

Storyline

Bangalore Development Authority (BDA) is a civic Authority primarily responsible for planned expansion of Bangalore City.

NCRCL[®] conducted a study in order to assess the robustness of BDA's internal controls and to identify areas of improvement. The study findings were presented in the form of a detailed report. The value-adds by NCRCL[®] were in the form of concrete suggestions for improvement.

Once upon a time

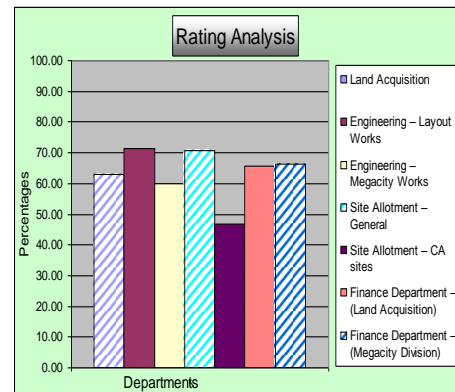
During the period from 2000 to 2003, BDA had seen an unprecedented increase in its scale of operations. From being merely a regulatory authority, the BDA became active in development of new layouts, allotment of sites and execution of major infrastructure projects. This increase in activities naturally created a pressure on its internal systems and processes. BDA engaged NCRCL[®] to undertake a quick assessment of its internal systems. The challenge for NCRCL[®] was to give a sense to the BDA management on where it stood on internal systems, in a short span of a few days.

Moving on

The NCRCL approach was oriented towards identifying the main process gaps and suggest corrective action rather than a detailed audit of transactions.

The process consulting expertise of NCRCL[®] team coupled with domain knowledge of the Government sector enabled it to quickly comprehend the intricacies of BDA's operations and critically analyze its operations.

The rating mechanism adopted in the study was simple and easy to understand. It assessed processes on five key parameters namely, time-frame, documentation, reporting/MIS, decision making and follow-up. The mechanism helped in transforming a seemingly subjective assessment into concrete numbers thus making it easier to compare different departments on a common scale.



The study outputs were presented and brainstormed with the BDA Management and were submitted in the form of a report. NCRCL[®] suggested implementation of a Finance Integrated Management Information System in BDA.

Finally

The study gave a bird's eye view of the current status of internal controls to the BDA Management which complemented the Management's own analysis of the status. Taking cues from the recommendations of the rapid assessment study, the BDA immediately undertook the implementation of Computerised Works Management System (CWMS). NCRCL[®] was engaged as the consultant for development of software and implementation of CWMS.

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