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northern notes

NEWSLETTER OF CONFEDERATION OF INDIAN INDUSTRY

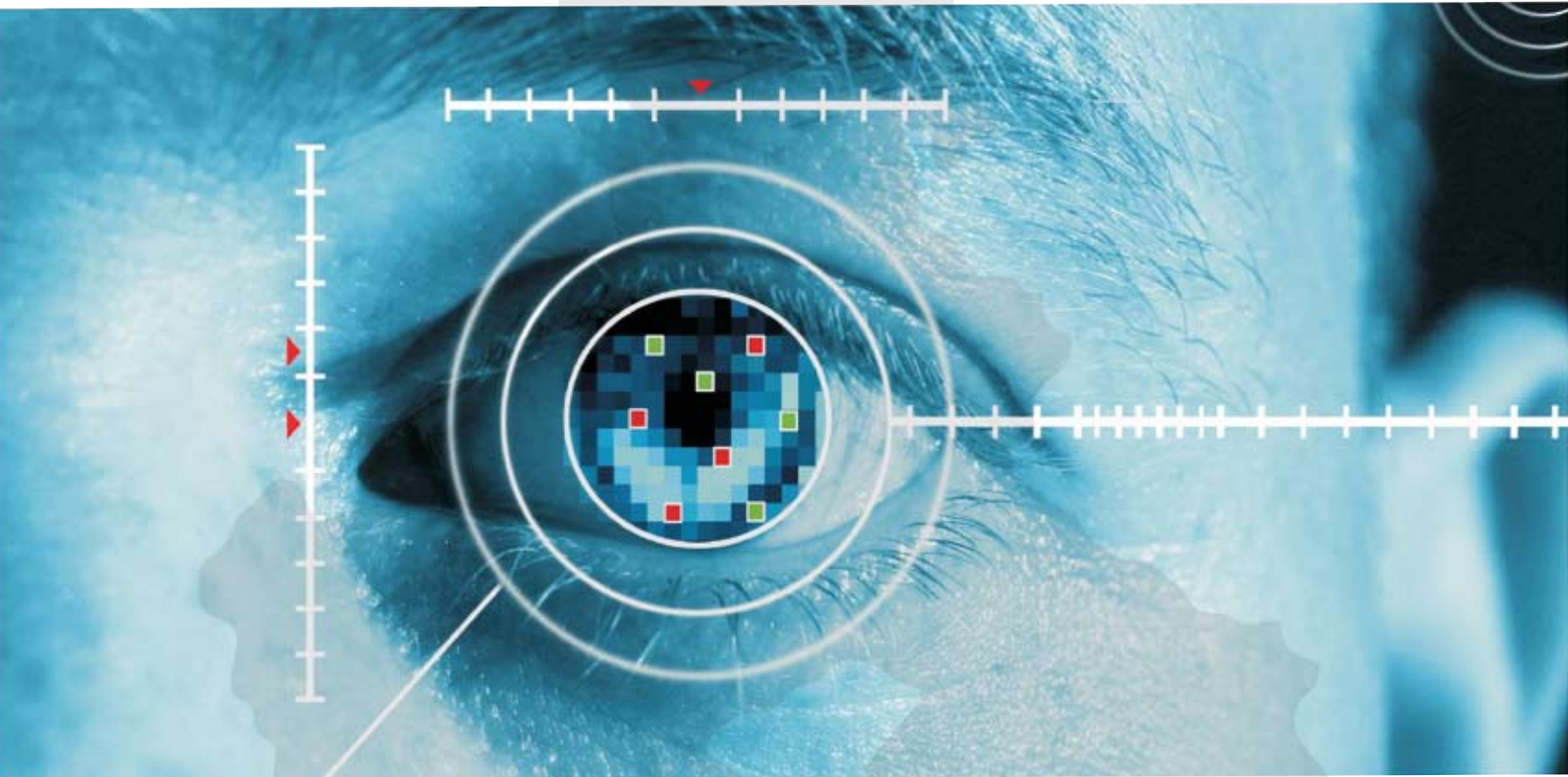
NORTHERN REGION

New Directions

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Education Summit • Low Carbon Leadership • Doing Business in Indian Cities
CII Consumer Fair • Agro Kashmir

gearing for a secure tomorrow



SECURE 2009

Conference & Business Exposition on Internal Security

14th – 15th December 2009 | CII NR Headquarters, Chandigarh

THE EXPOSITION

Showcasing latest Security Equipments, Technologies & IT Applications

- Specialized Vehicles • Riot Control devices • CCTV / Audio-Video Surveillance • Shop Security Systems • Access Control Systems • IT Applications • Fire Alarm & Fire Fighting Equipment • Security Agencies

THE CONFERENCE

The conference would deliberate upon

- High Technologies / Solutions for Police • Security Management for Corporates : Products & Services • Training to counter Challenges : Bridging the Gaps • Strengthening Internal Security • Challenges & Potential for Integration

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Foreword

States were in focus again...be it a CEOs delegation to Jammu & Kashmir, revival of Sugar Tech 2009 in Uttar Pradesh, labour unrest in Haryana or power situations in Punjab, Haryana and J&K.

Interactions with Chief Ministers of J&K and Haryana were fruitful. While accepting the CII recommendations, the J&K Chief Minister announced that he will personally monitor projects above Rs 20 crore. The Haryana Chief Minister was helpful in resolving the labour unrest.

Agriculture was brought to limelight with Agri Conclave in J&K and the comparative study on APMC Act in the Northern States.

Sugar Tech in Uttar Pradesh was timely & much relevant for the beleaguered industry.

The Young Indians were not far behind – a new chapter opened in Srinagar and with it came new avenues of engagement with the youth.

An HIV-AIDS Tele-counseling Helpline and the CII-Yi Nanhi Chhaan Scholarship Scheme for underprivileged girls were announced.

Mr Tarun Das stepped down from the post of Chief Mentor, CII, on 31st October. An institution builder, Mr Das has always helped shape the Organisation and promises to guide it.

And last but not the least - the Northern Region staff in Chandigarh finally had a day out – tackling army obstacles, trekking in the heights of Barog... most enjoyable.

On this note, read on!



(CHARU MATHUR)

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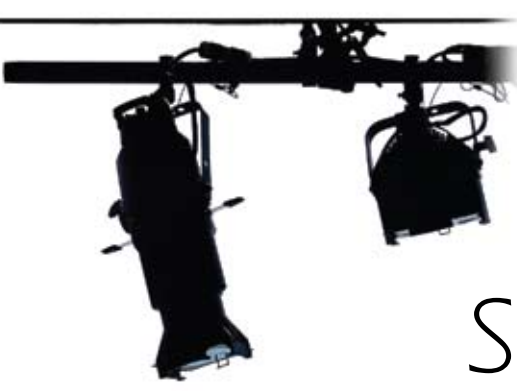
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spotlight

The Chief Mentor hangs up his boots at CII



"This is an emotional moment for me. I will always be available to CII. But I am 70. I was not chief mentor for life. This is not my family business. I believe this is an important part of corporate governance."

"It will be hard to separate Tarun Das from CII. He has been instrumental in making CII a world class institution."
- Sunil Mittal, Chairman, Bharti Airtel

"Under Tarun's leadership, CII has been instrumental in managing and initiating changes that shaped the socio-economic environment of the country over several decades."
- Venu Srinivasan, CII president

"Under the stewardship of Das, who turned 70 earlier this year, CII rose from being a small engineering association to a high-profile lobby group."
- Subodh Bhargava



"My focus as Chief Mentor was to facilitate an effective change process... I believe we have been able to see through this process of transition smoothly and effectively and have therefore decided to now step down as the Chief Mentor."



CII outlines roadmap for building brand Kashmir

CEOs meet, 5 September, 2009, Srinagar

To give an impetus to the development of the state of J&K, CII Northern Region brought its top group of 30 CEOs to Srinagar in a huge show of confidence in today's Kashmir – 'Safe Kashmir'. Mr Harpal Singh, Chairman, CII North, and accompanying senior CEOs met Mr Nawang Rigzin Jora, Minister of Tourism; Mr N A Wani, Minister of State of Tourism; Mr Devinder Rana, Political Advisor to CM; Mr S S Kapur, Chief Secretary (in the picture addressing NR Council); Mr Anil Goswami, Principal Secretary (Industries & Commerce); Mr Haseeb Drabu, Chairman & CEO, J&K Bank and Mr Altaf Hussain, Additional Secretary (Tourism).



The CII delegation committed to work in: (i) Skills and Competitiveness; (ii) Power, with focus on Renewable Energy, Power Reforms, lower cost Hydro Power; (iii) Agriculture through Agri Fair in Srinagar and visit





Meeting with Mr Omar Abdullah, Hon'ble Chief Minister of Jammu & Kashmir

of Agri CEOs to explore sourcing from farmers, farmer training, appropriate farm technologies, etc.; (iv) Education through e-Shiksha initiative in 15 schools in the Valley; (v) Tourism promotion through Tourism Conclave, Saffron Fest and House-boat Development; (vi) Engaging the youth

Meeting with Mr Omar Abdullah, Hon'ble Chief Minister of Jammu & Kashmir, 19 October, 2009, Srinagar

CM to personally review industrial projects over Rs 20 Crores

A delegation of Young Indians (YI) and CII entrepreneurs from Srinagar had an interactive session with Mr Omar Abdullah Hon'ble Chief Minister, Srinagar. The points of discussion included skill building, engaging students, leadership development, agriculture industry, tourism sector, power sector, infrastructure development, health sector. During the meeting the Chief Minister announced that he would personally monitor projects over Rs 20 crores.

Launch of Yi-Kashmir

CII has launched its Young Indians Kashmir Chapter on 19 October to engage youth in the state. This chapter will focus on skill development, interaction with students and leadership development. As an affirmation to Kashmir, the CII National Yi Summit 2010 will be held at Srinagar.

CII's EduSummit' 09 calls for 'Empowerment, Innovation & Collaboration'

27 August, 2009, Chandigarh

The Chief Guest, Prof Yash Pal, Chairman, Committee on Renovation and Rejuvenation of Indian Higher Education, Ministry of Human Resource Development, Government of India, in his keynote address said, "Empower the universities and create an unfettered environment for the youth to grow, innovate and think differently. Youth need an enabling environment for their growth and development and the education system is that critical enabler." Prof R C Sobti, Conference Chairman and Vice Chancellor, Panjab University was of the view that universities must evolve as Centres of Excellence and funding to the universities must be based on the performance.

Speaking at the Inaugural Session, Mr Harpal Singh, Chairman, CII Northern Region and Mentor & Chairman Emeritus, Fortis Healthcare Ltd stated that education is one asset that is an enabler to development and growth and national system of education suited



to the needs and aspiration of a free and modern India would take the country forward by a quantum jump."

Dr Sudhir Kapur, Chairman – Skills & Education Sub Committee and Managing Director & CEO Country Strategy Business Consultant Pvt Ltd welcomed the National Policy on Skill Development and its vision to increase productivity of workforce both in the organised and the unorganised sectors. The Summit was well attended by representatives from academia, industry, institutions and government.

Excerpts from the Keynote address by Prof Yash Pal

Universities and Institutes were set up by people who had the passion for education and then they didn't interfere at all...

There is a lacuna in relation between the students and industry... There has to be an interface. Industries that want good people, the HR department should be of a kind where you take people and educate them. You are part of an educational system. People should not be employable because they will do routine jobs. They should be bright...

We have recommended very strongly that all IITs should aim to become like great universities. Massachusetts Institute of Technology was once a technical college. Now they win Nobel prizes in Economics, Physics, Chemistry and Biology... We will call Harvards. Universities like Harvard cannot be grown with some vacant rooms and furniture. It has to grow with resources... 100 years ago there were no great universities in the US. All great universities were in Europe. They got some good people from Europe to come there and their buildings became great universities... It is possible. It is not that difficult.

Many times you will get ideas from all kinds of fields. Why did Einstein talk about musicality of theories? You must have something in music. Why do we deprive our people university education of these things? Secondly one finds enormous amount of delay and corruption. *Babudom* all over. So we said that let us have a commission which is a partner, not a controller. Universities should be self-regulating...

I don't want my country to be like America in every aspect or any other country. Nobody is absolutely perfect. We are a large number of people, let's create a marvelous society and I think we can.

CII Sugar Tech-2009 rides the sugar industry out of its plight

30 September, 2009, Lucknow



"All the stakeholders including the Government can surely work out a good package for the farmers providing to the sugar industry," said Mr Atul Kumar Gupta, IAS, Chief Secretary, Government of Uttar Pradesh at "Sugar Tech 2009: Shorter Seasons in Sugar Industry – Opportunities & Challenges" organized by CII Uttar Pradesh in association with National Sugar Institute, Kanpur and Indian Institute of Technology, Roorkee at Lucknow. The objective of the conference was to review the substantial fall in the production of sugar in the state, assess the challenges & opportunities to arrive at meaningful solutions to benefit the farmers, industry & the Government alike.

