Questionnaire Service Companies

CONFIDENTIAL

14TH NATIONAL AWAR<u>DS FOR EXCELLENCE IN COST MANAGEMENT-2016</u>

(Please read guidelines before filling up the questionnaire)

(1) GENERAL INFORMATION:

- **1.1** The Questionnaire is designed to obtain information on Cost Management Practices and to assess performance of participant companies engaged in Service operations.
- **1.2** All information and data submitted by the participant(s) shall be kept strictly confidential and shall only be used for the purpose of evaluation of the award and not for any other purpose.
- 1.3 ICRA Limited, is the knowledge partner of The Institute of Cost Accountants of India for this award
- **1.4** Decision of the Award Jury shall be final and binding. No correspondence, whatsoever, shall be entertained in this regard.
- **1.5** All Companies (Listed or Unlisted) are eligible to participate in 14th National Awards for Excellence in Cost Management-2016 irrespective of applicability of Cost Accounting Records Rules (CARR) as prescribed in the Companies Act. Further, Unit(s) of a Company can also participate but the Unit is required to submit the Audited Financial Statements for the year 2014-15 & 2015-16 of the unit. In case, the Audited Financial Statements of the Unit are not available, the same could be prepared and certified by a Cost Accountant.

1.6 Award Categories are as follows:

| (A) Manufacturing | (B) Service Sector |
|-----------------------------|--|
| A1) Private Sector - Mega | B1) Banking, Financial services and Insurance (BFSI) |
| A2) Private Sector - Large | B2) Transportation and Logistics |
| A3) Private Sector - Medium | B3) Power Distribution and Transmission |
| A4) Private Sector - Small | B4) Telecommunication |
| A5) Public Sector - Mega | B5) Hospitality |
| A6) Public Sector - Large | B6) Healthcare |
| A7) Public Sector - Medium | B7) Infrastructure and construction services |
| A8) Public Sector - Small | B8) Information technology |
| A9) SME* | B9) Consulting and others |
| | |

Category Criteria:

Total revenue from operations** cut-off

Mega > = Rs. 5,000 cr

Large >= Rs. 2,500 cr but < Rs. 5,000 cr Medium >= Rs. 500 cr but < Rs. 2,500 cr

Small < Rs. 500 cr

^{*} SME is defined as an enterprise where investment in plant & machinery is less than Rs. 10 crore in case of manufacturing sector; and where investment in equipment is less than Rs. 5 crore in case of service sector

^{**} Total revenue from operations for the previous financial year (12 months)

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(Please read guidelines before filling up the questionnaire)

(2) GUIDELINES FOR FILLING-UP THE QUESTIONNAIRE:

- **2.1** The participants should download the Questionnaire from Institute's website <u>www.icmai.in</u>, either in MS Excel or PDF Format
- **2.2** All sections of the Questionnaire should be filled-in with complete details. Answering all questions is mandatory. In case any question is not applicable to your company, please indicate the reasons for its non-applicability. Please use extra sheets for write-up as required and for answering detailed questions. Please mention the question number in additional sheets.
- **2.3** Participants can apply in only one category.
 - i) If an entity is eligible for participation in more than one category based on stipulated criteria, preferred category of participation needs to be indicated. For instance, entities qualifying both for Small Enterprises and SMEs, can apply in either one of these categories (as chosen by the participant).
 ii) If an entity has presence in more than one segment such as in manufacturing as well as service operations, it will be considered for the category that accounts for a larger proportion of its revenues.
- **2.4** The copies of Annual Reports (including Financial Statements and all Schedules) of the Company, for the financial years 2014-15 and 2015-16 should be enclosed with the Questionnaire. Any other material/document that supports your participation for the award may also be enclosed.
- 2.5 Participants have the option of submitting the Questionnaire either in soft copy or hard copy. Soft copy of the questionnaire duly filled-in (in the excel format) along with a scanned copy of the declaration signed by authorised signatory on company's letterhead (as per format available on The Institute of Cost Accountants of India's website) and all other enclosures should be e-mailed on the Institute's official e-mail id (ecma@icmai.in)

