

# Dhaka Day by Day

## Saying It Right on the Phone

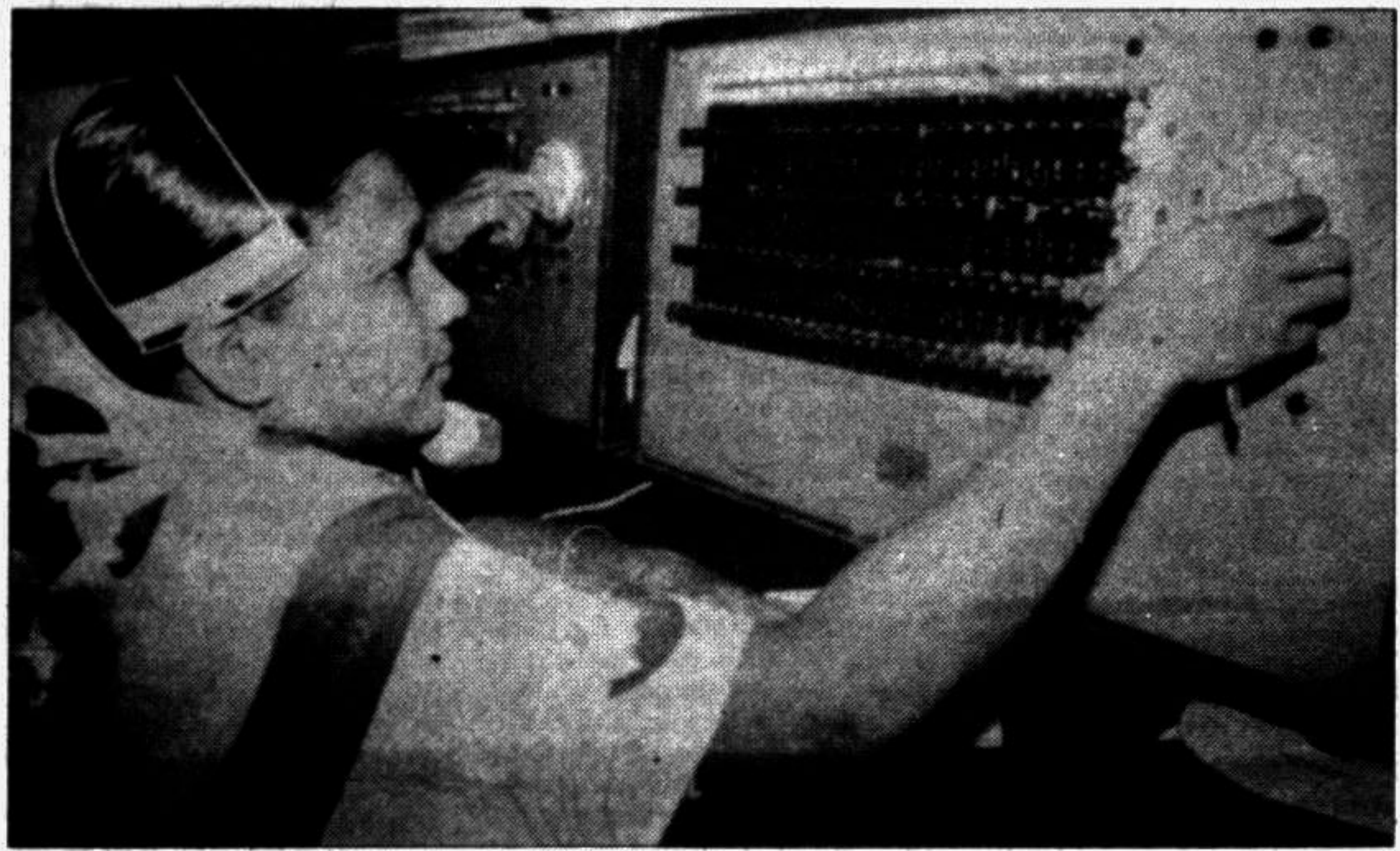
by Rahat Fahmida

"HELLO, Hello". "Hala, Hala", that is the usual way that most offices answer your calls. "Hello" can be one of the most difficult words of all to begin with — experienced broadcasters say it is hard not to sound over-hearty or coy. It is often easier to begin with a traditional greeting or even "Good morning" or "Good afternoon".

