THE WORLD BANK SOUTH – SOUTH KNOWLEDGE EXCHANGE INITIATIVE

STUDY TOUR
Delegation from Moldova to India
July 31- August 06, 2011

DELEGATE BRIEFING BOOK
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WELCOME NOTE

Dear Delegate,

On behalf of the World Bank and India country team, it is my honor to welcome you to India to participate in the Study Tour visit on e-Governance and ITES under the South – South Knowledge Exchange initiative of The World Bank. We are very pleased to have you with us for a one week visit and hope that you will benefit from the experience and will be able to identify areas of mutual cooperation with India in the domains of eGovernance and ITES.

The Study Tour has been customized to the needs of Governments of Moldova and Tajikistan and includes travelling to Delhi, Agra and Bangalore during a week long program between July 31 – August 06, 2011.

During this visit you will have an opportunity to interact with key eGovernment practitioners from various government agencies in India and also meet senior representatives from leading global IT companies of India. The program is designed to provide you with the maximum opportunity to explore possibilities of replicating best practices in eGovernance and ITES domains, as well as bilateral cooperation with the government and IT industry of India. These government agencies and IT companies have been carefully selected to offer you the benefit of their various areas of expertise and experience in their respective fields.

In addition to professional program, an interesting cultural and social program has been designed to provide you with glimpses of diverse Indian culture and heritage.

This Briefing Book is your guide for the Study Tour program and is divided into the following sections:

Section I: BACKGROUND NOTE
In this section you will find a description and objectives of the World Bank South-South Knowledge Exchange Initiative and its connection to the Governance e-Transformation Project of Moldova. It also provides a brief description of the Study Tour structure and objectives.

SECTION II: PARTICIPANTS LIST
It provides names and positions of all participants including the official delegation, the World Bank and the local host organization.

SECTION III. AGENDA OVERVIEW
This is a snapshot of your visit listing major activities. More detailed daily agendas are provided in Section V.

SECTION IV. KEY MEETINGS IN INDIA AND THEIR INFO
This section provides biographical data for people you are scheduled to meet during the Study Tour.

Delegate Briefing Book
SECTION V. TRAVEL AND LOGISTICS INFORMATION
In this section you will find information about hotels in each city, weather, insurance and other logistics details.

SECTION V: DAILY AGENDA
This section is divided into 7 days where the program for each day is described in greater detail. The daily agenda is followed by useful information about the companies/locations to be visited that particular day.

SECTION VI. STUDY TOUR DELEGATES AND THEIR LEARNING OBJECTIVES
In here you will find information on your fellow delegates and their expectations from the Study Tour.

SECTION VII. EVALUATION QUESTIONNAIRE
At the end of your visit we will reflect on the lessons learned and will ask you to complete this questionnaire.

We look forward to a very productive Study Tour and wish you the best time in India. Please do not hesitate to contact any member of our team if there is anything we can do to make your stay more productive and enjoyable.

Sincerely,

Oleg Petrov
Study Visit Team Leader on behalf of the team
SECTION I. BACKGROUND NOTE

India is one of the developing countries that has a world leading IT industry along with many successful e-Governance projects and innovative policy initiatives. The government agencies and IT industry players in Moldova can benefit in their initiatives by learning about Indian experiences. In this context, The World Bank is supporting an initiative to enhance the ICT cooperation among Indian and Moldovan ICT and e-Governance stakeholders under South – South Knowledge Exchange Program. The World Bank is organizing a study tour of senior government and industry representatives’ delegation to India to learn about India’s experience in:

- Harnessing ICT and new media technologies in delivering public services at the doorsteps of citizens;
- Learning about the success stories of IT companies and e-Governance projects and replicate India’s experience in developing state of the art infrastructure for e-Governance, capacity building, IT export and software development training;

The delegation will also explore the possibilities of leveraging Indian experience in developing a capacity building and institutional framework for e-Governance in Moldova.

EXPECTED OUTPUTS

The Study Tour is expected to contribute to the enhancement of e-Government framework of Moldova and also help build local IT industry in Moldova with active support and partnership of Indian IT companies. Some of the expected outputs from the South-South Exchange program are:

I. Identification of critical and relevant lessons from the Indian e-governance models, with particular emphasis on linkages between ICT and broad-based development in the areas of agriculture, education, health, water and social development of rural and urban areas and incorporating the learning from the design and implementation of e-services in India into at least one e-service in Moldova.

II. Understanding the role and operation of CSCs at various levels and their pivotal role in facilitating access to essential services and reducing service costs. Learning about the innovative Public Private Partnership Model deployed by GOI in implementing CSC program at national level.

III. Understanding the challenges in the effective application of ICTs for development and the key factors in the design and implementation of ICT for development projects and programmes. Adopting/adapting at least one assessment/training program focused on the IT/ITES sector from India, for application in Moldova

IV. Explore working partnerships between Indian and Moldovan government agencies as well as IT companies
STUDY TOUR STRUCTURE

PART 1: DELHI

Dates: August 1 – 3, 2011

Objectives: to understand how the National e-Governance Programme (NeGP) has been formulated and approved to implement 27 Mission Mode projects across central, local governorates and cities. In addition, the delegation will learn about the capacity building and assessment frameworks deployed by Department of Information Technologies, Government of India under National e-Governance Plan (NeGP). The delegation will also meet representatives from IIT Delhi, TCIL, NIIT, NiSG and IIPA to explore the possibilities for collaboration. In particular, the delegation will learn about MCA21 project, Framework for citizen engagement in policy making, mobile governance policy and the Adhaar project (Unique ID Authority of India).

Following organizations have been identified for interaction during the first part of the study tour:

<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| Department of Information Technology (DIT), Government of India | To learn about:  
  - the National e-Governance Programme (NeGP) and various MMPs and infrastructure components of the program  
  - National e-Governance Service Common Service Center MMP  
  - e-Procurement MMP  
  - MCA21 MMP  
  - Cloud Computing Policy  
  - Mobile Governance Roadmap for India  
  - Capacity Building and assessment framework |
| Unique Identification Authority of India | To understand how  
  - the Unique ID project of India is conceptualized and incorporate the lessons learned in Moldova UID project  
  - Interoperability features of UID project and integrating the UID in various line ministry projects |
| National Institute for Smart Government (NiSG) | – To understand how NiSG is building capacity on e-governance at both the Central and State Government level  
  – Exploring the possibilities of collaboration between NiSG and e-Government Center, Republic of Moldova for training of Moldovan e-Government practitioners |
| eWorld Forum | The delegation members will participate in eWorld Forum and meet various IT and e-Governance stakeholders in an informal manner. |

Disclaimer: The organizations and the projects for discussion mentioned above are only indicative and by no means a comprehensive list of issues to be discussed or the organizations for interaction. This may change based upon the outcomes of discussions.
PART 2: BANGALORE

Dates: August 4 – 6, 2011

Objectives: to support networking between government of Moldova, Moldovan ICT Industry and Indian IT industry players. To achieve this objective, it is proposed that a core group of change agenda from Moldova along with the key ICT industry representatives will be visiting Bangalore – The Silicon Valley of India to equip themselves with knowledge and connections required to catalyze e-Transformation, foreign investment and growth of IT/ITES based industries in Moldova. The interaction of the delegation with the key representatives of global IT industry players from India will help promote Moldova as an IT destination for Indian companies and encourage them to invest in Moldovan IT industry opportunities. The visit of the delegation to Bangalore is scheduled from August 03-06, 2011.

Bangalore – The Silicon Valley of India (Brief Background)

Officially known as Bengaluru, is one of the most happening cities in India and is the hottest destination for World’s top IT companies. Bangalore is also known as the Garden city. Almost all the top IT companies of the world have their India headquarters in Bangalore. Bangalore possesses much of the attraction of other cities in India for the BPO sector; talented resources, good educational institutions, a large English speaking population, and technological prowess. However, it is a proactive state government that makes constant efforts to facilitate new investments, which gives Bangalore an edge over other Indian cities.

Key Organizations to be visited in Bangalore:

- Software Technology Parks of India
- Infosys campus, Genpact, Wipro and TCS facilities.
- Bangalore One and Cloud computing initiative of state government.
SECTION II. PARTICIPANTS LIST

Moldova Delegation

1. Mr. Victor Bodiu, Head of the delegation, Secretary General of the Government of Moldova
2. Ms. Dona Scola, Deputy Minister of ICT
3. Mr. Vadim Pistrinciuć, Deputy Minister of Labor, Social Affairs and Family
4. Mr. Victor Lutenco, Advisor to the Prime Minister on Development Issues
5. Mr. Dumitru Alaiba, Deputy-Head of the Policy, Strategic Planning and Aid Coordination Department, State Chancellery
6. Ms. Stela Mocan, Executive Director, e-Governance Centre
7. Mr. Iurie Turcan, Chief Technology Officer, e-Governance Centre, Government of Moldova
8. Mr. Vlad Manoil, e-Services and Open Government Data Manager, e-Governance Centre, Government of Moldova
9. Mr. Sergiu Rabii, e-Services Coordinator, e-Governance Centre, Government of Moldova
10. Ms. Margareta Petrusevschi, Knowledge and Learning Coordinator, eGovernment Center, Government of Moldova
11. Ms. Oxana Casu, Project Manager, e-Governance Centre
12. Ms. Daniela Nemerenco, Strategy and Partnerships Coordinator, e-Governance Centre
13. Mr. Denis Sapovalov, CTS

Tajik delegates who will join the Study Tour as observers:

1. Mr. Negmatjon Buriev, Senior Advisor to the President on Economic Issues (Head of delegation)
2. Mr. Mukhabatsho Ruzadorov, Senior Advisor to President, Social Issues and Public Communication
3. Mr. Davrondzhon Zokhidov, Head of Information Technology Center, Executive Office of the President
4. Mr. Rafikali Shokirov, Deputy Director, Agency of Communication, Government of Tajikistan

World Bank participants

1. Mr. Oleg Petrov, Program Coordinator, The World Bank, opetrov@worldbank.org
3. Mr. Sergiu Panaghiu, IT Specialist, World Bank Moldova (TBC), spanaghiu@worldbank.org
4. Mr. Hassan Aliiev, TTL for South-to-South exchange, Tajikistan World Bank country office, haliev@worldbank.org
## SECTION III. AGENDA OVERVIEW

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>4:00</td>
<td>Arrival at Indira Gandhi International Airport, Delhi.</td>
</tr>
<tr>
<td>July 31</td>
<td>5:00</td>
<td>Transfer to Agra, travel time 4.5 hours</td>
</tr>
<tr>
<td></td>
<td>10:00 AM</td>
<td>Check-in to Oberoi Amarvilas Hotel in Agra. Breakfast and rest.</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>Lunch at ITC Mughal Hotel</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>Visit to Taj Mahal and Agra Fort</td>
</tr>
<tr>
<td></td>
<td>17:00</td>
<td>Return to the Hotel. Rest</td>
</tr>
<tr>
<td></td>
<td>19:00</td>
<td>Dinner</td>
</tr>
<tr>
<td>Monday</td>
<td>5:15</td>
<td>Departure for Delhi – Breakfast on the way</td>
</tr>
<tr>
<td>Aug. 1</td>
<td>10:00</td>
<td>Check-in to Hotel Oberoi, New Delhi</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>Meeting with Mr. Shankar Aggarwal, Additional Secretary e-Governance,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Government of India and directors of various divisions in Department of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Information Technology, Government of India and National e-Governance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Division</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>16:30</td>
<td>Meeting with India country team of World Bank including TTLs for various</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MMPs</td>
</tr>
<tr>
<td></td>
<td>18:30</td>
<td>Reception hosted by the World Bank India country office</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:30</td>
<td>Breakfast</td>
</tr>
<tr>
<td>Aug. 2</td>
<td>9:00</td>
<td>Attend eWorld Forum at the Hotel Ashok. Key note delivered by Mr. Victor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bodiu, Secretary General of the Government of Moldova.</td>
</tr>
<tr>
<td></td>
<td>11:00</td>
<td>Tea/Coffee Break</td>
</tr>
<tr>
<td></td>
<td>11:30</td>
<td>Visit to eWorld’s Expo and networking with Indian government/ company</td>
</tr>
<tr>
<td></td>
<td></td>
<td>representatives.</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>14:00</td>
<td>Session on Unique ID Number</td>
</tr>
<tr>
<td></td>
<td>16:00</td>
<td>ICT Leaders Conclave chaired by Ms. Dona Scola, Deputy Minister of ICT,</td>
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<tr>
<td></td>
<td></td>
<td>Government of Moldova</td>
</tr>
<tr>
<td></td>
<td>18:30</td>
<td>eWorld Awards Ceremony followed by dinner</td>
</tr>
<tr>
<td></td>
<td>21:00</td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9:00</td>
<td>Attend eWorld Forum. Delegates choose sessions to attend</td>
</tr>
<tr>
<td>Aug. 3</td>
<td>11:30</td>
<td>Panel Discussion on India – Moldova cooperation in e-Governance and IT:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Opportunities and the way forward. Meeting hosted at the Hotel Ashok.</td>
</tr>
<tr>
<td></td>
<td>13:00</td>
<td>Lunch hosted by the World Bank</td>
</tr>
<tr>
<td></td>
<td>14:30</td>
<td>Return to Oberoi Hotel. Rest and pack.</td>
</tr>
<tr>
<td></td>
<td>16:00</td>
<td>Depart for Bangalore</td>
</tr>
<tr>
<td></td>
<td>22:00</td>
<td>Check-in to Lalit Ashok Hotel</td>
</tr>
<tr>
<td></td>
<td>22:30</td>
<td>Dinner at the Hotel</td>
</tr>
</tbody>
</table>

Delegate Briefing Book
### Study Tour of Senior Government Delegation from Moldova to India, July 31 - August 6, 2011

**THE WORLD BANK SOUTH – SOUTH KNOWLEDGE EXCHANGE INITIATIVE**

**Delegate Briefing Book**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thursday Aug. 4</strong></td>
<td><strong>8:00</strong> Breakfast at the Hotel</td>
</tr>
<tr>
<td><strong>10:30</strong></td>
<td>Meeting at Software Technology Parks of India (STPI), Bangalore Center</td>
</tr>
<tr>
<td><strong>12:00</strong></td>
<td>Tour of the STPI Incubation facility and the Network Operation Centre</td>
</tr>
<tr>
<td><strong>13:30</strong></td>
<td>Lunch hosted by STPI Bangalore</td>
</tr>
<tr>
<td><strong>15:30</strong></td>
<td>Visit to Infosys Facility in Bangalore.</td>
</tr>
<tr>
<td><strong>16:30</strong></td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td><strong>19:00</strong></td>
<td>Promoting Moldova as an IT Destination – Learnings from Indian experiences. Face to face meeting with Director STPI Bangalore and his team</td>
</tr>
<tr>
<td><strong>20:00</strong></td>
<td>Dinner with the Government of Karnataka senior officials and IT industry representatives.</td>
</tr>
</tbody>
</table>

**Friday Aug. 5**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6:00</strong></td>
<td>Yoga and Meditation Session (optional)</td>
</tr>
<tr>
<td><strong>7:30</strong></td>
<td>Breakfast at the Hotel</td>
</tr>
<tr>
<td><strong>9:00</strong></td>
<td>India Moldova ICT Cooperation Summit – Opportunities and Way Forward. Inaugural Session.</td>
</tr>
<tr>
<td><strong>10:00</strong></td>
<td>Presentations by Select IT Industry representatives on e-Governance solutions and IT Enabled Services</td>
</tr>
<tr>
<td><strong>12:30</strong></td>
<td>Lunch</td>
</tr>
<tr>
<td><strong>14:00</strong></td>
<td>Visit to the facilities of Genpact and Wipro</td>
</tr>
<tr>
<td><strong>17:00</strong></td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td><strong>18:00</strong></td>
<td>Dinner at South Indian Restaurant</td>
</tr>
</tbody>
</table>

**Sightseeing and Cultural Activities**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6:00</strong></td>
<td>Yoga and Meditation Session (optional)</td>
</tr>
<tr>
<td><strong>8:00</strong></td>
<td>Breakfast at the Hotel</td>
</tr>
<tr>
<td><strong>10:00</strong></td>
<td>Bangalore City sightseeing and shopping</td>
</tr>
<tr>
<td><strong>12:00</strong></td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td><strong>17:30</strong></td>
<td>Depart for Bangalore Airport. Catch a flight to Delhi.</td>
</tr>
<tr>
<td><strong>22:45</strong></td>
<td>Arrival at Delhi’s International Airport. Connect to the flight to Moldova.</td>
</tr>
</tbody>
</table>

**Disclaimer:** The agenda mentioned above is only tentative. The schedule may be appended based upon the outcomes of ongoing discussions with various government agencies and IT companies.
SECTION IV. KEY PEOPLE YOU WILL MEET IN INDIA

MR. SHANKAR AGGARWAL, ADDITIONAL SECRETARY E-GOVERNANCE, DEPARTMENT OF INFORMATION TECHNOLOGY (DIT), GOVERNMENT OF INDIA

Mr. Shankar Aggarwal is a 1980 batch Indian Administrative Service (I.A.S.) officer who has worked in various Central and State Govt. Ministries before taking charge in the Ministry of IT as the Head of NeGP (National e-Governance Plan).