OR

<u>Hard copy</u> of the questionnaire duly filled-in and signed by the Authorised Officer of the Company, alongwith all the enclosures in sealed envelope supersribed with "1. Confidential 2. Entry for 14th National Awards for Excellence in Cost Management" should be sent to The Institute of Cost Accountants of India, Delhi Office: 3rd Floor, CMA Bhavan, 3, Institutional Area, Lodi Road, New Delhi-110003

- **2.6** Cut-off date for receiving filled application forms is **May 29, 2017**. Please note that hard copies of filled-in questionnaires along with enclsures should reach the Institute Address by the said cut-off date.
- **2.7** Any queries relating to the Questionnaire/Cost Management Award 2016 may kindly be addressed to Mr. S.C.Gupta, Director. (Contact details: (O) +91-11-24666108, 24666100; Telefax:+91-11-24654703; Mobile: 09313375254 e-mail: pd.director@icmai.in)

Section-I

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

Note: Please fill cells shaded in blue. Please add rows, wherever required

| | Details of the Company/Organization | | Pls Fill here |
|------|--|--------------|---------------|
| 1.1 | Company Name: | | |
| | Address for correspondence (Line 1): | | |
| | Line 2: | | |
| | State and Pin Code: | | |
| 1.2 | Chief Executive Officer | | |
| | Name: | | |
| | Mobile/Telephone No: | | |
| | E-mail Id | | |
| 1.3 | Chief Financial Officer | | |
| | Name: | | |
| | Mobile/Telephone No: | | |
| | E-mail Id | | |
| 1.4 | Head of the Costing Department | | |
| | Name: | | |
| | Designation | | |
| | Mobile/Telephone No: | | |
| | E-mail Id | | |
| 1 5 | Contact Person | | |
| 1.5 | | | |
| | Name: | | |
| | Designation | | |
| | Mobile/Telephone No: | | |
| | E-mail Id | | |
| 1.6 | Category to which the company belongs | | |
| | (i) Public Sector Undertaking / Private Sector | | |
| | (ii) Manufacturing Sector / Service Sector | | |
| | (iii) In case of service sector, please specify the sub-sector | | |
| | from the list below: | | |
| | 1) Banking, Financial services and Insurance (BFSI) | | |
| | 2) Transportation and Logistics | | |
| | 3) Power Distribution and Transmission | | |
| | 4) Telecommunication | | |
| | • | | |
| | 5) Hospitality | | |
| | 6) Healthcare | | |
| | 7) Infrastructure and construction services | | |
| | 8) Information technology | | |
| | 9) Consulting and others | | |
| 1.7 | Total revenue from operations during 2015-16 (Rs. Crore) | | |
| | (net of duties) | | |
| 1.8 | Gross investment in Plant and Machinery/Equipment (Rs. | | |
| 1.0 | | | |
| | Crore) | | |
| 1.9 | Based on Points 1.7 (Revenue) and 1.8 (SME Criterion), | | |
| | if your company is eligible for participation in two | | |
| | categories, please indicate your prefered category | | |
| | | | |
| 1.10 | Major services of the company, along with CETA code: | Service Name | CETA code |
| | Service 1 | | |
| | Service 2 | | |
| | Service 3 | | |
| | 22.1200 U | | |

