

No.4/7/2005-2Trg
HARYANA GOVERNMENT
CHIEF SECRETARY OFFICE
TRAINING DEPARTMENT

Dated Chandigarh the 30th September, 2010.

To

1. All the Financial Commissioners & Principal Secretaries/Commissioners and Secretaries to Govt., Haryana.

Subject Regarding participate in the Conference which to be held from 19th to 22nd October, 2010 in Noida conducted by ISQ and QCI.

Sir/Madam,

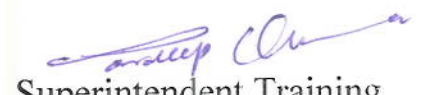
I am directed to refer to the subject noted above and to inform you that the Govt. of India, Department of Personnel and Training, Public Grievancies and Pensions, New Delhi is organizing above cited training course at Noida. Eligible officers can exercise their options on the prescribed format. Details of the Training Programme are available on the web site <http://csharyana.gov.in> (under the heading of Training Branch/Training Announcements).

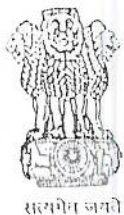

Superintendent Training
supdttrg.cs@hry.nic.in

Endst. No. 4/7/2005-2Trg.

Dated Chandigarh, the 30th September, 2010.

A copy along with letter at PUC is forwarded to Manager Sh. Deepak Bansal, National Informatic Centre, Haryana State Unit, 9th Floor, Haryana Civil Secretariat, Chandigarh with request to place the matter on the web site of CS(Training) circular and send it to all Administrative Secretaries in Haryana State through E.mail.


Superintendent Training
supdttrg.cs@hry.nic.in



AJAY SAWHNEY

Joint Secretary (Training)
Tel. : 26106314 Fax : 26107962
E-mail : ajay.sawhney@nic.in

सचिव, मानव संसाधन विभाग
कार्मिक और प्रशिक्षण विभाग

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन विभाग

GOVERNMENT OF INDIA
DEPARTMENT OF PERSONNEL AND TRAINING
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS

BLOCK-IV, OLD JNU CAMPUS,
NEW MEHRAULI ROAD, NEW DELHI-110067

Dated: 9th September, 2010.



O. No. 13045/14/2010-Acad. Desk)

Dear Ma'am,

Please refer to the communication dated 30th July, 2010 (copy enclosed) received from Dr. Anil K. Srivastava, Chairman, Program Committee of the VIIIth Congress of the Asian Network for Quality (ANQ), being jointly organised by the Indian Society for Quality (ISQ) and Quality Council of India (QCI) on "Quality for Inclusive Growth of Asia", scheduled to be held from 19th to 22nd October, 2010 in NOIDA.

2. The ANQ Congress is an annual conference which is organised in the Asian continent as well as the world over. A new stream on 'Quality Management in Government' has been introduced this year for the first time in the ANQ Congress, which will inter alia, include presentation of the case studies made during the earlier Workshops by senior officers. A copy of the Brochure of the ANQ Congress 2010 is also enclosed for information.

3. I shall be grateful if you could consider nominating officers to participate in the Conference and present papers on quality related work being undertaken in the Government.

With regards,

Yours sincerely,

(Ajay Sawhney)

Mrs. Urvashi Gulati, IAS,
Chief Secretary,
Government of Haryana,
Chandigarh,
Haryana

India Society

Congress Venue

Jaypee Institute of Information
Technology (JIIT)
A-10, Sector-62, NCR Delhi,
Noida - 201307, India

www.anq2010

Registration Form

(Please use BLOCK LETTERS)

Personal Information

Title: ☐ Dr. ☐ Prof. ☐ Mr. ☐ Mrs. ☐ Ms.

Delegate Name: _____
(First) (Middle) (Last)

Organization: _____

Address: _____

City: _____ Country: _____ Zip / Pin: _____

Phone: _____ Fax: _____ Email: _____

Mobile No. _____

Participation Category ☐ Speaker ☐ Delegate ☐ Student

Please tick (✓) the below box

- Attending the Welcome Reception on 19th October 2010? ☐ Yes ☐ No
- Attending the Farewell Dinner on 21st October 2010? ☐ Yes ☐ No
- Food preferences ☐ Vegetarian ☐ Non-Vegetarian ☐ Halal

Total Amount Payable (INR) _____
(Refer to the table below)

Date: _____

Signature: _____

Delegate Fees

International Participants (INR)

