
DOEACC

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CONTENTS

	<u>Page Nos.</u>
◆ About this Issue	01
◆ New Training Programme in IT Enabled Services (Call Centre Agents) by DOEACC	02
◆ News from the Centres	04
◆ Station-wise list of Institutions Authorized to conduct DOEACC Courses	05
◆ List of institutes whose Accreditation has been withdrawn	06
◆ Certificate Course on Computer Concepts (CCC)	07
◆ An article by Sh. Arun Shourie, Hon'ble Minister of Communications & IT and Disinvestments on Liberalization & Indian Economy published in the Indian Express	08
◆ Contributions from Readers	10
◆ All India Overall Toppers - July 2003 Examination	11
◆ All India Module/Paper-wise Toppers - July 2003 Examination	11

About this Issue

In this issue of the Newsletter we have brought out the activities that are taking place in the DOEACC Centres located at Aizwal, Aurangabad, Kolkatta, Guwahati, Imphal and Tezpur. In the forthcoming issue we shall continue to give more and more information from these Centres. A detailed write up on the ITES (Call Centre Agents Training Programme) which has been initiated at four North East Centres (Guwahati, Imphal, Tezpur and Aizwal) has also been included.

We have also included an article written by our Hon'ble Minister of Communications & IT and Disinvestments, Shri Arun Shourie. The article gives the achievement made as a result of liberalization and describes the changing personality of India, on its march from a developing to a developed country.

It has been predicted that the three richest countries by the year 2050 would be US, China and India. One of the reasons for this has been the availability of employable and young educated population, which India would be surplus with the other countries short. Even if the countries, which would be short of employable young people, think of increasing their population now, they would still be 20 years behind!

The lesson for India is to train and arm its youth with the skills, which would be required in the coming years so that they become a useful and employable lot. This makes the role of DOEACC even more relevant in harnessing the resources of the non-formal sector for generation of skilled and competent manpower.

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New Training programme in IT Enabled Services (Call Centre Agents) by DOEACC Society launched at DOEACC Centres in The North East Region

Business Process Outsourcing (BPO) is defined as the delegation of one or more business processes to an external service provider who in turn owns, manages and administers the selected processes based on defined and measurable performance metrics. IT Enabled services (ITES), *also called web enabled services or remote services or Teleworking*, covers the entire gamut of operations which exploit information technology for improving efficiency of an organization. [These services provide a wide range of *career options that include opportunities in call centres, medical transcription, medical billing and coding, back office operations, revenue claims processing, legal databases, content development, payrolls, logistics management, GIS (Geographical Information System), HR services, web services etc.*]

Since the late 90's, BPO momentum is continuing to grow worldwide as factors that force companies to focus on core competencies intensify. The factors include Shortage of skilled labour in developed countries, Mergers and Acquisitions, competitions imposed by economic globalization. Call Centres have immense business potential as the current global business of ITES is approximately US\$ 10 billion and is estimated to grow to US \$ 140 billion by 2008 and to US\$ 200 billion by 2010. As per NASSCOM projections, IT enabled services can generate revenues of US\$17 billion and provide employment for 1.1 million people in the next eight years.

BPO Segment

The BPO services can be categorized as Customer Care, Finance, Human Resource, Payment Services, Administration, Content Development

Various services offered in these segments include:

Customer care : including database marketing, customer analytics, telesales / telemarketing, inbound call centre, web sales and marketing, sales and marketing administration.

Finance: including billing services, accounting transactions, tax consulting and compliance, risk management, financial reporting, financial analysis.

Human Resources: including benefits administration, education and training, recruiting and staffing, payroll services, hiring-administration, records management.

Payment services: credit/debit card services, cheque processing, transaction processing

Administration: including tax processing, claims processing, asset management, document management, transcription and translation.

Content development: including engineering, design, animation, network consultancy and management, biotech research. The services like GIS, Digitization, web applications are also getting included in the list.

Demand:

The demand for call centres was primarily driven by the *increasing trends of companies becoming more and more direct and personalized in their sales and service approach* to their customers. Call Centres can meet the customers' sales and service needs, *more efficiently and at a fraction of the cost*, of doing it in person. They enhance the *competitiveness of the organizations and also improve customer loyalty*.

Advantage India:

A booming IT industry, with IT strengths recognized all over the world. A vast *workforce of educated, English speaking, tech-savvy personnel* is a boon in a high growth industry faced with a shortage of skilled workers. *Cost effective manpower* in a call center operation, manpower typically accounts for 55 to 60% of the total cost. In India, the manpower cost is approximately one-tenth of what it is overseas. In India about 100,000 engineers graduate each year. These can be used in Call Centres for troubleshooting / tech. support, as the salaries are very much lower than in Europe or the US. *The Government of India has recognized the potential of IT enabled services and has taken positive steps* by providing numerous incentives.

