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From Editor's Desk

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Our CMD has done it again. He has been honoured by the Indian Society for Training and Development (ISTD) for the unique services rendered by him for development of competencies in global operations, during a seminar held from 30th January to 1st February 2003 at Training House, New Mehrauli Road, New Delhi. In his inaugural address, Mr. Kapila highlighted the importance of continuous training to bring about flexibility, adaptability and innovativeness which assists a Global Manager to develop proper perspective and competency. His address was highly appreciated by the audience for its content, quality and presentation. The seminar was attended by Senior Managers drawn from various institutions of the government, public sector and private sector. Our heartiest congratulations to Mr. Kapila.

You are aware that our CMD has a vision for all of us and for the ICT. It has now been formalized and circulated for dissemination to all levels. Do lay your hands on it and share the aspirations. The vision statement is included in this Newsletter.

To win at the playground and excel at work is something we all wish to do - we owe it to ourselves and our families. To encourage and motivate us do that, the Management has instituted two awards - Sanjay Prakash Memorial Award and Longstanding Meritorious Award. The first award has been instituted in the memory of Late Shri Sanjay Prakash, one of our brilliant and upcoming staff members, to be shared by two engineers every year for their outstanding performance. The second award is reserved for junior and middle level engineers for their exemplary performance during long term association with ICT. Both the awards for year 2002 have since been finalized. You will find the names of the lucky winners and their cheering reactions in the special pullout in this Newsletter. Our heartiest congratulations to the award winners. May this be the harbinger for many more of our staff members aspiring for the award.

In the last Newsletter, we published a news item of the record breaking performance of one of our construction supervision teams which executed work worth Rs. 1.09 crores on a single day. Well, I am sure a lot of you must be wondering - is it possible? Haven't you heard that famous old saying, "Individuals can attain, but little; when as a team, they can attain the UNATTAINABLE". In this Newsletter, we give you the details of works that were executed and their costing. It certainly does add up to Rs. 1.09 crores!! Did I hear someone say, "We can break that record!!" Well, why not? Records are meant for breaking. And of course such performances give me a lot of '*masala*' for the Newsletter.

Happy reading,

- Editor



Project News

ICT is carrying out the Construction Supervision of Alamgena-Butajira Road (120 km) in Ethiopia being executed by the China Road and Bridge Corporation (CRBC). This road starts 20 km south of Addis Ababa and traverses in the southerly direction. It is the first of the three sections of the Alamgena-Butajira-Hossana-Sodo Road (308 km). The project envisages upgradation of the existing gravel road to a two-lane asphalt road with Double Bituminous Surface Treatment. Honourable President of the African Development Bank, Mr. Omar Kabaj visited the project on 21st January 2003.



Mr. Omar Kabaj, Hon'ble President of African Development Bank in consultation with Mr. R. K. Sharma, Team Leader of Alamgena-Butajira Road Project.

Project Photographs

QUALITY PERSONIFIED



View of the completed portion of Agra-Gwalior Section of NH-3, Package No. NS-6 (MP)

Projects Awarded

- Study of employment impact of tourism in selected destinations in India. Client : Government of India, Ministry of Tourism and Culture, Department of Tourism.
- Project Coordinating Consultancy Services for Mizoram State Roads Project (Post Phase II) - World Bank funded; Client: PWD, Government of Mizoram.
- Feasibility study and detailed project report for NSEW corridors (Phase III) - Four laning and strengthening of Nagaon to Dharamtul (NH-37) including Nagoan Bypass in Assam; Client: National Highways Authority of India.
- Capacity building for reconstruction and development project Sub-Component 3b - Capacity building for project planning and sustainability in the transport sector, Afghanistan (ADB TA No. 3874 - AFG); Client : Asian Development Bank.
- Environmental consultancy services for construction of ITC centre at Plot No. 10, Sector 32, Institutional Area, Gurgaon, Haryana.

Record Breaking Performance

Hats off to ICT / SNC's Construction Supervision Team and M/s HCC at NH-6, WB-II for their committed efforts in achieving a magnificent feat by executing a mind boggling progress worth Rs. 1.09 crore on a single day on 19th December 2002. The details are given below:

Activity	Quantity	Amount (in lakhs)
Embankment Construction	10950 m ³	23.00
Granular Sub-Base	685 m ³	6.89
Wet Mix Macadam (WMM) laying	1054 m ³	10.98
Dense Bituminous (DBM)	1195 m ³	29.88
Laying of HDPE Telecom Ducts	2 km	11.00
Concreting (Piles, substructure etc.)	-	8.96
Other Miscellaneous Works	-	18.29
Total		109.00

The following were the main features of this stupendous effort:

- Additional fronts for laying HDPE pipes were created.
- All fronts were inspected and approved by Engineer well in advance.
- Continuous supply of aggregate from quarry by planning the production of various fragments was ensured.
- A fleet of 85 tippers / dumpers was maintained and coordinated.
- Hour to hour monitoring and follow-up on 13 critical activities was done.



