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From Editor's Desk

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The Sun is slowly but surely moving in the direction of Tropic of Cancer in the southern hemisphere of the earth, or is it the earth that is tilting on its axis and our region is getting away from the Sun? Faint recollection of lessons from my geography teacher however remind me that Sun is stationary and it is the earth which not only rotates around its axis, but also revolves around the Sun. (It is all very confusing and in any case my geography is poor!!). Whatever be the reason, the weather has turned around and there is already a nip in the air. Also, it is the onset of festive season for most of us and there are festivals galore in the days ahead. I am sure you too are looking forward to a gala time. Incidentally, this year we will have one additional festival coming up on 29th November!! Which one? You will soon know about it!!

Our CMD, Mr. K. K. Kapila wishes all our readers a Very Happy Deepawali, the festival of lights, the return of Rama to Ayodhya after an exile of 14 years. May this year's Deepawali bring all our readers tons of happiness and prosperity.

The result of the recently concluded fourth Surveillance Audit by Mr. Anurag Priyadarshi, an auditor from Det Norske Veritas on 1st October, 2002, is a true example of sincere implementation of the quality management system developed by our organisation. This is the second consecutive surveillance audit during which there has not been a single non-conformity or written observation raised against us. It speaks volumes of the effort put in by the concerned authorities and they certainly deserve a big pat on their back. A word of caution, however. We have to maintain this momentum because we are likely to face a stiffer challenge during our Certification Audit for conversion to ISO 9001:2000 quality management system, in the near future. Did I hear some one say, "Who is afraid of challenges?" Well that is the spirit!!

It takes months to find a customer but seconds to lose one. Therefore to attain a competitive edge, we have to look after our customers in terms of meeting their needs and expectations. One must remember that "A satisfied customer is the organisation's best unpaid salesperson." In this Newsletter, we give you a few customer satisfaction statistics which will indicate how important it is to retain the old customers.

You have been missing out on a great opportunity which was offered to you couple of years ago. Our Newsletter Volume No. 3, Issue No. 1 of February 2000, had included a generous offer from CMD of an incentive of Rs. 10,000/- for a best suggestion of the year, to effect improvement / growth of our organisation. The offer is still open and award of the year unclaimed so far! Any enterprising volunteers? Besides the mega prize, there are other attractive prizes to be won. And of course, all good suggestions will also be published in our Newsletter.

Happy reading,

- Editor

Appointments

The following senior and middle level staff have joined our Company. We take this opportunity to welcome them to the ICT Family.

General Manager

Mr. Yogendra Popli

Senior Manager

Mr. Raj Narain Kapur

Mr. M. Krishna Mohan Mr.

D. Sudhakar Reddy

Manager

Mr. K. Srinivasa Rao

Mr. Nitin Jolly

Mr. Sanjay Kumar

Mr. R. K. Sawhney

Mr. Vijay Kr. Doddigarla

Deputy Manager

Mr. Ashutosh Kr. Jha

Mr. Surendra Pratap Singh

Mr. B. Srinivasa Kumar

Mr. Khandavilli Sridhar

Assistant Manager

Ms. Deepali Saxena

Ms. Aanchal Suri Badhwar

Mr. R.B. Admuthé

Mr. Varanasi Parvateesam

Mr. Akhil Kr. Srivastav

Mr. P. Sarat Babu

Quotable Quotes

About Conscience

- Conscience is God's presence in man.
- Without a rich heart, wealth is an ugly beggar.
- Meditation is nothing else but rising above desires.
- The hands that help are holier than the lips that pray.
- If you want to feel rich, count things you have that money cannot buy.

- M. C. Rajeevan

Wedding Bells

Our heartiest congratulations to Mr. Raju Khan who got married to Ms. Rumi on 10th September, 2002. We wish them a very happy married life.

Articles

Learning and Performance

According to Gita

- One should not be inactive but perform his prescribed duty without attachment to the result.
- Devoted each to his own duty, man attains perfection.

“Attachment to the good leads to detachment,
Detachment from bad leads to desire-free environment,
Desirelessness leads to a steady state of mind,
Steadiness leads to the salvation from the world around.”

