



INFORMATION CIRCULAR  
274  
NUMBER.....

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| SUBJECT<br><br>SUGGESTION SCHEME FOR STAFF | PAGE 197   |
|  | DATE January 9, 1981                                     |
|  | QUERIES TO:<br>Systems & Operations<br>Division - C.S.O. |

Attention of the members of the staff is invited to the above scheme introduced vide Information Circular No. 055. A few details of the scheme are reproduced hereunder for easy reference.

Scope: Contributors are invited to send their suggestions with a view to:-

- 1) Increase profitability or reduce operating costs and prevent losses.
- 2) Improve the existing operating methods/innovate new procedures resulting in increased output
- 3) Improve customer service

Periodicity: Suggestions can be sent any time on a continuous basis to the Systems & Operations Division. The Division will pool the suggestions and will present them alongwith its recommendations to Suggestions Committee once a month for approval.


Rewards: The Committee will decide to give prizes in cash. The quantum of each reward will depend upon the nature and usefulness of the suggestion received. The Suggestion Committee may even consider giving rewards to contributor showing good application, though the suggestion may not be adopted either fully or partially.

Response to the 'OUR SUGGESTIONS' Scheme from members of the staff has so far been insufficient. Suggestions so far received cover mere hints or general comments such as our customer relationship should be improved or we should go after the business of multinationals. Suggestions should define the precise procedures or operating methods which are sought to be introduced and the impact their introduction will generate.

All members of the staff are once again requested to send the suggestions in large numbers, to reflect their participation in seeking improvement in various areas, such as growth in profits, business and deposits, curtailment of expenses, simplification of monotonous procedures etc.

Please address your suggestions to Systems and Operations Division, Central Support Organisation, 100 Leadenhall Street, London EC3A 3AD.

  
AKHTAR ANIS

  
AMEER H. SIDDIKI