Section-II

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

Application of Cost Management System in your Organisation

| 2.1 | a) | Total number of employees (including contractual employees) * | |
|-----|-----------|---|--|
| | b) | Total number of qualified Cost/Finance professionals (CMA,CA, MBA- | |
| | | Finance) engaged* | |
| | c) | Number of qualified Cost Accountants* (out of b above) | |
| | | *as on March 31, 2016 | |
| | d) | Is the CEO/CFO/ Head of costing department a qualified cost | |
| | ŕ | accountant, then provide the membership number | |
| 2.2 | | List the key cost drivers (such as raw materials, manpower, Power & Fuel etc.) for the | |
| 2.2 | | company and briefly describe the strategies adopted to control them | |
| | | Cost Drivers Strategies adopted | |
| | i) | | |
| | ii) | | |
| | iii) | | |
| | iv) v) | | |
| 2.3 | ٧) | List the Costing Methods / Systems / Techniques being applied by your organisation: | |
| | i) | | |
| | ii) | | |
| | iii) | | |
| 2.4 | | Please answer the following questions in Yes/ No | |
| | i) | Does the company have a structured cost accounting manual? | |
| | ii) | Does the company's costing system enable proper collection, allocation, absorption and | |
| | | determination of costs? | |
| | iii) | Is the cost/profitability of various products/activities regularly measured and also form | |
| | | part of regular MIS of the company? | |
| | iv) | Does the company have a system of budgeting & variance analysis on periodical basis? | |
| | , | | |
| | v) | Does scope of internal audit covers review of performance and actions taken? | |
| | vi) | Does the company have a Risk Management policy and/or hedging policy? | |
| | vii) | Does the company have a system for identification of slow and non-moving inventory | |
| | | items? | |
| | viii) | Is competitive bidding process for major purchases or works contracts being used? | |
| | ix) | Are the relevant Cost Accounting Standards (CAS) and Generally Accepted Cost | |
| | ĺ | Accounting Principles (GACAP) issued by The Institute of Cost Accountants of India | |
| | | (ICAI) being followed? | |
| | x) | Do all departments participate in the cost budgeting process? | |
| | | Do all departments participate in setting up of cost management targets? | |
| | | | |
| 2.5 | i) | Was the company covered under Section 148 of the Companies Act, 2013 for the | |
| | •• | financial year 2015-16? (Yes/ No) | |
| | ii) | If the answer to question 2.5(i) is in affirmative, then answer the following three | |
| | | questions | |
| | | a) Were there any qualifications made by the cost auditors? (Yes/No) | |

Section-II

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

Application of Cost Management System in your Organisation

| | of qualifications made by the Cost Auditor | | | |
|------|---|------------------------------|-------------|--|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | c) Please indicate the mechanism adopted to observations of the cost auditors. | implement the suggestions | and | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| iii) | Please specify number of meetings of Audit financial year 2015-16 | Committee held for the | | |
| iv) | Please specifty number of Audit Committee | meetings held during | | |
| | 2015-16, where cost related issues were disc | cussed | | |
| 6 | Give the periodicity (Weekly/Monthly/Quar | terly/Yearly) of Cost Review | w Meetings: | |
| | (a) Operational Level | | | |
| | (b) CFO Level | | | |
| | (c) CEO Level | | | |
| | (d) Board/Audit Committee Level | | | |
| 7 | Describe the initiatives taken by the companispoilage/ inefficiencies/ energy consumption | • | ections/ | |
| | Initiative | Description | | |
| i) | Investment in research & development, | • | | |
| | product/ process re-designing etc. | | | |
| ii) | Use of IT (ERP systems etc.) | | | |
| iii) | Technology upgradation | | | |
| iv) | Clearly spelt KPIs (for above-mentioned | | | |
| v) | Outsourcing non-core activities | | | |
| vi) | Others, please specify | | | |
| | | | | |
| | | | | |
| | | | | |

