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Inaugural Session: Innovation, strategies and technology for shaping the public sector's future



PSUs must become more disciplined: Anil Swarup

Secretary, Department of School Education and Literacy, Ministry of Human Resource Development, Anil Swarup has said the public sector undertakings (PSUs) can become more efficient only through discipline.

Speaking at the 2nd India PSU IT Forum organised by Governance Now on May 24, Swarup laid emphasis on thorough discipline and said the enterprises need to tighten their belts and adopt information technology to the fullest.

“Until and unless the PSUs make themselves disciplined, I don’t think they

will survive. First and foremost is the internal discipline that should be maintained,” Swarup said.

“I have worked with some of the finest officers associated with the PSUs. When I was working in the coal sector, I found some good officers in Coal India Limited and Coalfields Limited. I used to wonder why are not these undertakings performing. Coal sector, which was riddled with serious issues about three years ago, is now in surplus because of IT.”

Swarup said when he took over as secretary education, people told him that he must be feeling pretty relieved after being able to get rid of mafias. “When I was in coal, mining was underground, and mafias were over-ground, but in education, it is the other way around,” he said.

“IT applications have helped me. After making coal ministry paperless, we managed to do the same in the directorate of education. I do not know how many PSUs have made their office paperless,” he said.

He added, in coal, there was a lot of pilferage happening that prompted the officials to use technology. “We used GPS-equipped trucks that ultimately brought down pilferage. Their movement was tracked on a virtual map,” he said.

The top bureaucrat said that today, technology allows one to dispense with the physical files. “It gives you an amazing flexibility. In the first four-and-a-half months of my tenure as secretary education, I have managed to travel to 21 states and union territories because of use of IT. I used to check files online because technology enabled me to take quick decisions.

“In my view, an idea can sustain only when it is politically acceptable, socially desirable, technologically feasible and financially viable. Otherwise, there is no meaning of keep giving ideas”. ■

Despite tremendous hardships PSUs have performed well: Dr Subhash Chandra Pandey

Additional secretary and financial adviser, Department of Heavy Industry, Ministry of Heavy Industries and Public Enterprises, Government of India, Dr Subhash Chandra Pandey lauded the PSUs for their significant contribution to the country's economy.

"PSUs have done well. Their contribution to the nation-building is huge. They have contributed from 10 percent of industrial contribution in overall GDP of the country to around 30 percent of GDP

at present. Despite tremendous hardships PSUs have performed well," he said.

He said that PSUs had been early adopters in embracing IT. Many PSUs are using enterprise resource planning (ERP) systems in advance manner in planning their inventories, production processes and have e-procurement systems in place. "At present, if something that stares us in the face is the technological revolution. The first, second and third industrial revolutions were driven by steam, electricity, electronics and now we are going to deal with systems like intelligent

computers, machine learning, industrial robots and 3D printing. In a situation where to avoid human errors, self-learning machines will be controlling the production processes. This trend is already visible in bits and pieces. For instance, coal-laden trucks are being monitored through GPS-enabled devices, and same happens with containers going to ports," Pandey said.

He added that even in the social sector like rural development, there had been a grudge against money being spent in creating assets of dubious quality and variety. But the government has gone ahead in using IT to the extent that on a smartphone we can track what assets are being created in some villages. "Railways has done remarkably well, and it is simply unimaginable how we would have handled the volume of traffic, if we had not computerised.

"Today for the public sector, the scenario is different. Government believes that it is not supposed to be in business unless there are strategic reasons to be in it. Enterprises should continue and be professionally run. They should analyse to deal with challenges and opportunities thrown by upcoming technological revolution. In today's interdependent world, the integration has reached a stage that no country can afford to be an island in itself. It has to be interconnected," said Pandey.

He laid emphasis on the need of extensive exploitation of information technology to enhance transparency and efficiency of the enterprises. ■



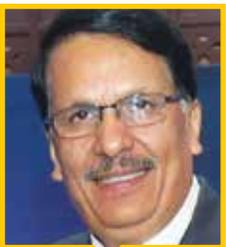
Inaugural Session: Innovation, strategies and technology for shaping the public sector's future



Vinit Goenka, Member IT Taskforce, Ministry of Road Transport and Highways and Shipping

There are 298 CPSEs, and over 50 are listed. Forty-seven percent of those enterprises make 10 percent of BSE market capitalization, whereas BSE has over 5,000 companies listed. But if you see the market utilisation, we are not even one percent of market capitalization, which is worrying. The turn-over of the CPSEs has decreased by 7 percent. When the GDP contribution falls, our contribution to the wage and salaries goes up by 1.2 percent. Even after two decades of liberalisation, disruption is a bit slow. The use of ICT is a little challenged.

Country like Japan is having over 50,000 patents while India has got only 2,000 patents. Leadership and the team of ISRO created their market by sending satellites. They are trying to compete with the United States. Every PSU should have that kind of leadership to create its market.



Dr BP Sharma, Chairman & Managing Director, Pawan Hans Ltd

ICT, IT and Internet of Things (IoT) are

the core components of civil aviation, and we just can't think this sector without IT. It has hugely developed civil aviation, and there is a great scope to improve. Estimates say India spends over \$2 billion on fuel. Out of this, 25-30 percent is wasted in the air because of holding of aircraft over airports because of congestion. It takes one and a half hour to reach Delhi and another half an hour is wasted to keep an aircraft in the airspace. Free air space concept has been much talked about for the past many years. Airports Authority of India has developed GAGAN, which will take it to forward. Even small PSUs, having around Rs 500-1,000 crore of turnover, are spending crores of rupees to upgrade technology.



