



Chandigarh

IT Pulse

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(Under the aegis of Department of IT, Chandigarh Administration)

Department of Information Technology

ITPulse

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IT TALK

In 2004, CTOSS initiative was launched by the Administration in order to upgrade the communication skills of the youth of the region which was intended not only for making them employable but also for their personality development. This programme was further extended to 12 Government Schools. In 2006-7, it was extended to 38 schools and 10 new schools were added in 2007-08 and 2008-09. This programme is being run free of cost to the Students and has shown excellent results. In view of its popularity amongst the students, the total number of Government Schools which are covered under CTOSS has increased to 55 for this financial year.

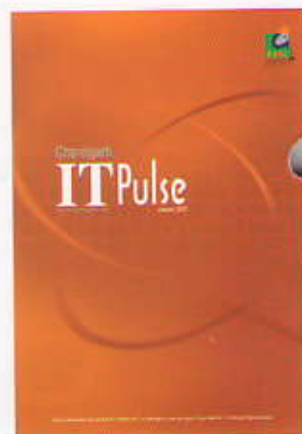
With the launch of Project Sampark, the Administration has been able to resolve a lot of grievances of the citizens. These Centres, which are spread across the UT have now become an integral part of the lives of the citizens. Recently, the monthly transactions crossed the 2 Lac mark with the revenue collection jumping from Rs 403 Cr in year 2007-08 to Rs 769 Cr in year 2008-09. Due to its immense popularity, a plan is being put in place so as to have one Sampark Centre in each Sector and Village.

In an effort to automate the internal processes of the Departments of the Administration, SPIC has been playing a key role being the Nodal Agency under the

National e-Governance Plan. This year, the Municipal Corporation, Departments of Urban Planning and Higher Education will be undertaken in this ambitious National level project. SPIC is also working closely with other Departments like Chandigarh Police, Excise and Taxation, Government Medical College & Hospital, Govt. Fine Arts College, Zila Sainik Welfare for automating their internal processes.

With all these ambitious projects in hand, we are indeed looking for an exciting and a challenging year ahead!

Manjit Singh Brar
CEO-SPIC



EXUBERANCE with C-TOSS" IN MCM DAV

The C-TOSS "Exuberance" Event was held at MCM DAV College for Women on March 6, 2009, to mark the end of the C-TOSS College Program for students. The Event was organized by the college, along with SPIC. There were a series of creative activities lined up particularly for the event, such as formal presentation speeches, sports commentaries

competition. Teams conducted their presentations on such diverse topics as 'Ripley's Believe it or Not!', Juvenile Diabetics, Child Abuse, Superstitions and Real Heroes. The atmosphere was electrifying, especially at the venue of the sports commentary, performed for the first time by two separate



and music. The College Program was conducted by Yes Infobiz, an accredited agency of SPIC. The first program was the Formal Presentation (Public Speaking) Competition, which saw the participation of six teams, of three members each, that displayed their professional/corporate style presentations on unique topics assigned to them. A panel of judges from the college teaching fraternity analyzed every aspect of content, delivery-audio, visuals, time and diction, among other parameters. This was judgment day for participants as they had to apply what they learned from the program, covering English Communication Skills, Voice/Accent and Life skills, to this

teams projecting the T-20 World Cup final victory in the last over, as well as the classic 1970 World Cup Football final. The Honorable Principal of the college, Dr. Puneet Bedi presided over the event and welcomed the chief guest, Mr Anil Prashar, the Centre Head of SPIC. Dr. Puneet Bedi presented the first, second and third prize trophies to the respective winners of the Formal Presentation Competition. A special Best Speaker Award was also presented. Certificates were distributed by the Principal to the C-TOSS students who successfully completed their course.