In this *Sloka of Bhaja Govindam, Sri Adi Sankara* explains, how one can be in the family set-up but yet develop God consciousness. He advises association with good people and avoiding bad people / things.

One should, therefore, perform his duty sincerely and righteously with detachment and without desiring to enjoy the fruits of his actions.

Learning and improvement are continuous processes. One should try to develop himself and his people. One should strive to learn all the time by taking good points out of even the worst situations. In this connection, the following words of Bhartruhari which stress the importance of Education and Knowledge and also inspire us to steadfastly pursue our objective are relevant:

- Education shapes up a person. It is secretly hidden wealth. It bestows prestige, happiness and enjoyment. It teaches everything like a teacher. It helps abroad like a relative. Education is Paramatma and it brings honour and recognition. No amount of wealth can equal education in this world. A person without education is like an animal.
- The secret treasure of knowledge is not destroyed even at the end of the world, does not fall into the hands of a thief, ever yields happiness and when given to those soliciting it, increases plentifully. Learning is verily the highest mark of beauty. Good company purifies the heart and spreads fame. Fortitude in adversity, forgiveness in prosperity,

- cleverness in speech in an assembly are traits natural with the magnanimous.
- Timid people are afraid of starting a work fearing obstacles. Middle type start a work but stop it when they face obstacles. Courageous people, when once they undertake a work, do not leave it incomplete, whatever may be the obstacles that come on the way and whatever number of times they come.

One should perform the journey of life with courage and confidence, keeping in view the above points and the following words:

- One who thinks he can do, will certainly achieve victory sooner or later.
- Failure is a valuable learning experience. Some bounce back after failure but many don't for want of trying. What is required is a positive attitude a steely resolve and perseverance.
- We should 'Be Positive' in our approach, we should 'Learn', we should 'Commit' and we should 'Do'. The greatest battles of life are fought out daily in the silent chambers of soul. That which we persist in doing becomes easier not that the nature of the task has changed, but our ability to do well has increased. 'Excellence', then becomes a habit.

- M. V. Sastry

Success and Failure

“*Success and Failure*” takes place in life of each and every person. Success reflects capabilities but at the same time failure is no reflection on a person's capability. There is a well-known adage “*You can learn little from victory, but everything from the defeat.*” Failure should be viewed in terms of feedback and should be dealt with like a learning experience. Self-confidence plays an important role in achievement of success. Affection, eagerness, trust, the ability to handle criticism and the ability to assess one's capabilities accurately are some of characteristics of self-confidence. To enhance the self-confidence one should address the following questions at regular intervals:

- When was the last time I congratulated myself for doing a good job?
- What are my strengths and am I using them?
- To whom I attribute my success Luck or Myself?

When such questions are answered they will help individuals to become more aware of their capabilities. Comparison with another person induces inferior feeling and affects self-confidence, but it is a practice which most people indulge in. Another common practice which affects a person's capabilities is criticism. Abraham Lincoln once said “*Any fool can criticize and most fools usually do.*”

The doubt about capabilities leads to failure and faith leads to success. Always assure that what other think of a person is of little consequence, be sure of your own work and actions. Remember that each human being is born with his or her share of flaws and good qualities. Mahatma Gandhi had also quoted “*The history of the world is full of men who rose to leadership by the sheer force of self-confidence.*” Focus on positive aspects only to build self-confidence and success as a result.

- B. N. Singh

Customer Satisfaction - Statistics

- Only 4% of all customers with problems complain.
- The average person with a problem eventually tells 9 other people.
- Satisfied customers tell 5 other people about their good treatment.
- The cost of acquiring a new customer is 5 to 7 times greater than retaining current ones.
- It takes months to find a customer and seconds to lose one.

Maj. Gen. S. K. Khetarpal (Retd.)

Thoughts

Holy Thoughts “Share the Truth”

If you are aware of a certain truth, if you possess a jewel, of which others are deprived, share it with them in a language of utmost kindness and goodwill. If it were accepted, if it fulfils its purpose, your object is attained. If anyone should refuse it, leave him unto himself and beseech God to guide him. Beware lest you deal unkindly with him.