Section-III

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

| | | I Touten ty / Efficien | icy rara | HCCCI S | | | |
|----------|------|--|-------------|-------------|---------------|--------------|----------|
| | | | Un | <u>it</u> | 2013-14 | 2014-15 | 2015-16 |
| 3.1 | | Manpower Productivity | | | | | |
| A | | Mention the Manpower productivity indicator | - | | • | - | o. of |
| | | passengers travelled per employee, no. of cell | ular call n | ninutes p | er employe | ee, etc. | |
| | | (In case of multiple activities/ services, provided) | le manpov | ver prod | ductivity fo | r three prii | ncipal |
| | | activities / services of the company, in order | of turnove | er) | | | |
| | i) | Activity/ Service -1 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | s. | | | |
| | ii) | Activity/ Service -2 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | | | | |
| | iii) | Activity/ Service -3 (Specify the name) | | | | | |
| | | Manpower Productivity indicator | Pl. spec | ify unit | | | |
| | | Manpower Productivity indicator | No | - | | | |
| В | | Give major reasons for increase / decrease in | | | tivity, if ar | ıv | |
| | | ig. | r | <u> </u> | | <u> </u> | |
| | | | | | | | |
| C | | Harmon and American in Coat Man | | N. | | | 1 |
| C | | How many man-days of training in Cost Mana | agement | Nos. | | | |
| | | programmes was imparted to employees? | | | | | |
| D | | How many employees were recognised for ac | hieving | Nos. | | | |
| | | cost reduction/improved productivity? | | | | | |
| | | | | | | | |
| 3.2 | | Cost efficiency | | | 2013-14 | 2014-15 | 2015-16 |
| 3.2 A | | Mention the cost efficiency indicator used in | vour indus | try For | | | |
| 11 | | transportation, cost per mb of data or minute | f | • | - | - | |
| | | in hospitality, cost per passenger in airports et | | iii iii ter | com, cost | per avairat | oic room |
| | | (In case of multiple activities/ services, provide | | cioney i | ndicator fo | r three pri | ncinal |
| | | activities / services of the company, in order | | - | naicator re | i unce pri | пстрат |
| | | 1 • | or turnove | 51) | | | |
| | i) | Activity/ Service -1 (Specify the name) | | | | | |
| | | Cost efficiency indicator | Pl. spec | _ <u> </u> | | | ı |
| | ••• | Cost per indicator | R | 8. | | | |
| | ii) | Activity/ Service -2 (Specify the name) | | | | | |
| | | Cost efficiency indicator | Pl. spec | | | | 1 |
| | | Cost per indicator | R | S | | | |
| | iii) | Activity/ Service -3 (Specify the name) | | | | | |
| | | Cost efficiency indicator | Pl. spec | ify unit | | | • |
| | | Cost per indicator | R | | | | |
| В | | Give major reasons for increase / decrease in | cost effici | ency, if | any | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | <u> </u> | | | | | |

Section-III

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

| | | 1 Toductivity / Efficien | icy rarai | HCCCI S | | | |
|-----|------|---|--------------|-----------|---------|---------|---------|
| 3.3 | | Energy Efficiency and Conservation | | | 2013-14 | 2014-15 | 2015-16 |
| A | | Total Power consumed | | KWH | | | |
| В | | Mention the Energy Efficiency indicators used | d in your i | ndustry. | | | |
| | | (In case of multiple activities/ services, provident) | le energy | | | | |
| | | efficiency indicators for three principal activi | ities / serv | ices of | | | |
| | | the company, in order of turnover) | | | | | |
| | | | | | | | |
| | i) | Activity/ Service -1 (Specify the name) | | | | | |
| | | Energy efficiency indicator | Pl. spec | ify unit | | | |
| | | Energy efficiency indicator | No | s. | | | |
| | ii) | Activity/ Service -2 (Specify the name) | | | | | |
| | | Energy efficiency indicator | Pl. spec | ify unit | | | |
| | | Energy efficiency indicator | No | s. | | | |
| | iii) | Activity/ Service -3 (Specify the name) | | | | | |
| | | Energy efficiency indicator | Pl. spec | ify unit | | | |
| | | Energy efficiency indicator | No | S. | | | |
| C | | Give major reasons for increase / decrease in 1 | Energy Ef | ficiency. | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Section-IV