Shapes of Things to come up in RGCTP

RT Outsourcing Campus

RT Outsourcing is India's leading provider of Technical Support and offer Integrated Service Solutions for warranty support to leading Multinationals and Fortune 500 Companies. The company provides client specific customized helpdesk services integrated with over 125 service centers and backend refurbishment centers. Under Built- to- suit category, RT Outsourcing is coming up with its campus in 1.5 acre area in phase I of RGCTP. Construction of the campus is in progress and it will be completed by June 09 and operations will start by July- August 09. Their operations will be mainly software development and ITES base. They will start operations with at least 25-30 professionals in phase I and then will increase the head count to 200 by December.



construction site

FCS Campus

FCS has been managing IT Consulting Services, E-learning and Digital Content Management, Application Helpdesk, and other IT Enabled Services for the last 16 years. FCS is coming up with their campus in 1.65 acres in phase I of RGCTP. First phase of the construction is completed and operations has already started with 90 professionals which will be increased to 150 by this year end. Chandigarh unit also wanted to establish itself as Center of Excellence which will be provide end-to-end services beginning with identification of areas of development and upgradation, development of applications, planning of transition and maintenance and a 24/7 helpdesk for smooth functioning of the offshore and onshore projects. They will indulge ITES related activities and are likely to create a manpower generation of about 1000.



construction site

Microtek Campus

Microtek is a part of the conglomerate comprising of group of companies including ACTION Shoes, Balaji Hospitals, OKAYA Batteries, OKAYA Infocom, MAX Power Systems and Zee Sun city etc. They are coming up with their campus in 1.46 acres of phase I of RGCTP. Their total planned construction area is 1,60,000 sq.ft. of which over 1 lacs sq feet is already been constructed and the building will have twin basement. They will start their operation from Chandigarh campus by this year end and providing support for the offshore and onshore projects would be the main thrust. They will indulge ITES related activities and are likely to create a manpower generation of about 1000.



construction site

New Companies @ RGCTP

Basware @ DLF Campus

Basware, which is the leading provider of financial process automation software, has started its operation from its newly opened regional office in DLF campus recently. Basware offers the most complete Enterprise Purchase to Pay (EPP) solution on the market, automating the entire purchase to pay process from procurement to invoice workflow. Integrating seamlessly with hundreds of ERP systems, Basware solutions deliver added value by providing compliance and control, as well as fast Return on Investment (ROI). Basware Invoice Automation Solution optimizes process performance in financial departments and business units, enabling organizations to focus on creating added value for their customers. They will mainly be working on invoice automation, as also on software development and product development for its parent company Basware. They have started their operations from 6600 square feet area with 32 professionals.

The logo for Basware, featuring the word "basware" in a lowercase, white, sans-serif font inside a blue rectangular box.

Security Weaver @ DLF Campus

Security Weaver which offers industry leading controls and compliance solutions for SAP environment, has started their operation recently from DLF campus. Their flagship product, Security Weaver is engineered to take the guesswork out of compliance and provide true real-time visibility into user access to SAP. Security Weaver delivers real-time capabilities for managing SOD conflicts through the use of a predefined, yet fully customizable, SOD matrix. Additionally, Security Weaver provides enterprise with a combination of robust reporting and advanced monitoring of user access to sensitive transactions in SAP. They have started their operations from 3800 square feet area with 10 professional.





Workshop on "Advances in Information Security"

Cyber Security Research Centre, in association with CDAC, Mumbai, and electronics city, Bangalore, jointly organized a two-day workshop on "Advances in Information Security" on February 24-25, 2009 at Punjab Engineering College, Chandigarh. The Centre collaborated with a number of national and international agencies and standards bodies to develop secure, inter-operable security standards. The Centre is a pioneer in bringing together academia, government, law-enforcement agencies and industry to explore all aspects of information security and trust. The workshop was inaugurated by Shri Sanjay Kumar, Finance Secretary, U.T. Administration, Chandigarh; Shri George Arakal, Director (Administration), CDAC Mumbai; Dr. Vijay Kaushal, Officiating Director and Deputy Director, Punjab Engineering College; Mr. Manjit Brar, Director IT,

Chandigarh Administration, and Dr. Sanjeev Sofat, coordinator, CSRC.

Dr. Vijay Kaushal, officiating Director and Deputy Director, Punjab Engineering College formally welcomed all dignitaries and the delegates.