Category	Registration Before 16 Aug 2010			Registration After 16 Aug 2010		
	Registration Fees	Service Tax (10.3%)	Net. Amt. Payable	Registration Fees	Service Tax (10.3%)	Net. Amt. Payable
Speakers (Oral/Poster)	4500	464	4964	6500	670	7170
Delegates	6500	670	7170	8000	824	8824
Indian Participants (INR)						
Speakers (Oral / Poster)	4500	464	4964	6500	670	7170
Delegates	6500	670	7170	8000	824	8824
Student Speaker's (Oral / Poster)	1200	124	1324	1500	155	1655
Student Delegates	1500	155	1655	2000	206	2206
Technical Visit (optional)	1000	103	1103			

Note:

- 1) Payment by credit card will attract a transaction fee of 2.256% for VISA / MASTER.
- 2) Only one person (speaker) per paper will be given discounted registration fee. Subject to approval from the programme committee.
- 3) Delegate fees include lunch & coffee for two days, welcome reception on 19th October 2010 and farewell dinner on 21st October 2010.
- 4) Welcome Reception and Farewell Dinner on 19th October and 21st October 2010 respectively are not included for Indian Student Speakers and Indian Student Delegates.
- 5) For **Technical Visit Registration** kindly send the request at anq2010@kwconferences.com. The registration will be done on first cum first serve basis.

Payment Options:

☐ Demand Draft/Cheque in favor of: **Quality Council of India - ANQ Account**, Payable at Par.

Demand Draft/Cheque	Amount	Date	DD/Cheque No	Bank/Branch

Send the Demand Draft/Cheque at the address mentioned below:

Mr. Nitesh Doshi, KW Conferences Pvt. Ltd. A-56/12, DLF Phase I, Gurgaon – 122002, India.

☐ Credit Card Authorization Form ☐ VISA ☐ MASTER

16 Digit Card Number: _____ Expiry Date(mm/yy): _____

In lieu of my credit card imprint, I _____ hereby authorize KW Conferences Pvt Ltd to charge my Credit Card for the amount _____

Name as on card: _____ Amount: _____ Signature: _____

Note: Kindly add 2.256% is applicable for VISA & Master card. Please sign this authorization form and send along with your Registration Form to the Conference Secretariat along with the front and back copy of your credit card and Photo ID.

☐ Wire Transfer: For Currency US\$

Intermediary Bank:	J P MORGAN CHASE BANK, NEW YORK, USA SWIFT CODE : CHASUS33 ABA – 021000021
Beneficiary Bank:	AXIS BANK LTD. (FORMERLY UTI BANK B-81, Defence Colony, New Delhi. Account No. 11407376
Beneficiary Account no	357010200000578
Beneficiary Name	KW Conferences Pvt Ltd

☐ For Currency EURO

Intermediary Bank:	J P MORGAN CHASE BANK, FRANKFURT, GERMANY SWIFT CODE : CHASDEFX
Beneficiary Bank:	IBAN : DE81501108006231605392 AXIS BANK LTD. (FORMERLY UTI BANK B-81, Defence Colony, New Delhi. SWIFT CODE: AXISINBB357
Beneficiary Account no	357010200000578
Beneficiary Name	KW Conferences Pvt Ltd

Refunds & Cancellation Policy: All registration refund is subject to written cancellation either by email / fax or letter. Cancellation will attract 20% administration fee. 80% refund till 16th August 2010. Between 17th August to 15th September 2010, 50% refund and thereafter "NO REFUNDS"

Conference Secretariat

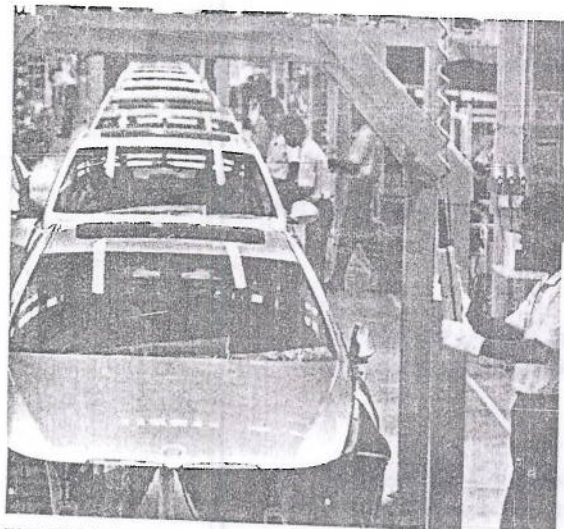


KW Conferences Pvt. Ltd.
A-56/12, DLF Phase I
Gurgaon – 122002, India
Tel.: +91-124-4636713, Fax: +91-124-4102073
Email: anq2010@kwconferences.com
www.kwconferences.com