Epistle to the son of the Wolf, 15

Those who teach this supreme truth of Gita to all who love me, perform the greatest act of love; they will undoubtedly come to me. No one can render me more devoted service; no one on earth can be dearer to me.

Bhagavad Gita 18.68-69

Call to the way of your Lord with wisdom and kindly exhortation. Reason with them in the most courteous manner. Your Lord knows best those who stray from His path and those who are rightly guided.

Qur'an 16.125

Monks, there are these two gifts, the carnal and the spiritual. Of these two gifts the spiritual gift is pre-eminent. Monks, there are two sharing together, the sharing of the carnal and the sharing of the spiritual. Of these two sharing together the sharing of the spiritual is pre-eminent.

Itivuttaka 98

- Contributed by Mr. Ajay Kumar Mathur

Kudos

Inauguration of Darhan-Erdenet Road in Mongolia by Mr. Namvar Enkhbayar, Honourable Prime Minister of Mongolia on 24th September, 2002

Darhan-Erdenet road is situated in the Mongolian *Aimags* (Provinces) of Selenge and Bulgan, passing through the autonomous municipalities of Darhan and Erdenet. Besides linking Mongolia's second and third largest cities of Darhan and Erdenet, it serves the population centers of Nomgon, Hotol, Burgaltai, Ulaantolgoi and Jargalant. Darhan is located on the primary North-South transport route that connects Mongolian capital, Ulaanbaatar with Russia. Erdenet city is well known for its copper mines, a major contributor to Mongolia's economy. As it forms the first link in one of the East-West corridors for transport in Mongolia, the Darhan - Erdenet road will also facilitate the movement of goods for National and International transport. The project was funded by Kuwait Fund for Arab Economic Development.



Mr. Namvar Enkhbayar, Honourable Prime Minister of Mongolia addressing the gathering before inaugurating the Darhan-Erdenet road.



Mr. K. K. Kapila, CMD speaking at the inaugural function, while Honourable Prime Minister, the Finance Minister and the Minister of Infrastructure are seen in the background

Humour Section

Y2K Compliance Report

Report submitted by Y2K Project Leader after completion of Y2K verification task:

“Our staff has completed the 18 months of work on time. We have gone through every line of code in every programme in every system. We have analysed all databases, all data files, including backups and modified all data to reflect the change. We are proud to report that we have completed the “Y-to-K” change mission and have now implemented all changes. For example months will read Januark, Februark, March, April, Mak, June, Julk, August, September, October, November, December and days will now read Sundak, Mondak, Tuesdak, Wednesdak, Thursdak, Fridak, Saturdak.

To be honest, none of this Y to K problem has made any sense to me. But I understand it is a global problem and soon we will get use to the new pronunciation.”

**Send your contributions /
Article to ISO Secretariat**

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“Business is business!”

Long-long ago, one day in a junior class of 7 year-olds at a school in South Africa a teacher said to the boy, “I’ll give ZAR 20 to the child who can tell me who was the most famous man who ever lived.”

An Irish boy put his hand up and said, “It was St. Patrick.” The teacher said, “Sorry Caddy, that’s not correct.”

Then a Scottish boy put his hand up and said, “It was St. Andrew.” The teacher replied, “I’m sorry, Patrick, that’s not right either.”

Finally, an Indian boy raised his hand and said, “It was Jesus Christ.” The teacher said, “That’s absolutely right Avinash, come here and collect your money.”

As the teacher was giving Avinash his money, she said, “You know Avinash, since you’re an Indian, I was very surprised that you said Jesus Christ.”

Avinash replied, “In my heart of heart I knew it was Lord Krishna, but business is business!”

Training

Interactive Training

We welcome the following two officers from the Ministry of Roads, Government of Ethiopia who have been with us on a two weeks training since 21st October, 2002:

1. Ato Ayalew Kebede Belew
2. Ato Bacha Gemada Begna