

A two days NICSI empaneled Service Partners Meet held at NICSI State Center Chhattisgarh on 9th and 10th March 2022

In tune with the commitment of NICSI to provide State-of-the-art Technology Services to the Users Departments, NICSI is always conducting various orientation and awareness programmes for their empaneled service partners. Now moving one step ahead, two days NICSI empaneled service partners meet was organized at State level by NICSI Chhattisgarh with the Project Coordinators of NIC Chhattisgarh and their supporting technical officials on dated 9th and 10th March 2022 at NIC State Centre, Chhattisgarh. The aim of this meet was:

1. Expansion of services of NICSI in the State
2. Expansion of business of NICSI in the State
3. Looking for new area for services and business
4. Have a better understating of the NICSI Services provided by Service Partners
5. Exposure on emerging technology services available with NICSI
6. Exposure on Products of NICSI
7. Bridging the gap between the NICSI service providers, Project Coordinators of NIC Chhattisgarh and Users



Vendors Meet
9th-10th March 2022
At
Mahanadi Bhawan Mantralaya
Nava Raipur Atal Nagar, Chhattisgarh
Organized By - **NICSI CHHATTISGARH**
Supported By - **NIC CHHATTISGARH**

8. Filling the communication gap between the NICSI service providers and Project Coordinators of NIC Chhattisgarh
9. Identifying the issues and understanding the provisions to address issues properly
10. Clarification on various provisions and facilities available for outsourced personals deployed by service partners
11. Resolution of pending issues, if any, with service partners



The meet started with the welcome note by Shri Satyesh Kumar Sharma, Deputy General Manager, NICSI Chhattisgarh followed by an introduction of NICSI Service Partners.

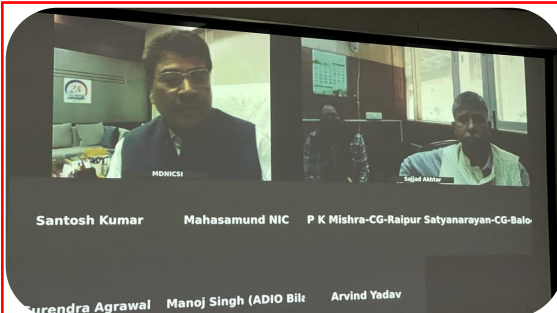
The representatives from following Service Partners were present:

1. Akal Information System Ltd., Delhi
2. CMC Computers Limited, Bangalore
3. Luminous Infoways Pvt. Ltd., Delhi
4. Netprophets Cyberworks Pvt. Ltd., Noida
5. Nippon Data Systems Limited, Noida
6. Prakhar Software Solutions Pvt. Ltd. New Delhi



Representative from NICSI empaneled Service Partners

7. SBC Exports Ltd., New Delhi
8. SRIT India(P) Ltd. , New Delhi
9. Velocis Systems Pvt. Ltd. , Noida

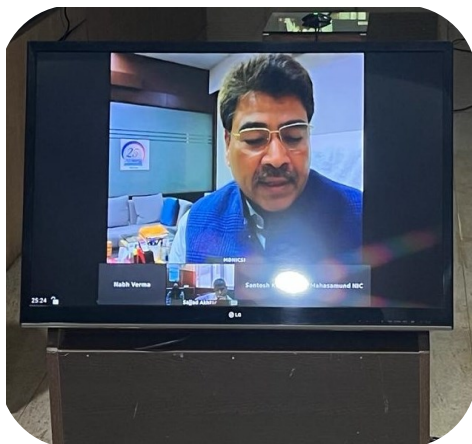


On the occasion, Shri Sajjad taken by NICSI Chhattisgarh and will surly Akhtar, General Manager, NICSI develop a good relation between Service and State Coordinator for NICSI Providers and Project Coordinators for Chhattisgarh addressed the meet ensuring quality and timely services through Video Conferencing. In his offered by NICSI through Service Partners. address he said that NICSI is He wished all the success for this meet committed to deliver quality and thanked SIO Chhattisgarh and Shri services to their users. He added Satyesh Kumar Sharma, DGM for that this meet is a good initiative organizing this meet.

