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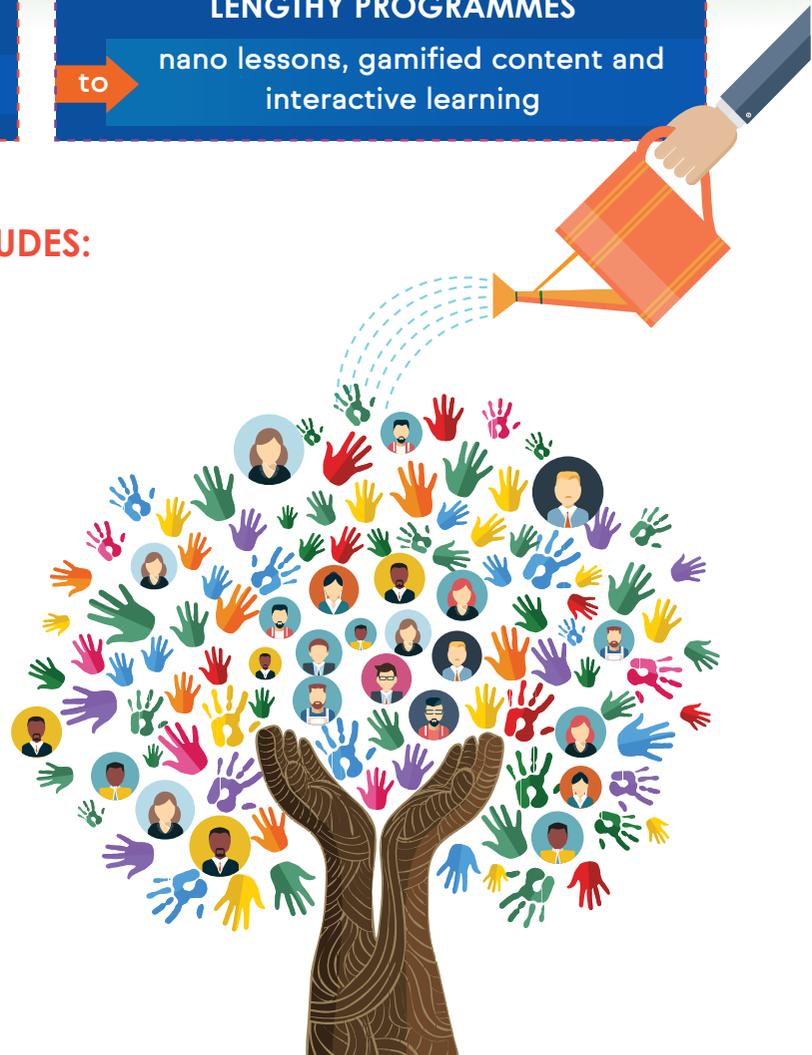
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### Our Publications and Initiatives



# CONNECTING THOUGHT LEADERS

Founded in 2005, eGov magazine is published in both print and online formats. Innovative use of ICT in Governance is at the heart of our all eGov initiatives.

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> **MAGAZINE**

It compiles ICT-related advancements being introduced, exercised by various government organisations via eGovernance module.

> **NEWS**

Dealing with various key developments and policy-related decisions that define Indian governance style at large, this section throws light on the most important aspects.

> **WEBSITE**

With a reach of sixty lakhs, the website is pushing the Digital India campaign of the Government of India. It highlights various dimensions of anything and everything related to the changing trends of governance in India .

> **EVENT REPORTS**

This segment narrates the discussions and deliberations of participants at the occasional conferences held nationally or internationally.

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It deals with in-depth detail of various projects being implemented in any part of the country, worth inspiring others in providing solutions.

> **VIDEOS**

The youtube channel 'EletsTV' deals with live recorded versions of tech-experts and key decision makers who participate in key debates or discussion of Elets knowledge conferences.

> **INTERVIEWS**

This section highlights various stakeholders, bureaucrats and policy makers influencing governance in the country.

## PSUs: A Glimmer of Hope for Recovering Drooping Economy

Public Sector Undertakings (PSUs) play an instrumental role in the dynamics of a country's economy. PSUs contribute in ascending the economic trends in various ways like capital generation for the economy, investing in the cost of production of various technologies and equipment enabling the country to produce its own, generating employment, and contributing to socio-economic development.

The Coronavirus pandemic that came hard on India severely impacted the already dwindling Indian economy. The impact was significant as the entire nation was under a lockdown from late March 2020 to end of June 2020. To kickstart the economic engine back again and uplift the economic trends, the Government of India eyed PSUs for aid. The Union Finance Minister, Nirmala Sitharaman asked the PSUs to spend their 50 percent of capital expenditure by the end of the September quarter. Also, privatisation of many PSUs is another approach of the Government to improve the economy.

This is how PSUs have been always at the forefront, be it delivery of government services, implementation of various development projects, planning and policy reforms, procurement of goods or manufacturing or production of various technologies and equipment, and even aiding to stabilize the economic trends.

This special issue of the eGov Magazine focuses on the significance of the role of PSUs in different areas, especially in today's situation where there is a dire need to pull the economy out crisis. The magazine will also give an insight on how PSUs are realising the Prime Minister Narendra Modi's vision of making of an "ATMA NIRNHAR BHARAT" (self-reliant India).

The issue will bring in light addresses from various PSU heads, interviews of esteemed policymakers, and industrial perspective. A special highlight has also been brought onto the Ease of Doing Business ratings (statewise) which were announced recently. Further, how cutting-edge technology is driving PSUs towards transformation is another aspect highlighted in the eGov magazine's PSU Special Issue.

With a bouquet of special stories and interviews of administrators, we await our readers' invaluable feedback.



**DR RAVI GUPTA**

*Editor-in-Chief, eGov magazine, and  
Founder Publisher & CEO,  
Elets Technomedia Pvt Ltd*



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## PSUs, A POSSIBLE GATEWAY TO INDIAN ECONOMIC RECOVERY



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# PSUs, A POSSIBLE GATEWAY TO INDIAN ECONOMIC RECOVERY

The economic trends of the past six years display dwindling stats and COVID-19 pandemic weighed on the already declining consumer demands and investments. However, the Government of India, to make the market bounce back, is asking Public Sector Undertakings (PSUs) to spend their 50 percent capital expenditures (CapEx) before the end of September quarter to pump investments in the economy, writes **Adarsh Som of Elets News Network (ENN).**

## PSUs OVERVIEW & CURRENT ECONOMIC STATUS

Public Sector Undertakings (PSUs) are a crucial part of the Indian economy that includes public services and enterprises providing benefit to society. PSUs are key players in uplifting the economic conditions of society in various ways like - Generation of capital in the India economy, creating job opportunities, socio-economic development of various regions across the country, and investing in the cost of production for various technologies, equipment and services. Moreover, PSUs add significant revenue to the government treasury through various modes like excise duty, customs duty, dividend, profits and other direct taxes. Hence, helping in increasing a bulk amount of resources for a sustainable planned economic growth.

According to KPMG Indian Economic Survey 2019-2020, the Indian economy registered a slowdown in 2019-20 with Gross Domestic Product (GDP) growth slumping from 6.8 percent in the year 2018-19 to five percent in the first quarter of 2019-20 to 4.5 percent in the second quarter. The report cites diminished rural demand and stress on financial sectors as the major contributors to the decelerating economy.

India's Wholesale Price Index (WPI)-based inflation was at 1.5 percent from April to December 2019-20 which was 4.3 percent in 2018-19. The stats could be attributed to the falling demand pressure in the economy. Whereas, Consumer Price Index (CPI)-based inflation touched 3.3 percent mark in the first half of the 2019-20 fiscal year and ascended to 7.35 percent in December 2019-20 due to the food inflation. Moreover, the alterations in the rainfall pattern and unprecedented floods paid a major contribution to food inflation.

However, with regard to the rising inflation and supply-side frictions, Dr Krishnamurthy Subramanian, Chief Economic Adviser to the Government of India is of the view that the inflation will droop with the unlocking of the country's economic activities, as per a post by the Press Trust of India (PTI). According to the government data, retail inflation rose and touched 6.93 percent which was majorly due to the rise in food prices.

An outward look on the economic scenario does induce fear that the inflation would continue to rise leading to restricting the Reserve Bank of India (RBI) to further lower the benchmark interest rates. However, on the inside, it seems that the inflation rate has not breached the RBI's mandated limits except for the month of July. RBI's Monetary Policy Committee headed by the RBI Governor has been given the mandate to maintain the inflation rate of four percent until March 2021 with the maximum limit of six percent and a minimum of two percent.

Further, the trends have been evident enough to display that the maximum slump in the economy was observed during



April and June months. During this dark quarter for the economy, Agriculture was the only bright spot which saw a rise of 3.4 percent.

### PSUs TO INVEST TO PUMP ECONOMY

Reviewing the aforementioned economic condition, the Government of India was looking at pumping investments in the market to keep the inflation in control and revive the halted economic activities. To help the cause, the government asked the PSUs to spend their 50 percent of capital expenditure (CapEx) by the end of the September quarter. By doing so, the PSUs would pose as the drivers for economic growth and lend a hand to recover the drooping economy.

Nirmala Sitharaman, Union Finance Minister, in an online review meeting, reviewed the CapEx plan worth Rs 1.65 lakh crore of 23 Central Public Sector Enterprises (CPSEs). The minister pointed out that the PSU's play a crucial role in India's economic growth and can help it recover from the crisis. For this, the PSUs have to fulfil their targets and ensure the capital outlay for FY 2020-21 is spent in a proper and a timely manner.

The minister decided to call CPSEs to step for the economic recovery following a meeting with the Chairman and Managing Directors (CMDs) of the 23 CPSEs and secretaries of ministries of petroleum, power, coal, mines, and atomic energy.

While observing the estimates, it is seen that the states which together have invested Rs 4.5 lakh crore in the fiscal year 2019 and are estimated to invest Rs 5.8 lakh crore in the fiscal year 2020 have stopped their capital expenditures due to cash crunch. The cash crunch occurred as the tax revenues dwindled significantly following the onset of COVID-19 pandemic. However, in such a situation, the CPSEs need to take the baton to prevent the public expenditure from losing its share in the GDP and works on the same have already begun.



According to the International Monetary Fund (IMF) and other national and international ranking agencies, the projected drop in India's GDP is by four to five percent in the fiscal year 2021. However, the GDP in the current fiscal year 2020 tumbled to an 11-year low of 4.2 percent. Whereas, the Centre's fiscal deficit is estimated to be 4.6 percent of the GDP in FY 2020 vis-a-vis the highest ever since FY 2013.

The total CapEx of CPSEs and departmental undertakings like Indian Railways, National Highways Authority of India (NHAI) together with annual CapEx budgets turned out to be Rs 4.41 lakh crore in FY 2020. The amount is 90 percent of the target for the year which is Rs 4.9 lakh crore. However, this is 1.1 percent higher than the capital spending by these organisations in the past years.

### PUBLIC SECTOR ENTERPRISES POLICY 2020

In another move to aid the economic recovery through PSUs, the Government of India has also planned to privatise four public sector enterprises in strategic sectors and state-owned firms. The Finance Minister, while announcing the last tranche of the Rs 20 lakh crore stimulus package under the Atma Nirbhar Bharat Abhiyan, opened up on the new coherent Public Sector Enterprises Policy. Under the policy, the government will bring out a list of strategic sectors wherein there will be at least one and a maximum of four PSEs apart from private firms. And, in other sectors, CPSEs will be privatised depending on the feasibility.

Adding on to the new PSE policy, the minister stated that the policy will be implemented in such a way that either the PSEs will be merged or will be brought together in a fashion that only four or lesser PSEs will be under strategic sectors. This approach will prevent the mushrooming of PSEs under the notified sectors.

### PSUs BACKING ATMA NIRBHAR BHARAT ABHIYAN

With the unlocking of the nation, the manufacturing processes resume the Government of India is taking effective measures to enable an uninterrupted supply chain and an organised procurement market. In line with making India self-reliant, the government is making efforts to ensure that the indigenously manufactured products are purchased locally and conditions are eased for the export to countries suffering from the COVID-19 pandemic.

And, in its move towards Atma Nirbhar Bharat, the government will be coming up with a purchase plan for the next three years. The plan will include all the high-value goods required by government departments, PSUs and other such organisations. The domestic manufacturers will be provided with the purchase plans of the largest 30 PSUs.

In the move, the Ministry of Electronics and Information Technology (MeitY) recently amended the rules which allow purchase entities to procure mobile phones only from local suppliers, irrespective of the purchase value, provided that local suppliers meet the criteria of 50 percent local content in the finished product. Prior to the amendments, local suppliers were eligible for bidding if the value of the procurement was less than Rs 50 lakh. Similarly, in the case of Indian Railways, a three-year is being formulated to transact with the Indian companies and those of the foreign manufacturers planning to shift from China to India.

Moreover, the Ministry of Defence has revised its procurement guidelines for 15 product categories in order to promote indigenously manufactured products. On similar lines, many states are already amending labour laws to restart production in factories that were shut due to the COVID-induced lockdowns.