RK Bahuguna, Chairman & Managing Director, RailTel Corporation of India Ltd

Every public sector enterprise spends money on information technology. However, there should be mutual sharing of unique IT initiatives amongst the PSUs.

Railtel came into being in 2000 when the government had banned creating more PSUs. The railway PSU was formed to create telecom infrastructure in the country. Our mandate was very clear to facilitate telecom growth and meet the requirements of the sector.

Some big e-retailers acquired other loss making e-retailers just to save them. One of them is for sale, and another

wants to acquire which is not wrong. We need to innovate in what business we are in. Some of the areas where we have seen innovation taking place and performance improved are information technology which has enabled us to improve transparency. Railtel, being a new PSU, takes care of all these things. We have started the systems and procedure to have transparency in working.



Malay Chatterjee, Chairman & Managing Director, KIOCL Ltd

Indian economy has grown 1,444 times from 94 billion to 136 trillion in the last seven decades. PSUs have played an instrumental role since independence. They have contributed their bit to create industrial and infrastructure foundation in the country. PSUs have attained technology prowess and placed India among the fastest growing global economies.

The public sector had shown remarkable resilience and adaptability. Enterprises have proved their mettle in successfully countering rising competition in the global market and provided the needed stability to the country during the economic slowdown. CPSEs registered turnover of Rs 19.95 lakh crore during 2016-17 fiscal which is 13.66 percent of the GDP, a humongous step that contributes to the country's economy.

During the last decade, PSUs had contributed to the exchequer Rs 17.87 lakh



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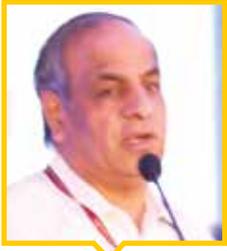
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crore which is 1.5 times of the investment in these enterprises. They have paid Rs 4.34 lakh crore as dividend out of which Rs 2.83 lakh crore has gone into the government exchequer only.



Dr A K Manocha, Chairman & Managing Director, IRCTC Ltd

IRCTC, which handles internet ticketing, has become the lifeline of the Indian Railways. Despite this fact, many people who visit India from abroad do not know that IRCTC sells over six lakh e-tickets a day which often surprises them because the number is more than the air tickets sold every day globally.

Bigger role often leads to bigger challenges as well. We have to depend a lot on the railways and the banks. Once someone books a ticket through IRCTC, the money is taken by the banks and every morning, IRCTC has to pay around Rs 60 crore to the railways. So, whatever ticket you buy, the money remains with the railways. Unless railways refund it to IRCTC, it becomes a problem for the latter.

IRCTC is struggling because of the withdrawal of service charge of Rs 20 for sleeper and Rs 40 for AC class by the government to encourage digital transactions. It has immensely dented our finances. We are hopeful of either getting some compensation from the railways or getting funds from some other sources. Technology has enabled us to provide water at Rs 1 a glass. Such 1,500 water vending machines have been installed at the stations. Even, a litre of Rail Neer bottle is sold at Rs 15.



Rajesh Goel, Chairman & Managing Director, Hindustan Prefab Ltd

The public sector enterprises do not have any dearth of talent, and the only thing which they want is leadership. The best of human resources are with the PSUs, but there is a need to transform the public sector. It is often noticed that the disruption in business is caused by other departments or organisations. For instance, National Green Tribunal (NGT) had banned construction in Delhi for ten days just because of dust. Now, if you have to control dust, what options do you have?

It is unfortunate that nearly all public sectors have flourished in the past 50 years, but the construction industry is yet to taste growth because of many reasons. The enterprises should exploit IT to reach the optimum otherwise their sustenance would be a problem.



PM Chandraiah, Managing Director (Additional Charge) & Director (Finance), Bengal Chemicals & Pharmaceuticals Ltd

Public sector culture started in India in

1951 with just five PSUs, and the investment was Rs 29 crore. By 2006, the investment went up to Rs 12 lakh crore and the number of PSUs reached 320.

We have to see whether the enterprises are moving in the right direction. The capital of all the PSUs is around Rs 20 lakh crore, but our turnover is only Rs 18.5 lakh crore. When we are not generating enough revenue, we should at least make it equal to the capital. We should focus on generating more revenue. Because of some issues, the government is contemplating to execute strategic sales of a few PSUs.