Mr. G. Jagan Mohan along with his team after the record breaking performance

Vision Statement

To develop ICT as a centre of excellence in the field of consultancy services by continually striving to provide eco-friendly solutions through state-of-the-art practices and a commitment to quality. It shall be our endeavour to establish a notable presence in the global market through well conceived marketing strategies, meticulous planning and execution of projects, and by opening up new vistas in the infrastructure consultancy services in underdeveloped and developing countries of the world.

New Delhi

Dated 1st January, 2008

*^{Kapila}
(K. K. Kapila)*

Chairman and Managing Director

Our Award Winners

The awards for the year 2002 were conferred on the following of our staff members:

Sanjay Prakash Memorial Award

- Mr. Sanjay Kumar Singh
- Mr. R. Sivarajan

Longstanding Meritorious Award

- Mr. Aseem Prabhakar
- Ms. Geeta S. Jindal
- Mr. K. Mohan
- Mr. Nandlal Verma
- Mr. N. G. K. Raju
- Mr. Sandip Battacharjee
- Mr. Sanjay Kumar
- Mr. Shailesh Rastogi
- Ms. Sushma Agarwal

Our heartiest felicitations and congratulations to all the awardees. This recognition bestowed upon the proud winners is a result of their sustained hardwork and outstanding performance. Well done and keep it up!!

I had the proud privilege of interacting with some of the award winners. They were asked some searching questions like:

- In the present day competitive world, job-hopping is a very common phenomenon. Any particular reason why you have not been overpowered by such market forces?
- In the last 4-5 years, the growth of the Company has been significant. What factors in your opinion would have contributed to this growth?
- Any advice for your colleagues?

This is what they had to say:

Sanjay Prakash Memorial Award

Mr. Sanjay Kumar Singh



I have been in ICT since June 1991. I am delighted to note that ICT has recognized my contribution and selected me for this award.

I do not get overpowered by market forces for minor attractions as ICT always stood by me and helped me during my difficult times.

The Company has grown to this dimension basically because of the leadership qualities, untiring efforts and hard work of our CMD. He sets an example for his employees so that they can give out their best to the organization.

I would like to advice my colleagues to work hard and contribute their best to achieve the laid down goals. Hard work always pays in the long run.

Mr. R. Sivarajan



I have spent 8 satisfying years in the Company. There are no words to express my happiness. I express my gratitude to CMD and other senior executives who have selected me for this award. At this moment, I also thank God Almighty and pray for giving me more strength to attain better achievements in the future. I am particularly thankful to the veteran Om Parkashji who has been a source of inspiration for the hard work and sincerity.

I am happy to work in ICT as our CMD and senior executives always work closely with the employees and I find the working environment always congenial and professionally satisfying. Under the circumstances the question of looking elsewhere for a change does not arise.

I feel that it is the team spirit and congenial working environment which has made significant contribution for the growth of the business of the organization.

I don't think I am competent enough to give advice to my colleagues. Still, I would like to say that hard work, sincerity, motivation and loyalty always contribute in the growth of an individual and of the organization as a whole.

Longstanding Meritorious Award

Mr. N. G. K. Raju



I am with ICT since 1st June 1992. BIG BIG thanks for recognizing me as well as my friends.

To be honest we were often tempted for hopping, but ICT is a big MAGNET as well as FEVICOL (prosperity that can not be ignored and personal touch which bonds).

Quality that stems from dedicated service and timely deliverance is the main reason for our Company's growth. In case of ICT's success 80:20 rule of WB applies. Perspiration (of management and employees) weighs 80% and Luck (blessings of the Lord, which otherwise is *atulyam* immeasurable) weighs 20%.

“*Krishito Naasti Durbhiksham*” goes a Sanskrit saying There is no substitute for hard work. Besides be positive, friendly, sincere, educative and free from false ego. That is my simple advice to my friends.

Mr. Nandlal Verma



I joined the ICT family on 11th November 1991. I felt very happy on receipt of the award. Thanks a lot to ICT Management for starting this type of award. It will definitely improve ICT's long term healthy working environment.

