

Consultants' CORNER



NCR Consultants Limited

An Associate of Parker Randall



Silence

We are the source of the animating force of life, the source of all creation. The spirit may be called Brahman, Paramatman, Self, Unified field or whatever you prefer, but it is simplicity itself. We are That. To realize this pure consciousness, our essential nature, one has to spend time with ourselves. In the silence of the mind, one communicates and communes with the cosmic mind (and the spirit). The spirit whispers to us in the silence. Let us be quiet and listen.

Ramakrishna Mission

Sea of Changes

Starting this issue, 'Creative Corner' has been created for our CC readers who wish to exhibit their creativity. An opportunity for all our readers to contribute liberally to this space.



R.S.Murali

We are familiar with the saying "the only permanent thing in this world is change"; but, has man really changed in the true sense? While the externalities have changed due to discoveries, advancements in science and technology, the 'internals' of the man seem not to have changed. This is very well established by the recent global economic meltdown, Mumbai attacks, etc. where the focus has been on greed and selfishness. The same tribal instinct of the caveman seems to act in this opportunist and existential society.

As consultants, most of our projects deal with change management. Change with regard to systems, processes, rules, regulations, etc. but the implementation really occurs only when the implementers or the executives actually change. They need to change in order to implement the suggested systems. So the success of any consulting assignment depends on how as consultants we influence the way the executives of the client company change themselves. Even in the case of projects that do not involve implementation, like a project report preparation or a valuation report assignment, we need to convince the clients about the way we have gone about the report and how useful it will be for them. If they have any apprehensions about some of the assumptions we have made, we need to change their thinking in order to convince them.

While discussing the changes affecting our profession, there are some qualities or characteristics of consultants that do not change. These are the 5 C's of consulting:

- Content - Knowledge
- Credibility - Ethics
- Creativity – Thinking "out of the box"
- Concern – Client orientation
- Commitment – Tenacity to achieve results

These five need to coexist and are of equal importance. While knowledge is the base for a successful consultancy profession, it is the creativity that enables proper conversion of the concepts into useful and beneficial inputs for the client. Understanding the key and real requirements of the client (to understand the causes and not just the symptoms) comes out of concern for the client. It is only with utmost tenacity or constantly striving to add value to the client does a consultant complete the assignment as desired. (Note that many consultancy assignments never get completed!). While these four shape the assignment output, it is the credibility or ethics that enables a long-term sustainability to the consultancy organisation and the consultant. It is the value system that provides 'answers' to the needs of the clients and not just 'replies' that are likely to have a short-term effect.

So let these five fingers give you a good hand in consulting!

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Consultants' Corner wishes its readers a Happy and Prosperous New Year 2009



2008 Nostalgia

Month	Events
March	R S Murali Visits Netherlands for Streamlining Services for SKM Egg Products.
	C S Suresh and Ashok Rao Visit Sudan on HR assignment for Star Cement.
	P.B.Jeevan Rao and Sriram Visit Bangladesh on HR assignment for Star Cement.
April	Consultants' Corner grows from 6 pages to 8 pages.
May	Workshop on Process Mapping, conducted in NCRCL® Chennai by U.S.Mohanty.
	TFT monitors installed in Chennai and Bangalore.
	An Appreciation programme was conducted for Surana and Surana, International Attorneys on 22 nd - 23 rd May and 30 th - 31 st May 2008 at Deccan Plaza, Chennai.
	NCRCL® participated in the 'Dance of Democracy' - Services of NCRCL's BBMP Project team were utilized for election work in Bangalore for about a week.
June	R S Murali trains junior management team in ETA-Star Cement.
	Gadag Zilla Panchayat CEO visits NCRCL® Bangalore.
July	Visit by USAID representative to BBMP FBAS Section.
	A team from the Chennai office attended a one day workshop, "Dynamic Entrepreneurial Leadership". This program was organized by MMA.
	Presentation by Tara & Ashok on 'Municipal Accounting' at the Diamond Jubilee Conference of ICAI held at Bangalore.
Sept	Subba Rao selected as a volunteer for the 'Teach India' campaign of the Times of India.
	9 th AGM of NCRCL® at Hotel Rain tree, Chennai
Nov	Medical Insurance cards distributed in NCRCL® Bangalore office.
Dec	Talk on 'Strategic Issues & changing role of Management Consultants' , a presentation by R.S Murali, the chief guest on 26.12.2008, at Shaan Royal - Chennai, organized by Indian institute of Engineering.
	Ashok Rao and U S Mohanty attend a one day seminar on XBRL.
Others	A format for Performance Evaluation has been implemented.
	RSM and Ashok Rao completed drafting of four Accounting Standards for local bodies (CASLB) and are in various stages of consideration.
	RSM designed syllabus and handled a paper on " Financial Consulting" (to MBA students) at TAPai Management Institute, Manipal. Based on the series of the programme and placements TAPMI has enlarged this to "Business Consulting" during the current academic year.
	RSM along with Prof. G Ramesh of IIM – B has been accepted for an International Conference (2009) - to present a research paper on "Accounting Controls and Governance".