Sh. Sanjay Kumar, in his inaugural address opined that the problem never lies in technology. He mentioned that the major potential applications which enable the smooth use of tools of cyberspace are hindered because of serious security and privacy concerns. The threats to Information Technology infrastructures are many, varied and are increasing through information-warfare, hackers, terrorists, criminals and even competing organizations. Sh. George Arakal, Director from CDAC, Mumbai, in his key-note address apprised everyone of



the key takeaway from the workshop. He mentioned that the CDAC has taken up the major challenge and responsibility of actively collaborating with the Controller of Certifying Authorities (CCA), Department of Information Technology, Ministry of Communications & Information Technology, Government of India and sharing the responsibility entrusted to ROOT CA under IT act 2000. He stressed the dire need of convincing users about security aspects without which they would refuse to accept 'change'. Mr. Manjit Brar, Director, IT, U.T. Administration conveyed that citizens, customers, educators, suppliers, investors and other partners are all demanding more access to strategic resources. As enterprises reinvent themselves to meet this demand, traditional boundaries are disappearing and the premium on information security is rising. Heightened concerns about critical-infrastructure protection and National security are accelerating this trend. If businesses, educational institutions, and non-profit organizations have to make significant progress towards securing their information assets, executives must make information security an integral part of core business operations.

Dr. Vijay Kaushal, officiating director and Deputy Director, PEC said that "The goal of this workshop is also to bring together researchers and practitioners from academia and industry to focus on understanding modern security threats and counter-measures and establishing new collaborations in these areas."

The inaugural ended with a vote of thanks from Dr. Sanjeev Sofat, Coordinator, Cyber Security Research Centre.

The first day of the workshop was conducted under the auspices of the Controller of Certifying Authorities (CCA), Department of Information Technology,

Ministry of Communications & Information Technology, Government of India. The objective for this day was to focus on Public Key Infrastructure covering the technical aspects of Cryptography, PKI components, and Business issues along with demonstration of PKI enabled applications.

The second day covered various aspects of Network Security threats & countermeasures related to wired and wireless network security. This included sessions covering practical insights on various attacks such as DDoS, Session Hijacking, Replay attack, Traffic analysis etc. Various experts talked on the area of web security and wireless security, which highlighted issues in wireless security such as logging, wifi forensics, policies and implementation.

The workshop had interactive sessions and demonstrations from a spectrum of Speakers of high repute, experts from industry, scientists from CDAC Bangalore and faculty of CSRC. The workshop has participants from various IT industry such as Infosys, Tech Mahindra, Wipro, SPIC, K7 etc, faculty from NIT, Hamirpur, Chitkara University, UIET, NITTR, etc and students from PEC and other Institutions, Banks, and also Defense. The workshop is also attended by technical directors from NICs Punjab, Haryana and participants from NIC, Chandigarh. The workshop witnessed a lot of enthusiasm amongst the participants.



Software Development @ SPIC



In an enterprise to monitor the grievance applications of ex-servicemen, servicemen, widow and their dependents residing in this region, SPIC has developed and implemented grievance monitoring system for Zila Sainik Welfare office of UT Administration. The Project maintains the information regarding the grievances of the ex-servicemen, servicemen, widows and their dependents. Project Keep track the status of the Complaint which is divided into five stages i.e. under consideration, forwarded to another department, beyond competence, can not be done & settled. The system will enable to pursue the grievance applications and resolve them in time bound manner. This system has been evolved as a tool to effectively monitors the grievance. The grievance monitoring system includes history of complaint, list of complaints between two dates and custom report.



SPIC is developing ICMS (Integrated Campus Management System) for the complete computerization of Govt. College of Art, Chandigarh which includes the computerization of admission procedure, post admission, finance, human resource, library, and inventory. The project has been divided in to three implementation phases. In phase I eligibility report, merit list, roll no generation, attendance, examination and result processing modules will developed, in phase II

personnel management information system, finance and accounts, DDO and accounting, budget modules will be developed, in phase III inventory, library modules will be developed. First phase of ICMS will be developed and implemented by SPIC in the month of April.

In an initiative to automate the HRD department of Chandigarh Police Department



SPIC has developed and implemented Personal Information System for Chandigarh Police. The scope of the project has been defined to manage all the information about all the personals of the Police department. The Personal Information System has centralized database which shall reduce the problem of storing and retrieving the data regarding all the personals. Using the system, the officers in the Police Department shall be able to know all the details regarding the personals by reducing the amount of file work involved in the various record keeping related procedures. The personal information system includes master entry of personnel & official details, entry of posting details, entry of cases, entry of promotions and suspension, report generation, personal & official status, posting status, promotion & Suspension details, retirement report etc.



