

Taiwan passes
first consumer
protection law

TAIPEI, Jan 12: Taiwan's parliament passed the island's first consumer protection law on Tuesday, setting stiff penalties for makers of products that harm consumers, a parliamentary spokesman said, reports Reuters.

Under the law, firms must bear product liability even if there is no negligence or have an intent to harm, the spokesman said. Previously, companies could be punished only if they were deemed to be negligent or have an intention to harm.

"This is only a beginning... consumer protection has entered a new realm," Chang Le-Chi, Chairwoman of the Private Consumer's Foundation, told reporters.

"It may take some time before companies adapt but they should realise that the law is also designed to upgrade their products," she said.

Approval of the law was delayed for four years by opposition from the business community. It requires designers, manufacturers and service industries to pay compensation of up to three times the value of a product found to pose a health or security hazard.

Violators of the law will also face fines of up to Taiwan dollar 1.5 million (\$6,000 US dollar) and prison terms under criminal laws. Media running false advertisements may also be held liable.

Industries guilty
of pollution
facing punishment
in India

NEW DELHI, Jan 12: Indian industries guilty of polluting the environment, heedless of warnings to clean up their act, are finally facing punishment as the Indian government cracks the whip - to the relieved applause of green activists, reports AFP.

Fifty large- and medium-sized industrial units, identified as delinquents, are on a hit-list prepared by the Environment Ministry, whose patience has run out after a year's wait for them to install pollution-control equipment.

"They cannot be allowed to continue to pollute the environment and play with the ecological system and the health of the people," said Environment Minister Kamal Nath.

Water and electricity supplies to the polluters - alcohol distillers, thermal power plants and manufacturers of sugar, cement, leather, steel and fertiliser - would be cut off, officials said.

As a last resort, polluters will be asked to shut down their factories, said D.K. Biswas, Chairman of the Central Pollution Control Board.

"They have been given enough time," Biswas told AFP.

Standard Chartered Bank regional chief tells Daily Star
Liaison with foreign banks
can help build confidence

By Inam Ahmed

Bangladesh banking industry should become more responsible and reliable worldwide against the backdrop of the changed competitive global banking network and growth of its international business.

This was observed by Ian Wilson, General Manager, Middle-East and South Asia of Standard Chartered (Stanchart) Bank while talking to The Daily Star in an exclusive interview yesterday.

"Banking in Bangladesh is evolving," Wilson said.

He came to Bangladesh Wednesday on a two-day visit.

"You have to maintain relationship with banks in other parts of the world which may lead to confidence build up in operation capability," Wilson observed.

He said during last two years much emphasis has been laid on quality and responsibility of the banks following the BCCI incident.

Wilson further said that risk assessment was previously being done for customers only which is now being done for the banking industries themselves after the BCCI scandal.

"Each country has the responsibility to ensure that its financial system meets the international standard," he added.

Wilson joined the overseas services of Stanchart in 1961 and possessed a wide range of experience in banking in South Asia, South East Asia, Middle-East and US.

Commenting on the prospect of banking in Bangladesh, Wilson said: "We are quite confident that there is room for business growth for Stanchart in Bangladesh. But we have to go out competing against local

and foreign banks with our trained staff."

He said his bank will be offering new products both for corporate and personal banking according to the needs of the customers.

"We will make sure that our products are better," he insisted. Talking about the excess



liquidity problem of the Bangladeshi banks, he said the answer to the problem "is not giving out money to borrowers".

"It needs concerted effort by the government to control money supply and prudent credit expansion by the banks to customers," He pointed out that local industries and foreign investment can solve the liquidity problem of the banks.

Commenting on the investment surge that is going on in the South East Asian region, Wilson said, "It is a process that cannot be reversed."

"There will be certain industries in Europe that will probably cease to exist because they can not compete manufacturing these particular products in this part of the world. South Asia, as it is competitive, will get the advantage here," he said

adding that the prospect of banking in this region would be good.

"I think this region has to be competitive in infrastructure to make available to companies interested to invest," he suggested.