Using a greeting is helpful. What about giving the telephone number? That would be quite a new way of responding. Getting through to one office over the telephone is quite a job and then receiving a prompt answer is another. If you want to talk to the managing director, they might think it is better to connect you to the finance director, as the other is out at that moment. But the choice is in their hands. Tough luck! As my boss once pointed out that there is this typical chauvinis-

tic attitude which prevails not only in our country, but in the West, too. If you ask for Ms. Amreen Khan and she happens to be out at a meeting, it is automatically reported that she is out for lunch or is on leave. But when you are calling Mr. Ahmed and he is not around, then definitely he is in a meeting or is busy and therefore cannot be located. Easy conclusions!

But then, how do you sound on the phone? Friendly? Polite? Keen to Help? Or arrogant? When you use it to respond to calls the way you answer to caller conveys an immediate impression of your organisation's efficiency and the pleasant way they can expect to be treated. When you use the telephone for outgoing calls, your approach can convey courtesy, confidence and appreciation of information you are given so that people go out of their way to be helpful and cooperative.



How about 'good morning' or 'good afternoon'?

There are offices and organisations who answer queries in a considered and friendly way that shows you that they really want to help and not just get rid of you as soon as possible.

At times the calls are cut off before you can make any comment at all! Yet strangely, the same inadequate telephone personalities may be perfectly able to chat on the phone with friends, make clear enquiries about when the

expect. No doubt we will have to learn to do it when the videophone arrives. Accepting that a jolly smile is not always possible using the same clear and pleasant phrase can become an automatic response.

On the other hand have you ever listened to your voice on a tape recorder? That's exactly how you sound on the telephone. "That's not me!" Most people cry. Do not be too critical about your style. You can begin by reading short paragraphs from a newspaper and recording it, and later playing them back. If you can make yourself sound interested while reading a dull newspaper report, you are ready for the next stage, which is to record different ways in which you might answer the phone, and play them back.

Outgoing calls might be tricky too. When you are making a phone call in search of information and you really do not know who to ask for, honesty pays off. Whether it is a bank, pharmaceutical company, or the Chambers of Commerce and Industries, the person who answers their phone will probably be someone rather like you, glad to help if they can as long as your requirements are clear.

For the future be ready to use an answering machine for leaving a clear urgent message.

## Saifur's plea to advise steps to overcome economic problems Unruly group makes nation hostage

Finance and Planning Minister M Saifur Rahman Thursday urged all conscious citizens, especially the researchers, to suggest appropriate measures to overcome the problems in the economic front accumulated over years of autocratic rule, reports BSS.

"This is not a problem of either BNP, Awami League or any other political party, it is a problem of entire nation. Therefore, it has to be solved through the joint efforts of all," he told a discussion meeting held at Bangladesh Institute of Development Studies (BIDS) in Dhaka.

"Domestic resource mobilisation" was the topic of the discussion which was chaired by Dr Abu Ahmed Abdullah,

Acting Chairman of BIDS. Four papers were presented by BIDS researchers on police and public expenditure. Chairman of NBR Nurul Hossain Khan and Sheikh Maksudali Khan, Member of Planning Commission, also spoke.

The Finance Minister emphasised the combined efforts of all good and conscious people to help mobilise greater amount of domestic resources and advocated for broadening tax base, strengthening administrative capability and finding new avenues to realise tax. He said along with enhancing resources through various means, effective steps should be taken to reduce public expenditure to have more surplus fund for development.

Reiterating the government's determination to go ahead with plural democracy, deregulated economy and private initiatives to reinvigorate the economy, the minister said the government's role would be brought to the minimum. He said because of too much government interference in the economy during the autocratic regime, corruption had become a regular affair in all areas.

The Finance Minister said, unless we can do away with corruption in other words the system loss, which is prevalent not only in the power sector, but in all public sector enterprises, the overall condition of the nation would not be improved. We must have to drastically cut down unproductive expenditure, he said, adding there should not be any polit-

ics in this exercise. He also opined that for the good of the nation negative politics, at least on economic issues, should be shelved for two to three years.

Describing lawlessness and industrial unrest as the greatest impediment to the growth of economic activities, the minister said the situation was becoming so grave that the whole nation has been made a hostage to an unruly group. He said efforts have to be taken to restore discipline among the workers to increase productivity.