Sampark Project a thriving endeavour

To eradicate the undue harassment met by the citizens due to lack of transparency, Project e-Sampark was initiated to bring together the services of all the departments under one single umbrella and give citizens of Chandigarh a "multi-service" - "single-window" experience.

Project Sampark is a Department of IT (DIT) initiative for the development, integration and maintenance of web-portal for various departments of the Administration for providing 'One-stop-shop' for 23 G2C and 5 B2C services through 10 e-Sampark & 14 Gram Sampark Centres. Before this initiative the common man had to make multiple visits for a single transaction apart from standing in long queues and wait for a few days to few weeks for the end result.

After this initiative the Administration was successful in providing a one stop solution at the e-Sampark Centres as various services, which were available earlier at independent islands and sometimes resulted in duplication of work, are being delivered at these centres. These centres provide one stop solution to citizen for multiple tasks, reduction of wastage of time of a citizen as multiple tasks are being performed at these Centres, Citizen Centric Centres having state of the art facilities, apart from central location, 8 am to 8 pm service on all days except Sundays, better turn around in receipt, processing and issue of services, transparency in delivery of services, easy maintenance of MIS leading to quick reconciliation of Treasury collections.

The criteria for making new services available through the e-Sampark centres is based on the requirement generated by citizens which is available through the feedback received and the citizen satisfaction surveys conducted. It is given due publicity by way of audio coverage, pamphlets and notices. Department is also given an access to the central database for monitoring the progress and generate various MIS reports. From 11 services of 7 departments the project has graduated to provide 20 services through 3 delivery channels apart from

increasing the number of counters from 3 Centres (12 counters) to 10 Centres (40 Counters).

Milestones Achieved

- 23 G2C and 5 B2C Services are being provided at 10 Centres spread across the City and 13 Gram Sampark Centres in the villages of UT, Chandigarh.
- Since launch in Sept. 2004, INR 1791 Crore of Government revenue has been collected in 66.44 Lac transactions.
- Number of transactions have touched 2 Lac transactions per month
- INR 769 Crore of revenue collected in one year (April '08 to March '09) of 2008-09 compared to INR 403 Crore for the same period in 2007-08.
- Select private services are also being launched to make the project self sustainable. Phone bills of BSNL, Connect, Airtel and Spice are being collected and more similar services are under process of initiation.
- Sampark Services are also being extended to Gram Sampark Programme where 13 Gram Sampark Centres are being constructed covering all the UT Villages.
- Jan Sampark Services from these Centres are also being provided for information and facilitation services to the citizens including registration of grievances and applications under Right to Information.

23 G2C Services available

- Receipt of VAT/CST returns • Payment of taxes- VAT / CST
- Issue of CTU Bus Passes • Issue of Senior Citizen Card
- Issue of Disability Identity Card • Payment of Electricity Bills • Booking of Tubewell for irrigation in Rural Areas • Issue of Birth & Death Certificates
- Payment of Water & Sewerage Bills • Open Space bookings • Community Hall Bookings • Collection of Government School fees • Doctor's Appointment for patients to GMSH & GMCH • Tenant Registration
- Domestic Servants Registration • Payment of Sticker and Postal Challan
- Sale of Stamp Papers • Sale of Revenue and Special Adhesive Stamps
- Sale & Receipt of CHBv Forms • Deposits for all dwelling Units of CHB
- Submission of Passport Applications • Disbursement of pensions to old aged, widows and disabled • Receipt of RTI Letters

5 B2C Services available

- Payment of Telephone Bills • BSNL - WLL, Landline
- HFCL- Connect • Airtel - Mobile • Airtel - Landline • Spice Mobile