Dwelling on Stanchart's role in this region, Wilson said the company moved its regional office for Middle-East and South Asia from London to Dubai in January 1993 as "we felt it is important that we are closer to the countries that we are responsible for."

"We keep ourselves conversant with what is happening in the region so that we can be more pro-active rather than reactive."

About liberalising the financial system, Wilson said, "History shows it is better to go slowly with a structured programme rather than opening up a gate because it causes little mistake."

He appreciated the government's liberalisation programme because of its positive impacts.

Commenting on customer service, Wilson said what all banks must be doing is assessing and anticipating needs of the customers.

"Banking will never be the same as it was when I started working overseas in the 1960s," he observed. "Today there is a competitiveness coming from all banks. You must provide the customer with something he needs."

In this context, Wilson said: "We are bullish on this region and Bangladesh for 1994 and we will grow in a structured manner."

He said Stanchart has an aggressive business plan for Bangladesh this year.



Richard Vrijmoet, General Manager of Sonargaon Pan Pacific Hotel is handing over a cheque to Harun-ar-Rashid, father of Suman and Suma, for their blood cancer treatment. Sonargaon Pan Pacific Hotel installed last year's Christmas Tree with complimentary Philips Bulbs in its branches and sold them to the benevolent persons for helping orphans. Tanveer Imam, Director of Sales and Marketing of the Hotel and Rizwana Nazrul, Manager Communication of Transcom Electronics Limited are also seen in the picture.

Tourism—ASEAN members
biggest business

SINGAPORE, Jan 12: Tourism is one of the most lucrative industries in the six ASEAN countries, with earnings increasing 11 per cent last year compared to 1992, a report released Tuesday said, reports AFP.

The number of visitors to members of the Association of southeast Asian nations rose 8.3 per cent in the same period, with the highest percentage increases in the Philippines and Indonesia, a report by the ASEAN Tourism Information Centre (ATIC) said.

The other four ASEAN

members are Brunei, Malaysia, Singapore and Thailand.

Some 23.7 million people visited at least one of the six nations last year and spent more than 18.5 billion dollars, the report said.

The figures compiled by ATIC showed visitors to the Philippines increasing 21.4 per cent to 1.4 million, while the number of tourists coming to Indonesia rose almost 11 per cent to 3.4 million.

Singapore attracted 6.4 million tourists in 1993, an increase of seven per cent over the previous year, Malaysia received 6.3 million visitors - a

4.7 per cent increase, and Thailand welcomed 5.1 million, 8.1 per cent more than in 1992.

Tiny Brunei, known for its oil riches and fabulously wealthy ruler, Sultan Hassanal Bolkiah, posted a 20 per cent increase in visitors - slightly more than 600,000 total in 1993 over the previous year.

"If the sharp drop in worldwide petroleum products prices in 1993 continues we can expect to see tourism become the region's number-one earner in the not too distant future," the Kuala Lumpur-based ATIC said.

HK will move to
eight-digit
number from '95

HONG KONG, Jan 12: Hong Kong, fast running out of telephone numbers, will move to eight-digit numbers from next year, the government announced Tuesday, reports AFP.

At the changeover-a number two prefix will be added to all existing residential and business numbers, Director General of Telecommunications Alex Arena said.

Prefixes of four, five and six will follow, he added.

Hong Kong last changed its telephone numbering system in 1969 when it abolished separate area codes for Hong Kong Island, Kowloon and the new territories.

Arena said that with a thriving population of six million a seven-digit system - which allows for no more than 10 million telephone numbers - simply was not enough.

When the new system is in place, no further changes are anticipated for another 15 years, he added.

Eight-digit numbers are not entirely new to Hong Kong. For many years they have been used for cellular telephones - of which the British colony has more per capita than anywhere else in the world.

Tokyo Japan's
least-liked
city

TOKYO, Jan 12: Tokyo is Japan's least-liked city, according to an opinion poll published Tuesday in which disgruntled voters found the capital to be crowded pricey and noisy, reports AFP.

Of 14,240 responses, 6,915 put Tokyo at the bottom of the likeability list, compared with 1,385 for Hokkaido, northern Japan, according to the survey published in the Japan Times.