The Finance Minister said despite resource constraints, the government had agreed to increase the salaries of its employees by cutting down development expenditure on a number of vital areas including education. But he pointed out that developed countries like Australia and New Zealand had adopted wage freeze for several years because of difficulties.

Saifur Rahman asked researchers to recommend practical steps to raise revenue for increasing domestic resources. He said without increasing our share of investment, development in the real sense cannot start.

The Chairman of the National Board of Revenue Nurul Hossain Khan said collection of revenue in the last months showed improvement over the same period of the previous year. He said the VAT certain has more elasticity than sales tax or excise duty.

In his paper on "tax system of Bangladesh: Its weakness

and measures for improving tax yield." Omar Haider Chowdhury said domestic generation plays a central role in achieving the twin objectives of growth and self-reliance. He said as taxes contribute more than 80 per cent of the revenue earnings, they are the primary source of domestic resource mobilisation for the government. There is still enough potential for increasing tax revenue which remains untapped, he opined.

Omar Haider Chowdhury, while describing taxes on foreign trade as a weakness in the tax base, said since import tax is largely dependent on foreign aid this makes internal (domestic) revenue generation effort dependent on foreign aid.

### Gen Dastgir honoured

The Saudi Deputy Minister for Foreign Affairs, Ambassador Sheikh Abdul Aziz al-Thonayyan has decorated the outgoing Ambassador of Bangladesh to Saudi Arabia, Major General Quazi Golam Dastgir with the "King Abdul Aziz Order- Class I," reports BSS.

The order has been conferred on Ambassador Dastgir by the custodian of the two holy mosques King Fahd Bin Abdul Aziz al-Saud in recognition of his services in bringing the two countries closer.

The award was presented Wednesday by the Saudi Deputy Minister for Foreign Affairs in absence of the Foreign Minister Prince Saud al-Faisal, who is at present outside the Kingdom.

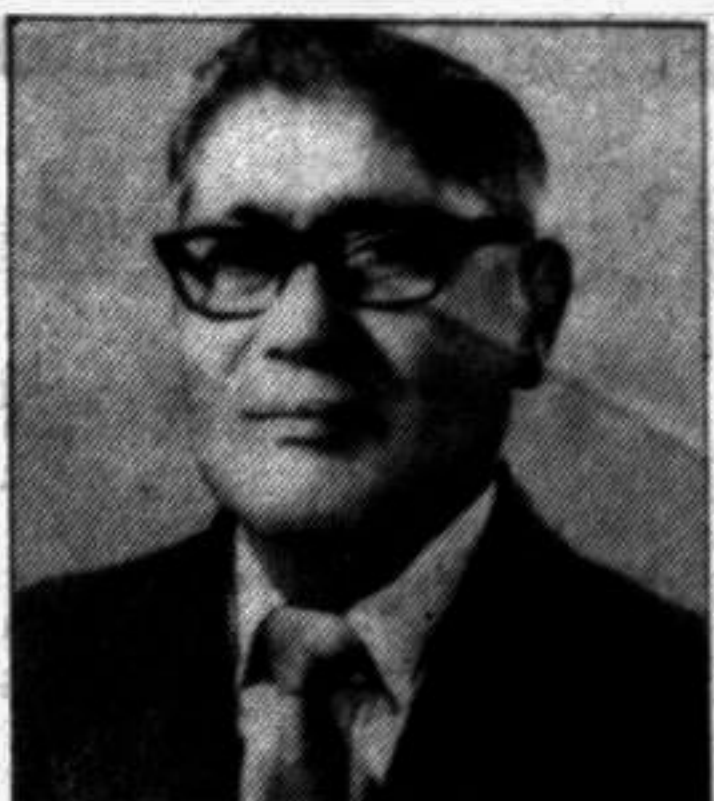
In conferring this award, Abdul Aziz al-Thonayyan expressed that Bangladesh and Saudi Arabia enjoy the highest cordiality of relations.

### LA Law gets Emmy award

The TV serial LA Law has also been awarded the prestigious Emmy Award as an outstanding work of art, says a press release.

Singapore Airlines has sponsored telecasting of the popular TV serial LA Law in Bangladesh Television, every Friday night.

LA Law, a serial made on interesting anecdotes emanating from the legal profession in Los Angeles, is currently being shown in over 15 countries.