AK Jain, Managing Director, Rajasthan Electronics & Instruments Ltd

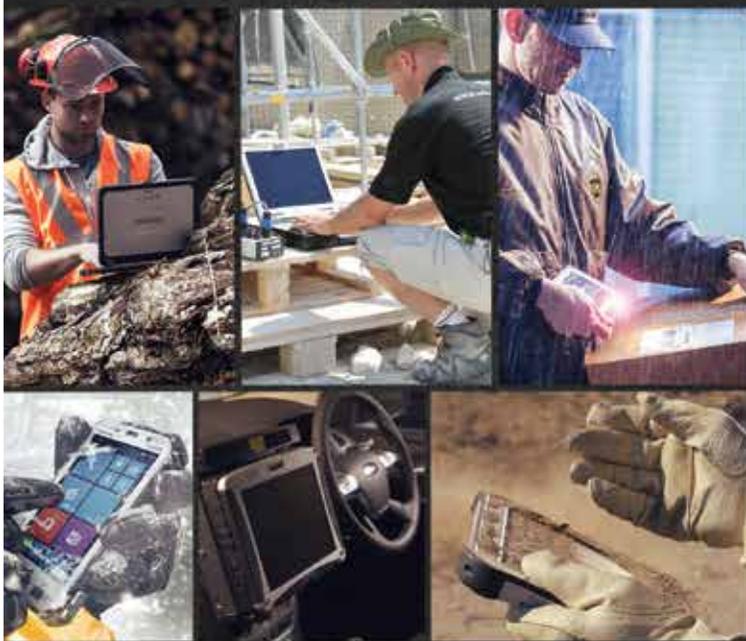
PSUs have leveraged technology fairly well which has made us believe that India is one of the fastest growing economies in the world. India has emerged as a thriving economy despite the global economic crisis that even impacted European and American countries.

The mission of Rajasthan Electronics & Instruments Ltd (REIL) and the government have not been very different from each other. We have to ensure that the market is reaching the villages to make rural parts of the country more sustainable and empowered. The present government has unveiled Make in India initiative to ensure business should happen at the grass root level. ■

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Smart Technologies and Automation for Oil, Gas & Energy Sector Enterprises

PSUs share how they are using IT and automation to give the best experience to customers, and address various organisational challenges



ST Sathiavageswaran,
Executive Director
(IS), Hindustan
Petroleum
Corporation Ltd

One of the most successful initiatives is the transformation of LPG subsidy across the country. Oil marketing companies deliver 40 lakh cylinders a day where the entire process from bookings in district and villages to the subsidy (DBTL) happens through online (IVRS and other digital media). It is possible due to the tight integration of the technologies with other agencies such as banking sector, NPCI, UIDAI, etc. Under Pradhan Mantri Ujjwala Yojna, we have said that oil industry will commission five crore LPG connections to rural women, who fall under a particular condition of deprivation defined by the ministry of rural development. Digital infrastructure made it possible to release two crore connections in last one year especially when beneficiaries were in remote villages. To ensure that connections are released to genuine beneficiaries, de-duplication exercise across the database of 20 crore customers was done. While the entire process is digitised, we have used the infrastructure created by other agencies including the Aadhaar framework e-KYC for identifying beneficiaries.

Oil industries have developed automation solutions, which are known as IoT today two-three decades back. We have automated our entire operations whether it is a pipeline operation or terminal operation where all the physical processes of storage distribution and supply as well as vehicle tracking is there. We are adopting new technologies to improve our service delivery.



Suresh Nambiar,
General Manager
(IS), Indian Oil
Corporation Ltd

At IOCL we practice a very strategic approach for digital implementation and innovation

from the consolidation of transaction data in ERP, intranet to the internet with web apps. Today we have a host of mobile applications to address the variety of needs of customers and also the transporters who deliver product from transport location to dealers. We have an app for dealers, field officers, and senior management also.

We have explored big data on Hadoop with retail data. SAP also combined retail data with weather data using Tableau. The scheduling and optimisation have been done for shipping and transportation part of our business using data visualisation tools such as SaaS, Clickview, Clicksense. Also included Oracle BI for business analytics. Chatbot on Microsoft Azure has been a great success in Petrotech 2017. With Watson, we expect to gather the 360-degree view of entire international oil market connecting to Reuters, EIA, OPEC, etc.

We have IoT implementation at the terminal monitoring and instruments, which send real-time data of vibration, noise, temperature, etc. IoT at retail automation enables real-time visualisation of functioning and remote management of that particular outlet. Today it is possible with data streaming that we can push price changes on a daily basis. Daily price changes have been implemented for five locations. Smart terminal effectively reduces manpower with an end-to-end automation. We have already 64 unmanned terminals, which are seen abroad. We have limited

Internet gateway policy at divisional headquarters, which limits the use of internet in our organisation. Latest CRM solution is called Epic, which is a portal for IndianOil customers. We expect that the solution would entail a complete customer experience of all products that we sell into a single platform by integrating portal, mobile, social networks, feedback, SMS, grievance redressal, loyalty programme as well notification. This is what we are exploring in the current year.



SV Srinivas Rao,
General Manager
(IT), NTPC Ltd

Our strategy is to focus on improving and increasing the efficiency, transparency in power production. In addition to that, our primary focus is to reduce the cost of power production as well as process automation.

We have integrated project management and control system in the corporate centre in Delhi. It has integrated all the functions such as setting, planning, execution, and monitoring. The control station is in Delhi. We have 24X7 project monitoring centre (PMC) which gets live feeds from various locations, and exceptions are notified to the senior management. The objective of this system is to deliver quality projects on time and reduce the cost. We have also deployed drones in project monitoring. These Helicams are deployed in two of our projects.