For the implementation of NeGP, DIT is creating the Common and Support Infrastructure (National/State Wide Area Networks, National/State Data Centres, and Common Services Centres & Electronic Service Delivery Gateways) and making suitable arrangements for monitoring and coordinating the implementation of NeGP under the directions of the competent authorities in this regard. The DIT also leads initiatives on Standards and Policy Guidelines, provides Technical and Handholding Support, undertakes Capacity Building, R&D, etc., as required, for successful implementation of various eGovernance Projects. DIT has been mandated to adequately strengthen itself and its various arms like NIC(National Informatics Center), STQC(Standardization, testing & Quality Certification), CDAC(Center for Development of Advanced Computing), NISG(National Institute of Smart Governance), etc., to play these roles effectively.

Prior to the current role Mr. Aggarwal has held key leadership positions at the Dept. of Housing and Urban Planning, Dept. of Technical Education, Trade Tax, State Transport. He has also worked for Bundelkhand University, Indian Oil Corporation, Small Scale Industries, Personnel & Training in the Central Government and Conventional and Non Conventional Energy Department in State Government of UP.

You can watch his most recent interview at http://www.egovindia.in/2011/06/interview-of-shri-shankar-aggarwal.html.

MR. ABHISHEK SINGH, SENIOR DIRECTOR, DEPARTMENT OF INFORMATION TECHNOLOGY (DIT), GOVERNMENT OF INDIA

Mr. Singh is directly involved in conceptualizing and implementing eGovernance Projects, such as State Wide Area Network, Common Service Centers for Single Point delivery of Government services, State Data Center and others under the National eGovernance Plan.

Mr. Singh joined the Indian Administrative Service (I.A.S.) in 1995 and since then has worked in various capacities in Nagaland and Uttar Pradesh. As District Magistrate, Budaun, Bulandshahar and Hardoi, Mr. Singh was extensively involved in policy formulation and implementation of developmental schemes at grass roots level. He led implementation of the Janchetna & Lokvani E
Governance project in Hardoi, an online Government Information System & an online public grievance redress mechanism.

During his assignment as Member Secretary, Education Commission of Nagaland, Mr. Singh played a key role in identifying problems facing educational system of Nagaland state and formulating strategy for reform. As Deputy Commissioner, Mokokchung, Nagaland, his focus was on coordinating better implementation of Education, Health and other development schemes by involving the community.

Mr. Singh has been awarded the Dataquest National E Governance Champion Award in March of 2007. He received his B.Tech and M.Tech in Mechanical Engineering from IIT Kanpur.

For more please see his presentation on PPP in eGovernment: Lessons from India http://siteresources.worldbank.org/INFORMATIONANDCOMMUNICATIONANDTECHNOLOGIES/Resources/D1S3bP1AbhishekSingh.pdf

MR. AJAY SAWHNEY, PRESIDENT AND CEO, NATIONAL eGOVERNANCE DIVISION, DEPARTMENT OF INFORMATION TECHNOLOGY (DIT), GOVERNMENT OF INDIA

An Engineer by qualification, an Indian Administrative Service (I.A.S.)officer by profession and a champion of Information Technology by choice. Ajay Sawhney is an experienced, modern Technocrat Administrator. Currently he is a President and CEO of the National eGovernance Division, Media Lab Asia, Department of IT, Government of India. The National eGovernance Division assists the Department of IT in Programme Management of the National eGovernance Plan by contributing to the framing of core policies, designing shared service delivery platforms, conducting technical appraisal of all NeGP projects and various capacity building initiatives, including the setting up of State eGovernance Mission Teams.

Commencing his career in the Indian Administrative Service in the Andhra Pradesh cadre in 1984, Mr. Sawhney has played a key role in the success of the Total Literacy Campaign in the district of Nizamabad. Appointed as Managing Director of A.P. Technology Services Limited in 1995, he became a strong advocate of technology and led a programme for computerization of data pertaining to more than 45 million voters. Elevated to the level of Private Secretary to Union Minister for Information & Broadcasting, he made a significant contribution to the establishment of Prasar Bharati, granting operational autonomy to Doordarshan.

Traveling back to Andhra Pradesh in 1998, he became a member of the core team that has formulated the overall IT Vision and eGovernment initiatives of the Government of Andhra Pradesh. As Special Officer for International Institute of Information Technology (IIIT), Hyderabad, since 1998, he has been responsible for the Institutes growth, from concept to its current status of a pre-eminent institute in IT Education & Research. Since April 2002, he is virtually leading the development of IT vision, architecture and e-Government projects of Andhra Pradesh as Secretary, Information Technology (HR & Special Projects).
Dr. RAJENDRA KUMAR, DIRECTOR AND NODAL OFFICER FOR MOBILE GOVERNANCE POLICY FORMULATION, NATIONAL eGOVERNANCE DIVISION (NEGD)

Dr. Kumar has over 18 years of professional experience in progressively senior positions in public policy and administration both at the state and national levels in India. Currently, he is the Director of Projects at the National eGovernance Division (NeGD) of Media Lab Asia in New Delhi. NeGD Media Lab Asia is under the control of the Department of Information Technology (DIT), the Ministry of Communications and Information Technology, Government of India.

In this capacity, his primary responsibilities include conceptualization, implementation, supervision and monitoring of the National Population Register (NPR) project of the Registrar General of India (RGI) in 17 states and two union territories in India. Dr. Kumar is also National Mission Leader of the NPR project on behalf of the DIT. The NPR project aims at building a comprehensive database of all residents in India based on the demographic information collected during the census exercise and the biometric information collected as per the guidelines prescribed by the Unique Identification Authority of India (UIDAI).

Dr. Kumar is also leading the new national initiative in India for formulating a comprehensive policy on mobile governance. The policy on mobile governance aims at ensuring provision of all electronic Government services through mobile devices. He co-authored recently released Draft Consultation Paper on Mobile Governance Policy Framework for comments and feedback from all the stakeholders and interested citizens. The paper is available at http://www.scribd.com/doc/53962046/Draft-Consultation-Paper-on-Mobile-Governance-110411.

Dr. Kumar has published a new book, where he examines the role of the state in the growth of the software industry during the post-reform period in three southern states in India: Tamil Nadu, Andhra Pradesh, and Kerala.

Dr. Kumar holds a Ph.D. in international economic development and regional planning, as well as Master’s in City Planning (M.C.P.) with specialization in international development and regional planning from the Massachusetts Institute of Technology, U.S.A.

For his work on “eCommerce initiatives in India” please visit http://www.unescap.org/tid/publication/part_three2261_indannex.pdf
MR. N. VIDYASHANKAR, PRINCIPAL SECRETARY eGOVERNANCE AND IT, GOVERNMENT OF KARNATKA

Prior to becoming the principal secretary of eGovernance for the state of Karnataka Mr. M.N. Vidyashankar worked as chairman of the Bangalore Water Supply and Sewage Board, chief electoral officer of Karnataka, commissioner of the Bangalore Development Authority, and principal secretary of Information Technology, Biotechnology, and Science Technology. In his current capacity Mr. Vidyashankar is involved in Bhoomi, a large-scale eGovernance project introduced by the state to digitize land records and provide computerized access to them. He is also involved in a larger-scale electronic kiosk system to increase both rural and urban access to governance through one-stop shops. Mr. Vidyashankar’s experience includes developing the system to train data-entry workers and public-private partnership to run the kiosk system.

Mr. Vidyashankar received his Master’s degree in economics and Master’s degree in philosophy from the Delhi School of Economics at the University of Delhi and also completed a Master’s degree in business administration at Harvard Business School.

DR. OMKAR RAI, DIRECTOR GENERAL, SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI)

Dr. Omkar Rai is Director General, Software Technology Parks of India (STPI) and has extensive experience in IT/ITES industry and ICT applications. He has worked in various capacities in the Central Government departments before joining STPI. He is also on the Board of Directors of MTNL-STPI IT Services Limited and National Internet Exchange of India (NIXI).

Dr. Rai holds Ph.D in Statistics from BHU, Varanasi.

MR. J. PARTHASARTHY, DIRECTOR, SOFTWARE TECHNOLOGY PARKS OF INDIA (STPI), BANGALORE AND CHENNAI

In his capacity as director of the STPI Bangalore Mr. Parthasarthy contributes to Export/Import policy of the Govt. of India in regards to IT industry. During his tenure at STPI, Bangalore, software export from Karnataka State has increased from two billion US dollars to more than eight billion US dollars. In addition, he is responsible for other STPI centres in Mangalore, Manipal and Hubli at Karnataka State.

Mr. Parthasarthy is also a member of the Task Force for the Development of Coastal Region of Karnataka. In addition, he is also a board member of various State Government bodies. He was deputed to Mauritius as project leader to study and implement the IT policy and Cyber Park project in line with Software Technology Parks of India. In his over twenty years of service, Mr. Parthasarthy worked as the Head of the R & D Department, both in private and government sectors. He was also a member on various technology projects under
Department of Information Technology, Government of India like FM Broadcast, Digital Television etc. Mr. Parthasarthy holds a Post Graduate Degree in Engineering with a specialization in Communication and System Engineering.

DR. SANJAY TYAGI, ADDITIONAL DIRECTOR, STPI BANGALORE

Dr. Sanjay Tyagi is presently working as Additional Director of “Software Technology Parks of India - Bangalore, Dept of Information Technology, MCIT, Govt of India. He is an Information & Communication Technology (ICT) professional with 17 years of hands-on experience, including consulting, strategy development, policy formulation, evaluation and performance measurement, budgeting & resource mobilization, project management, public outreach etc. In Mission Mode implementation of projects.

During the career of 17 years, he has undertaken several assignments of national and strategic importance and has implemented them successfully, which have helped India sustained economic growth. Software Technology Parks is one such initiative. He as a founder Officer of Software Technology Parks of India and have served this institution since 1994. He has setup dedicated Wideband High Speed Data Communications Network at Noida and Chandigarh Centres.

He has worked in different capacities in Software Technology Parks of India (STPI), which has enriched his expertise in project formulation, implementation and management including techno-financial analysis for investment decision-making and cash flow planning.

Dr. Tyagi contributed in creating STPI as an efficient non-bureaucratic Govt. organization with corporate efficiency. He brought in the highest levels of Corporate Efficiency, for serving all the Govt regulatory services, which were hailed by the Industry. Many revenue generating initiatives like the International Communication Services, Internet Services, Data Centre, Disaster Recovery Centre and High End Consulting assignments led to the creation of a very profitable organization.

He was Awarded “Governors Medal” by Govt of Chandigarh Punjab for the Meritorious Services in making Chandigarh a favorite IT destination on Republic day function in 2005. He has done Ph.D in Semiconductor Electronics from the University of Delhi.

SHASHANK OJHA, INFORMATION AND COMMUNICATION TECHNOLOGIES UNIT, WORLD BANK

Mr. Ojha is responsible for the eGovernment team of the Bank in India which provides technical advice and support to ICT and eGovernance projects in India. He is also part of the eBharat Project that supports the National e-Governance Program of the Government of India. In addition to India project responsibilities, he also provides specialist advice to eGovernment projects in other countries in the Middle East and South Asia region. Before joining the World Bank, he has worked as a Senior
Management Consultant with Ernst & Young and as General Manager - Finance & IT with National Panasonic group.

In addition you will meet with Task Team Leader and Project Managers of various projects at the World Bank India office, as well as senior representatives of key IT companies in Bangalore.

SECTION V. TRAVEL AND LOGISTICS INFORMATION

THE LOGISTICS TEAM

Shweta W Malik
Event Manager
Neumech Events
908, Chiranjiv Tower
Nehru Place, New Delhi
Tel.: +91 11 2453 1364, 6569 8950
Mobile: +91 9717298178
Email: desk@conferenceindia.org

Neumech Events will arrange for all local transportation, accommodation and events of the program.

Below are the 3 local cell phones that will be available for the use by the delegates:
+ 965 081 7711
+ 995 890 7711
+ 971 100 2491

Also, for any questions regarding the meetings/agenda, please contact:

Mr. Vikas Kanungo, Senior Consultant - The World Bank
Mobile: +919871911448, email: vikaskanungo@egovindia.org

INSURANCE

The participants are strongly advised to be in the possession of a medical insurance during their trip to India which will cover and pay for the accidents that might happen while each delegate is on the official trip. It is the responsibility of the participants to purchase medical insurance before traveling to India if he or she does not hold one already. There are many insurance companies in Moldova which sell medical insurance products. The list of insurance companies and their contact information can be found at the following web page http://www.cn pf.md/md/compan/.

HEALTH TIPS
While traveling, carry your medicines, a sunscreen with minimum 30 SPF with UV filter, medicines for an upset stomach, vomiting, diarrhea, fever etc. Also keep some band-aids and safety pins with you.

- Do not eat salads kept in open, cut fruits, fountain drinks and ice cubes since they are likely to give you infections.
- Avoid eating from roadside stalls because these are extremely unhygienic.
- Make sure the food is freshly prepared and hot. This will ensure non-growth of bacteria.
- If you fall sick visit a reputed doctor in a good hospital. There are lots of pharmacy shops in every neighborhood.
- The water is not for drinking, and you should only use bottled water for drinking and cleaning your teeth (except 5 star hotels). Avoid beverages such as Lassi, which could be mixed with tap water or ice.

SAFETY

Pickpockets are common in crowded areas. Women should avoid travelling alone due to the likelihood of harassment and the risk of sexual assault. Avoid walking at night or carrying jewellery or lots of cash.

PASSPORT SECURITY

Make sure that your passport is in a safe place and cannot be lost or stolen. In case your passport is lost or stolen please contact the Honorary Consulate of Moldova to India for consular assistance - Mr. Purshottam Bhaggeria, Bhageria House, 43 Community Center, New Friends Colony, New Delhi – 110025 ,Phone: +91-11-26919391, 26914769, Mob: +91 9811079336, e-mail: pbhaggeria@consulateofmoldova.in. The Honorary Consulate cannot issue a temporary travel document but will be able to ask for the assistance of the Ministry of Foreign Affairs and European Integration of Moldova in obtaining new travel documents. You should carry photocopies of the bio-data page of your passport and the pages containing the Indian visa and Indian immigration stamps. These come in handy if you lose your passport or if it is stolen. Having them will also help in obtaining an exit visa from the Indian government. Replacing a lost visa, which is required in order to exit the country, can take three to four business days.

HOTEL INFORMATION

Room charge and taxes will be covered throughout your visit. Please be aware that additional charges, including the charges from the mini bars will not be covered. The delegates will also be responsible for personal laundry, paid TV channels, Internet and phone charges incurred during the hotel stay. We planned for all meals during the day and we kindly advise you to communicate any additional needs you might have to our team.

Please be aware that we will not cover international and/or domestic calls, therefore we encourage you not to use the hotel phones. Direct calls from hotel are very expensive and will be your responsibility to pay.

You will be staying in the following hotels:

Delegate Briefing Book
AGRA: The Oberoi Amarvilas

http://www.oberoihotels.com/oberoi_amarvilas/index.asp

Indulge with your own private view of the greatest monument of love at The Oberoi Amarvilas, recognized as the leading luxury hotel in Agra. Wake up to the glorious sight of the Taj Mahal, bathed by the first rays of dawn. Watch her sparkle by day as the sun shines on her architectural perfection. Allow yourself to be swept away by her romance at dusk. Let the nights be filled with the magic of the Taj by moonlight. Rated amongst the leading resorts in the world, The Oberoi Amarvilas offers the best view of the Taj Mahal in Agra.

The hotel is located 600 meters from the Taj Mahal and all rooms, suites, lobby, bar and lounge offer breathtaking views of the monument. Built in a style inspired by Moorish and Mughal architecture, the resort is a splendid display of terraced lawns, fountains, reflection pools and pavilions with rich interiors that take you back to an era of Emperors and Princes. An interlude at The Oberoi Amarvilas is truly unforgettable. Richly detailed interiors are perfectly complemented by a choice of international and Indian cuisine. Rejuvenate yourself with a holistic treatment at the Oberoi Spa, get in touch with your inner self with a yoga session, or explore the famous sights of Agra - Taj Mahal, Agra Fort or the Fatehpur Sikri. Rated amongst the leading resorts in the world, the hotel offers the sheer luxury of enjoying the beauty of the Taj Mahal without visiting hours. This enriched by the royal service makes an interlude at The Oberoi Amarvilas exclusive and unforgettable.