### Ibrahim's death anniversary today

By Staff Correspondent

The second death anniversary of National Professor Dr. Muhammad Ibrahim will be observed today (Friday).

Various socio-cultural organisations have chalked out elaborate programmes to mark the day.

Radio and Television will present special programmes on the day. The Diabetic Association of Bangladesh has chalked out day-long programmes to observe the day.

In the morning, Fatcha will be offered and floral wreaths will be placed at his mazar at the Banani graveyard. Special food will be served to the patients at the Birdem Hospital and a milad mahfil will be held at the outdoor department after Maghreb prayer.

Minister for Education and Cultural Affairs AQM Badruddoza Chowdhury will be the chief guest at a memorial meeting in the evening at the Association's auditorium. Minister for Health and Family Welfare Choudhury Kamal Ibne Yusuf will attend the meeting as special guest and Alamgir MA Kabir, President of the association will preside the meeting.

Branches of the Diabetic Association and Birtan, an institute of the association, will also hold special programmes to mark the day.

Officers Club of Bangladesh Diabetic Association will hold "Ibrahim memorial lecture" at the Ibrahim Memorial Diabetes Centre auditorium at 4 pm on September 7.

Dr. Abdullah al-Muti Sharfuddin will speak on "the role of science and technology for the betterment of human resources in Bangladesh."

Acting Chief Justice M. H. Rahman will attend the function as the chief guest while the State Minister for Information, Mohammad Nurul Huda, President of Diabetic Association, Alamgir M. A. Kabir and Mrs. Sakina Ibrahim will be the special guests.

### Abdul Huq on hunger strike to protest 'injustice'

By Staff Correspondent

Life and family of Abdul Huq Gharami, a medical assistant, are now on the verge of ruin because of his refusal to bribe an office clerk in a transfer case.

Gharami of Banaripara upazila under Pirojpur district, dismissed from his job in January 1989, started an indefinite hunger strike on Thursday in front of the National Press Club to protest what he termed the 'injustice' meted out to him.

"I am victimised and was illegally terminated as I refused to pay a bribe of Tk 1,000 to a clerk of Udaykathi Health and Family Welfare Centre (HFWC) for issuing a release order," he said.

He said he had joined as a Family Planning Assistant in the Banaripara upazila HFWC on November 30, 1976.

Later he did a 3-year diploma course from the Kushtia Paramedical Institute in 1982 and was promoted to the Medical Assistant post in 1983. He was then transferred to Naria upazila under Sartaripur district and worked till 1985.

From Naria he was trans-



ferred to Udaykathi HFWC but after 11 months, though being a class three employee he was again transferred to Motbaria HFWC.

Then office clerk Sharif Abdur Rouf of Udaykathi demanded Tk 1,000 for release order which Gharami said he refused to pay.

He said that he had informed his boss Syed Taherul Islam, Upazila Family Planning Officer about the matter but the problem was not solved.

After seven months of incident he informed the district level officer and then the Director General (Health) Office about the matter but with no results.

Finally he got the letter of termination on January 17, 1989.

### Vacuum in leadership removed: Speaker

Speaker of Jatiya Sangsad Abdur Rahman Biswas called upon the people of all walks of life to spontaneously participate in the September 15 referendum to consolidate the process of parliamentary democracy, reports BSS.

Abdur Rahman Biswas was speaking at a meeting of cross section of people, including government officials, at the conference room of the Deputy Commissioner in Pirojpur Wednesday.

The Speaker impressed upon the people's representatives and the government officials to work jointly to make the process of democracy successful.

Abdur Rahman Biswas fur-

BCL demands withdrawal of cases against its workers

By DU Correspondent

Bangladesh Chhatra League (S-A), the student wing of Awami League, at a rally on the Dhaka University campus Thursday demanded immediate release of its leaders and workers.

The rally held in the premises of Madhu's Canteen termed the cases against BCL activists as false and demanded immediate withdrawal of these.

Quamruzzaman Ansari and Saiful Ahad Selim told the rally that the BNP government resorted to repressive measures against activists after takeover of power in order to foil the progressive student movement.

They accused BNP's student front Jatyatabadi Chhatra Dal (JCD) of unleashing terror throughout the country and held it responsible for the closure of about 90 educational institutions.