We are extensively using a video camera and IP cameras. In the operational maintenance of the power plants, we have also adopted the plant information system for maintaining and sustaining the high PLF (plant load factor). Through this system, we can monitor information

live and in real time mode, which helps in generating MIS reports and monitors the health of equipments. We use advanced analytics to capture the data to report issues. NTPC has adopted IoT into various things such as for coal movement in the system, etc. We have also adopted mobile apps to track coal availability across all the projects. We have ERP for reducing plant maintenance cost by utilising the material management system. It has improved the performance in plant maintenance area by using overall equipment index and activity-based budgeting. At NTPC, we can track the availability of material on different projects. All these implementations have shown results.



Alok Nath Sarkar,
General Manager
(Systems) HOD,
Western Coalfields
Ltd

Since the entire public sector is driven by IT, we started our journey with file server system then switched to client server, then application server. We have spread the reach through web-based portal and Internet. We have passionate IT executives. We are going on mobile apps which are developed in-house. We came up with the mobile app first time in Coal India at the Western Coalfields, and it was launched by Anil Swarup in 2015.



Abhilakh Singh,
General Manager
(IT), Indian
Renewable Energy
Development
Agency Ltd

Digitisation in our company started long back, but we had faced lots of problems. After failed attempt with vendors, we have begun developing in-house applications as per our requirement. In last few years, we have developed smaller applications and are handling them.

However, it was difficult to manage in terms of access. To address this concern we developed the intranet portal, which can be accessed from anywhere. The intranet portal is divided into different segments, which has company's last two years performance, biometric attendance system, which also sends attendance information through SMS. We are now planning to use this type of SMS services for alerts. We are in the financing business and our customers are also corporate borrowers. They are equipped with advance technologies and they want information as quickly as possible. We have digitised all the process right from receiving application to registration and report generation. It goes on intranet portal. Once the data is entered, then registration note sheet, instruction for filing, the opening of the files and fees memo for the finance and then the letter to the company is generated, and we give that information and password to the registered company. So customers who have submitted the application and registered with IREDA can start viewing the application and its intermediate process. We are mandated to sanction any application within 90 days, which has been reduced to 60 days, and without Information Technology, it would not have not been possible to approve the applications in such short time.



Hemendra Agrawal,
Deputy General
Manager (Smart
Grid), Power Grid
Corporation of India
Ltd

In the energy sector, the KPI (Key Performance Indicator) is going to change because the government of India is having an ambitious target of 175 gigawatts of renewable energy by 2022. There are electric vehicles coming in a big way in the country. We are working to tackle those upcoming challenges. All 157 substations that we are operating are automated and unmanned. We have National Asset Management

Centre at Manesar from where we can operate all those substations. We are also doing the drone-based monitoring of transmission lines, and at every place, we are having ERP implemented. If we divide the energy sector into generation, transmission and distribution, in transmission, we have SCADA system from last 10 years, and it is almost automated. The power generation sector is also doing very well. But the problem is last mile connectivity. The condition of distribution sector is not very strong, which is the revenue generator for the whole sector. So we have to address this sector and have to bring automation in this sector. So Power Grid opened Smart Grid wing and began consultancy to the distribution utilities. By avoiding the manual intervention in the distribution sector, lots of problems will be solved.

Power Grid is doing pilot projects at the consumer level where we are putting the intelligent devices i.e. IoT-enabled devices which can take the accurate meter readings, send directly to the control centre, and generate the bills. Also, the consumer can participate in the energy management system. After putting the intelligent device, the consumer can see their daily consumption. Consumer can also produce energy at the solar rooftop and inject into the grid.

In distribution network also, we are putting intelligent devices at the transformer level so that we can know about the oil level, temperature and the fault indicators of the line. It will enable restoration at the minimum time while keeping the consumers informed about the outage and repair time.

As per National Mobility mission, by 2020 around 20 million electric vehicles will come to India. Vehicle to grid and grid to vehicle concept is catching up, and in Power Grid we are also working in this direction. We are going to establish the vehicle charging stations. We are in talks with Hyderabad Municipal Corporation and Hyderabad metro to start a pilot project by putting up some vehicle charging stations there. ■

Smart technologies and automation in manufacturing and service sector enterprises

PSUs share their IT and automation drives to enhance customer services



SV Satish, ED (IT), Airports Authority of India

We have implemented various security measures as per the directives of our critical infrastructure. Security keeps on evolving. Now we are looking at advance aspects like DLP (Data Leak Prevention) and focusing on how we implement that. We are also looking to expand our data centres to develop complete infrastructure as we are a large organisation trying to manage around 120+ airports and air navigation services. While doing this, we try to meet the customers' expectations. At the airports, we need to address the requirements of stakeholders, the airline operators and at every given instance, we have to ensure security. Therefore, the way security threats are growing, there is a sufficient and large role of security infrastructure that needs to be built in our systems. In the Ministry of Civil Aviation, we are trying to look to develop the cyber security forum among all the civil aviation stakeholders to share data, to ensure how these security threats are minimised and mitigated. With the support of our industry partners, we are trying to make our systems secure.



Rakesh Chopra, ED (P&C), IT, RITES

RITES Ltd is the consultancy arm of the Indian Railways that uses suitable software

and hardware for meeting the designing, modelling and simulation requirements of its clients.