With the work getting back on track, a major challenge that will surface is to ensure the safety of labourers. However, in answer to this, the National Disaster Management Authority (NDMA) has issued a set of guidelines to resume industrial production with adequate precautions. As per the guidelines, even the small-scale industries will have to ensure proper testing and isolation facilities.

### TOWARDS AUGMENTING ECONOMY

With realising the potential in PSUs, the Government of India has handed over the baton in the hands of PSUs to push the growth of the Indian economy and pull it out from the crisis-like situation. PSUs with their capital expenditures, privatisation under the new Public Sector Enterprises policy 2020, and amendments in their purchasing plans to encourage indigenous manufacturing can give a new boost to the dwindling Indian economy and will help realise the dream of making India self-reliant. [e.gov](https://www.e.gov.in)

# GeM is leveraging technology to reimagine and reinvigorate public procurement: Talleen Kumar



## Talleen Kumar

Chief Executive Officer, Government e-Marketplace (GeM), Department of Commerce Ministry of Commerce and Industry Government of India.

Government e-Marketplace (GeM) has been a revolutionising step in augmenting supply chains of Indian markets. The digital portal has been handy for buyers and sellers in the country easing the procurement & selling processes and empowering 'Ease of Doing Business' in India. **Talleen Kumar**, Chief Executive Officer, Government e-Marketplace (GeM), Department of Commerce, Ministry of Commerce and Industry, Government of India, talks in detail about the portal in an exclusive interview with **Nisha Samant Purbey** and **Adarsh Som** of **Elets News Network (ENN)**.

In recent times, especially during the lockdown, GeM has been a resort for MSMEs for procurement of supplies. How has GeM managed to cater to the needs?

An inclusive public procurement system not only leverages procurement for promoting domestic manufacturing and investment but also makes it a partner in the growth story of MSMEs, women entrepreneurs, startups, Self Help Groups (SHGs), TRIFED members, artisans, weavers and craftsmen.

True to its commitment as an efficient marketplace, GeM has undertaken various initiatives, especially during the COVID-19 pandemic, to soften the blow to sellers on the platform. This includes reducing the number of days from 25 to five in the procuring cycle for bids for certain categories. Similarly, GeM has also actively sought to make the reason for rejecting bids, transparent to all the sellers. It has extended offer validity and longer delivery periods and integrated with banks/ERP systems to facilitate timely payments and bill discounting. These efforts have enabled wider seller participation; the number of product and service categories on the platform has increased by 118 percent and 77 percent respectively over the past year (September 2019-August 2020). Similarly, the number of sellers has increased by 77 percent while that of MSME sellers by 81 percent. Overall, the cumulative transaction value has seen a considerable increase of 83 percent from Rs 33,687 crore in August 2019 to Rs 61,000+ crore in August 2020.

**Earlier, at the India Transformation Summit organised by Elets Technomedia, you mentioned three pillars of GeM - Inclusivity, Usability & Transparency, and Efficiency & Cost Saving. Please elaborate on these.**

GeM has engineered one of the biggest change management processes in the country by triggering a massive change in legacy procurement processes and bringing the much-needed visibility in procurement. This has brought the government to the people in the true sense through the three pillars: (a) Inclusivity by dramatically reducing the cost of doing business while at the same time providing a pan India access to the government buyers (b) Usability and Transparency through use of advanced cutting edge technology and (c) Efficiency and Cost Savings by being a contactless, paperless and cashless platform, thereby contributing to the realization of the vision of an "Atma Nirbhar Bharat".

It is a shining example of minimum government and maximum governance. With its transparent rule-based processes, the platform has provided a mechanism for efficient transmission of policy intent by ensuring enforcement and compliance by stakeholders, particularly for policies such as PPP-MII and PPP-MSE which is not possible otherwise.

*GeM 4.0 will be an embodiment of buyer's procurement journeys and process enhancements and will incorporate the features and functionalities that large buyers such as Defence, Railways and CPSEs always wanted to have.*

GeM addresses multiple challenges in public procurement, namely, limitations and inefficiencies in the procurement system, time-consuming processes and adherence to multiple procurement guidelines through a marketplace model. The features and functionalities in GeM make it a far superior portal compared to the traditional publishing portals such as the Central Public Procurement Portal, Indian Railway Electronic Procurement System, Defence Public Procurement portals etc. Features such as category-based bidding for goods and services, instant notification about bids to sellers through emails, SMS and dashboards, the dramatic reduction in bid response times, a marketplace based automated applicability of filters such as turnover, past experience, filter for reservation for Micro and Small Enterprises (MSEs) products, filter for reservation for Make in India (MII) products, data on past transaction summary to help buyers judge price reasonability etc. and a host of real-time marketplace functionalities in a secure environment have set GeM apart from all other publishing portals.

**Sir, as it is known that you are heading to launch GeM 4.0, kindly shed some light on how GeM 4.0 will be an upgraded form of the present GeM.**

GeM 4.0 will be anchored in the Unified Procurement System. The functionality of other publishing portals such as the Central Public Procurement portal, the Indian Railway Electronic Procurement System and the Defence Public Procurement portal will be brought onto GeM in a phased manner to provide a uniform experience to all buyers. To begin with, Central Government buyers are required to obtain a "GeM Availability Report and Past Transaction

Summary” to make informed procurement decisions.

GeM will prompt buyers to publish a bid on GeM itself if the products or services that a buyer is looking for is not on the platform. If a buyer decides to publish the bid outside GeM on the Central Public Procurement Portal (CPPP) for example, the corresponding ID of GeM Availability Report is required as a mandatory input before the publishing of a bid can be allowed on platforms other than GeM. This ID is validated in real-time with GeM. After validation, a copy of the published tender will be returned to GeM for analysis.

There are certain enhancements and interventions built in the system regarding price sanity and quality to improve the overall marketplace sanity in the GeM. A new concept of auto expiry of stocks has been enabled to expire stocks if not updated in the specified period to ensure that all products in the marketplace are updated with details for a better procurement experience. After expiry, these will not be available for buyers to procure. However, a seller can update catalogue details within a period of 60 days and re-publish the products in the marketplace, failing which the products will be sidelined and will need to be uploaded again by the seller.

Price bounds and title nomenclature in product categories is being implemented to take care of attempts to put certain irrelevant details in catalogue names or quote abnormally high/ low prices of products, thereby creating insanity in the marketplace. A complete overhaul in seller registration, Brand/ OEM and catalogue upload process as well as UI/UX flow has been carried out making it easier and more user friendly for sellers.

Implementation of an advanced technology roadmap to bridge gaps in features and functionalities and to improve usability and transparency on the platform is also an integral part of GeM 4.0 to take GeM to the next level. This will encourage wider participation by sellers and its enhanced adoption by Indian vendors. This, in turn, will allow sellers to diversify their businesses and grow with GeM and contribute to the realization of the vision of Atma Nirbhar Bharat.

The technology roadmap envisages the implementation of Advanced Analytics, Artificial Intelligence, Machine Learning and deep learning to improve user experiences and journeys on the portal, Natural Language Processing (NLP) based Search Engine for effective and efficient search, Hyper Ledger for smart contracts and bulk procurement of pharmaceuticals for efficiency, traceability and distributed trust, Crowd Sourcing of categories and sellers for fast-tracking category creation, Lightweight Directory Access Protocol (LDAP) integration with NIC to authenticate

government buyers and the Seller Invitation Module to invite sellers to GeM.

In addition, bill discounting has been enabled to provide increased working capital to MSME sellers through technology integration with TReDS. A mobile app for buyers and sellers is scheduled to go live by October 2020 to provide ease of access. Technological process changes will be carried

*GeM addresses multiple challenges in public procurement, namely, limitations and inefficiencies in the procurement system, time-consuming processes and adherence to multiple procurement guidelines through a marketplace model.*

out by August 2020 to prevent unfair and unjust rejection during technical evaluation of bids. Buyers and sellers will find it easier to transact on GeM with the help of AI Chatbot/ Virtual Assistant which is already live. The usage of the Virtual Assistant has increased from 3000 per day to 10,000-14,000 per day in the last 4-6 weeks because of the enhancements which are an ongoing process.

GeM 4.0 will be an embodiment of buyer's procurement journeys and process enhancements and will incorporate the features and functionalities that large buyers such as Defence, Railways and CPSEs always wanted to have. A number of enhancements in the Catalog Management System and 250+ software process improvements and enhancements have been completed from August 2019 till date to set the stage for ramping up to GeM 4.0.

Another 200 software processes will be completed by September 2020. 56 of the 76 processes specially planned for CPSEs will be completed by August 2020 and the rest of the 20 processes for CPSEs will be completed by September 2020. Functionalities in the Catalog Management System

include adding new specifications in categories, adding special terms and conditions at category level and uploading engineering drawings during the creation of bids.

**What safety and security mechanisms are being integrated with GeM to prevent any malpractices?**

As GeM continues to scale up with the expectation of significant growth in all aspects of the marketplace, it could be a prime target for cyber-attacks and fraudsters who would like to explore loopholes for their financial gains. At the same time, performance issues and platform availability would have huge financial implications for both buyers and the sellers. GeM platform is hosted on Government Community Cloud (GCC), and is a robust, scalable and secure platform.

With GeM continuing to scale up, it has become imperative to strengthen the GeM platform in the areas of security of the platform, fraud detection and mitigation mechanisms and performance of the platform.

Considering the importance of maintaining digital security on the platform, GeM SPV issues to MSP a series of security directives from time to time which when implemented would strengthen the security of the platform and make the system and processes more robust. These directives are in the areas of access management, database management, log management, network security management, encryption etc.

**The Government of India has decided to levy interest on late payments on the GeM and this is to come in effect from October 2020. Please share some details on it.**

On GeM, we can accurately provide information as to whether timely payments are being made to suppliers including MSMEs and startups. We are now moving towards deemed acceptance as timely payments to suppliers is a must for the successful development of a strong buyer-supplier ecosystem in an e-Marketplace. In order to promote greater discipline and timeliness in payment to vendors, it has been decided that whenever a Consignee Receipt and Acceptance Certificate (CRAC) is auto-generated or issued by a buyer and payment is not made 10 days thereafter, the buyer organization will be required to pay penal interest at 1 percent per month for the delayed payment beyond the prescribed timeline till the date of such payment. The amount collected in this regard shall be deposited in an account maintained by GeM. This interest will not be paid to the vendors and will be kept by GeM in a separate account which will be used only for the education of sellers/ buyers etc. or other purposes related to GeM or public procurement with the prior approval of the

*GeM has always used advanced cutting-edge technology to bring transparency to the procurement processes and achieve efficient transmission of policy intent.*

Department of Expenditure. This will be applicable for all procurements made from October 1, 2020.

**Sir, in late June, you took a significant decision towards Atma Nirbhar Bharat Abhiyan wherein you mandated the sellers to mention country of origin while registering new products. How do you think it will benefit the nation?**

GeM has always used advanced cutting-edge technology to bring transparency to the procurement processes and achieve efficient transmission of policy intent.

This step of disclosing the Country of Origin for products in the marketplace flows directly from the implementation of the Public Procurement (Preference to Make in India) Order in line with the vision for GeM. GeM has taken a significant step towards 'Atma Nirbhar Bharat' and has made it mandatory for sellers to enter the Country of Origin while registering all new products on GeM. Moreover, sellers who had already uploaded their products before the introduction of this new feature on GeM are being reminded regularly to update the Country of Origin. Work on this deployment had started in February 2020 and went live on May 20, 2020.

GeM has also enabled a provision for the indication of the percentage of local content in products. With this new feature now, the Country of Origin, as well as the local content percentage, will be visible in the marketplace for all items. 

# “GOING DIGITAL IS THE WAY FORWARD”

With the Government of India's continuous efforts to take the growth and development in the country to newer heights, significant transformational changes can be observed in India today. Emphasising this, Elets Technomedia organised India Transformation Summit from July 10 to July 12. **Rajesh Aggarwal**, Additional Secretary & Financial Advisor, Ministry of Petroleum & Natural Gas, Government of India addressed the inaugural session on transforming India.

Talking about but not limited to the petroleum domain, Mr Aggarwal touched points on policy and guidelines, 'Aatma Nirbhar Bharat', Make in India, Ease of Doing Business, and more. Mr Aggarwal said, "When we talk of Aatma Nirbhar Bharat and Make in India, Ease of Business mantra must reach the ground."

On subsidies offered during the time of Coronavirus crisis, Mr Aggarwal stated, "In petroleum, we pushed in money in advance for three months for cylinders in accounts of Jan Dhan Account holders, Rs 500 per month. Luckily, people do not have to fill any forms or do any formalities. The government had the account details and benefits were transferred to beneficiaries directly in their bank accounts." Active tracking of the DBT transfers was done, and it was seen that the banks were pushing Rs 3 crore, Rs 4 crore every day to the accounts of the beneficiaries, he added.

Adding on, he said, "However, in many processes, people still have to fill up forms. So we need to work on that. Every form is input, there is processing involved, and then there is an output."