### Deaf camp from tomorrow

A two-day camp for the hearing impaired children will begin at Rajshahi Deaf, Dumb and Blind School tomorrow (Sunday), reports UNB.

The camp will be jointly organised by HICARE, a society for education and care of hearing impaired children, and Swa-unnyan, a Rajshahi-based NGO.

Guardians have been requested to bring their hearing impaired children to the camp.

### Seminar on safety in chemical units begin

A three-day seminar on "safety in chemical industries and environmental protection" began at the German Cultural Centre in Dhaka on Thursday, reports BSS.

The objective of the seminar is to analyse the safety aspects of the chemical industries and suggest the measures to be undertaken to safeguard the men, machinery and related environment.

Sponsored jointly by the Institute of Chemists and Chemical Technologists (ICCT) and the German Culture Centre, the seminar is being participated by about 100 senior industrial chemists and engineers from different chemical industries and scientists from the universities and research organisations.

Chairman of Bangladesh Chemical Industries Corporation (BCIC) Nefar Rahman inaugurating the seminar suggested formation of a national safety council to look into industrial safety affairs.

He said adequate safety measures had been undertaken in the BCIC factories and in service training were being given to the safety personnel to ensure safety of the plants and the personnel involved.

Chaired by the Acting President of Bangladesh Chemical Society (BCS), Prof Mesbahuddin Ahmed, the inaugural session was also addressed by the Honorary Director General of ICCT, Prof SZ Haider, BCS General Secretary Prof M Altaf Hossain and Programme Coordinator of German Cultural Centre Mrs Lisa Hilpert.

The inaugural session was followed by a comprehensive lecture on applied safety science in industry given by Prof Dr Engineer Peter Compes of Germany.

### Suleman Ali laid to rest

Suleman Ali, Secretary, Bangladesh Diabetic Association and Secretary General of Retired Government Officials Welfare Association, was buried at Banani graveyard Thursday afternoon, reports BSS.

Suleman Ali died of a heart attack at his Dhanmondi residence Wednesday. He was 70.

### 'People want no more autocratic rule'

Law and Justice Minister Mirza Golam Hafiz Thursday called upon the marriage registrars to play an active role to ensure people's participation in the coming referendum, reports BSS.

Addressing as the chief guest the annual conference of Bangladesh Muslim Marriage Registrar and Kazi Samity in Dhaka, The Law Minister said, "the significance of the referendum of September 15 is very high in our national life as the reverting to the parliamentary form of government de-

### Attack on Chhatra Front leader condemned

By DU Correspondent

Samajtantrik Chhatra Front (SCF), the student wing of BSD (Khaleq) in a statement on Thursday strongly condemned the attack on SCF leader Rejaul Karim by Islamist Chhatra Shibir at the Chittagong University.

It also condemned the arrest of Rejaul Karim from the Proctor office of the University after being injured by the Shibir workers.

In a statement it demanded immediate release of the SCF leader.

The statement issued by Belal Chowdhury and Rajkuzzaman Ratan, President and General Secretary, respectively of the organisation, accused the government for providing shelters to the "Jamaat-Shibir circle". It called upon all to rescue the Chittagong University from the terrorism of the anti-liberation forces.

### Proper allocation of ads in Janata demanded

The Dhaka Union of Journalists (DUJ) urged the government for proper allocation of advertisement in the Daily Janata, reports UNB.

In an executive committee meeting, held on Wednesday, the DUJ expressed its grave concern over the recent reduction of advertisement in the Daily.

pend on it."

As respectable persons in the society, the marriage registrars can motivate and persuade the voters to participate in the referendum, he said.

Chaired by the President of the Kazi Samity, Syed Shariatullah, the conference was also addressed by its Secretary General Golam Kibria Chowdhury.

The people want no more the autocratic rule of one person, Mirza Golam Hafiz said, adding, "we want to establish a government accountable to the people."

He said the nine-year autocratic rule of General Ershad had turned the country into a pile of ruins and broken the spine of the nation.

Turning to some demands of the Marriage Registrar and Kazi Samity, Law Minister said those would be met after necessary scrutiny.

He also urged the marriage registrars to use their social influence for the welfare of society.