The one significant way IT has helped the company is in its third party inspection. On the new web based process, an agency that wants to offer material for inspection, can simply log on to the portal and file a request. Based on the product and its location, a call is forwarded to the concerned inspecting engineer through email and text. The person now knows what to inspect and where. He or she is provided a laptop, network connection and a camera. The inspector takes photos of what is accepted or rejected and loads the required information on the portal. This is accessed by the office, and the inspection certificate is assigned accordingly. Earlier the entire procedure was done on paper, which was a slow and cumbersome process. The online system is effective, transparent and has improved quality of service.

RITES also undertook a project for the Indian Railways, which has voluminous data regarding freight, coaches and passengers, etc. The data is in silos and needs to be collated and utilised for improving performance. IT helps in data analysis for better insight.



Sunil Kumar, Group General Manager (IT), IRCTC Ltd

The IRCTC is using data analytics to leverage the massive quantities of data it has gathered. We have more than four crore registered

users on the IRCTC, and sold around 21 crore tickets online in last one year. On an average 35 lakh people log on to our website daily. IRCTC is using data analytics to do passenger profiling with this data. Data is also analysed to see the booking flow of various customers, which further helps in finding out which section books more tatkal tickets and in what quantities. The data is also used for improving catering services, as vendors can determine the demand for a particular kind of food. The objective of data analytics is to give benefits to users.



Abhay Mishra, Joint General Manager (IT), Rail Vikas Nigam Ltd

Before implementing any technology, we should know if there is a business need for it. Information technology is a solution to a problem. The departments should not view it as a product. The departments should keep in mind the user who will be benefiting from the new system being implemented. The solution has to be designed in a customer-centric fashion. Also while implementing an information technology project, everything has to be integrated, otherwise there is a risk of duplication. The government must incentivise the use of technology and focus on change management. ■

(The panel discussion was moderated by Ashwani Mahaldar, Associate Director, Digital Government Solutions, PwC)

Tech Solutions

Technology solution providers to transform PSUs



Jagjit Arora,
Senior Director -
Sales, Enterprise
Government,
VMware Software
India

The world is undergoing a massive digital transformation. Whether digital natives or decades-old enterprises, companies across all industries have realised they must provide the information and services their digitally connected customers, partners, and employees want. So they are using software, apps, and other digital devices to create greater value.

VMware, a virtualization solution company, is now into cloud solutions. We have been an important part of all the smart cities initiatives of the centre and the state governments as their infrastructure is firmly running on VMware solutions. We are also a part of the Centre's initiative of IoT innovation lab, which has been set up in Bangalore.

All these innovations and real-world problems which we have solved are on the back of VMware technology. For example, State Bank of India, the largest bank in the country with 2 lakh 50 thousand branches, has partnered with us to automate their branches and to address real, virtual data problems, which currently every bank is dealing with. The digital revolution is driving innovation across industries and across all lines of business—with more interactions, more ways of engaging customers, and much more valuable data and insight. Much of this transformation has been enabled through the adoption of cloud platforms.



Piyush Saxena,
Government
Vertical Lead,
Samsung India

Dimensional marketing is about how you go and talk to your customers; how you

make the whole experience of customer service more meaningful, more customized. It is a win – win situation for you and your customer. Samsung's smart signage is a display tool that helps to achieve it more effectively.



Rahul Mehra,
Senior Manager,
Panasonic India

Panasonic put about 6% of net sales into R&D as we believe in investing more in R&D to come up

with the best and innovative products year after year.

Panasonic enables its users to get access to applications and data in most challenging environments. We provide solutions that transform their working life and increases their operational efficiency.

Where the the standard failure rate of other machines is about 13 percent, Panasonic Toughbook has the average of just 2 percent. Lifespan of Toughbook is minimum of 5 years. We focus on quality assurance for which we complete in-house testing, and only after passing all the tests, the product is launched.

Panasonic Toughbook addresses the problems of people who are on field and in difficult terrains. It enables users to collect data and send data in real time.

It comes with in-built 3G/4G ports, GPS, barcode reader, RFID reader, etc. Our machines are working in extreme environmental conditions -30 degrees to 60 degrees, and can withstand a drop from 4ft – 10ft.



Amit Sehgal,
Senior Manager-
Corporate Sales
(North & East),
Epson India

Epson has printers, scanners, projectors and is also in robotics. In an organisation, we need to ensure that the printing costs are low, the print volume is high, printing speed is fast, fits into small spaces and is easily manageable. Epson printers can help the organisation achieve the same. These are Intank printers which are cost effective unlike ink cartridges printers where the cost of print is high. In comparison to a laser printer, Epson print cost is much lower, consumes less power. We have the entire range of mono, colour, multifunction printers that address the need of large business environment such as high volumes, low cost, minimum waste of paper, and productivity, and also consumes less power. We also have efficient dot matrix printers which are still used by many PSUs. We have entire range available in 80 column, 136 column, nine pins, and 25 pins.

We also have series of LCD projectors, which offers better display and provides great colour light output.

We also have our products (printers, scanners and plotters) registered in Government e-market place. Here you can come and compare all the models, brand, bid, auction. ■

ADVERTORIAL

Solving Encryption Problems in India

Philip Schreiber, Regional Sales Director for the Middle East and South Asia, Thales e-security talks about how the government and the private entities can protect critical data by applying solutions like encryption technology. Schreiber gives a brief overview about Thales e-security's association with various public sector enterprises in India. Excerpts:

How Thales e-security solutions benefits Indian PSUs?