DELHI: The Oberoi hotel, New Delhi

http://www.oberoihotels.com/oberoi_delhi/index.asp

The hotel reflects the capital city’s spirit in a harmonious blend of tradition and contemporary sophistication. Recognised as a pioneer amongst luxury hotels in India, The Oberoi New Delhi was the first hotel to feature 24 hour personal Butler service. Its exquisite interiors, impeccable service and fine cuisine combine to make it amongst the most graceful and elegant downtown hotels in Delhi. The Oberoi, New Delhi is ideally located in the city center near government offices, shopping, financial and business districts. The Hotel is a 30 minutes drive from the Airport and within a few minutes distance from the international exhibition grounds of Pragati Maidan and many Embassies.

The Oberoi New Delhi offers an exciting range of dining options which include a rooftop Oriental restaurant, a celebrated all day dining restaurant offering the best in world cuisine and an Italian fine dining restaurant. The hotel is also home to India’s first and Delhi’s most popular state of the art gourmet store. The hotel's 24-hours Business Centre offers many private meeting spaces with a focus on comfort and convenience. Unrivalled in meticulous appointments, refined design details and impeccable service, it offers the best of modern technology. Extensive conference and banquet venues provide an ideal venue for larger events and meetings in Delhi. The Oberoi Spa, regarded as one of the best luxury spas in Delhi, provides a sanctuary of peace in the heart of the
city. Highly skilled therapists provide a variety of treatments and programs ranging from the best in ancient Ayurveda to Aromatherapy. The hotel also offers indoor and outdoor heated swimming pools and a state of the art fitness centre. The hotel rooms offer a panoramic view of the Delhi Golf Course on one side and of Humayun’s Tomb, Delhi’s premier heritage site, on the other. The award winning hotel is ideal for business travel or leisurely holidays to explore the cultural wonders of Delhi.

**BANGALORE : The LaLit Ashok Bangalore**

http://www.thelalit.com/the-lalit-ashok-bangalore/overview

Nestled in an oasis of 10 acres of sprawling landscape and manicured lawns, The LaLiT Ashok is one of the finest **five star hotel** amongst all Bangalore luxury hotels. Built in 1971 The LaLiT Ashok has welcomed guests over more than 35 years and has been an experience of luxury in contemporary and relaxed homely comfort. This 5 star hotels in Bangalore is strategically located in the highly secured diplomatic enclave, while sharing its wall with the Chief Minister’s house and offers a lovely view of the sprawling Bangalore Golf Club. Now known as Bengaluru, the city has been given several names like "The Garden City of India", "The Neon City", "Fashion Capital of India" and off recently been named as "India's Silicon Valley". Every place has a tale to tell. The LaLiT Ashok offers every comfort, luxury and gracious hospitality, but most importantly a piece of Bangalore’s exciting history. This **Bangalore Hotel** still preserves a tree where the “Father of The Nation”, Mahatma Gandhi used to conduct evening prayer meetings whilst his stay in Bangalore in 1927.

The **luxury hotel** wears a contemporary and elegant look featuring the latest in technology along with trendy guest amenities and services. A sweeping drive-way lined with tall trees leads you to the porch of this recently renovated hotel. Besides its exclusive location, the hotel is also well known for its creative dining options and the city’s largest banquet facilities. This Bangalore **Five Star Hotels** offer 184 fully furnished extra large guest rooms and suites spread over 8 floors, all lavishly decorated and extravagantly pampering and newly renovated, boasting of modern guest amenities and facilities. The accommodation is available in three distinct categories of Deluxe Rooms, LaLiT Luxury Rooms along with Suites. All our rooms reflect our vision of guest delight to both, leisure and business travelers. The LaLiT Ashok is also the first hotel in South India to be accredited by ISO 22000 Standards. Along with a comfortable stay at The LaLiT Ashok Hotel **Bangalore**, the guests also have an option of fine dining at all our restaurants and dance their tension off at Sutra, our vibrant night lounge bar. Guests can choose from world cuisine at 24/7 to the Indian delicacies at Baluchi to suit their taste buds. The LaLiT Ashok Bangalore also brings to the city, straight from the land of sushi, an exclusively selected Pan-Asian menu at OKO – the rooftop restaurant. OKO, the pride of The LaLiT Ashok Bangalore, is the talk of town **five star restaurants**. The LaLiT Ashok Bangalore offers seven banquet halls and conference rooms totaling up to 33500 sq ft, making it the proud owner of the largest banqueting space in the city. The banquet halls are also well equipped with state-of-the-art audio visual equipment to make the meetings and events more professional. With such huge area under its custody, The LaLiT Ashok Bangalore is the ideal place to host big company event or special events such as wedding ceremonies.

*Delegate Briefing Book*
However, after a hectic day at work, if it is relaxing and unwinding that the guests look forward to a relaxed evening this business hotels also offers Rejuve – The spa. This spa hotel in Bangalore is the best place to reinvigorate senses and pamper yourself. The LaLiT Ashok Bangalore also has its own pool and tennis court for those who want to stress themselves out a little. And if the stage is set for serious business, we also have the right set-up with the adjacent golf course.

Located about 32 kms from the domestic and international airport, The LaLiT Ashok is the closest 5 star Bangalore Airport hotel. The city is well connected through various flights into and out of city on daily basis from Delhi and Mumbai. Also located just 3 kms from the railway station, it is well connected through trains and national highways to major cities like Delhi, Mumbai, Kolkata, Hyderabad, Chennai and other major of southern India. The LaLiT Ashok Hotel Bangalore is also conveniently located near corporate offices such as SAP India, IBM, Accenture, Hewlett Packard and CISCO. The hotel is also close to the city’s prime commercial, banking hubs, shopping centre and railway station, thereby promising to offer world class hospitality to all those who visit luxury hotel Bangalore. Apart from a wonderful climate that makes Bangalore a year round destination; other places of tourists’ interest include Vidhana Soudha, Cubbon Park, The Bull Temple, Visvesvaraya Industrial & Technological Museum, Lal Bagh Gardens and Nandi Hills.

WEATHER INFORMATION

Agra Weather: Agra weather is largely on the extreme side. Like most of the parts of the Indian sub-continent, Agra weather is also tropical in nature. Summers in Agra are extremely hot. The summer season in Agra is usually from the month of April to June. During the summers, the mercury tends to touch the high on a frequent basis. During this season the maximum temperature is often as high as 45 degree Celsius. The minimum temperature during this season is recorded at 21.9 degree Celsius. Sometimes the heat is so unbearable that it is nearly impossible to stay outdoors in the early hours of the day.

The monsoons generally set in the month of July and continue until the month of September. The monsoons in Agra are marked with heavy rainfalls. The humidity in the air tends to get high and may feel very uncomfortable. The city of Agra receives an average rainfall of about 660 millimeters (26 inches) on a yearly basis. As the pattern of the Agra weather suggests, the city can be visited any time of the year.

Delhi Weather: Delhi, the capital of India is located just above the tropic of cancer and is surrounded by the land on all sides. Its distance from the sea gives it an extreme type of climate. The summers are extremely hot and the winters extremely cold. During the summer, Delhi experiences a temperature in the range of 25 degree celsius to 46 degree celsius. The Weather of Delhi during this period is very humid. The hot wind from the adjoining Thar Desert makes life difficult during this period. Rivers dry up as a result Delhi experiences an acute water crisis which also hampers the power situation. Loo, the local hot wind, makes life miserable for the people. People prefer to stay indoors during the summer months. The heat wave takes it toll and many people die because of it. April to July is a most critical month for tourism. It requires special precaution to go around in Delhi during this time. Schools, colleges and other academic institutions remain closed May end to June till July.
August to September brings some relief from the scorching heat. A brief spell of rain brings down the temperature and provides greenness to the burnt gardens and trees. Monsoon reaches late in Delhi after cooling all the other states. Precipitation is moderate. Weather in Delhi is quite pleasant during this period for the tourist to enjoy. Winter starting from late November till the middle of March is bitingly cold. The temperature drops to 2 degrees during these months. The thick fogs seldom give opening for the sun to come out thereby disrupting the transport. Railway Stations and Airports experience a lot of reshuffling in train and flight timings. The cold wind from the Himalayas chill the air and morning is often late for the people of Delhi. February to April and August to November is the ideal time for the tourists to enjoy their travels. These months present a festive look in an around Delhi.

**Bangalore weather:** Bangalore enjoys a pleasant and balance climate throughout the year. The highest temperature recorded is 39°C (102°F) and the lowest is 11°C (52°F). This feature makes it one of the widely visited cities in south India. Located 3,113 feet or 949 meters above sea level, on top of a ridge in the south Deccan plateau in peninsular India, Bangalore experiences a moderate and pleasant weather almost all year round. Though the city lies at a distance of 998 km from Mumbai (previously called Bombay) and 562 km from Hyderabad, Bangalore's Weather is quite different from these cities of India. With no blazing sun, no excess sweat and no frozen days, Bangalore is blessed with one of the most unproblematic and comfortable climate.

Enjoy the light warmth of the sun during the day and the cool breeze in the evening. As soon as the sun goes down, the temperature keeps falling, making Bangalore's Weather absolutely comfortable and pleasant. Infact, you might need a light warm cloth to cover yourself at night when you are here in Bangalore. While the Climate of Bangalore is cool and comfortable at all times, the summer months in this city ranges for a period of about three months from April to June and the winter months stretches from October to February. As the city is situated on the southern part of Karnataka, it experiences monsoon rains for an average of two months. June to August is the rainy season in Bangalore. While the temperature can go up to 33°C, in winter the same can come down to a maximum of 8°C.

Source: [www.AsiaRooms.com](http://www.AsiaRooms.com).

**RESTAURANTS INFORMATION**

**DELHI RESTAURANTS**

**Park Balluchi - Hauz Khas** is located in the middle of Deer Park and surrounded by forest and manicured lawns. Here one can enjoy the delicious food in the lap of nature, gazing peacocks, rabbit and deer. The natural and extremely mesmerizing ambience has made this place a best food spot for the foreign tourists. The restaurant has different sections to enjoy food, ambience and nature’s environment. Its main restaurant & glass room is totally air-conditioned with the furniture identical with the nature. You can also view deer grazing as you enjoy food here.

*Delegate Briefing Book*
Kebab Factory
Way back in the 14th century, the Mongols invaded Hindukush - the land of milk, honey and other rich treasures. In return, they left behind a trail of destruction as well as the Kabab. The Kabab was then, just meat sprinkled with salt, barbequed and gobbled. Soon it caught the fancy of Indian chefs and they perfected it to a sublime art. The kind which you can savour at The Great Kabab FactoryTM. Roasted on the tandoor or on a sighri, shallow-fried in a tawa or a mahi tawa, deep-fried in a kadhai, steamed in pots, even grilled on stone. Making them the most succulent and delicious Kababs one will ever sink one's teeth into. All guaranteed to give total gastronomic satisfaction!

BANGALORE RESTAURANTS

**Aloro Restaurant**- Crowne Plaza, electronic City Taking inspiration from the medieval towns in Italy's beautiful regions, Aloro, offers the diner a variety of choices from homemade pastas, wood fired authentic thin crust pizzas to freshly prepared antipasti, and a wide variety of superb meats and seafood. The restaurant also boasts a premium selection of Italian cheese, wines and Grappa.

**KHANSAMA** - UB City Mall, The Royal Indian Master Chef is BJN's newest endeavor where master chefs recreate the primordial magic of India's royal era. Khansamas, while working in the stately palace kitchens, generated rare and flavorsome recipes to satisfy their Kings' gastronomic fancies. Religiously maintaining a record of every exotic ingredient, technique of preservation and even the art of presenting food, the Khansamas kept their recipes, a closely guarded secret. With Khansama, BJN brings you a rich repertoire of Indian Kebabs and Curries, sourced from the royal chronicles. Share the legacy of India’s imperial era. Dine like the Maharajas did. Only at Khansama.

**Dakshin** - the Celebrated Tastes of Southern India: Dakshin celebrates the rich diversity of South Indian cuisine offering the rare pleasures of authentic coastal regional specialties. The winner of the Times Food Guide award for 2003, 2006 and 2008 for the Best South Indian restaurant, the Dakshin is one of the ITC Windsor's most prized restaurants.
SECTION VI. DAILY AGENDA

SUNDAY, JULY 31, 2011. AGRA.

<table>
<thead>
<tr>
<th>TIME</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00</td>
<td>Arrival at Indira Gandhi International Airport. Once outside of the customs, please look for “Moldova Delegation Members – The World Bank” Sign.</td>
</tr>
<tr>
<td>5:00</td>
<td>Board the luxury bus to travel to Agra, driving time is 4.5 hours. Cookies, cold drinks and water will be available on the bus. The bus will stop at Kosi (Midway resort on Delhi – Agra Road ) for coffee and light snacks.</td>
</tr>
<tr>
<td>10:00</td>
<td>Arrive in Agra and check-in to Oberoi Amarvilas Hotel. Address: Taj East Gate Road, Agra - 282001, India. <a href="http://www.oberoihotels.com/oberoi_amarvilas/index.asp">http://www.oberoihotels.com/oberoi_amarvilas/index.asp</a></td>
</tr>
<tr>
<td>10:30 -11:00</td>
<td>Breakfast at the Hotel.</td>
</tr>
<tr>
<td>11:00 – 13:00</td>
<td>Rest in your rooms. The unique feature of the hotel is that Taj Mahal is visible from each room.</td>
</tr>
<tr>
<td>13:00 – 14:00</td>
<td>Lunch at ITC Mughal, Agra Taj Ganj, Agra 282 001, Uttar Pradesh, India To explore the all new ITC Mughal, visit: <a href="http://www.itchotels.in/itcmugalnew">www.itchotels.in/itcmugalnew</a></td>
</tr>
<tr>
<td>14:00 – 17:00</td>
<td>Visit to Taj Mahal. Battery operated carts will be provided by the Hotel Amarvilas. One cart can take 10 people.</td>
</tr>
<tr>
<td>17:00 – 17:30</td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td>17:30 – 19:00</td>
<td>Rest in the Hotel. Please note tea/coffee makers are available in each room.</td>
</tr>
<tr>
<td>19:00 - onwards</td>
<td>Dinner at Jay Pee Palace Hotel. Address: Fatehpur Road, Agra. Cultural program will be part of the dinner</td>
</tr>
</tbody>
</table>

AGRA OVERVIEW

The city of Agra is in Uttar Pradesh, a state in the northern part of India. It is located within about 200 kilometers from New Delhi, the capital city of India. Agra is a world renowned tourist destination, and if you ask anyone about an Indian tourist destination, the most likely answer you may expect is Agra. Agra is home to some of the most prestigious historic places that are rich in culture and tradition. The wonderful city of Agra is home to three UNESCO World Heritage sites. These world heritages are the Taj Mahal, Fatehpur Sikri and Agra Fort. Taj Mahal is without any doubt the most famous of them that has given Agra a distinct place on the map of world tourism.

With the main attraction of Agra being Taj Mahal; it is hardly surprising that Agra marble is the most endearred item sold here. With knowledge of superior craft passed down to generations, many of the craftsmen chiseling beautiful designs on this really hard stone are direct descendants of the people who toiled hard for long 16 years to create this one of the Seven Wonders of the World. Selling everything from miniature Taj Mahal to ashtray and flower vases; the items make for a great gift item.
Agra leather is no less famous. You can buy international quality leather goods like: jackets; gloves; bags; belts as well as beanbags. The mostly sold item at the markets of Agra is leather footwear. Producing more than 400,000 pairs of footwear; they are really good. If you want to buy leather items on cheap visit the Shilpagram crafts village, located in the vicinity of Agra. If you like carpets then no place is better than Agra. The weavers who are in the profession are in fact doing this job for generations. Introduced first by the Persian weavers, the carpets sold here have beautiful floral and geometric designs sewed on them. Apart from the carpets; other items such as prayer mats and wall hangings are sold here too. The shops to buy such items are located in Sadar Bazaar, Kinari Bazaar and Munro Road.