Mr Tarun Sawhney, Chairman, Agri Sub-Committee, CII Northern Region in his keynote address said that given the current situation it was pertinent to look at long term measures and address the needs of the most important stakeholder – the farmer. Dr S K Mitra, Director, National Sugar Institute, Government of India gave a detailed analysis of the problem and suggested some measures to revitalize the sugar industry.

The technical sessions of Sugar Tech 09 included a session on Agriculture to address issues in Sugarcane Development and Marketing. The other sessions were on CEOs perspective on industry issues and on engineering & technology to share best practices in sugar & allied industries. The conference saw participation of over 150 delegates from sugar and allied sectors from different parts of Uttar Pradesh and the NCR region.

सिर्फ तकनीक नहीं, कर्मचारियों से मजबूत बनता है संगठन

सीआईआई के 'मीट द सीईओ' में बोले सुबोध भार्गव

भास्कर न्यूज़ | चंडीगढ़

किसी भी संस्थान को मजबूत एवं सफल बनाने के लिए उसके कर्मचारियों का योगदान सबसे अहम होता है। उन्हें साथ लेकर चलने से ही नेतृत्व मजबूत बनता है और यही सीईओ का कर्तव्य है। टाटा कम्युनिकेशन के चेयरमैन सुबोध भार्गव ने बुधवार को सीआईआई के एक कार्यक्रम में यह बात कही।

सीआईआई के 'मीट द सीईओ'



"IT Integration into business will take industrial growth to another level," said Mr Subhodh Bhargava

4 November, 2009, Chandigarh

"Indian industry has not been able to leverage the full potential of Information Technology. If integrated into business especially for analysis and decision making, Information Technology can take the industrial growth to another level," stated Mr Subhodh Bhargava, Past President, CII & Chairman of the board at Tata Communications Limited and Wartsila India Ltd while addressing the CII members and distinguished citizens of Chandigarh in the programme "CEO Series" in Chandigarh. R & D and Innovation are other two critical enablers, added Mr Bhargava.

He said, "Though there is economic prosperity all around but we have not been able to achieve the objective of 'hassle free' life. Mr Partap Aggarwal, Chairman, CII Chandigarh Council, at the outset, introducing Mr Bhargava talked about multiple facets of Mr Bhargava's personality ranging from corporate head to his long association with CII.

The session was attended by a distinguished gathering of over 200 people including bureaucrats, industrialists and academicians.

Good Governance will ensure happiness for average Indian: Mr Gurcharan Das

12 October, 2009, Chandigarh

India as a country is progressing and there is economic prosperity all around but there seems no 'happiness'. The only way to ensure 'happiness' is to have good governance in the country," said Mr Gurcharan Das, eminent author and public intellectual, while



Interactive session with Mr Gurcharan Das

interacting with the select CII members and distinguished citizens in Chandigarh. Mr Das was sharing his thoughts about his newly published book titled, "The Difficulty of Being Good: On the Subtle Art of Dharma". Justice (Retd) S S Sodhi, former Chief Justice of the Allahabad High Court and Dr B N Goswami, a distinguished art historian were also present on the occasion. Justice Sodhi, at the outset, introducing Mr Das talked about multiple facets of his personality ranging from corporate head to a columnist and writer of best sellers.

The session was attended by over 200 people including bureaucrats, industrialists and academicians.



CII delegation with Mr Virbhada Singh, Union Minister for Steel

CII calls on Mr Virbhada Singh, Union Minister of Steel, to discuss HP industries

24 September, 2009, Delhi

CII Himachal Pradesh State Council called on Mr Virbhada Singh, Union Minister for Steel to discuss the challenges faced by Himachal industries due to lack of steel depot in the state.

Hon'ble minister promised to extend his full support and asked CII to identify the suitable venue to set up depot in consultation with RINL or SAIL.

World Food Day celebrations in the Northern region

16 October, 2009

In Northern Region, World Food Day was celebrated with the theme "Food Safety and Quality for All".

- Yi Chandigarh Chapter distributed lunch to 200 under privileged children
- CII Haryana organized an awareness session on Clean Eating Habits and Hygiene at Sankalp School in Gurgaon
- CII J & K distributed food items like milk, biscuits, fruits, sweets among others to around 100 children of Bal Niketan
- CII Rajasthan organized a session on Food Safety and Quality and also distributed food packets at Bougain Villaea, Vaishali Nagar, Jaipur
- In UP, lunch and food items were distributed to children in "Manisha Mandir", an orphanage
- CII Uttarakhand donated Rs.36000 to Him Jyoti School, Dehradun, for under privileged girls

World food day at Rajasthan, Uttar Pradesh, Delhi, Haryana



policy pulse



Low carbon leadership in a carbon constrained world: Indian industry perspective

Chandrajit Banerjee
Director General, Confederation of Indian Industry

CII Spearheading Indian Industry's Response on Climate Change

Climate Change has become one of the most serious threats humanity faces today. The social and environmental responsibilities of business extend much beyond its own operations and require it to play a leading role in the fight against climate change. One of the key roles for business in a carbon constrained world is to produce and deliver goods and services in a resource-efficient, non-polluting and responsible manner, by setting-up a low carbon growth path.

An actual change in climate could have catastrophic effect on business. It could increase costs of doing business and, in some cases, may completely disrupt the supply chain of the company. If environmental change and degradation were to occur on a large scale, suppliers, employees, operations and customers all could be adversely affected. The impact of severe weather storms, droughts, hurricanes or similar weather disturbances suggests that the economic impact of major climate change could be significant.

There are many types of possible risks for business. Public concern about climate change may translate into consumer preference and market preference that may disfavour brands perceived as not very environment friendly. Government action may result in regulatory risk for certain companies. Due to changes in technologies and know-how, new companies may take environmental leadership and may put existing firms at a competitive disadvantageous position. There are many such risks that can hit the bottom-line of existing businesses. These include regulatory risk, physical risk, competitive risk, reputational risk, litigation risk, products and technology risk and supply-chain risk.

The Indian way

Even as policy makers around the world are negotiating an effective post 2012 international framework to deal with climate change challenges, many Indian companies are adopting technologies, practices and approaches that will help India leapfrog to a low-carbon-economy. A number of Indian companies have taken carbon mitigation actions to reduce their cost and gain reputation and a competitive edge.

India's increasing participation in the global economy through trade, outsourcing, technology deals and acquisition of companies and businesses also indicates that Indian companies are acquiring the best climate friendly technologies and adopting processes and practices that would bring down the dependence on fossil fuels. The average GDP growth rate of over 8% has been accompanied by a less than 4% growth in energy consumption in recent years.

Indian Industry has achieved remarkable progress in energy efficiency, renewable energy and green buildings. Average energy intensity in certain sectors such as cement and iron & steel has been declining consistently. Today, India has some of the most energy efficient cement plants in the world. In the renewable energy sector, India has already achieved installation of over 13,200 MW of renewables-based power generation capacity. The country has an additional 36,000 MW of large hydro capacity. It is notable that the private sector accounts for around 95% of the total investment in the Indian renewable energy sector. India has also set-up a robust renewable energy manufacturing and R&D base.

Green buildings

In the building sector, more than 400 green building projects with a footprint of about 300 million sq. ft. have so far been facilitated by 'Indian Green Building Council' – a forum institutionalized by CII. These buildings include commercial and IT spaces, office buildings, airports, government offices, hospitals, factories, residential dwellings, etc. These buildings have a combined potential to save about 3.5 million tons of CO₂ per year. With a vision to have one billion sq. ft. of green buildings by the year 2012, the Council has launched rating programmes like LEED India NC, LEED India CS, IGBC Green Homes and IGBC Factories. Other rating systems for SEZs (Special Economic Zones), existing buildings, schools would be launched in the near future.

The carbon advantage

Several companies in India have been acting to achieve carbon advantage. ITC Ltd. has become world's first company to be carbon positive, water positive and zero solid waste discharge entity. Hero Honda (an automobile company) has launched a special initiative to reduce the eco foot-prints of its entire value chain. Its Green Vendors Development Programme (GVDP) is inspiring other companies to follow suit. Nokia is launching several green phones in India with biodegradable phone covers and recyclable battery designs. The company also plans to set-up 'Green Bins' across all Nokia dealers in India, where customers can dispose off their old mobile phones for recycling. Electric and hybrid vehicles launched by Reva Motors and Mahindra & Mahindra promise to change the pattern of private transportation in the country. Nano, launched as the people's car by Tata Motors, meets the best fuel efficiency norms in the world. An increasing number of Indian companies are signing-up for the Carbon Disclosure Project (CDP) to identify, measure and ultimately reduce their emissions. India is also a frontrunner in the Clean Development Mechanism (CDM) project development, with the highest number of project registrations from India. Air India signed a deal with General Electric for fuel-efficient airplane engines for its fleet as well as to convert its Mumbai headquarters into an energy efficient building.

Clearly, several Indian companies are pro-actively shaping new norms in a climate-constrained world that may eventually become rules when the Government ratifies them. Initiatives undertaken by Indian industry and several companies from other parts of the world demonstrate that it is certainly possible to transform to a low carbon world fairly quickly and engage in a more ambitious mitigation regime.

CII- Leading the way

The Confederation of Indian Industry has taken leadership in developing understanding of climate change issues among

Indian businesses and devising strategies, approaches to combat climate change. Various activities of the Confederation including policy advocacy, advisory services, events, reports and projects in the climate change area have helped create a momentum amongst Indian businesses to tackle climate change concerns.

CII, through its Centres of Excellence – the CII Godrej Green Business Centre and CII ITC Centre of Excellence in Sustainable Development –also provides key services in the climate change area such as energy audit, energy management, green building consultancy, water management, technology incubation, renewable energy services, among others. These services contributes to an emission reduction of 44,29,000 MT of CO₂ per annum.

The Mission on Sustainable Growth is another initiative of CII with an objective to facilitate Indian companies pursue ecologically sustainable business growth. As part of the mission, a voluntary CII Code for Ecological Sustainable Growth has been drawn up. The voluntary code seeks commitment by organisations to reduce their intensities of energy and water consumption and GHG emissions. The code has been well received by the Indian Corporate and, till date, 368 Indian companies have agreed to be part of this initiative. CII is working with these companies and facilitating them in achieving the committed target.

CII is also organizing a CEOs Mission to Copenhagen during the COP 15 Meet. This will help Indian industry engage with international stakeholders on its position and communicate effectively positive steps undertaken by India on climate change.

Looking ahead

Our common ambition to build a low-carbon world crucially depends on few important factors that must be built into the post 2012 international climate regime. The first is the urgent need to deploy existing clean technologies, as much as possible, both in the developed and developing world. Enabling free and competitive markets and removing cross-country barriers can accelerate the pace of clean technology deployment. These measures, however, will not be sufficient to achieve the scale we are seeking to combat climate change. Government intervention may be desirable to ensure that certain high impact technologies are available as public goods. This would enable the widest possible dissemination of clean technologies in the shortest possible time period. India's proposal to set-up a fund to buy IPRs of existing clean technologies from the original innovators and provide as public goods may be an appropriate way forward. Second is the need to trigger another wave of R&D and innovation to achieve technological breakthroughs and reduction in technology cost curves. Collaborative R&D, involving developed and developing countries, public and private sector to be adequately funded and leveraged with best available

talent would be helpful. Third, is setting-up of a framework to provide financial, technical and institutional assistance to developing countries in their adaptation efforts and to help them curb deforestation in their territories.

In continuation with the objectives of UNFCCC, it is important for developed countries to take enhanced mitigation actions with well defined medium and long term goals. Developing and Third World

countries also have to contribute to global mitigation efforts by committing to follow a sustainable path of development – unlike the path followed by the West. Effective mitigation strategies would require a massive change in the production, consumption and lifestyle pattern world-over. Indian Business has to play a crucial role here by pursuing innovation, technology and investment that can help build a low carbon Indian economy.

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Propelling IT-BPO growth in tier 2 cities of UP: A business case for Lucknow

Jayant Krishna
Vice Chairman, CII UP State Council and
Principal Consultant, Tata Consultancy Services

The IT-BPO industry truly has a cause for concern as it is faced with grave challenges while operating out of the current seven leading Indian cities. These challenges include the urban chaos, traffic nightmare, high attrition, exorbitant rentals, sky-rocketing land prices, higher overheads and ever-increasing cost of living. With India continuing to remain a preferred global hub of outsourcing business and saturation in several of Indian IT hotspots, it is time that the industry pro-actively promotes tier-II cities and goes from rhetoric to action. The process of making IT and BPO business thrive in such cities would also transform these entities to vibrant and world-class cities.

NASSCOM and AT Kearney recently studied the attractiveness and potential of 50 cities across India for setting up of IT-BPO operations. In their report, they have put Lucknow as a 'challenger' which is the best category after the top 7 existing IT destinations. As a matter of fact, among 'challenger' cities, Lucknow ranks quite high by way of its intrinsic appeal as an IT-BPO destination. Little wonder, IT professionals from this part of the country have been quite upbeat to propel Lucknow as a world-class IT-BPO destination. They just kicked off a CII and NASSCOM supported initiative 'IT-BPO Destination Lucknow' with active participation from the industry and the Government.

