



Confederation of Indian Industry



CALL CENTER ASSOCIATION OF INDIA

**Interactive Session on
Opportunity for BPO Industry
CII Chandigarh : 9 February 2006**

Programme

1130 hrs onwards	<i>Registration</i>
1200 – 1210 hrs	Welcome Address Mr. P S Sehgal Member, CII Punjab State Council
1210 – 1230 hrs	Special Address <i>Punjab :Investment Destination for BPOs</i> Mr. Nirmaljeet Singh Kalsi, IAS Secretary cum Director Dept of Information Technology & Managing Director, Punjab Information & Communication Technology
1230 –1310 hrs	New Initiatives for BPO Industry eKaliber Benchmarking & Certification of Workforce Mr. Ravi Pillai Director, City & Guilds (South Asia) Pvt Ltd
	eSecure Continuous & Proactive Security Assurance Capt Felix Mohan Director, Secure Synergy
1310– 1320 hrs	Q & A
1320-1330 hrs	Votes of Thanks Mr. Sam Chopra President, Call Centre Association of India
1330 –1415 hrs	Lunch
1415 –1700hrs	Visit to IDS Infotech, Dell Computer India Pvt Ltd, Quark Media and Phase VIII, Industrial Area, Mohali