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What encouraged you to become a CS?

My interest in corporate matters, company law and inclination towards drafting, interpretation, etc. (rather than dealing with numbers), put me on the CS path.

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

Getting connected with the shareholders prior to the AGM and ensuring their concerns are addressed in time before the AGM. Listing down and reaching out to the shareholders post AGM to address grievances/requests raised at the meeting.

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

Yes, it is very imperative to engage with IDs between meetings. Acknowledge the importance of maintaining a connection and reaching out to them. There is a need to step up on this practice.

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

Prioritising is the key, followed by putting systems in place for recurring compliances /tasks, to spend time on new changes and essentials.

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

Some of the practices implemented being

- Automating framework around prevention of insider trading, structured digital database, etc., much before it became mandatory by law.
- Started sharing quarterly financials with shareholders through email as a good practice long time back.
- Digitizing of maximum secretarial records for permanent preservation and easy retrieval.
- Sharing the agenda decks online through a secured medium with board members much before it became a practice for most companies.

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