Even today the name Lucknow brings passion to the hearts of people. They say it has a class of its own that is far beyond the obvious. Already a mega city of many splendour, Lucknow today rubs shoulders with the best metros in India in terms of the 'quality of life' it offers. It already boasts of most of the amenities of a metro and yet retains the distinctive charm of a cohesive and harmonious town. Several positive developments in Lucknow have recently resulted in the corporates belonging to the FMCG, telecom, manufacturing, banking, insurance and services sectors making the city as their zonal or regional headquarters. Along with a decent industrial presence, Lucknow is fast emerging as the 2nd largest corporate hub in North India.

Today, Lucknow is already one of the important knowledge hubs in India. Some of the country's best engineering colleges and business schools are located in and around the city. Around 100,000 engineering, computer science and MCA students pass out from UP based colleges annually. According to an estimate, 12 per cent of the country's IT professionals come from UP with Lucknow, Kanpur, Allahabad and Varanasi being significant contributors. Presence of around 75 engineering colleges in the Lucknow-belt provides a sizeable volume of technically qualified talent pool. If given an opportunity, a significant number of the pass-outs from this part of the country would actually like to work here as long as they are provided a world-class work environment. Recently, the Government of UP has also made some efforts to project Lucknow as a knowledge hub. Such a promising academic backdrop and the presence of IIT-Kanpur and IIM-Lucknow indeed augur well for the city to emerge as an excellent IT-BPO hub.

According to a recent survey, Lucknow is among the best cities nationwide in terms of a natural and accent-neutral English diction, free from regional pronunciation biases. The city offers excellent schooling with some of the most celebrated public schools and convents in North India being located here. The city also churns out a large pool of English speaking graduates who can be tapped for the voice-based operations under a relatively lower cost base.

The city of Lucknow has an international airport in Lucknow where another state-of-the-art terminal building is coming up. Eight airlines, including international carriers, operate a large number of flights from Lucknow and that has substantially improved the city's connectivity. The city also has a thriving rail-road network and a reasonable public transport system. A DPR for Metro Rail for Lucknow has been submitted and construction would commence shortly. There is a reasonably good medical infrastructure here including SGPGIMS, KGMU, Sahara and other private sector hospitals and nursing homes.

The city has multiple five star hotels, a convention centre, clubs, resorts, health spas, golf courses, discotheques, nightclubs and pubs. The multiplexes and shopping malls have added an interesting dimension to the city with global brands, fashion stores, retail chains, international fast-food chains and multi-cuisine restaurants having set their footprints here. Most of the foreign banks and telecom service providers operate from Lucknow. Lucknow is also a major science and technology R&D hub and houses over 25 CSIR-ICAR labs and other R&D institutes of international repute.

Above all, the in-city commuting time to most destinations is around 10-20 minutes and the cost of living is appreciably lower. In addition, the relative ease and cost-effectiveness of operations at Lucknow potentially makes the city as good a business destination as any other metro. The city also scores high on perception and image parameters with its rich heritage and cultural equity.

Lucknow Development Authority (LDA) has embarked upon several ambitious projects on Public Private Partnership (PPP) mode which would further accelerate the city's fast track development. UP Government's developing Lucknow Industrial Development Authority (LIDA) would indeed give a boost to the much needed IT-BPO industrial activity in the city along the Lucknow-Kanpur corridor with a world-class urban development framework. Development of the State Capital Region (SCR) around Lucknow is also a welcome step.

Lucknow today offers a robust telecom backbone with multiple players and a unit of Software Technology Park of India (STPI). In addition, an IT SEZ is also coming up in Lucknow which would surely encourage more IT companies to come here. The city already has delivery centres of Tata Consultancy Services (TCS), CMC, Tata Technologies and Aegis BPO besides a handful of smaller players in the IT-BPO space. Some other IT and BPO majors are also reported to be actively considering Lucknow for their operations. TCS' experience with its global delivery operations based in Lucknow has been extremely good and it is expanding its footprint here with the commissioning of a state-of-the-art facility. TCS has had a long association with the city and has found the going to be quite encouraging with a low attrition, high employee satisfaction, excellent customer satisfaction and a strong quality process rigour.

Lucknow is also a fascinating destination for overseas clients. Because of its rich cultural heritage and the presence of several historical monuments, the city is a much sought-after destination by tourists. The city is famous all over the world for its language, sophistication, hospitality and courteousness. The city has a rich Indo-European heritage and Nawabi as well as colonial British architecture. Foreign and Indian travelers get a delightful experience in Lucknow with a backdrop of distinctive music and dance. The city certainly has a distinct personality and a character of its own which attracts people like a magnet does. Lucknow surely grows on the residents as well as visitors. For foodies, Lucknow offers a heaven. The city offers a delightful shopping

experience with items such as Chikan, Zardosi, Kamdani, Chinhat potteries, Itar perfumes and varied handicrafts. One of IT-sector overseas client recently commented during his Lucknow visit, "The city offers the best of both worlds and the essential balm for the jiggling nerves".

Lucknow Statistics

Population	3 million
Area	250 sq km
Engineering Colleges in the hub	75
Engineers per annum in UP	1 lakh
Flagship Academic Institutions	IIM Lucknow, IIT Kanpur, UPTU Lucknow, IIIT Allahabad
Category in NASSCOM-AT Kearney Study	Challenger
Power Requirement & Availability	800 MW
Commercial Rentals	Rs 15 to Rs 28 per sq ft
IT Parks	STPI, IT SEZ (under construction), LIDA (land acquisition stage)
Existing IT-BPO Companies	TCS, CMC, Aegis, etc.
Golf Courses	2 (3rd under development)
Multiplexes & Mall	5 (another 6 under construction)
Airport	International, 8 airlines, 30 flights (expansion underway)
Five & Three Star Hotels	10 (another five in the pipeline)
Hospitals	Sanjay Gandhi PGI, King George's, Vivekanand, Sahara, etc.
USP	Educational Focus, Quality of Life and Cultural Equity

Let us compare Lucknow with the NCR. Commercial rentals are half, attrition is less than half, salaries are at least 25% lower and several overheads are 30% lower than the NCR. If these data-points are any indication, there is a strong likelihood of Lucknow's emergence as a happening IT-BPO city of the future. This trend would surely skyrocket Lucknow's brand equity as a many splendoured knowledge city on the move! The Government is also committed to creating a Lucknow-Kanpur corridor for the IT-BPO sector, on similar lines as the successful Noida-Greater Noida track. Now, the UP Government, industry, CII and NASSCOM need to work hand-in-hand as partners in progress to turn this vision into a reality in a fast-paced manner.

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Towards developing an Integrated ICT Policy

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A Case for Re-thinking IT Policies

India is being hailed as an "IT Superpower". From snake charmers and elephants, the images of India have changed in the minds of global citizens to hi-tech software development facilities, cutting-edge R&D centers and 24x7x365, constantly humming, offshore outsourcing environments that represent a giant, ever-expanding IT hub. India's progress in the field of Computer Science has been quite remarkable. India's IT professionals have earned respect globally; even as India bred some world-class IT companies who handle large IT projects for companies and governments across the globe.

India's Software/Services Export

STATES/UTs	2005-2006		2006-2007		2007-2008	
	RS. CR	%	RS. CR	%	RS. CR	%
KARNATAKA	41,430	36.1%	52,175	32.9%	58,464	31.1%
MAHARASHTRA	19,645	17.1%	32,100	20.3%	35,500	18.9%
TAMIL NADU	14,574	12.7%	21,325	13.5%	28,940	15.4%
ANDHRA PRADESH	12,620	11.0%	19,140	12.1%	26,075	13.9%
UTTAR PRADESH	8,455	7.4%	8,670	5.5%	13,214	7.0%
HARYANA	8,410	7.3%	12,540	7.9%	12,115	6.4%
DELHI	3,693	3.2%	4,165	2.6%	4,880	2.6%
WEST BENGAL	2,722	2.4%	3,625	2.3%	4,135	2.2%
Sub-total	111,550	97.3%	153,740	97.0%	183,323	97.4%
KERALA	853	0.7%	1,400	0.9%	1,575	0.8%
GUJARAT	443	0.4%	764	0.5%	850	0.5%
ORISSA	466	0.4%	732	0.5%	850	0.5%
RAJASTHAN	459	0.4%	407	0.3%	425	0.2%
CHANDIGARH	295	0.3%	377	0.2%	385	0.2%
PUNJAB	265	0.2%	620	0.4%	315	0.2%
MADHYA PRADESH	202	0.2%	300	0.2%	253	0.1%
GOA	25	0.0%	97	0.1%	109	0.1%
PONDICHERRY	40	0.0%	44	0.0%	50	0.0%
HIMACHAL PRADESH	13	0.0%	9	0.0%	42	0.0%
UTTARAKHAND	8	0.0%	1	0.0%	10	0.0%
BIHAR	4	0.0%	6	0.0%	7	0.0%
CHATTISGARH	1	0.0%	2	0.0%	3	0.0%
JAMMU & KASHMIR	1	0.0%	2	0.0%	3	0.0%
TOTAL	114,625	100%	158,500	100%	188,200	100%

Source: Electronics and Computer Software Export Promotion Council

Every state in India has been sold the dream of a rapidly expanding IT/ITeS industry changing the economy of the state and making it's citizens "knowledge workers". Hence, almost every state's IT Policy has focussed on developing the IT/ITeS sector in the state. Towards this objective, IT Departments have been set up (usually reporting to the Chief Minister), attractive benefits offered to industry and IT institutes set up to train the knowledge workers required by the software & services "factories".

Have these IT policies worked? The reality is that the top few states have pretty much cornered the software export market. The software/ services share of 8 states has been quite consistent at above 97% (refer Table I). Haryana (Gurgaon), UP (Noida) and Delhi are in reality one group, the National Capital Region (NCR). Thus 5 states + NCR have a stranglehold on software/ services export industry, inspite of the efforts and resources put in by all other states & UTs. This situation is unlikely to change in a hurry and all the knowledge workers being generated in other States will continue to migrate to the top States in search of appropriate jobs.

Missed Opportunity?

While policy-makers in the other states ponder on how to get a piece of the IT/ITeS pie, we are perhaps missing a larger opportunity. Of using Information and Communication Technologies (ICT) to transform the nation. While it is widely recognised that ICT enables economic and social development, India's record in harnessing ICT for social development is not so good. In fact it is quite dismal. A variety of indices have been developed to measure the capacity of a population to use ICT. India ranks rather low on all of these. In 2007, India ranked 118 amongst 154 countries in the ITU's "ICT Development Index (IDI)" and 54th (out of 69) in the Economist Intelligence Unit's e-readiness rankings. It was 54th (out of 134) in the World Economic Forum's Networked Readiness Index 2008-09. Even accounting for the population factor, the ICT impact on India could have been much better.

Has the country been blind-sided by the software export story and ignored the benefits that ICT can bring to the general populace? India is in the happy situation of having a host of IT companies with global experience, the technology and the project management skills to implement large ICT projects. The first few Mission Mode Projects under Government of India's NeGP (National e-Governance Plan), like the MCA21 (Ministry of Company Affairs) have been successful. However, the rankings remain low. It is surely time to re-vision our ICT policies.

Research shows that a more successful way to build the capacity of society as a whole to use and benefit from ICT is to have ICT policies which directly support the development objective

or outcome. It is easier for people to relate to policy proposals such as greater access to educational or job opportunities, than to a policy creating say a State Wide Area Network (SWAN) or a State Data Center (SDC). The outcome focused approach forces attention on deploying end-to-end solutions rather than creating capacities which are mismatched or remain un-utilized, as has been the case with many of the centrally driven capacity building programs deployed in the states.



Citizen Centric ICT Policies

Government of India (GoI) under the National e-Governance Plan (NeGP) has allocated large resources to key Mission Mode Projects at three levels - Central Government, State Governments

and Integrated. The states are, under advice of Department of IT, GoI, preparing e-Governance road-maps. Regretably most of these road-maps follow standard templates and do not integrate with the developmental plans being pursued by various Government Departments. Traditional e-Government tends not to be citizen-centric. Services are typically organized around the structure of Government rather than the way people use or need the services. Organizing services for citizens is not just about putting a portal on top of disparate data-bases and applications. Proper ICT usage requires re-engineering processes, information sharing and integration at the back-end. Moreover it needs effective training and communication to build usage.

We are developing human resources to feed the ICT sector, however the human capability and the ICT infrastructure to leverage ICT for development has yet to be built up. If the citizen is to be put at the center of the planning framework, we need to e-enable citizens and attention needs to be paid to the other two parts of the citizen-focussed ICT framework – Public Services and Business.