Elaborating on the forms, Mr Aggarwal said, "We can make the collection of data in a home-delivery manner wherein a person from the authority can reach to people's house and collect the relevant and needed data." Citing an example of a few foreign countries as a corrective step, Mr Aggarwal added that in many countries there is 'Tell Me Once' concept wherein the government takes the data only once and that is used for every service and department whenever in need.

"Besides, many times, we have to pay fees with the forms or input and filling a bank challan for that payment is one of the worst methods. There have to be various payment modes- like online, through UPI, cards, etc.", added Mr Aggarwal. However, as a good move by the Indian government such payment mechanism, consent-based data sharing, digital and prefilled forms are getting available for various processes, he said.



## RAJESH AGGARWAL

Additional Secretary & Financial Advisor, Ministry of Petroleum & Natural Gas, Government of India

On the use of e-governance, Mr Aggarwal gave an example of Maharashtra. He said, "A few years back, the Maharashtra government released a notice saying that for conventional processes there should be no more than two steps. Even for policies, no more than three steps to be taken for complete processing."

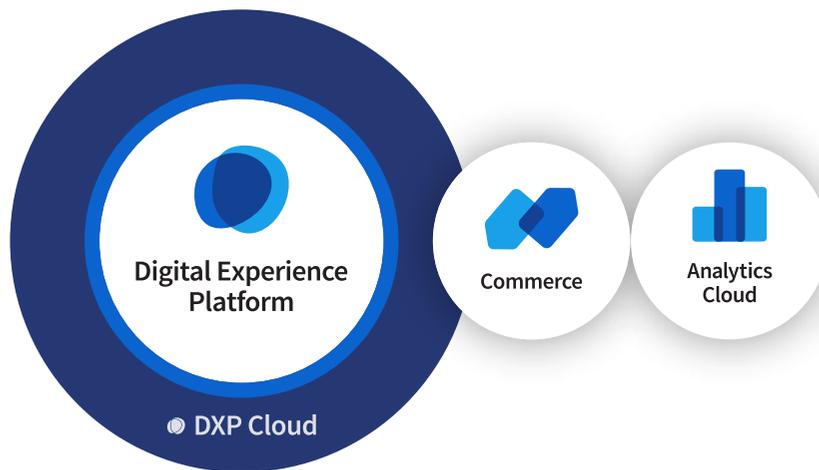
Further, he said, "The processing should be transparent, and the citizens must be able to track their applications and its status." Taking up the output part of the government process, he said that it should be digital to avoid the citizens visiting the office time and again. He cited the example of Digilocker saying, "We first designed it in Maharashtra and I am happy that the Government of India took our model and modified it for more services and better delivery and recognised it for use pan India."

While concluding, he addressed issues where the business owners or startups have to fill up numerous forms for setting up their businesses. Mr Aggarwal stated that pre-filled forms should be there for such processes to the processing time significantly. 



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# IRCON ANSWERING COVID CHALLENGES & MAKING A DIFFERENCE

The COVID-19 pandemic has been hard-hitting for not only the businesses but also for the socio-economic scenario of the country. IRCON International Ltd. took some commendable measures to sail through the tough times. Moreover, taking the frontier, IRCON has also taken various CSR initiatives to contribute their bit to aid people and uplift various small businesses impacted by the pandemic, write **Adarsh Som and Ritika Srivastava of Elets News Network (ENN).**

IRCON International Ltd. is a Schedule -'A' and a Miniratna - I company under the administrative control of the Ministry of Railways, Government of India. Hence, being a well-established and esteemed infrastructure developer, IRCON has actively taken noteworthy initiatives to neutralize the effect of COVID-19 pandemic on its operations.

## Combating COVID-19

IRCON proactively came forward to lend a hand to various government bodies in fighting the pandemic. To contribute its share of aid to the government efforts, people, and small businesses, IRCON took four major approaches.

**Monetary contribution to PM Cares Fund-** Ircon International Limited (IRCON) has provided financial assistance of Rs 20.5 crore to Prime Minister CARES Fund for fighting COVID-19. Moreover, the employees working with IRCON have donated their one day's salary amounting to Rs 51 lakh.

**Payment to contractual workers during the lockdown period-** The salary during the lockdown period has been paid to all the contractual employees. Full wages had been paid to the labourers during the lockdown period and the due amount was transferred to the families in their native villages.



**Social support to the needy by providing food & shelter-** IRCON has taken several initiatives to cater to the needs of people who are worst-affected by the Coronavirus and the subsequent lockdown. Further, the employees working with IRCON came forward and provided food packets to migrant labourers. Also, dry food items were distributed to workers and labourers and arrangements were made to provide lunch and dinner to labourers at various project sites.

**Medical support to address health crises-** We have tied up with nearest hospitals at our project sites for providing immediate help to labourers in case of any emergency. We have also provided first aid kits to the labourers at worksites.

As the Coronavirus has shown rapid contamination in populations across the globe, it called for a need to strictly

**IRCON CONTRIBUTED ₹20.5 CRORE TO PM-CARES FUND**

IRCON International Limited has been at the forefront in times of need for the country. Company has contributed ₹20.5 crore to the PM-CARES fund to support the Government of India in fighting COVID-19, which includes employees' contribution of ₹51 lakh.

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implement preventive measures in the offices, public spaces and at home. IRCON has been actively involved in aiding the ones in need during the tough time of crisis, the company also took effective measures to safeguard its employees.

The authorities at IRCON constituted a special task force for monitoring the compliance of safety and preventive measures which were implemented as per the guidelines issued by the Ministry of Health and Family Welfare (MoHFW) at the Head Quarter and at projects for coordination.

Moreover, standard operating procedure (SOP) was formulated at Corporate, Project & Sub Offices and Project Sites including Construction Material Testing Laboratories and all other premises which were introduced as a mandatory protocol to be followed. Further, as per the advice from the Government of India and the MoHFW, all the employees of IRCON, Sub-cons and workers were asked to download the 'Aarogya Setu' App on their mobiles. The employees were permitted to enter the office premises only when the app declared the employee safe.

In a further stringent approach to preventing the spread of virus infection, biometric swiping for attendance had been temporarily discontinued. And, all employees have been strictly directed to wear masks all the time and adhere to the social distancing norms laid out by the authorities.

In addition, IRCON has been raising awareness at its project sites through posters and banners. These were displayed at prominent places showing usage of hand sanitizers and wearing of masks. Labours were informed about safety measures in local language through their supervisors. Moreover, at regular intervals, training of employees is being conducted regarding awareness of COVID-19 and preventive measures to be taken to prevent the spread. Employees are instructed on the manner of using facemask and gloves, disposal of masks and other PPE.

### IRCON Overview

IRCON, a Schedule "A" & Mini Ratna - Category I Central Public Sector Undertaking (CPSU), incorporated by the Ministry of Railways, Central government, under the Companies Act, 1956 on April 28, 1976, originally under the name 'Indian Railway Construction Company Limited'. It was created for the development of railways networks in India and abroad utilizing the expertise of Indian Railways. The Company has executed projects operated in the areas of Railway construction including New Lines, Doubling works, Rehabilitation & Gauge Conversion projects, Ballast less track, Electrification, Bridges/Flyover, Tunneling, Sub-Stations, Signal & Telecommunication as well as Leasing of Locos, Station building etc.

Over the years, while keeping railway projects as its focus area, it diversified into a wider spectrum of infrastructure such as Highways & Expressways, Tunneling, Bridges, Metro, Power substation, transmission & distribution, Buildings (Industrial, Commercial & Residential), Townships, and Airport Runways & hangars and Mass rapid transit system.

Over the years, the company has extended its operations to other geographies including countries like Algeria, Bangladesh, Iran, Iraq, Malaysia, Nepal, South Africa, Sri Lanka, Bhutan, Myanmar, Afghanistan, Syria, Turkey, Ethiopia, Tanzania, Mozambique, Zambia, Liberia, Nigeria, Indonesia, etc.

During its 44 years of journey, IRCON has emerged as the front ranking construction company of international repute having executed more than 390 landmark projects in India and 128 projects in 25 countries across the globe.





IRCON has also actively contributed to business continuity and aiding the small businesses to surf through the tough times. With the announcement of relaxation in the lockdown norms, IRCON started work at its various project sites in a staggered manner by implementing strict safety measures. Following are a few safety protocols which IRCON implemented while resuming operations:

**Operation of Machines and Equipment-** The machine body operator's cabin of all Machines/Equipment being used at sites are being disinfected before use. The handheld tools, small machines and knobs of equipment are cleaned properly and if permitted as per Owners' Manuals these items are sanitized before use.

**Laboratory Staff-** All Laboratory Equipment, tools and tackles are disinfected.

**Worksites-** The worksites are disinfected before starting the work. Moreover, the workers are engaged in such a way that while working the social distancing norms are followed. To keep social distancing, the staff maybe engaged in different shifts or work shall be carried out at more than one front.

**Handling of construction material-** Mechanised handling of materials has been adapted to the extent possible. All lifting machines (cabins and body), tools and tackles (like slings, D-shackles etc.) are disinfected before use.

Besides this, the incoming material is disinfected using approved disinfectants. Where the material is of large volumes like cable reels, electrical panels, S&T Equipment, aggregates,

*The authorities at IRCON constituted a special task force for monitoring the compliance of safety and preventive measures at the Head Quarter and at projects for coordination issued by the Ministry of Health and Family Welfare.*

sand, cement or sensitive materials where disinfectants cannot be used, such materials are quarantined for at least 48 hours. Additionally, for manual handling of materials, labourers have to wear the hand gloves and face mask at the time of unloading/loading the materials. Use of PPE kits like a hard helmet, safety boots and reflective jackets have been made essential.

#### **IRCON's CSR Initiatives**

While taking the frontier to support the government's efforts to fight the COVID crises, IRCON has also been leading the path in Corporate Social Responsibility (CSR) in India. IRCON has contributed immensely towards the development of the remote areas of the country in terms of capacity building, empowerment

of communities, inclusive socio-economic growth, environment protection, promotion of green and energy-efficient technologies, development of backward regions, and upliftment of the marginalised and under-privileged sections of the society, Swachh Bharat Initiatives, many more.

IRCON kept its CSR budget for the financial year 2019-20 as Rs 9.88 crore, which is two percent of the average net profit recorded by the company in the period of the last three financial years. Looking at trends it is seen that during the fiscal year 2019-20, IRCON has spent Rs 10.04 crore, which include Rs 4.50 crore that the organisation contributed towards the PM Cares Fund for COVID-19.

*To provide easy and affordable access to basic health care facilities, IRCON joined hands with Arogya Foundation of India and organised 90 medical camps for the people of Jammu and Kashmir.*

However, there are numerous noteworthy CSR initiatives that IRCON took during the times of COVID pandemic and helped in developing the nation through empowering the society and improving the overall socio-economic ecosystem.

- To spread the awareness on cleanliness, IRCON promoted a 'Waste-to-Energy' initiative for school kitchens located in Adivasi communities in collaboration with M/s LAYA in Vishakhapatnam. Under this initiative, wet waste coming from the kitchen is used for biogas plants and the wastewater coming from the biogas plants is used for the kitchen garden. Further, the dry waste such as milk covers, papers, and dry leaves from the plants, etc. are being used for the firing of water heaters/incinerators. The boiled water obtained from the incinerator is used for drinking and cooking purposes. Considering the present scenario, biogas is being used to cook food which helps in saving consumption of as much as five LPG cylinders a month.
- Further, to provide easy and affordable access to basic health care facilities, IRCON joined hands with Arogya Foundation of India and organised 90 medical camps for the people of Jammu and Kashmir. These 90 medical camps provided effective primary healthcare services



through basic health check-ups and treatment across villages. Each of these 90 medical camps catered to as many as 200-250 villagers and successfully brought them the services that they were long deprived of.

- IRCON also partnered with South Western Railway, Bengaluru, to beautify the walls of Bengaluru railway station. The idea was to promote the culture and heritage of South India through mural paintings. As thousands of passengers from outside South India arrive at Bengaluru railway station every day, the mural paintings presented them with the culture and heritage in a beautiful manner. Since the beautification, the response from both passengers and management has been appreciative, as the mural paintings have given the railway station a new and unique identity.
- Moreover, IRCON provided assistance for the skill development centre at Khora district of Ghaziabad. The initiative aimed to upskill the youth in four trades such as Cutting & Tailoring, Beauty Culture, Computer Operations and English Speaking. The initiative was successful in helping women to enhance their skill set and get skill-based employment.
- IRCON also partnered with Godhuli to impart education to the children by running a school for underprivileged street/resettlement labour slum children of labour slum area in Nangloi. The teaching at the school is done in a more interactive fashion using practical methods. Students learn while getting introduced to various ideas and subjects playfully.

#### Way Forward

IRCON has been at the forefront of responding to efforts of the government and is continuing to support every initiative to combat the COVID-19 crisis. Further, the higher management of IRCON is assessing the emerging situation regularly and recommending mechanisms to respond to the changing situation. It can be interpreted that with such active efforts by IRCON and many other such PSUs and other government bodies, India will overcome the crisis and will emerge out as a self-reliant nation. 