ANQ Congress Delhi 2010

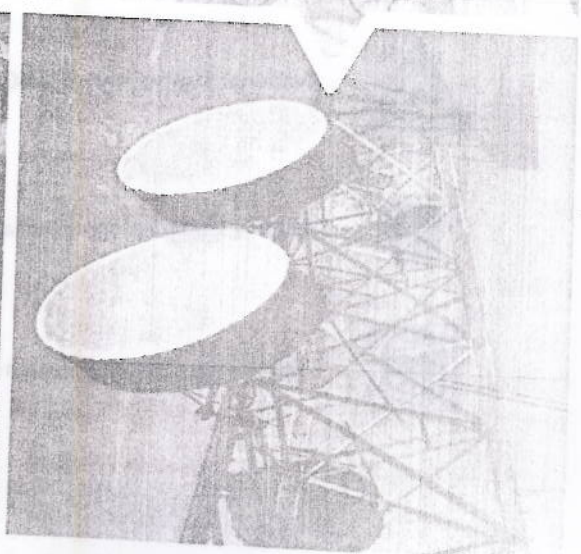
October 19 – 22, 2010



QUALITY FOR
INCLUSIVE GROWTH
OF ASIA



॥ सत्यमेव जयते नानृतम ॥
Truth alone triumphs, not falsehood.



Hosted by:



India Society for Quality



Quality Council of India



Bangladesh Society for
Total Quality Management

Co-Hosted by:



Network for Quality Productivity
and Competitiveness Nepal



Quality and Productivity
Society of Pakistan

Congress Venue
Jaypee Institute of Information
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A-10, Sector-62, NCR Delhi,
Noida – 201307, India

www.anq2010.org

Cooperating Organisations



ACMA Centre for Technology

NASSCOM[®]

National Association of Software and Services Companies (NASSCOM)



Confederation of Indian Industry (CII)



National Centre for Quality Management (NCQM)



FICCI Quality Forum



National Institute for Quality and Reliability (NIQR)



IMA Academy of Medical Specialities



Institute of Applied Statistics & Quality Management (IASQM)



National Productivity Council (NPC)



Indian Electrical & Electronics Manufacturers' Association (IEEMA)



National Safety Council (NSC)



Indian Railway Catering and Tourism Corporation Ltd.(IRCTC)



Quality Circle Forum of India (QCFI)



Lal Bahadur Shastri National Academy for Administration (LBSNAA)



The Bombay Textile Research Association (BTRA)



ANQ CONGRESS DELHI 2010

Theme: Quality for Inclusive Growth of Asia

The ANQ WAY states:

"Various regions of Asia form Asian Network for Quality with the **Goal** of contributing to creativity, integration, prosperity and quality of human life in Asia through a **Strategy** based on constancy of purpose, knowledge creation, voluntary spirit and system approach to improvement; living the **Asian Way** of harmony in diversity, mutual respect and austerity; following **Core Values** based on honesty, flexibility and self-control."

Quality for Inclusive Growth of Asia, the theme of ANQ Congress Delhi 2010 is taken from ANQ Goal of 'Quality of Human Life' which states:

"Contributing to the 'Quality of Human Life' where people live with dignity and achieve balance in fulfilling physical, emotional, intellectual and self-actualisation needs in harmony with nature."

This is at variance with the current context of prosperity as defined in the western societies that primarily focus on the GDP growth through a market driven economy. This approach

- Creates a short term focus
- Tends to let the market override human well being. The money power of the market payers influences people behavior through mass media for fulfilling immediate physical needs often at the cost of long term prosperity in terms of other human needs. It also disregards the needs of other beings.

- Assumes that GDP growth by itself will lead to balance in human life. This is not necessarily true as reflected in the current economic turmoil.

It is believed that the Asian Way can make a useful contribution in developing an alternative model through a new definition of quality that may lead to prosperity in a holistic way, in balance with nature and within the composite nature of the human being.

The theme of the Congress is to share experiences in developing the new approach. The concurrent sessions are therefore uniquely designed, with a wide footprint that address transformation needs of an entire nation across its various sectors, viz:

- Manufacturing and Infrastructure
- IT & ITeS
- Services
- Healthcare
- Government
- Education
- Social & Environment

7th ANQ Congress held in Tokyo in September 2009 was very successful with over 350 participants. India had hosted 2nd ANQ Congress in 2004 which saw the largest participation ever. India has once again been given the honour to host 8th ANQ Congress. We expect over 1200 participants including 250 delegates coming from 20 countries of Asia, USA & UK. 200 high quality technical papers covering seven streams shall be presented (Oral & Poster) during the congress. This year's event promises to take the ANQ Congress to a truly international level.