### TV Friday Morning session

8.00	Opening announcement, Al Quran, Programme summary
8.10	News in Bangla
8.15	Documentary film: Zoo-2000
8.40	Nutun Kuri
10.00	News in English
10.05	Film: Mac Gyver
11.15	Moner Mukurey
12.30	Closing
<b>Evening session</b>	
3.00	Opening announcement, Al Quran Programme summary
3.15	Readings from the Tripitak
3.20	Alor Dishari
3.40	Movie of the Week
5.20	News in Bangla
5.45	Distance Education
6.30	Probaho: Special programme in memory of Dr Mahammad Ibrahim
7.05	Sangecta
8.00	News in Bangla
8.30	The Cosby Show
9.00	Drama
10.00	News in English
10.30	Film- LA Law
11.30	Khabar/ The News
11.45	Closing

### Weather

## Rain likely

By Staff Correspondent

Met office forecast on Wednesday that rain or thunder-shower accompanied by temporary gusty wind with a few moderate fall is likely to occur at most places over Dhaka and Chittagong divisions and at many places over Rajshahi and Khulna divisions during the next 24 hours. Day temperature likely to remain nearly unchanged over the country.

Met office also forecast little change of weather during the next two days but it would improve during subsequent five days after two days.

Rainfall recorded on Thursday in different cities of the country were Rangamati 31 mm, Cox's Bazar 6 mm, Faridpur 23 mm, Barisal 13 mm, Khulna 17 mm, Satkhira 23 mm, Ishardi 6 mm and Bogra 11 mm.

Temperature and humidity recorded at major cities and towns on Thursday were:

Cities/Towns	Temperature in degree Celsius		Humidity in percentage	
	Max	Min	9 am	6 pm
Dhaka	30.2	24.5	89	95
Chittagong	31.6	24.6	86	83
Rajshahi	32.2	24.2	97	92
Khulna	28.0	24.5	92	95
Barisal	30.2	24.0	89	100
Dinajpur	29.6	25.5	86	84
Rangpur	29.0	25.6	82	87
Mymensingh	29.0	23.5	98	96
Sylhet	32.0	23.7	84	84
Srimangal	32.2	24.7	86	90
Feni	30.1	23.5	85	87

Highest temperature was recorded at Rajshahi and Srimangal and lowest at Mymensingh and Feni.

**GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH**  
Office of the Executive Engineer  
Local Government Engineering Bureau  
46/47 Johnson Road, Dhaka.

Memo No. 223(LGEB)/90-91/711 Dated: 26-9-91  
10-5-98BS

## Tender Notice No. 2/91-92

Sealed tenders in Form No. 2911 are hereby invited from pre-qualified contractors under ADB aided Flood Rehabilitation Project of Local Government Engineering Bureau for the undermentioned works. Tenders may be dropped in the tender box kept in the chamber of the undersigned and in the chamber of the Project Director, office of the ADB aided Flood Rehabilitation Project, 4/5, Lalmatia, Block-B, Dhaka-1207 up to 1-00 hour on 12-9-91 (27-5-98BS) and the tenders thus received will be opened on the same day at 1-30 hours before the tenderers (if any) present. Tender schedule with detailed information can be collected by the contractor personally or through person authorised in writing against the prescribed price (non-refundable) up to 11-9-91 (26-5-98 BS) during office hours from the office of the undersigned and the aforesaid Project Director's office. Earnest money @ 2.50% through Draft/Pay Order in favour of the undersigned from any scheduled bank should be deposited with the tender. Otherwise the tender will be treated as rejected.

The authority reserves the right to accept or reject any or all tenders without assigning any reason.

### Schedule of work

S/No	Name of Project	Allotted amount	Earnest money	Price of Form	Time limit for completion of work
1.	From Dhamrai upazila Aricha Road up to via thana road re construction with bituminous carpeting and H.B.B. 1.53 K.M.	Tk 14,10,000/=	Tk 35,250/-	Tk 1000/=	60 days
2.	From Islampur Madrasa under Dhamrai upazila up to Barabazar via Dhamrai Health Complex L.S.D. Road reconstruction with R.C.C. and H.B.B. 1.75 K.M.	Tk 14,95,000/=	Tk 37,375/=	Tk 1000/=	60 days

**Syed Mahbubur Rahman**  
Executive Engineer  
Local Government Engineering Bureau  
Dhaka, Phone: 236302

DFP(G)10003-29  
G-485