



DELHI DIARY



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Issue V

Delhi State Council
e-newsletter

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Editorial

Bill Gates once said "Success is a lousy teacher. It seduces smart people into thinking they can't lose". Averting attention either from the emerging scene or the competitive landscape will take away the leadership role that today India has in global outsourcing scenario.

The emergence of engineering service outsourcing (more than just an engineering BPO) is one such area after ITO, BPO, KPO and LPO that is catching the attention of the world today.

India with its strength in outsourcing business and a relative stronger position in Automobile, Hi-tech telecom and Aerospace industry is well saddled to become an indomitable force globally for Engineering services outsourcing work.

Engineering services outsourcing in India is in its fledgling state. Service providers in India are expecting major opportunities in drawing conversions, analysis, design, e-engineering, remote monitoring and system architecture development. Many major ES companies in India are not only expanding breadth of services but also reconstituting the scope of work while approaching customers. With the advent of cloud computing technology it is likely to gain traction and is expected to support many service providers to develop an integrated service offering across the value chain.

Numerous industry reports present competition landscape of ESO comparing India with emerging destinations like China, South Korea, Singapore, Taiwan etc., on industry structure, talent, segment dynamics, market players and so on. To this effect, a road map at the industry level with a policy framework keeping competition and our strengths in consideration is necessary to gain momentum.

We need to understand that dynamism is in true reflection of ESO Industry globally. Today, it appears as one of the highly iterative, skill demanding, technology intensive sunrise industry that needs sharper focus on value creation, time to market approach, value added services and high quality service delivery.

After all as we see, India is at the inflection point to define its destiny to become a poster boy for the global engineering landscape.

Kazim Ali Khan

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(The views expressed by the author are personal)

Delhi earned over Rs 8,300 crore in taxes

The Delhi government earned Rs.8,394 crore from various taxes in the last eight months. Smt Sheila Dikshit, Chief Minister, Delhi reviewed the progress of tax revenue collection in 2009-2010. The meeting was also attended by state Mr A.K. Walia, Finance Minister and other senior officials.

A discussion took place to compare revenue collection during eight months of 2009-10 and eight months of financial year 2008-09. It was observed that there has been an overall increase of 3.4 percent in revenue collection.

The collection which was Rs.8,119 crore (Rs.81.19 billion) in 2008-09 has gone up to Rs.8,394 crore (Rs.83.94 billion) in 2009-10. The increase recorded in state excise is 13.2 percent whereas it is 14.1 percent in betting tax. There has also been five percent increase in VAT (value added tax) collection.

There has been marginal decrease in stamps and registration fees (-3.6 percent) and taxes on motor vehicle (-3.3 percent).

Special women's buses for safer ride in Delhi

Shortly 'women only' buses will begin plying on select routes, thanks to a Delhi High Court order. The Delhi Transport Corporation (DTC) is starting the service.

Taking cognizance of a public interest petition that drew attention to a large number of women complaining of molestation in public buses, the high court had asked the DTC to make special arrangements for women travellers across the city.

The routes where the women's only buses will ply are: No.212 from Nandnagari to Anand Parbat; No.937 from Sultanpuri to Old Delhi Railway Station; No.205 from New Seemapuri to Fatehpuri; No.307 from Trilokpuri to Kamla Market; No.211 from Mayur Vihar Phase III to Mori Gate.

New industrial policy for Delhi announced

Industries Minister Haroon Yusuf unveiled the much talked about new industrial policy for Delhi that covers all aspects of industrial development in the Capital. The revised policy comes more than two decades after the first one was published.

The first and only industrial policy so far for Delhi was published in 1982 and services and information technology sectors were not discussed. The new policy envisages development of hi-tech, sophisticated knowledge-based service sector and IT and ITES type of industries in Delhi. The Minister said the new policy aims at developing Delhi as a hub for clean, high-technology and skilled economic activities by 2021 by adhering to the principles of infrastructure development, de-congestion and simplifying business.

A Business Facilitation Council would be set up comprising members from industrial associations, the State Industries Department, the Delhi State Industrial and Infrastructure Development Corporation, the Delhi Development Authority and the Municipal Corporation of Delhi among others to facilitate clearances to set up industrial enterprises.