Location attractiveness:

Several government initiatives in the last two years have considerably enhanced the attractiveness of India as a location for BPO Centres. These include:

- Significant investment in infrastructure with the establishment of Technology Parks like Hitec city, Hyderabad, Tata-Singapore Consortium, Bangalore, Tidel Park, Chennai, etc.
- Liberalisation of telecom sector by allowing private players in ILD, NLD and leased the services
- Competition among state governments to attract BPO investments
- A more conducive regulatory environment in which the industry is made eligible for several incentives including a 10-year tax holiday, rebates in customs duties, liberal investment policies, etc.

The international bandwidth situation in India has improved dramatically with the launch of India's first private undersea cable on 9 April 2002. Moreover, considerable bandwidth is also available to Indian companies through VSNL.

People attractiveness:

India's large, low cost, English speaking talent pool will remain its most important source of advantage in the long run.

Every year, 2.1 million graduates and 0.3 million-post graduates pass out of India's non-engineering colleges. While 2.5-3 per cent of them find jobs or pursue further studies abroad, the rest have very few avenues of employment open to them. Hence, even at current rates, there will approximately be 17 million people available to the BPO industry by 2008.

Spread of BPO in India:

BPO Services in India are spread around cities where basic IT and Communication (ITC) infrastructure exists and is being developed. The 9 cities where 90% of ITES-BPO situated are Ahmedabad, Bangalore, Chennai, Hyderabad, Kochi, Kolkata, Mumbai, NCR (Delhi, Noida and Gurgaon) and Pune.

It must be mentioned further that BPO is also spreading to new cities like Jaipur, Bhubaneshwar, Lucknow etc. where ITC infrastructure is developing and also the manpower cost is lower. At present majority of BPO Services are centered around Medical Transcription, Call Centre, Back Office Operations etc. However, as the confidence level posed by international companies on Indian market is

increasing more and more value is being put in the job outsourced.

Advantage North East:

There are a number of reasons *why North Eastern India has the potential for taking up IT enabled services* (Call Centres) as career opportunities such as *Attractive financial/ tax and infrastructural incentives, Significant number of English speaking people, Education infrastructure, Workforce quality, IT / telecom infrastructure and Low attrition rates.*

Training Programme in IT enabled Services (Call Centre Agents) in DOEACC

DOEACC Society in association with Department for Development of North Eastern Region (DONER) has offered ITES (Call Centre Agents) agent training courses to the students of the North East to tap the English language proficiency of the youths in the region. DONER feels that, the potential of NE youths could be very meaningfully utilized in the field of ITES (Information Technology Enabled Services), where fluency in speaking & understanding English language is essential.

Accordingly, DOEACC Society is conducting ITES (Call Centre Agents) training at 4 DOEACC Centres (erstwhile CEDTI) located in the NE region viz. Guwahati, Imphal, Tezpur & Aizawl. The Society through its Guwahati Centre is also conducting the Programme in Gangtok, Sikkim in association with Department of Information Technology, Govt. of Sikkim with financial support of DONER.

About the DOEACC - ITES (Call Centre Agents) Training Programme:

The course aims to equip the students with the knowledge required to function as professionals in the ITES industry. The course also provides the students with an overview of the ITES industry and the various career options available within it. The course will build upon the talent and skills of the student to bring out the qualities, which are required for a successful career in the ITES industry. The unique course curriculum has been designed in consultation with leading players in the industry. It will cover training on various Call Centre skills such as Communication Skills, Behavioral skills, Personality development, Customer-relationship management skills basic & Computer operational skills. On completion of this

course, the student will be able to effectively use computers and applications like word processors, spreadsheets, databases etc., and will master the effective use of the Internet as a tool. While gaining this technical knowledge, the student will also be trained to develop a well-groomed personality, develop communication skills, and understand business communication and corporate culture. He will also undergo behavioral training in areas such as time management, stress management, selling skills etc.

Course Structure and duration:

The course consists of both classroom as well as laboratory sessions for the technical subjects, and interactive sessions in developing the soft skills. The duration of the course is 160 hours spread over 8 weeks (2 months). Each days training will be a mix of classroom & laboratory sessions of 4(four) hours would be completed in **2(two) months**.

Course Modules & durations:

DOEACC Module	Duration
▶ Computing skills	48 hours (12 days)
▶ Communication Skills & Call handling skills/ Domain knowledge skills	112 hours (28 days)
▶ Corporate culture	
▶ CRM concepts	
▶ English language skills	
▶ Behavioral Skills	
TOTAL COURSE DURATION	160 hours (40 days)

Eligibility Criteria :

Graduates and undergraduates having good English communication Skills preferably with Neutral accent, highly energetic and having knack for problem solving would be suitable for taking up this career.

Status of Programme & Course Fees :

The four DOEACC Centres have already conducted one batch each of 20 students at 4 locations and the next batch is already undergoing training. At Sikkim, the Centre is likely to start its first batch for training shortly. The total fees for the 2 months course is Rs.12,000/- per student wherein Rs.9000/- is being borne by DONER. A student has to pay only a fee of Rs.3000/- for a 2 months course.

