



Dinesh Shetty

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What encouraged you to become a CS?

I was interested in understanding how corporations work, especially listed companies. The Company Secretaryship course was the platform to understand the same, and I had some previous work experience with a stock broking company. Further, I was also encouraged among my circle of friends to pursue this course.

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

The shareholders grievances are noted and addressed based on the facts of the case. For those that could not be responded to during the AGM, me or my team personally get in touch with the concerned shareholder, and provide the response, taking all the aspects of the issue into consideration. I try my best at a personal level to resolve the grievances in all genuine cases.

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

Continuous dialogue is an important requirement in any situation. We have a mechanism to reach out to the Independent Directors on a regular basis. I also interact with them on knowledge sharing matters, encouraging them to attend some relevant conferences/meetings, factory visits, and industry analysis.

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

With the increasing demand, the role of a CS has increased considerably. However, as one gets familiar with one's role, managing time becomes a matter of personal choice, and hence it can be managed based on one's priority of handling things. In addition, if you are in a dual role (GC + CS), like mine, it would be important that both the roles were given enough time to justify the work.

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

Some good practices involve keeping the Board updated about any negative news/situation which does not warrant disclosure. Similarly, more than mandated disclosures are made in the Annual Report, to provide our stakeholders with information about the Company. Also, sending quarterly results to all the shareholders, along with recent product launches for the information of the shareholders.

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