

**Think about it:**

"The roots of education are bitter, but the fruit is sweet."

-Aristotle



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*KPO, Destination Next for Indian BPO Industry*

The evolution and maturity of the Indian BPO (Business Process Outsourcing) sector has given birth to yet another wave in the global outsourcing scene: KPO or Knowledge Process Outsourcing. The success in BPO operations to India has encouraged many firms to start outsourcing their high-end knowledge work as well. Cost savings, operational efficiencies, access to a highly talented workforce and improved quality are all underlying expectations in off shoring high-end processes to India.

The myth that Indian companies can only provide "software coolies" is soon changing to the reality of Indian companies being capable of almost anything, even rocket science! India has a large pool of knowledge workers in various sectors ranging from Pharmacy, Medicine, Law, Biotechnology, Education & Training, Engineering, Analytics, Design & Animation, Research & Development, Paralegal Content and even Intelligence services.

This talent is soon being discovered and tapped by leading businesses across the globe resulting in the outsourcing of high-end processes. Hence KPO involves offshoring of knowledge intensive business processes that require specialized domain expertise.

According to a report by GlobalSourcingNow, the Global KPO industry is expected to reach USD 17 billion by 2010, of which USD 12 billion would be outsourced to India. In addition, the Indian KPO sector is also expected to employ more than 250,000 KPO professionals by 2010, compared with the current figure of 25,000 employees. A report by Evalueserve predicts that India will capture more than 70 percent of the KPO sector by 2010. Apart from India, countries such as Russia, China, the Czech Republic, Ireland, and Israel are also expected to join the KPO industry.

KPO delivers high value to organizations by providing domain-based processes and business expertise rather than just process expertise. Therefore, outsourcing of knowledge processes face more challenges than BPO. Some of the challenges involved in KPO are maintaining higher quality standards, investment in KPO infrastructure, lack of talent pool, requirement of higher level of control, confidentiality and enhanced risk management.

India is well equipped to meet this emerging sector's challenges and all set to be the global KPO hub!

# SOCIETAL AWARENESS

## *Life Imprisonment according to SC: Whole Period of Convict's Life*

- Clearing all doubts about what 'imprisonment for life' means, the Supreme Court has said that such a sentence should be treated as whole of the remaining period of the convict's natural life and not 14 years or 20 years in jail.
- "There is no provision either in the Indian Penal Code or in the Code of Criminal Procedure whereby life imprisonment could be treated as 14 years or 20 years without there being a formal revision by the government," a Bench comprising Justice K.G. Balakrishnan and Justice B.N. Srikrishna said on September 18, 2005.
- Maintaining that the imprisonment for life was a class of punishment different from ordinary punishment which could be of two descriptions namely, 'rigorous' or 'simple', Justice Balakrishnan said, "we are of the view that imprisonment for life is to be treated as rigorous imprisonment for life".
- The ruling came on a petition filed by a life convict from West Bengal contending that after undergoing more than 21 years imprisonment, his further detention was illegal and he was liable to be set free with a compensation for remaining in jail beyond the period of 14 years.
- However, the court did not accept the argument and said that the petitioner was not entitled to be released on the ground urged by him in the petition "so long as there is no order of remission passed by the appropriate government in his favor".

## *Fodder Scam: CBI Frames Charges against Lalu*

- Charges were framed against Railway Minister Lalu Prasad and former Bihar Chief Minister Jaganath Mishra on September 26, 2005 by two special CBI courts in the multi-crore-rupees fodder scam.
- Prasad, also the RJD Chief, faces charges under various sections like abusing official position for causing wrongful gains to self and others, using forged documents as genuine, falsification of accounts, cheating, misappropriation and conspiracy.
- Pleading innocence before the special CBI judge, Sanjay Prasad, who framed the charges against the Railway Minister and 146 others accused in the RC 47(A)/96 case pertaining to fraudulent withdrawal of Rs. 182 crore from Doranda treasury in Ranchi, Prasad said that he should be discharged from the case as it was he who had directed to file the cases.
- The court of another special CBI judge Alok Sengupta also framed charges against Prasad, Mishra and 29 others accused in RC64 (A)/96 case pertaining to fraudulent withdrawal of over Rs. approximately 90 lakh from Deogharh treasury.

