



## Yug Samrat

Vice President & Group Company Secretary  
InterGlobe Enterprises

### What encouraged you to become a CS?

I decided to join the Company Secretary course at a time when the Indian economy was being liberalized and the capital market was booming, which resulted in very high demand for the CS professionals. I was enthused to learn that the CS is a multifaceted governance professional, who plays a key/vital role in the senior management team. CS also plays a key role in capital markets and fundraising.

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

Grievances of Shareholders must be evaluated to fully understand its nature and underlying cause. Accordingly, an action plan as well as prevention/mitigation strategy must be framed to ensure that similar grievance should not reoccur. AGM is the shareholder's day, and all the relevant unanswered queries of the shareholders should be promptly (within a period of 48 hours) and appropriately responded to. If there is any query beyond the shareholders domain/ is confidential information, it should be communicated politely, with the reason of not sharing such information. Regular dialogue and engagement with stakeholders is very important, especially before the general meeting.

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

Generally, IDs meet and interact at formal quarterly meetings, which are generally packed with formal and statutory agenda items. As a result, IDs get limited time to take a deep dive into the affairs of the Company. It is desirable, therefore, to apprise IDs of the key developments/legal updates between the two meetings. Further, relevant information, that may be required in connection with any follow-up action pursuant to any decision/discussion at the meeting or otherwise, should be shared with IDs. This will facilitate IDs to make a meaningful contribution.

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

Effective team building, and delegation is the key to increasing your span of management. Also, meticulous planning of work and monitoring the work through activity chart/calendar of activities helps in timely and effectively managing the work. With the use of technology, we can streamline the work efficiently with the minimum human interventions, like monitoring of statutory compliances, monitoring, and reporting of insider trading etc.

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

Implemented BoardPack software, a paperless Board meeting solution for physical meetings. Also, prepared a comprehensive induction program for new directors with relevant ppt providing birds eye view on company's business and operations, its governance structure, code of conduct and policies etc. Also arranged training for the Board members on 'Board Effectiveness'. Educated employees on best practices on insider trading.

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