Employment Opportunities :

DOEACC Centres are facilitating employment of the trainees by taking various awareness initiatives amongst the Call Centre industries in metros like Delhi, Mumbai, Kolkata, Chennai and Bangalore. Initiatives are also being taken by the Centres to conduct telephonic interviews of candidates by leading Call Centres. Although significant number of students have got gainful employment after the course; exact figures in respect of students inducted in Call centre industry are not available. Some of the students have secured employments in leading ITES organizations like GE Capital and Wipro Spectramind.

Venues of Training :

1. DOEACC Centre, Akampat, Imphal - 795001
imphal@cedti.org.in
Tel: 0385-2224109 / 2222231(O)
Fax: 0385-2223578
2. DOEACC Centre, Law College Campus, Tezpur - 784 001
e-mail : dir_tg@cedti.org.in
Tel: 03712-223174/222214 (O)
Fax: 03712-223174
3. DOEACC Centre, 3rd Floor, Institution of Engineers, Bldg., Pan Bazar, Guwahati-781001
e-mail : doeacc_ghy@india.com
Tel : 0361-2519072, 2606134,
Fax: 0361-2602266
4. DOEACC Centre . Industrial Estate, Zuangtui , Aizawl (Mizoram) – 796017
e-mail : aizawl@cedti.org.in
Tel : 0389-2350581 (O)
Fax : 0389-2350582
5. Department of Information Technology, Government of Sikkim, Near Power Secretariat, Gangtok – 737101
e-mail : r_verma32@hotmail.com
Tel : 91-3592-227426

News from DOEACC Centres

In the last issue of our Newsletters, we informed our readers about the merger of RCC - Kolkatta, RCC – Chandigarh and CEDTI with the DOEACC Society. In the succeeding paragraphs we give the activities that are taking place in some of these Centres. We shall be giving more and more

information about these Centres in the forthcoming issues of this Newsletter.

Aurangabad Centre

DOEACC Centre Aurangabad celebrated its 17th Foundation Day on 19th September, 2003. The Foundation Day celebration was inaugurated by Padambushan Dr. B.R. Barwale, Chairman, Mahyco, Jaina and a well-known industrialist. The guest of honour for the function was Shri Moreshware Save, Ex. Member of Parliament, Aurangabad. The function was presided over by Shri K.P. Sonawane, Vice Chancellor, Dr. B.A.M University, Aurangabad. Various sports, literary and cultural competitions were organized for staff and students of the Centre. The students and staff were awarded for laurels and services rendered.

The Centre has also organized the "Trainers Training Programme for Bio-informatics Course" from 22nd September to 1st October 2003. Dr. U.D. Deshpande, Reader, Swami Reman and Teerth Marathwada University, Nanded and his team conducted the said training programme. On the event of the inaugural function, Mrs. V. Radha, I.A.S, District Collector, Aurangabad was the Chief Guest and the function was presided over by Shri Satish Kgalwal, Managing Director, Nath Seeds, Aurangabad and young dynamic industrialist pursuing Biotechnology. A visit to the Laboratory was arranged for VIPs and the activities of DOEACC Centre, Aurangabad were highlighted which were well received and appreciated.

DOEACC Centre, Kolkatta **O & A Level Course (Bio-informatics) : 2003-2004**

DOEACC Centre, Kolkatta, Jadavpur University campus Kolkatta – 700 032 has started O & A level course on Bio-informatics. This is a new initiative taken by the center under DOEACC Society, New Delhi.

Level	Starting Date	No. of Students
A (Full Time)	11.08.2003	81
A (Part Time)	14.08.2003	19
O (Full Time)	11.08.2003	23
O (Part Time)	14.08.2003	04

Trainer's Training Programme on Bio-informatics

DOEACC Centre, Kolkatta, Jadavpur University Campus Kolkatta – 700 032 had organized Trainer's Training Programme during 7.7.2003 – 18.7.2003. The curriculum of the programme included both Modern Biology and Basics of Bio-informatics and its tools. There were eleven participants representing from DOEACC Centre namely Kolkatta, Imphal, Guwahati and Aizwal. The programme was organized with collaborative support from Indian Institute of Chemical Biology, Calcutta University and Bose Institute. Dr. P.N. Gupta, Executive Director, DOEACC Society, New Delhi and Mr. S.C. Dhyani, Joint Manager (Admn), were present on 17th July 2003 and handed over the certificates to the participants. Dr. S. Roy Chowdhuri, Information Analyst DOEACC Centre, Kolkatta co-coordinated the valedictory programme of the course on 18th July 2003.