For good people getting job is not a problem. I have been approached by several organizations with good packages. But I have remained with ICT because of its homely atmosphere, secured feeling and above all, vision and goals of our CMD. I always wanted to be a part of a winning organization.

I always remember words of our CMD 'Sky is the limit'. Clear vision, defined goals and hard work, team effort and providing best services to the clients are major factors, in my opinion, for significant growth of ICT. We shall keep our flag flying high.

My advice to my colleagues Let us have a commitment to do our best and make ICT the top-most consultancy organization in the Global Market in the coming 10 years. Reward will come automatically. Please remember that:

- Where there is a will, there is a way.
- Consistent and persistent effort will make us succeed.

Mr. Shailesh Rastogi



I joined ICT in April 1996. I was overwhelmed and surprised on being nominated for this award. I am obliged that the Company has recognized my sincere efforts rendered in paving the path of progress of ICT.

Goodwill of the Company and appreciation of my services always stopped me to seek any other job opportunity.

Winning foreign projects, proper infrastructure development, spirit of team work and encouragement for staff members to excel in their respective fields have mostly contributed in the growth of ICT.

I will advice my friends to dream high and make them come true with their utmost sincerity and efforts.

Ms. Sushma Agarwal



I have been in ICT for the last 5 1/2 years. I am very happy that the Company is promoting the young engineers by rewarding them for their good work.

Stable work environment and professionally satisfying tenure in ICT is the reason for my not leaving ICT.

Aggressive marketing, to my mind, is the main factor for the growth of the Company.

My advice to my colleagues 'Work hard and sincerely'.

Mr. Aseem Prabhakar



I have been in the Company for 11 years and I felt happy on receipt of the award.

During the past 7-8 years of my association with ICT, I have been working on foreign assignments which have been richly rewarding in all aspects. Since I got the best available in the industry for a person of my age and experience, so never felt the need for change.

In my opinion the factors which have contributed to the growth of our Company are:

- Dynamic and visionary leadership
- Hard work put in by staff at all levels
- Economic reforms and consequent global impetus in infrastructure industry particularly highways in recent years.

My advice to my colleagues 'Be focused, work hard and success will come your way my friends'

Mr. K. Mohan



I am with ICT since April 1988. I was very happy to receive the award.

Job-hopping-Well sorry - All that glitters may not be gold.

Consistent tireless effort in perfect direction is the main reason for rapid growth of our Company.

Rolling stone certainly gathers momentum but not mass that is my sincere advice to my friends.

Mr. Sandip Battacharjee



I joined ICT during early part of 1991. I could not believe that my small but sustained contribution to the Company would be regarded with such high honours. It was the biggest ever surprise for me.

Through my years of association with the Company, I have realized that the Company has an element of humanity besides the “normal employer-employee relation” while striving to give its employees all the pride and privileges that is elsewhere available (in the present market) to a professional of good standing. This has been the main reason for me sticking on to ICT.

The factors in my opinion which have been largely responsible for the growth of the Company are:

- Personal level of involvement and dynamism of our CMD, notwithstanding his extraordinary skill of building a personal rapport with fellow beings (whether national or international).
- Modernization of the Company with the induction of latest technology.
- An inept ability of the Top Management of the Company to capture the best in the market and groom them to the sentiments / sensitivities of the Company.
- A dynamic working environment with modern infrastructure forcing a professional to deliver the best and in the process learn the best of the trade within a short time.

An ethical commitment to the job in hand with the best of one's ability is bound to attract the attention of the Top Management in course of time - that is my advice to all my friends.

Ms. Geeta S. Jindal



I am in ICT since 12th August 1991 and the award was a pleasant surprise.

Well, my reasons for not leaving ICT are:

- Family atmosphere in the Company
- Availability of latest technology

Competitiveness, latest technology and quality work are the basic reasons which have contributed to the growth of our Company.

Keep working hard is my advice to all my friends.

Mr. Sanjay Kumar



I have been in the Company for last five years. I am really delighted to receive the award.

The main reason for my continuing with the Company has been that the management gives importance to the individual's performance and rewards them accordingly.

I think the main factor that has contributed to the growth of our Company is the vision related to work ethics.

I would like to share with all my friends that there is no shortcut to success. Work hard and you will be rewarded.

Kudos


Indian Society for Training and Development (ISTD) honours our CMD, Mr. K. K. Kapila.