The Delhi Government plans to promote the gem and jewellery sectors through establishment of Special Economic Zones. Two sector-specific SEZs would be set up at Baprola by DSIIDC. The gems and jewellery SEZ will be set up on 41.4 acres at an estimated cost of Rs 489 crore. The SEZ is expected to provide direct employment to 18,000 people and indirect employment to 54,000 people.

The SEZ would go a long way in providing organised production and marketing space for this sector. Also an IT and ITES SEZ is also being set up over 26 acres at an estimated cost of Rs 395 crore. The SEZ is expected to provide direct employment to 36,000 people and indirect employment to 108,000 people.

Smt Sheila Dikshit inaugurates four projects in Delhi

Smt Sheila Dikshit, Chief Minister, Delhi inaugurated four projects in the Trans-Yamuna area with an aim to provide world-class infrastructure to the city.

She inaugurated ITO Chungi underpass, Shastri Nagar Pushta flyover, Geeta Colony bridge and Raja Ram Kohli Marg flyover.

Mr Sandeep Dikshit, MP from east Delhi, said that agencies like DUAC (Delhi Urban Art Commission) and others must become partners in developmental schemes instead of raising objections.

Delhi to phase out tongas, rehabilitate owners

Horse or mule-drawn tongas that still run in the walled City of Delhi will soon become a thing of the past. The Municipal Corporation of Delhi has finalised plans to phase them out in two months and rehabilitate their owners under a new policy. The policy, aimed at easing traffic congestion and preventing cruelty to animals, has been given the go-ahead at the MCD Standing Committee meeting. As per this scheme, over 230 existing tonga drivers in the city would be given alternative employment and their carriageways banned from the roads.

At present tongas ply in Chandni Chowk, Sadar Bazaar, near Old Delhi railway station, Minto Road and Delhi Gate among others and are used for ferrying passengers and carrying load.

The civic body has earmarked Rs.35 lakh for the rehabilitation of tonga owners.

Now bio-cryptic I-cards for Delhi hawkers, street vendors

The Municipal Corporation of Delhi has announced plans to go ahead with its long-pending scheme for bio-cryptic registration of hawkers and street vendors in the Capital. The survey, registration and preparation of bio-cryptic photo identity cards will start from next month. It will help in creating a comprehensive data base of squatters and vendors engaged in *tehbazari* and squatting activities.

There was a need to create a data base of the hawkers and vendors in the city to regulate their activities and licensing. It will also help in monitoring their activities from the security angle. The data base so created will be shared with the Delhi police. The MCD is undertaking work to relocate vendors to address problems like inadequate walking space for pedestrians and traffic congestion as per the directions of the Supreme Court. The project's implementation has been entrusted to a Delhi-based company selected through competitive bidding and tendering procedure.

Tehbazari holders and hawkers who have been issued a licence by the MCD will be required to pay Rs.400 to cover the cost of survey, registration, record creation, issuance of bio-cryptic photo identity cards, coded number plate and three-dimensional photographic survey. The charges would be required to be paid by the individual squatter or the hawker himself. The MCD would also carry out a three-dimensional photographic survey and creation of bio-cryptic data base including site details in respect of those who have been squatting and hawking but are not covered under the licensed category. The expenditure of Rs.170 per squatter and hawker on this account will be borne by the civic body.

Delhi vehicles to switch to low-sulphur diesel from April 2010

As a measure to reduce the pollution caused by the large number of diesel vehicles plying on Delhi roads, the Delhi Government has decided to switch to the use of Ultra Low Sulphur Diesel (ULSD) from April 1, 2010. The sulphur content in ULSD is one-seventh of that in the diesel which is available right now. The decision will come into effect at the same time as the introduction of Euro IV emission norms in the city.

At present, the sulphur content in the diesel being used is 350ppm. Sulphur content in ULSD is 50ppm, which is still much higher than the international clean diesel standard of 15ppm. At any given time, there are over 50,000 diesel powered cars running on Delhi roads. The pollution caused due to these is the same as that caused by 5,000 diesel-powered buses. With the number of cars in the city growing at an extremely fast pace, the government's decision has come as a much-needed and welcome change.

Commonwealth Games Update

Delhi Police ready for Commonwealth Games

Delhi Police is fully prepared for the Commonwealth Games and foolproof security will be provided during the mega sporting event. A massive recruitment drive is going in Delhi Police in view of the large deployment of police personnel required during the games.