Early passengers for Eurotunnel's "Le Shuttle" crowd the ticket office of Thomas Cook in Piccadilly yesterday to reserve places for the Folkestone to Calais crossing when it opens later this year. — AFP photo

German GNP falls
by 1.7 pc in '93

FRANKFURT, Jan 12: German Gross National Product (GNP) fell by 1.7 per cent in 1993 from the figure the previous year, with GDP showing sharpest fall since World War II, the Federal Statistical Office reported on Tuesday, reports AFP.

West German Gross Domestic Product (GDP) in the fourth quarter of 1993 was unchanged from the figure for the third quarter and was 0.7 per cent down from the figure for the fourth quarter of 1992.

In 1993 in the west of the country GNP fell by 2.3 per cent but in the east of the country GNP rose by 5.5 per cent.

Economy Minister Guenter Rexrodt said that the fall in output since 1992 masked a slight improvement which had occurred during the year and that overall the figures supported the expectations of the government last autumn.

Asian stock markets
continue to slide

HONG KONG, Jan 12: Asia's bull run continued to slow Wednesday as profit-taking hit most markets. But Tokyo bucked the downward trend, with the key index closing at an eight-month high, reports AP.

Tokyo's 225-issue Nikkei Stock Average rose 308.63 points, or 1.67 per cent, to 18,793.88, its highest since last May 13. In the last six sessions, it has risen 1,424.14 points, or 8.19 per cent, amid growing expectations among investors for a new economic rescue package from the government later this month.

The Tokyo Stock Price Index of all issues listed on the first session was up 10.59 points, or 0.71 per cent, to 1,511.43.

Meanwhile, the US dollar closed at 112.19 yen, down 0.26 yen from Tuesday.

In Hong Kong, shares slumped for a second straight session, with overseas sellers pushing the key market index down nearly 4 per cent.

The Hang Seng Index of blue-chips plummeted 443.08 points to 10,712.73, following Tuesday's 211.13-point slide.

Dealers said the market also was battered by rumours that leading Hong Kong banks would tighten mortgage policies to check spiralling residential property prices.

Elsewhere in Asia: **TAIPEI:** Shares fell modestly as tightened liquidity and Taiwan's worst drought in four

decades affected sentiment. The market's weighted index closed at 6,215.21 points, down 25.18.

MANILA: Shares fell for the fourth straight day on continued profit-taking in active trade. The Manila Composite Index slipped 69.36 points to 2,978.00.

SEOUL: The Seoul bourse retained strength, but declining issues led gainers. The Korea Composite Stock Price Index rose 5.29 points to 886.31.

SYDNEY: Shares slipped as investors took profits. The All-Ordinaries Index closed at 2,195.6, down 11.1 points.

WELLINGTON: Shares fell in quiet trading, with brokers predicting another slow day Thursday before the market resumes its climb. The NZSE-40 Capital Index fell 8.77 to 2,247.34.

KUALA LUMPUR: Stocks plummeted again in active trading, extending Tuesday's 5.9 per cent fall. The benchmark Kuala Lumpur Stock Exchange Composite Index slipped 73.33 points, or 6.4 per cent, to 1,066.22 points.

SINGAPORE: Shares dived in turbulent trading from the opening bell, closing 3.8 per cent down. The Straits Times Industrials Index fell 87.89 points to 2,260.31.

BANGKOK: Stocks fell 7.31 per cent in moderate, choppy trading. The Stock Exchange of Thailand Index fell 117.30 points to 1,487.76.

Management by Business Objective

By Kazi Abdul Majid

The most difficult task one has in life is to know what makes others tick i.e. how to make his people go along with him. It is not good enough to recruit good staff but more importantly, to get optimum level of output from them and retain them.

The relationship between rewards given, employee performance and corporate goals becomes utmost important in this situation. It is essential that reward (be it salary, bonus, promotion or other incentives) are used as effective as possible and this means linking rewards more closely with performance.