Station-wise number of institutions authorized to conduct DOEACC Courses (O/A/B/C) Levels as on 01-10-2003

State	No. of Courses Accredited						Grand Total
	Prov-O	Prov-A	Prov-B	Prov-C	Full-A	Full-O	
Andhra Pradesh	2	5	8	1	6	7	29
Arunachal Pradesh	1					1	1
Assam	6	4	1		1	8	20
Bihar	14	4	1			2	21
Chandigarh	2	3	2	1	2	4	14
Chatishgarh	2	1	1		1	2	7
Delhi	108	44	7	3	11	33	206
Goa						1	1
Gujarat	10	8	2		1	9	30
Haryana	13	9	3	2	2	9	38
Himachal Pradesh	2	1	1		1	4	9
Jammu and Kashmir	16	6	3		1	6	32
Jharkhand	7	6	1			7	21
Karnataka	3	5	3			2	13
Kerala	18	8	6		14	40	86
Madhya Pradesh	14	4	3		3	5	29

Maharashtra	17	5	3		2	17	44
Manipur	4	1	1		1	2	9
Meghalaya	1				1	1	3
Mizoram	1	1				1	3
Orissa	9	9	2	1	5	15	41
Punjab	11	5	2		1	8	27
Rajasthan	50	22	9		10	42	133
Sikkim	1						1
Tamilnadu	8	3	3		1	11	26
Tripura	1	1				2	4
Uttar Pradesh	67	30	10	1	14	33	155
Uttaranchal	15	5	3		4	8	35
West Bengal	9	2	3	1	17	28	60
Total	413	192	78	10	99	307	1099
<i>Institute Abroad</i>							
Nepal	1						1
Total	414	192	76	10	99	307	1100

Location-wise list of Institutes whose accreditation has been withdrawn in the last 6 months (April 2003 to September 2003)

We give below the list of institutes whose accreditation has been withdrawn. This list is being published so that the readers become aware about the status of these institutes. The student courses from which had commenced before the withdrawal date shall be able to appear in the DOEACC Examinations. However, these institutes are not allowed to commence any new DOEACC Courses.

S. No.	ACCR No.	PROV No.	Institute Name & Address	Withdrawal Date
1.	Accr-O1008	Prov-O0900	St. Xavier's Computer Centre, St. Xavier's College for Women, Aluva – 683101 (Kerala)	23-04-03
2.	Accr-O1063	Prov-O0897	Nu Horizon Services Pvt. Ltd., Gandhi Nagar, Main Road, Berhampur – 760001 (Orissa)	26-05-03

3.	Accr-O1086	Prov-O0918	Nidhi's Institute of Computer Education, EA-70, Veer Ravinder Kuara Marg, Inderpuri, New Delhi – 110012 (Delhi)	26-05-03
4.	Accr-O1068	Prov-O0905	Dolorosa Computer Centre, St. Mary's College Campus, Thoothukudi District, Tuticorin – 628001 (Tamilnadu)	26-05-03
5.	Accr-O1064	Prov-O0997	CAT Academy, #61/63, 2 nd Floor, 8 th B Main, 27 th Cross, 4 th Block, Jayanagar, Bangalore – 560011 (Karnataka)	26-05-03
6.	Accr-O1081	Prov-O1004	SAM Systems (Franchisee of DICS Systems Pvt. Ltd.), 2383, Sachdeva Building, Bank Street, Faiz Road, Karol Bagh, New Delhi – 110005	28-05-03
7.	Accr-O1032	Prov-O0922	Data Point, Run by Trust Sadgana Shikshan Mandal, Shaid Bhagatsingh Chowk, Near Shree Talkies, Shegaon – 444203 (Maharashtra)	12-06-03
8.	Accr-O1152	Prov-O0975	Jodhpur Computer Services, 200A, Opp. Kamla Nehru Nagar, Chopansi Road, Near Akhala, Jodhpur – 342008 (Rajasthan)	27-06-03
9.	Accr-O0953	Prov-O0787	CAT Academy, Sri Gangabhavani Complex, Chuttugunta Centre, Eluru Road, Vijaywada – 520002 (Andhra Pradesh)	27-06-03
10.	ACCR-O0709	FULL-O0072	Centre for Advanced Learning in Computers (CAL-C), Software Technology Division, P.S. Elect. Dev. & Prdn., SCO 169-170, 2 nd Floor, Sector 8-C, Madhya Marg, Chandigarh	29-07-03
11.	Accr-A0079	Prov-A0057	Jet-In-Park, A unit of Jeppiaar Educational Trust, No. 12, Ganapathy Street, Royapettah,	23-04-03

