 21 December 2010, New Delhi

In view of rapidly growing partnership between India and Japan, the Governor of Hyogo Prefecture, Mr Toshizo Ido led a high-level 22-member business delegation to India to promote economic ties between Hyogo and India. Several members participated at the seminar to explore the possibility of joint ventures with the Japanese companies.



Left: Seminar on 'Doing business with Japan'; Right: Mr Narendra Modi, Chief Minister, Gujarat, interacting with delegates

## CII members explore business opportunities, 23 November 2010, New Delhi

CII members explored business opportunities in Gujarat at the road show addressed by Mr Narendra Modi, Chief Minister of Gujarat and other Government officials from Gujarat. One-on-one meetings were organised where several companies signed MoUs with Gujarat Government in the presence of the Chief Minister.

## Doing business with the United Nations, 14-15 February 2011, New Delhi

The primary objective of this seminar was to create an interactive platform between UN Procurement Division (UNPD) representatives and Indian business houses in order to encourage and increase participation in the United Nations Global Marketplace initiatives.

# reaching out

## Awareness campaign on dengue & its prevention

8-10 October 2010, New Delhi

The campaign on dengue awareness and its prevention reached out to the citizens through Resident Welfare Associations and other community forums in Delhi. It included sessions by doctors from private hospitals and ESI hospitals, distribution of posters and brochures and interactive discussions with the help of video clips.



Below: Dengue awareness campaign; Far below: Session on Corporate Responsibility to tackle HIV/AIDS

## Session on Corporate Responsibility to tackle HIV/AIDS, 21 January 2011, New Delhi

CII and Delhi State AIDS Control Society got together and organised a session on 'Waking Up to Risk: Corporate Responsibility to tackle HIV/AIDS'. The session aimed at increasing the level of awareness and behavioural change towards employees/colleagues suffering from HIV/AIDS at workplaces.







# Young Indians

## Session with Mr P Chidambaram, Hon'ble Minister of Home Affairs

31 August 2010, New Delhi

This session was an enlightening experience for the discerning audience as they got to interact with the Home Minister and also ask questions regarding issues pertaining to Jammu & Kashmir, Naxalism and the economic stability of the country.

## Session with Dr Sam Pitroda, Advisor to the Prime Minister of India on Public Information Infrastructure & Innovations

31 August 2010, New Delhi

The session was organised to co-incide with the Yi Delhi Annual Day, where a new leadership took the reins of the Yi Delhi chapter. At this session Dr Sam Pitroda particularly delineated the essence of Yi's Next Practices as a vertical that should be included at not just national but at chapter levels and within the purview of all Yi activities. This session was attended by Yi members from across the 25 city chapters in the country.

## Launch of Operation Blackboard by Yi Delhi

12 November 2010, New Delhi

The Operation Blackboard was rolled out nationally amongst government and underprivileged schools across chapters to commemorate the Yi National Education Day on 14 November. A unique program aimed at improving the blackboard facilities in underprivileged schools, Yi Delhi launched 'Operation Blackboard' at its Akshara Centre at Chaman. Yi installed a whiteboard for the children at Chaman and the children of Chaman presented a cultural program.



Top: Session with Mr P Chidambaram, Hon'ble Minister of Home Affairs; Middle: Youth consultation workshop; Above: Cricket Clinic with Brian Lara

## Youth Consultation

14 December 2010, New Delhi

As part of The Planning Commission's initiative to obtain inputs from civil society on the 12<sup>th</sup> Five Year Plan to make it a truly 'People's Plan', Yi Delhi Chapter organised a 'Youth Consultation Workshop' with 25 participants. Discussions were around decentralisation, empowerment and information; Improved access to quality education; and, enhancing skills and faster generation of employment. Inputs from all the participants on these challenges are collated to be sent to The Planning Commission.

## Stand-up comedy session

15 January 2011, New Delhi

For the first time a Yi chapter organised a comedy session for its members with a trio of budding young comedians. The group that called itself 'Cheese Monkey Mafia', gave members a new perspective about many things but in the most bizarre and comical fashion. Around 65 members attended the session.

## Cricket Clinic with Brian Lara

18 January 2011, New Delhi

CII-Yi in partnership with The Trinidad and Tobago High Commission and Delhi & District Cricket Association organised 'Cricket Clinic with Brian Lara'. The idea behind the event was to raise awareness on Sports Tourism as an emerging Industry in the Republic of Trinidad and Tobago.

# regional focus, New Delhi

## Innovation conclave – ‘Driving growth through Innovation’

15 June 2010

The conclave focused on what some of the organisations in the product/service innovation space have done to reach out to masses and focus on the concept of ‘fortune at the bottom of the pyramid’ and be cost effective without compromising on quality through process innovation.

## Crop diversification: ‘A diagnosis of the past and prescriptions for the future’

8 July 2010

CII conference called for the issues of sustainability in use of land, water and soil resources. A report on ‘Crop Diversification: A Diagnosis of the Past and Prescriptions for the Future’ was released at the event. The report highlighted the need for acceleration of PPPs, adoption of crop diversification thereby leading to attainment of sustainability in agriculture and food processing.



## Infrastructure project management, 9 September 2010

Sustaining the infrastructure development growth and lifting vast segment of population above the poverty line are critical for India's development, discussed CII conference on ‘Infrastructure Project Management’. “If India doesn't create good quality infrastructure in the times to come, it will actually result in lower standards of living amongst the populace,” said Mr Amitabh Kant, Chief Executive Officer & Managing Director, Delhi Mumbai Industrial Corridor Development Corporation.