ADEPPT – Principles of ICT Policy Development

A citizen-centric approach which mainstreams ICT for development should have following principles:

Adopt an integrated, developmental approach, which impacts people, rather than technology deployment, as the main outcome;

Design government information systems for efficiency, transparency and equitable access and with a focus on the citizen;

Be empathetic i.e. base strategies on local, regional and international realities;

Promote the greatest access possible to information. This means that everyone and every group should be included, specially the weaker and marginalized sections;

Promote partnerships between different departments and agencies, especially public-private partnerships;

Train people to build multi-level human capacity.

Developing “e-Citizens”

The first issue is to e-enable citizens. From citizen’s perspective adoption of e-Governance services can only take place with:

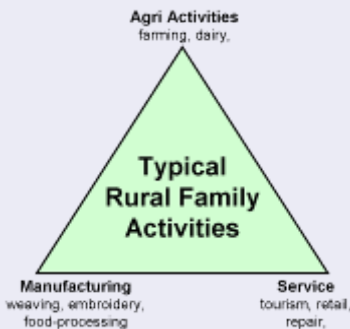
Access: I have easy and affordable access to the service

Motivation: I see real benefits from use of ICT which are directly relevant to my life

Confidence: I have all the skills I need to use ICT, and I feel trust and security using it

Kerala is one of the leading states in building human capacity by making at least one member of each family e-literate. e-literacy programs need to be expanded into providing free internet access to the e-literate citizens. Connecting citizens to the information highway is like providing every home with electricity.

A new Economic Vision



Most economic visions divide the population into three groups – Agriculture (including Animal husbandry), Manufacturing and Services (or knowledge). Each household gets allocated to one of the three.

The reality of the Indian rural sector is that a vast majority of families are engaged in multiple types of work. The income from any one activity is not enough to make both ends meet, so most families have multiple livelihoods. A small farmer works on his farm. In tough times he also works on other farms as labourer. When agriculture season is over, he goes to the forest to collect gum and other forest produce. The women in the house not only help in the fields, year round they embroider or weave at home, either at piece-rate basis for the contractor or to the trader who comes to the village to buy goods. Are family members to be categorized as cultivator, farm-worker or home manufacturer?

Categorising people into any one type of work tends to deny families developmental solutions which would enhance the total family pie. The traditional economic models create clusters leading to migration, urbanisation and related problems. A new vision of the the economic model to be sought is one which will enhance the economic output of each household in a non-migratory manner. In other words the Family Multi-Activity Model.

ICT provides an unprecedented opportunity to transform the activities of typical rural household. For instance weavers can, through internet, get inputs from designers based in urban areas, sell their products with e-marketing and receive their payments – all without leaving their village. Sector specific programs like e-Agriculture, e-Handicrafts, e-Tourism need to be incorporated into departmental plans as a means to achieve development objectives.

The thrust of creating non-migratory livelihood opportunities has also to focus on the MSME sector. Large enterprises have the capacity to use ICTs for comparative advantage. MSMEs (Mini, Small & Medium Enterprises) are less likely to have such capacity. Yet these smaller enterprises are the engines of employment and are on the front lines in the fight against poverty. e-Centers (a more developed model of DIT’s Common Services Centre (CSC) program can provide common ICT resources to millions of MSMEs and enhance their productivity.

In Public Services, states need to look at e-strategies which will provide better delivery, specially in the two key areas of Education and Health. Solutions today exist which can become game-changers and allow world-class services to be provided even in remote locations.

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CII Northern Region Business Outlook Survey

October – March 2009 -10

Highlights

Strong recovery sentiment, with 22% of the respondents saying that recovery is already underway.

97% of the respondents expect GDP growth in 5% plus range. More than half the respondents expect the growth rate to be between 6-7% as against only 34% in the previous survey.

86% of the respondents expect inflation to be below 5% suggesting that while there may be spikes in some commodity prices, inflationary risks remain low.

Business prospects on key elements –capital investment, capacity utilization, sales, new orders & production are all expected to be better in the current six months vis-à-vis the actual performance in the last six months.

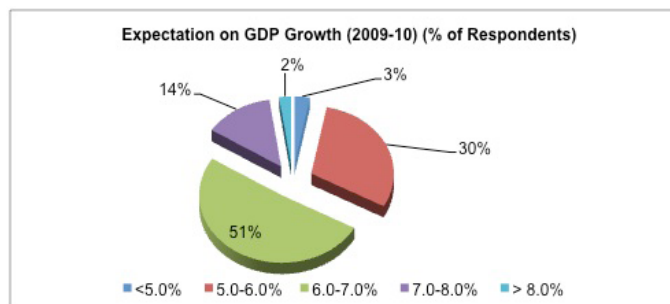
Export performance is expected to improve on all fronts –volume, value and export orders

Top concern areas are Global Economic Stability and slackening consumer demand. High interest rates and Infrastructure & Institutional shortages are other important concern key areas.

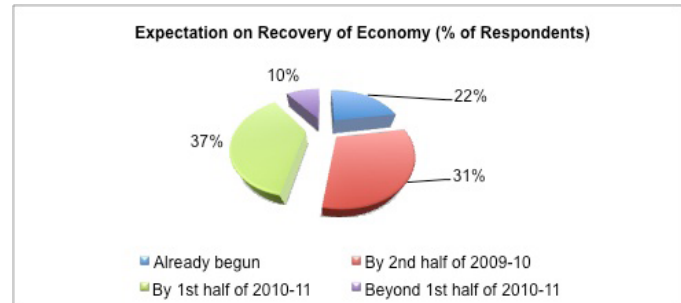
The survey is based on 134 responses received from industry across the Northern Region states and captures the outlook of the industry across the Northern Region.

1. Outlook On The Economy

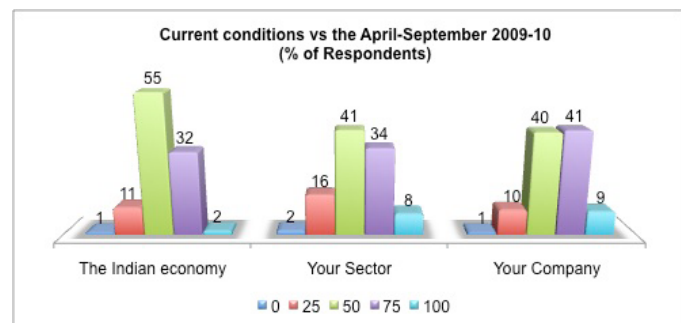
97% of the respondents expect GDP growth in 5% plus range as against only 85% in the previous April-September 2009-10 survey. More than half the respondents expect the growth rate to be between 6-7% as against only 34% in the previous survey. This indicates a strong recovery sentiment for the Indian economy.



On the recovery front a significant proportion of the respondents, 22%, felt that the recovery is already underway. Only 10% of the respondents expect the recovery to happen beyond the first half of 2010-2011.



2. Outlook On Business Prospects



Note: Respondents were asked to rate scores ranging from 0, 25, 50, 75 & 100 (0 for significantly worse and 100 for significantly better)

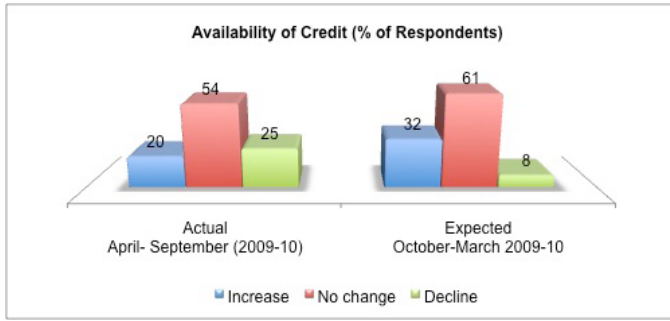


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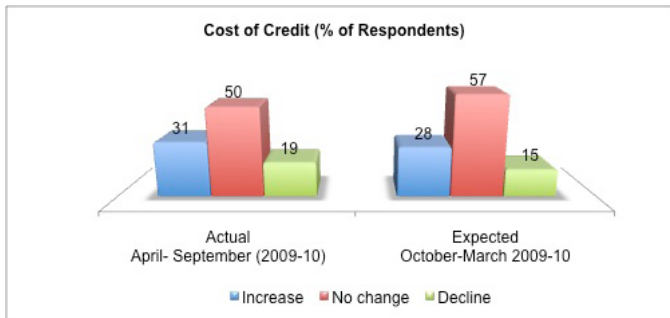
In line with strong recovery expectations, the outlook for the current six months is significantly stronger than the actual performance in the last six months. The percentage of respondents rating the current six months 75 or more is higher than the percentage rating last six months 75 or more, for Indian Economy, their own sector and their own company.

The expectations on various elements that build up business confidence viz- Investments, Capacity Utilization, Sales, Availability and cost of credit etc are also all positive.

3. Availability And Cost Of Credit

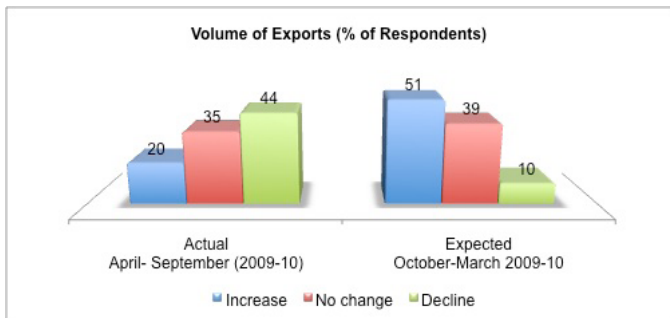


Availability of credit is expected to be better for the current six months with 32% of the respondents expecting an increase. Only 20% of the respondents reported an increase in the previous six months. Infact this is a continuation of the trend of better credit availability from the last survey. In the previous survey only 9% of the respondents had reported an increase in credit availability for the period October – March 2008-09 as against 20% reporting an actual increase for April –September 2009-10 in this survey.

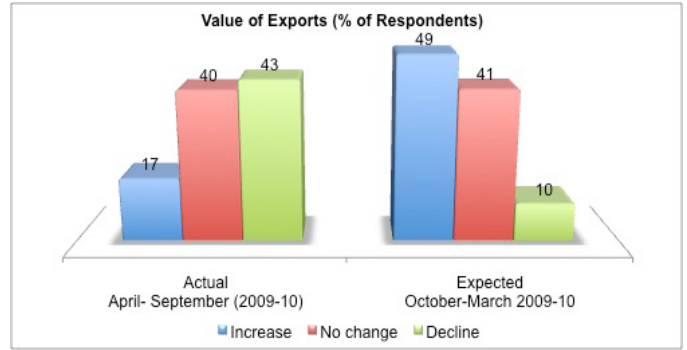


No significant changes are expected in the cost of credit. Majority of the respondents, 57%, expect no change

4. Exports

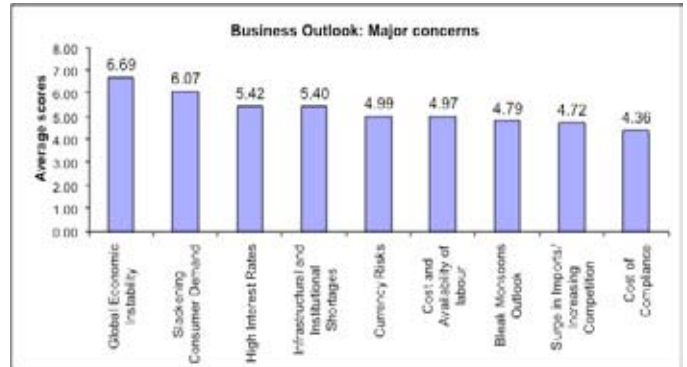


Expectations on export recovery are very strong with 51% of the respondents expecting an increase in volume of exports.



The positive sentiment on export volumes is accompanied by a strong expectation of recovery in value of exports. 49% of the respondents expect the value of exports to increase in the current six months, as against only 17% reporting an increase in the last six months.

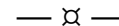
5. Key Concerns



The scores are average scores on nine predefined concern areas. Global Economic Stability is the top most concern in this survey, as against slackening consumer demand in the previous survey. The latter was the topmost concern in the previous survey. This perhaps is an indication that the recent signs of recovery for the Indian economy have been led by higher domestic demand. This again is a pointer that the stimulation package of the Government of India is having a positive impact on the economy.

Currency risks which was the third most important concern area has moved onto the fifth ranking indicating expectations of a stable rupee. Infrastructure and Institutional shortages has moved to third place as against being the fifth place in the previous survey, indicating the need for addressing infrastructure issues after having addressed issues related to demand stimulation.

(This is an abridged version of the survey. Requests for the complete document could be sent at erpd@cii.in)



Doing Business in Indian Cities

This brief note captures the Ease of Doing Business in Indian Cities, and is based on the Doing Business in India: 2009, Sub national series of the World Bank. As per the report 'if a hypothetical city called Indiana were to adopt the best practices found in the benchmarked cities, it would rank 67th out of 181 countries ranked by DB 2009. As per the DB 2010 rankings India ranks 133rd out of 183 countries. And herein lies the importance of this analysis.