			Chennai – 600014 (Tamilnadu)	
12.	Accr-A0221	Prov-A0217	IEC Softwares Ltd. E-578, Greater Kailash Part – II, New Delhi – 110048	26-05-03
13.	Accr-A0237	Prov-A0219	CMS Computers Institute, D-46/C, South Extn. I, New Delhi – 110049	26-05-03
14.	ACCR-A0219	PROV-A0224	Rajiv Information & Computer Hi-Tech (RITCH) Centre, Door No. 47-15-11/3, 2 nd floor, Aarifi Shop, Opp. TSR Complex, Dwarka Nagar, Vishakhapatnam – 530016 (Andhra Pradesh)	14-07-03
15.	Accr-O0536	Full-O0053	Hitech Academy of Computer Education, 92, Devarpuram Road, Tuticorin	10-04-03
16.	Accr-O0770	Full-O0197	Destinaters Computer Service Training Centre, No. 35, II Cross, Co-op Colony, Krishnagiri.	13-06-03
17.	Accr-O0608	Full-O0124	Mani Computer Point, 30/A, Anna Nagar, Palani	13-06-03
18.	Accr-O0802	Full-O0223	Swap Computer Education, Shopping Complex, Ist Floor, Camp1, Thermal Nagar, Tuticorin	13-06-03
19.	Accr-O0692	Full-O0156	Coonoor Computer Academy, 3/14, Mount Road, Lawley Hospital Corner, Coonoor	13-06-03

Certificate Course on Computer Concepts (CCC) in the Community Information Centres in the North East

As on September 30th 2003, 556 institutes have been permitted to conduct the DOEACC CCC Course all over the country. This includes 92 Community Information Centres in the North East.

Community Information Centres have been set up jointly by Department of Information Technology (DIT) under Ministry of Communications and Information Technology (MCIT) and the State Governments of the North Eastern states.

Out of 487 CICs in the North Eastern Region, 92 CICs have been permitted to conduct the CCC. This has been done with a view to spread computer literacy amongst the masses so that the advantages of computers can reach every household. This in turn would lead to increased penetration of computers and improvement in day-to-day working.

DOEACC has conducted its first On-line Examination of CCC Theory in the North Eastern Region at 9 locations in co-ordination with National Informatics Centre (NIC) using the Community Information Centres (CICs) infrastructure. The on-line examination enabled the candidates to appear for the examination at a center close to their residences. The CICs as well as candidates have welcomed the DOEACC initiative towards the On-line Examination.

The Society is in the process of revising the Syllabus for CCC. A Committee consisting of eminent Academicians and Professionals has been set up. The Committee is expected to complete the assignment very shortly.

Learning Material Development: The Society is also in the process of development of learning material for the CCC Course. The completion of the process is awaiting finalization of revised Syllabus for CCC.

Number of CCC Qualifiers: Till date out of 35213 candidates who appeared for the CCC Examination since its inception, 20958 passed the examination and have been issued with the CCC Certificates.

Forthcoming CCC Examination: Institutes are advised to send their requests for the January 2004 Examination at the earliest to avoid last minute rush. The last date for the submission of Examination Application Forms is November 30, 2003. Furthermore, Institutes are also advised to get the filled Examination Forms thoroughly checked for the spellings of the name and the Father's name of the candidates before submission of the forms to the Society.

BEFORE THE WHINING DROWNS IT OUT, LISTEN TO THE NEW INDIA

An article by Shri Arun Shourie, Hon'ble Minister of Communications & IT and Disinvestments, published in the Indian Express on August 15, 2003

Twenty to twenty-five years ago, even 10 years ago, few of us had heard of Information Technology. Today, exports from this industry are worth \$10 billion — that is, over Rs 45,000 crore a year. That figure is 20 per cent of our total exports.

In spite of the fact that each of the markets to which we supply IT software and solutions has been in the trough of recession for years, IT exports have grown by 26 per cent this year. Infosys had not even been born 25 years ago. Wipro was a company selling vegetable oil. Indeed, other than the “Tata” in Tata Consultancy Services, there is scarcely a name in the IT industry that was known then.

And guess what the average age is in the industry? Just 26 and a half! These 26/27-year-olds have changed the world's perception of India. It's not just a country of snake-charmers, it's a country against which protectionist walls have to be erected. Of course, we can also charm snakes. And not just, to pluck a phrase of Malcolm Muggeridge, snakes in snakes' clothing!

And these 26-year-olds are changing India's perception also of itself: that India can; that, therefore, we should face the world with confidence.

That is the situation in activity after activity. We lament the fact that, while we are ahead in software, we have lost out to China in IT hardware. That is true — as of the moment. We shooed away firms like Motorola when they approached us in the early 1990s for facilities to set up manufacturing operations in India. China welcomed them, it wooed them, it created every conceivable facility for hardware firms from Japan, of course, but also from Taiwan, a country at which 400 of its missiles are aimed. It has thereby leapt ahead.

But the game is hardly over. That world-class hardware can be produced in India is evident.

How many of us would have heard of Moser-Baer? Located in unprepossessing Noida, it is the world's third largest optical media manufacturer, and the lowest-cost producer of CD-Recorders. Its exports are close to Rs 1,000 crore.

The firm sells data-storage products to seven of the world's top 10 CD-R producers. And it produces them so efficiently that, to shield themselves, European competitors had to file an anti-dumping case to stop and penalise its exports to Europe. Moser-Baer fought on its own. And won.