## Chhattisgarh heading to become India's Economic Hotspot

Chhattisgarh, heading with the vision of Hon'ble Chief Minister, Bhupesh Baghel, has seen significant growth and development over the last decade. This led to benchmark levels of growth in core industries and agriculture. It is this exceptional combination of development through value addition to natural resources and diversification of industries led by innovation and technology that places Chhattisgarh amongst the preferred business destinations in India, writes **Arpit Gupta** of **Elets News Network (ENN)**.

Recently, Chhattisgarh has been ranked sixth in the Ease of Doing Business and recognised as 'Top Achievers' as per Business Reform Action Plan Ranking (BRAP) 2019 by the Department for Promotion of Industry and Internal Trade (DPIIT) and the World Bank. As a part of the fourth comprehensive assessment undertaken by DPIIT, Chhattisgarh has successfully implemented 186 out of 187 viz 99.47 percent of reforms prescribed under BRAP 2019.

Chhattisgarh's central strategy is to keep businesses at the centre of its Ease of Doing Business reforms exercise. Department of Commerce and Industries conducted discussions with various industry groups at the State level, such as CII, PHD Chambers of Commerce, Urla Industries Association, Chhattisgarh Sponge Iron Manufacturers Association and others to understand issues faced by industries in their regular business operations and based on the feedback received from industry towards various reforms, State has put in place to decentralise and de-regulate the business regulatory environment in the state.

"Our policy aims to provide enabling business environment in the

state Based on our strength we have identified key sectors which we are keen to establish in Chhattisgarh and Food Processing and Ethanol are of the few which have started gaining momentum. We are keen to develop food processing at block level in Chhattisgarh," said Manoj Kumar Pingua, Principal Secretary, Commerce and Industries, Government of Chhattisgarh

Till date, more than 47 thousand units have registered under Udyam Akanksha in Chhattisgarh. During the last two years around 18,000 industries have been registered under MSME category. The Government of Chhattisgarh has not only eased the application process but also assisted in maintaining the delivery of services in defined timeline. At present the average time to receive all the required clearances/ No Objection Certificates/ approvals to establish a business have been brought down to around 49 days.

Last year, Chhattisgarh unveiled the new Industrial Policy 2019-24 which provides unparalleled incentives to the investors. Chhattisgarh has taken several progressive steps over the years and has emerged as one of the most preferred investment destinations in India. State also offers various advantages like strategic location, robust connectivity, industrial infrastructure, surplus power, large land bank, single window system for the investors.

"Chhattisgarh has attracted large investments in Steel, Food Processing, Bio Ethanol and Defence sectors during the lockdown period," informed Principal Secretary, Commerce and Industries, Government of Chhattisgarh.

Chhattisgarh has robust infrastructure in terms of good road network, airports and 24X7 power supply for industrial/commercial use. Additionally, the state has developed a land bank of 5,000 hectare to facilitate industrial development. Plug and play infrastructure in these regions enables investors to start the venture immediately. Robust online land application process enables the State to allocate land within one working day. [elets.gov](https://elets.gov)

# CHHATTISGARH EN-ROUTE TO BECOMING INDUSTRIAL HUB

Chhattisgarh made it among the top states in the Ease of Doing Business rankings which make the state a lucrative option for the investors. Moreover, with the constitution of Industrial Policy 2019-24, Chhattisgarh looks forward to come up as an industrial hub. Elaborating on these points, **Manoj Kumar Pingua**, Principal Secretary, Commerce & Industries, Government of Chhattisgarh interacted with **Arpit Gupta** of **Elets News Network (ENN)**.

**The Government of Chhattisgarh is focusing on block level development to attract investment. Please throw some light on it.**

The Government of Chhattisgarh is committed to promote industrialisation and value addition. On these lines, the state has constituted the Industrial Policy 2019-24 which focuses on block level development of Industries across sectors. The new approach is to ensure regional balanced growth, categorisation of development blocks as Developed Areas, Developing Areas, Backward Areas and Most backward Areas.

**In which all sectors, the Government is foreseeing investments over the next 5 years?**

We have identified sectors such as agro and food processing, bio ethanol, electronics, IT/ITeS, engineering, defence, textile, pharma, cycle manufacturing, electric vehicles, herbal and minor forest produce etc. for promoting investments in Chhattisgarh.

Chhattisgarh has a huge potential to lure further investments in food processing sector. Moreover, the state is setting new benchmarks and standards in creating a mark in the food processing sector and other states in India are looking up to



## MANOJ KUMAR PINGUA

Principal Secretary, Commerce and Industries,  
Government of Chhattisgarh.

us for inspiration. It's strong agricultural base and accelerating economic growth holds a significant potential for the Food Processing Industry that provides a strong link between agriculture and consumers. We are focusing on developing food processing at block level in Chhattisgarh which will not only bring large but also MSME projects in the state.

The state also offers immense opportunities for industries to set up their base in Bastar region. The government is focusing on developing Bastar region to a large level. Recently, commercial flight operations have started from Bastar region under the UDAN scheme.

**Chhattisgarh is eyeing to become biofuel production hub of India. How is the state gearing up for to achieve this?**

Chhattisgarh is popularly known as the rice belt of India and has surplus paddy production. Currently, the paddy procurement in the state is estimated to 80 lakh metric tonnes (MT) and which will further increase in the time to come. Chhattisgarh is currently envisaged to develop bio-ethanol sector through the paddy (rice) available and promote bio-ethanol sector. Ethanol is an agro-based product, mainly produced by fermentation of molasses which is a by-product of the sugar-making process.

The Ethanol Blending Programme (EBP) seeks to achieve blending of ethanol with motor spirit with a view to reducing



pollution, conserve foreign exchange and increase value addition in the sugar industry. Also, ethanol comes under 'high priority' category in the Industrial Policy. As of now we have received investment intent from eight companies with a cumulative investment of nearly Rs 1100 crore. We are also providing early bird incentives for promotion of bio-ethanol sector in Chhattisgarh with an additional grant of Rs 2 crore to investors.

#### **What all major facilities, benefits and incentives the Government of Chhattisgarh is offering to the investors?**

We have identified 5000 acres of land bank for the investors and major land acquisition is in pipeline. The current Industrial Policy 2019-24 has already created a favourable business environment and has opened doors for existing and upcoming business opportunities in the state. At the same time, we are providing incentives under the Electronics & IT Policy and Logistics Park Policy as well.

We are offering interest subsidy, fixed capital investment subsidy, NET SGST reimbursement, electricity duty exemption, stamp duty exemption, mandi tax exemption and so on. Also, to attract mega investment projects in the state, the government offers bespoke incentives to suit investors' needs.

#### **What makes the Chhattisgarh's Single Window System a 'One of a kind' service delivery mechanism for businesses?**

Since 2015, the state has been continuously making efforts to develop a service delivery mechanism which should replace the offline system and ease the business establishment process. Presently, we have integrated more than 50 services with Industries' single window system (SWS) and are in the verge of substituting all the services to establish and run a business through the SWS. The state has provisioned that all the services a user needs to avail will be channelized only through SWS, wedging the application submission through lateral entry point will not only create an unpretentious business environment but also will help to check the timely delivery of those services. The business can avail the following benefits under the SWS:

- Udyam Akanksha System facilitates free online registration and self-certification to establish business.
- Common Application Form is a common platform for availing clearances across various departments.
- More than 50 of the pre-establishment & pre-operational services are integrated with the State's Single Window System.
- Multiple Entry Points for Accessing SWS enables users to avail services through Industries' Single Window

site or through respective departmental sites.

- Central Inspection System (CIA) provides a fully coordinated/scheduled and synchronized inspection of units.
- Chhattisgarh has established dedicated Commercial Court in India with all paper-less and online measures included.
- To ensure time bound disposal of applications fixed timelines along with penal clauses have been defined for all Industries' single window services under Chhattisgarh Lok Sewa Guarantee Act 2011
- To enable stakeholder participation in policy formulation Chhattisgarh has launched the "Janmat online portal" for collecting feedback from industrialists on draft policies and reforms.

#### **Does top ranking in Ease of Doing Business really help the state in attracting Investment?**

Ease of Doing Business ranking is one of the yardsticks to determine the state's strength in delivering the conducive business environment. The reforms those are implemented ensure the delivery of services in a more transparent way, regulations/enforcements, smooth utility permits, timely service delivery, etc. The rankings show a realistic image of the state on ease of doing business. This helps in easier establishment and recognition of businesses. Also it streamlines the further processes for maintaining a fruitful business. Since the inception of the Ease of Doing Business ranking, Chhattisgarh has dedicatedly implemented all the reforms pertaining to different enablers helping in achieving the mark of 50,000 registered businesses online in the state.

#### **What are the various factors which make Chhattisgarh an ideal state for setting up businesses?**

The Government of Chhattisgarh has taken various effective measures to improve business ecosystem in the state. The recurring efforts by the authorities added on various factors that make Chhattisgarh as a lucrative state for investments. Some of these factors are:

- Ease of Doing Business with faster approval process
- Good governance
- Cost competitiveness
- Strong agriculture base
- Availability of skilled and professionally qualified talent
- Nava Raipur – established smart city and an ideal destination for investment
- Availability of world class industrial infrastructure and pro industrial atmosphere
- Business friendly policies 

# 10<sup>th</sup> eGov Knowledge Exchange Summit

27<sup>th</sup> – 29<sup>th</sup> November 2020



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- Ministry of Housing and Urban Affairs, Government of India
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- Department of Telecommunications, Government of India
- NITI Aayog
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- Banks & Financial Institutions
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## “PMPML PREPARED TO DELIVER SAFE TRANSPORT SERVICES”

With the onset of COVID-19, the functioning of transit systems required a makeover considering physical distancing norms, contactless ticketing systems, and so on. Highlighting a few measures which Pune Mahanagar Parivahan Mahamandal Limited (PMPML) has taken to resume bus services in the city, **Dr Rajendra Jagtap**, Chairman and Managing Director (CMD), PMPML interacted with **Harshal Desai** of **Elets News Network (ENN)**.

**In the post-COVID era, which are the areas which you would like to strengthen as a CMD of Pune Mahanagar Parivahan Mahamandal Ltd. (PMPML)?**

PMPML is the primary bus service for the city of Pune and rural areas of Pune district. We had a ridership of around 11 lakh passengers on a daily basis pre-COVID. With a fleet of around 1000 buses, we had the revenue collection of Rs 1.5 crore to Rs. 1.8 crore daily earlier.

However, if we look at the scenario post-COVID, we resumed the services from September 3 and the response is gradually there where people have started coming in. We are running buses with 50 percent of the strength of what each bus can carry. So, we may have to deploy more number of buses. Since the schools, colleges are still shut and only a few offices have resumed, hopefully, we would be able to cater to the demands as of yet.

**What all are the preparations considered before the resumption of the bus services. How are you ensuring the safety of passengers and PMPML staff?**

When we observed the overall scenario in the present times, we issued a standard operating procedure (SOP). The SOP was issued for the drivers, conductors, and support staff as well as for the passengers to make people and staff aware of all the safety precautions that need to be taken.



**DR RAJENDRA JAGTAP**

Chairman and Managing Director (CMD), PMPML

For example, each of the drivers when he joins the duty has to follow certain procedures; his temperature is to be checked and he wears a mask. Also, we ensure that there is a transparent sheet that separates his cabin or seap from the rest of the bus. Further, after each trip, he has been advised to wash hands and keep himself clean. Similarly, conductors have been provided with face shields and masks as they have to interact with people directly. Also, to ensure the security of both the staff and the passengers, we have started a contactless ticketing system. For this, a box is placed near the conductor seat from where a person can book the ticket and then can put the money in the leather bag with the conductor. However, the conductors have been directed to ensure that no child below the age of 10 and no person above 65 years of age is allowed to travel as of now. Also, the conductor has to ensure the social distancing norm and allow only 50 percent of passengers of total strength to travel on a bus. If any more people board the bus he must request the passengers to deboard and wait for the next bus.

Further, considering the health and safety of the staff, insurance schemes are also in place. Basically, it is under the guidelines of the state that any staff who is deployed on a COVID duty is covered under the state's scheme for insurance. Besides that PMPML has its own schemes where we ensure that our staff are covered under medical insurance.

**Is the digital payment option being considered for passengers to pay online for ticket fares?**

We already have an auto fare collection system in the bus where e-tickets are being issued to the passengers. We have been operating this system for the past five years. However, looking at the rising demand for online payments, especially due to COVID

we are upgrading the system. We are going to establish a QR code-based system for contactless ticketing. So, the deployment of such systems has started and we are hoping that in the coming one month or so we will be having the system in place. With this, a person can access the ticket through a smartphone by scanning the QR code or through an open-loop card.

