



CONVERSATION WITH COMPANY SECRETARIES

MM Jain

SVP-Secretarial & CS, Legal & Investor Relations
Info Edge (India) Ltd.

What encouraged you to become a CS?

It was way back in 1993, when I had just finished by Board Exams for Secondary Education. Parents just pushed me to start reading the newspaper and I picked this newspaper on a Wednesday morning and found an article about CS Course in the career related pages. It described the position, role and expectations from a Company Secretary and the pivotal position it occupies in a well governed company. This was the day I promised myself to become a CS in life. I think the choice for the profession was influenced more by the liking for leading a principles based life. Similarly, as a professional I got an opportunity to lead a daily life trying to attain highest level of governing standards.

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

We try to answer all shareholders queries right there at the AGM. In case, there are some unaddressed queries, we ensure to go back to the concerned shareholder after the AGM. In case of digital meetings most of the queries are received well in advance, so we go to AGM well prepared with all relevant information.

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

Yes, it is very important to connect with IDs between meetings. Building trust & rapport with IDs always helps you as a Company Secretary, in discharge of his duties. I find that keeping entire Board/IDs abreast with the latest developments/amendments is the easiest way to build that bridge.

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

1. Sending emails to Shareholders post approval of financial results;
2. Adoption of a written policy to address shareholders queries/complaints.
3. Introduced Shareholders Satisfaction Survey on Company Website for seeking their feedback.

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

In terms of the ever increasing reliance & confidence shown by the Regulators on Company Secretaries, managing time to maintain a work-life balance is becoming extremely difficult. The professional commitments are very demanding and require utmost attention & time. My approach to this never-ending problem has been to follow the mantra of “Work while you Work & Play while you Play”. So, while I am in office (of course you need to stretch everyday beyond your official working hours), there is no connection with the personal lives (except in case of emergencies) and once, I call it a day, I put my 100% to personal life. Similarly, all weekends are half-working weekends.

To hear what other company secretary have to say

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