Congress Schedule

October 18, 2010

- ANQ Board Meeting

October 19, 2010

- ANQ Board Meeting
- Late Afternoon – ANQ General Assembly
- Evening – Registration
- Welcome Reception, India Habitat Centre, New Delhi

October 20, 2010

- Registration
- Opening Plenary - Welcome, Keynote speeches & Awards

- Technical Sessions including special sessions, invited speakers in each stream

October 21, 2010

- Technical Sessions
- Closing Plenary - Keynote speeches, Awards & Invite for ANQ Congress 2011
- Farewell Dinner, India Habitat Centre, New Delhi

October 22, 2010

- Technical Visits (optional)

Call For Papers

Papers have been invited on the development and use of quality concepts and techniques relating to transformation in any of the programme streams – in terms of improvement of the environment, efficient use of materials, satisfaction of employees and customers, and more. A total of 200 papers including 75 poster presentations will be made during the congress. The details related to calls for papers can be viewed at the congress website: www.anq2010.org. The key dates are:

Abstract Submission	30th April 2010
Notification of Acceptance	30th June 2010
Full Paper submission	30th August 2010

Keynote Speakers

- **Mr. Nandan Nilekani**, *Chairman, Unique Identification Authority of India*
- **Prof. Shoji Shiba**, *Internationally Renowned Management Expert & Teacher*

And more to follow

Apart from the keynote speakers, the Congress will feature luminaries like **Prof. Noriaki Kano**, individual Deming Prize winner, and leaders from industry, academia, government and the social sector as invited speakers in the parallel streams.

Programme Highlights

The Technical Sessions of the Seven Streams will consist of:

- Special Sessions (Like Panel Discussions, Workshops etc.)
- Invited papers (From Eminent Speakers of particular Stream)
- Paper presentations (Contributory Papers for Presentations-Oral & Poster both)

Interaction Session

- Prof. Noriaki Kano, Honorary Chairperson, ANQ

Special Sessions which have been finalized so far:

- Workshop on SquBok by Dr. Iizuka (IT & ITes stream)
- Panel discussion on Cluster method for initiating TQM (Manufacturing Stream)
- Panel discussion on Quality framework to assess Parliaments (Government Stream)
- Panel discussion on Quality in Social Sector - yet to be finalized.
- CEO session on Growth of Service Sector through Quality Strategy (Services Stream) - yet to be finalized
- Panel discussion on Quality in Infrastructure

Technical Visits (optional)

Date: October 22, 2010

- Participants Limit: 25 Maximum per technical visit
- Closing Date for Technical Visit Registration: 20th September 2010

There are three choices of visits:

• Group A: Maruti Suzuki India Ltd, Gurgaon

Features: The Company is India's largest passenger car company, accounting for over 50 per cent of the domestic car market. The company is pioneer in introducing modern quality practices within their manufacturing units.

Distance from congress venue: 40 km approx.

• Group B: Sona Koyo Steering Systems Ltd, Gurgaon

Features: The company is currently the largest manufacturer of steering systems for the passenger car and utility vehicle market in India. The company has won the Deming Award from JUSE Japan.

Distance from congress venue: 50 km approx.

• Group C: SRF Ltd, Chemicals Business, Bhiwadi

Features: SRF is a leader in industrial fibres, polymers and chemicals, with global operations. It has adopted TQM practices as its management way, with its tyre record business a recipient of the Deming Application Prize. The Chemicals Business manufactures refrigerant gases, chloromethanes and specialty fluorine chemistry products, and has many unique elements of TQM practices to its credit.

Distance from congress venue: 100 km approx.

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Distance from congress venue: 100 km approx.



सत्यमेव जयते

AJAY SAWHNEY

Joint Secretary (Training)
Tel. : 26106314 Fax : 26107962
E-mail : ajay.sawhney@nic.in

स्वरित हाक सेवा
का १५५५३१०३७

भारत सरकार
कार्मिक और प्रशिक्षण विभाग
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

GOVERNMENT OF INDIA
DEPARTMENT OF PERSONNEL AND TRAINING
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BLOCK-IV, OLD JNU CAMPUS,
NEW MEHRAULI ROAD, NEW DELHI-110067

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With regards,

Yours sincerely,

(Signature)
(Ajay Sawhney)

Mrs. Urvashi Gulati, IAS,
Chief Secretary,
Government of Haryana,
Chandigarh,
Haryana

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