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### *PM Panel Okays Multi-Crore Package for Highways*

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- The Committee on Infrastructure headed by Prime Minister Manmohan Singh, on September 27, 2005, gave an in-principle approval to a Rs. 22,750 crore package for converting 6,500 km of four-laning of highways into six-laning.
- Most of this six-laning (around 98 percent) would be done on the 5,846 km of the Golden Quadrilateral. This six-laning project, called the National Highway Development Project (NHDP) V, would be executed under the new model concession agreement under public-private partnership.
- On the six-laning project cleared by the PM, the guideline that has been adopted is that there should be a traffic potential of 25,000 passenger car units (PCUs).
- According to the plans, around 2,000 km of the six-laning would be achieved by the end of the 10th Plan while the balance would be taken up in the 11th Plan period. It was also decided that this time round, the minimum length of any six-laning project under NHDP V would be 100 km.
- Of the Rs. 22,750 crore needed for the project, Rs. 19,335 crore would come from private investments, while the government support would be Rs. 3,415 crore.

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### *A Record in New York: An Indian Painting Sells for Rs 6.96 crore*

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- Tyeb Mehta's *Mahisasura* set a new world record for Indian art at Christie's New York auction as a Non Resident Indian based in the US paid a spectacular Rs. 6.96 crore (\$1,584,000) for the painting on September 22, 2005.
- A gallerist present at the auction said that about 10 NRIs and foreign nationals participated in the hectic bidding for *Mahisasura*. The painting got sold far above its high price estimate of Rs. 2.7 crore.
- While 80-year-old Mehta was the first Indian artist to break the \$100,000 threshold in 2002, when his triptych *Celebrations* fetched Rs. 1.5 crore. Earlier this year, his painting *Kali* was sold for Rs. 1 crore at the Saffronart online auction.
- The bright *Mahisasura*, which captures the enthralling image of an iconic Goddess Durga locked in a good-evil battle with a submissive buffalo asura, is almost six times the size of *Kali* but also was sold several times over its estimated price band.
- Of the total 117 lots, 106 works got sold. Ram Kumar scored a perfect triple crores of rupees in the last two days as two of his works, one from the Benares series and another of a Ladakh landscape, fetched Rs. 1.69 crore and Rs. 1.15 crore at Christies', only a notch lower than his Rs. 1.74 crore Sotheby's record.
- Apart from *Mahisasura* and the two Ram Kumar's, Maqbool Fida Husain's 1969 work titled *Trial*, fetched Rs. 2.14 crore. While one of Akbar Padamsee's recent work called *Mirror Image* was sold for Rs. 1.84 crore.
- Other artists whose works saw a price high were Manjit Bawa (Rs. 63 lakh) and Syed Haider Raza Jagriti (Rs. 67 lakh) and Kundalini (Rs. 63 lakh).

# INDUSTRY AND BUSINESS

## *Bhilai Steel Plant Bags Prime Minister's Trophy*

- SAIL's Bhilai Steel Plant (BSP) has been adjudged the best performing integrated steel plant in the country during 2003-04 by the steel ministry.
- BSP would be awarded with the Prime Minister's trophy and a cash reward of Rs. one crore, the Company said in a statement on September 24, 2005.
- Sail Chairman V S Jain has praised the collective effort of BSP for winning the award for the sixth time.
- BSP earned a net profit of Rs. 1,932 crore in 2003-04, highest by any Indian steel plant for that year, the release added.

## *ONGC Unveils Mega Plans to Become 2nd Largest Oil Refinery*

- Oil and Natural Gas Corporation (ONGC), India's largest oil producer, on September 21, 2005 unveiled mega plans to become the country's second largest oil refiner, with plans to set up new refineries at Mangalore, Kakinada and Barmer.
- "ONGC, which currently owns the 9.69 million tonne Mangalore refinery, plans to set up another 15 million tonne refinery at Mangalore after expanding the current refinery to 15 million tonne," Company Chairman and Managing Director Subir Raha told in a news conference.
- The Company plans to set up a 7.5 million tonne refinery at Barmer in Rajasthan in joint venture with Cairn Energy of UK and another 5 million tonne refinery at Kakinada in Andhra Pradesh.
- With the new refineries, ONGC will have 42.5 million tonne of refining capacity, second to Indian Oil Corp, which owns about 48 million tonne refining capacity.