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Shri Prashant Kumar Mittal, MD, NICSi addressed the meet virtually. He said that NICSi with its service partners is working to introduce new technologies as service. He said, "Our aim is to extend the services of NICSi upto village level. It is a very good initiative by NICSi Chhattisgarh that at state level this service partners meet is being organised with the support of NIC State Centre Chhattisgarh. I believe that this kind of meet will fill the gap, if any, between service providers and user departments. It will be very fruitful for the NIC Project Coordinators to get a close view of all the services offered by NICSi through its service partners. We have started making



**Sh. Prashant Kumar Mittal
Managing Director, NICSi addressing the meet**

use of new technologies like AI, ML, IOT, Block Chain etc. in our upcoming projects. We can make use of CEDA—Centre of

Excellence for Data Analytics, adopt the Cross-Industry Process for Data Mining (CRISP-DM Methodology). It is a robust and well-proven methodology across the industry. Tejas is an easy, powerful and affordable analytics visualization tool developed through the collaborative effort of NIC and NICSi (CEDA) under the guidance of Ministry of Electronics and Information Technology (MeitY). Various other products like Lok-Samvad : A public microblogging portal, SANDES— A Government instant messaging service, e-Office, e-Hospital, Swagatam, GePNIC, e-Auction, Service plus etc. can be used. NICSi is working for NFR (National Family Registry) project on turnkey basis."

He appreciated the coordination and cooperation extended by Dr. Ashok Kumar Hota, SIO and all officers of NIC Chhattisgarh for this meet.



Dr. Ashok Kumar Hota, SIO, NIC Chhattisgarh addressed the meet. He briefed about the status of NICSi Chhattisgarh and appraised the work done by NICSi Chhattisgarh. He appreciated the support of NICSi HQ for executing the services in time. He said, "The NICSi Service Partners Meet at Chhattisgarh is an initiative taken by NICSi Chhattisgarh is first of its kind which is really good and will be very informative. It is a very good platform to address the issues related with NICSi, Service Partners and out-sourced personnel. Service Partners will have a better understanding of nature of

work and requirement of projects running in Chhattisgarh. This will improve the quality of the service offered by NICSi and will also be very helpful for exploring the new technology. Service Partners must arrange technical upgradation programme for the personals deployed by them. They should have a proper plan for addressing the issues of service delivery and should share the escalation matrix with us. Service Partners should arrange technical awareness programme with local IT institution to create an



Dr. Ashok Kumar Hota, SIO, NIC Chhattisgarh addressing the meet.

awareness regarding job opportunity among the new comers and to meet the manpower requirement for projects." He wished all the best for this meet.

Sh. T.N. Singh, ASIO, NIC Chhattisgarh addressed the meet on second day. He welcomed all the NICSi Service Partners, and NIC Officers. He said, "NICSi Chhattisgarh is doing exceptionally well so far as service is concerned. This kind of State Level meet will definitely be very informative and going to be the trend setter. You all are getting this opportunity to interact with the Project Coordinators directly to know their needs and

requirements to run the projects successfully with the help of NICSi services. You should explore this great time resolve all issues related to services, manpower. You are getting a chance to interact with each other and see the scope for new technology deployment in the projects offered by NICSi. Hope this meet will end with a great bundle of new opportunities and an experience of improving the services and relations."



Sh. T.N. Singh, ASIO, NIC Chhattisgarh is addressing the meet.

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Presentations by NICSI Service Partners



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Interactions with NICSI Service Partners



One to One Interactions by Project Division Officials with NICSI Service Partners



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MEMORY



Group Photo with Service Partners

Main Issues Discussed :

A. For Outsourced Personals

1. Salary disbursement in time
2. Leave entitlement
3. Works Experience certificate
4. Salary deductions details
5. Health Insurance Deductions
6. I. Card for the outsourced personals
7. Tax deduction and TDS Certificate
8. Joining Letter with complete terms and conditions
9. MPR format with leave details

Main Issues Discussed :

B. For Service Partners

1. Offer letter must be as per work order
2. Replacement must be given immediately
3. Must issue Works Experience certificate
4. Salary deductions details must be given
5. Health Insurance Deductions details must be given
6. I. Card for the outsourced personals must be provided
7. Tax deduction and TDS Certificate must be given
8. MPR format with leave details
9. Must share escalation matrix

New Initiative to be take care by Service Partners :

1. Need to keep a pool of Manpower to provide replacement immediately to user department without any delay.
2. Send resumes of eligible candidates to user department in time.
3. Plan a skill development programme for personals deployed by service partners.
4. Shifting of Manpower from one Project to other must be done in consultation with Project Coordinator of NIC.
5. Service partner should not shift manpower deployed by them in one project to other project hampering the project which is already running by them.
6. Arrange demonstration of NICSI products for marketing at State and District Level departments.
7. Arrange sensitization programme at various IT institutions of Chhattisgarh for generating manpower to meet the requirement for running the projects smoothly.
8. Create a portal / Mobile app for outsourced personals deployed by Service Partners for making them aware about their each and every details related to services.