In Bangladesh, we are still following the British Raj time practice of Annual Confidential Report or 'ACR' as very commonly known. This is treated as a confidential document. The person on whom this document is written is not allowed to know what his boss thinks about his performance though he may be punished or rewarded based on this. This is ridiculous. As a matter of fact the performance of an employee can be improved if he or she is told how he or she has been doing through an appraisal of performance.

However, things are changing and we are beginning to see that performance appraisals are gaining merit because their uses are increasing being perceived as appropriate to current needs.

A good appraisal programme allows performance to be rewarded more precisely. It

also focuses individual goals to meet corporate objectives. Identified staff training and development needs, recognises staff potential and gives early signals of possible problems.

If rewards are to be more closely related to performance, it is necessary to identify and agree with each employee not only what is expected but also the quantity and quality expected. A well-written job description is the most effective way of identifying what is expected of each employee. The job description clarifies.

The purpose of the job within the organisation and its reasons.

The primary responsibilities, duties and tasks to be carried out, that is, the activities the employee expected to earn his salary.

The level and relationship of the job within the organisation - (who does he employee report to, who reports to him who does he liaise with).

The authority of the employee - the limits of his position in terms of people, expenditure, budgets etc.

To identify how much is expected, or the quantity and quality of performance required, individual targets and goals which fall within the scope and authority of the position need to be agreed. Each employee's targets should be established to focus on and meet the objectives of the department/branch which in turn will achieve the overall

corporate objectives and strategic plans.

In the process of setting these targets, an employee and an employer must agree on the measurement of the quantity and quality, and the time within which targets must be achieved. It should also be remembered that targets should be achievable within the constraints and limits of authority if they are to serve as a motivating influence.

It is not sufficient to say "Taka 10 crore deposits must be achieved in a timely and efficient manner". A measurable target would be "to open ten accounts a month with a deposit of not less than Taka one crore of which at least 25 per cent should be non-interest bearing". In service or management areas, measurements are more difficult but not impossible. Perhaps an essential one for Operations Department would be an 'Audit Rating' not inferior to 'B' grade etc. Most targets for individuals cover a 12 month period but appraisal should not just occur at the end of that time. It should be an on-going process with formal review meetings between employee and supervisor during the year. These meetings will ensure that targets are still appropriate, that remedial action can be taken at an early stage to overcome any problem and that good or poor achievement can be discussed and action agreed.

These reviews will also help identify promotion potential, development and training

needs for individual staff based on the performance against the targets set.

By year end, it should be possible for employee and employer to measure the degree of success achieved and for the employer to use some objectivity in determining the appropriate rewards.

When individual employee performance and contribution towards corporate goals can be recognised by both employees and employer, it is possible and indeed essential that rewards are seen to be fairly apportioned by the employer. Thus, salary increases need not be applied evenly across the board but can be structured to greatly enhance the merit component for high performers.

Special increment can be used to discriminate against poor performers and motivate high achievers. Promotions can be used to retain and develop staff who are key to business success. Training programme should be carefully identified and evaluated and only attended by those staff who can benefit from them and thereby contribute more effectively to business goals.

It is then possible that your high achievers will be motivated to remain with you and your poor performers will be motivated to improve or leave. Eitherway, your organisation benefits.

(The author is the Managing Director of Puball Bank Limited).

Beijing's economy
expands by 12pc
last year

BEIJING, Jan 12: The economy of the city of Beijing expanded by 12 per cent last year, but inflation remained high at 16.9 per cent, Xinhua news agency reported Tuesday, reports AFP.

The boom, which compared with average growth across China of 13 per cent, was helped by construction projects accompanying China's ultimately unsuccessful bid to host the 2000 Olympics, the official agency said.

Western experts said that the official measure of inflation in the capital was probably below true levels, as it did not fully take into account a surge in grain and other food prices in the last quarter.

Average inflation in China's biggest 35 cities was 19.5 per cent.