As many as 6,449 constables will join the force Jan 15 while 6,718 will join by mid-year. 387 sub-inspectors have been recruited while the process has been initiated for the recruitment of 462 more.

To ensure security of common people, especially foreigners, coming to the capital during the games, police has issued biometric cards to 1,990 taxi driver at Indira Gandhi International Airport (IGIA). The project was conceptualised by Delhi Lt. Governor Tejender Khanna and it will ensure security of passengers.

Police is also in process of issuing biometric cards to auto drivers and all of them will get one before the games.

Central Bank to be official banking partner for Delhi games

Commonwealth Games Organising Committee and the Central Bank of India have signed a memorandum of understanding making the Central Bank as the official banking partner for the games. The MOU was signed between Mr Suresh Kalmadi, Chairman CWG Organising Committee and Mr S Sridhar, Bank Chairman.

Central Bank will be the partners of all the 70 countries, which will be coming for the Games. All of them will open their accounts with the Central Bank of India.

The pan-India presence of the Central Bank of India with their 3541 branches and 218 extension counters in 27 states and four Union Territories will help to spread the moment of Commonwealth Games to the rural areas.

Central Bank will be selling tickets through all their banks all over India.

Delhi to go festive during Commonwealth Games

Delhi will showcase India's diverse culture, music, dance and theatre in a carnival atmosphere with plenty of food thrown in during the Oct 3-14 Commonwealth Games. Eight thousand athletes, officials from 71 countries and nearly 100,000 visitors are expected to throng the metropolis during the event. The Games are coinciding with the festival season. It will be a gala time with fun and frolic for the visitors as well as for local populace.

There are theatre festivals at different locations, some out in the open. For the emerging artistes, Central Park in Connaught Place is the stage, while there will be something or other going on daily at Dilli Haat (INA market and Pitampura). The union culture ministry has also lined up several programmes. The presence of film stars will be an added attraction.

Social organisations and NGOs will be involved in providing entertainment for the poor.

MAMC to take care of 2010 Games athletes' dental health

Maulana Azad Medical College (MAMC) has been entrusted the task to attend to dental emergency and to provide complete dental health care to over 7,000 athletes and delegates during the 2010 Commonwealth Games.

Maulana Azad Institute of Dental Sciences (MAIDS), which is a part of the MAMC, will also set up its base in Talkatora Stadium and National Stadium during the mega sports event in October next year. The other areas of health emergency services will be covered by G.B.Pant Hospital. Apart from these nodal health care centres, a state of the art well-equipped, round-the-clock polyclinic will be set up at the Commonwealth Games village.

These facilities will be operational a day before the Village opens until one day after the Village is officially closed.

India Economic Summit

8-10 November, 2009

Flu pandemics are among the biggest risks to the global society. Every 20 to 30 years a pandemic arises that has the potential to kill between 50 and 100 million people worldwide. With pandemics come damaging economic consequences. Systems have to be strengthened if India is going to respond effectively and preparedness is essential.

Partnerships between the public and private sector have a key role to play in identifying early-warning signs, developing vaccines and drugs, and enabling more people to have access to monitoring and testing facilities, said Dr Kiran Walia, Health Minister, Government of Delhi at the India Economic Summit.

Currently, health services in India are organized at the state level and vary from state to state. The country needs a national-level multifunctional body to coordinate a pandemic preparedness plan and response. The body should be government led but include representatives from the private sector, hospitals, medical professionals, pharmaceutical companies and the media. The private sector also has a key role to play in the production, pricing and supply chain mechanisms of vaccines and drugs.



*Dr Kiran Walia, Minister of Health,
Delhi Government at the India Economic Summit*

Study Mission on HR Best Practices

12- 13 November, 2009

In keeping with the Confederation's initiatives to share best practices in human resource, **CII Delhi State Council** had organised a two-day **Study Mission** on showcasing **HR Best Practices** on **12- 13 November 09** in **Mumbai**.

The 15 - HR mission members visited **Procter & Gamble Ltd, Cadbury India Ltd, Classic Stripes Pvt Ltd and ICICI Bank Ltd**. The objective of the mission was to get an insight on various spheres of Human Resource Practices of member companies and to share views on the direction that needs to be taken to achieve excellence in Human Resource Management.

