



**Resource Planning and Management
Consultants (Pvt.) Ltd. (RPMC)**

BUSINESS PRINCIPLES

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BACKGROUND AND ORGANIZATION

Aims and Objectives

Resource Planning and Management Consultants (Pvt.) Ltd. (RPMC) is a private limited company. It is an independent multi-disciplinary consultancy organization which provides consultancy services to Governments, multi-lateral and bilateral donor agencies, NGOs, autonomous or private limited or proprietary organization. Its philosophy and policy objectives are to promote and foster economic development of an economy in its various sectors. More specifically, its main motto is to provide consultancy services for the economic and social development of an economy, and thereby facilitating its growth and development.

Origin and Involvement

RPMC was founded in 1990 initially as a single ownership service organization. It was, however, incorporated in 1994 as a Private Limited Company with a broad based ownership structure. Over more than a decade, the company has acquired plenty of experience in diverse fields/sectors including rural development, agriculture, livestock, fisheries, water resource, rural and urban infrastructures including roads and rural works, both at home and abroad.

Overseas Experience

RPMC is involved in consultancy works in Bangladesh and overseas countries across the Globe including Pakistan, India, China, Nepal, North Korea, Thailand, Sri Lanka, the Philippines, Myanmar, Liberia, Sierra Leone, Suriname, Laos, Iran, Kenya, Kyrgyzstan, the Gambia, Afghanistan, and others.

Services offered by RPMC

As referred to above, RPMC provides technical and management consultancy services to all the major sectors of development activities. More specifically, the firm offers specialist services in several development sectors. Its services include but not limited to the following areas:-

- (i) Identification, planning, design, implementation and monitoring of projects/studies/research;
- (ii) Human and physical resource development;
- (iii) Specialist consultancy services wherever required;
- (iv) Advisory and project – based implementation and evaluation services; and
- (v) Studies, research and impact assessment.

Corporate structure and job assignment

RPMC is managed and operated by 5 Directors of the Company who are the members of the Board as per its Memorandum and Article of Association. Besides, it has more than 200 professional staffs in the Headquarters and Projects including administrative and technical support staff. Its project staff outside Head Office is about 175 including professional and support staff. It has more than 100 professional associates listed in its roster.

RPMC's Policies and Principles

In realizing its objectives, the Company follows the policies and principles of good relations, fair competition, high integrity, fair deal and good business behaviour.

The Company, over more than a decade of its operation, has developed several operational principles and guidelines governing its conduct of business. The key values to which it attaches importance in its business deal, amongst many others, include honesty and integrity, professional expertise, trust, loyalty, credibility, punctuality, attention and services to the client's, fair competition, good ethics, results drivenness and staff care. Some of them are elaborated below:

(a) *Honesty and Integrity*

The client's interest is uppermost in the minds of the Company and all its efforts are directed towards this end. The Company runs its consultancy business based on honesty and sincerity of its staff especially towards fulfillment of the requirements of clients' service needs. It endeavours to uphold high degree of integrity in all its dealings and transactions.

(b) *Respect and Trust*

The Company always aims at winning the respect and trust of its employees, consultants and associate experts who are its valued assets. It looks into the personal needs, timely disbursement of emoluments and tries to meet the legitimate and genuine requirements of its staff. Their remunerations including fringe benefits are fixed on assessment of talent, skill and efficiency. The company endeavours to encourage upgradation of its staff with promotion and better placement prospects in their career.

(c) *Loyalty*

The employees of RPMC including its professional and field staff give high priority to the assigned tasks and discharge them with utmost sincerity, devotion and efficiency. They work with full attention and loyalty to the Company and the organizations with whom they work. They are proud to work with RPMC and feel that they belong to the family of RPMC and owe their loyalty and allegiance to the Company.

(d) *Top Class Professional Expertise*

RPMC with its record performance of work in 160 projects/activities, both at home and abroad, has already won the appreciation and credibility of the clients, donors and government agencies for the quality of its work, professional caliber and the distinctness of its services and operations within the scheduled time. There is already a recognition

about the RPMC's efficiency, quality of work and timely implementation of projects / studies.

(e) Credibility

As a reputed consultancy firm, RPMC always look for the best experts available in the local area/market. In fact, it has a roster of professionals in each field of speciality who have been screened after careful evaluation and assessment of their professional background, expertise and contributions. The important criteria generally applied are appropriate educational back ground, professional experience and track record of past work and their quality. The monthly progress and quarterly reports including end-of-project reports of implemented projects, studies, research output and end products, speak of high quality output which are the outcome of deploying quality professionals on which the Company has accorded priority. RPMC focuses on intellectual development and professional acumen and expertise.

(f) Client drivenness

As mentioned before, the Management keeps client service uppermost in its mind; keeps close contact with the clients and maintains dialogue as and when necessary to meet their genuine needs and requirements. The Company's top Management is in touch with the clients and ensures that their requirements are given due attention and the time schedules set are observed. The Headquarter and field staff are alerted and when ever necessary, consulted to oblige the clients' desire and priority needs. The Company, wherever feasible, keeps the client in the picture about the progress of work and make efforts to stick to the time schedule fixed in the work plan.

(g) Result oriented service

The Management monitors various studies and research activities and projects under implementation and ensures that outputs (deliverables) are delivered on time as far as practicable. Client driven service has, in fact, increased the Company's credibility and won the client's confidence.

(h) Portfolio Diversification

RPMC makes efforts to diversify its project portfolio and goes away from the beaten track and brings in new categories of projects / activities to enhance and expand its horizon of expertise and new line of work.

(i) Working Relationship with

As indicated earlier, RPMC maintains a balanced and workable relationship with its employees, clients, fellow consulting firms, consultants, donors and professional group / community.

● **Employees**

RPMC Management keeps itself abreast of the employees problems, needs and requirements and meet them as far as practicable with a spirit of parental care.

● **Clients**

Top Management of the Company maintains the best possible working relationship with the clients, carefully listen to them and take steps to oblige and establish dialogue with them to resolve any outstanding issue/problem.

● **Professional groups / community**

The top Management as well as the professional staff of the Company, are regularly in touch with the professional community in each discipline, assess their availability and possible deployment in the service of the Company. They are also encouraged to contact the officials of the Company and transmit their CVs which are maintained by the Company for future use.

● **Donors**

Top Management whenever required, keeps close contact with the donors and keep them informed about the status of implementation of various projects/activities/studies/research and keep track of the flow of funds and their status of disbursement.

● **Fellow consultants**

Despite the existence of competitive environment in consultancy work, the top Management of the Company also maintains a friendly working relationship with the existing consultancy firms. Sometime, there is a cross transaction / fertilization in terms of sharing of work and professional staff with selected and relevant consultancy firms. Close collaboration and working relationship are also established with national and international consultants.

(j) *Avoiding Unethical Behaviour/Practices*

The company, as an entity, neither involve itself, nor encourages its employees, consultants/experts to be engaged in any sorts of unethical business practices, which, among others may include bribery, corruption, undue practices, misappropriation of funds, manipulation, wrong doing, unfair practice/business deal and conflict of interest. If any of its staff/consultants willingly or otherwise, involve himself/herself in any of these unethical business practices, it will be solely his/her individual action and the company will not bear any responsibility in this regard. It will instead bring the offenders into task since the company believes in clean and fair business deal.