**You are known to have carried out various innovations while you were at the Pune Smart City Development Corporation Limited. How are you planning to carry forward the tradition at PMPML?**

After I was made the CMD of PMPML, I have made requests where we are trying to bring in smart bus stops, smart buses and smart depots. We hope that in the next board meeting we may get funds allotted for the same. We are also ensuring that these kinds of services are put into use so that the citizens and riders can have different informational feeds through buses. We can integrate the system through which we can get real-time information on buses and more such tech-powered functions. Also, to improve the security and active monitoring CCTVs can be used.

When we talk about the depot infrastructure, they are important as they are initially used as workshops or places where the vehicles are parked and prepared. We are looking at lateral and other aspects wherein depots can be cost-utilised and an asset-building out of it can happen. They can give us additional revenue out of our surplus floors which can be utilised for office space or other such activities.

If we talk about our bus stops and bus terminals, we are implementing inter-multimodal transportation and providing much more asses for the citizen with built-in infrastructure which can be commercially viable and also enhance the citizen experience of travelling within the city. Moreover, wherever we integrate with the state's transportation we try to enhance

*“We are going to establish a QR code-based system for contactless ticketing. With this, a person can access the ticket through a smartphone by scanning the QR code or through an open-loop card.”*

*“The SOP was issued for the drivers, conductors, and support staff as well as for the passengers to make people and staff aware of all the safety precautions that need to be taken while travelling.”*

connectivity to railways and airways which are of great importance.

Further, we have the metro coming up in Pune. So, we are in talks with the Metro body and we are trying to set up a feeder service in an attempt to connect the stations to nearby bus stops, markets, residential areas, and other important areas.

**What would be your strategy to make PMPML a profit-making organisation?**

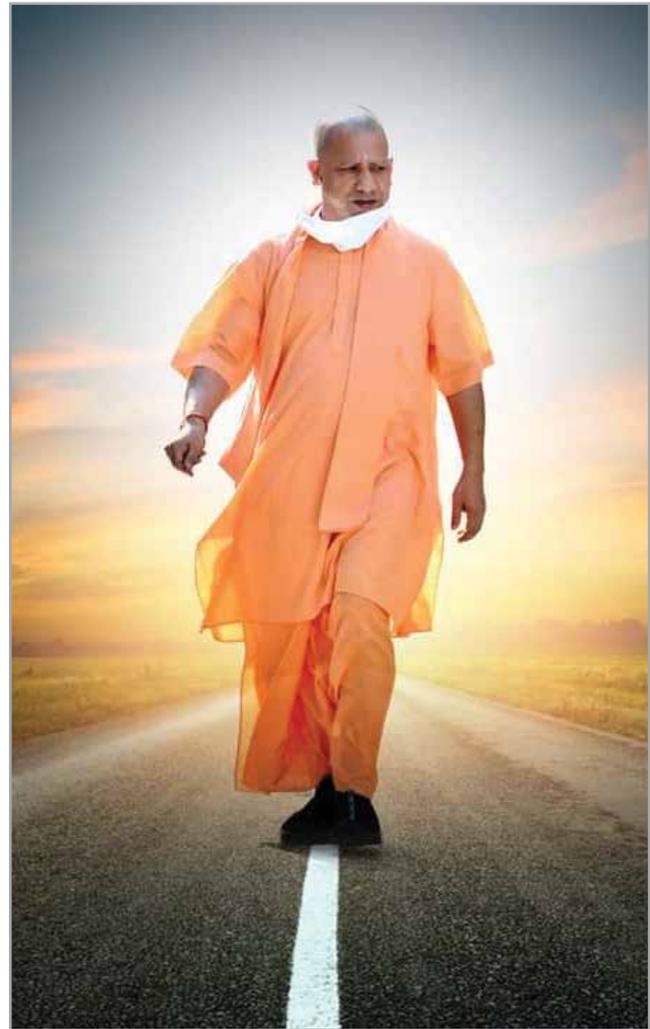
If we look at PMPML, we are not a company who look towards profit but our core role is to provide transportation service to people at a viable code of transportation. The revenue that is coming through the fares is no way enough to run the entire organisation. Also, we already have a deficit financing where we are close to almost 25 to 30 percent of our budget financed by the municipal corporations. To reduce this burden and to become self-reliant is primary for us. There are some initiatives which we are looking forward to such as depot development which can give us additional revenue, secondly advertisement, thirdly we are looking at other avenues like goods and parcels service from our depots. For long term initiatives, we are looking forward to options like- giving our buses to IT companies during holidays. Also, partnering with schools to provide them with buses in afternoon hours when it is not the peak hours, etc.

**In the long term, what are your plans for procuring more e-buses for Pune and Pimpri-Chinchwad cities?**

If you look at Pune as of now, outside the FAME subsidy, Pune has the nation's largest fleet of e-buses with 150 buses. We already have initiated procurement of 150 additional buses through tender which is underway. Further, there is another tender under which we have around 350 e-buses which are procured and at the trial and testing stage. So, probably by another year or so we will be having a fleet of around 650 e-buses. 

# FROM 12<sup>TH</sup> TO 2<sup>ND</sup> IN EASE OF DOING BUSINESS: **UP SPEARHEADING**

The Ease of Doing Business rankings of 2019 showed how Indian states are augmenting business scenarios and catering to the growing industry demands effectively. This reflects a clear picture of India's preparation to be 'Atman Nirbhar'. And, Uttar Pradesh is one such state, significantly contributing its efforts to uplift the nation's dwindling economy, writes **Adarsh Som** of Elets News Network (ENN).



**YOGI ADITYANATH**  
Chief Minister of Uttar Pradesh

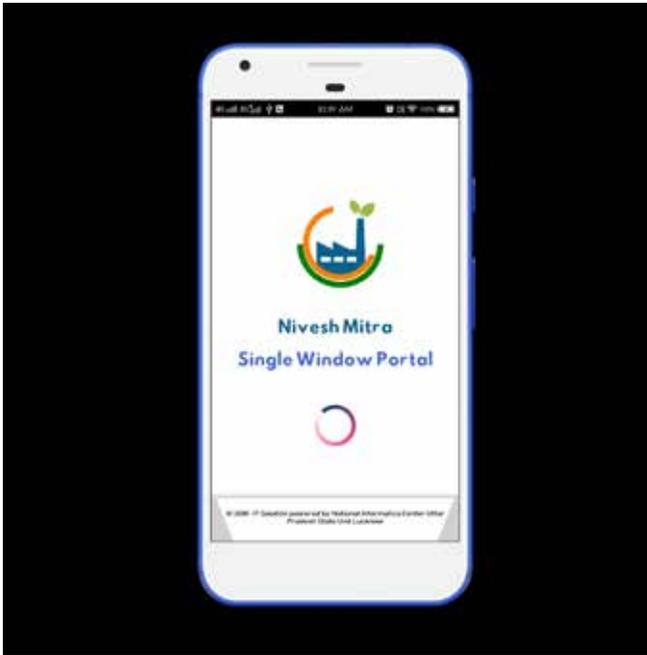
**T**he state of Uttar Pradesh secured the second position after Andhra Pradesh in State Business Reform Action Plan (BRAP) - 2019 Ease of Doing Business rankings. The Union Finance Minister, Nirmala Sitharaman and the Minister for Railways, Commerce and Industries announced the results on September 5, 2020, whereas, the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India released the rankings.

The latest rankings came in as a major achievement for Uttar Pradesh as the state stood at 12th position in the previous rankings of BRAP 2017-18. The north Indian state leaped 10 positions and second-topped the current rankings leaving some of the leading states like Gujarat, Telangana, Rajasthan, Maharashtra etc. behind.

## From 12<sup>th</sup> to 2<sup>nd</sup>: Uttar Pradesh's Journey

Though Uttar Pradesh's commendable ranking uplifted the state's image, especially afront the big industry leaders looking forward to setting up in India, the performance of the state is backed by statistics displaying strong policy reforms and implementation. In BRAP 19, Uttar Pradesh has implemented 186 reforms out of 187 reforms suggested by DPIIT. The current rankings were based on 'user feedback' and hence it can be inferred that the users or the entrepreneurs are truly fetching the benefits out of the new policy implementations by the Yogi Adityanath-led Government of Uttar Pradesh.

The new policy implementations saw reform in various areas such as labour regulation, online single window system, access to information & transparency, land administration,



**Niveshan Mitra - a single-window online portal for providing complete solutions from setting up business, registration to grievance redressals.**

construction permit, commercial disputes, inspection enablers etc. Over 20 departments under the state government such as Invest UP (Udyog Bandhu), labour department, Uttar Pradesh Pollution Control Board (UPPCB), Commercial Tax, Power, Stamp & registration, IDAS, Excise, Food safety & drug and more have played a crucial role in implementing policy reforms.

Moreover, a successful implementation of 'Nivesh Mitra' in the state has steered the growth of Uttar Pradesh in the 'Ease of Doing Business' and reaching the second rank. In a period of two years, 'Nivesh Mitra', a single-window online portal for

*Successful implementation of 'Nivesh Mitra' in the state has steered the growth of Uttar Pradesh in the 'Ease of Doing Business' and reaching the second rank.*

entrepreneurs to set up their businesses, received around 2,29,936 No-objection Certificates (NoCs) applications. Of the total applications received, the online portal has already disposed-off 94 percent applications to grant NOC/Licenses to entrepreneurs.

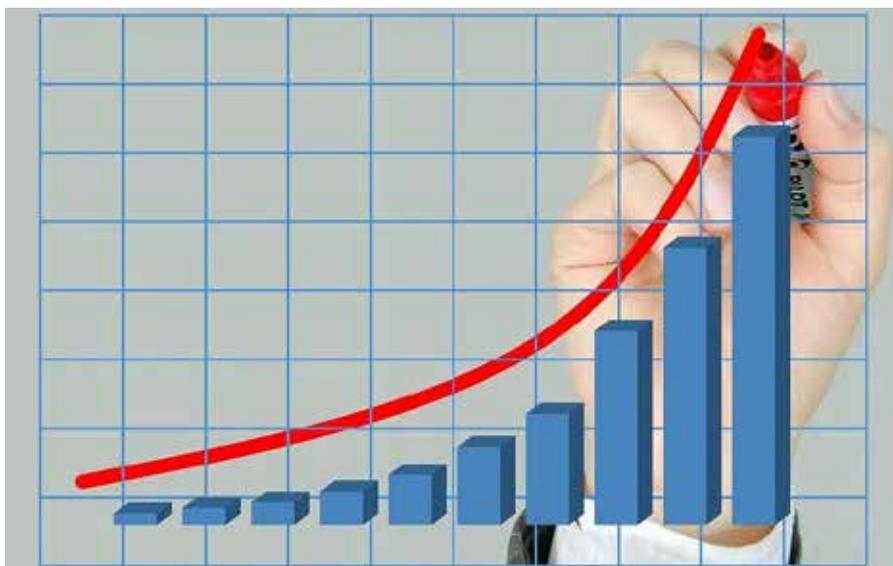
Bringing in light the contribution of 'Nivesh Mitra' to UP's achievement, Alok Kumar, Additional Chief Secretary (ACS), Infrastructure & Industrial Development said that the maximum approval of BRAP 19 reforms and higher number of satisfactory user feedbacks on record on Nivesh Mitra portal played a significant role in achieving this milestone for Uttar Pradesh. "Further, initiatives like monthly ranking of all 75 districts on EoDB parameters shall further pave a path in attaining many more heights for UP towards creating a conducive business environment", added the ACS.

*In BRAP 19, Uttar Pradesh has implemented 186 reforms out of 187 reforms suggested by DPIIT.*

Exploring another angle of the state's achievement, Neena Sharma, Chief Executive Officer (CEO), Invest UP put forward that the second position achieved by Uttar Pradesh in Ease of Doing Business is simply a projection of how more and more business owners and industrialists are accepting Nivesh Mitra portal. The single-window online portal has received a total 18,120 grievances from entrepreneurs as of yet and 17,752 of the total received have been successfully resolved leading to an outstanding resolution rate of 98 percent.

As per the Press Information Bureau (PIB), lauding the states that topped the rankings, the Finance Minister said, "India is seen taking the reform process seriously which showed when foreign direct investment in the country increased even during the COVID-19 pandemic, amid what was called world's strictest lockdown. Some states have shown extraordinary energy in putting together action plans and making sure that reforms happen. States have embraced the true spirit behind the State Business Reforms Action Plan."

Backing the words of the Finance Minister and highlighting how India is taking effective measures to become self-reliant, Minister for Commerce and Industry said, "The Ease of Doing Business rankings being released are a reflection of the efforts made by states, the rankings are competitive; India is among the very few nations which has state-specific rankings, which



Representative Image

will in turn help the nation improve its ranking.” Uttar Pradesh, in a significant achievement, has jumped 12 positions from 2016 to reach the second position in the country in 2019 in ‘Ease of Doing Business’ ranking. Chief Minister Yogi Adityanath has expressed satisfaction on this achievement and asked all the departments and agencies to strive further to do better in the next phase.

