



# CONVERSATION WITH COMPANY SECRETARIES

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## What encouraged you to become a CS?

The opportunity landscape available for Company Secretaries as a career option was quite appealing. The CS plays a vital role in inculcating a pro-active compliance culture across the organisation, which would help in improving the quality of information disclosure and governance practices .

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

We try to be pro-active in attending to shareholder feedback. Any constructive suggestions given by shareholders are taken up for implementation. Further, any shareholder related queries at the AGM, which could not be addressed at the time of the AGM, are subsequently attended to in a timely manner.

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

Yes indeed. Whenever required, we schedule separate interactions with Independent Directors, which are distinct from the quarterly meetings window, wherein their counsel and advice is obtained on key organisational matters. Their time availability is ascertained in advance for scheduling these interactions.

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

There is an Advisory Board which has been formed consisting of various eminent personalities, apart from the Statutory Board, to advise the operating management on various aspects such as improvement in service quality, customer care, marketing and business strategy. This helps the operating management to gain newer perspectives and insights, apart from the strategic advice and counsel provided by the Statutory Board.

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

Appropriate time management is definitely key. The individual needs to prioritise work related commitments in such a way that while justice is ensured to various tasks at hand, key issues are taken up for resolution/ implementation promptly without any delays.

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