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Krishnan Venugopal



S Sasidharan

The four Way Test
of the things we think, say or do
• Is it the truth?
• Is it fair to all concerned?
• Will it build Goodwill and better friendship?
• Will it be beneficial to all concerned?

Family Gallery

Marriage Box
Most people get married believing a myth that marriage is a beautiful box full of all the things they have longed for: companionship, intimacy, friendship etc. The truth is that marriage at the start is an empty box. You must put something in before you can take anything out. There is no love in marriage. Love is in people. And people put love in marriage. There is no romance in marriage. You have to infuse it into your marriage. A couple must learn the art and form the habit of giving, loving, serving, praising, of keeping the box full. If you take out more than you put in, the box will be empty.

Read this slowly
GOD IS NOWHERE

WHAT DID YOU READ ?
God is no where
or
God is now here

Just a beautiful lie to say
"Life Depends On the Way We Look"

When The Food You Ordered Is Already Arrived But "You Still Looking At What's On The Menu..."

These days nobody respects age ! Unless it is Distilled and Bottled

Happy Birthday

Tomy Pullikkattil	10.11.2015
Anush Raju Chandu	10.11.2015
Geetha Arjan	15.11.2015
Aswin Sreenivasan	17.11.2015
Jameela Sali	18.11.2015

Wedding Anniversary

Vidhu Kumar	13.11.2015
P.O. Thomas	14.11.2015
Joseph Thayyil	25.11.2015
Tiya Jacob Neroth	20.11.2015
Antony Malayil	23.11.2015
Sajan Nair	27.11.2015

Contributions, suggestions can be sent to the editor: alleppeyrotaryclub@gmail.com

Royalweeks
100% RMP Club
ROTARY CLUB OF ALLEPPEY DISTRICT 3211
CHARTERED AS 7339TH CLUB ON 25.07.1949
We meet on Wednesdays at 7.00pm
at Rev. Karunakaran Rotary Hall, Alleppey
Vol : 67 | Issue 3454 Since 1 August 1949 | No. 20 (2015-16)



My Visit to the Bank - A reflection

We all visit banks, government offices, post office for some work or the other. While all visits to these places may not be enjoyable or really welcomed or would recommend a second visit, cultural lessons on India are often best learnt by observing how the service industry addresses the needs of customers.

I left for the Middle East in 1983 to pursue my career. Since then, I have been visiting India every year to spend my vacations, and have been amazed by the rapid transformation of this nation over time especially after the early 1990's.

During these visits I always went to my bank branch here in Alleppey and in Chennai on numerous occasions. The booming Indian economy coupled with the increase in the proportion of middle-income senior citizens who conduct their transactions in person, in the morning and afternoon hours of the day, have seriously strained the customer service function of the industry. What is remarkable is that even amid the chaos and confusion; all the customers' needs are met. The western countries and the influenced western countries like in Middle East may be seen as a role model in customer service in general, but the number of transactions in those



Ego is just a small three letter word, which can destroy a big twelve letter word called Relationship.

Words are magical. Use yours to heal, inspire, encourage and empower.

One of the most difficult things is not to change society - but to CHANGE YOURSELF.

Nelson Mandela

No man discovers anything BIG unless he makes himself small.
Fulton J Sheen



countries service industry as a whole pales in comparison to what we witness in India.

During a typical visit to the branch in Alleppey, I observed that 25 to 30 customers deposited or withdrew cash. This function was handled by three staff members with speed and accuracy. Many customers (most of them senior citizens), opened, closed, or renewed their fixed deposits: evidently, they supplemented their monthly pension with the interest earned from fixed deposits. Many of them brought their spouses along, perhaps to ensure that another pair of eyes would check for the accuracy of the transactions. I also noticed two customers who visited their lockers to take out or deposit jewellery, or check whether all was fine and intact! India has the highest per capita

Continued.