Mr. K. K. Kapila receiving a memento and citation from Dr. B.B.L. Madhukar, CMD, MMTC



Mr. K. K. Kapila delivering the Inaugural Address



Indian Society For Training & Development

CITATION

*TRAINING HOUSE
B-41, Institutional Area, New Mehrauda Road,
New Delhi-110016
Ph: 6627157, 6667710
Fax: 671-6867907
E-Mail: istd@vsnl.com
Website: www.istd.org

Intercontinental Consultants and Technocrats (ICT) Pvt. Ltd. is a multidisciplinary consultancy company operating in over 20 countries and is listed among top 100 consultancy companies of the world.

The company's core competence is in preparation of feasibility studies, project reports, design and development, project supervision including project monitoring and quality assurance, contract management, and financial studies. The company operates extensively in the area of infrastructural development comprising roads, expressways, bridges, airports, tourism including environmental and social issues. The company is recognised for quality and customer satisfaction, which is borne out by obtaining repeat order from exacting international customers in the face of stiff global competition. The company lays stress on human resource development through its proper selection, development, retention, training and skill upgradation. An ISO 9001 certified company it lays stress on effective quality management, which synergies with project management. Mr. K. K. Kapila, the Chairman cum Managing Director has provided the vision, direction, guidance, and inspiration to the company for registering a growth of over 400% in last 5 years.

Mr. Kapila is a fellow of Institution of Engineers India, Member of Institute of Engineers U.K., Member, Board of Governors, New York Academy of Sciences. Mr. Kapila is also the founder Secretary of Association of Airport Planners & Engineers (India).

Mr. Kapila has listing in World 'WHO IS WHO', published in the Year 2000 by Barrons of U.S.A., and was listed in 2001 in 'THE GLOBAL 500' of the world.

Mr. Kapila is also currently Vice Chairman of the Consultancy Development Centre set up by the Govt. of India, besides many other important positions in various committees of FICCI, CII & IIRC etc.

Appointments

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

Associate Director

Mr. N. P. S. Bal and Mr. K. P. Dutta Roy

General Manager

Mr. Ashok Kumar Biswas and Mr. Biswanath Debnath

Deputy General Manager

Mr. Seetharamu Venkataramu

Senior Manager

Mr. I. Hema Chandra

Manager

Ms. Varsha Agarwal, Ms. Jayasri Mudadla, Mr. Jai Prakash Sinha, Mr. Deepak Mehndiratta, Mr. Malay Das Gupta and Mr. J. K. Joshi

Deputy Manager

Mr. K. Nagesh

Assistant Manager

Mr. Anil Kumar, Mr. Sudhir Kumar Tyagi, Mr. Navneet Khanna and Mr. Rajeev Ranjan

Wedding Bells

The following of our staff have shed their bachelorhood and entered the 'Grihastha Ashram'. We wish them a very happy married life.

Mr. Manoj Brahma married to Anjona - 23.01.2003

Ms. Lalrinawmi married to Nirupam - 28.01.2003

Mr. Satish Kumar married to Neelam - 06.02.2003

Humour Section

- A modern Punjabi foreign returned son decided to take his father, *Punjab da puttara*, on his maiden boeing flight. As soon as they boarded the flight, the father could no longer hold his excitement and in a child like manner started saying, "Boeing, Boeing, Boeing" The embarrassed son whispered to his father. "Be silent, Papa." "Oh I see!" and he continued his chant "Oeing, oeing, oeing"
- Thinking of giving her husband, a busy sales executive, a break, she asked him to take leave and come home to watch on television a much-awaited match between Monica Seles and Steffi Graf.

But he flatly refused to come. "The match would only remind me of the work," he explained. "Graphs and Sales".

Articles

The Law of the Seed

Take a look at an apple tree. There might be five hundred apples on the tree, each with around ten seeds. That's a lot of seeds! We might ask, "Why would you need so many seeds to grow just a few more apple trees?" Nature has something to teach us here. It's telling us : **"Most seeds never grow. So if you really want to make something happen, you better try more than once."** (*If luck is on your side, it will happen the first time Editor*). This might mean : You'll interview forty people to find one good employee. You'll talk to fifty people to sell one house, car, vacuum cleaner, insurance policy, idea... And you might meet a hundred acquaintances to find one special friend. When we understand the "Law of the Seed", we don't get disappointed or feel hurt. We just need to understand the laws of nature and work accordingly. In nutshell successful people, by law of seed, would fail more often because they plant plenty of seeds. When things are beyond your control, here's a recipe for overcoming the misery:

- Decide how you think the world SHOULD be.
- Make rules for how everyone SHOULD behave.

