



## Divya Kumart

Executive Vice President, Chief Legal Officer & Company Secretary  
Datamatics Global Services Limited

### What encouraged you to become a CS?

I belong to a middle-class humble Marwari family from Indore, where there was no culture for women working outside. However, after my 11th standard, I had a life-threatening car accident, which subjected me to surgeries in Delhi, Mumbai and Indore. This made me think about having a career and becoming independent in life. Law was my forte and hence, I opted for Law and CS.

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

We provide speaker registration or chat box facility at the AGM of the Company as the platform where any shareholders can raise any question or query on Annual Report or any other issue pertaining to the Company. Queries raised by the shareholders are responded by any one of the Directors or by CFO or myself as CS. If any question raised by a shareholder cannot be responded to during the AGM, then we seek time and respond to the query through email within 24-48 hours of conclusion of the AGM.

The Company has created a separate e-mail id for investors, where they can raise any query pertaining to the shares held by them, or questions pertaining to the Company's operations and Annual Report. Our turnaround time to address shareholders grievances / queries is within 24-48 hours of receipt of the mail.

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

We have diverse and qualified Independent Directors who bring in the required skills, competence, expertise and industry knowledge, and experience, which allows them to make effective contribution to the Board. We seek advice from Independent Directors on various matters pertaining to Company's operations, Corporate Governance Practices, mergers, acquisitions etc.

Apart from the Board Meetings, we connect with the Independent Directors at regular intervals for discussion on any important matter. We connect with them usually through video conferencing or through meetings in-person. During Covid phase, our meetings are through video conferencing.

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

I am disciplined and focused in my personal and professional life. For me life is a continuous learning wheel. Everyday has a scope for new learning, and due to massive technology shift, we have to unlearn the traditional methodologies, and adopt to many changes in professional life. Disciplined approach towards life, keeping updated with new rules, regulations and applying them in day-to-day business scenarios, has helped me meet the challenging demands as a Company Secretary. Art of delegation, multi-tasking and planning helps me in time management.

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

- We regularly hold workshops with employees to create awareness on POSH, Insider Trading, Whistle Blower Policy and also create awareness mailers for the designated recipients.
- For Independent Directors, we create knowledge awareness sessions, and give presentations to them. At times, there are queries on the liability or insurance of Directors, and we address them through a brief session during the board meetings.
- Our Company's CSR initiatives are shared with employees on the employee portal.
- I strongly believe that process is the king. Hence, process manuals and timelines for each significant work area like, AGM, BM, Dividend, Annual Report, Insider Trading, Investor Grievances etc. are prepared. This reduces the dependability on employees and timelines, and work allocation becomes easier to manage.
- Turnaround time matrix is laid down for all important functions.

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