2008 Projects at a glance...

Name of the client		Project
1	ACS	Organisation Study
2	ADSITES	MIS on business Operations
3	ANSA	CPT classes at PSBB School, ACCA classes
4	AUM Consultancy Pvt. Ltd.	Valuation of Business
5	American International School	Financial Projections and Investors memorandum
6	BIM Solutions	Advisory and Consultancy Services
7	Bruhat Bangalore Mahanagara Palike	Running of FBAS operations
8	Bangalore University	DBA and FBAS support activities
9	Corporation of Chennai	Performance Assessment of Schools
10	EPSOM	Valuation of Shares
11	ETA ITS Division	Audit of realignment of ITS Division
12	ETA ASCON Group	KPI Analysis and Management Review Mechanism
13	FNF Tanstia	Walk through audit of MSME clients
14	Gulf Extrusion	Structuring Indian entity, strategize sourcing of billets, evaluate location for aluminum Extrusion plant
15	Gram Swaraj	Preparation of Accounting Manual
16	Government of Sikkim	Installation of Oracle Data Base, DIHMS software
17	Janagraha	Software for merging of financial data-Bangalore, Support in IT setup- Chennai.
18	Janalakshmi Financial Services - Bangalore	Process Mapping, Preparation of Technical Manual
19	LOGOS	Financial Projections and Investors memorandum
20	Rex Rotary of India	Regular Management Audit
21	Rigid Hospitals Pvt. Ltd.	Valuation of Business for prospective investment
22	RKKR Steels Ltd.	Strategic Management Support with regard to Financial Control
		Internal Audit Manual (IAM)
		Key Performance Indicators System
23	RVS	Implementation of IQAS
24	SITEC	Feasibility report for establishing a mother and child care hospital
25	SKM Egg Products	Business plan, Risk Management Framework, Structuring of organisation
		Valuation of Japanese entity
26	Star Cement LLC	Organisation Charts and Job Descriptions
		Design of incentive scheme
27	Surana & Surana	Training Programme
28	Teems India Towerlines Pvt. Ltd.	Accounting Manual, Induction Programme
29	UH Property Developers	Investor Memorandum, Framing of Contribution Agreement
30	World Bank	Supervisory Mission – rural credit cooperatives – Haryana
31	Yantra Fintech India Pvt. Ltd.	Share Capital structuring, Business Valuation

2008 A Quick Recap

Additions to the family

On-Site



Chennai

Aarif - May
 Pavithra - May
 Sujatha - Aug
 Maheswaran - August
 Ramachandran - August
 V S Pradeep - October
 N Sai Kishore -October
 Gowri Priya - November
 Jacqeline - December

Bangalore

Padmaja- January

Off-Site

Wedding Bells



Yallappa - 27 April
 Kavita Krishna - 11 May
 Thiru - 09 July
 Deepak - 05 September

Proud New Fathers



Sivasankaran - 08 October
 Ashok Rao - 14 November

Hall of Fame

People who left for better prospects

Chennai

Ilavarasan—March
 Akila - April
 Deepa - August

Bangalore

Vinayak Dutt - April
 Manikantan - September
 Thiru - November

Welcome to NCRCL® Family



Jacqeline Asha

2008 Snapshots & Events



R S Murali visits Netherlands for Streamlining Services for SKM Egg Products.



C S Suresh and Ashok standing in the bank of river Nile -Sudan on a visit for HR Assignment - Star Cement



P B J Rao and Sriram visit Bangladesh on HR assignment for Star Cement



Big gathering of NCRCL® team in Dubai handling three projects: ETA-ASCON (KPI framework), ETA-ITS, ETA-Star Cement.



A team from the Chennai Office attended a one day workshop, "Dynamic Entrepreneurial Leadership" on July 29, 2008.

This program was organized by MMA.



Visit by USAID representative to BBMP FBAS Section



Workshop on Process Mapping, conducted at NCRCL® Chennai by Mohanty in May



NCRCL® participates in the 'Dance of Democracy' – Services of NCRCL's BBMP project team were utilized for election work in Bangalore for about a week.



A team led by Gadag Zilla Panchayat CEO visits NCRCL® Bangalore on 02-06-2008



Subba Rao selected as a volunteer for the 'Teach India' campaign of the Times of India.



Presentation by Tara & Ashok on 'Municipal Accounting' at the Diamond Jubilee Conference of ICAI held at Bangalore on 5th July



NCRCL® Bangalore FBAS project office staff enjoying lunch.



D.Lingaraju talking about SQL



An Appreciation Programme was conducted for Surana and Surana, International Attorneys on 22nd - 23rd May and 30th - 31st May 2008 at Deccan Plaza, Chennai.

