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Development of CSI Web Site - A White Paper

(An Inside Story of Last Five Years w.e.f. February, 2010)

Prepared on the basis of the audit work carried out by the Internal Audit Committee

1. Some questions to open the eyes of valued members of CSI about www.csi-india.org:

- 1.1 Large number of CSI members, who accessed the web site, kept complaining about different aspects of its non-functioning?
- 1.2 Have we been able to enroll members online similar to other professional societies?
- 1.3 How many prospective members did we lose due to non-functioning of CSI Web site with respect of online membership?
- 1.4 Data on the website remained outdated and old for months and years, besides repeated calls and reminders?
- 1.5 How many members have been able to edit their personal / professional data / profile due to erroneous functioning of the CSI web site?
- 1.6 Have we been able to create a separate Members Area, on the website, so that the web access to the technical resources is restricted to members based upon their membership login, thereby attracting non-members to join membership of CSI?
- 1.7 Unfortunately, we being the largest society of computer professionals and users could not have an state of the art fully functional web portal, in last fifty years.



This is besides the fact that an amount of **Rs. 68,46,595.00 (Rs. Sixty Eight Lakhs Forty Six Thousands Five Hundred and Ninety Five Only)** was paid to the vendors and consultant in last four and half years. Over and above, a full time staff was also appointed in the CSI Headquarter as Web Administrator with 50,000.00+ monthly salary so as to have the state of the art functioning web portal and taking care of day to day maintenance. Most of these actions, initiated in last five years have not been discussed / minuted in any of the ExecCom Meetings. Can this much expenditure, incurred by OBs, be justified in any of the professional societies without the approval of ExecCom. Further, a balance amount to the tune of Rs. 5,00,000.00 is being asked by the vendor, which the current ExecCom has refused to pay and consequent upon this, the vendor stopped the services abruptly to put pressure to get the money released, without giving Server Credentials, source codes, documents, other deliverables, etc. to CSI, for which the payment of **Rs. 68,46,595.00** have already been taken by the Vendor/s + Consultant in last four and half years.

1.8 CSI has close to 1,00,000 members as on date, out of which around 13,000 + are corporate / associate / life members, while as the remaining are student members. The website www.csi-india.org had the facility of maintaining the database of only 13,000 + corporate / associate / life members whereas there was no facility, whatsoever, available to maintain the database of remaining 87,000+ students members. CSI Education Directorate (ED), Chennai has submitted a report of this effect in writing. Staff members working at CSI Education Directorate (ED),



Chennai office, had to keep struggling for maintaining such a large database of 87,000+ students members, 550+ students branches and 2000+ Institutional members through MS-EXCEL sheets / files using cut, copy and paste for giving any service support to such students branches, chapters and regions, as and when required and consequent upon this, they kept doing mistakes repeatedly. This shows that that **Rs. 68,46,595.00** was spent to maintain the database of 13000 corporate / associate / life members, thereby incurring a cost of **Rs. 526.00 per member in last four and half year** on information dissimulation and database maintenance. Even after spending this much, we do not have the correct database of even 70% members in our record.

- 1.9 Like this, the questions are countless and problems are many.....!!!
2. Members would be further surprised to know that even when problems and complaints were many, member's satisfaction was quite low and grievances were being put forth for non-functioning of CSI web website www.csi-india.org during the last five years, the CSI continued to defend the working of the web site (without any valid agreement and SLA) and continued paying fees to a Consultant (without any valid appointment with agreement) for supervising its design and development which is still not complete, although the work started about 5 years ago.
3. The financial figures given below, with details, are startling and members will wonder how many CSI members can get such staggering consultancy fees without any appointment order, or contract or any defined terms and above all with no clear definition of responsibilities. **How many software**



developers in India are as lucky as Leo Technosoft Pvt Ltd. and Mindcraft Software Pvt. Ltd. for getting Lakhs of Rupees for software development without any defined deliverables and milestones and kept getting maintenance fee on a software, which has yet not been completed and fully handed over to the customer?

4. Certain Facts about the payment made by the CSI for www.csi-india.org: (based on the documents available):

4.1 Mindcraft Software Pvt. Ltd. was paid Rs. 15,17,728.00 (Rs. Fifteen Lakhs Seventeen Thousands Seven Hundred and Twenty Eight Only) from February 2010 to April 2011.

4.2 Leo Technosoft Pvt Ltd. was paid Rs. 36,12,193.00 (Rs. Thirty Six Lakhs Twelve Thousands One Hundred and Ninety Three Only) from July, 2011 to September, 2014 to continue the portal development and for interim maintenance evidently to continue on the work done by Mindcraft Software Pvt. Ltd.

4.3 CSI President in 2010 -2011 also thought it prudent to appoint a consultant **Mr. Mohan Datar** to oversee the portal development and for coordination with Leo Technosoft from August, 2010. The services of Mr. Datar continued and surprisingly in some intermediate periods even without any appointment order or contract. Finally, his contract was terminated in June, 2014 by the last ExecCom, on account of having no visible deliverables and contributions. His total bill, which was paid to him,



as fixed consultancy fee, for the period from August, 2010 to June, 2014 was **Rs. 16,16,674.00 (Rs. Sixteen Lakhs Sixteen Thousands Six Hundred and Seventy Four Only)**.