Thales e-security is a data protection company which supplies a portfolio of data protection and encryption solutions across the public sector enterprises in India.

Public sector undertakings (PSUs) have a legal and ethical responsibility to be good custodians of the citizens' data. It is explicitly set out in the IT Act of India. So, Thales e-security helps the PSUs by providing encryption and data protection products that allow them to meet those goals and objectives.

What is the unique selling proposition (USP) of Thales e-security's products?

Experience that Thales e-security brings from working with government institutions around the world allows us to offer the highest quality products backed by the best India-based service offering in the market.

How do you see Digital India as a whole initiative?

Digital India campaign is incredibly important whether you are servicing consumers as a business or whether you are serving citizens as a PSU. The absolute and fundamental requirement in the service you offer has to be trusted. If you are delivering those services digitally, you have to establish the digital trust. Therefore the requirements under the Digital India initiative, backed by the IT Act, are specifically aimed at allowing consumers and citizens to trust the digital services that are now being provided.

A couple of years back when I first started travelling to India, I had to take a day off to visit Indian High Commission to get the documents



examined and verified. Today, the digital transformation is beyond words. Now, I need not go anywhere as I can get the e-visa simply by applying online. Now, getting an Indian visa through the internet has become simpler than ever. It is time saving, efficient and secure. Technology has also reduced corruption to a great extent.

How do you see India as a whole market? How big and challenging is it for Thales e-security?

In India, both public sector and private sector are tremendously exciting and innovative market for us to work. So we've invested heavily in our Indian operation over the last three years and now have three offices here in Delhi, Mumbai and

Pune to serve both sectors. Initiatives such as Digital India initiatives and the GST tax initiatives are driving growth for our business because it allows us to position our solutions to solve specific data protection challenges that are being faced by PSUs across both national and state governments.

What is the role of Thales e-security in protecting consumers' data?

Until and unless the government ensures full protection of citizens' data and uses it responsibly, it can't complete its digital transformation programme and deliver e-services. Despite having that understanding, some gap persists. We recognised the need of filling those gaps and increased the budget to improve our defence mechanism. But despite this, we find that the attacks outpace the industry and the PSUs ability to protect the data. It becomes a critical problem because spending money on data protection does not work because of certain factors.

The gap between data security and the breach is widening every year, and we have now reached a point where it has been accepted that the traditional ways of bridging those gaps are no longer working. The widespread adoption of encryption technique in the public sector can bridge that gap. It works efficiently. People often give excuses that encryption techniques are hard to manage and require special skills. That is where Thales e-security comes into picture which provides such solutions to government and private entities. We have been solving encryption problems in India for the public and private sector for the past 50 years. ■

ADVERTORIAL

“Crime-as-a-Service infrastructures enable adversaries to operate on a global scale at light speed”

Rajesh Maurya, Regional Vice President, India & SAARC, Fortinet, shares how they are helping government and the public sector in mitigating the security threats.

Please shed light on the current Security threats landscape especially for Government and Public Sector organisations?

The expanding attack surface enabled by technology innovations such as cloud computing and IoT devices, a global shortage of cybersecurity talent, and regulatory pressures continue to be significant drivers of cyber threats. The pace of these changes is unprecedented, resulting in a critical tipping point as the impact of cyber attacks are felt well beyond their intended victims in personal, political, and business consequences. Going forward, the need for accountability at multiple levels is urgent and real affecting vendors, governments, and consumers alike. Without swift action, there is a real risk of disrupting the progress being made by the global digital economy.

Specific to the government APT attacks are accelerating as regional tensions between China, India and South-east Asian countries continue to increase. A threat group known as the APT 30 has in past years been using modular malware to acquire sensitive data from their targets, including classified government networks.

Web application and DDoS cyber breaches exploiting vulnerabilities in the public sector have become more frequent and pernicious. Global risk consultancy Control Risks, in their annual Risk Map Report for 2016 said one-third or 36 percent of cyber-attacks now target the government sector.

How does Fortinet help governments in overcoming complex security challenges?

Modern tools and Crime-as-a-Service infrastructures enable adversaries to operate on a global scale at light speed. As a result, the Internet seems not interested in geographic distances or



boundaries because most threat trends appear more global than regional. Adversaries are always on the attack, looking for the element of surprise whenever possible on an international scale.

Today's point products and platform security solutions simply aren't capable of providing the solution breadth, processing performance, or advanced automation necessary to address these demands. It's clear that traditional approaches to security are quickly becoming unsustainable.

The Fortinet Security Fabric delivers the broad, powerful, and automated security solutions needed to solve today's challenges while laying the foundation for the self-sufficient, Intent-Based Network Security that will be critical to protect emerging Digital India.

Fortinet's vision is to deliver Intent-Based Network Security that will enable the Fortinet Security

Fabric to automatically translate network requirements into synchronised security actions without human intervention. This will free Government and PSUs to design more advanced security architectures while greatly simplifying complex deployments and reducing operational burdens; ultimately delivering largely self-sufficient technology infrastructures capable of continuously maintaining an optimal security posture across the entire attack surface.

How Fortinet helps the public sector organisations in mitigating the security risks with the adoption of technologies like Cloud and Industrial Internet of Things (IIOT).