Agra brassware is famous world over for beautiful floral and geometric designs. Combining aestheticism with functionality, brasswares like lamps; vases; jars; plates; jewel cases, caskets; jewelry and hookah are sold at Sadar Bazaar and Kinari Bazaar markets. The craftsmen who make these items had their predecessors doing the same things in medieval and Mughol Agra. Agra travel guide also suggests various other tourist attractions like Akbar's Tomb in Sikandra, Itmad-Ud-Daulah’s Tomb, Mariam’s Tomb, Jama Masjid, Chini Ka Rauza etc. Some of the beautiful gardens in the city are Soami Bagh, Ram Bagh and Mehtab Bagh. There are plenty of things to do in this pretty city.


**TAJ MAHAL**

In 1631, Shah Jahan, emperor during the Mughal empire’s period of greatest prosperity, was grief-stricken when his third wife, Mumtaz Mahal, died during the birth of their 14th child, Gauhara Begum.[11] Construction of the Taj Mahal began in 1632.[12] The court chronicles of Shah Jahan’s grief illustrate the love story traditionally held as an inspiration for Taj Mahal.[13][14] The principal mausoleum was completed in 1648 and the surrounding buildings and garden were finished five years later. Emperor Shah Jahan himself described the Taj in these words:[15]

Should guilty seek asylum here,  
Like one pardoned, he becomes free from sin.  
Should a sinner make his way to this mansion,  
All his past sins are to be washed away.  
The sight of this mansion creates sorrowing sighs;  
And the sun and the moon shed tears from their eyes.  
In this world this edifice has been made;  
To display thereby the creator’s glory.

*Delegate Briefing Book*
The Taj Mahal incorporates and expands on design traditions of Persian architecture and earlier Mughal architecture. Specific inspiration came from successful Timurid and Mughal buildings including; the Gur-e Amir (the tomb of Timur, progenitor of the Mughal dynasty, in Samarkand),[16] Humayun's Tomb, Itmad-Ud-Daulah's Tomb (sometimes called the Baby Taj), and Shah Jahan’s own Jama Masjid in Delhi. While earlier Mughal buildings were primarily constructed of red sandstone, Shah Jahan promoted the use of white marble inlaid with semi-precious stones, and buildings under his patronage reached new levels of refinement.[17]

**Taj Mahal site plan.**
1. The Moonlight Garden to the north of the Yamuna.
2. Terrace area: Tomb, Mosque and Jawab.
3. Charbagh (gardens).
4. Gateway, attendant accomodations, and other tombs.
5. Taj Ganji (bazaar)

MONDAY, AUGUST 1, 2011. DELHI.

<table>
<thead>
<tr>
<th>TIME</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:15</td>
<td>Board the bus and depart for Delhi. We will stop for breakfast on the way at Kosi, midway between Agra and Delhi.</td>
</tr>
<tr>
<td>11:00 – 12:30</td>
<td>Meeting with: Mr. Shankar Aggarwal Additional Secretary, e-Governance Department of Information Technology (DIT) Government of India. Email: <a href="mailto:shankar.aggarwal@mit.gov.in">shankar.aggarwal@mit.gov.in</a> Office Tel: +91-11-24363114 <a href="http://www.mit.gov.in">http://www.mit.gov.in</a> Address: Electroniks Nikatan, 6 CGO Complex New Delhi. Note: Additional members from the DIT team will be present during the meeting.</td>
</tr>
<tr>
<td>13:00 – 15:00</td>
<td>Business Lunch (Venue TBC)</td>
</tr>
<tr>
<td>16:30 – 18:00</td>
<td>Meeting with the World Bank India country team including TTLs for various MMPs</td>
</tr>
<tr>
<td>18:30 – onwards</td>
<td>Reception hosted by the World Bank India Country Office.</td>
</tr>
</tbody>
</table>

DELHI OVERVIEW

Delhi Currency: Indian Rupee (1 USD = 47 INR)  
Delhi Time Difference: UTC/GMT +5:30

Delhi, the capital of India, is a metropolis with large varieties and changes that reflects the multiple facets of India. With a rich history dating some 2000 years it presents a picture that will be difficult to explore in a short span. Delhi with a population of over 10 millions is a busy commercial city with the home of the world’s largest democracy. The rapid growth of the city and its surrounding villages presents a rapidly growing image of the country. With a centralized location in the northern part of India a glance through the Delhi Travel Guide will give a packed picture of many historical sights that have evolved during the age old history. Delhi is the home of many a Turkish and Mughal architecture that includes Qutub Minar, Jama Masjid, Red Fort. The famous India Gate and the Lotus Temple add more flavour to its rich architecture. Delhi had been the capital of many a dynasty starting from the Pandavs and the mythical Indraprastha to the Delhi Sultans and the Great Mughals.

Delegate Briefing Book
Delhi is divided into two parts - North Delhi which is the Old Delhi and South Delhi is the New Delhi which is the modern metropolis and a centre of all modern developments and the house of many old forts, mausoleums and other monuments. New Delhi is a planned and well laid out city where most of the actions are taking place. Delhi experiences a very extreme type of climate with very hot summers and extremely chilling winter. The right time for the tourists to visit the city are the winter months starting from November till March. The extreme humidity resulting due to rapid growth of population and traffic makes life miserable during the summer.

Delhi is the center for the tourists from where they can move out to the neighboring areas of great tourist attractions. But if one confines his tour in the city for a day or two then Pahargunj is the right place to accommodate oneself from where the Central Railway Station can be walked to. The autos can take to the old classical Delhi areas and the famous Connaught Place is just a few minutes from there. Most of the city attractions are centred on this area. The puzzling Jantar Mantar, tourists information centres, airline offices are present here for the help of the tourists. The shopping floor of Janpath, bars restaurants and pubs make evening very lively. The Republic Day Parade displays the culture of the entire nation. Museums, art galleries and exhibitions of art and crafts reflect the true picture of the Indian art and crafts. Delhi is the center of many a national and international events that brings in performers from all fields. The decades following the independence has made Delhi a heterogeneous mixture of different religious groups and linguistic communities. People from all social segments and economic groups congregate here and present an example of unity in diversity. The city bustling with activities and events hold great promise for the tourists from different corners of India and the world. It is the heart of India and a mirror to the changing times that is the hallmark of the period following the Independence.


**SIGHTSEEING**

**Red Fort**
One of the most spectacular pieces of Mughal Architecture is the Lal Quila or the Red Fort. Built by the Mughal emperor, Shah Jahan between 1638 and 1648, the Red Fort has walls extending up to 2 kms. in length with the height varying from 18 mts. on the river side to 33 mts. on the city side. The entry to this splendid fort is from the Lahori Gate or the Chatta Chowk. Lal Quila is now a busy market place called the 'Meena Bazaar'. This bazaar has an excellent collection of antiques, miniature paintings and skillfully crafted fake ivory jewellery. The bazaar also sells some fabulous carpets beautifully woven.

**Jama Masjid**
The Masjid-i Jahān-Numā, commonly known as the Jama Masjid of Delhi, is the principal mosque
of Old Delhi in India. Commissioned by the Mughal Emperor Shah Jahan, builder of the Taj Mahal, and completed in the year 1656 AD, it is the largest and best-known mosque in India. It lies at the origin of a very busy central street of Old Delhi, Chandni Chowk. The courtyard of the mosque can hold up to twenty-five thousand worshippers. The mosque also houses several relics in a closet in the north gate, including a copy of the Qur'an written on deer skin.

Qutb Minar

The Qutab Minar, a tower in Delhi, India, is the world’s tallest brick minaret. It is situated in the Qutb complex, amidst the ruins of ancient Jain temples which were destroyed and their stones used to build the Qutb complex and minar. Construction commenced in 1193 under the orders of India's first Muslim ruler Qutb-ud-din Aibak, and the topmost storey of the minaret was completed in 1386 by Firuz Shah Tughluq. The Qutb Minar is notable for being one of the earliest and most prominent examples of Indo-Islamic architecture. It is surrounded by several other ancient and medieval structures and ruins, collectively known as Qutb complex. The complex is listed as a UNESCO World Heritage Site and is one of the most popular tourist destinations in Delhi, and was also India's most visited monument in 2006, as it attracted 38.95 lakh visitors, even more than the Taj Mahal, which drew about 25.4 lakh visitors Opening time: Daily dawn to dusk; Admission: Rs. 250

Humayun’s Tomb

Humayun's tomb is a complex of buildings built as the Mughal Emperor Humayun's tomb, commissioned by Humayun’s wife Hamida Banu Begum in 1562 CE, and designed by Mirak Mirza Ghiyath, a Persian architect. It was the first garden-tomb on the Indian subcontinent, and is located in Nizamuddin East, Delhi. It was also the first structure to use red sandstone at such a scale. Address: Lodhi Road and Mathura Road; Opening time: Daily dawn to dusk; Admission: Rs. 250

SHOPPING

Chandni Chowk

The antiquity of the main market area of Chandni Chowk has rendered it a venerated place in the markets of Delhi. It is said that it was once lined with beautiful fountains. However, with time, it grew as crowded as it is today. Situated opposite the Red Fort, Chandani Chowk houses the Digambar Jain Temple, Fatehpuri Mosque - built by the wives of Shah Jahan - and Sunheri Masjid. One of the most prominent wholesale and retail markets of India, Chandni Chowk is more than 300 years old. Opening time: Most shops are open 10am to 6pm Monday to Saturday
Janpath
No big shops here, just small kiosks selling all kinds of cotton clothes and curios that you may like to take home. Most of the clothes are export surplus garments and are sold dirt-cheap (you just need the patience to bargain). There’s lots of silver and artificial jewellery studded with semi-precious stones in the small Tibetan shops that abound here. But then you need to know your silver from the fake stuff. Refugees who came after the Partition and Tibetans who came when China invaded Tibet settled here as traders and put up this market. Another must while you are at Janpath is the Central Cottage Industries Emporium. Across the road from Janpath, in Jawahar Vyapar Bhavan, this is the place to go for Indian handicrafts.

Baba Kharak Singh Marg

Do visit the various state-run emporia for the best handicrafts of the various states they represent. Here are some tips about where to buy.

Shawls: Zoon, the Kashmir Emporium.
Bronze lamps and icon: Poompuhar, the Tamil Nadu Emporium.
Exquisite silks: Cauvery, the Karnataka Emporium.
Madhubani paintings and gems: Amrapali, the Bihar Emporium.
Printed cottons, miniature paintings and jewellery: Rajasthali, the Rajasthan Emporium.
Tea: Manjusha, the West Bengal Emporium.
Wood carving: Mrignayani, the Madhya Pradesh emporium

Dilli Haat
The word haat denotes an informal weekly market or bazaar that is held in the rural areas of India. Dilli Haat near AIIMS is a unique, upgraded and a much more sophisticated version of a haat.

Open every day of the week, you can shop for authentic crafts from all parts of the country and pig out on the cuisine of each state. Do visit this place for an Indian experience.
The World Bank South–South Knowledge Exchange Initiative
Study Tour of Senior Government Delegation from Moldova to India, July 31 - August 6, 2011

Department of Information Technology, Ministry of Communication & Information Technology, Government of India.

Source: [http://www.mit.gov.in](http://www.mit.gov.in)

Organisational Chart of the Department of Information Technology

![Organisational Chart of the Department of Information Technology](image)

Functions of Department of Information Technology

- The Allocation of Business Rules Pertaining to Department of Information Technology
- Policy matters relating to Information Technology, Electronics and Internet.
- Initiatives for development of Hardware / Software industry including knowledge based enterprises, measures for promoting Information Technology exports and competitiveness of the industry.
- Promotion of Information Technology and Information Technology enabled services and Internet.
- Assistance to other departments in the promotion of E-Governance, E-Infrastructure, E-Medicine, E-Commerce, etc.
- Promotion of Information Technology education and Information Technology-based education.
- Matters relating to promotion and manufacturing of Semiconductor Devices in the country.

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• Interaction in Information Technology related matters with International agencies and bodies.
• Initiative on bridging the Digital Divide, Matters relating to Media Lab Asia.
• Promotion of Standardization, Testing and Quality in Information Technology and standardization of procedure for Information Technology application and Tasks.
• Electronics Export and Computer Software Promotion Council (ESC).
• National Informatics Centre (NIC)
• All matters relating to personnel under the control of the Department.

**National e-Governance Division**

The Capacity Building Scheme under the National e-Governance Plan (NeGP) of Government of India envisions establishment of an institutional framework for State-Level decision-making including setting-up of State e-Mission Teams (SeMTs) having relevant expertise and experience to provide technical and professional support to States and Union Territories. For this purpose, the Department of Information Technology (DIT), Government of India, has created NeGD as an autonomous business division within Media Lab Asia, under the Ministry of Communications and Information Technology, Government of India, for taking up the tasks being carried out by the Programme Management Unit National e-Governance Plan (PMU-NeGP) at DIT.

Immediate tasks for NeGD include the following projects:

• Programme Management of NeGP, inter-alia including facilitating and supporting DIT in undertaking the following tasks and responsibilities assigned to DIT under NeGP:
  • Facilitating implementation of NeGP by various Ministries and State Governments
  • Providing technical assistance to Central Ministries and State Line Departments
  • Serving as a secretariat to the Apex Committee
  • Undertaking technical appraisal of all NeGP projects to examine issues such as overall technology architecture, framework, standards, security policy, service delivery mechanism, sharing of common infrastructure etc.
  • Human Resource Development, Training and Awareness Building
  • Framing core policies, technical assistance, R&D, awareness and assessment and creation of organization structure
  • Acting as a Central Agency for an effective implementation of Capacity Building Scheme inter-alia involving provisioning of manpower at various SeMTs across States/ UTs

Positioning of a Capacity Building Management Cell for effective management of manpower at SeMTs together with management of other Scheme activities including training, setting up HR policies, etc.
e-Governance Infrastructure

- State Wide Area Network (SWAN)
- Data Centre
- NSDG
- Common Services Centers

State Wide Area Network (SWAN)

Wide Area Network is an advanced telecommunication infrastructure, which is used now-a-days extensively, for exchange of data and other types of information between two or more locations, separated by significant geographical distances. The medium of connectivity can be copper, optical fibre cable or wireless, as may be found feasible. Such wide area networks, in a way, create a highway for electronic transfer of information in the form of voice, video and data. Department of IT in Government of India is implementing an approved Scheme known as State Wide Area Network (SWAN) Scheme, envisaged to create such a connectivity in each State / UT, to bring speed, efficiency, reliability and accountability in overall system of Government-to-Government (G2G) functioning. When fully implemented, SWAN would work as a converged backbone network for voice, video and data communications across each State / UT. SWAN is designed to cater to the governance information and communication requirements of all the State / UT Departments. When fully implemented, SWANs across the country are expected to cover at least 50000 departmental offices through 1 million (10 lacs) route kilometres of communication links.

State Wide Area Network Scheme

Department of IT obtained Government approval in March 2005, for the SWAN Scheme for an overall outlay of Rs. 3334 Crores. This outlay has a Grant In Aid component of Rs. 2005 Crores, to be expended by Department of IT in five years. The Scheme has a State / UT share of balance Rs.1329 crores, which has been provisioned by the Department of Expenditure, Govt. of India, under Additional Central Assistance (ACA). Under the SWAN Scheme, Wide Area Networks are being established in 27 States and 6 UTs across the country. The State of Goa and UT of Andaman & Nicobar Islands have implemented Wide Area Networks in the respective State / UT, outside the SWAN Scheme. Implementation of the SWAN Scheme is in full swing in 33 States/ UTs and the Department of IT has so far approved an outlay of Rs. 1965 Crores of GIA for this purpose.

SWAN Features
A wide area network deployed in a State or UT would have two components viz.

- Vertical Component
- Horizontal Component

The vertical component of SWAN is implemented using multi-tier architecture (typically, three-tier) with the State/UT Headquarter (SHQ) connected to each District Head Quarter (DHQ) which in turn gets connected to each Block Head Quarter (BHQ). Each SHQ, DHQ, and BHQ point of connection is called a Point of Presence (PoP), which is a point of bandwidth aggregation for several network links getting connected at this point. The bandwidth provisioning for network connectivity between all the above PoPs is a minimum of 2 Mbps. Presently, the connectivity provisioning between every SHQ and DHQ is for 4 Mbps and DHQ to every BHQ is 2 Mbps. For the horizontal component, the government departments at each tier are connected to the respective PoPs. The SWAN aims to create a dedicated Closed User Group (CUG) network of minimum speed of 2 Mbps by connecting around 7500 PoPs, providing Data, Voice & Video connectivity to more than 50,000 govt. offices. The networks aim at increasing the efficiency of the government delivery mechanism and optimizes the performance. The backbone thus created would provide reliable, vertical and horizontal connectivity within the State / UT administration and would facilitate electronic transactions between all the government departments.