The CM said, “The state government is committed to providing smooth facilities to investors and the common man. To make ‘Ease of Doing Business’ even better, it is extremely necessary that investors and the public get benefits of the government facilities with a click on the computer.” He added that the basic requirement is to totally simplify the licensing procedure and all the departments should give impetus to their efforts in this regard.

Further, the CM also stated that the DPIIT, Union Ministry of Commerce and Industry has suggested many reforms for the next phase of the BRAP. So, he directed the concerned departments to prepare an action plan to act upon these and send back a report to the Government of India by October 30, 2020.

The CM directed the Additional Chief Secretaries/Principal Secretaries of the related departments to strengthen the online services of their respective departments. Ensure the speedy issuance of NOCs and the fee payment system for NOC should be linked to ‘Nivesh Mitra’ portal. In order to immediate issuance of NOCs, all the system should be in place by September 30, 2020, he instructed.

He further directed to expedite the implementation of reforms

in the Geology and Mining Department and asked to make services online. He directed to implement proposed reforms in the excise department by the end of this month and link ‘Film Bandhu’ to Nivesh Mitra Portal by the end of next month. He also asked to take necessary steps for online mutation of the properties.

The Chief Minister said that the Urban Development department should prepare an action plan for providing online service to the investors. Similarly, the Medical, Health and Family Welfare department should provide for online facilities for nursing homes and ultrasound. He said that the

simplification of procedures in the Housing Department will facilitate the consumers. He further directed to make the licensing process for firecrackers online.

He said that in the first phase, the reforms in the Stamp and Registration Department should be implemented in three districts by October 30, 2020. He asked to develop the software for reforms in the revenue department. Implement online services in the tourism department for registration and renewal of hotels and travel agencies. He further directed the Law Department to complete the work of e-filing, e-summon in a time-bound manner so that the litigants get speedy services as soon as possible.

The Invest UP has come up with a proposal to reduce the licences/NOCs required to set up and run the industry from 43 to 21. The departments of Environment, Food Security and Drug Administration, Labour and Food and Supply gave their consent on the proposal. Subsequently, the CM directed all the four departments to make progress in this regard by preparing an action plan so that the industrialisation procedure will ease further.

However, the statistical data of Uttar Pradesh’s growth and development, especially in the sphere of policy implementation and most importantly, climbing the ladder of improvement from rank 12th to second in the Ease of Doing Business Rankings added a feather to the Chief Minister Yogi Adityanath’s hat. The CM, following the announcements of the results of the rankings, said, “The state of Uttar Pradesh is committed to realise the dream of our Hon’ble Prime Minister Narendra Modi of making India ‘Atma Nirbhar’ and the Ease of Doing Business rankings are a proof of it.” 

# SMART GRIEVANCE REDRESSAL IN UTTAR PRADESH

India has been heading with leaps and bounds in improving e-governance. And, rising technology-powered solutions and systems are evident of the fact. One such system implemented by Uttar Pradesh is 'Samadhan' - Integrated Grievance Redressal System (IGRS). Throwing light on the system and its implementation, **Andra Vamsi**, Collector and District Magistrate, Jhansi interacted with **Arpit Gupta** of **Elets News Network (ENN)**.

**Please give an overview of the 'Samadhan' - Integrated Grievance Redressal System (IGRS) also known as 'JANSUNWAI'.**

JANSUNWAI (IGRS) is an integrated web-based application system which brings all grievance redressal mechanisms to one platform. Also, the system enables instant and easy communication between the concerned Departments/Officers of the state and citizens resulting in the speedy redressal of their grievances from anywhere and at any time (24 x 7). Moreover, it provides facility for submission of grievances online by the aggrieved citizen as well. The key stakeholders of the project include the Ministry of Electronics and IT (MeitY), National Informatics Centre (NIC), Government of Uttar Pradesh, Local governments in the state, and Citizens.

We can divide the implementation of the IGRS on the basis of two perspectives that are from the paradigm of a citizen aggrieved and from the view of the department/office working for redressal of the grievance.

## IGRS from Citizens' Perspective

The implementation of such a system which is based on a digital platform is definitely more transparent in nature and hence increases the trust of citizens on government. Also, the system is efficient and effective in the functioning and provides a quality resolution of the grievance within the defined timeframe which further nullifies any scope of leaving citizens unsatisfied. Further, it reduces the cost (direct cost and time,



## ANDRA VAMSI

Collector and District Magistrate, Jhansi

travel & opportunity costs) of filing grievances manually in a traditional manner as done before.

## IGRS from Officers' Perspective

With the implementation of the IGRS, there is a reduction seen in effort and time required for management and redressal of grievance at all levels of the Government of Uttar Pradesh, unlike the traditional manner. Further, the digital system has resulted in enhancing the focus of public servants on the resolution of grievance by offering rewards and recognition as well as a streamline flow of work. This has also enabled officers to provide better inputs in policy-making for a reduction in a region or domain-specific grievances.

**As per you, what are the key benefits of the IGRS system? Also, please throw some light on what all portals have been integrated under the system?**

Since the system has been rolled out and put to practice, there are various benefits which have surfaced with time. With such an effective system in place for the citizen grievance redressal, this increases morale among the citizens and the satisfaction levels of the citizens with the service has been on the rise.

Another major advantage of IGRS is that it is a single web portal for all types of grievances which saves not only the time but also the cost and efforts of the citizens. Henceforth, it has

posed as an efficient and effective grievance redressal system. The system is also capable of de-duplication of complaints by tagging up duplicate references which result in boosting up the efficiency of government departments. It is a simple and effective gateway for online lodging and monitoring of grievances.

There are various platforms that have been integrated with the IGRS for making it an inclusive system and simplifying the grievance redressal for people. The various channels integrated with the IGRS are:

- Hon'ble Chief Minister (CM)/Deputy CM and other ministerial offices
- District Magistrate (DM)/Senior Superintendent of Police (SSP)/SP Office. Also, the Police Commissioner's office, Inspector General (IG) office.
- Common Service Centres (CSCs)
- CM Helpline
- Anti-Corruption Portal
- Sampurna Samadhan Diwas
- CM Relief Fund References
- Anti-bhu Mafia Portal
- PG Portal
- Samadhan Portal & Mobile App

**How does the Samadhan - IGRS works? Please brief us on the functioning of the system.**

Samadhan - IGRS was developed to provide a transparent integrated monitoring tool and tracking system for redressal of all type of grievances received through various existing platforms like CM Office (Janta Darshan), DM/SP/other field officers/Samadhan Divas, Government of India, CSC/Lokvani Kendra, Departments etc. on a single platform. And, this is visible in the functioning of IGRS.

It all begins when the IGRS receives grievances from various sources like citizens, activists, institutions, commissions, social media, or from elected representatives. The channel or the medium via which the grievance has been received is marked out, for example - CSC, mobile application, website, government offices, or any other channel. Following the channel marking, the data in the grievance filed is processed by the system. Next, the grievance is routed to the concerned officer to whom it has been marked for further processing. Then the grievance heads for marking from the action-taking department. The respective officer takes action on the grievance for its redressal. One redressal is done, it is forwarded to the senior officer who marked the grievance for his/her approval on the redressal processed. At last, the redress is published and notified to the complainant and a feedback option is provided to the complainant to rate the service provided.

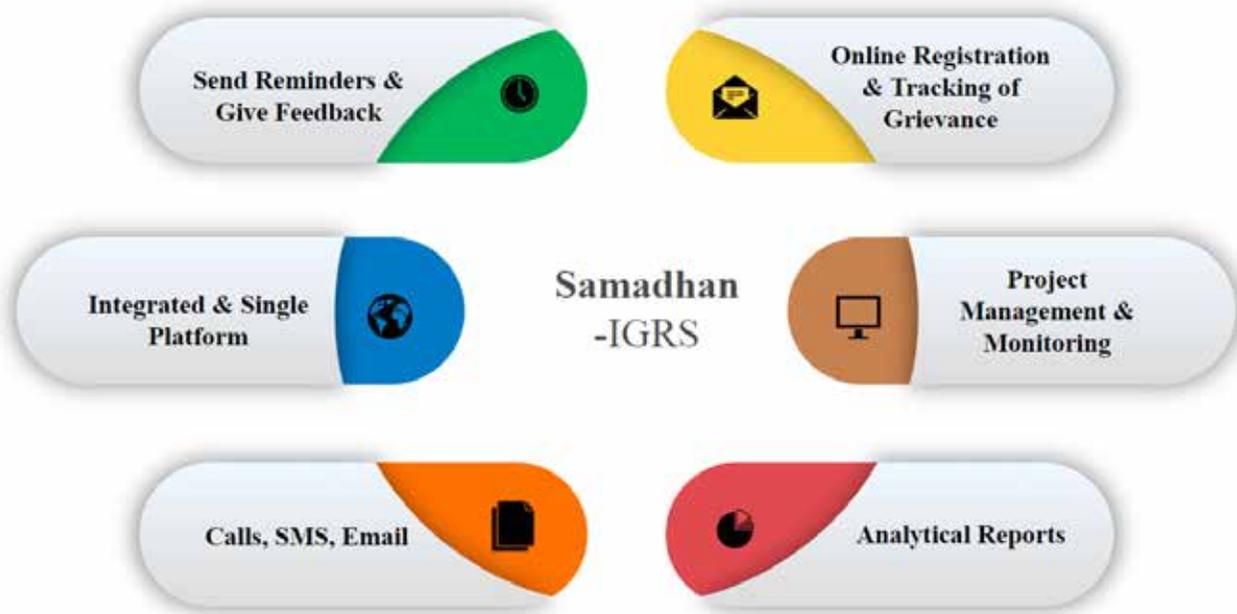


*“IGRS is a single web portal for all types of grievances which saves not only the time but also the cost and efforts of the citizens. Henceforth, it poses as an efficient and effective grievance redressal system.”*

Further, there is also a well-devised mechanism for re-opening and reconsidering of the redressal by the officer in case of negative feedback from the complainant. Also, the transparency of the system leaves no scope of fault in processing and hence makes it a reliable and effective system. And, to back that up are the statistics which shows that as of yet a total of 91,415 grievances have been received of which 90,303 have been disposed of. The pending grievances are 1,112 as on date.

**How has the feedback system helped in improving the service?**

As mentioned earlier, the feedback system makes the



department which published the redressal to reopen the case and reconsider the redressal provided in case the complainant is not satisfied. However, if we take the feedback mechanism in a bit detail we see that feedback is obtained from the public through the CM helpline call centre and the complainant can also provide online feedback through the portal.

In the case of negative feedback, the action is mandatorily processed and reviewed by officers one level higher. However, if no action is taken within 15 days, the reference is automatically revived.

Through grading options, an officer can take action on the complainant's feedback and improve the quality of disposal as well. If the senior officer finds the disposal of grievance insufficient/not satisfactory, then he/she can revive the disposed of complaint.

#### **How Jhansi tackled the Coronavirus pandemic, especially the big number of migrant labourers returning to their villages or home towns?**

The COVID-19 pandemic brought along various challenges and managing the huge number of migrants crossing Jhansi to reach other parts of the state or other state was one of the biggest challenges. The district administration actively took effective measures to overcome the situation. The district authorities arranged food and lodging for more than one million migrants at Jhansi.

As far as crowd management is concerned, 44 special trains were operated to take 53,000 passengers from Jhansi to other parts of Uttar Pradesh. The migrants who boarded the trains were provided with food, water and medical assistance. Adequate quantity and quality food were prepared at the community kitchens for the migrant labourers and for the poor and the needy. Further, toys and biscuits were distributed to all the children with the migrants. Moreover, all the migrants were tested for COVID-19 and were provided with apt medical assistance if needed.

Moreover, as many as 75,000 migrants travelling on foot entered Jhansi from adjacent states and districts and were sent to various parts of Uttar Pradesh by 1800 UPSRTC buses. Over 7200 vehicles and 2.5 lakh migrant labourers were officially documented for future references. Also, sanitary napkins were distributed to all the female migrants. The Jhansi administration also distributed leather shoes and slippers to more than 15,000 needy migrants.

Another major initiative taken was for the students who were studying in Kota, Rajasthan for college entrance preparations. Special travel arrangements with health checkups and food arrangements were made for the students.

If I go by the statistics on how Jhansi dealt with the migrant labourers, the total number of complaints received at the control room related to migrant labourers were 24,044 and the all the 24,044 complaints were redressed. 

# CREATING DIGITAL PUBLIC ENTERPRISES THROUGH TECHNOLOGICAL INNOVATION

Public enterprises play a significant role in modern economies. National Hydroelectric Power Corporation (NHPC) is taking advantage of technology that's popular in other industries. In line with the government framework, NHPC is going through a process of transformation and innovation affecting the services provided to citizens and enterprises which aims at administrative simplification through the use of digital technologies, writes **Ayush Kumar Sinha**, Senior Manager (IT), Vigilance Division, NHPC Ltd.

**P**ower Generation Sector is one of the most crucial sectors and NHPC continues to maintain clean power generation across all its power stations 24x7 to meet the regular as well as peak demand in any regular or crisis moment of country. NHPC has considered ways and means to integrate effective digitization in the structure of NHPC Ltd. This has made Information Technology (IT) a constructive part of the internal control system in NHPC.