A firm most of us have not heard of. A firm that is manufacturing products at the cutting edge of technology. A firm exporting Rs 1,000 crore of products that require the utmost precision and technological sophistication. A firm that European firms fear.

And equally important — the very international for that our ideologues shout are instruments of exploitation hold against European firms, and in favour of this Indian firm.

There is more. Moser-Baer has acquired Capco Luxembourg, a firm that owns 49 per cent of a Netherlands-based CD-R distributor. And it has set up Glyphics Media Inc. in the United States— for markets in North and South America. And here we are being made to shiver at the thought that foreign firms are about to swallow us!

Heard of Tandon Electronics? Its exports of electronic hardware are close to Rs 4,000 crore!

At a moment's notice, my friends Amit Mitra of FICCI and Tarun Das of CII send me particulars of firm after firm, in sector after sector, that has broken new ground. A sample:

- Fifteen of the world's major automobile manufacturers are now obtaining components from Indian firms.
- Just last year, exports of auto-components were \$375 million. This year they are close to \$1.5 billion. Estimates indicate they will reach \$15 billion within six to seven years.
- Hero Honda is now the largest manufacturer of motorcycles in the world—with an output of 17 lakh motorcycles a year.

- One lakh Indica cars of the Tatas are to be marketed in Europe by Rover, one of the United Kingdom's most prestigious auto-manufacturers under its — that is, Rover's — brand name.
- Bharat Forge has the world's largest single-location forging facility — of 1.2 lakh tonnes per annum. Its client list includes Toyota, Honda, Volvo, Cummins, Daimler Chrysler. It has been chosen as a supplier of small forging parts for Toyota's global transmission parts' sourcing hub in Bangalore.
- Asian Paints has production facilities in 22 countries spread across five continents. It has recently acquired Berger International, which gives it access to 11 countries, and SCIB Chemical SAE in Egypt. Asian Paints is the market leader in 11 of the 22 countries in which it is present, including India.
- Hindustan Inks has the world's largest single stream, fully integrated ink plant, of 1 lakh tonnes per annum capacity, at Vapi, Gujarat. It has a manufacturing plant and a 100 per cent subsidiary in the US. It has another 100 per cent subsidiary in Austria.
- For two years running, General Motors has awarded Sundaram Clayton its 'Best Supplier Award'; the volumes it sources out of India are growing every year.
- Ford has presented the 'Gold World Excellence Award' to Cooper Tyres.
- Essel Propack is the world's largest laminated tube manufacturer. It has a manufacturing presence in 11 countries including China, a global manufacturing share of 25 per cent, and caters to all of P&G's laminated tube requirements in the US, and 40 per cent of Unilever's.
- Aston Martin, one of the world's most expensive car brands, has contracted prototyping its latest luxury sports car to an India-based designer. This would be the cheapest car to roll out of Aston Martin's stable.
- Maruti has been the preferred supplier of small cars under the Suzuki brand for Europe. Suzuki has now decided to make India its manufacturing, export and research hub outside Japan.
- Hyundai Motors India is about to become the parent Hyundai Motors Corporation's global

small car hub. In 2003, HMC will source 25,000 Santros from HMI's plant in India. By 2010 HMI is targeted to supply half a million cars to HMC.

It was only in 1999 that HMI got its first outsourcing contract and already, in 2003, 20 per cent of its sales will be what it supplies as an outsourcing hub. It is exporting cars to Indonesia, Algeria, Morocco, Columbia, Nepal, Sri Lanka and Bangladesh.

- Ford India got its first outsourcing contract in 2000. Within 3 years outsourcing accounts for 35 per cent of its sales. Ford India supplies to Mexico, Brazil and China. The parent Ford is sourcing close to \$40 million worth of components from India, and plans to increase these in the coming years.

Ford India is already the sole manufacturing and supply base for Ikon cars and components. These are being exported to Mexico, China and Africa.

- Toyota Kirloskar Motors chose India over competitive destinations like Philippines and China for setting up a new project to source transmissions as this option proved more economical.
- Europe's leading tractor maker, Renault, has chosen International Tractors (ITL) as its sole global sourcing hub for 40 to 85 horsepower tractors.
- Tyco Electronics India bagged its first outsourcing contract in 1998-99. So successful has it been that components and products others have contracted from it already account for 50 per cent of its total sales. It supplies to the parent, Tyco Europe.
- TISCO is today the lowest cost producer of hot-rolled steel in the world.
- TVS Motor Company has been awarded the coveted Deming Prize for Total Quality Management. Many of the largest of organizations, even American ones—like GE—have not managed that recognition yet!

India's pharmaceutical industry has come to be feared as much as its infotech industry. It is already worth \$ 6.5 billion and it has been growing at 8-10 per cent a year. It's the fourth largest pharmaceutical industry in terms of volumes and 13th in value. Its exports have crossed \$2 billion, and have increased by 30 per cent in the past five

years. India is among the top five manufacturers of bulk drugs.