To ensure desired Quality of Service (QoS) by the Network Operator and the Bandwidth Service Provider, a Third Party Audit mechanism has been created in the SWAN Scheme which would monitor the performance of the SWAN network in each State / UT. The Third Party Audit (TPA) agency shall perform for a period of five years from the date of final acceptance test of the network and primarily monitor the compliance of the Service Level Agreement (SLA) which the State / UT would enter with the Network Operator and also with the Bandwidth Service Provider.

**SWAN Implementation Model**

There are two Options for SWAN implementation; the PPP Model and the NIC model. In the PPP model the State / UT identifies a suitable PPP model (e.g. BOOT) and selects an appropriate Network Operator agency through a suitable competitive bid process for outsourcing establishment, operation and maintenance of the Network. In the NIC model the State / UT designates NIC (National Informatics Centre) as the prime implementation agency for SWAN for establishment, operation and maintenance of the Network. NIC in turn would identify a Facility Management Service (FMS) agency for the State / UT concerned, to manage day-to-day management and operation of the network. Majority of the States / UTs have opted for the PPP model for the implementation SWAN. BSNL has been identified as a preferred Bandwidth Service Provider for SWAN Scheme across the country.

**Data Centre**

About the SDC Scheme

State Data Centre (SDC) has been identified as one of the important element of the core infrastructure for supporting e-Governance initiatives of National eGovernance Plan.
Under NeGP, it is proposed to create State Data Centres for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services. These services can be rendered by the States through common delivery platform seamlessly supported by core Connectivity Infrastructure such as State Wide Area Network (SWAN) and Common Service Centre (CSC) connectivity extended up to village level. State Data Centre would provide many functionalities and some of the key functionalities are Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc. SDCs would also provide better operation & management control and minimize overall cost of Data Management, IT Resource Management, Deployment and other costs.

Department of Information Technology (DIT) has formulated the Guidelines to provide Technical and Financial assistance to the States for setting up State Data Centre. These Guidelines also include the implementation options that can be exercised by the State to establish the SDC. SDC scheme has been approved by Government with an outlay of Rs. 1623.20 Crores over a period of 5 years.

It is expected that the State Data Centres shall be set-up and operationalised in all the States/UTs by March 2011.

**Policy Guidelines for State Data Centre (SDC). State Specific Information**

- Classification of States for State Data Centre (SDC) & State Implementing Agency (SIA) & State Consultant

**SDC Implementation Status**

SDC proposals from 31 States/UTs have been approved so far with a total outlay of Rs. 1378.50 Crore and an amount of Rs. 124.85 crore as the DIT share & an amount of Rs. 184.16 crore as ACA share has been released to the 31 States/UTs (for details click here). Bid processes is under progress/initiated in 13 States out of which it has been completed in 5 States. NIC has initiated action to provide the technical resources for the Composite Team at the State as per the SDC policy guidelines and the Composite Team shall be in place in the States by December 2009. DIT is taking proactive measures for monitoring the progress related to SDC in state for accelerated implementation of the scheme. To facilitate better monitoring and implementation of the SDC scheme across the country, a State Data Center Programme Management Unit (SDC PMU) has been put in place at the DIT, that shall be interacting with the States; monitor/ review the progress and follow up action on SDC, if any, required by the State and DIT.

**NSDG**

- The National e-Governance Plan (NeGP) of the Govt. of India aims to cooperate, collaborate and integrate information across different departments in the Centre, States and Local Government. Government systems are characterized by islands of legacy systems using heterogeneous platforms and technologies and spread across diverse geographical locations, in varying state of automation, make this task very challenging.
- The National eGovernance Service Delivery Gateway (NSDG), an integrated MMP under the National e-Governance Plan (NeGP), can simplify the above task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data across the departments. NSDG acting as a nerve centre, would handle large number of transactions and would help in tracking and time stamping all transactions of the Government.
Common Services Centers About the CSC Scheme

The CSC is a strategic cornerstone of the National e-Governance Plan (NeGP), as part of its commitment in the National Common Minimum Programme to introduce e-governance on a massive scale. The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance, education, health, telemedicine, entertainment as well as other private services. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills. The Scheme creates a conducive environment for the private sector and NGOs to play an active role in implementation of the CSC Scheme, thereby becoming a partner of the government in the development of rural India. The PPP model of the CSC scheme envisages a 3-tier structure consisting of the CSC operator (called Village Level Entrepreneur or VLE) the Service Centre Agency (SCA), that will be responsible for a division of 500-1000 CSCs and a State Designated Agency (SDA) identified by the State Government responsible for managing the implementation over the entire State. The CSC Scheme has been approved by Government in September 2006 with an outlay of Rs. 5742 Crores over a period of 4 years. It is expected that 100% CSCs would be rolled by March 2011.

Policy Guidelines for Common Services Centers (CSC)

- CSC Implementation Guidelines
- Revenue Support Disbursement Procedure
- Other Important Documents

Enabling Financial Inclusion through CSC (644 KB)

Schemes

- Women Digital literacy programme Guidelines
- DOEACC Guidelines

State Specific Information

- e-boost to prison visits in Dhanbad (20.63 KB)
- Rs. 99 broadband plan to be offered to all CSCs (45.2 KB)

CSC Implementation Status

The CSC Scheme as approved by Government of India in September 2006 for setting up of 100,000+ (one lakh) internet enabled centers in rural areas under the National e-Governance plan (NeGP) is being implemented in a Public Private Partnership (PPP) mode. The Common Services Centers (CSC) are proposed to be the delivery points for Government, Private and Social Sector services to rural citizens of India at their doorstep. The CSC Scheme is envisaged to be a bottom-up model for delivery of content, services, information and knowledge, that can allow like-minded public and private enterprises - through a collaborative framework - to integrate their goals of profit as well as social objectives, into a sustainable business model for achieving rapid socio-
economic change in rural India. As on 30th June 2011, a total of 95,710 CSCs have been rolled out in thirty two States/UTs. 100% CSCs have been rolled out in 12 (Twelve) States (Chandigarh, Delhi, Goa, Gujarat, Haryana, Jharkhand, Kerala, Madhya Pradesh, Manipur, Puducherry, Sikkim & Tripura). More than 70% of the rollout has been completed in 13 (Thirteen) States (Assam, Arunachal Pradesh, Bihar, Chhattisgarh, Himachal Pradesh, Maharashtra, Meghalaya, Mizoram, Nagaland, Orissa, Tamil Nadu, Uttaranchal and West Bengal). In about 4 (Four) States (Andhra Pradesh, Jammu & Kashmir, Rajasthan and Uttar Pradesh) implementation of CSCs have crossed half way mark (more than 50%). As of March 2011, the target of completing roll out of 100,000 CSCs was June 2011. However, the target is not met.

A total of about 14,236 CSCs have been affected due to termination/ re-bidding. 8,785 CSCs have been affected due to SCA termination in 6 States. These States are Andhra Pradesh, Bihar, Haryana, Mizoram, Tamil Nadu and Uttaranchal. About 5451 CSCs have been affected due to delay in the SCA selection process in the States of Andaman, Karnataka and Punjab. Due to naxal affected and difficult areas, about 3598 CSCs have been delayed.

The State Governments like Andhra Pradesh, Assam, Bihar, Gujarat, Haryana, Jharkhand, Kerala, Maharashtra, Orissa, Rajasthan, Tamil Nadu, Uttar Pradesh and West Bengal have issued Government Orders / Notificatiograms to the various departmental heads / District Level authorities/ Stakeholders for use of CSC to deliver various G2C Services. The various G2C Services offered are: Agricultural services, RTI Services, NREGA MIS Data Entry service, Postal Products, Land Records, Issuance of Birth and Death Certificates, Utility Services, Electoral Services, Transport Services, Grievances, e-District Services etc. Financial Inclusion has started in the States of Jammu & Kashmir, Madhya Pradesh and Meghalaya. As per the CSC Scheme policy, a Special Purpose Vehicle (SPV) named as “CSC e-Governance Services India Limited” has been incorporated under the Companies Act 1956 on 16th of July 2009 with an objective of being the single point of contact for the delivery of citizen centric services. CSC Implementation Status Across India as of 30th June 2011 (500 KB)
## India

### Economic and social context
- **Population (total, million):**
  - 2000: 1,165
  - 2009: 1,568
- **Urban population (% of total):**
  - 2000: 38
  - 2009: 41
- **GNI per capita, World Bank Atlas method (current US$):**
  - 2000: 400
  - 2009: 2,321
- **GDP growth, 1990-2000 and 2000-09 (avg. annual %):**
  - 1990-2000: 5.9
  - 2000-09: 7.9
- **Adult literacy rate (% ages 15 and older):**
  - 2000: 61
  - 2009: 61
- **Gross primary, secondary, tertiary school enrolment (%):**
  - 2000: 62
  - 2009: 60

### Sector structure
- **Separate telecommunications regulator:** Yes
- **Status of main fixed-line telephone operator:** Public
- **Level of competition:**
  - International long distance service: M
  - Mobile telephone service: P
  - Internet service: C

### Sector efficiency and capacity
- **Telecommunications revenue (% of GDP):**
  - 2000: 1.5
  - 2009: 2.0
- **Mobile cellular and fixed-line subscribers per employee:**
  - 2000: 68
  - 2009: 666
- **Telecommunications investment (% of revenue):**
  - 2000: 49.3
  - 2009: 22.4

### Sector performance
- **Access**
  - **Telephone lines (per 100 people):**
    - 2000: 3.2
    - 2009: 12.7
  - **Mobile cellular subscriptions (per 100 people):**
    - 2000: 0.4
    - 2009: 38.7
  - **Fixed Internet subscribers (per 100 people):**
    - 2000: 0.0
    - 2009: 10.1
- **Usage**
  - **International voice traffic, total (minutes/person/month):**
    - 2000: —
    - 2009: —
  - **Mobile telephone usage (minutes/user/month):**
    - 2000: 101
    - 2009: 440
  - **Internet users (per 100 people):**
    - 2000: 0.5
    - 2009: 17.2
- **Quality**
  - **Population covered by mobile cellular network (%):**
    - 2000: 21
    - 2009: 51
  - **Fixed broadband subscribers (% of total Internet subscribers):**
    - 2000: 0.0
    - 2009: 50.9
  - **Internet bandwidth (bits/second/connection):**
    - 2000: 1
    - 2009: 161
- **Affordability**
  - **Residential fixed line tariff (US$/month):**
    - 2000: —
    - 2009: 4.7
  - **Mobile cellular prepaid tariff (US$/month):**
    - 2000: —
    - 2009: 7.1
  - **Fixed broadband Internet access tariff (US$/month):**
    - 2000: —
    - 2009: 30.4
- **Trade**
  - **ICT goods exports (% of total goods exports):**
    - 2000: 1.4
    - 2009: 21.3
  - **ICT goods imports (% of total goods imports):**
    - 2000: 6.0
    - 2009: 18.4
  - **ICT service exports (% of total service exports):**
    - 2000: 31.9
    - 2009: 19.3
- **Applications**
  - **E-government Web measure index:**
    - 2000: 0.1
    - 2009: 0.28
  - **Secure Internet servers (per 1 million people):**
    - 2000: 0.1
    - 2009: 2.2

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**TUESDAY, AUGUST 2, 2011. DELHI. eWORLD FORUM.**

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<tr>
<th>TIME</th>
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<tbody>
<tr>
<td>7:30</td>
<td>Breakfast</td>
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<tr>
<td>08:30</td>
<td>Depart for eWorld Forum Location, the Ashok, New Delhi</td>
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<tr>
<td>9:00 – 11:00</td>
<td>Attend the eWorld Forum. Key note delivered by Mr. Victor Bodiu, Secretary General of the Government of Moldova.</td>
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<tr>
<td>11:00 – 11:30</td>
<td>Tea/Coffee Break</td>
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<td>11:30 – 13:00</td>
<td>Visit to eWorld’s Expo and network with Indian government and Industry representatives</td>
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<tr>
<td>13:00 – 14:00</td>
<td>Lunch</td>
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<td>14:00 – 15:30</td>
<td>Session on Unique ID Number.</td>
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<tr>
<td>16:00 – 17:30</td>
<td>ICT Leaders Conclave. Session chaired by Dona Scola, Deputy Minister of ICT, Government of Moldova</td>
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<tr>
<td>18:30 – 20:30</td>
<td>eWorld Awards Ceremony followed by dinner</td>
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<tr>
<td>21:00</td>
<td>Return to the Hotel</td>
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ABOUT eWORLD FORUM
Source: [http://www.eworldforum.net/exhibition.aspx](http://www.eworldforum.net/exhibition.aspx)

eWorld Forum 2011, launched by Shree Kapil Sibal, Union Minister of Human Resource Development and Communications and IT, Government of India, is being organised by Centre for Science, Development and Media Studies (CSDMS) and Elets Technomedia Private Limited in association with Department of Information Technology (DIT), Ministry of Communications and Information Technology, and Department of Science and Technology, Government of India, on 1-3 August 2011 at The Ashok, New Delhi, India.

The must-attend, thought-leading eWorld Forum 2011, a forward-thinking event, designed to celebrate innovation and broaden opportunity would convene leaders, change makers, and participants from all fields of global governance and health to address a range of critically important issues and themes relating to Governance and Health. It would be an important venue for thought leaders, hundreds of CEOs from the world's top-tier companies, senior foreign and U.S. government officials, leading figures in the global capital markets, forward-thinking academic experts, top journalists, and leaders in governance and healthcare. It would offer an invaluable setting and perfect environment for networking, learning, soaking up all meaningful insights and building new partnerships. The Forum would offer a wonderful platform that seeks to lay the foundation and provide the impetus for long-term growth of e-Governance and eHealth at a global level. Modern Information and Communication Technologies (ICTs) being the powerful tools that can help achieve the Millennium Development Goals (MDGs), this forum would provide an essence to effectively integrate or mainstream ICTs at a global level into development strategies and programmes.

Key Thematic Tracks

eGov- the conference aims to bring together several e-government initiatives that are being taken up all over the world. There is a huge diversity in the level and nature of government initiatives.
eHealth- the advancement in modern information and communication technologies (ICTs) are revolutionizing healthcare systems by transforming health administration, service delivery and care management. This conference will primarily negotiate with market maturity, consumer expectations, cost pressures and emerging medico-legal requirements in addressing how ICTs are transforming health administration, service delivery and care management.

Major Highlights
- Witness innovative ICT solutions on governance and health sectors from India as well as from the other countries.
- More than 35 sessions in the tracks of e-Governance, e-Health on development through ICT based issues
- Access to eWorld exhibition which will showcase cutting edge developments in ICT
- Highlight barriers of ICT integration in India and other countries, and identify gaps in current research
- Provide platforms for important deliberations in ICT policymaking
- Share of best practices and knowledge
- Networking opportunity with policymakers from different countries

Participants
- Top level decision makers, experts, leaders and stakeholders
- International dignitaries, international development organisations, service providers, IT vendors, consulting firms
- Ministries, government agencies, bilateral and multilateral agencies, non-government organisations, the global ICT industry, and civil society

Exhibition
The eWorld 2011 Exhibition, an integral part of eWorld Forum 2011, will take place on 2 and 3 August 2011 at The Ashok, New Delhi, India. The two day Exhibition will attract more than 1000 companies exhibiting and featuring the best in cutting edge developments from around the world. The Exhibition, running in parallel with the Conference would provide a showcase for the technology and service providers involved in the field of Governance and Health. The eWorld Exhibition 2011 would highlight progress in the development of Information and Communications technologies, bringing together all key specialists of the industry to make it the most informative platform for the global Governance and Health sector.