Northern Region: Ludhiana (1), Gurgaon (4), New Delhi (6), Jaipur (7), Noida (12)

Southern Region: Hyderabad (2), Bengaluru (13), Chennai (15), Kochi (16)

Western Region: Ahmedabad (5), Mumbai (10), Indore (11), Kolkatta (17)

Eastern Region: Bhubaneshwar (3), Guwahati (8), Ranchi (9), Patna (14)

Overview and overall ranking

The report provides a quantitative measure of the regulation and red tape relevant to the life cycle of small and medium sized businesses in 17 cities of the country. It covers seven areas of business regulation that are in the jurisdiction of state or municipal governments. The cities and their overall rankings are as follows:

The northern region has the greatest number of single digit rank cities. Out of the total of 5 northern region cities that have been ranked, two of them are in top 5 and four in top 10. Also smaller cities have scored better rankings.

Area wise analysis

1. Starting a Business

Category	City/Country	No of Procedures	No of Days	Cost (% of income per capita)
City ranked 1	New Delhi	NA*	32	41.1
City ranked 17	Bengaluru	NA	40	64.7
Average for 17 cities		12	34	47
Best Ranked country in DB 2010	New Zealand	1	1	0.4

The number of procedures to formally open a business range from 11 to 13 of which 8 are national in nature.

Some of the key reform measures introduced by the states in this area include:

Making procedures related to starting a business simpler and cheaper encourages enterprises to enter the formal economy. The twin benefits of this are that formally registered enterprises pay taxes adding to government revenues and second formally registered businesses grow larger and more productive than informal ones.

- Electronic payment of stamp duty on company documents
- Online application for VAT registration
- Reduction of stamp duty on incorporation documents
- Single access point for VAT and profession tax registration
- Administrative reforms at the profession tax office

2. Dealing with construction permits

Category	City/Country	No of Procedures	No of Days	Cost (% of income per capita)
City ranked 1	Bengaluru	15	97	1,159
City ranked 17	Mumbai	37	200	2,718
Average for 17 cities		20	158	772
Best Ranked country in DB 2010	Hong Kong (China)	7	67	18.7

Performance of the Indian cities is significantly lower than the global benchmarks on all three counts – number of procedures, number of days and also in terms of costs. Building permit approvals and utility connections are the biggest bottlenecks.

Key reform measures introduced by various states in this area are:

- Digitized zoning plans
- Computerized building permit process
- Improved handling of applications

Given the fact that construction contributes 6.3% to India's GDP this is an important reform area.

3. Registering property

Category	City/Country	No of Procedures	No of Days	Cost (% of property value)
City ranked 1	Gurgaon	NA*	26	7.7
City ranked 17	Bhubaneswar	NA*	126	7.5
Average for 17 cities		5	55	10.6
Best Ranked country in DB 2010	Saudi Arabia	2	2	0

Variations in time arise mainly from the performance of two local offices – the Sub registrar's office where verification for property disputes and registration of sale deed happen and the Circle Revenue office where transfer of property title happens.

On an average the largest proportion of time is spent in title transfer (64.2%) and the stamp duty is the biggest cost (68.9%)

Key reform measures introduced by various states in this area are:

- Reduction in stamp duty
- Improved land record computerization
- Reduced administrative fee
- Improved administrative efficiency

4. Paying Taxes

Category	City/Country	No of payments per year	Tax rate (% of profit)
City ranked 1	Ludhiana	59	NA*
City ranked 17	Chennai	68	NA*
India as per DB 2010 report	India	59	64.7
Best Ranked country in DB 2010	Maldives	1	9.1

The report recommends consolidation of VAT system and phase out of CST, which is very much there on the anvil. The other key recommendation is to promote the use of online tax filing and payment.

5. Trading across borders

Category	City/Country	Time to export (days)	Cost to export (US \$ per container)	Time to import (days)	Cost to import (US \$ per container)
City ranked 1	Bhubaneswar	17	834	16	833
City ranked 17	Gurgaon	25	1,077	28	1,184
India as per DB 2010 report	India	17	945	20	960
Best Ranked country in DB 2010	Singapore	5	456	3	439

The more time consuming the export or import process, the less likely it is that a trader will be able to reach international markets in a timely fashion. This affects his ability to expand businesses and create jobs.



Some of the key recommendations for improving on this aspect include reducing and streamlining documentation, improving the Electronic Data Interchange system, increasing container capacity at ports and ICDs, reduce and reducing and streamlining inland checkpoints and continued investments in road and rail infrastructure.

6. Enforcing Contracts

Category	City/Country	No of Procedures	No of Days	Cost (% of claim)
City ranked 1	Hyderabad	NA*	730	17.7
City ranked 17	Mumbai	NA*	1,420	39.5
Average for 17 cities		46	961	26.6
Best Ranked country in DB 2010	Luxembourg	26	321	9.7

One of the key reasons for such delays in court procedures is the limited number of judges. As against 107 judges per million people in the US there are only 14 in India. Nearly 4,000 cases are being handled per judge in India.

Some of the key suggested reforms for improvement in this area are setting up of specialized courts or commercial divisions in existing courts, implementing case management systems in courts, keeping judicial statistics and increasing judicial capacity and strengthening the alternate dispute resolution (ADR) system.

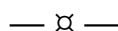
7. Closing a business

Category	City/Country	Recovery rate(cents per dollar)	Time (in years)	Cost (% of estate)
City ranked 1	Hyderabad	15.9	NA*	7-10
City ranked 17	Kolkata	9.1	NA*	7-10
Average for 17 cities		13.7	7.9	8.6
Best Ranked country in DB 2010	Japan	92.5	0.6	4

Bottlenecks in bankruptcy laws reduce the recovery rate, non performing assets and risks of the lending institutions increase as they cannot recover overdue loans. This also reduces access to credit.

Some of the key recommendations for reforming this area include implement the ongoing reform process including the proposed Companies Bill 2008, establishing specialized courts, expanding creditors rights and developing adequate licensing and training programs for insolvency practitioners.

NA* - Not Available



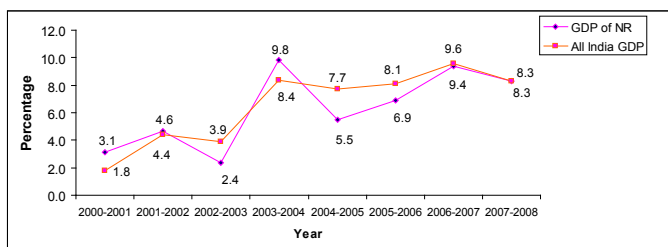
Northern Region largest contributor to National GDP

Gross State Domestic Product for Northern States: An Analysis

The Indian economy has witnessed an average growth rate of 8.5% in the last five years and is expected to grow at an average rate of 7.8% during the 11th Five Year Plan (2007-12). In the wake of the global economic slowdown, last year the growth rate slowed down to 6.7%. Although this was significantly lower than the 9% growth witnessed in 2007-08, it remains the second highest growth rate in the world after China's.

The Northern Region GDP grew from Rs 4,78,186 crore in 1999-2000 to Rs 7,74,586 crore in 2007-2008 which is a Compound Annual Growth Rate (CAGR) of 6.2%. This is lower than the national CAGR of 6.5% over the same period.

Growth Rates: NR Vs All India



Source: CSO, at constant prices (1999-2000)

The above graph shows that northern region economy has been largely underperforming the national economy.

Sectoral Performance

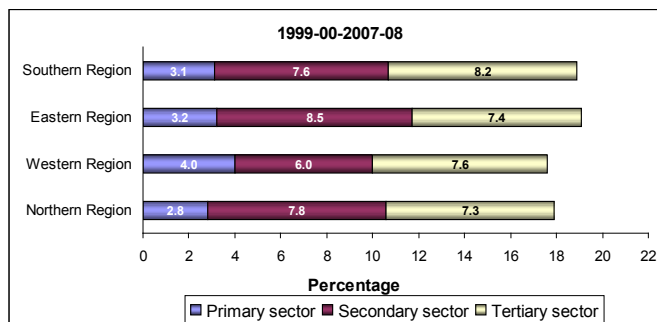
Sectoral Growth Rates

Sector	CAGR (1999-00 to 2007-08)	
	Northern region	National
Primary	2.8	3.2
Secondary	7.8	7.3
Tertiary	7.3	7.6

Source: CSO, at constant prices (1999-2000)

Sectorally, the region has been trailing behind the national growth rates in the primary and tertiary sectors. So on one hand the northern region has not been able to capitalize on its traditional stronghold –agriculture, it has also not been able to capitalize on the opportunities in the service sector as much as the other regions.

Region wise sectoral growth (CAGR)



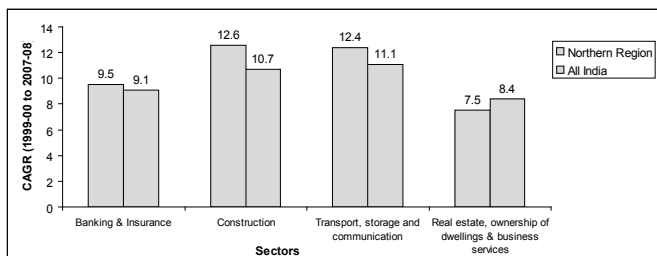
Source: CSO, at constant prices (1999-2000)

In the agriculture based primary sector, the northern region has underperformed all the other regions. One of the primary reasons for this is the lower growth rates witnessed by key agricultural states in the region. Uttar Pradesh, which contributes 40.5% to the region's primary sector grew only by 1.9%. Similarly the second largest contributor, Punjab, with a contribution of 17% to the region's primary sector grew only by 2.3%.

The region also trails behind the other regions in the service based tertiary sector. The performance of the northern region has been reasonably good in the secondary sector.

Fastest Growing sub sectors

Best performing sub sectors in NR



Source: CSO, at constant prices (1999-2000)

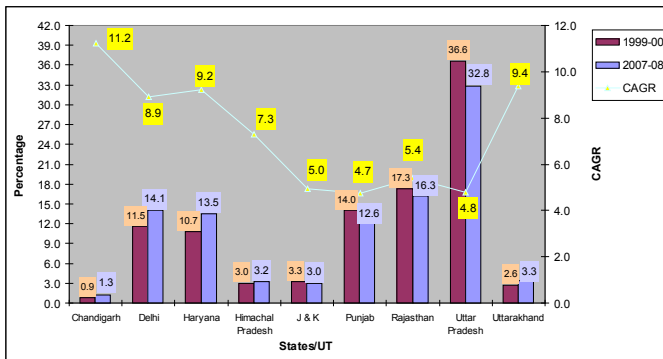
The above graph gives the top four performing sectors, i.e. sectors witnessing the highest CAGR over the period under consideration. All sub sectors, except Real estate, ownership of dwellings & business services have witnessed higher growth rates in the region vis-à-vis all India

Two of the fastest growing sub sectors in the Northern Region – construction; transport, storage & communication – are also amongst the top five contributors to the region’s GDP, indicating their importance in the regional economy. Over the period under consideration the combined contribution of these sub sectors to the regional GDP has increased significantly from 12.8% to 20.4%.

The three largest economies in the region are Uttar Pradesh, Rajasthan and Delhi in descending order, with Delhi having replaced Punjab in 2007-08 vis-à-vis 1999-2000. Punjab infact has been overtaken by both Delhi and Haryana and ranks as the 5th largest economy in the region, currently, as compared to being the third largest in 1999-2000.

State Economies in the Northern Region

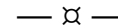
State-wise contribution to Northern region’s GDP




Source: CSO At constant prices (1999-2000)

Chandigarh has been the fastest growing economy in the region followed by Haryana and Delhi. The states of Uttar Pradesh, Rajasthan, Punjab and Jammu & Kashmir have witnessed growth rates lower than the regional average of 6.2%. Clearly the growth rates in the region are being impacted by the slow growth rates of some of its larger state economies.


(The above is a summary of the second edition of the CII Report on Gross State Domestic Product for Northern States: An Analysis, prepared by the Economic & Policy Division of CII Northern Region. Request for the complete report could be sent in at erpd@cii.in)





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THE 14TH CII CHANDIGARH FAIR IS A HIT WITH CONSUMERS

Ten concurrent exhibitions attracting domestic and international visitors

The 14th edition of CII Chandigarh Fair started off here today with huge fanfare. The premier shopping festival was inaugurated by H. E. Gen (Retd) S F Rodrigues, PVSM, VSM, Governor, Punjab & Administrator, I.T. Chandigarh at the Parade Ground. He was accompanied by his wife Mrs Jean Rodrigues-Andrigues mentioned. The Fair showcases a fascinating range of the products that speaks volumes for where we have reached. The Governor and his wife enjoyed a cultural show put up by the Pakistani folk artists. Besides attracting huge number of domestic customers, the Fair was visited by keen international visitors.