RI-President



K.R. Ravindran

President



Adv. V. Deepak

District Governor



C. Luke

Assistant Governor



Prof. S. Gopinathan Nair

JOHNS UMBRELLA ALLEPPEY	THE KARAN GROUP OF COMPANIES Alleppey	duroflex ALLEPPEY	JCT HOUSEBOATS	Hotel SISIR Palace 100% Vegetarian Food & Beverages Available in Kerala, India Tel: 04744242422 or 04744242423
AVT PREMIUM TEA The Strongest... Consistently	Sevenscans TRADING COMPANY	VANI PRINTERS Alleppey	ARV AUTO LAND HOTEL CHITHIRA Alleppey	കൊച്ചു കൊച്ചു എപ്പോഴും എപ്പോഴും എപ്പോഴും എപ്പോഴും
PARAMOUNT COIR MILLS Alleppey	GOODMORNING Agencies Enterprises Alleppey	THARAVAD Resorts & House Boats Alleppey	COCO www.cocobeachresorts.com 88473 250 28	Agrihar Motors 100% Vegetarian Food & Beverages Available in Kerala, India Tel: 04744242422 or 04744242423

consumption of gold, which is lavishly displayed during weddings and other social occasions. Two customers came in for foreign exchange transactions (to convert dollars to rupees). Both were arguing furiously with an employee seeking better exchange rates, even as the latter tried to explain that they had no control over the rates! Finally, there was one customer who came in for a housing loan. All the while I was sitting and watching and since they know me here an employee told me it was just a normal day. These functions were all handled by a total of four staff members.

In contrast, in other countries where I happened to visit a bank branch, during a one hour span approximately 10 customers are likely to withdraw or deposit cash from the automated drive-through counter, and four to five are likely to enter the premises and have the service performed by one of the four cashiers. In my 30 years in the Middle East, where the banking business is somewhat like here in India, staffs were impatient and so were the people. The reason being most of them took a few minutes off from their desk to get certain banking transactions done and had to rush back. I have not seen a customer open his or her locker. This may be due to these facilities were not for expatriates or it was in another closed location within the branch. I have also not seen any customer coming in for a foreign currency purchase because these were best done in money exchanges. On rare occasions I have seen one or two customers meeting the senior staff or so called relationship officers (three employees excluding the cashiers) for advice on fixed deposits (CDs) or for a car loan. The atmosphere is quiet though, activities are going on and people are on and about doing their other business while waiting for their turn. In the other countries whenever I had walked in the staff members are happy to see me — because there is someone to lift them from their boredom.

I notice that the employees in India who I watched have advanced degrees in multitasking and patience, since they were able to provide the service despite a number of constraints. I noticed that no customer was willing to wait. When one employee was busy attending to the needs of a customer, the latter did not think twice about interrupting other employees who were busy with the customers.

Coffee was being asked and served to customers. Thankfully, an errand lady took the order, saving the employee the trouble to get the coffee! She also assisted the employees by passing on papers and files from one desk to another to facilitate smooth transaction. One of the employee was on leave, and his/her official and personal calls were being addressed by the one's on duty. During the one hour, I noticed that the employee who was handling my transactions had to respond to numerous phone calls both for her and which were meant for the absent staff member. Each call lasted about a minute plus and the conversation included sharing details of the absence, as I watched. Also, the branch manager popped in a number of times even as the employee was in the middle of the conversation with me, for getting something printed, checking on a query he has received from another customer work, preparing and passing of a challan for one of his friend who had come in. Since workplaces in India are quite hierarchical, she immediately rose from her seat to carry out his request. The pattern I saw here is typical of a democratic transitional economy. Tier 3 cities such as Alleppey are more likely to witness this style of functioning in Indian banks.

Bank employees elsewhere do not face any of these constraints, since customers are willing to wait for their turn (assuming there is a queue) and will never cross over to another staff member for advice. Also, there is a self-service coffee counter for customers.

My conclusion from this experience was that despite the many interruptions and the volume of work handled in the branch, customers received good service. Also, even though I get frustrated and angry sometimes over the wait in the bank I always thought that a visit to a bank for me here can be a learning curve as well as entertaining!

Rtn. PHF 5 Sasidharan

RI News



RI President KR Ravindran conferred Doctorate in Business Administration by University of Korea, Dankook.

quote "And it made me look at my own life in a different way—as a series of new beginnings. Each achievement only gives you the next opportunity, and you will have to prove yourself time and again. If you have not done well, you may have one end, but there will be another beginning on the other side of it. And if you have done well, don't get too comfortable—sooner or later, another beginning will be coming for you as well. I must tell you honestly that it was Rotary which gave me the new beginning that I did not know I needed. It is through Rotary that I have achieved what is most worthwhile; and it is because of Rotary that I am here with you today." unquote

Three month calender of events

November, 15, 2015

TRF Seminar -
GV Rama Convention Centre,
Hotel Samudra, Kollam

January, 10, 2016

FIRE (Family Involved Rotary Entertainment)
Camelot Convention Centre Alappuzha



February 06,07, 2016

District Conference
Winsdor Castle Convention Centre,
Kottayam

Club Business

Minutes of the meeting held on 11th November 2015

The meeting was called to order by the President Rtn. Adv. V Deepak. Rtn. Shan T P invoked the blessing of Almighty.