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<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td>09.00 am –</td>
<td><strong>Inaugural Session</strong></td>
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<tr>
<td>11.00 am</td>
<td>Kapil Sibal, Honorable Minister of Communication and IT, Government of India</td>
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<td></td>
<td>Ranjith Siyambalapitiya, Minister of Telecommunication &amp; Information Technology, Government of Sri Lanka</td>
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<td></td>
<td>Dr. Adan Hagi Ibrahim Daud, Minister of Health and Human Services of TFG, Somalia</td>
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<td>Walter Fust, Member of the ITU/UNESCO Broadband Commission, Geneva/Paris; Member of the UN Committee of Experts on Public Administration (CEPA), New York</td>
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<td></td>
<td>Victor Bodiu, Secretary General of the Government of Moldova</td>
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<td></td>
<td>Shankar Aggarwal, Additional Secretary, Department of Information Technology, Government of India</td>
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<tr>
<td></td>
<td>Prof. V N Rajasekharan Pillai, Vice Chancellor, IGNOU</td>
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<tr>
<td>11.00 am –</td>
<td><strong>Tea / Coffee Break</strong></td>
</tr>
<tr>
<td>11.30 am –</td>
<td><strong>Public Safety, Security and Disaster Management</strong></td>
</tr>
<tr>
<td>01.00 pm</td>
<td>Co Chair: Shambhu Singh, Joint Secretary (North East), Ministry of Home Affairs, Government of India</td>
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<td>Maj Gen R C Padhi, MOGSSS, Military Survey, Indian Army</td>
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<td></td>
<td>Ranjan Dwivedi, Member, Police Recruitment and Promotion Board, Government of Uttar Pradesh</td>
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<td>Loknath Behera, National Investigation Agency Ministry of Home Affairs, Government of India</td>
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<td>Sanjay Sahay, IGP, Police Computer Wing, Government of Karnataka</td>
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<td></td>
<td>T Krishna Prasad, Additional Director General of Police, Road Safety and Traffic Planning, A.P., Hyderabad</td>
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<td></td>
<td>Purushottam Sharma, IG of Police, SCRB, Madhya Pradesh</td>
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<td></td>
<td>Dr Rajvir P Sharma, IG of Police, Planning &amp; Modernization, Karnataka</td>
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<tr>
<td>01.00 pm –</td>
<td><strong>Lunch Break</strong></td>
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<tr>
<td>02.00 pm –</td>
<td><strong>Unique Identification Number (UID)</strong></td>
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<tr>
<td>03.30 pm</td>
<td>Chair &amp; Keynote: R S Sharma, Director General, UID Authority of India, Government of India</td>
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<tr>
<td></td>
<td>Jai Keven Kumar, Global Solution Advisor, BMC Software</td>
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<td>Ashank Desai, Chairman, Mastek</td>
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<tr>
<td></td>
<td>Prof. V N Rajasekharan Pillai, Vice Chancellor, IGNOU</td>
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<td></td>
<td>Srikanth Nadhamuni, Head of Technology, UIDAI</td>
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<tr>
<td></td>
<td>B B Nanawati, Deputy Director General, UIDAI</td>
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<tr>
<td>02.00 pm –</td>
<td><strong>ICT Infrastructure, Data Centres and Applications</strong></td>
</tr>
<tr>
<td>03.30 pm</td>
<td>Chair: Malay Shrivastava, Joint Secretary, Department of Telecom, Government of India</td>
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<tr>
<td></td>
<td>Keynote Address: R K Upadhyay, Chairman and Managing Director, BSNL</td>
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<tr>
<td></td>
<td>Jai Keven Kumar, Global Solution Advisor, BMC Software</td>
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<tr>
<td></td>
<td>Dr Subir Roy, Principal Consultant and Head, State e-Governance Mission Team (SeMT)</td>
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<td>Dr Neeta Shah, Director e-Governance, Government of Gujarat</td>
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<td></td>
<td>Neeta Verma (HOD), Data Centre &amp; Web Services Division, NIC</td>
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<tr>
<td></td>
<td>Ajay Sawhney, President and CEO, National e-Governance Division, NeGD, Department of Information and Communication Technology</td>
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*Delegate Briefing Book*
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>03.30 pm – 04.00 pm</td>
<td>Tea / Coffee Break</td>
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<tr>
<td>04.00 pm – 05:30 pm</td>
<td>ICT Leaders’ Conclave</td>
</tr>
<tr>
<td></td>
<td>Chair: Dona Scola, Deputy Minister ICT, Government of Moldova</td>
</tr>
<tr>
<td></td>
<td>Co Chair: Ravi S Saxena, Additional Chief Secretary, Department of Science &amp; Technology, Government of Gujarat</td>
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<tr>
<td></td>
<td>N Ravishanker, Additional Secretary, Department of Information Technology, Ministry of Communication and Information Technology, Government of India</td>
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<tr>
<td></td>
<td>Sambit Sinha, Head- Defense and Central Government Business, Wipro</td>
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<td>Sanjay Jaju, Secretary IT, Government of Andhra Pradesh</td>
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<td></td>
<td>Amirudin bin Abdul Wahab, Head of ICT Policy Cluster, Ministry of Science, Technology and Innovation (MOSTI) Malaysia</td>
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<td></td>
<td>Oleg Petrov, Coordinator e-Development Thematic Group, The World Bank</td>
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<td></td>
<td>Seema Hafeez, Sr. Economist, UN-DESA (Department of Economic and Social Affairs)</td>
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<td>R K Tandon, Managing Director, IRCTC</td>
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<td></td>
<td>Ashok Kumar Singh, Director – Technical / Project&amp; Planning, Mahanadi Coal Fields Limited</td>
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<tr>
<td></td>
<td>Asit Tripathy, Chairman, APEDA, Ministry of Commerce and industries</td>
</tr>
<tr>
<td>06.30 pm onwards</td>
<td>eWorld Awards Night (Followed by Dinner)</td>
</tr>
</tbody>
</table>

Delegate Briefing Book
### DAY 2 – AUGUST 3, 2011

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Chair/Presenter</th>
</tr>
</thead>
</table>
| **09.30 am – 11.00 am** | **Urban Governance and Infrastructure**     | **Chair:** Aruna Sundararajan, Joint Secretary, Ministry of Housing & Urban Poverty Alleviation, Government of India  
Dr. Jaijit Bhattacharya, Director, Government Affairs, HP India  
Ravi Makhija, Chief Operating Officer, SAS Institute (India) Pvt Ltd  
Abdul Rahman Panjshiri, Director International Relations, Ministry of Information and Culture, Islamic Republic of Afghanistan  
Amit Prasad, Director of Smart Grid, New Delhi Municipal Council  
Dr. P K Raut, Technical Directorate of IT Department, Government of Orissa  
Dr. Rajendra Kumar, Dept. of Information Technology/National e-Governance. Division (NeGD). Ministry of Comm. & IT. Govt. of India  
Sameer Sharma, Commissionerate of Prohibition and Excise, Government of Andhra Pradesh  
Prof Dinesh Mohan, Volvo Chair Professor Emeritus, IIT Delhi |
| **11.00 am – 11.30 am** | **Tea / Coffee Break**                        |                                                                                  |
| **11.30 am – 01.00 pm** | **Information Management and Security**      | **Chair:** Dr. Gulshan Rai, Director General, ICERT, Ministry of information Technology, Government of India  
Amit Nath, Country Manager, Trend Micro  
Arvind Mehrotra, Designation - Executive Vice President & Head – Global Strategic Initiatives, NIIT Technologies Ltd.  
Ferras Jaffar Ahmed, Director of Services and Channels Enhancement Directorate, eGovernment Authority in Kingdom of Bahrain  
James Clarke, Strategic EU Liaison Manager, Telecommunications Software and Systems Group (TSSG), Waterford Institute of Technology, Ireland  
Rajan Raj Pant, Controller Ministry of Science & Technology, Government of Nepal  
Pavan Duggal, Advocate, Supreme Court of India and President, Cyberlaws.Net  
Pabitrananda Patnaik, Technical Director, National Informatics Centre |
| **01.00 pm – 02.00 pm** | **Lunch Break**                               |                                                                                  |
| **02.00 pm – 03.30 pm** | **ICT in Financial Inclusion, Taxation, Excise and Finance** | **Chair:** Dr. Mohd. Ilyas Rizvi, V.C.& Managing Director, Andhra Pradesh State Minorities Finance Corporation Ltd  
Speaker from Tata Teleservices – Confirm from Jyoti A.V.V. Prasad, Additional commissioner (Admin, IT & Smart Cards), Govt. of Andhra Pradesh  
R K Bajaj, Commissioner of Income Tax, Faridabad & Gurgaon  
L P Rai, Deputy General Manager, State Bank of India  
Satendra Singh, Secretary, Government of Jharkhand |
<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>03.30 pm – 04.00 pm</td>
<td>Tea / Coffee Break</td>
</tr>
<tr>
<td>04.00 pm – 05.30 pm</td>
<td>Citizen Centric Service Delivery</td>
</tr>
<tr>
<td>05.30 pm – 06.00 pm</td>
<td>Valedictory Session</td>
</tr>
</tbody>
</table>

**Citizen Centric Service Delivery**

**Chair:** Arvind Mayaram, Additional Secretary and Financial Advisor, Ministry of Rural Development, Government of India  
**Co Chair:** Navdeep Suri, IFS. Joint Secretary and Head, Public Diplomacy Division, Ministry of External Affairs  
- N K Trivedi, Principal Secretary, Department of Rural Development and Panchayati Raj, Ministry of Orissa  
- K R Srivatsan, Pro-Vice Chancellor, Indira Gandhi National Open University (IGNOU)  
- K Rajashekar, Senior Technical Director, Government of India  
- Prof S S Mantha, Chairman, All India Council for Technical Education (AICTE)  
- Naimur Rahman, Director, One World South Asia & MD, One World Foundation India

Delegate Briefing Book
The eWorld 2011 Awards have been instituted with the primary aim of felicitating and acknowledging unique and innovative initiatives in the use of Information and Communication Technology for Development (ICT4D). These awards would be given away during the eWorld Forum being organised between August 1 - 3 at New Delhi, India. These awards would be instrumental in promoting the most innovative initiatives in the domain of ICT4D and to spread awareness about the role of ICT in addressing social concerns in the domain of governance and health. The eWorld 2011 Awards would be given to the distinguished global ICT initiatives in the fields of:

a) ICT Innovation in Governance
b) ICT Innovation in Healthcare
c) ICT Innovation promoting Millennium Development Goals of:
   i. Eradicating Extreme Poverty and Hunger
   ii. Promoting Gender Equality and Empowering Women
   iii. Reducing Child Mortality
   iv. Improving Maternal Health
   v. Combating HIV-AIDS, Malaria and other diseases
   vi. Ensuring Environmental Sustainability
   vii. Developing a Global Partnership for Development

eWorld Awards 2011 will be given under following

- **eWorld Public Choice Award.** Nominated projects will be screened and put online for the public to vote. Projects receiving the maximum number of votes under each category will receive the eWorld Public Choice Award.

- **eWorld Jury Choice Award.** Nominations will be screened by an eminent panel of jury members, who will then choose the best project from each category. The selected project will receive the eWorld Jury Choice Award.
WEDNESDAY, AUGUST 3, 2011. DELHI.

<table>
<thead>
<tr>
<th>TIME</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td>8:00 – 8:30</td>
<td>Breakfast at the Hotel</td>
</tr>
<tr>
<td>8:45</td>
<td>Depart for Ashok Hotel to attend eWorld Forum</td>
</tr>
<tr>
<td>9:00 – 11:00</td>
<td>Meeting with representatives from the government and Industry at the eWorld Forum</td>
</tr>
<tr>
<td>11:30– 13:00</td>
<td>Panel Discussion: India – Moldova cooperation in e-Governance and IT – Opportunities and way forward</td>
</tr>
<tr>
<td>13:00 – 14:00</td>
<td>Lunch hosted by the World Bank for session participants</td>
</tr>
<tr>
<td>14:30</td>
<td>Return to Oberoi Hotel. Rest and pack</td>
</tr>
<tr>
<td>16:00</td>
<td>Depart for Indira Gandhi International Airport to catch a flight to Bangalore</td>
</tr>
<tr>
<td>22:00</td>
<td>Check-in to LaLit Ashok Hotel, Bangalore.</td>
</tr>
<tr>
<td>22:30</td>
<td>Dinner at the Hotel.</td>
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</table>

BANGALORE OVERVIEW

Bangalore was founded by a captain of the Vijayanagara Empire; Kempe Gowda I in 1537. History of Bangalore is glorified by two names Haider Ali and his son Tipu Sultan. Bangalore is situated in the southeast of the South Indian state of Karnataka. It is positioned at 12.97° N 77.56° E. It covers an area of 2190 km (1,360 mi). Bangalore enjoys a pleasant and balanced climate throughout the year. The highest temperature recorded is 39°C (102°F) and the lowest is 11°C (52°F). This feature makes it one of the widely visited cities in south India.

Bangalore evolved into a manufacturing hub for heavy industries. Hindustan Aeronautics Limited, Indian Telephone Industries (ITI) and Bharat Electronics Limited (BEL) are some of the renowned industries situated here. Bangalore has been the leader in growth of Information Technology (IT) in India. Bangalore is also called the 'Silicon Valley of India' due to the large number of information technology companies located there. Bangalore’s IT Industry is divided into two main parts - Software Technology Parks of India, Bangalore (STPI) in Electronics City and International Technology Park Ltd. (ITPL) in Whitefield. Bangalore being the hi-tech city and one of the prominent tourist destinations in India is accessible easily by every kind of transport. It is well connected to the rest of the country through the Indian Railways. The Rajdhani Express connects Bangalore to New Delhi. The city is also connected to Mumbai, Chennai, Kolkata, and Hyderabad, as well as other major cities in Karnataka. Direct flights from Bangalore fly to destinations in Asia, the Middle East and Europe. Three-wheeled, black and yellow auto-rickshaws, referred to as autos, are a popular form of transport.

Bangalore has a pretty happening fashion scene. Some of the popular shopping areas are brigade Road, Commercial Street, M.G.Road. Those who love to shop will definitely find heaven in these places. National and International brands are easily available here. Westside, FabIndia, FForest, Shoppers Stop are few malls to name among many. Bangalore is dotted with Five Star Hotels, four-star hotels, three star hotels, 2 Star hotels, 1 Star Hotels at reasonable rates. Some of the hotels
are; Hotel Ista, Hotel Grand Ashok, The Leela Palace and Le Meridian. Food lovers can satisfy their taste buds from various multi cuisine restaurants in Bangalore. Bangalore Mandarin, 1498AD, Kabab Korner, Abirami, La Casa are few restaurants that specializes to delight the visitors.

THURSDAY, AUGUST 4, 2011. BANGALORE

<table>
<thead>
<tr>
<th>TIME</th>
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<tbody>
<tr>
<td>8:00</td>
<td>Breakfast at the Hotel</td>
</tr>
<tr>
<td>10:30</td>
<td>Arrival at Software Technology Parks of India (STPI)</td>
</tr>
<tr>
<td>10:30 – 10:45</td>
<td>Meeting STPI Bangalore Director</td>
</tr>
<tr>
<td>11:00 – 11:45</td>
<td>Presentation by Director STPI, Bangalore:</td>
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<tr>
<td></td>
<td>Growth of IT Industry in India – Role of STPI as an enabling framework</td>
</tr>
<tr>
<td>11:45 – 12:00</td>
<td>Questions and Answers</td>
</tr>
<tr>
<td>12:00 – 12:30</td>
<td>Visit to the STPI Incubation facility</td>
</tr>
<tr>
<td>12:30 – 13:20</td>
<td>Visit to the Network Operation Centre</td>
</tr>
<tr>
<td>13:30 – 14:30</td>
<td>Lunch</td>
</tr>
<tr>
<td>15:30 – 16:30</td>
<td>Visit to Infosys Facility in Bangalore</td>
</tr>
<tr>
<td>19:30 – 20:00</td>
<td>Promoting Moldova as an IT Destination – Learnings from Indian experiences</td>
</tr>
<tr>
<td>20:00 - onwards</td>
<td>Dinner at the LaLit Ashok with the Government of Karnataka senior officials and IT industry representatives.</td>
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</table>

ABOUT STPI

The idea of setting up dedicated Software Technology Parks was born in the wake of the policy adopted in 1986 by the Government of India, identifying IT as a potential growth driver and focusing on "Software Exports, Software Development and Training" as a key area for strategic development. Further identification by the Government of the factors hindering the growth of the software industry, led to the creation of the "Software Technology Park" (STP) scheme in order to encourage and enhance software exports from the country.

To achieve above goals, a suitable framework was designed based on key aspects such as:

- Simplification / rationalization of procedures;
- Providing single-point contact services to the industry;
- Providing basic amenities needed for export operations with very short gestation periods;
- Sharing of captive infrastructure facilities like computing resources and data communication services in a cost-effective manner

The framework was evolved in a manner aimed at facilitating the software export industry in general and Small and Medium Enterprises (SMEs) in particular, thereby accelerating the economic growth of the country by maintaining a competitive edge in the global market. Software Technology Parks of India (STPI) was set up to implement the STP scheme for promotion and development of software industry and enhancement of software exports by providing infrastructure facilities including High Speed Data Communication (HSDC) links.

Delegate Briefing Book
STPI: BACKGROUND

Software Technology Parks of India was established and registered as an Autonomous Society under the Societies Registration Act 1860, under the Department of Information Technology, Ministry of Communications and Information Technology, Government of India on 5 June 1991 with an objective to implement STP/EHTP Scheme, set-up and manage infrastructure facilities and provide other services like technology assessment and professional training.