CII Chandigarh Fair acts as an ideal platform to showcase diverse range of products and services. Reaching out to the discerning shoppers of Tier 2 region and remarkably targeted across diverse consumer segments, the ten concurrent exhibitions running at the Fair offer impetus to the event. Brands, Infocom 2008,



plauding good participation from overseas corporates, Gen Rodrigues welcomed the participants from Pakistan as well. One of the major highlight of the Fair on the opening day was the visit by a delegation from Afghanistan whose members seemed visibly impressed with the wide array of the products on display.

FAIR FACTS

- India's Premier Shopping Festival
- Organised every year, CII Consumer Fair is 14th in the series
- 196 exhibitors
- Spread over 3250 sqm of space at Parade Grounds
- 10 concurrent shows
- Six states participated (Madhya Pradesh, Uttar Pradesh, Karnataka, for the first time; Goa, Rajasthan and West Bengal participated again.
- International Participation (Pakistan participated with 25 companies; product display from Egypt, Turkey, Thailand and Indonesia)
- New Shows: SecureEx, Realty, 50% new participation in Decor (Furniture Segment)
- 125 repeat participants
- 71 new participants

One of the major highlight of the Fair on the opening day was a visit by a delegation from Afghanistan whose members seemed visibly impressed with the wide array of the products on display.



9-12 October, 2009

बादल ने सी.आई.आई. कंज्यूमर मेले में की खरीददारी



मैल्डोवेयर क्रोकरी, पेंटिक पेंटिवा, फर्नीचर अदि खूब रास आई। उन्होंने इस मेले का केवल दौर ही नहीं किया बल्कि कई खमन भी खड़े। प्रथमर्गो ने अपने दल के साथ तकरीबन एक घंटा चंडीगढ़ स्थित अयोजन स्थल पर बिताया, जहां पर इंटरनेशनल आरकेड में उपस्थित पाकिस्तान को भाष्य उपस्थिति को देख कर बादल ने दोनो देसो के बीच एक नया रिश्ता कायम करने पर मो.आई.आई. के दृष्ट पहले खे सराहा है। भारतीय उद्योग परिषद जरी क्षेत्र के क्षेत्रीय निर्देशिका चारु मथुर ने कहा कि मो.आई.आई. परिषद में भी ऐसे ही आयोजन को आयोजित कराई गयेगी। इस दौरान भारतीयों के साथ 'पेसा' मेरी मेरी

पेसा के मुलाकगी प्रकाश सिंह बादल मेले में दोरे के दौरान एक सस्ते को देखते हुए।

Rural women win hearts



Rural women supported by NRI's exhibiting phulkari designs at CII Fair in Chandigarh in Punjab. The phulkari and the jewelry work of the rural and handicraft women were exhibited at two stalls. The fair has been the first to have women from all over the world. The fair has been the first to have women from all over the world. The fair has been the first to have women from all over the world.

Detailing on the diversity of the CII Chandigarh Fair, Ms Charu Mathur, Regional Director, CII Northern Region informed that the exhibition provides for a dynamic interaction with the visitors and participation from companies dealing in variety of offerings.

Enthused by the response, Mr Khurshid Balras, Chief Executive of Pak World Trade & Expo Centre, said, "CII Fair not only gave us an opportunity to interact with Indian buyers but also reach out to them and bond with Indian community." Echoing the same sentiment, Mr Javed Iqbal, Proprietor, Paras Industries is hopeful of the number of participating companies from Pakistan to be increased to 50 in the next edition of the Fair.

FAIR ENOUGH TO SHOP



Shopping fever is in the air. With Diwali approaching, it's time to splurge. And CII Fair 2009 at Parade Ground-17 provides enough motivation and variety to pick from. HT City takes you through the States of India and International Arcades, the colorful pavilion at the fair. On 08 October 12

competitiveness corner



22nd QC Preliminary Competition 2009-10

The Quality Circle Competition, an annual feature since 1986, is the culmination of the state, regional and national conventions that take place throughout the year as part of CII's continuous efforts to strengthen the Quality movement in India. Over the years, these circles have helped improve quality, efficiency and yield, reduce cycle and turnaround time, lower costs, and increase employee motivation. Together, these benefits contribute to better financial results for their organizations.

PLACE	DATE	TOTAL TEAMS	DELEGATES	WINNER CIRCLE / ORG	FIRST RUNNER UP	SECOND RUNNER UP
PUNJAB	24-August	13	16	Prabhat - BEL, Kot-dwara	Ugta Surya - Secure Meters Ltd, Bated	Lakshya - Motherson Sumi Systems Ltd, Gurgaon
RAJASTHAN	28-August	11	27	Parivartan - Tata Motors Ltd, Lucknow	Suraj - Asahi India Glass Ltd, Rewari	Oasis - NEI Ltd, Jaipur
CHANDIGARH	11-September	24	35	Jyoti - Bharat Electronics Ltd, Ghaziabad	Nav Bharat - Secure Meters Ltd, Barotiwala	Safalta - Tata Motors Ltd; Lucknow
GURGAON	18-September	20	10	Sanrachana - Bharat Electronics Ltd	Star - Maruti Suzuki (I) Ltd	Saransh - Denso India Ltd
HARIDWAR (UK)	23 September	15	9	Vijaypath - CavinKare Pvt. Ltd), Haridwar	Sameeksha - BHEL, Haridwar	Hunk - Nappino Auto & Electronics Ltd Haridwar
LUCKNOW	25 September	12	4	Pioneer - NTPC, Singrauli	Mashal - BHEL, Haridwar	Buniyaad - BEL, Ghaziabad
DELHI	5 October	12	4	Everest - BEL Ghaziabad	Tushar - Bajaj Hindustan	Creative - Napino Auto & Electronics

Training programme on implementation of QC

3 September, 2009, Haridwar

CII Uttarakhand organized a one day training programme on implementation of Quality Circles. The workshop helped gain insight in the concept & methodology of Quality Circles, develop positive work related skill among the employee and inculcate better attitude towards quality and excellence, help in self development & team spirit, reduction in elimination of inter-departmental conflicts, and improvement in overall quality & productivity of the organisation.



Conference on "Accelerating the upgradation process of ITIs under PPP mode"

12 October, 2009, Gurgaon

"The Hon'ble Prime Minister is committed to achieve the target of 500 million trained people by 2020. In this regard the entire ITI stake holders fraternity must function smoothly," said Mr. Prabhat Chandra Chaturvedi, Secretary – Labour & Employment, Ministry of Labour and Employment, Government of India, speaking at the Valedictory Session of Conference on "Accelerating the upgradation process of ITIs under PPP mode" organised by CII-NR. Dr. Sudhir Kapur, Chairman, Skills and Education Sub Committee, CII-NR stated that the event presented a systematic roadmap of upgradation, starting with analysis of employment, expectations of students & stakeholders. Alongwith this conference, a special focused meeting aiming at fast tracking ITIs in J&K was also held.



eventzone

MSME Conclave 2009

1 September, 2009, Jaipur

While addressing at the Inaugural Session of the MSME Conclave 2009, Mr Manohar Kant, Commissioner – Industries, Government of Rajasthan said that Indian MSMEs have the potential to become globally competitive and reaffirmed the support of the State Government to help the sector grow promoting entrepreneurship and employment generation. Speaking as the Keynote Speaker at the programme, Mr Salil Singhal, Chairman, CII MSME Council & Chairman, Secure Meters Limited, stressed on establishing MSME Stock Exchange as a number of MSMEs are graduating to large scale units.

Mr Kiron Chopra, Chairman, MSME Sub Committee, CII (Northern Region) & Managing Director, Chopra Retec Rubber Products Ltd emphasized on greater linkages between MSMEs and large industries and special incentives during today's turbulent economic order. Mr Kishore Khaitan, Chairman, CII Rajasthan State Council welcomed the participants and informed about the various policy advocacy, soft and hard interventions undertaken by the CII in Rajasthan. The programme was well attended by over 175 delegates and addressed by over 25 eminent speakers from all across the country.

Lean Six Sigma Summit: 'Transforming businesses, big or small...'

10 September, 2009, New Delhi

The Summit provided a platform for demonstrating how Lean Six Sigma enables business transformation. Mr Arvind Kapur,



Conference Chairman & MD, Rico Auto Industries in his opening remarks said that transformation in business must come along with protecting domestic market, becoming competitive and reducing waste in the system. A very unique and interesting element of the Summit agenda included CEO's panel discussion on "Business Excellence for Sustained Growth". Over 170 participants from different companies attended the Summit and benefited from deliberating in the discussions.

HRM Summit seeks modular setup to draw talent to this stream

11 September, 2009, Gurgaon

"Off late Human Resource is seen as a segment to shape future strategies of organization. This should be attributed to the opening of economy, more entrepreneurs, presence of MNCs to learn globally acknowledged best practices, technology proliferation and greater focus on knowledge worker," outlined Mr. P Rajendran, COO and Director, NIIT Ltd, at the CII-organized HRM Summit. He also presented a modular HR setup, with different streams namely HR compliance, HR services and strategic HR.





Creating a robust value chain, key to effective Bio Medical Waste Management

18 September, 2009, Chandigarh

“Every hospital generating Bio Medical Waste needs to set up the requisite BMW treatment facilities on site or ensure required treatment of waste at common treatment facility”, said Dr Bina R Sawhney, Chief Medical Officer, Directorate of Health Services, Ministry of Health & Family Welfare at the CII’s Conference on Bio-Medical Waste Management. Putting forth the perspective of private healthcare sector on the subject, Mr Daljit Singh, Chairman, CII Healthcare Sub-Committee, Northern Region identified compliance and monitoring to be the critical aspects for effective bio medical waste management. Dr Gurjit Singh, Former Deputy Director – Health, Government of Punjab and Dr Anita Sharma, Head, Lab Medicine, Fortis Hospital through their insightful presentation, talked about implementation of Bio Medical Waste management & its proper maintenance.

Meeting on Hydrocarbons

1 October, 2009, New Delhi

“Indian upstream hydrocarbon sector, under NELP VIII/CBM IV presents a unique opportunity for Indian and overseas investors due to its well-established, transparent bidding regime, huge domestic market and availability of numerous fiscal and financial incentives,” said Mr. R. S. Pandey, Secretary, Ministry of Petroleum and Natural Gas, Government of India, while delivering the keynote address at CII Interactive Meet on NELP-VIII / CBM-IV. Mr. Hari S. Bhartia, Vice-President, CII and Co-Chairman & Managing Director, Jubilant Group while delivering the welcome remarks, emphasized the necessity to develop natural gas sector in India as an alternative to coal and as a climate change mitigation strategy.

CII’s Conference on Indian dairy calls for ‘Training, R&D & export promotion’

22 October, 2009, Karnal

Eminent academicians, policy makers and corporate leaders called for training of the unorganized sector, impetus to research and extension for livestock development, R&D for commercialization of indigenous dairy products and strategy for promotion of dairy exports in milk deficit countries as critical to realize the untapped potential of Indian dairy sector.

All work and no play makes Jack a dull boy!

Staff outing on November 7, 2009 at Barog Heights, Himachal Pradesh





skills and HR

Creating a 'Manager's Manager'

3 September, 2009, New Delhi

CII Delhi organized a one-day workshop on 'Creating a Manager's Manager'. In cognizance of the changing role of the administrative professional, the workshop primarily focused on techniques to help participants achieve excellence at their workplaces. 65 participants from various organizations participated in the workshop.

Strategic management in the global environment

25 September, 2009, NOIDA

Targeted at middle level management, the session was aimed at making the participants' skills and mindset compatible to the competitive market, helping an organization be more proactive than reactive in shaping its own future and enhancing problem-prevention capabilities.

Team building and stress management

26 September, 2009, NOIDA

The session was aimed at empowering individuals to contribute to common goals and ensuring increased productivity, competence and increased profit; enhancing the lateral thinking power and come up with unique ideas and solutions, anticipating and resolving stressful situations systematically using time-based and people-based techniques.

Competitiveness through innovative HR practices

9 October, 2009, Baddi

The objective of the programme was to emphasise on quality of education as well as providing soft skills trainings. Mr Krishan Kapoor, Hon'ble Minister for Industries and Labour & Employment inaugurated

the Seminar. He appreciated CII for its initiative called CHETNA – Career Counseling Center which is aimed at providing soft skill trainings to the final year college students. Over 80 participants from industry, academia, Department of Labour & Employment and Department of Industry found the Seminar a unique learning experience.

Mr Arvinder S Lovely, Delhi Transport Minister, launches the CII-DTC soft skills program

9 September, 2009, New Delhi

Mr Arvinder S Lovely, Minister of Transport, Government of Delhi launched the CII-DTC soft skills training program at the DTC training center, Nand Nagari in Delhi. Mr Naresh Kumar, Managing Director, DTC said that the objective of the exercise was to inculcate cultural adaptability amongst DTC employees, basic English language, etiquette, and a better understanding of Delhi.