## *54,000 Barrels of Crude Lost in Oil Well Fire*

- The oil well fire in Assam continued to rage for the seventh day on September 21, 2005 with an estimated production loss of about 54,000 barrels of crude.
- The well was damaged on September 13, 2005, causing oil and natural gas to escape from the site in the remote tea-growing area of Assam. The gas ignited two days later, on September 15, 2005.
- The cause of the oil spill was to be ascertained as the intense heat from the well fire prevented workers from moving closer.
- Dikom oilfield produces about 1,200 kiloliters (6,000 barrels) of crude daily. A barrel of oil in the international market sells at \$70.
- India produces about 30 million tonnes of crude oil annually, with Assam accounting for five million tonnes of the total.

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### *Tata Motors Signs MoU with Italy's Fiat*

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- Tata motors on September 22, 2005 signed a Memorandum of Understanding (MoU) with Italy's Fiat S.P.A to analyze the feasibility of cooperation across markets, in the area of passenger cars that would encompass development, manufacturing, sourcing and distribution of products, aggregates and components.
- Tata group Chairman Ratan Tata said that both the Companies would benefit from the alliance in terms of possible joint product development, shared platforms and aggregates.
- Commenting on the MoU, Fiat CEO Sergio Marchionne said, "The possible strategic cooperative agreement with Tata group represents another step in our clearly defined strategy that calls for targeted alliances across the automobile value chain."

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### *Reliance Infocomm Ties up with Apollo for Telemedicine*

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- Reliance Infocomm, one of India's leading telecom companies, said on September 21, 2005 that it had tied up with private healthcare chain Apollo Hospitals to provide telemedicine services in over 100 cities.
- Under the agreement, Apollo Hospitals will leverage Reliance Infocomm's nationwide chain of 240 WebWorld cyber stores in 105 cities to offer high-quality healthcare services.
- Apollo Telemedicine Networking Foundation (ATNF) is an all-India integrated multi-speciality telemedicine system with over 80 stations and over 2,000 in-house specialists and super-specialists.
- Reliance Infocomm said that the tie-up would bring a major respite to people living in areas devoid of high-class medical service, as they would no longer have to travel long distances. All they have to do is go to the nearest Reliance WebWorld and submit their medical history and diagnostic reports.
- The reports and images would be digitized at Reliance WebWorld stores and transmitted over the Company's broadband network to Apollo Hospital's centralized telemedicine portal. Patient information will be reviewed on the portal and an appointment will be given with the appropriate Apollo specialist.
- The patient will have to come to the WebWorld store on the appointed day where the specialist will meet the patient over video conferencing for a face-to-face consultation and opinion. The opinion is recorded in the Apollo Telemedicine portal and a printout given to the patient at the WebWorld at the end of the videoconference.
- "Apart from easy access of medical facility, it will also lead to substantial savings on healthcare cost and time," said Sarup Chowdhary, Chief Executive Officer of Reliance WebWorld.

# THE STOCK MARKET

## *Company Profile: Oil and Natural Gas Commission*

- In 1955, Government of India decided to develop the oil and natural gas resources in the various regions of the country as part of the Public Sector development. With this objective, an Oil and Natural Gas Directorate was set up in 1955 as a subordinate office under the Ministry of Natural Resources and Scientific Research. The office was constituted with a nucleus of geoscientists from the Geological Survey of India.
- The main functions of the ONGC were to plan, promote, organize and implement programs for development of Petroleum Resources and the production and sale of petroleum and petroleum products produced by it, and to perform such other functions as the Central Government may, from time to time, assign to it.
- Starting from there, ONGC now owns and operates more than 11,000 kilometers of pipelines in India, including nearly 3200 kilometers of sub-sea pipelines. No other company in India operates even 50 percent of this route length.
- ONGC has come a long way from the day (a few years back) when India and ONGC did not figure on the global oil and gas map. Today, ONGC Group has 14 properties in 10 countries. Going by the investments, ONGC is the biggest Indian Multinational Corporation (MNC).
- ONGC has single-handedly scripted India's hydrocarbon saga by establishing 6 billion tonnes of In-place hydrocarbon reserves with more than 300 discoveries of oil and gas; in fact, 5 out of the 6 producing basins have been discovered by ONGC.
- ONGC crossed the landmark of Net Profit exceeding Rs.10,000 crore, the first to do so among Indian Corporates, and a Net Profit to Revenue ratio of 29.8 percent.
- It has created the highest-ever Market Value-Added (MVA) of Rs. 24,258 crore and the fourth-highest Economic Value-Added (EVA) of Rs. 596 crore, as assessed in the 5th Business Today-Stern Stewart study (April 2003), ahead of private sector leaders like Reliance and Infosys. ONGC is the only Public Sector enterprise to achieve a positive MVA as well as EVA.
- ONGC has paid the highest-ever dividend in the Indian corporate history.
- Moreover, ONGC ranked as 'third' among the 50 best Asian companies after the two energy companies- PTT and PetroChina.
- ONGC tops the list of six Indian companies figured in the Business Week list of Asia's 50 best firms. Other Indian companies are Tata Steel, Reliance Industries, Tata Motors, Larsen & Toubro and Infosys Technologies.
- With a market capitalization having exceeded Rs. 1 trillion, ONGC retains its position as the most valuable Company in India in various listings.

