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What encouraged you to become a CS?

The profession fascinated me as CS is a position which takes care of practically all the areas of compliances in an organisation. To be able to have experience in different areas was exciting to know.

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

We try to provide best possible solutions for grievances of shareholders. For those who could not be attended to during the AGM, we make sure that solution is provided to each and every shareholder, to his/her satisfaction, and that too within the earliest possible timeframe.

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

Yes, it is important to connect with IDs between meetings. Usually they meet on quarterly basis, and lots happen in the organisation between two meetings. IDs can give valuable inputs in taking things forward in the direction most beneficial to the company. We connect with them through catch up / follow up meeting where in senior management is also present. Such catch up session also help them to take informed decisions at the Board meetings.

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

Over a period of time, CS has been a demanding position. But I believe if you are passionate about your profession, one can keep self-updated. Time management has become an important aspect for all professionals. I go through the updates through various sources; prioritise, make effective day schedules and plan for activities well in advance.

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

In our Board papers, we report matters beyond legal requirements, like sharing regulatory communications with Regulator, internal processes updates, etc.

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