Even more telling is another figure. We are always being frightened, "Multinational drug companies are about to takeover." In 1971 the share of these MNCs in the Indian market was 75 per cent. Today it's 35 per cent!

There's another feature we should bear in mind: India's strengths are becoming evident across the technology spectrum:

- We are among the three countries in the world that have built supercomputers on their own, the US and Japan being the other two: two months ago, the fourth generation PARAM super-computer was inaugurated in Bangalore.
- We are among six countries in the world that launch satellites. We launch some of our own satellites of course; we have launched satellites for others too, among them such countries as Germany and Belgium. We have the largest set of remote sensing satellites. Our INSAT system is also among the world's largest domestic satellite communication systems.

At the other end:

- India is one of the world's largest diamond cutting and polishing centres. CLSA estimates nine of every 10 stones sold in the world pass through India.
- Trade of Indian medicinal plants has crossed Rs 4,000 crore.

Here is proof positive that liberalisation has indeed worked. "By opening the economy before giving it a chance to become competitive, we have thrown our industry to the wolves," it used to be said. Quite the contrary. The success in exports, in fields such as IT in which competition is fierce, in which technological change is fast as lightning, success in auto-components, in pharmaceuticals shows that our industry has fought back, it has become competitive.

Remember all that shouting about Chinese batteries a year ago? "Markets are closing down, thousands are being thrown out of their meagre businesses, factory after factory has shut down." That was the shouting just a few months ago.

Where are those batteries from China? Yes, trade with China has grown—by 104% in the past year. But according to figures of the Chinese Government, in the first five months of 2003, India has amassed a surplus in its trade with China, a surplus of close to half a billion dollars.

And China is just an instance. Exports as a whole, and in the face of an unrelenting recession in the West, have grown by 19 per cent in the year. In a word, what committees upon committees with their piles of recommendations would not have achieved, being actually exposed to actual competition has.

Our foreign exchange reserves are at an all-time high—\$82 billion. We have announced that we will not be taking aid from a string of countries.

- We are giving aid to 10 or 11 countries.
- We are pre-paying our debt.
- We have just "loaned" \$300 million to the IMF!

How distant the days when we used to wait anxiously for the announcement about what the Aid India Club meeting in Paris had decided to give us.

But there is the other side—equally telling. Why is it that so few among us know even the elementary facts about these successes? Why is it that so much of public, specifically political, discourse, when it is not whining is just wailing?

Contributions from Readers

In order to make this Newsletter interactive, it is proposed to invite the contributions from the readers and the institutes accredited to run DOEACC Courses.

Readers who wish to contribute to this Newsletter should send the articles, addressed to **Editor – DOEACC Newsletter, DOEACC Society, Electronics Niketan, 6, CGO Complex, New Delhi**. The article / feature should be original work and should be relevant to the field of IECT (Information Technology, Electronics or Communication Technology) or DOEACC Society. The caption "FOR DOEACC NEWSLETTER" should be printed on each page of the article. Articles should be printed/typed in double space. The author should give relevant information about him/her like name, address, e-mail, telephone number, registration, Accr No., Designation, Work Experience, etc.

All India Overall Toppers – July 2003 Examination

'O' Level

Rank	Regn. No.	Name of Student	Name of Accredited Institute/ACCR No.
1	311370	Deepak Gehlot	Direct Candidate
2	385597	Ronak Thakrar	Direct Candidate
3	408740	Deependra Singh Shekhawat	Scope Computers (O1199)

'A Level

Rank	Regn. No.	Name of Student	Name of Accredited Institute/ACCR No.
1	339896	Hanish Thapar	UPTEC Computer Consultancy Ltd. (A0174)
2	384403	Sanjay Kumar	JLJ Academy of Computer Technology (A0045)
3	261822	Mohit Bansal	JLJ Academy of Computer Technology (A0045)