CII visit to Khairthal

22-23 September, 2009, New Delhi

CII team visited the Deep Disha Centre and Deep Training Institute, Khairthal, District Alwar, Rajasthan for a first hand information about the skill development trainings being imparted in the centre, training methodology and impact of such trainings on end users. The meeting was widely attended by the parents, students, local sarpanches and other dignitaries.

Roundtable on skill mapping

13 October, 2009, Haridwar

Rapid industrialisation has also led to the increased demand for manpower in the skilled and semi skilled category. To address the issue, a roundtable was organised with an objective to identify specific skill sets that are short in supply within industry sectors, learn from the initiatives being taken by individual companies for bridging the skills gap, ascertain the role that CII can play in bridging the skill gaps, and, explore possibilities of individual companies partnering CII in taking forward the skill initiatives.

Left to right: Mr Arvinder S Lovely, Transport Minister, Delhi, launches the CII-DTC soft skills program; CII visit to Khairthal; Session on Competitiveness through Innovative HR Practices



exploring horizons



Manufacturing technology mission to Ludhiana industrial area

8-9 September, 2009, Ludhiana

CII mission visited four companies, G S Auto International Ltd, Bhogal Pvt Ltd, Hero Cycles Ltd and Eastman Cast & Forge Ltd. Detailed presentations were made by the representatives of all the companies on the best practices being followed by them in the areas of manufacturing and technology and all were handful of appreciation to the cluster approach of CII. "Cluster movement has been of substantial importance to us and this has resulted in the reduction of power factor to 0.99 and we are now getting incentives from the Punjab State Electricity Board," said Mr N S Bhogal of Bhogal Pvt Ltd. Mr S K Rai, Managing Director – Hero Cycles Ltd said, "Cluster approach is basically a neighbourhood phenomena where one learns from the others by sharing the best practices." 15 delegates participated in the mission.

Healthcare study mission to Mumbai

29-30 October, 2009, New Delhi

The two-day mission to show best practices in health care management, visited Breach Candy Hospital Trust, Wockhard Hospital, PD Hinduja Hospital and Tata Memorial Centre. The 16-member mission learnt more about hospital development and management strategy and also studied specific areas of healthcare infrastructure and healthcare delivery.

Doing business with the United Nations

8-9 October, 2009, New Delhi

The primary objective of this session 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. The session was addressed by Mr Paul Buades, Director, UNPD, Ms Neeru Singh, Policy & Best Practices Officer, UNPD and Mr Abiyeg Degafie, Procurement Manager, UNICEF India. The session was well attended by a number of leading Indian companies from diverse sectors.

Interactive session with...

Mr Blair Hall, Minister Counselor on Economic Affairs, US Embassy, 15 September, 2009, Amritsar

On the outset of the interaction, Mr. Gunbir Singh, Chairman, CII Punjab, presented a perspective on the current scenario in Punjab with regard to significant relation ship between USA and India. He stated the need for further collaboration between the US and Punjab on agro farming technology and agro processing and added that Wal Mart was a standing example of partnership being formed on the retail level. Speaking on the occasion, Mr. Blair Hall emphasised on the need for strategic tie-ups between India and US in the field of trade particularly in use of clean energy and energy efficiency equipment. Delegates from diverse sectors, including textile, hosiery, lathe and machine tool industry of Amritsar region attended the session.

Ms Shana Sherry, Economic Officer, US Embassy, 17 September, 2009, Lucknow

With the objective to boost investment in Uttar Pradesh, CII Uttar Pradesh organized an interactive session with Ms Shana Sherry, Economic Officer, US Embassy. Ms Sherry mentioned that the State was seen as having a lot of potential and a wealth of talent pool. The members informed Ms Sherry about the various initiatives/projects that were going on in the State especially, in the field of Infrastructure. The members also suggested her to revive the American Library Centre previously existent in the city and/or set up an American Cultural Centre for greater interaction between the two countries.

Mr. Johannes Cornelis De Bruign, Country Co-ordinator PUM, Netherlands Senior Experts, 26 October, 2009, Amritsar

Speaking on the occasion, Johannes Cornelis De Bruign mentioned that PUM has 4000 senior experts and is active in 70 countries and in the year 2008, 120 projects have been executed in India. Mr. Jitinder Jain, Chairman, CII Amritsar Zonal Council urged the industry leaders present on the occasion to take maximum benefit of this opportunity. He further said that these projects are currently offered by the PUM to the developing countries and the offer in India is valid till 2011 only.

Left to right: Healthcare mission to Mumbai; Session on "Doing business with the UN"; Interactive session with Ms Shana Sherry



reaching out

CII – DCM Engineering join hands to save girl child & protect the environment

13 October, 2009, Ropar

On the occasion of DCM Week Celebration, CII Punjab and DCM Engineering Products, Ropar, organized a tree plantation drive and an awareness camp to sensitize the residents of Asron and nearby villages on female foeticide. A street play highlighting the bane of female foeticide and need of promoting women's empowerment and protecting the girl child was also performed by students of DAV Institute of Engineering & Technology, Jalandhar. As part of the same campaign an awareness march by students was flagged off by Mr J K Menon, MD, DCM Engineering Products and 50 saplings were planted at the premises of Government Primary School, Asron to pledge support towards saving the girl child as well as protecting the environment.

CII North's HIV/AIDS tollfree & online counselling helpline launched

CII North has launched HIV/AIDS Toll free Telecounselling Helpline with Punjab State AIDS Control Society. The facility of Online Counselling has also been provided and counsellors are available on all working days from 9 am to 6 pm to respond to queries pertaining to HIV/AIDS. The numbers are: 1800 180 2008 (accessible from BSNL/MTNL) From all other phones (landline & mobiles) dial 0172-2662172. Please feel free to access this Helpline & encourage others to do so, in case you have any query.

Differently-abled girl students plant saplings to mark the launch of Nanhi Chaahan at CII



NANHI CHHAAN

CII – Yi Nanhi Chaan Scholarship Scheme announced

27 August, 2009, Chandigarh

CII took a huge step forward on its social agenda with the launch of Project Nanhi Chhaan. Piloting the Project, Mr Harpal Singh, Chairman CII, Northern Region and Mentor & Chairman Emeritus, Fortis Healthcare Ltd explained that two issues on the social agenda of the country require urgent and transformational attention; the first being an adverse gender ratio and second, the degradation of the environment.

Under the aegis of the Project, Mr Harpal Singh announced CII-Yi Nanhi Chhaan Scholarships for deserving underprivileged girls of class ninth for the year 2009-10. Further, he shared, under this scheme, to start with, CII will support 20 under-privileged girls studying in government schools in class ninth by way of this scholarship for the year 2009-10. Needless to say the sponsorship would continue for next year as well. Ms Neena Singh, Trustee Bharat Prakarsh Foundation, who acted as a guide & mentor to conceptualize the scholarship scheme, said that criteria of "deserving and needy" will be strictly followed to identify the girl students.

To mark the launch of the Project, saplings were planted in the CII premises by differently-abled girls accompanied by eminent personalities like, Prof Yash Pal Head, Committee on Renovation and Rejuvenation of Indian Higher Education, Ministry of Human Resource Development Government of India; and Prof R C Solti, Conference Chairman & Vice Chancellor, Panjab University along with other eminent CII members, with a view to send home the message about the need for inclusion and mainstreaming disability.

As an ongoing campaign, CII would take forward the initiative of Nanhi Chhaan to industry members and community at large.



Yi

Young Indians



Left to right: Yi Session with Mumbai Dabbawalas; CII's Yi's Awareness Campaign on Swine Flu; Blood Donation Camp organised at CII; CII-Yi's De-worming Campaign

CII-Yi's awareness campaign on Swine Flu reaches 1000 in the city: 25-28 August, 2009, Chandigarh

"Over 1000 citizens were made aware of the myths and facts of Swine Flu through an awareness campaign," mentioned Mr Mohit Chitkara, Chairman, Yi Chandigarh Chapter. Experts who interacted at these sessions were Dr H C Gera, Nodal Officer, Swine Flu, Chandigarh; Dr Ashish Bhalla, Associate Professor, Internal Medicine, PGIMER, Chandigarh; Dr Bhramjyot Kaur, Consultant, Pathologist, INSCOL and Dr Sandeep Jain, Consultant Pediatrician, Fortis.

Yi Environment Session on 'How to grow your own fresh air': 29 August, 2009, New Delhi

The session was organised as a part of Yi chapter's environment initiative by Mr. Kamal Meattle, Chief Executive Officer, Paharpur Business Centre & Software Technology Incubator Park. Mr Amitdeep Kohli, Education Chair, Yi Delhi gave an introduction to the session. Mr Meattle apprised the members on the aspects of water scarcity and global warming and India being the fifth largest producer of green house gases. Post his interaction he showed the members through the presentation, the plants that can be grown indoors and are scientifically proven to reduce the carbon emissions within closed spaces like offices and homes.

Yi Learning Session on Leadership: Effectiveness to Greatness: 29 August, 2009, New Delhi

Mr Lavleen Raheja, Chairman & CEO of Franklin Covey – India & South Asia gave a presentation on effective leadership skills to the members of Yi Delhi. Mr Rahul Chawla, National Events Chair, Yi & Chapter Chair, Yi Delhi presented opening remarks and Mr Raghu Marwah, Events Chair, Yi Delhi Chapter gave an introduction to the session. Through his presentation he gave the members a newer perspective on effective leadership both at personal and professional levels. Around 40 Yi members attended the session.

2nd phase of CII-Yi's De-worming Campaign launched at Palsora: 7 September, 2009, Chandigarh

The 2nd Phase of the De-worming campaign was launched by distributing tablets to under privileged children of Palsora

Colony No 1 – Udaan AIE Centres managed by Bharat Prakarsh Foundation under the partnership initiative of the Chandigarh Education Department. The campaign is a part of Yi's Nation Arogya Project. The dream of Yi Arogya Project is to de-worm each child of India twice a year and make this country free from the infections caused due to parasitic worms.

Blood donation camp organised at CII: 9 September, 2009, Chandigarh

CII-Yi organised a blood donation camp at the CII headquarters premises in Chandigarh with the help from GMCH-32. The objective of this blood donation camp was to spread awareness on how blood can help save lives. It was emphasised through the camp that in order to save lives it becomes important that the blood received by recipient is safe. More than 50 students from different education institutions participated in the voluntary blood donation camp.

Yi Session with Mumbai Dabbawalas: Masters of Supply Chain Management: 12 September, 2009, New Delhi

The business of the Mumbai Dabbawala is not a catering business but that of managing an effective supply chain and providing timely solution to the lakhs of Mumbaikars, at a very nominal fee. The Dabbawalas deliver approximately 2,00,000 lunches everyday from suburban homes to downtown offices in Mumbai. Mr Rahul Chawla, Chapter Chair, Yi Delhi gave a brief background about the Mumbai Dabbawalas and their function in Mumbai. Dr Pawan G Agarwal, CEO of the Mumbai Dabbawala Association gave the members a bird's eye view of the achievements of the Mumbai Dabbawalas in terms of their receiving the six-sigma quality parameter.

CII's Young Indians spread awareness on Income Tax 17 September, 2009, Chandigarh

The session was among the first few for the students in and around Chandigarh to understand at a macro level the impact of income tax collections on the economy of India.



statescape



CHANDIGARH

Meeting with Mr Sanjay Kumar, Secretary – Finance & Power, UT, Chandigarh, 26 October, 2009

A CII delegation from the Regional Core Group on Power & Energy led by its Chairman, Mr Zubin Irani met Mr Sanjay Kumar, Secretary – Finance & Power, UT, Chandigarh to discuss the administration's plan of making Chandigarh as 'Solar City' and their plans to set up a 25 MW solar based power generation plant.

Session on R&D collaboration & technology transfer 27 October, 2009

Session faculty Dr Pawan Kapur, Director, Central Scientific Instruments Organisation (CSIO), was of the opinion that CSIO should go in for National Accreditation Board for Testing and Calibration Laboratories (NAVL) accreditation at the earliest so that industry can use their services for testing, calibration, jigs and fixtures and their pollution control equipments etc. Members from various sectors like steel fabrication, fasteners, plastics, security, engineering and electronics participated in the session.

Seminar on enhancing capacities of construction equipment for up-scaling infrastructure development & EXCON roadshow, 28 October, 2009



DELHI

Interaction with Mr Dharmendra Kumar, Secretary, Environment, Government of Delhi, 27 August, 2009

The objective of the meeting was to discuss how CII could help the hospitality industry by providing services in the area of water. The Secretary was informed that CII has undertaken pre water audits for 9 hotels and restaurants in Delhi and is keen to upscale this project.

Interaction with Ms Rina Ray, Managing Director, DTTDC and Secretary (Art and Culture), Government of Delhi 15 September, 2009

Giving Delhi State Council members a peek into the activities planned by the Delhi Government, Ms Ray said that there would be a number of tourism projects, which would be driven under the PPP mode. The government is planning a hop-on hop-off bus service for the tourists, which will connect the heritage sites, Indian ethnic hotels, shopping destinations and monuments. She said that efforts would be to involve each citizen in the Common Wealth Games 2010 in Delhi to make it one of the most memorable events for the international players and tourists.