In order to vibrant system and digitization overall, NHPC has undertaken various digital initiatives. NHPC has implemented ERP in almost all important business functions viz. Financial Accounting, HR function, Project Management, Operation & maintenance of Power Houses, Energy sales Accounting, Quality Assurance, Design & Engineering etc at all locations including remotely located difficult terrain of Himalayan regions viz. Uri sector, Tawang/ Dibang sector, Leh-Laddakh etc. Implementation of ERP leads to the standardisation of business processes which results in greater accuracy of the information, detailed content and a better presentation which further lead to a timely flow of information. Our most of the power stations are equipped with SCADA, Relays and Sensors which provides online data with accuracy, for better monitoring and faster & transparent decisions.

Under "Digital India" a flagship programme of the Government of India a number of initiatives have been taken which includes implementation of e-Office at 34 locations of NHPC. During the implementation of online/offline training imparted to 2500 end-users and 110 nodal officials. Implementation of e-Office transformed the work culture and ethics and has increased transparency & accountability in the working. It also enabled management to take faster decisions which have led to the enhancement of overall performance and productivity of the organization. Moreover, Implementation of e-Office has reduced the requirements of manpower engaged in menial work like diary/



dispatch and carrying the files from one desk to another which may lead to leakage of information(s). The confidentiality, availability and accessibility are ensured in the e-Office system. The e-Office system is an initiative towards "Go-Green-Go-Paperless".

The IT-based other services viz. Inter-Office Communication, Employee Self Services Portals, Video conferencing facilities, Employee & Business Centric Services through in-house developed Portal Sahaj Sewa are extensively being used in NHPC. The implementation of workflow-based online System for Performance Appraisal System and other HR Processes, Project Management Processes, Operation & Maintenance Processes, Financial Accounting Processes are being undertaken which have resulted in direct as well as indirect reduction of costs.

NHPC has started paperless digital board meetings which facilitated the board members to attend the meetings from their respective work-places spread across the country. This enables reduction of paper agendas and facilitates to make faster decisions.

NHPC has implemented Vendor Payment Portal (VPP) which facilitates vendors/contractors for monitoring and tracking of

their bills/invoices. In VPP Supplier/contractor shall be able to create a request for payment against the invoice raised and status of the same can be tracked online. After Payment Request is created in the System by the vendor, the concerned Engineer-In-Charge (EIC) in NHPC can process the request and send it to the Finance Bill section for the further payment process. The status will be visible to the vendor at any point in time. This has brought pellucidity in the Supplier Client relationship.

NHPC's locations are remotely located and the availability of the vendors is a big challenge for the projects/power stations/units. The deployment of e-procurement in NHPC streamlined the procurement processes. It reduces the tendering costs & time to achieve greater transparency & process efficiency. It provides access to any authorized individual anytime and anywhere.

A web-based REHS portal is developed and integrated with the NHPC website which provides the online access to the retired officials of NHPC with respect to the medical facilities available to them under the said scheme. This has brought greater ease to retired employees with the transparency of the process.

*NHPC has implemented Vendor Payment Portal (VPP) which facilitates vendors/contractors for monitoring and tracking of their bills/invoices.*

NHPC has also commissioned In-House 10 Racks State of Art Data Centre with smart Racks having the inbuilt functionality of access control, fire detection, water leakage detection, temperature controls at our own premises at Corporate Office, Faridabad. Commissioning of In-House Data Centre has brought improved management enhanced Security and availability. It has also reduced significant IT spending on hosting the servers at 3rd party data centre. The return on investment (ROI) is approximately 20% per year.

NHPC has started web-based training to the officers posted at various locations of NHPC. The facilities have started with the

*Under "Digital India" a flagship programme of the Government of India a number of initiatives have been taken which includes implementation of e-Office at 34 locations of NHPC.*

existing equipment and connectivity without any additional expenditure. The web-based training facilitated the participants to attend the training from their respective work-places spread across the country. A large number of employees could join web training sessions. By implementing the web-based training there are huge saving on the travel, boarding and lodging expenses to be incurred on the participants. The travel time is also being saved by implementing this technology.

To strengthen the cybersecurity posture of the organization, IT&C Division of NHPC, being the custodian of the centralized digital critical information of the organization has taken an initiative to implement ISMS 27001:2013. SOPs have been developed and implemented for the IT processes including IT assets. After the implementation of ISMS 27001:2013 Confidentiality, Integrity and Availability of Information assets has been enhanced.

Energy Sector has been identified as Critical Sector by Govt. of India. Ministry of Power has nominated NHPC as CERT-Hydro (CERT-COMPUTER EMERGENCY RESPONSE TEAM). There are approximately 38 Hydro Power Utilities under CERT-Hydro. NHPC has taken a strong step forward to strengthen the cybersecurity Posture in NHPC as well as in the entire Hydro sector in India. For improving Cyber Security posture in Hydro Power PSUs/ Utilities, regular guidelines are being provided to all CERT Hydro constituent organizations. Awareness/Technical Conferences are being organized from time to time.

Hence, with a famous quote by Daryl White, CIO, Department of the Interior of the United States, "You can't hold firewalls and intrusion detection systems accountable. You can only hold people accountable", I would like to conclude that PPT i.e People Process and Technology is a very important part of digitization but people is the core of all. 

# NICSI AUGMENTING INDIA'S e-GOVERNANCE

National Informatics Centre Services Inc. (NICSI) provides state of the art and cost-effective solutions for augmenting e-governance in India. To detail out the contributions by NICSI in empowering India's e-governance, **Prashant Kumar Mittal**, Managing Director, NICSI interacted with **Nisha Samant Purbey** and **Adarsh Som** of **Elets News Network (ENN)** for eGov magazine's special issue on PSUs.

## How has NICSI contributed to e-governance in India?

National Informatics Centre Services Inc. (NICSI) was established in 1995 as a section-8 (erstwhile section-25) company for providing and procuring ICT solutions to meet the growing ICT needs of central and state governments, and government organizations like public sector undertakings (PSUs). It gives me great pleasure to say that this year marks 25<sup>th</sup> anniversary of NICSI's establishment.

During these years NICSI has provided state of art and cost-effective solutions for multiple e-governance projects undertaken in the country, including some of the largest e-governance projects such as National Data Centre, National Knowledge Network, PRAGATI, Open Government Data, IVFRT, eTransport, eHospital, eVidhan, NREGASoft, AwaasSoft (PMAYG) and myGov. With the execution of approximately 1700 projects on annual basis, NICSI today continues to use its alliances with leading industry partner for providing our customers with reliable and quality solutions.

To meet the need for next generation of e-governance, NICSI has expanded its offerings in recent years. NICSI's Cloud Services offer a variety of service models to meet the technology infrastructure requirements of digital solutions. A Product Business Division (PBD) has been set up to facilitate productization and standardization of software applications developed by NIC/NICSI. And, to kick-start and fast-track the adoption of advanced



## PRASHANT KUMAR MITTAL

Managing Director, NICSI

analytics and machine learning capabilities, NICSI in collaboration with NIC has established the Centre of Excellence for Data Analytics (CEDA) to offer quality data analytic services to government departments at all levels.

## How has NICSI contributed to strengthening India's digital infrastructure to adapt to the new normal setting in the post-COVID era?

NICSI has played a crucial role in supporting the readiness of the government departments at various levels to efficiently operate in the disruptive environment of COVID-19. Office ICT hardware and software solutions, VPN connectivity, VC and web meeting solutions are some examples of the digital infrastructure that has been provided by NICSI to support seamless working from non-office locations by government functionaries. At the same time, NICSI, in close collaboration with NIC, also ramped up the deployment of e-Office solutions and strengthened the cloud service capabilities to further a paperless environment. These measures increased safety, improved flexibility and enabled productivity during these testing circumstances.

It is worth stating that NICSI's officers and staff themselves had to adapt greatly to optimally utilize limited resources and continue to provide services and solutions to user departments during these special circumstances.

**Sir, initiatives taken by CEDA have been much appreciated. Please throw some light on the steps taken.**

NICSI jointly with NIC has set up the Centre of Excellence for Data Analytics (CEDA) to provide expertise in the field of Data Analytics. Inaugurated by Hon'ble Minister for Electronics and IT, Sh. Ravi Shankar Prasad on September 28, 2018, the Centre offers data analytics services to government departments at all



levels by identifying appropriate tools and technologies, building the required data analytics solutions and deploying people with the right expertise at user departments. With offering around data quality assessment, social media analytics, and custom & pre-built data analytics solutions, CEDA has been executing several projects across the government departments.

The focus of many of these projects has been to enable the policymakers and program managers to generate greater insight from the data that has been generated through e-governance initiatives taken over the year.

**Data management has become essential today to enhance service delivery and to provide benefits to the beneficiaries. What is your take on this?**

Over the years, e-governance initiatives have generated a large amount of data. The pace of data generation is only increasing with the advent of digital technologies. Management of this data

*During these years NICSI has provided state of art and cost-effective solutions for multiple e-governance projects undertaken in the country, including some of the largest e-governance projects.*

*NICSI, in close collaboration with NIC, ramped up the deployment of e-Office solutions and strengthened the cloud service capabilities to further a paperless environment, that increased safety, improved flexibility and enhanced productivity during these testing circumstances.*

as a digital asset, just like any other asset, is increasingly becoming important. However, better management of data today holds the power to not only enhance the delivery of services and benefits to citizens, but also aid evidence-based policymaking and rapid course correction through data-driven decision making.

Organizations like NIC/NICSI have always been involved in the technical management of data. But the need of the hour is to move beyond just technical management towards a model whereby data is treated and managed like a national resource.

**Sir, the centre has launched many technology-powered schemes to aid people and streamline governance. Please throw some light on the way forward for India's e-governance.**

India's e-governance has grown by leaps and bound in the recent years. Digital India program has consolidated the gains made through earlier interventions and created an environment of digital innovation. I am very optimistic that coming years will see the development of an e-governance paradigm that is even more citizen-centric, data-driven and development-oriented. Digital technologies have penetrated all spheres of lives, and future shall see rapid innovation in sectors like health and education, that will create better outcomes and greater value for India's citizens. I am confident that NICSI will continue to meet the evolving needs of nation's e-Governance and play a significant role in this journey.

# BECIL AUGMENTING INDIA'S MEDIA & BROADCASTING SECTOR

In an attempt to define the story of India's transformation, Elets Technomedia organised India Transformation Summit, a three-day virtual summit. **George Kuruvilla**, Chairman and Managing Director, Broadcast Engineering Consultants India Limited (BECIL), Ministry of Information & Broadcasting, Government of India addressed the session themed 'Central Government PSUs Steering the National Economy and Making Aatma Nirbhar Bharat'.

**M**r Kuruvilla commenced with a brief about BECIL saying, "BECIL was set up in 1995 and we completed 25 years of our service in March this year." Adding on he said, "We started as small consultancy company Prasar Bharti which includes Doordarshan and All India Radio (AIR) but later on we expanded our horizon of work. Our original expertise is in television and broadcasting. Later on, cable TV came in and we became the first to educate people about the new technology."

Hence there was a need to structure training and auditing and apt infrastructure for the cable TV industry as it started mushrooming in the early 1990s post the Iraq war. With these opportunities to tap, we started evolving as the cable TV industry, told Mr Kuruvilla. Later on, private FM came in and all the private FM setup was built up by BECIL on the AIR platform. From using AIR and Doordarshan towers for setting up private FM and fitting transmitters in over 86 cities we supported the private FMs to flourish, he added.

Moreover, Mr Kuruvilla said, "We provided studios for the education sector. Many central universities have their media centres where they record their TV programmes. BECIL provided them with studios and FM setup." Therefore, across the gamut of broadcasting, BECIL contributed significantly to opening more and more opportunities for the media and



## GEORGE KURUVILLA

Chairman and Managing Director, Broadcast Engineering Consultants India Limited (BECIL), Ministry of Information & Broadcasting, Government of India

broadcasting sector to flourish in India in the last 25 years, add Mr Kuruvilla.

Talking about the last five years and the aim of BECIL for further growth, he said, "Our main purpose was that how do we leverage the technologies that we know and spread it across into a converged world today." There is a huge convergence between, telecommunications, broadcasting, IT, and a whole gamut of technologies that are coming in and once we understand these techs we started getting into CCTVs, GIS, surveillance, smart cities, IoT, access control and integrating end to end solutions for various departments and more. So, BECIL has now diversified into different technology-oriented areas, added Mr Kuruvilla.

Further, citing the example of COVID-19 crisis and working of BECIL, Mr Kuruvilla highlighted, "We are working and connected with most of the central government departments. We continued providing our services even during the COVID-19 time." Mr Kuruvilla announced that BECIL has always been there to aid the government and worked to help the government procure technology or other things in the time of emergency. He added, "BECIL has been and is available for the centre and the state departments for any sought of procurement of technology, instruments or even other things."