Today's Business Scenario challenges HR leaders to leverage their strategic influence and position HR as a dynamic business facilitator and performance partner. The delegation was well represented by the HR leaders from, Cargo Service Centre India Pvt Ltd, Educational Initiatives Pvt. Ltd, Excel Crop Care Limited, Hero Honda Motors Ltd, InterGlobe Aviation, InterGlobe Technologies, InterGlobe Technology Quotient, KEC International Ltd, Network Solutions Pvt Ltd, Raychem RPG Ltd & TAFE Motors & Tractors Limited across the country.



Mission Members at Classic Stripes Pvt Ltd

Panel Discussion on “Enhancing Capacities of Construction Equipment for Up-Scaling Infrastructure Development

12 November, 2009

The Government of India has emphasized its commitment to development of world class infrastructure in India and the same has been reflected in the work plan of the different ministries working towards the infrastructure development.

CII organised a Panel Discussion on “Enhancing Capacities of Construction Equipment for Up-Scaling Infrastructure Development on 12 November, 2009 at New Delhi. The panel discussion highlighted how equipment and technology can help enhance the capabilities of construction and contracting companies which in turn help the infrastructure sector as whole.

Mr Chetan D Sanghi, Managing Director- Delhi State Industrial & Infrastructure Development Corporation was the Chief Guest at the Session.



Mr Chetan D Sanghi, MD, DSIIDC (fourth from left) at the Panel Discussion

Meeting with CEO, Delhi Jal Board

14 December, 2009

Singapore and Delhi have a lot in common. They are city-state, do not possess any natural water source and the issues of urbanization and environmental agenda is at the fore-front, according to Mr Ramesh Negi, CEO-Delhi Jal Board. Mr Negi added that Delhi Government would be keen to explore if Singapore could help in areas like detection and curbing of leakages, water meter testing and validation and skill-based training in the area of plumbing.

Mr Lim, Chee Onn, Special Adviser, Keppel Corporation, Singapore, who is visiting India on a Fellowship Program organized by the Singapore India Partnership Foundation (SIPF) shared that Singapore has pursued a very robust environmental and water policy, which has helped it become a self sufficient in water resources. While Singapore does depend on water being imported from neighbouring country, it has also added three more avenues to collect water – water harvesting, recycling and de-salination.

Mr Onn said that such knowledge and expertise is available in Singapore and Singapore Business Federation would be willing to offer assistance in this arena.

CII Meeting with Mr KK Sharma, Principal Secretary, PWD on Concrete Roads

15 December, 2009

The Delhi Chief Minister, Smt Sheila Dikshit advised CII to set up a Core Group involving key representatives from the construction companies, consultants, project authorities, technology solution providers and PWD, Delhi and submit a workable proposal to the Delhi Government. As a follow up action, CII convened the first Core Group for getting inputs from all concerned organizations to prepare the proposal for the Delhi Government.

It was deliberated that in order to make the Delhi road network effective and traffic friendly, steps need to be taken in identifying the strips and locations which could be taken up for construction of concrete roads or conversion from bituminous to concrete roads.

Due to heavy traffic and congestion in many parts of Delhi and the issues on utilities, it is important to work out an initial plan for construction of concrete roads in such areas which have less traffic and space for making diversion of road during construction. This could be a stretch of 5-10 kms in the initial stage.

The cost of laying concrete roads would be on the higher side compared to bitumen surfaced roads. But this would have less maintenance cost. Instead of getting repaired bituminous surfaced road in every 2 years, the concrete roads need repair in every 6-7 year or more. The overall expenses in terms of laying the roads and its maintenance would come down to great extent. It was deliberated that there is a dire need to adopt short term and long term strategy for concrete roads in Delhi.

Meeting with Managing Director - Delhi State Industrial & Infrastructure Development Corporation (DSIIDC)

17 December, 2009

The Singapore Business Federation – South Asia Business Group (SABG) organized a business mission to Delhi. The key objective of this mission was to understand the opportunities available in New Delhi by networking with key business and government agencies in Indian cities. In view of the above CII organized a meeting with Mr Chetan Sanghi, MD-DSIIDC with Singapore Delegation to understand the business opportunity for SABG in Delhi.