# SPORTS AND GAMES

## *Sunfeast Open: Myskina Clinches Singles Crown*

- Top seed Anastasia Myskina of Russia lifted her first singles title of the season with a straight set annihilation of Croatia's Karolina Sprem at the \$1,70,000 WTA Sunfeast open in Kolkata on September 25, 2005.
- Giving a fine exhibition of cool temperament and controlled aggression, world number 12 Myskina maintained a stranglehold on the tie except during the early stages of the second set to chalk out a 6-2, 6-2 win over Sprem in about an hour at the Netaji Indoor Stadium in Kolkata.
- Myskina seemed unstoppable, hitting an array of forehand winners, as her rival looked tentative on her serve and failed to find the measure of the court. Sprem executed some fine shots, but drowned her efforts in a sea of unforced errors.
- Myskina gained 120 ranking points, apart from getting richer by \$27,000.

## *India Win Inaugural Asian Air Gun Shooting*

- Indian shooters claimed two gold medals in women's junior Air Pistol event on the final day to win the inaugural Asian Air Gun Shooting Championships at Bangkok on September 19 2005 with the highest tally of 10 gold, two silver and three bronze.
- Shweta Choudhry shot a total of 381 to win the gold. Other Indian contenders Aparna Salvankhe and Harveen Srao narrowly missed the podium finish as they shot 375 and 374 to end up fourth and fifth. However, the effort of the team, comprising Shweta, Aparna and Harveen, was enough for India to win the team gold in the event, with a score of 1330.
- Other than these the Indian team of Tejaswani Sawant, Suma Shirur and Deepali Deshpande took top honours in the air rifle women's event with a total score of 1178/1200 to edge out South Korea and China, according to a release from the National Rifle Association of India (NRAI).
- Navnath Farthathe won a gold medal in the individual event with a score of 590/600, while Sandeep Tarte took a bronze with 585.
- Navnath Fatthathe, Sandeep Tarte and Ashok Kumar combined to win the gold in the team.
- Tejaswani also won her first international medal in the individual air rifle event taking silver with a total score of 495.7. Suma won bronze with 494.8.
- India has won five gold, two silver and two bronze medals in the championship.

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### *Spain Hails Formula One Champion Alonso*

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- Spain hailed a new hero on September 26, 2005 after Fernando Alonso became the country's first Formula One champion, and the world's youngest at just 24 years of age.
- “Champion,” blared the front pages of the normally soccer-obsessed sports dailies, while El Pais led with "Alonso, the youngest king of Formula One".
- “I have fought for a long time in my career without any support except that of my friends and three or four people - my father and mother, my sister and my uncle.” said Alonso after the race.
- Alonso has single-handedly brought Formula One to the attention of a Spanish public who, for many years, had little interest in the competition.
- As he closed in on his title, however, motor racing has muscled its way on to the front pages of the sports newspapers and television audiences have blossomed.