The objectives of the Software Technology Parks of India are:
(a) To promote development of software and software services.
(b) To provide statutory services to the exporters by implementing STP/EHTP Scheme.
(c) To provide data communication services including various value added services to IT industries and corporate houses.
(d) To provide Project Management and Consultancy services both at national and international level.
(e) To promote small and medium entrepreneurs by creating a conducive environment in the field of Information Technology.
(f) To promote Bio-informatics/Bio-technology industries by providing infrastructural and statutory support.

The STPI performs all functions necessary to fulfill its objectives, including the following:
- To establish Software Technology Parks at various locations in the country.
- To establish and manage the infrastructural resources such as communication facilities, core computers, buildings, amenities etc. in these Parks and to provide services to the users (who undertake software development for export purposes) for development and export of software through data link and to render similar services to the users other than exporters.
- To undertake other export promotional activities such as technology assessments, market analysis, market segmentation etc.
- To organize specialized training in the field of software technology for skill development.
- To work closely with respective State Governments and act as an interface between Industry and Government.
- To create incubation with plug and play facilities with low operation cost in order to promote small and medium entrepreneurs.
- To promote secondary and tertiary locations by establishing STPI facilities to promote the STP/EHTP Scheme.
- To encourage entrepreneurship, by regularly organizing Entrepreneur Development Programmes.
- To assist State Governments in formulating IT policies and liaison for promoting IT industries in the respective states to achieve higher cumulative growth of exports from all parts of the country.
- To enhance quality and security standards in the IT industries.
- To work jointly with venture capitalists for providing financial assistance to the IT industries.
STPI is one of the first data communication carriers of India. STPI also holds the Category-A Internet Service Provider (ISP) license with operational jurisdiction covering the entire country. STPI offers leased line services to the premium segment, where quality is of utmost concern.

**Incubation at Tier II cities**

STPI Bangalore has been promoting IT in tier II cities from the day of its inception. It has created state-of-the-art Incubation Infrastructure in Mangalore and Hubli to support the start-up and SMEs. Though the concept of Incubation is different from that of Technology Incubator Orchid Techscape of Bangalore Centre, it has been providing cost-effective infrastructure to the Industry. The facilities provide plug and play Incubation Infrastructure to the Start-ups and SMEs. The facilities have fully furnished and air-conditioned office modules. The start-ups and SME’s availing this facility would get the benefits of nominal rentals, ISP Environment, statutory support, etc.

**Incubation at STPI-Hubli**

To promote and motivate entrepreneurs in the field of IT/ITES in Northern Kannada region, STPI Hubli has the state-of-the-art Incubation Facility to encourage Small and Medium scale Enterprises.

**Incubation Infrastructure**

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<tr>
<th>Office Building</th>
<th>Incubation Room</th>
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<td><img src="image2" alt="Incubation Room" /></td>
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<tr>
<th>Discussion Room</th>
<th>Lobby</th>
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<tr>
<td><img src="image3" alt="Discussion Room" /></td>
<td><img src="image4" alt="Lobby" /></td>
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FRIDAY, AUGUST 5, 2011: BANGALORE.

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<tr>
<th>TIME</th>
<th>ACTIVITY</th>
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<tbody>
<tr>
<td>6:00</td>
<td>Yoga and Meditation Session</td>
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<tr>
<td>7:30</td>
<td>Breakfast at the Hotel</td>
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</table>
| 9:00 – 10:00 | India Moldova ICT Cooperation Summit – Opportunities and Way Forward. Inaugural Session.  
  - Head of Moldova Delegation – Chief Guest  
  - Principal Secretary, IT and e-Governance, Government of Karnataka – Keynote Speaker  
  - World Bank Representative  
  - Director STPI- Bangalore  
  - CEO of Sponsoring company |
| 10:00 – 12:00| Presentations by select IT Industry representatives on eGovernance solutions and IT Enabled Services |
| 12:30 – 13:30| Lunch at LaLit Ashok                                                     |
| 14:00 – 17:00| Visit to the facilities of Genpact and Wipro. The delegation will be able to see facilities in action, as well as interact with companies’ senior decision makers to discuss investment opportunities in Moldova. |
| 17:00        | Return to the Hotel                                                      |
| 18:00 – onwards| Dinner at South Indian Restaurant                                        |
SUNDAY, AUGUST 6, 2011. BANGALORE SIGHTSEEING AND CULTURAL ACTIVITIES.

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<tr>
<th>TIME</th>
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<tbody>
<tr>
<td>6:00</td>
<td>Yoga and Meditation Session</td>
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<tr>
<td>8:00</td>
<td>Breakfast at the Hotel and rest</td>
</tr>
<tr>
<td>11:00</td>
<td>Bangalore City sightseeing and shopping</td>
</tr>
<tr>
<td>16:00</td>
<td>Return to the Hotel</td>
</tr>
<tr>
<td>17:30</td>
<td>Depart for Bangalore Airport. Catch a flight to Delhi.</td>
</tr>
<tr>
<td>22:45</td>
<td>Arrival at Delhi’s International Airport. Connect to the flight to Moldova.</td>
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List of tourist attractions in Bangalore

Bangalore (Indian English: [ˈbæŋɡəloʊ] (listen), officially Bengaluru (Kannada: ಬೆಂಗಾಳೂರು) ([ˈbɛːŋɡəɭuːru] (listen)), is the capital of the Indian state of Karnataka. It is also known as the "Garden City of India". Bangalore is one of the most important tourist centers of the Karnataka state. Central business district of Bangalore consists of places MG Road, Brigade Road, Commercial street, Vidhana Soudha etc. Bangalore has many lakes and parks. BMTC offers special buses for sightseeing in Bangalore, including Cauvery - a double-decker open roof bus.

Attractions

Parks

• Lal Bagh: is a botanical garden, commissioned by the Hyder Ali in the year 1760. The 240-acre (0.97 km²) park is home to over 1000 species of flora and a Glass House. The park is known for its annual flower show. The garden surrounds one of the towers erected by the founder of Bangalore, Kempe Gowda I. The Lal Bagh Rock, dates back to 3000 million years, is another attraction.

• Cubbon Park: is located in the heart of the city and spreads over 300 acres (1.2 km²). The park was created in the year 1884, by Major General Richard Sankey. The park is home to numerous trees and plants that span over 68 general and 96 species. The park is also known for its kids train.

Historical monuments

• Tipu Sultan’s Summer Palace: Built in 1791 and located near K.R. Market, is a beautiful two-storied ornate wooden structure with exquisitely carved pillars, arches and balconies. It now houses a museum that contains artifacts relating to the Hyder-Tipu regime.

• Bangalore Palace: (1862) is located near Mekhri Circle and Cantonment Railway station and is built to look like a smaller replica of the Windsor Castle in England.

• Mayo Hall: was designed in memory of the Lord Mayo and is regarded as one of the finest designs of British architecture.
Restaurants and Pubs

- **Restaurants in Bangalore** are the main pastime for most Bangaloreans. Tourists need not worry as the variety spans not only all Indian cuisines, but there are also a large number of specialty restaurants. There are printed food guides, services such as Hungry Bangalore, and telephone directories to find restaurants.
- **Traditional South Indian Favourites** include MTR (Lalbagh Road) - famous for its idly and silver plates, Vidyarthi Bhavan - specialty Masala Dosa, Brahmins - idly, vada out of a garage, and Ganesh Dosa Camp.
- **Higher end favourites** are not limited to the five stars, and there are restaurants for every palate - from maghulai to south Indian, seafood to sushi.
- **Pubs in Bangalore** - Bangalore is called Pub Capital of India.

## Around Bangalore

- **Bannergatta National Park** is situated 22 km south of Bangalore. This hilly place is the home for one of the richest natural, zoological reserves. The 25,000 acre (101 km²) zoological park makes this a major tourist attraction of Bangalore.
- **Nandi Hills** or Nandiurg is a hill fortress of southern India, in the Chikkaballapur district of Karnataka state. It is located just 3 to 5 km from Chikkaballapur Taluk, 60 km from Bangalore. It is 4851 ft (1478 m) above sea level. Nandiurg hill, known commonly as Nandi Hills, is the source of the Penner, Ponmiah and Palar rivers. Nandi Hills gets its name from an ancient Nandi temple situated on this hill. This temple has a thousand year old sculpture of Nandi. An ancient lord Shiva and Parvati temple also adorns this hill.
- **Skandagiri** is 75 km away from Bangalore. Trekking point near to Nandi hills.
- **Kaivara**, cave temples 60 km away near Chikkaballapur.
- **Onthara Kala Kuteera** is located 40 km (25 mi) from Bangalore. Just one hour from the hustle and bustle of Bangalore, Onthara Kala Kuteera is an oasis of peace and tranquility. Built as homage to India’s ancient culture and its vibrant art, this masterpiece is a monument like none other. Located amidst 30 acres (m²) of lush gardens in rustic surroundings, Onthara Kala Kuteera offers an environment that soothes the soul and energizes the mind. A visit to On Thara Kala Kuteera has been described variously by guests as “Heaven on Earth”, “Temple like none other”, “Place of Divinity”, “Uplifts my Soul”, and “Source of Peace and Happiness”. See www.OntharaKalaKuteera.com for directions and more details on this remarkable place.
- **Muthyalamadu** is a picnic spot near Anakal, 40 km from Bangalore. In the local Kannada language, Muthyalamadu means ‘pearl valley’ (muthu = pearl and maduva = valley), apparently named for its 92 meter waterfall, whose falling water appears to look like drops of pearl.
- **Thottikallu** is a place 25 km from Bangalore off the Kanakapura road which is famous for a falls called Thottikallu falls more popularly known as TK falls.
- **Savandurga** is a hill 60 km west of Bangalore off the Magadi road. The hill is famous for Narasinhawamy temple and is also believed to be among the largest monolith hills in the world. The hill rises to 1226 m above mean sea level and forms a part of the Deccan plateau. It consists of peninsular gneiss, granites, basic dykes and laterites. The Arkavathy river passes nearby through the Thippagondanahalli Reservoir and on towards Mancharable dam.
- **Tippagondanahalli Reservoir**, also known as T G Halli or Chamrajagarden, is located at the confluence of the Arkavathy River and Kumnudavathi River, 35 km west of Bangalore.
Government buildings

- Vidhana Soudha: is the seat of the state legislature of Karnataka. It is an imposing granite building, built in the year 1956 in the ‘Neo-Dravida’ style, incorporates elements of Indo-Saracenic, Rajasthani Jharokha and Dravidian styles. Vidhana Soudha is the brainchild of Bengaluru planner and architect by chief engineer B.R. Masiyalam.

- Attara Kacheri (Karnataka High Court): Overlooking Vidhana Soudha is this red brick and stone building in the Greco-Roman style of architecture. It houses the High Court for the state of Karnataka.

Museums and Galleries

- Bangalore Museum
- Visvesvaraya Industrial and Technological Museum: The museum was instituted as part of the centenary celebrations of the engineer-statesman Sir M. Visvesvaraya (1861–1962).
- Venkatappa Art Gallery
- HAL Aerospace Museum: The Museum showcases the growth of the Indian aviation industry and HAL for six decades. The Museum is maintained by HAL (one of Asia’s largest Aerospace companies). The museum houses displays of various aircraft and helicopters, Aircraft engine models, Flight simulators, a mock Air Traffic Control Tower and exhibit of Indian aviation history.

MITHILAsmita Art Gallery [1]: This art gallery is dedicated to a folk art of India, Madhubani Painting and is managed by MITHILAsmita Foundation.

Places of worship

- St Patrick’s church: Built in 1844 this is one of the oldest churches in Bangalore and is situated on Residency Road.
- Bull Temple: Built by Kempe Gowda I, it is reminiscent of the 18th century Dravidian style architecture. It has a huge granite monolith of Nandi. This landmark is situated at bull temple road, Basavangudi.
- Shri Nimmishamba Devi Temple: This shrine is built in the traditional Parashurama Kshetra Architectural Style that does not exist anywhere else in Bangalore or its surroundings. This temple was built with the tremendous help of the devotees of Shri Nimmishamba Devi. The Temple has shrines of Devi Nimmishamba, Mookhihaveswara (siva), Siddhi Vinayaka, Sanaswathi and Lakshmi Narayana. Chandika Homa is performed everyday in a specially designed Yagna Shala. Temple location #93, 12th Cross, Ideal Homes Circle, Ideal Homes Township, Raja Rajeshwari Nagar, Bengaluru 560 098

- Huge Shiva in old Airport Road: Built by owner of Kids Kemp-A retail outlet, is a huge idol of Lord Shiva & Ganesh. It is completely made of plaster of paris. It is also a tourist attraction in recent times.

- Gavi Gangadharaswara Temple: This is a temple known as Dakshina Kashi. The sun's rays fall on the Shivalinga only on the day of Makara Sankranti. There is a belief that the cave tunnel underneath leads all the way to Varanasi.

- ISKCON Temple Bangalore: (International Society for Krishna Consciousness) Built in an ornate architectural style, the Krishna Temple is a blend of modern technology and spiritual harmony. The 7-acre (28000 m²) temple
List of tourist attractions in Bangalore

- **St. Mary's Basilica**: It is the oldest church in Bangalore and is the only church in the state that has been elevated to the status of a minor basilica. It is famous for the festivities held during the St. Mary's Feast in the month of September each year, an event that attracts a number of devotees from in and around Bangalore.

- **Infant Jesus Church**: Established in 1979 by Rev. Dr. Lourdeswamy, the then Archbishop of Bangalore, the church draws huge crowds on Thursday, the day dedicated to Infant Jesus.

- **Masjid-e-Khadria**: One of the most beautiful mosques in Bangalore, located on Miller Road, this mosque hosts the prayers on Eid and also hosts the Haj camp.

- **Parshwanath Suhel Dham**: It is a beautiful Jain shrine built by Rajasthan's Sarna Fund in the memory of Jain saint Suhel Surji. It is located on NH7 ( Hosur Road) and is about 20 kms from the Bangalore city. Apart from the temple, the property also contains accommodation for pilgrims, a dining hall and a children's park.

- **Bugle Rock** (bugle is called Kandle (कंडल)) is a massive rock situated in Banavangudi which is an abrupt rise above the ground of perinellar gneiss as the main rock formation and with an assessed age of about 3000 million years.

- **Mantri Square**: At 1.7 million sq ft, Mantri Square is the largest mall in India and South Asia, developed by Mantri Developers and is located on Sankippe road in Malleswaran.

- **Forum Mall**: It is the first of its kind Mall in Bangalore City and is a hotspot for the city's youngsters. See Also List of shopping malls in Bangalore.

- **Brigade Road** is one of the busiest commercial centers of Bangalore where you can get any sort of shopping done.

- **Commercial Street**: Another busy commercial centre of Bangalore for getting all sorts of shopping done.

- **MG Road, Bangalore**: previously known as “South Parade” is the most important landmark of Bangalore.

- **Wonderla**: Wonderla is an amusement park located near Bidadi, 28 kilometres from (17 mi) Bangalore.

- **Innovative Film City**: Amusement & Theme park, Go Karting, Stage and Studio Facilities

- **Electronics City**: The nerve of the Silicon Valley of India.

- **Lakes in Bangalore**: Lakes including Ulsoor lake, Sankey tank, Hebbal lake, Yediyur lake, Nagavara lake (also called Lumbini lake), Hebbal lake, Madivala lake, Kerepalya lake, Varthur lake etc.


Sports Attraction: Chinnaswamy stadium

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Delegate Briefing Book
List of tourist attractions in Bangalore

- **Kaaba reservoir** is an artificial lake and tourist attraction 69 km from Bangalore and 10 km from Ramanagara.

- **Wonderla** is an amusement park located on Mysore road, 40 km from Bangalore.

- **Dodda Alada Mara**, a big banyan tree located in Ramohalli (28 km away), is a picnic spot.

- **Mekedatu**, literally meaning "Goat's Jump", is 110 km away on Kanakapura Road. Nearby is another tourist attraction, Sanganur, where two rivers join.

- **Pyramid valley** is the biggest pyramid-shaped meditation hall in the world, along with being the largest pyramid in Asia, as shown in the image. Its base measures 160 ft (49 m) by 160 ft (49 m) with the main meditation area spanning 2560 sq ft (238 m²). Maitreya Buddha Pyramid is the International Centre (Bangalore) of the Pyramid Spiritual Society’s Movement in Pyramid Valley. It is located 30 km from Banashankari Temple, 4 km before Harohalli and 1.2 km just after Kelbeddolli bus stop, on Kanakapura Road.