District Informatics Officers joined the meet through video conferencing.

Vote of thanks presented by Sh. Satyesh Kumar Sharma, Deputy General Manager, NICSI, Chhattisgarh.

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Words of our Service Partners

Feeling of our Service Partners on this Meet

Company Name Contact Name Number
SBC EXPORTS Ltd, BHARAT RAGHAV 9871229947
 (GENERAL MANAGER)

To, Respected Sirs, / Sro CG
 Feedback :-

1. Very good Environment & opportunity for Vendor for briefing their services.
2. All Sro/Project Coordinator are dealing very graceful and humble.
3. Nice arrangement for food & Snacks with seating.
4. Presentation Time all were asking regarding our services and understanding our points regarding all emporer.

Thanks & Regards,
 (BHARAT RAGHAV)
 9/3/2022

To,
 The State Informatics Officer
 National Informatics Centre
 Raipur (Chhattisgarh)

Sub:- Feedback of the meeting (Partner Meetup) organised by NICSI Raipur

Dear Sir,

First of all we thank you for inviting us in this Partner Meetup under the chairmanship of Sh. Mittal MD NICSI & Sro (CG) and other respected NICSI members.

Secondly, we are very glad to know the new initiatives in different fields of technologies in the State of Chhattisgarh. This was a nice interaction among all vendors where we got opportunities to describe our potentials in other fields of core expertise.

We thank Sh. Satyesh Kumar Sharma Sir, Sh. Som Sekhar Sir, Sh. Amit Dewangan Sir, Sh. Ashok Banjara Sir for this opportunity.

Thank and regards
 Pradeep Mandot (Poakhar Software Solutions Pvt. Ltd.)
 9810910847

Company Name :- Velociis System Private Limited
 Name :- Rahul Rajput
 Mobile :- 9990606602
 email :- rahul.rajput@velociis.in

This is first time when such kind of workshop is being organized by NICSI Raipur (Chhattisgarh). This is very good initiatives by NICSI Raipur. I suggest that all other States should arrange such kind of events. This is the nice platform to exchange thoughts & views of each other. Most of the grievance has been resolved on the spot. Looking forward meet again.

Rahul
 09/03/2022

AKAL Information Systems Ltd. :- 9/3/2022 ①

It was a very good experience. I came to know about my Pros. & Cons. about my self and the Company. I had taken the points on the Positive note and assure to work on the feedback received from HOD in Chhattisgarh as well as other Part of Country. Thank for giving me this opportunity and expect the same sessions in future also.

Brijesh Jangra
 9871092780

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Feeling of our Service Partners on this Meet

Words of our Service Partners

Company Name: NIPPON Data Systems Ltd. (6)
Rakesh Kumar Singh | Mobile: 9958589367 | Manager-Sales.

- Very Good Interactive Session
- Please to conduct on regular basis.
- Request to interact with the user department.
- Take care for all your suggestion given.
- Commitment to provide technology session with our Technology partner for all the resources.
- Also technology session with OEM to all the NICSI Chhattisgarh, HOD/PIO/SIO and other who interested for the same.
- Thanks for providing this opportunity.

MANIKANDA BALRAM
CMS COMPUTERS LTD

At the outset, we thank the NICSI-CH for such a privilege & commendable initiative for conducting such Vendor meet. For not only providing us an opportunity to showcase our expertise & capabilities but also having showing NICSI's interest in collaborating with the vendors for joint approach for meeting the industrial requirements & also work towards win-win approach for mutual benefits.
We would suggest to have such events on in six months for more understanding towards the field & technology revolutions in the industry.

09/03/22

Uma Sankar Samal,
Luminous Interways Pvt Ltd,
Bhubaneswar, Delhi

Mob: 9777255340

mail id: Uma.sankar.samal@liht.co

dt: 09/03/2022

We need to talk & discuss with department course HOD's start.
So that we will get an opportunity to show our best practices to Govt sectors & PSUs to them.
We are also interested to meet the users/clients with our HOD's.

Netprophets Cyberworks

We attended the meeting with NIC, Raipur, meeting was fruitful and good for the future aspect.
We look forward more opportunity. Again we would like to thank the department for warm welcome and healthy discussion.

Suggestions:-

1. Focus on timely Payment.
2. Restructure the employee salary as per role.
3. We should also focus on training sessions weekly.

09/03/2022

09/03/2022