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### *New Umpiring System for Cricket Super Series*

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- New technology and a system of referral and consultation between on-field and television umpires will be tested during the cricket Super Series between Australia and a World XI in Australia in October.
- “We will trial some new technology during all of the matches, as having such experienced officials in the middle will give us a good opportunity to assess these innovations,” said Ranjan Madugalle, Chief Elite Panel referee of the International Cricket Council (ICC).
- “A new system of referral and consultation between on-field umpires and the television umpire will apply in all three Super Series one-day internationals in Melbourne on Oct 5, 7 and 9 as well as the Super Test in Sydney starting Oct 14,” ICC said in a statement.
- Run outs and stumpings will be referred in the normal way to the television umpire who will make the final decision.
- But in respect to all other decisions, the on-field umpires will have the discretion to consult the TV umpire before making a final decision, ICC said.
- ICC also announced the umpires for the series. Aleem Dar of Pakistan, Darrell Hair and Simon Taufel of Australia and Rudi Koertzen of South Africa will officiate in the four matches.
- “The Super Series is a contest for top players in the world so it is only fitting that the best-performing officials should be appointed to stand in the matches,” ICC Chief Executive Malcolm Speed said in a statement.

# ENTERTAINMENT

## *Paheli is India's Entry for Oscars*

- The Hindi feature film *Paheli* directed by Amol Palekar has been selected on September 25, 2005 as India's entry in the foreign films category at the Oscars.
- "A 10-member jury, headed by noted filmmaker Vinod Pandey, made the selection after week-long deliberations," Secretary of Film Federation of India Supran Sena said.
- "I'm happy at the nomination of the film for the Oscars," said Palekar in Pune. The film is produced by actor Shahrukh Khan who also plays the lead role in it. Rani Mukherjee is the other key actor in the movie.
- *Paheli* beat 14 other films including *Swades*, *Veer-Zara*, *Black*, *Parineeta*, *Page 3*, *Iqbal*, *Mangal Pandey* and Marathi film *Uttarayan* for the nomination, Sena said.
- *Paheli*, which, according to Palekar deals with a 'woman's right to make a choice', is a love story set in the picturesque locales of Rajasthan. It is based on the novel by leading Rajasthani writer Vijaydan Detha and the same book was reproduced on the celluloid by Mani Kaul several years back.
- According to Palekar, *Paheli*, which also features Anupam Kher, Naseeruddin Shah, Juhi Chawla, Suniel Shetty and Amitabh Bachchan, was completed in only 47 days.
- Marathi film *Shwaas* was India's entry to the Oscars in 2004. Some of the earlier entries in the last few years include the Aamir Khan-starrer *Lagaan*, directed by Ashutosh Gowariker and Sanjay Leela Bhansali's *Devdas*.
- The following have been some of India's entries to the Oscars over the years: Mehboob Khan's *Mother India* (1957), Guru Dutt's *Sahib Biwi Aur Ghulam* (1963), Shyam Benegal's *Ankur* (1974) and *Manthan* (1978), Mahesh Bhatt's *Saransh*(1985).

## *Sathyu to Head Feature Film Jury for Indian Panorama at IFFI*

- Veteran filmmaker M S Sathyu heads the feature films jury for the Indian panorama at the International Film Festival of India (IFFI) 2005 being held in Goa from November 24 to December 4.
- Noted director from Manipur Arabir Syam Sarma heads the jury for selection of non-feature films for the festival, as officially announced on September 28, 2005.
- Besides Sathyu, the feature films jury comprises actress Roja Ramani, film director Biplab Roychoudhary, film historian R. K. Verma, film director from Kerala C P Padmakumar, and National award winner filmmaker from Mumbai Shalini Shah.
- In the jury for non-feature films, other members are film directors Arun Chaddha, Sanjivan Lal and M A Rehman and film critic M K Raja Narayan.

