



# CONVERSATION WITH COMPANY SECRETARIES

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## What encouraged you to become a CS?

I always had a keen liking for the subject matters covered by the CS curriculum. Further, my interactions with CS professionals helped me understand what the profession had in store for me. This is what enticed me to choose CS as my profession. I am grateful that it happened!

## How do you deal with shareholders grievances at the AGM (including those that could not be responded to during the AGM)?

A good grievance handling mechanism ensures quick redressing of the grievances of the shareholders.

## Is it important to connect with IDs between meetings? If so, how do you do it?

Independent Directors (IDs) on the Board of a Company are most significant to ensure good corporate governance. They play a key role in the development of a Company. It is essential to connect and interact with them between meetings in order to benefit from their vast experience and knowledge. This interaction helps me grow as a professional. It is always a good practice to keep them informed of the various regulatory changes, as and when necessary, to help them carry out their roles and responsibilities effectively. It is necessary to connect with the IDs for the interest of all the stakeholders.

## Considering the increasing demands made on a CS, how do you manage your time?

As we know, in the current work scenario where regulations are amended at a great speed, and regulatory requirements are increasing enormously, as professionals, we need to keep up with such changes. At the same time, we also need to maintain a good work-life balance. Thus, time management becomes important. Setting time limits for tasks, creating a planner/calendar, establishing a routine and sticking to the routine with discipline helps me immensely to manage my time efficiently.

## What good practices, not prescribed by law, have you put in place?

I have been actively involved in adopting and implementing certain policies and procedures which are not mandatory by law, but are based on best industry practices. One such instance is where a Code of Corporate Governance was voluntarily adopted by the Company. This code aims at enabling the Company's Board of Directors and the Management Team in conducting its business in an efficient and transparent manner, and in meeting its obligations to shareholders and other stakeholders. Corporate governance ensures that the business environment is fair and transparent. Increasingly, governance is being viewed as a fundamental enabler of trust. I believe that ethical dilemmas, arising from potentially conflicting interests of the parties involved, are countered through the governance mechanism of making directions, based on a set of principles, influenced by values, context and culture of a Company, with appropriate disclosures. Regardless of the type of venture, only good governance can deliver sustainable and good business performance. Periodical reviews of the evolving practices to determine those that will best serve the interests of its shareholders. I truly believe in: "We are what we repeatedly do. Excellence then, is not an act, but a habit."

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