In Presidential address Rtn. Adv. V Deepak welcomed AG Tom Joseph to the meeting, and then he informed that 5 Rotarians from our club have registered for TRF Seminar at Kovalm on 15th November and expect more registrations. He congratulated PAG. D Vijayalakshmi for the unique send off she received from her Ward for her devoted service there during her tenure as Councilor. President adorned her with a "Ponnada". He also brought to attention that Preliminary work at Govt. Girls H.S.S. where we are constructing toilet blocks of 3 star category has begun. It's expected to complete within two weeks, instead of 1 unit (described by District) we are constructing 3 units as the requirement demands.

Felicitations by Rotarians on Rtn. D Vijayalakshmi's Achievement:

Rtn. P O Thomas: "Congratulations, and we all know the level of dedication teacher shows towards any assignment, and that paid off. To my Knowledge its 1st time I am hearing about a send off for a councilor"

Rtn. Abraham Thayyil: " I came to know from couple of voters from the ward that Teacher had very intensive interaction with Voters and this unique quality gained her acceptance among people, and I congratulate her on her success."

Rtn. George Thomas: "She Deserves, Congratulation"

Rtn. Sajan Nair: "I heard that Teacher dejected a second chance and also the opportunity to become Chair Person, she should be honored by our club on a better occasion in a befitting manner"

Rtn. N A M Kunju: "Congratulations, and first time I am hearing of such a gesture by voters of a Ward"

AG Rtn. Tom Joseph: "Congratulations, teacher did a phenomenal job for 5 years as a councilor"

Rtn. D Vijayalakshmi in her response said five years back she took up the post after lot of compulsion though Rtn.

Gopinathan Nair wished for it. She said she was able to discharge her duty as councilor when ever situation demanded. Teacher said the poor are those who require councilors more for their needful rights. She also said she served to his best ability by God's grace. Irrespective of politics all voters from the ward joined together for organising a magnificent send off meeting where she was awarded a gold ring as token of respect. She also thanked Rotary fraternity for helping her during her term; she specifically thanked RC of Alleppey for doing two projects at her ward. She thanked all for the felicitations.

AG Tom Joseph then brought Rotarians attention towards serious issues regarding District Seminars, he said that District is collecting 600 Rs./Rotarian as District dues which totals to nearly 24 lakhs per annum, this fund has to be used in conduct of seminars either fully hosting or partially subsidizing on Rotarian registrations. But what is happening nowadays is Seminar Chairmanship is handed over to Governor Aspirants and they conduct most of the aspects of seminar as per their likes. District Bye Law Says the audited account for the district has to be presented within 90 days after the Governor's term ends, but this has not happened for the last year yet. And Rotarians are kept ambiguous regarding the District dues utilization. The clubs from Alappuzha which can be easily ranked among best 10 clubs in District 3211 has to make it happen by taking necessary measure.

In response to AG Tom Joseph's Comment P O Thomas said he fully agrees with Tom and he has raised the issue of accounts before with District officials, he said even though its difficult District 3211 should apply for a PAN registration as Rotary International India, which can put an end to not submitting audited accounts as it will become mandatory to file to Income Tax Department within a stipulated time. He also informed that as per by law of District 3211 only 20 % of total number of Rotarians in District can be assigned with District duties, but the law is getting violated almost every year.

Then Secretary Rtn. Krishnan Venugopal read out upcoming birthdays and anniversaries. He congratulated Rtn. D Vijayalakshmi on getting honored, also thanked Rotarians for felicitations. Also thanked AG Tom Joseph for attending our meeting and sharing his views on District Seminars. He also thanked Rotarians for attending the meeting, he concluded with a special thanks to the host for the day Rtn. John Mathew.

Rtn. Krishnan Venugopal

Tea Host for Regular Meeting on 18.11.2015, Rtn. Madhu Mohan

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