# SPECIAL NEWS

## *Huge Govt Incentive for Single Girl Child: Scholarship, No Fees*

- In a bid to correct the male-female sex ratio while promoting population control, the Ministry of Human Resource Development on September 22, 2005 decided to waive fees and hand scholarships to all girls from single-child families until the post-graduation level.
- It will be effective from the next academic session in all non-professional courses. Any single girl child of parents who have consciously adopted family planning measures after the birth of their single child would be eligible under the scheme.
- To avail of the scheme, the girl will need to submit an affidavit, attested by a Gazetted Officer, mentioning that she is the only child in the family.
- The scheme which will include all families with a single girl child, irrespective of income groups, would start from the senior school level.
- Students who get this scholarship will not be barred from other scholarships.
- The objective is to change society's perception of girls being a liability and empower women by providing incentives for higher education.
- This, in turn, will curtail the strong preference for sons in the country, which is adding to the population pressure with families producing more children in the hope of a male child.
- The scheme has to be implemented by all schools and colleges private or government run, at the Centre or the states that are either funded or have received affiliation from the government. It will, however, be limited to non-professional courses.
- Financial assistance for the scheme would be provided by the HRD ministry to institutions, which, in turn, have to submit relevant records along with progress reports in order to get funds for the next year.
- However, if a student leaves her studies mid-way without prior approval of the ministry, the scholarship would be discontinued and she would have to refund the entire amount received under the scheme.
- **Who's eligible:**
  - \* Any girl from a single-child family
  - \* Needs affidavit stating that she's only child
  - \* Scheme for all non-professional courses
  - \* Fee exemption until PG-level
  - \* Rs. 800 per month scholarship in senior school
  - \* Rs. 1,000 per month scholarship at BA-level
  - \* Rs. 2,000 per month scholarship at PG-level
  - \* Families with two girls can pay for study of only one

# NEWS IN NUTSHELL

- Hurricane Rita launched a fierce assault on Texas and Louisiana early on September 24, 2005 as the storm's potent eye ripped ashore with near 200 km per hour winds and walls of driving rain.
- Seven people are feared dead while over 2,50,000 have been marooned in two districts of Chhattisgarh after heavy rains lashed the state continuously for three days, officials said on September 15, 2005.
- New US visa procedure will come into effect from October.
- A series of largely unpublished letters from T.S. Eliot and a first edition of “The Waste Land” poem inscribed by the author sold for nearly \$438,000 (243,900 pounds) at an auction in London on September 20, 2005.
- The first cyclone of the 2005 monsoon that hit the Andhra Pradesh coast on September 20, 2005 has been christened *Pyaar*. All cyclones in the Bay of Bengal rim countries will henceforth have a name. *Pyaar* is a *Myanmarese* word that means ‘flattened’.
- Maruti Udyog Ltd. on September 16, 2005 announced that it would set up world-class Maruti Driving Schools across 15 cities in India, this year.
- The World Health Organization (WHO) has chosen Satyam Computer Services Ltd. to implement its Global Management System (GSM), the IT company announced on September 26, 2005.
- The new camera from Kodak with Wi-Fi technology will enable users to email high quality images and store the shots automatically in an online image bank, reported online edition of New Scientist on September 17, 2005.
- ‘Pardes’ girl Mahima Choudhry is the new brand ambassador of the Indian Women Hockey Federation (IWHF).
- Sania Mirza crashed out of the WTA Sunfeast Open tournament losing to the much lower ranked Hungarian Melinda Czink on September 21, 2005.
- Croatia and Slovakia, two of Europe's younger nations, made history on September 25, 2005 when they reached the Davis cup final for the first time.
- Board of Control for Cricket in India (BCCI) President Ranbir Singh Mahendra announced on September 27, 2005 that “miscommunication” was the root cause of the ill will between Ganguly and Chappell and not the disagreement over team composition on the recent tour of Zimbabwe.
- Extending her support to a social cause, tennis sensation Sania Mirza on September 28, 2005 signed as an ambassador of 'Save a Child's Heart Foundation' (SACH), to raise funds for providing medical aid to children suffering with heart diseases.
- Ace golfer Jyoti Randhawa steamrolled his way to the Hero Honda Open South title by a comfortable six-shot margin on September 16, 2005.
- A documentary on Bollywood star Shahrukh Khan was released in Mumbai on September 21, 2005 in the actor's presence.

# STUDENT'S VOICE

## *Topics for Debate*

- Should government ownership of the broadcast media be ended?
- Should we intervene in the genetic makeup of our children? Should genetic screening be used to produce genetically healthy or even "designer" babies?
- Is it ever justifiable to execute criminals?

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**For further information:**

ICFAI National College  
# 8-2-228-231, 5<sup>th</sup> Floor,  
Mirra Trade Center,  
Punjagutta, X-Roads  
Hyderabad - 500 082, India.  
**Ph.:** 040-23430400, 478 **Fax:** 040-23430229  
**Email:** [academics@incindia.org](mailto:academics@incindia.org)  
**Website:** [www.incindia.org](http://www.incindia.org)