Well, if the world doesn't obey your rules, get angry! That's what miserable people would do! Let's say you expect that : Friends should return favours, people should appreciate you, planes should arrive on time, everyone should be honest, your husband / wife should remember your birthday and so on. These expectations may sound reasonable, but often, these things won't happen! So you end up frustrated and disappointed. There's a better strategy. Have less demands and have preferences for things that are beyond your control. Tell yourself : "I WOULD PREFER "A", BUT IF "B" HAPPENS, IT'S OK TOO!" This is really a game that you play in your head. It is a shift in attitude, and it gives you more peace of mind.... You prefer that people should be polite.... but when they are rude, it doesn't ruin your day. You prefer sunshine.... but rain is ok! To become happier, we either need to change the world, or change our thinking. It is easier to change our thinking! It's not what happens to you that determines your happiness. It's how you think about what happens to you. (*This is exactly what Lord Krishna preached Arjuna on the battlefield of Kurukshetra Editor*).

- Aanchal S. Badhwar

10 Mantras : To Be a Time Manager

- **Plan Ahead** : Every moment spent in planning saves three or four in execution. Take a few minutes every morning to review what you are going to accomplish. Take some time each evening to reflect on what you did and what you need to do the next day.
- **Write it Down** : It helps to create a schedule. Scheduling is a way of seeing what needs to be done on paper before you do it. Get a daily planner, use a calendar, but make sure you write it where you can refer to it often.
- **Do the Most Important Things First** : Discipline yourself to do the important things first, even if they are the most difficult. By doing this you will find the other things less aggravating and / or challenging.
- **Delegate and Divide** : Delegate as many tasks or details to others as you can. Keep yourself free for important things. This will give you a sense of being in control.
- **Don't Procrastinate to Postpone Things** : Don't waste time dreading a pesky task. If it needs to be done, dig in and get it done. This will eliminate the problem of procrastination.
- **Budget Your Time** : Set aside a certain amount of time to do things and then stick to the plan. For instance, if you decide to spend one hour outlining a chapter in the text, then spend the entire 60 minutes doing it. Don't get distracted.
- **Make Habits Work for You** : Using good habits will speed up your daily, routine tasks. Good habits will provide you with good behaviour.
- **Don't Waste Time with Insignificant Details** : If you do, you will never find time to tackle the real issues. Get down and dirty! Get the work done. It is your time to manage or waste, so use your best judgement.
- **Learn to Say No** : If you know work needs to be done, do it. Say NO to friends who try to get you to do something else. If they are your friends, they will respect you for your diligence.
- **Relax** : Don't worry about how much time you have, just get it done. If you manage your time well, you will have nothing to worry about. Good time management is a great stress reducer.

- Saurabh Khanna

Customer Satisfaction - New Dimension

Customer satisfaction is the new dimension in the revised ISO 9001:2000 process based quality standard. The standard recognizes that while processes underpin a healthy organisation, meeting the customer requirement is fundamental to its successes. A correlation has now been established between high levels of customer satisfaction and high level of customer loyalty, which in turn leads to increased levels of profitability. A loyal customer is more likely to buy related products and services, recommend the organisation to prospective customers, be more pleasant to deal with and more forgiving when problems arise. It has been proved statistically that it is 5 to 7 times more expensive to win a new customer than to retain an existing one. The impact of customer retention and ultimately customer satisfaction on Company profits cannot be ignored any longer.

In order to improve the customer satisfaction, it is necessary to measure or monitor the same. This, of course, is based on review of customer-related information. Organisation must have effective and efficient processes to collect, analyse and use this information for improving its performance continually. Do remember that what the customer actually wants may not be what the organisation thought they wanted, or indeed what the organisation has been offering to its customers. Once it is clear what the customer's requirements are, standards for customer satisfaction can be set and mutually monitored.

- S. K. Khetarpal

Send your contributions /
Article to ISO Secretariat

**Intercontinental Consultants
and Technocrats Pvt. Ltd.**

A-8, Green Park
New Delhi-110016
INDIA
Phone: 91- 11- 26863000, 26523036
Fax: 91- 11- 26855252
Email: ict@vsnl.com
Internet: <http://www.ictonline.com>
Editor : Maj.Gen. S.K. Khetarpal,VSM(Retd.)
Co-editor : D.Vasudevan
Consultant : Vandana Lakhanpal
Design & Layout : Nidhi Khanna