## Finance & investment 2010

27 September 2010

At the conference on ‘Weaving global aspirations with regional expectations – The road ahead’, the case was put forward for India's economic future as an investment paradise. The conference not only analysed the growth story so far but also raised relevant issues of concern that the Government, financial institutions, public, private and informal institutions should squarely address to maintain the current momentum.

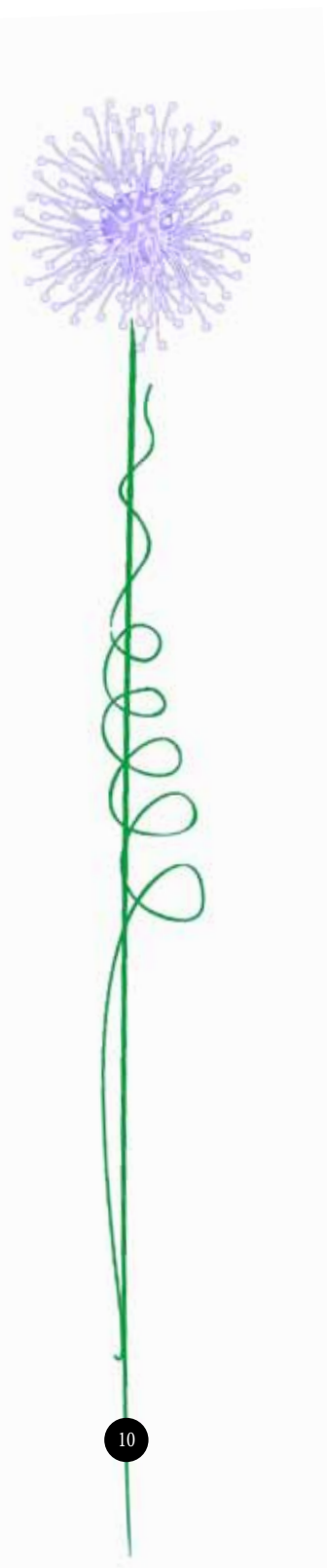
## IT/ ITES: Emerging opportunities in Commonwealth countries

6 October 2010

As a part of Commonwealth Business Forum 2010, a plenary session on ‘IT/ITES: Emerging opportunities in Commonwealth countries’ was organised. Key take aways were:

- Value proposition has shifted from labour arbitrage to skill availability, transformational objectives, innovation and non-linear models for growth
- The centre of gravity of consumption geographies are shifting from US and UK to emerging markets of India, China and Latin America

Below: Report on ‘Crop Diversification: A Diagnosis of the Past and Prescriptions for the Future’ at the CII conference on crop diversification; Far below: Innovation Conclave



# our strength: our members

## Membership Meet

1 June 2010, New Delhi



Panelists deliberating at the session on leadership: Challenges leaders face

A meet was organised for the members from the NCR region along with a session on leadership. Key issues discussed were:

- NCR connectivity needs to improve
- better infrastructure required for Delhi & NCR to gear up for the forthcoming Commonwealth Games 2010
- special focus should be on medical tourism and healthcare
- packages during the Games
- need for strategic security management

The session focused on participative leadership and acknowledged it as an essential input for today's businesses.

Mr Virat Bhatia, Vice Chairman, CII Delhi & President – External Affairs, AT&T South Asia said that a modern leader has the sense of reality and thus should be open to the idea of negotiation.

“Leaders should acknowledge that everyone makes mistakes and it is the mistakes that help any employee learn the work, gain experience. Actions of a leader should inspire the team, and encourage them to perform better.”

- Mr Vijay K Thadani, Deputy Chairman, CII Northern Region & Chief Executive Officer, NIIT Ltd

## Welcome aboard

- A N Buildwell Pvt Ltd
- Absolute Security Services Pvt Ltd
- Amass Education Pvt Ltd
- Arian Breweries & Distillers Ltd
- Austro Labs
- Aviation Services and Equipment Pvt Ltd
- Barwal & Associates
- Basant Automotive Pvt Ltd
- Bizindia Consulting Pvt Ltd
- Control Risks India Pvt Ltd
- Dorling Kindersley (India) Pvt Ltd
- Duli Chand Narender Kumar Exports (P) Ltd
- Focus Technologies
- Frisco Foods Pvt Ltd
- Haselfre Solutions Pvt Ltd
- Hindustan Pulversing Mills
- Hubert Ebner Pvt Ltd
- Infoserve India Pvt Ltd
- Infres Methodex Ltd
- International Manpower Resources Pvt Ltd
- Karan Motors Pvt Ltd
- Kaarak Enterprise Development Services Pvt Ltd
- Kumar Vijay Gupta & Company
- M J Logistic Services Ltd
- Macawber Beekay Pvt Ltd
- Max Bupa Health Insurance Company Limited
- McCoy Soundal Sealants Adhesives & Foams P L.
- Moody International India Pvt Ltd
- Planner HR Pvt Ltd
- PMI Organisation Centre Pvt Ltd
- Premier Shield Pvt Ltd
- R.K Associates & Hoteliers Pvt Ltd
- Radius Infratel Pvt Ltd
- S S Gas Lab Asia Pvt Ltd
- Saber Papers Ltd
- Sunil Ram & Co
- Synchronized Supply Systems Pvt Ltd
- Trans Metalite India Ltd
- Twenty Twenty Media Pvt Ltd
- United Technologies India P Ltd
- Universal Empire Infrastructures Ltd
- Vikas Global One Ltd
- Zenwin Motorparts Pvt Ltd



**Confederation of Indian Industry**  
Since 1895

**Northern Region**

**Delhi State Office**

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