Mr Chetan Sanghi, MD, DSIIDC with the Singapore Delegation

National Seminar on Water Equipment & Management

18 November, 2009

Speaking at the National Seminar on Water Equipment & Management, Smt Sheila Dikshit, Chief Minister of Delhi stated, “Challenges being faced when it comes to water in India did not occur a few decades ago, but with the climate change agenda in front of us, we do realize now that we need to conserve our resources.” In her Inaugural Address, Smt Dikshit highlighted the astounding per capita consumption of water currently being 50 gallons of water daily in India. From a population of 14 lacs in 1947 to a burgeoning population today, the city of Delhi is growing fast, and it is with this growth that challenges were being faced. She also stated that there was a need to involve bold political decisions to be able to tackle India’s water crisis.

Stressing on the issue of water usage in Delhi, the Chief Minister said “we have simultaneously a bad distribution system with our urban problems such as illegal colonies and illegal tankers”. The Chief Minister while laying emphasis on the private sector stated “With the help of the private sector providing effective management and innovation we can improve water situation in India”.



Smt Sheila Dikshit, Chief Minister of Delhi addressing participants at the Seminar

Strengthening Partnerships for Safer Tomorrow Sensitization Programme on HIV/AIDS

20 November, 2009

Mr F O Hashmi, Project Director, Delhi State Aids Control Society highlighted the need to mainstream the issues regarding HIV/AIDS through government’s and private sector’s participation at speaking at the session organised by the Confederation of Indian Industry (CII) with International Labour Organisation (ILO) and Delhi State Aids Control Society (DSACS).

Ms Meenakshi Dhanda, member, CSR Sub-Committee CII, Northern Region stated that it is imperative to gain information on challenges, opportunities on strengthening business response to HIV/AIDS. CII has started a toll free service on HIV/AIDS in English, Hindi, Urdu and Punjabi languages. BSNL/MTNL users can call on 1800-180-2008, while other networks can dial 0172-266217 to speak to the counselors and seek information regarding HIV/AIDS, she added.

Sharing experience of living with HIV, Mr Naveen said, that discrimination exists within the society; and even the educated segment is no exception to it, therefore support groups must be formed.



Session in Progress

The Art of Leadership with William S Cohen, Former United States Secretary of Defense

19 November 2009

Young Indians Delhi Chapter along with Aspen India Institute organised a Session on Art of Leadership with Sir William S Cohen, Former United States Secretary of Defense on 19 November 2009 .

In his welcome address, Mr Gautam Thapar, Chairman, Aspen Institute India gave a brief about Mr Cohen and touted him as one of the 200 leaders of world. He also mentioned that Sir William is a published author and a great poet. Mr Thapar also deliberated on the Leadership Project- Florida initiated by Mr Cohen.

Mr Cohen commenced the session acknowledging Mr Tarun Das's suggestion to quote example from his own personal life. Mr Cohen said that Leadership is not a science which is based on logic. There are many component of Leadership like intelligence, self confidence, knowledge, ability to motivate & inspire, perseverance, sharing credit, being open mind, ability to look at things differently which largely depend on place, time and the prevalent culture.

Mr Cohen had a modest beginning; his father was a beggar. He mentioned that his teacher was instrumental in incorporating the skill of writing poetry and motivated him to write his first poem 'Season and Reason'. His political career initially faced the heat as he had a Jewish name. Through his hard work and ability reach out to people he was appointed as mayor of the third largest city. He emphasised that if ambition moves away from your heart ,one feels liberated.

During his question answer session he mentioned that a leader's mind should be open to make choices.. Whatever your background you can always rise to the maximum limit of your potential. He quoted examples of various leaders in the world.

On his piece of advise to Indians he stressed that India should continue doing what it is already doing i.e. opening up to the rest of the world, diversifying, building infrastructure. He applauded the brilliant human capital in India, Pvt firms and IT sector.

In the end he mentioned he is an accidental leader. He said a leader should have integrity and honesty as one will never be rich enough to buy back his honesty. A leader should always lead by examples.



Sir William S Cohen, Former United States Secretary of Defense
(centre) at the Session

FORTHCOMING EVENTS

Delhi Annual Session: 15 March 2009, India International Centre, Lodi Road, New Delhi: *Details to be shared shortly. Members are requested to kindly block their diary for the same.*

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