Meeting with Mr Rakesh Mehta, Chief Secretary, Government of Delhi, 13 October, 2009

CII and the New York Academy of Sciences met up with the Chief Secretary, Mr Rakesh Mehta and presented a proposal on how to develop Delhi into an international knowledge hub of urban sustainability and health and transform the capital into one of the world's premier "Smart Cities". The Chief Secretary evinced keen interest in the proposal and has asked CII to provide more details to take it forward.



HARYANA

Labour unrest in Haryana

27 June, 2009, New Delhi

Labour unrest started brewing in Gurgaon, Manesar and Rewari in the last week of August 2009. A group of persons created an umbrella group under the banner of a trade union and deliberately disrupted the peace in the industrial establishments of the manufacturing units based in Rewari and Gurgaon by indulging in acts of sabotage and misguiding the workforce in these companies. Factories initially affected were Honda Motorcycles and Scooters(HMSI), RICO Auto, Bajaj Motors and Omax Autos Ltd. Commenting on the issue, CII Chairman, Northern Region, Mr

Harpal Singh said that whatever happened was very unfortunate and the issue needs to be dealt with compassion. Both Industry and workers need to have faith in each other and steps must be taken looking at both sides interests. On 20th October several factories announced a strike and almost all the factories except Maruti Suzuki remained shut.

CII Haryana held meetings with the government authorities to resolve the issue:

- Chief Minister, Govt of Haryana, 11 September 2009, New Delhi
- Labor Commissioner & Police Commissioner, 16 September, 2009, Gurgaon
- Labour Commissioner, 23 September 2009, Gurgaon

Sustaining growth momentum of Gurgaon

27 August, 2009, New Delhi

"Traffic management and security of citizens is the topmost priority," says Mr S S Deswal, Commissioner of Police, Gurgaon, Government of Haryana during his Interaction with CII members. "Illegal encroachment and sewerage issues would be addressed by Municipal Corporation, Gurgaon," said Mr R K Khullar, Commissioner Municipal Corporation, Gurgaon, Government of Haryana. Earlier in the session, Mr N K Minda, Chairman, CII Haryana State Council and Managing Director, Minda Industries Ltd said that even though Gurgaon has been growing at a very fast pace and is referred to as the millennium city by many, there are certain goals in terms of infrastructure development and security issues that would need to be pursued for Gurgaon to become a truly global city.

Meeting on Advance tax in Haryana

11 September, 2009, Gurgaon

Industry members present at meeting suggested that Fringe Benefit tax that had been deposited by them be adjusted against the Advance tax payment. The officers said that since FBT had been abolished they would revert to industry incase an adjustment is possible.

Interactions with

Mr Y S Malik, Financial Commissioner & Principal Secretary – Dept of Industries, 17 September 2009, Chandigarh

Mr Roshan Lal, Financial Commissioner & Principal Secretary to Govt. of Haryana, Agriculture Department, 29 September 2009, Chandigarh



HIMACHAL PRADESH

CII welcomes reduction in Power tariffs

2 September 2009, Chandigarh

"The reduction in the power tariff by 7 per cent will definitely help the industry in the hill state to stand tough against the present economic slowdown," said Mr Anil Sehgal, Chairman, CII Himachal Pradesh State Council. He further stated that the reduction in cross subsidy is welcome although industry is still a subsidizing category. Though CII recommended abolishing the demand charges in total for the small and medium scale sector, but the reduction in demand charges for such industry by Rs. 50/kva from existing 100/kva will definitely give a boost to this sector.

Session on eco-efficiency & environmental excellence through strategic research, 10 October 2009, Chandigarh

"It is vital today for industries to enhance their competitive advantage through developing in-house research and development facilities," stated Mr G V Subrahmanyam, Advisor, Ministry of Environment & Forests to the Government of India. The workshop focused on the latest initiatives of Government of India to promote industrial research at corporate level. It also provided an overview of fiscal and financial incentives for establishment of in-house research & development facilities.

Left to right: Seminar on Enhancing Capacities of Construction Equipment for Up-Scaling Infrastructure Development & EXCON Roadshow, Chandigarh; Mr S S Deswal, at the interactive session on 'Sustaining growth momentum of Gurgaon'





JAMMU AND KASHMIR



Agro Kashmir 2009, 14 October, 2009, Srinagar

CII J&K in collaboration with Agriculture Department of Jammu & Kashmir & Sher-e-Kashmir University of Agricultural Sciences & Technology (SKUAST), Kashmir, organized a one-day training session for the farmers from Ganderbal and Srinagar district in SKUAST Srinagar. The aim of the training session was to educate the farmers on the latest farming techniques and agriculture related finance / credit schemes. The faculty for the training session consisted of eminent speakers from prestigious institutions like National Institute of Agricultural Marketing (NIAM), Jaipur, Agriculture and Processed Food Products Export Development Authority (APEDA), New Delhi, NABARD and Chambal Fertilizers, Chandigarh.

The Chief Guest for the session was Mr Anurag Bhatnagar, Director General, National Institute of Agricultural Marketing, Jaipur. Mr Altaf Andrabi, Deputy Director Agriculture Department, Government of J&K while thanking CII said that one of the major concerns of the agriculture sector was the increase in urbanization by which the state was losing approximately 8000 hectares of productive land per year. The technical session for the farmers included information on latest seeds available, fertilizers, improving the farm income through value addition, post harvest preservation and fruits & vegetables processing, orchard management, value addition & fruit exports, vermiculture, organic farming, agriculture finance & credit schemes and backyard livestock. A success story related to honey production and processing was also discussed. The session was attended by more than 100 farmers and 20 MBA students of NIAM, Jaipur who had specially come to study the agri related problems of marketing in the valley.



PUNJAB

Features of upcoming Punjab Special Economic Zones (SEZ) Act shared with industry & developers at CII Meet

1 October, 2009

CII Punjab organized an interaction of major SEZ developers of the state and other industry stakeholders with Mr S S Channy, Principal Secretary, Industry & Commerce, Government of Punjab. Mr S S Bhogal, Chairman, CII Ludhiana Zonal Council remarked, "Developers along with industry & authorities in the state need to make a concerted effort towards bringing fresh investment to Punjab, thereby, reviving industrial growth in the state."

Power situation in Punjab, 26 October, 2009

To address the power situation in Punjab, CII presented a 10-point agenda to the Govt of Punjab during an interaction with Mr S C Agrawal, Chief Secretary, Government of Punjab, which includes: Unbundling of the state electricity board & leveraging scarce resources; Pit head generation; Nuclear surrogates; Biomass conversion; Renewable energy; Open access and co-generation; Energy efficiency and audit; Freebies & Sustainable agri practices; Benchmark loss; Medium & short term management.

CII welcomes New Industrial Policy of Punjab

While welcoming the new industrial policy, Mr Gunbir Singh, Chairman, CII Punjab stated that CII in its series of recommendations to Punjab government for improving industrial climate in the state had put forth its views & suggestions to make this policy more proactive, investor friendly and comprehensive.

Punjab Industry Minister Manoranjan Kalia outlines plans for revival of industry in Punjab at CII Session, 4 November, 2009

Coinciding with its 4th Council Meeting for 2009-10, CII Punjab organized an interaction on the new Industrial Policy for Punjab with Mr. Manoranjan Kalia, Minister for Local Bodies and Industries & Commerce. Accompanying Mr Kalia was Mr. S S Channy, Principal Secretary, Industries & Commerce. Over 80 industry stakeholders including senior industry leaders were present during this interaction.



**Workshop on stress & anger management for traffic cops of Ludhiana, 26 October, 2009**

Over 140 traffic cops including SP Traffic Ludhiana, Mr Rupinder Singh, DSP's, SHOs & other ranks attended the workshop.

CII announces formation of Core Group at Mandi Gobindgarh, 17 September, 2009

CII Punjab announced the formation of a Core Group at Mandi Gobindgarh that has resolved to take up infrastructural issues like lack of proper truck parking, street lighting, rain water discharge, provision of drinking water and sewerage in the industrial area as the thrust areas.

Meetings

Ludhiana, Amritsar, Mandi Gobindgarh City Development Core Group, 10 September, 16 September 2009, 29 September 2009

Members' meet, 22 October 2009, Amritsar, and, 23 October 2009, Jalandhar

**Meeting with Mr C P Joshi, Union Minister of Rural Development & Panchayati Raj, Government of India, 19 September, 2009, Jaipur**

A CII delegation led by Mr Kishore Khaitan, Chairman, CII Rajasthan met Dr C P Joshi, Union Minister for Rural Development & Panchayati Raj, Government of India at Jaipur. Discussions centred on Rajasthan-related issues: skill development, rural development, NREGA, education, water, etc.

Meeting on ITIs with Mr Ajit K Singh, Principal Secretary – Labour & Employment, Government of Rajasthan, 13 October, 2009, Jaipur

In a meeting with Principal Secretary – labour & Employment, and senior officials of Dept of Training, Govt of Rajasthan, major issues relating to functioning of CII-adopted ITIs were resolved on the spot.

CII delegation calls on Mr C P Joshi, Union Minister of Rural Development & Panchayati Raj, Government of India

**Interactive Session with Mr P V Bhide, Revenue Secretary, Ministry of Finance, 7 November, 2009, Jaipur**

Speakers pointed out that the new tax code would simplify the tax structure, make it more efficient in the long run and integrate the global best practices. "The Union Government has looked at its international obligations with all seriousness and dealt with the task of bringing the tax rate down in the new code after inviting suggestions and viewpoint of the industry," said Mr Bhide, adding that the Direct Tax Code would be finalized after considerations of all public suggestions received. Mr Salil Singhal moderated the two hour session which was attended by 75 delegates.

Seminar on enhancing capacities of construction equipment for up-scaling infrastructure development & EXCON roadshow, 30 October, 2009, Jaipur**Interactive sessions on**

Industrial scenario of Rajasthan – The way forward, 11 September 2009, Ajmer

Joint venture and M&A – Expectations and reality, 26 September 2009, Jaipur

**Interactive session on Growth roadmap for tourism in Uttarakhand, 14 September 2009, Dehradun**

CII Uttarakhand organized an interaction with Shri Madan Kaushik, Minister Tourism, Government of Uttarakhand. Interacting with CII members, Minister Tourism said, "Formulation of a tourism policy with well defined framework will go a long way in the development of the State". Key CII recommendations: Improved connectivity, both inter state and intra state; Implementation of the Industry status to the Tourism sector; Accreditation of tour operators and other service providers; Better urban infrastructure at tourism destinations, including transport services; Comprehensive updated website with linkages to accredited service providers; Academy for rafting and allied sports; Promotion of handicrafts and souvenir industry.

Meetings with

Mr S C Nautial, Additional Director Industries, Government of Uttarakhand, 22 August, 2009, Dehradun

Meeting with Uttarakhand Environment Protection and Pollution Control Board on Review of Doon Valley Notification, Uttarakhand, 23 September, 2009, Dehradun

Mr P C Sharma, Principal Secretary, Industrial Development, Government of Uttarakhand, 13 October, 2009, Haridwar



KNOWLEDGE SESSIONS

Water sector in India- Setting Context & Opportunities

- water availability – present & future
- overview of water and waste water technologies

Water Infrastructure Projects – Potential, Opportunities, Experiences and Issues

- private sector participation in the water sector- international and Indian model and opportunities in India and impact on efficiency
- governance, Policies, Regulations in water

Water Treatment Technologies and Systems

- latest membrane technologies and approach in water
- integrated water management
- innovative water filtration systems

Best Practices in Water Management in Industry

- chemical
- engineering
- zero water discharge
- positive water balancing in food & beverage industry

Domestic Water Management Technology and Practices

- rain water harvesting – urban / industrial / homes
- water reuse & recycling in buildings / homes
- water saving in landscaping / horticulture / drip irrigation

EXPOSITION

Showcasing Water Products, Services, Technologies and Applications

- water and waste water treatment
- water resource management, development and infrastructure
- water distribution
- desalination technologies
- nuclear energy and water resources

Water Equipment and Services

- urban sewage treatment
- industrial wastewater treatment
- municipal water supply and treatment
- water purification systems and softeners
- chemicals for water treatment processes
- water quality instrumentation
- automated water monitoring systems
- computer applications in water treatment processes

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- Light Assistant
- Wood Design Interior decor
- Twelve speakers
- Tyre Pressure Monitoring
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- Boarding spots lamps in external mirrors
- Adjustable rear air conditioning vents on rear centre console
- Xenon curve projector headlight with dynamic levelling
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- Electronic Stability Programme
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- Central Infotainment System
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Rear Windscreen Defogger

Front & Rear Fog Lights

Heated Front Seats

Folding Rear Center Armrest

Central Infotainment System

Active front head restraints

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Remote control closing of door minors

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