Chandigarh up coming Global City of India

In the past five years, Chandigarh has done well in several fields such as Industry, real estate, luxury. Chandigarh is now aspiring to become a hub of economic activity, propelled by the services sector and its allied investments. In the past five years, Chandigarh has done well in several fields such as Industry, real estate, and luxury. To encourage industrial growth, the Rajiv Gandhi Chandigarh Technology Park (RGCTP) has been set up. Companies like Infosys, Wipro and Tech Mahindra, besides 20 others, have already employed around 9,000 professionals there. In 2007-08 fiscal, the total software exports from RGCTP alone was Rs 390 crore out of Rs 500 crore for Chandigarh and Rs 820 crore from the tri-city (Chandigarh, Panchkula and Mohali). Up to December 2008, the software exports from RGCTP have touched Rs 436 crore and is likely to cross Rs 550 crore by the year end. Once completed, with a total area of 650 acres, it will provide direct employment to more than 60,000 professionals. Accordingly, the total investment in RGCTP will cross Rs 6,000 crore and the software exports from RGCTP will cross Rs 4,500 crore by the end of 2012. To keep the spark of entrepreneurship alive, a state of the art entrepreneur's development centre is being established by the administration to enhance the export of the software export from Chandigarh and to assist young professionals in setting up their entrepreneurship. A cyber security research centre (first of its kind in the country) has been set up in collaboration with NASSCOM and Punjab Engineering College for conducting high quality research on cyber security issues involving the academia, IT industry and government security agencies.

Major hotel chains such as The Lalit, The Oberoi's and Taj GVK are making their way to Chandigarh, while international chains like Accor's Novotel and Ibis, Emaar's Formula 1 and New York's Berggruen Hotel's Keys are awaiting the good times to return to being work on their property.

An international airport will be operational this year and a metro rail project (in collaboration with the neighboring states of Punjab, Haryana and Himachal Pradesh) is being put in place. A bullet train service to New Delhi, cutting travel time to nearly an hour, will help the city attract businesses and traders to the city.

Radio taxis with electronic meters, GPS, low-floor bus services on a grid system and a fleet of 100 AC and non-AC buses under the JNNURM scheme are expected to make the city a better place to live. In terms of living standards, Chandigarh is the first 'smoke free' and 'plastic free'. Now the efforts of the city government are on to make it slum free. More than 25,000 small flats are being constructed to rehabilitate slum dwellers in Rs1,300-crore housing project.

The city offers the highest living standards in the country. Some of the civic amenities and infrastructure facilities are among the best in the country. Within a radius of 10km, the city offers everything including a horse-riding club, tennis and cricket academies, police station, recreational green spaces and an array of eating joints like Pizza Hut, Dominoes and bistros Barista, Café Coffee Day and Costa Coffee. High income levels and great civic amenities make Chandigarh a dream destination for marketers.



Guest Article

The growth of the IT-BPO sector has been synonymous with India's rise to prominence on the global map. The IT-BPO industry in India has today become a growth engine for the economy, contributing substantially to increases in the GDP, urban employment and exports. 2008 was a transformational year for the Indian IT sector, as it began to re-engineer itself to face the challenges presented by a macro-economic environment and events culminating in the economic downturn. In an increasingly globalised world, significant complexity and uncertainty is getting attached to this unprecedented economic crisis. During the past year, the sector maintained its double digit growth rate and was a net hirer. While the effects of the economic crisis are expected to linger in the near term future, the Indian IT-BPO industry has displayed resilience and tenacity in countering the unpredictable conditions and reiterating the viability of India's fundamental value proposition. Consequently, India has retained its leadership position in the global sourcing market. While the current mood is that of "cautious optimism," the industry is expected to witness sustainable growth over a two-

year horizon. While the industry has significant headroom for growth, competition is increasing, with a number of countries creating enabling business environments aimed at replicating India's success in the IT-BPO industry. Hence, concerted efforts are required by all stakeholders to address the current challenges, to ensure that India realises its potential, and maintains its leadership position.

If you consider the dramatic changes in information technology from 1983 to 2008, you realize that twenty-five years is a long time. IT continues to advance and evolve. In doing so it challenges existing business models and allows different players into the market. As always, this will have big impacts on our lives and increasingly, these changes are happening more rapidly. The roles we have tomorrow may be very different to those we have today, as IT starts to replace many jobs that today we think are irreplaceable. Our ability to be able to adapt to these shifts is key for our survival in business. The next 25 years in IT are likely to have even greater impacts than the last 25 years!

Shivmeet Singh

Executive Director - TIE (The Indus Entrepreneur)



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