



# CONVERSATION WITH COMPANY SECRETARIES

**Tangirala Venkat Ramana**  
Company Secretary and Compliance Officer  
GMR Infrastructure

## What encouraged you to become a CS?

The fact that one would be working directly with the apex authority of any organisation, and getting exposed to matters that set the direction for a company, was what pulled me towards CS. Basically, it was the Board Room that excited me. Besides, 'legal interpretation & compliances' was a subject of interest as a commerce graduate.

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

Shareholder grievances received through the SEBI portal or through emails are addressed from time to time, as early as possible, however within statutory timelines. Shareholder queries are addressed in one go at the end of the meeting. Any unanswered questions are responded to shareholders through one-on-one emails. However, no unpublished information is shared.

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

Extremely important, no two ways about it. We are in communication with the IDs in different ways including, a few to illustrate:

- Prepare for next meeting / briefing on Agendas etc.,
- Share external communications made by the company to exchanges / media etc., instantly with them, so they hear it first from us. Call them, if required, on this.
- Keep them posted on any significant developments, especially if arising out of any Board / Committee Meetings.
- Send them monthly newsletters, with major updates / events, if any, in the Group. Call them, if required, on this.
- General conversations on Governance matters / practices across other Boards.
- Occasionally, on personal front / courtesy call.

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

Despite any amount of planning, stretch of work hours is becoming inevitable. The following, to a certain extent, is an attempt to manage the limited time:

- Scheduling non-critical tasks / new initiatives to non-peak days;
- Digitising & template-ing certain routine activities & compliance line items.
- Internal forums / discussions to catch up on ever changing laws.

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

Continuously exploring. Would like to know this from you all. 😊

To hear what other Company Secretaries have to say

[CLICK HERE](#)