4.4 Simultaneously, on August 18, 2010, one **Ms. Shailaja Adurthi** was paid for **Rs. 1,00,000.00 (Rs. One Lakh Only)** for documentation of CSI Knowledge Portal. No documentation details are available, for the same, in CSI HQ.

4.5 The new ExecCom after assuming office decided to review the working of the web site and decided to stop all payments to Leo Technosoft unless all the reported bugs were fixed and the Website is fully functional with at-least existing features.

4.6 A meeting of Leo Technosoft representatives was held with the Vice President, Hony. Secretary and Hony. Treasurer of CSI on May 3, 2015 in CSI office in Mumbai. Leo Technosoft demanded minimum Rs. 2,50,000.00, out of the pending money to the tune of Rs. 5,00,000.00 for maintaining the web site and continuing the so called services. **It may please be noted that a website which has not been completed till date and handed over to the CSI, for which the vendor has already received Rs. 36,12,193.00 (Rs. Thirty Six Lakhs Twelve Thousands One Hundred and Ninety Three Only), the question of giving any money on account of maintenance does not come into picture.**



- 4.7 CSI repeatedly asked the vendor to fix the bugs in the existing web portal and deliver the complete software, along with the source codes, documentations, credentials of the control panel, etc. to CSI before demanding any further money for maintenance, to which Leo Technosoft, the vendor, did not agree.
- 4.8 CSI officers present in the meeting categorically stated that no further payment can be made to the vendor unless the bugs are fixed and the website is made fully functional. Leo Technosoft, therefore, decided to abruptly stop the working of the web site www.csi-india.org, without giving server credentials or any source code, in order to put pressure on CSI to release their payment.
- 4.9 When the website was made down by the vendor, CSI HQ along with the Hony. Secretary repeatedly requested the vendor to give the credentials (password) of the Control Panels of both; the domain and the hosting, so that as an alternate, CSI can make the website working. *Please note that CSI has paid for both; the domain and the software being hosted on the domain and is the actual owner of both.*
- 4.10 Leo Technosoft did not give the credentials of the Control Panels and instead kept insisting on release of the money.
- 4.11 When the web site was down, some members at the instigation of vested interests wrote mails with all sorts of insinuations against the present



ExecCom Members. But the ExecCom decided not to succumb to any types of the pressure of the vendor as the ExecCom is fully aware of the responsibilities, trust and faith assigned to them by Members and will not allow the precious money of CSI to be wasted like this.

4.12 As a proactive measure, Hony. Secretary, CSI, who was left with no other option, finally took the control of the domain www.csi-india.org from the registrar of the domain registry, and hosted it on a different server giving the message that why the website is down.

4.13 It is true that the web site was down and was out of the control of CSI HQ for few days, but alternative arrangements were made, in the shortest possible time, to bring the control of the domain back to the CSI HQ, which was successful and now the domain www.csi-india.org is now in full control of CSI HQ. As Leo Technosoft has not given any source code of the website even by now, for which they have charged huge money, the old version of the website could not be uploaded on the domain. Now, alternative plans are underway to make it functional, as a fresh, at the earliest possible, without any support from Leo Technosoft.

5. In nut shell, it has been discovered that overall CSI has paid Rs. 68,46,595.00 (Rs. Sixty Eight Lakhs Forty Six Thousands Five Hundred and Ninety Five Only), in last four and half years, for development of CSI Knowledge Portal. This makes it a record breaking web site not from the point of view of the



availability of the features or the performance but from the point of view of the expenses incurred! The portal has been incomplete, based on an obsolete technology, full of bugs and with poor performance.

6. While the people having vested interests and involved in all sorts of financial wrong doings are trying to make working of the present ExecCom difficult, the present ExecCom is determined to clean the system and have processes in place so that past acts leading to such huge financial loss with no visible quality gain / benefits to the society, do not repeat. The ExecCom Members feel that CSI should be run with utmost transparency, efficiency and with prudence. There is zero tolerance for financial wrong doings as we are the custodian of the faith and trust of the members of CSI.

7. We are fully aware of the fact that in the IT age, web site is a mouth piece and the most important source of information to all the members for any professional society, but just for this, it does not mean that the process of wasting CSI precious money, that too to such a great extent, be continued. Under these circumstances, you will concur with us that Haven will not fall, if the website will remain down for a month. Please believe us, the present ExecCom is working extremely hard to make the website from scratch and upload it for the benefits of the members at the earliest possible and then will try to investigate the matter in detail to fix up the responsibilities of the people involved for lapses happened in past thereby wasting the precious money of the society.



8. Appeal:

Members of CSI can be rest assured that the present ExecCom is preparing CSI for a change and process driven rather than individual driven, free of vested interests and bringing in utmost transparency and honesty in the working. All of you also know that the changes always bring resistance and same is the case happening in CSI. It is a matter of time and the present ExecCom require the much needed cooperation, support and patience of our Members, at large.

9. Purpose of this Note:

The purpose of preparing this paper is to make the valued members not be carried out by the slanderous and relentless campaign against the present ExecCom, with malafide intentions not to allow us to uncover the carpet and continue with the old practices silently. Further, we believe that every CSI members has a right to know the facts for themselves in the RTI era.

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