

**13 December 2010: "Meeting Customer's Aspirations in the ever changing Information Technology Market"**

**CSI President Elect at Lucknow; Promises All Help to UP Government**

"Lucknow needs to work big time to embrace an IT culture in every walk of life. Computer usage has become a determinant of the 'progress quotient' of the citizens of a geographical area. While children of Lucknow have shown a phenomenal increase in acquiring computer knowledge, adults in Lucknow still lag behind a bit vis-a-vis metro cities in India." These views were expressed by Mr MD Agrawal, Head of Information Technology, Bharat Petroleum & President Elect, Computer Society of India (CSI) on Monday, 13th December while speaking on the topic "Meeting Customer's Aspirations in the ever changing Information Technology Market" for CS Lucknow Chapter members at the Anjuman Auditorium of Tata Consultancy Services (TCS) Awadh Park Campus in Lucknow.

Mr Agrawal added that the 'digital divide' among the computer literates and illiterates needs to be effectively bridged in this part of the country. While appreciating e-governance initiatives of UP Government, he emphasized the need to increase its penetration all across the state specially in the government-citizen interface applications. He said that e-governance actually gives an opportunity to the government to re-invent itself and become a true friend of citizens across the state with applications commencing from the birth and covering education, healthcare, licenses, approvals, returns, taxes, salary, retirement and pension. Mr Jayant Krishna, Principal Consultant, TCS and Regional Vice President, International, CSI presented a coffee table book on the life and times of JRD Tata to Mr Agrawal.



*CSI President Elect Mr. M D Agrawal at Lucknow promises all help from CSI to the UP Government*

Later in the day, Mr Agrawal, along with Mr Krishna, also met the Principal Secretary IT, UP Mr Chandra Prakash, IAS and promised all support to the state of UP from CSI in the areas of e-governance and cyber security. He also assured that CSI would bring the best practices in the e-governance space from all over the country for the consumption of UP Government officers. This knowledge can be leveraged by the state to make its e-governance programme more robust, secure and citizen-friendly.