Concluding his insightful address, he said, "PSUs have been always delivering their services to bridge the gap between the private and the government sectors and ministries providing both technological and non-technological services... We have been helping startups, the private sector which do not know how to engage government departments for using their products and that is where our role comes in. So, PSUs have been actively contributing to India's growth and development. 



## SPECIAL GUEST

### LT GENERAL (DR) RAJESH PANT

National Cyber Security Coordinator,  
Prime Minister's Office  
Government of India

Elets Technomedia is organising 'SecureIT Virtual Summit' on 21<sup>st</sup> October 2020. The Summit will discuss issues such as threat of cyber terrorism, data security, and security against malware, use of IT in border security and in disaster management.

The Summit will place the spotlight on the most pressing cyber security, disaster management and physical security related challenges being faced by the governments around the world.

### Key Focus Area

- Cyber Security
- Disaster Management
- Public Safety and Security
- Infrastructure Security
- Border Management
- Data Security; Data in Cloud
- Network Security; Network Based Attacks
- ICT in Policing; Traffic Modernisation
- Telecom vulnerabilities; Attacks on Telecom Networks
- National Cyber Security framework

### Participation From

- Ministry of Home Affairs, Government of India
- Ministry of Electronics and Information Technology, Government of India (MEITY)
- State Home Department
- State Science and Technology Department
- Cyber Law and Cyber Forensics Specialists
- Security and Intelligence Agencies
- Disaster Management Agencies
- Security Experts from Government and Corporate
- CISF/ BSF/ NDMA/ NIC
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# PSUs NEED TO EXPAND FUNCTIONS TO MAKE 'ATMA NIRBHAR BHARAT'

Elets Technomedia, to underline the significant growth and development in India in the past few years, organised India Transformation Summit from July 10 to July 12. **Surendra Kumar**, Assistant General Manager, Microwave Electronics Division, Central Electronics Ltd (CEL) addressed the summit on how PSUs have contributed to India's transformation.

**M**r Kumar briefed about the PSU stating that it was established in 1974 under the Ministry of Science and Technology. "The PSU aimed to commercialise various technologies being developed in the different labs and institutes", he told.

Taking up the core discussion agenda, Mr Kumar said, "The CEL is already on the path of 'Aatma Nirbhar Bharat Abhiyan' and we are producing and manufacturing different technologies for defence, public use, railway signalling and systems, etc." Elaborating on the technologies CEL is developing for the defence forces, he added, "For defence, we are manufacturing different components which are critical for the India radars. So far we have contributed around three lakh component supplies to the defence which is approximately worth Rs 2000 crore. We are the only in the country who can manufacture these components." Further, CEL is also producing various substrates. These components and products are of high importance for the Defence Research and Development Organisation (DRDO) programmes, he added.

Mr Kumar also said that many other material-based components are produced by CEL. CEL is one of the organisations which is well equipped with facilities and equipment to produce such technologies like high-frequency materials, defence components, etc. Adding on, he said, "Another area where we excel is railway signalling. We are producing systems for monitoring the railway tracks, controlling the train traffic, and more." CEL is known across



## SURENDRA KUMAR

Assistant General Manager, Microwave Electronics Division, Central Electronics Ltd (CEL)

the country for its exceptional work in a photovoltaic cell. "We have pioneered in commercialising solar modules, solar cells, etc. in 1979 when the solar cell was manufactured for the first time in the country and we are still doing it", added Mr Kumar.

Talking about the present-day development work carried by CEL, Mr Kumar said, "Currently, we are manufacturing radomes for missiles and bulletproof jackets for the army, high-frequency materials, ceramic substrates, etc." Starting from top to the end product, the entire processing is being followed at CEL, added Mr Kumar.

Speaking on how CEL is continuing its functions during the Coronavirus pandemic situation, Mr Kumar highlighted that considering the scenario and the need, CEL came up with mask manufacturing machines and ventilators. Further, Mr Kumar said, "So we have seen that in the past two to three months several manufacturers have come up for ventilator manufacturing but many of them faced issues for components like sensors, flow meters, etc. As a PSU involved in developing various technologies, we have the capacity to develop these sensors, valves, flow meters, etc. So we came up with these technologies." CEL is developing such components in-house and within a month these will be out in the market for those manufacturing ventilators, he added.

Resting his words he addressed a few areas where PSUs' presence is not much. Mr Kumar said, "Some of the areas where PSUs are still missing are manufacturing wafers for solar applications. Hence, I am requesting other PSUs to come together to take initiative in manufacturing wafers for solar applications. Another is the foundry programme. Our country has no foundry at the moment so we do not have the component. Air is another area. These areas are still critical and we are dependent on other countries for these areas. [et.gov](https://www.et.gov.in)

# NRDC BACKING INDIA'S GROWTH WITH APT TECHNOLOGIES

The growth and development in India have been significant in the past few years. And, during this time, the ease of doing business, startup opportunities, innovation and development in technology infrastructure has leapfrogged in the country. **Arunabha Pradhan**, Senior Consultant, National Research Development Corporation (NRDC), addressed the India Transformation Summit organised by Elets Technomedia focussing on the contribution of PSUs in India's transformation.

**M**r Pradhan commenced by giving a brief about NRDC stating, "We are a PSU under the Ministry of Science and Technology. We are in the process of technology transfers to industries since 1953.

Over the years we have transferred over 5000 entrepreneur technologies." Speaking of the trends in technology since 1956, Mr Pradhan said, "Many technologies were not there with us initially like a tractor. So our research institute developed a tractor and we transferred it to the industry. Now, the tractor is being exported to over 80 countries."

Citing examples of various technology developing organisations in India, Mr Pradhan said, "We have various organisations like CSIR, DRDO, ICMR, ICAR, etc which are developing various technologies in different fields. These technologies are going to impact the economy in future." Adding on NRDC's work and achievements, he added, "In times of COVID-19 we have identified around 200 technologies which can effectively combat the pandemic-related issues. So we have marketed these technologies to the industries for benefitting the masses."

"We have also organised the technology development programme and under which we called on the innovators for new innovative technologies to battle the pandemic. The technologies we are looking for are majorly under three domains - tracking, tracing



## ARUNABHA PRADHAN

Senior Consultant, National Research Development Corporation (NRDC)

and treatment. Hence, we are promoting technology development in this difficult phase", Mr Pradhan added.

Further, he said, "We are prompting the startup companies as well. We have a scheme for seed funding and we are helping and promoting the startups. We are checking the innovativeness and then we are certifying them and then we are supporting the startups in the form of equity, seed capital, patenting, etc." Moreover, there is the incubation centre in our office where we guide startups on how to go ahead with their plan, how to get fundings, how to establish their firms and so on and so forth, added Mr Pradhan.

Adding on to how NRDC is supporting startups and entrepreneurs, Mr Pradhan said, "We are also promoting the scheme of Entrepreneur Skill Development programme in many regions of the country. And, a large number of micro and small entrepreneurs are taking up the programme which is a good sign considering the future growth and development in the country." The Government of India has developed huge infrastructure for entrepreneurs which is a gamechanger definitely. It will give businesses and the economy in India a significant boost, he added.

Addressing how India has grown with time in innovation and technology, Mr Pradhan pointed out that recently, in the Global Innovation Index, India's rank improved from 57th to 52nd. He said, "With the active efforts of the Government of India and implementation of effective strategies India has leapfrogged in innovation scenario.

Speaking on Aatma Nirbhar Bharat as a major move to transform India, Mr Pradhan said, "With a major move like Aatma Nirbhar Bharat Abhiyan by the Government of India, I am certain that many innovative technologies would come up. I hope this will prove to be true to make India Aatma Nirbhar." 

# GROWING IS SHARING PROSPERITY

Conscientious; if the corporate character of IndianOil was to be summed up in one word, this would be it. India's flagship oil public sector enterprise, IndianOil's essence truly lies in its corporate conscience. IndianOil's corporate strategy is aligned to the national priorities, envisioning a greater societal role to accomplish the cherished goal of a truly developed India, where all sections of citizens live with dignity. While ensuring seamless and smooth supply to keep the wheels of growth and development of the country well-oiled, making a difference to the society at large and contributing to nation-building has been the cornerstone of IndianOil's Corporate Social Responsibility initiatives.

With the pan-India presence, IndianOil undertakes CSR activities across the country, from Leh in J&K in the North, to the North Eastern States, to the aspirational, backward districts, Naxal affected areas, to Gujarat in the West and Tamil Nadu & Kerala in the South. The Corporation has undertaken multidimensional social initiatives in the area of education (school buildings), health care (check-up camps & drinking water), sanitation (Swacch Bharat Abhiyaan & Swacch Vidyalaya Abhiyaan), infrastructure (cyclone centres, roads, and orphanages), environment (tree plantation and green belts), social development (sports and art & culture) and skill development (skill development workshop and centres) and empowerment of the girl child and women.

IndianOil through its CSR activities has been zealously working on water sustainability through creating the infrastructure for the areas where water is in scarcity. Major steps have also been taken for water conservation, with a recent mega rain-water harvesting project completed in government schools of Vadodara, along with local administration, warmly acknowledged by Honourable Prime Minister of India. Various waste-water treatment plants have been installed, particularly to bring down the use of freshwater in our units. In the last fiscal, a major initiative was revival & rejuvenation of 37 water bodies in the vicinity of IOC locations across the country. The other initiatives on the water include the construction of water tanks, installing hand pumps, water ATMs, ROs centres and water purifiers, mainly for rural India.

**Some of the key CSR initiatives of IndianOil are:**

- IndianOil Gyanodaya scheme provides scholarships on merit-cum-means basis to students in Government ITIs & Government Polytechnics in the vicinity of IndianOil Refineries. More than 3000 students have benefitted through the scheme till date.
- Assam Oil School of Nursing is run by IOC's Digboi Refinery



since 1986 and provides B.Sc (General Nursing) & Midwifery free courses to girls from the local vicinity.

- Schools equipped with modern infrastructure are being run near IOC's refineries at Guwahati, Barauni, Haldia, Mathura and Bongaigaon, benefitting the underprivileged students from nearby areas.
- Well-equipped hospitals are being run at Mathura (Swarna Jayanti Samudayik Hospital), Bongaigaon (IndianOil Chikitsa Sewa Kendra,) & Digboi (AOD hospital) to support and medical care for nearby residents of villages. Annually over 75000 patients are treated in these hospitals.
- IndianOil Aarogyam provides basic healthcare at the doorstep of villagers through Mobile Medical Units being run by IOC refineries of Mathura, Bongaigaon & Paradip. Till date over 90,000 villagers from more than 140 villages have used the facility.
- IndianOil Vidushi is an initiative to coach girls from the underprivileged sections of the society for entering prestigious engineering Institutes. Last year, under the scheme, 46 girls cleared JEE main with 17 girls clearing JEE advanced and entering the portals of various IITs.
- Skill Development Institute, Bhubaneswar aims to provide opportunities for skilling to the unemployed and underprivileged youth of Odisha and to provide skilled manpower to the industry.

Undertaken mainly for improving the quality of life in various communities, including marginalised & underprivileged sections of the society, the Corporation has partnered many life-changing community development projects and has positively impacted more than 3 crore beneficiaries directly or indirectly with over approximately 2700 projects across the length and breadth of the country over past 3 years.

Energy propels growth, for economies and lives alike. This forms the basic mantra of IndianOil's operations. No wonder then, that it has been promoting inclusive growth wherever the company is functioning. It is a saga of commitment, which will continue. 



## Enriching the tapestry of life

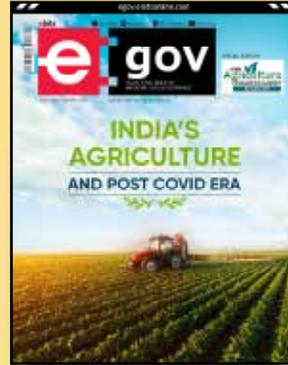


As one of the leading public sector enterprises of India, IndianOil has successfully combined its corporate social responsibility agenda with its business offerings, meeting the energy needs of millions of people across the country every day. Since inception, the Corporation has been partnering with communities in which it operates by supporting innumerable initiatives and by leading from the front in times of national emergencies and natural calamities.

**Our focus areas for CSR:** Health | Education | Family welfare | Environment protection | Water management & sanitation | Training and skill development | Empowerment of women and other marginalised groups.

**Our major CSR initiatives:** IndianOil (AOD) Hospital, Digboi, Assam • *Swarna Jayanti Samudayik Hospital*, Mathura, Uttar Pradesh • IndianOil Assam Oil School of Nursing, Digboi • Skill Development Institute, Bhubaneswar • Vegetables Cellars, Leh, J&K • IndianOil *Surya Prakash* project (Solar energy-enabled cooking, lighting and mobile charging systems), Paradip, Odisha • *Shikshak Dakshata Vikas Abhiyan* (Teachers' training programme), Digboi, Assam • IndianOil Sports Scholarships Scheme • The IndianOil Foundation for protecting, preserving and promoting national heritage monuments

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