- **Devanahangal** (Kannada: ದೇವನಾಂಗಲ) is a hill station near Tambur in the state of Karnataka. It is 65 km from Bangalore. The rocky hills are surrounded by forest and the hilltops are dotted with several temples including the Yoganarasimha and Bhoganarasimha temples and an altitude of 3940 feet (1200 m). It is also famous for Namada Chilume, a natural spring considered sacred and is also considered the origin of the Javynangal river. Another famous temple in the area is the Mahalakshmi Temple at Goravanahalli.

- **Srirangapatna**: The capital of Mysore under Hyder Ali and Tipu Sultan.

- **Ranganathittu Bird Sanctuary**: a Bird Sanctuary in the Mandya District of the state of Karnataka. It is a very small sanctuary, being only 0.67 km² in area, and comprises six islands on the banks of the Kaveri River. Ranganathittu is located near the historic town of Srirangapatna.

- **Shivanasamudra Falls** (also called Sivasamudram) is an island town dividing the Kaveri River into twin waterfalls, the Gaganachukki and the Barachukki, dropping 90 m. The town is located 120 km from Bangalore, 27 km from Somnathpur and 80 km from Mysore in the Mandya district of the state of Karnataka.

- **Mysore** (to be renamed Mysuru) (Kannada: ಮೈಸೂರು) is the second largest city in the state of Karnataka. It is the headquarters of the Mysore district and the Mysore division and lies about 140 km (87 mi) southwest of Bangalore. A short distance from Mysore city is the Krishnarajasagar Dam and the adjoining Brindavan Gardens where a musical fountain show is held in the evening. One of the most visited monuments in India, the Ambavilas Palace (also known as Mysore Palace) is the center of the Dasara festivities.

- **Melkote** is on the way to Mysore from Bangalore. The place is famous for its Vranamudi Utsava. The main deity here is "Chotavanavaramm-The Mahavishnu". A sacred place for "Vishnavites". Also its one of the favourite spots for kannada directors for shooting.
SECTION VII. STUDY TOUR DELEGATES AND THEIR LEARNING OBJECTIVES

Overall objective of the South-to-South Exchange Study Tour is to establish working contacts and get acquainted with the experience of the Government of India and industry representatives in the area of cloud computing, e-services delivery, e-procurement, PPPs, related capacity building for civil servants and e-Government Master Plan development and implementation. The delegates are interested to learn about India’s success stories and exchange experience related to the implementation of e-Governance projects with a purpose to replicate India’s best experience in e-Governance.

<table>
<thead>
<tr>
<th>Delegate</th>
<th>Position, institution, professional background</th>
<th>Focus areas</th>
<th>Learning objectives/expectations</th>
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<tbody>
<tr>
<td>Mr. Victor Bodiu</td>
<td>Head of the delegation Secretary General of the Government of Moldova</td>
<td>Governmental policies and strategies for development, aid coordination.</td>
<td>Government of India’s experience in implementing National e-Governance Plan; ICT solutions for empowered public administration system to become more transparent and open and provide better quality services to people; e-Document Management System; G2C; G2G</td>
</tr>
</tbody>
</table>

Mr. Victor Bodiu is the Head of the State Chancellery of the Government of the Republic of Moldova since September 2009. Since then he has had a central role in strategic planning, policy and donor coordination, dialogue with Development partners and bilateral relations on development assistance to the Republic of Moldova. Prior to his current position Mr. Victor Bodiu worked as General Director of "Raiffeisen Leasing" and Director "Raiffeisen Bank", Moldova Office, Deputy General Director of the Privatization Department of the Government of the Republic of Moldova. Mr. Victor Bodiu holds University Diploma of Eng. in Physics from the State University of Moldova and Diploma in Economics from the Academy of Economic Studies of Moldova.
### 2. Ms. Dona Scola
**Deputy Minister of Information Technology and Communications**

Ms. Dona Scola was appointed as a Vice Minister of Information Technologies and Communications in November, 2009. Ms. Scola has about twenty years of managerial experience in the field of communications and IT. She has lead one of the pioneering ISPs in Moldova contributing to Internet development and broadband deployment in the country. Ms. Scola worked as a consultant for several ICT sector development projects financed by World Bank, USAID, Soros Foundation and other partners. She has extensive experience in facilitative management, project and business development and holds MBA degree from Grenoble Graduate School of Business and Bachelor’s degree in system engineering from Technical University of Moldova.

*Contact information: dona.scola@gmail.com*

### 3. Mr. Vadim Pistrinciuc
**Deputy Minister of Labor, Social Affairs and Family**

Vadim Pistrinciuc is a deputy Minister (since 2009), mainly responsible for social service and benefits delivery, disability reform and family and child protection. Prior to the current position he worked as consultant in social welfare and development for government agency and international organizations (WB, UNICEF, UNDP). He was the member of various working groups meant to straighten the delivery of social services and cash benefits. Currently the ministry is implementing the biggest e-management system and re-designing the control and delivery of the social assistance.

<p>| Competitiveness and development policies for ICT sector, Broadband development, universal service obligation, ICT business development, PPPs for ICT, IT Parks and increase investments in ICT potential interest of Indian companies in Moldova |
| Cloud Computing implementation, PPPs, Applications Rationalization, Data Center Transformation, Data Center Consolidation |
| Social policies and reforms – elaboration, coordination and implementation. Re-designing delivery of social services and benefits. Means and tested models in cash benefits delivery; |
| Implementation of e-services in the social field, government to citizen platforms in the social field; G2C solutions; E-services, IT solutions for social protection accountability; Re-engineering of the public administration &amp; businesses |</p>
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<th>Delegate</th>
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<th>Responsibilities/Activities</th>
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<tbody>
<tr>
<td>Mr. Vadim Pistrinciuc</td>
<td>PhD in sociology, associate teaching position at Moldova State University</td>
<td>M&amp;E of the social services and cash benefits</td>
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<tr>
<td>Mr. Victor Lutenco</td>
<td>Advisor to the Prime Minister for Development Issues</td>
<td>Social policies and reforms – development, implementation, M&amp;E. Aid coordination</td>
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<tr>
<td>Mr. Dumitru Alaiba</td>
<td>Deputy-Head, Policy, Strategic Planning and Aid Coordination Department, State Chancellery, Government of Moldova.</td>
<td>Policies and aid coordination, institutional development and reform, relations with donors.</td>
</tr>
</tbody>
</table>

**Vadim** holds a PhD in sociology. Since 2003 holds an associate teaching position and Moldova State University. 

*Contact information: vadim.pistrinciuc@mmpsf.gov.md*

**Mr. Victor Lutenco**

Advisor to the Prime Minister for Development Issues

Victor Lutenco is a member of a vibrant team of advisers in Prime-Minister’s office that is working on implementation of an ambitious Government Programme aimed to change the development paradigms of the country. He is covering the social, health and education sectors cooperating also with relevant policy units on Public Administration Reform and Aid Coordination. Victor gained extensive experience in social development field while working both in an NGO and latter with International Organization for Migration. He then entered UN system in 2008 working with UNFPA on population policies. Victor earned his master degree in Political science from the State University of Moldova.

*Contact information: victor.lutenco@gmail.com*

**Mr. Dumitru Alaiba**

Deputy-Head, Policy, Strategic Planning and Aid Coordination Department, State Chancellery, Government of Moldova.

Dumitru Alaiba has joined the public service in late 2009 at the State Chancellery. Before, he used to work in international development consulting, having worked full time in five countries, specialized on the Balkan and NIS region. Sector-wise, the major fields of his involvement were e-government, investment promotion and export attraction, E-services in social field, reengineering of Government business processes.

*Contact information: victor.lutenco@gmail.com*
private sector development, and also public sector reform, mainly concentrated on social and justice sectors. He holds a degree in Finance and a graduate degree in International Project Management.

Contact information: dumitru.alaiba@gov.md

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<th>6.</th>
<th>Ms. Stela Mocan</th>
<th>Executive Director, e-Government Centre, Government of Moldova</th>
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<td>Stela Mocan has helped lay the foundations for the National e-Governance Transformation Agenda and create the e-Government Center in August 2010. Currently, Stela leads a fast growing team of 14 people with the mission to improve public services through technology. Prior to establishing eGC, Stela was adviser to the Prime Minister. From 1998 to 2008, Stela has worked in international development organizations like UNDP, USAID, and IRI, where she has built extensive expertise in the areas of democracy building and governance, political party strengthening and women’s empowerment, civil society and local economic development in Moldova. While earning her Master in Public Administration from Harvard University’s Kennedy School of Government, Stela was also a Mason &amp; Kokkalis Fellow. She also received a post-graduate diploma in Political Science from the National School of Political and Administrative Studies in Romania.</td>
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<td>Governmental policies, legal framework and sectoral road maps for e-Transformation</td>
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<td>e-Governance (mobile and electronic governance), National Portal of India, National Service Delivery Gateway, Unique ID – authentication, mobile id, digital signature, national username/password, PPPs in Banking, E-Office – Document Management Systems, secure communications (unified enterprise email), back up, disaster recovery, and other G2G services.</td>
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<td></td>
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<td>Contact information: <a href="mailto:stela.mocan@egov.md">stela.mocan@egov.md</a></td>
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</table>
| 7. | Mr. Iurie Turcan | **Chief Technical Officer, e-Government Centre, Government of Moldova**  
Iurie joined eGC in early 2011 to help establish a high quality e-government technology platform. As CTO, his main efforts are concentrated on putting modern technologies such as cloud and mobile computing to serve our citizen’s needs. Prior to joining eGC, for many years Iurie led a group of IT architects and analysts in a multinational IT company, where he and his team developed and implemented information systems for leading companies in the financial, investment, telecommunication and media sectors from all around the world. Iurie graduated from the Technical University of Moldova where he completed his master’s degree in computer science. He is still in a permanent contact with his alma mater, where he teaches software engineering courses and conducts research in modeling and performance evaluation of service oriented computing systems.  
*Contact information: iurie.turcanu@egov.md* | **Infrastructure platform for e-Governance** | **Cloud Computing implementation, PPPs, Applications Rationalization, Data Center Transformation, Data Center Consolidation** |
Daniela joined eGC in early 2011 to help develop the Center’s strategies. Additionally, she focuses much of her time on building relationships with the private sector and working with international experts on e-governance. Prior to joining eGC, Daniela worked in the New York office of Bessemer Venture Partners, where she identified investment opportunities in software, consumer internet, and other innovative technologies. She worked with the investors in strategies for e-Transformation, partnerships for e-Governance. | **Strategies for e-Governance and CIOs, Successful PPP models, ICT sector competitiveness, Government IT investments criteria, Outsourcing of IT projects to private sector as a service, innovative IT contracting models** |
Skype, Linkedin, Verisign, Gartner to help identify the next big idea. While earning a Bachelor of Arts in Government from Harvard University, Daniela wrote a thesis on elections and party systems in Eastern Europe.

*Contact information: daniela.nemerenco@egov.md*

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<th>9.</th>
<th><strong>Mr. Sergiu Rabii</strong></th>
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<td><strong>e-Services Coordinator, e-Government Centre, Government of Moldova</strong></td>
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<td>Sergiu has more than eight years in-depth knowledge of organizing, developing and implementing information systems for public authorities. At eGC, Sergiu's main tasks are to help identify, design and develop electronic services to meet government objectives. Sergiu leads the process of developing e-services across all areas of reform including the business enabling environment, tax administration, education, social assistance, agriculture, access to information. The targeted e-services are to streamline efficient government operations and better serve citizens and businesses. Before joining eGC, Sergiu was part of the USAID</td>
<td>BIZTAR project where he led the implementation of various electronic services for government agencies by not only modernizing their systems but also modernizing the approach to developing institutional IT strategies. Sergiu holds a B.A. in Economics and is finalizing his MBA program offered by Florida Keiser University online division.</td>
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<td><strong>Prioritization of e-services, business process reengineering, government portals, mobile services.</strong></td>
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<td><strong>10.</strong></td>
<td><strong>Mr. Vlad Manoil</strong></td>
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<td><strong>e-Services and Open Government Data Manager, e-Government Centre, Government of Moldova</strong></td>
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<td>Vlad joined the eGC team in February 2011 to help with the implementation of the e-services portfolio on time, on budget and at the highest standard of quality. Vlad has previously worked with one of the leading IT companies in Moldova, implementing a wide range of IT projects for customers in Moldova, Romania, and United Kingdom, managing small to multimillion dollar budgets. Vlad has domain expertise in information technologies, e-government, business administration, education and non-profit organizations sectors and holds a good technical knowledge on all project management aspects. Vlad holds a Master in Business Administration and a Bachelor’s in Foreign Languages and Computer Science.</td>
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<td>Contact information: <a href="mailto:sergiu.rabii@egov.md">sergiu.rabii@egov.md</a></td>
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<td>Contact information: <a href="mailto:vlad.manoil@egov.md">vlad.manoil@egov.md</a></td>
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<td><strong>11.</strong></td>
<td><strong>Ms. Margareta Petrusievski</strong></td>
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<td><strong>Knowledge and Learning Coordinator, e-Government Centre, Government of Moldova</strong></td>
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<td>Margareta coordinates the Centre’s activities related to capacity building for e-Governance and e-Transformation in the public services sector. She is focused on Knowledge Management, training and learning needs assessment, design and coordination of training plans. Prior to this position Margareta has worked in the research sector, also in the Central Public Administration and has a 9 years work experience.</td>
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<td>12.</td>
<td>Ms. Oxana Casu</td>
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<td>Delegate Briefing Book 66</td>
<td>Mr. Denis Sapovalov</td>
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<tr>
<td><strong>Chief Information Security Officer, PKI Centre, Centre for Special Telecommunications, Government of Moldova</strong></td>
<td>Denis has joined CST in early 2010 to assist in further development and strengthening of Moldova's national telecommunication network of public authorities. He manages National PKI Centre, contributing to widespread and accessible use of digital signatures for growth of E-Commerce and E-Governance. Denis has domain expertise in information technologies and information security, telecommunication networks design and software engineering. He has previously worked with number of IT companies in Moldova, implementing a wide range of IT projects for customers in Moldova, Germany and Ukraine. Denis holds Master's degree in applied Computer Science in University of Academy of Sciences of Moldova with a thesis on Intelligent Agents and Multi-Agent systems. With background on Cultural Anthropology his previous researches were focused on such topics as human-computer interaction and studies of social communications on the internet and cyber-communities.</td>
</tr>
<tr>
<td>Information Security platform for e-Governance, Training programs on IS, PKI, Open government Partnership, Internet Society Study</td>
<td>Security policy design and implementation, Indian experience in use of digital signatures for growth of E-Commerce and E-Governance, Mobile ID, Developing Security Awareness Programs</td>
</tr>
<tr>
<td>Contact information: <a href="mailto:denis.shapovalov@cts.md">denis.shapovalov@cts.md</a></td>
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</table>

Below is the list of Tajik delegates who will join the Study Tour as observers:

5. Mr. Negmatjon Buriev, Senior Advisor to the President on Economic Issues (Head of delegation)
6. Mr. Mukhabatsho Ruzadorov, Senior Advisor to President, Social Issues and Public Communication
7. Mr. Davrondzhon Zokhidov, Head of Information Technology Center, Executive Office of the President
8. Mr. Rafikali Shokirov, Deputy Director, Agency of Communication, Government of Tajikistan
SECTION VIII. EVALUATION QUESTIONNAIRE

1. Do you know key components of the National e-Governance plan (NeGP) of Government of India?
   - Yes
   - No
   - To some degree
   
   If you answered Yes or To some degree, please explain

2. Do you know the role of The World Bank in supporting Indian government's National e-Governance Plan and other ICT projects?
   - Yes
   - No
   - To some degree
   
   If you answered Yes or To some degree, please explain
3. Do you know how Public Private Partnerships have been leveraged for e-government development in India?

☐ Yes
☐ No
☐ To some degree

If you answered Yes or To some degree, please explain

4. Do you know what are the best examples of capacity building for e-government champions in India?

☐ Yes
☐ No
☐ To some degree

If you answered Yes or To some degree, please explain
5. Do you know which e-services can be replicated in Moldova based on experience and best practices from India?

☐ Yes

☐ No

☐ To some degree

If you answered Yes or To some degree, please explain

6. Do you know an Indian company, which is a leading global IT/ITES player, that may be interested to invest in Moldova?

☐ Yes

☐ No

☐ To some degree

If you answered Yes or To some degree, please explain
7. Can you give examples of India being a world leader in e-procurement, mobile service delivery, one-stop citizen service centers?

☐ Yes

☐ No

☐ To some degree

If you answered Yes or To some degree, please explain