All India Module/Paper-wise Toppers – July 2003 Examination

'O' Level

Module	Subject	Name of Student – Regn No.	Name of Institute/ACCR No.
Old Syllabus			
M1.1*	Information Technology	Ankur Sadoo - 400242	Electronics Research & Development Centre of India (O1344)
		Sonu Anand – 424040	Electronics Research & Development Centre of India (O1344)
M1.2*	Internet & Web Page Designing	Ekta Chourasia - 409704	UPTECH Computer Consultancy Ltd (O0910)
		Sumit Chopra - 432561	Computer Education Centre (O0665)
M1.3	Client Server Computing	Swaraj Joshi – 422949	Direct Candidate
M2	Personal Computer Software	Navneesh Sabharwal – 358398	Direct Candidate
M3.1	Business Systems	Dipesh Kumar Parekh - 332453	Unitech Computer Training Centre (O0494)
M3.2	Desk Top Publishing & Presentation Graphics	Ahinav Sharma – 311261	Direct Candidate
M3.3	Computerized Financial Accounting	Kamal Kant Kansal – 357076	Chandra I.T. Education (O1385)
M4.1*	Programming & Problem Solving through 'C' Language	Geetanjali Mehra – 395943	UPTECH Computer Consultancy Limited (O0937)
		Kapil Arya – 394013	Academy of Computer Science & Application (O0615)
M4.2	Programming & Problem Solving through COBOL	Javed Ahmad – 386544	Direct Candidate
M4.3	Programming & Problem Solving through Visual Basic	Rohan Arora – 426429	Anubhav Infotech Ltd. (O1286)
New Syllabus			
M1-R3	IT Tools & Applications	Dimple Garg – 430070	Jodhpur Computer Services (O0631)
M2-R3	Business Systems	Leven Mark Shangliang – 425976	Direct Candidate
M3-R3	Internet & Web Design	Manjigani Anand Rao – 429468	Mahan Computer Services (India) Limited (O1359)
M41-R3*	Programming & Problem Solving through 'C' Language	Puja – 429006	Sion Datamatics India Pvt. Ltd. (O1310)
		Parul Garg – 432957	K V R N Educational Society of India (O0991)
		Durgesh Singh – 435776	Direct Candidate
M42-R3	Programming in Visual Basic	Ganesh Prasad – 428297	Bimla Deepak & Co. (O1362)

'A' Level

Module	Subject	Name of Student – Regn. No.	Name of Institute/ACCR No.
Old Syllabus			
A1	Personal Computer Software	Jeyashri G - 416411	Jet in Park Computer Div. (A0079)
A2.1	Business Systems	Jobinamma Varghese – 415298	Micro Computata Systems Institute (A0349)
A2.2	ERP Fundamentals	Trivedi Yogesh Mohanlal – 361242	Karrox Technologies Ltd., (A0011)
A3	Computer Organization and System Software	Gaurav Goel – 330194	Electronics Research & Development Centre of India (A0183)
A4*	Programming and Problem Solving through 'C' Language	Amit Rai – 372447	Regional Computer Centre, DOEACC Centre Chandigarh (A0005)
		B N Babu – 82856	Direct Candidate
		Manik Chandra Das – 327278	Direct Candidate
A5	System Analysis, Design and MIS	Preeti Gupta – 241197	COMPRO (A0176)
A6	Data Structure through 'C' Language	Kotak Sunil Dinesh Chandra – 333118	Pramukh Swami Institute of Information Technology (A0268)
A7	Introduction to Data Base Management	Santosh Kumari – 18129	Society of Computer Education & Management (A0262) ?
A8	Computer Graphics	Shah Lokesh Kumar Devendra Bhai – 151522	Direct Candidate
A9	Data Communication Network	Jitendra Pant – 304929	Electronics Services & Training Centre (A0169)
A10.1	Unix & Shell Programming	Pavan Gokarn – 413038	Direct Candidate
A10.2	Introduction to Object Oriented Programming and C++/Visual C++	Sanjay Kumar – 258279	CISTEMS School of Computing (A0013)
A10.3	Programming in JAVA	Sachindra Mohan Tomer – 407501	Direct Candidate
A10.4	Introduction to Object Oriented Programming and Visual Basic	Sunita Rani – 345683	Maxima Institute of Technology (A0278)
Revised Syllabus			
A1-R3	IT Tools & Applications	Sunila Maheshwari – 436545	Cyber Computech Pvt. Ltd. (A0382)
A2-R3	Business Systems	Patil Parinita Nirmal Chandra Neeta – 421164	Direct Candidate
A3-R3*	Programming & Problem Solving through C Language	Ankit Kumar Agrawal – 320723	Govind Ji Datamatics (A0285)
		Virendra Singh – 401918	Direct Candidate
A4-R3	Computer Organization	Heera Singh Dasila – 304951	Centre for Electronics Design and Technology of India (A0168)
A5-R3	Structured System Analysis and Design	Rupinder Kaur – 285725	AIMS Services (A0217)
A6-R3	Data Structure through C Language	Manu Dutt Tripathi – 344238	Basant Computer Centre (A0235)
A7-R3	Introduction to Database Management Systems	Mayank Jain – 437044	Direct Candidate
A8-R3	Basics of OS, UNIX & Shell Programming	Shalini Nirwan – 342956	ANTECH Computer Centre (A0298)
A9-R3	Data Communication & Networks	Tuhina Chauhan – 285718	AIMS Services (A0217)
A10.1R3	Introduction to Object Oriented Programming & C++	Harpreet Kaur – 313868	D.M.G. Enterprises (ET&T Corporation Ltd. (A0414)
A10.2-R3	Introduction to Object Oriented Programming through JAVA	Tuhina Chauhan – 285718	AIMS Services (A0217)
A10.3-R3	Computer Graphics	Sandeep Kumar – 434381	DAV Institute of Engineering & Technology (A0351)

* **Joint Rank Holders**

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