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

| | | Sustainability and Other | Parameters | <u> </u> | | |
|-----|------|--|-------------------|--------------|--------------|---------|
| 4.1 | i | Amount of revenue expenditure incurred on | Rs./Lakh | | | |
| | | Environmental protection? | | | | |
| | 11 | Please provide details of following pollutants. Put | | | | |
| | | "NM" if not monitored by your company or Put | Unit | 2013-14 | 2014-15 | 2015-16 |
| | | "NA" if not applicable to your company's | | | | |
| | | operations | C 1: M | | | |
| | | Quantity of waste gas emissions during the year | Cubic M | | | |
| | | (Air Pollution) | Cubic M | | | |
| | | Quantity of waste water discharged during the year | Cubic M | | | |
| | | Quantity of solid waste generated during the year | MT | | | |
| 4.2 | i) | Does the company have a policy on R&D Spending? | | | | |
| 7.2 | 1) | boes the company have a poney on Reed Spending | Unit | 2013-14 | 2014-15 | 2015-16 |
| | ii) | Amount earmarked for R&D activities | Rs./Lakh | 2010 11 | 201110 | 2010 10 |
| | | Amount actually utilized for R&D activities | Rs./Lakh | | | |
| 4.3 | | Does the company have a policy on CSR Spending? | (Yes/No) | | | |
| | | | , , , | Unit | 201: | 5-16 |
| | ii) | Amount actually incurred for CSR activities during to | the year as a | % | | |
| | | percentage of its average net profits made during im- | mediately | | | |
| | | preceding three financial years | | | | |
| 4.4 | | Amount spent on Quality Assurance and Control? | Rs./Lakh | | | |
| | ii) | Does the company have any Quality certifications/ | Accreditions r | elated to | | |
| | | enterprise? (Yes/ No) | | | | |
| | iii) | If the answer to 4.4(ii) is in affirmative, then provide | • • | | | |
| | | certification, certifying organization and validity dat | e. | | | |
| | | | | | | |
| | | | | | | |
| 4.5 | | Please indicate (in Yes/ No) if the following tools & | taahniayaa | f oost mone | gamant ara l | noina |
| 4.3 | | adopted/ implemented by the company | techniques o | or cost mana | gement are t | being |
| | | Activity based costing | | | | |
| | | Target costing | | | | |
| | | Life cycle costing | | | | |
| | | Kaizen costing | | | | |
| | | Performance budgeting | | | | |
| | | Zero based budgeting | | | | |
| | | Standard costing | | | | |
| | | Benchmark costing | | | | |
| | | Segment wise costing | | | | |
| | | Costing of quality cost | | | | |
| | | Environmental costing | | | | |
| | | Social cost benefit analysis | | | | |
| | | Enterprise performance management | | | | |
| | | Other cost management practices, if any | | | | |

4.6 Please attach a brief write-up (Preferably one page) on the Cost Management practices of the company to sustain and succeed in the competitive environment.

Section-IV

14TH NATIONAL AWARDS FOR EXCELLENCE IN COST MANAGEMENT-2016

Sustainability and Other Parameters

| | question). | |
|---|--|-----------------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | vogue, maintaining the proper documentation | - |
| | S | n and is also not involved in any |
| | vogue, maintaining the proper documentation economic / other offence for which legal action is Company seal and signature of the CFO/ Head of Costing department | n and is also not involved in any |
| | vogue, maintaining the proper documentation economic / other offence for which legal action action. Company seal and signature of the CFO/ Head of Costing department Name: | n and is also not involved in any |
| | vogue, maintaining the proper documentation economic / other offence for which legal action action. Company seal and signature of the CFO/ Head of Costing department Name: Designation: | n and is also not involved in any |
| | vogue, maintaining the proper documentation economic / other offence for which legal action? Company seal and signature of the CFO/ Head of Costing department Name: Designation: Telephone/Mobile No: | n and is also not involved in any |
| | vogue, maintaining the proper documentation economic / other offence for which legal action action. Company seal and signature of the CFO/ Head of Costing department Name: Designation: | n and is also not involved in any |
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| 1 | vogue, maintaining the proper documentation economic / other offence for which legal action? Company seal and signature of the CFO/ Head of Costing department Name: Designation: Telephone/Mobile No: Date: | n and is also not involved in any |
| 2 | vogue, maintaining the proper documentation economic / other offence for which legal action? Company seal and signature of the CFO/ Head of Costing department Name: Designation: Telephone/Mobile No: Date: Enclosures: | n and is also not involved in any |