Recent IoT-based attacks have revealed the sheer volume and ease by which billions of devices can be weaponized and used to disrupt the digital economies of entire countries and millions of users. These issues are compounded by the lack of basic security features and management capabilities in many IoT devices.

This is a major challenge for the Government today whose data needs to remain secure as it traverses many types of devices and environments, from tablets to cloud applications. Current point products and platform security solutions lack the visibility and wider network integration necessary to see, let alone secure, the IoT attack surface.

To successfully defend the massive scope of IoT and the Cloud, Government organisations need to implement a Security Fabric that scales the entire infrastructure for comprehensive visibility, segmentation, and end-to-end protection. Fortinet's Security Fabric is trusted by some of the largest government organisations in the world to secure their critical IoT devices, spanning industrial applications and public utilities. ■

ADVERTORIAL

Hitachi Enabling the Future of Smart Cities in India

Srinivas Rao, Sales Director, Government Sector, Hitachi Data Systems, India talks about how Hitachi is enabling smart cities development in the country

Give us an overview of Hitachi and how do Smart Cities complement the overall vision of Social Innovation.

Hitachi Data Systems offers an integrated portfolio of services and solutions that enable digital transformation through enhanced data management, governance, mobility and analytics. We help global organisations open new revenue streams, increase efficiencies, improve customer experience and ensure rapid time to market in the digital age. We combine this with our 150+ combined years of Hitachi expertise of OT (Operational Technology) & IT (Information Technology) to deliver exceptional business insights to ensure that we can help the society to transform and thrive. Today, the best examples of digital transformation are industries such as hospitality, transport and healthcare. These industries have transformed rapidly using digital transformation technologies especially data analytics and mobile connectivity. The growth is evident across the globe. Incidentally, enterprises across the globe are under pressure to strengthen their business vision, and there is no exception for the Public or Government sector.

Do you have any on-going projects in the Smart City domain?

In March 2015, Hitachi Consulting was chosen to build an innovative big data platform for Denmark's Capitol with the vision to help improve the quality of life in the Copenhagen area to stimulate business activity and to help achieve Copenhagen's ambitious goal to be carbon neutral by 2025. This platform is being built in partnership with the city of Copenhagen. Hitachi Data Systems in India with Hitachi Ltd., our \$100-billion would collaborate to drive and implement smart cities mission in India. Hitachi already has a presence in India as it is involved in the work



on the desalination plants in Chennai and Gujarat and the Delhi-Mumbai infrastructure corridor. We have been leveraging the power of Hitachi and combining them with our IT platforms to make society better. Many projects like the 'MyGov' initiative, e-Procure, e-courts and Central Crime Research run on HDS platforms as well.

What global smart city trends do you foresee coming into India?

Hitachi Data Systems Public Safety Solutions support Frontline Smart City cases with real-time Internet of Things, advanced analytics, video monitoring and application management. Transportation systems are very important, especially in India to make a Smart City. Organisations who want to be associated with Smart City projects are now applying predictive and prescriptive analytics to video and analytics to support new wave and intelligent public transportation systems. Sighting an example, Hitachi Data Systems' customer – NY Waterway, a privately-owned marine transportation company, has been using Hitachi Visualization to support its intelligent transportation support. The

company used Hitachi Visualization Suite and Hitachi Visualization Platform together to support a unified digitally optimised solution. The new system helped NY Waterway to enhance passenger safety, improve mobile network connectivity and stability. Transportation systems are foundational elements of Smart cities along with public safety. Hitachi Visualization solution holistically addresses both public safety, operational efficiency of transportation agencies, law enforcement, governments, municipalities and private companies. Another example is the city of Copenhagen is aiming to be carbon neutral by 2025, an initiative that will improve citizens' quality of life and stimulate new, innovative forms of business and trade. Hitachi is helping the city to meet its environmental goals while spurring innovation in its commercial sector through the implementation of the Hitachi City Data Exchange (CDE). It is the world's first open data marketplace, which allows the city government, businesses, utilities and even private citizens to sell, buy or share data, connecting all stakeholders in the city. These stakeholders will now be able to gather and analyse non-personal data from across the city, whether it's related to transportation, energy, telecom or financial transactions, providing an incentive to break down silos in the city, unleashing the power of data, and making Copenhagen a true pioneer among "smart cities."

On the onset, while there are too many players in the Smart Cities space organisations today are looking for stable technology vendors along with good System Integrators (Sis) who have successfully executed and implemented these best practices in India. Hitachi is well positioned to fulfil these requirements with vast experience of implementing smart city and public safety solutions. ■

ADVERTORIAL

Turnaround Story of Bengal Chemicals & Pharmaceuticals Ltd

Bengal Chemicals & Pharmaceutical Ltd. (BCPL) which was reporting Losses from early 1950s was taken over by the Government of India in 1977, due to labour unrest and continuous reporting of losses for such a long period. Even after taken over by the Government of India and release of a number of Financial Packages at various occasions, the latest one is in 2006, the performance of BCPL was not improved, due to which Company was referred to BIFR also in 1992.

