



Confederation of Indian Industry



CALL CENTER ASSOCIATION OF INDIA

HR Roundtable
“Globalising People Skills”
Friday, 2 September 2005

CII Headquarters, 23, Institutional Area, Lodi Road, New Delhi

1000 hrs: Registration

1100 – 1200 hrs: Inaugural Address

Welcome Address

Mr. Sam Chopra

President Designate,
Call Centre Association of India

Introductory Remarks

Lt Gen (Retd.) S.S. Mehta PVSM, AVSM and Bar, VSM

Principal Advisor
Confederation of Indian Industry

Launch of CCAI News Letter & Web Site

Keynote Address

Prof Yash Pal

Former Chairman, University Grants Commission
National ‘Mahatma Gandhi’ Fellow
National Research Professor &
Chairperson, National Steering Committee on
Curriculum Framework 2005

Concluding Remarks

Mr. Deepak Malik

Immediate Past President,
Call Centre Association of India



1205 – 1325 hrs: ROUND TABLE

Facilitator

Mr. Anil Pande

VP Operations, Parsec Interact Inc.

Scarcity of skilled manpower has given rise to a debate on Availability & Quality of human resource in the market. It is suggested that Industry in association with Schools should develop BPO specific programs in metros and neighboring areas to drive the BPO phenomenon to the next level.

Panel Discussion on “ Knowledge Workforce: A Roadmap”

Panelists

Industry Perspective

Ms. Seema Ajwani

Head HR- eCommerce & Travel Business
IBM Daksh

Mr. Deepak Dhawan

Vice President –Human Resource
EXL Services

Mr. Hemant Kumar Kochar

CEO
Octave InfoTech

Global Opportunity

Mr. Salil Agrawal

Head BPO IT & Telecom Practice
ECS Limited

Mr. Shyamanuj Das

Associate Editor
Global Outsourcing

Workforce Challenges

Ms. Usha Albuquerque

Career Counselor

Mr. Uday Chawla

CEO
Transearch India

Q & A



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1330 – 1400 hrs:

The Way Ahead

Facilitator

Lt Gen (Retd.) S.S. Mehta PVSM, AVSM & Bar, VSM
Principal Advisor
Confederation of Indian Industry

The Next Step

Quality workforce has to be certified according to benchmark standards. What could be the modalities for this?

Mr. Ravi Pillai
Country Director
City & Guilds South Asia Pvt Ltd

Go Nationwide

The initiative of second Tier BPO's need to go beyond the spoken word .We have amongst us elected representatives, trainers and entrepreneurs, who are determined to take it forward in their regions. What is the challenge? What support do they need? How the association can mentor the second tier initiatives.

Panelist

Mr. K .V Singh
Director
The Gazelle
Jaipur, Rajasthan

Dr. Cletus Babu
Chairman, SCAD Group of Institutions
Tirunelveli, Tamil Nadu

Mr. M. P. Pillai
Key Consultants, "Triveni "
Nagercoil, Tamil Nadu

Q & A

Vote of Thanks
Mr. Ravi Sikund
Vice President, CCAI

1400 hrs onwards

Lunch