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

পুলিশ সুপারের কার্যালয়

নরসিংদী

পুনঃ দরপত্র বিজ্ঞপ্তি

নরসিংদী জেলা পুলিশ রেশন স্টোরের জন্য মুগ ডাল কয়ের নিমিত্ত প্রকৃত ব্যবসায়ী/প্রকৃতি/সরকারী/প্রতিষ্ঠানের নিকট হইতে সীমাহীনভাবে খোলা দরপত্র আহবান করা যাইতেছে। পুনঃ দরপত্র আগামী ১৯/১/৯৪ইং তারিখ বেলা ১২-০০ ঘটিকার পূর্বেই নরসিংদী পুলিশ অফিসে রক্ষিত বাস্তব নিম্নলিখিতকরকারী বরাবরে দাখিল করিতে হইবে। দরপত্রসমূহ এদিন বেলা ১০.০০ ঘটিকার উপস্থিত দরদাতাদের সমুখে যদি কেহ উপস্থিত থাকেন। খোলা হইবে। ইচ্ছুক দরদাতাদের দরপত্রে সিটিউল পুলিশ রেশন স্টোর, নরসিংদীর ভারপ্রাপ্ত কর্মকর্তার নিকট হইতে অফিস চাকাকালীন সময়ে সস্তাহ করার জন্য অনুরোধ করা গেল। পুনঃ দরপত্রে অংশগ্রহনকারীপক্ষে উল্লেখিত আইটেমের জন্য ১০,০০০/- (দশ হাজার) টাকার ব্যাংক ডাফ্ট পুলিশ সুপার, নরসিংদীর অনুকূলে জামানত হিসাবে দাখিল করিতে হইবে।

পুনঃদরপত্র গ্রহণের দিন কোন সিটিউল সেন্টার হইবে না। কোন কারণ দর্শানো ব্যতিক্রমই দরপত্র গ্রহণ বা বাতিল করিবার ক্ষমতা কর্তৃপক্ষ সংরক্ষণ করেন।

আবদুল হুস্তার খান
পুলিশ সুপার (ভারপ্রাপ্ত)
নরসিংদী
ফোন নং ২০৬৪

ডিএফপি(জি) ৫২০-৮/১
জি-৬২

দরপত্র বিজ্ঞপ্তির স্থগিত
আদেশ বাতিল ও দরপত্র
বিক্রয়/গ্রহণের সময়সীমা
বর্ধিতকরণ।

বিদ্যুৎ বিল নিয়মিত
পরিশোধ করুন

১৮-শহর বিদ্যুৎ বিতরণ প্রকল্প
বিভাগ-৬, বিদ্যুৎ উন্নয়ন বোর্ড,
ময়মনসিংহের আওতাধীন ১৬-শহর
প্রকল্পের ক্ষেত্রবিশিষ্ট ও উত্তর বাজারে
৩০ কেভি, ১১ কেভি, ৪.৪১ কেভি
লাইন ও ১১/৪ কেভি উপকেন্দ্র
নির্মাণ/স্থাপন এবং নবায়ন কাজের
জন্ম সূত্র নং-১৮ টিপিডিসি-
৬/২৬২/৯০/২০৮ তারিখ :- ২৭-
১১-৯০ ইং মোতাবেক আহবানকৃত
দরপত্র সূত্র নং ১৮ টিপিডিসি-
৬/২৬২/৯০/২০৮/১ তারিখ ২৪-১২-
৯০ মোতাবেক অনিবার্য কারণবশতঃ
স্থগিত করা হইয়াছিল। উক্ত স্থগিত
আদেশ প্রত্যাহার করিয়া দরপত্র/
তফসিল বিক্রয় ও গ্রহণের তারিখ ও
সময় যথাক্রমে ১৭-০১-৯৪ ইং
অফিস/ব্যাংক লেনদেন সময়ের মধ্যে
এবং ১৮-০১-৯৪ ইং দুপুর ১২
ঘটিকার পূর্বে নির্ধারন করা হইল। মূল
দরপত্রের বিজ্ঞপ্তির অন্যান্য সকল
সর্তাবলী অপরিবর্তিত থাকিবে।

নির্বাহী প্রকৌশলী
১৮ টিপিডিসি-৬, বিটবো, -
ময়মনসিংহ

বিদ্যুৎ/জন্ম-৮২৬(০)৯০-৯৪
ডিএফপি(বো) ২১০-৯/১
জি-৭৬