After the Functional Management was changed in 2014, Company started improving its overall performance and in 2016-17, Company became a “Profit Making Turnaround Company” and reported a Net Profit of Rs 4.51 Crore in its Audited Financial Results of 2016-17 on a Total Income of Rs 110 Crore, against reporting a Net Loss of Rs 36.63 crore in 2013-14 on a Total Income of Rs 36.55 Crore. Further, as per the Audited Financial Results of 2016-17, BCPL reported a Gross Margin (PBDIT) of Rs 24.05 Crore against reporting of Gross Loss of Rs 20.36 Crore in 2013-14, which means that the Company was able to achieve Rs 44.41 Crore Gross Margin within a period of three years i.e. from 2013-14 to 2016-17.

The reporting of Profits and Gross Margin has been possible due to implementation of various Cost Control Measures, Reduction in Raw Material Procurement Costs, Control over Banking Transactions, Improvement in the overall Financial, Operational & Administrative Discipline in the Company and also due to the stringent actions taken by the present Management like Introduction of



PM Chandraiah, Managing Director (Additional Charge) & Director (Finance), Bengal Chemicals & Pharmaceuticals Ltd

(a) Centralized Procurement System (b) Centralized Sales Collection System (c) Centralized Payment System (d) Centralized Bill Processing System (e) Centralized Payroll System (f) Centralized Store System (g) Centralized Accounting System (h) Centralized Quarterly Tendering System etc.

The man behind improvement in overall performance of the Company is Shri PM Chandraiah who joined BCPL in November, 2014 as Director (Finance) and taken over the Additional Charge of Managing Director June, 2016, who has a very rich experience in various PSUs like NTPC, IREDA, IRCON, NSPCL, EPIL etc. Shri Chandraiah has started his Career as a Group-IV employee with NTPC in 1984 after passing his 12th Standard Examination. While serving in NTPC, he completed his B.Com from Osmania University and ICWA, both through correspondence courses. Later he

shifted to IREDA, New Delhi because NTPC has not elevated him to Officer post, even though he acquired a professional qualification. Shri PM Chandraiah has become an example to the employees of CPSEs by growing to a top level post of Managing Director from a lowest level post of worker in his 33 years career in CPSEs of Government of India.

Shri PM Chandraiah has informed that due to the improvement in the financial position of the Company and Net Cash Generation in 2016-17, BCPL repaid Bank Loan of Rs 13 Crore to United Bank of India in March, 2017 out of the total Bank Loan of Rs 26 Crore i.e. 50% Loan has been repaid and planning to fully repay the balance amount of Rs 13 crore by 31st December, 2017 itself from the Cash General of the Company.

Shri PM Chandraiah further informed that with the initiative taken during 2016-17, Company was able to save Rs 2 Crore against Bank Interest. Further, with the repayment of Rs 13 Crore Bank Loan during 2016-17, Company will be able to save Interest Costs around Rs 2 Crore in 2017-18 with means Company will be able to save around Rs 4 Crore on account of Interest itself in 2017-18. With the initiative taken recently for letting out properties in 2016-17, Company will be able to generate further Rental Income of Rs 4 crore from 2017-18 onwards.

BCPL is focusing on the marketing activities of its renowned brands which includes home products like Pheneol, White Tiger, Naphthalene Balls, Cantharidine Hair Oil, Bleaching Powder and OTC Medicines like Aqua Ptychotis, Kalmegh and Eutheria. “In order to resolve the availability issue of its brands, BCPL is in the process of tie up with renowned retail chains and modern trade outlets. In this front, BCPL has already joined hands with the leading online grocery store Big Basket for Kolkata Market. The positive changes are happening around the Organization and BCPL stand committed to serve its customers better. Buying BCPL products will be a memorable experience for all its customers due to the change in approach” said Shri PM Chandraiah. ■

Following are the achievements of BCPL in 2016-17:

- BCPL achieved Net Profit of Rs 4.51 Crore in 2016-17 which is highest ever profit achieved by the Company in its 40 years history of Government Company and rare achievement in the history of Corporate World.
- BCPL achieved a Gross Margin (PBDIT) of Rs 24.05 Crore, which is the first time in the history of Company.
- BCPL has repaid the Bank Loan of Rs 13 Crore to United Bank of India from the cash generation amount during 2016-17.
- Spreading the wings in newer platforms of Marketing like association with online retail and entry to modern trade



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GLIMPSES OF 2016



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Glimpses



(L-R) Anil Swarup, Department of School Education and Literacy at the lectern; Dr Subhash Chandra Pandey, Department of Heavy Industry; RK Bahuguna, RailTel Corporation of India Ltd; Malay Chatterjee, KIOCL Ltd; Rajesh Goel, Hindustan Prefab Ltd; PM Chandraiah, Bengal Chemicals & Pharmaceuticals Ltd; Vinit Goenka, Ministry of Road Transport and Highways, and Shipping; Dr BP Sharma, Pawan Hans Ltd; AK Manocha, IRCTC Ltd



(L to R) Hemendra Agrawal, Power Grid Corporation of India Ltd; Suresh Nambiar, Indian Oil Corporation Ltd; Philip Schreiber, Thales e-Security; SV Srinivas Rao, NTPC Ltd; ST Sathivageeswaran, Hindustan Petroleum Corporation Ltd; Sameer Sachdeva, MAIT; Alok Nath Sarkar, Western Coalfields Ltd; Jagjit Arora, VMware; Abhilakh Singh, Indian Renewable Energy Development Agency Ltd; Sanjeev Tyagi, Fortinet



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