The Faculty members for the programme were Mr.R S Murali, Mr.P B Jeevan Rao, Mrs. Rekha Murali, Mr. Guhaprasath, Mr.R.Ganesan - External Faculty.



R S Murali trains junior management team in ETA-Star Cement.



Mohanty and Shalini the winners of the 1st cycle of weekly interactive session at Bangalore. They won a cash award of Rs. 100 each and a certificate for conducting 'Zaraa Hat Ke' a quiz program.



'Strategic Issues & Changing Role of Management Consultants' - A presentation by R.S Murali, the chief guest on 26.12.2008, at Shaan Royal- Chennai, organized by Indian Institute of Engineering

Study circle Meetings at NCRCL® Chennai

December'08

1. 'Working Papers' by Gowri Priya
2. 'File naming conventions' by Guhaprasath
3. 'Way to Go' by Akshita and Jayalakshmi
4. 'Miles to Go' by Ramachandran

2009

Welcome

Tamosoma Jyotirgamaya

**'It is impossible to explain colours to the blind but it is possible to show.
Let somebody see this beautiful world with our eyes when we are not there.'**

On this divine thought, an **'Eye Donation Camp'** was held at NCRCL® Bangalore Office on 30th Dec 2008. A total of 23 enthusiastic volunteers registered to donate their eyes as part of the New Year Eve celebration.



New year celebrations

Top - NCRCL® Chennai

Down - NCRCL® Bangalore

"Alone we can do so little, together we can do so much
Come, let's join together and if not all at least give sight to few
people who can see this picture and our wonderful world."

Eye Donation Camp

Venue: BBMP FBAS Project office
Date: December 30, 2008
Time: 4:30 pm

NCRCL®
NCR Consultants Limited
Bangalore



Creative Corner

ARISE! AWAKE!

A wonderful palace by the bay,
Lighted up brightly, what more can I say!
Beneath the dark sky, a wonderful day;
Cool breeze by the sea, making everyone sway.

Happiness, laughter and smiles everywhere,
What is that noise, that made people scare?
Oh my God! Who are they, how dare!
A dreadful scene or merely a nightmare!!

India's own brothers, is it really you?
What are you doing to us, have you any clue,
Killing the innocent, doesn't seem new,
Come out of your trance, don't be the sinful few.

As Indians 'We' the people stand together,
Our heritage cannot be shattered, nor will our hopes slither;
Your mysteries, we will unravel; for our land, our dear mother,
Though we are parted, we are still brother and sister.

Wake up India, to the unjustified error,
Enough is enough to the world of terror!
The TAJ still stands tall and strong, so do we,
Your secrets, we will unlock; for we have the key.

Never be taken by surprise, we will grow stronger,
With our talent and you'll see;
Before it is time for you to plea!
Live with humanity, live life with glee!!!!

JAI HIND!!!

Gowri Priya.S

Know Your Colleagues



Name: C S Suresh
 Qualification: [Qualified to fill in this form] F.C.A, Grad CWA
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S. No.	Questions	Your Answers
1.	The meaning of your name.	Lord of the Gods
2.	Nick name.	'Suchi' at residence circle, 'tse tse' in school
3.	Your dream job.	Challenge of turning around sick company
4.	Your first impression of NCRCL.	Hub house of Knowledge
5.	What personal/emotional characteristic of yours do you want to change?	Weakness in facing others in difficult situations
6.	Money or job satisfaction?	Job satisfaction
7.	Your Stress buster.	Meditate and relax the mind
8.	Do you have a small circle of close friends, rather than a large number of friends?	Yes
9.	What do you most like about a person?	Humbleness
10.	What do you most hate in a person?	Arrogance
11.	Team work Vs Individual work – your comments.	Individual work will lead you nowhere except to look for team to support
12.	Do you make efforts to get others to laugh and smile?	Of late, Yes
13.	Your heart rules your head or your head rules your heart?	On several occasions, the heart wins!
14.	Special talent.	Good at PR
15.	Hobbies.	Interested in reading philosophical books

Smart Corner

On 27th November, 2008 both the NSE and BSE were closed for trading even though it was not an official holiday.

What was the reason?

Send in your answers to the editor at bangalore@ncrcl.com

ANSWER FOR LAST MONTH'S SMART CORNER QUESTION:

This book was first published in 1936 but is still quite popular. It has sold over 28 million copies worldwide and has been made into a film. This is the only book by the author. It has a love story set against the background of the American Civil War. It ends with the words "**After all; tomorrow is another day**". Name this book and the author.

ANSWER: "Gone with the Wind" by Margaret Mitchell



The right answer was given by Kishore,
Jayalakshmi & Akshita
!!! Congratulations !!!

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Happy Birthday!

**Birthday Wishes**Happy Birthday to the
January born

Sriram R - 4 January

Ashok Rao - 11 January

Humour Corner

"MY NEW YEAR'S RESOLUTION IS TO DELEGATE MORE!"

"Make everything as simple as possible, but not simpler."

Albert Einstein