



Ami Shah

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What encouraged you to become a CS?

I was in my 12th grade when I decided to take the CS Course. Everyone around me was enrolling for CA, but I was more comfortable with theory and legal. One of my friends was doing CS, and so I understood the course from him, and immediately decided to have a CS and LLB degree.

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

The most difficult part of handling the AGM is the shareholders queries. While queries from a few shareholders are very logical, and are about understanding the Company in-depth, others are about things which are not at all related to the Company. Majorly, the shareholders who ask such questions are those holding less than five shares in the Company. But the best way to handle those shareholders is by being patient and a good listener. I mostly listen to everyone's query in detail, and wherever I can help, I immediately resolve the same at the very moment. For the queries where I do not have any answers, I just apologise for not being able to resolve them, and this strategy always works for me. Luckily, for the past two years, we are having virtual meetings. So handling shareholders online is easy.

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

As the IDs visit the office of the Company only during meetings, it is very important to make them comfortable and aware of the new things going on in the Company. Hence, while sending agenda, I personally call each ID, and invite him/her to the meeting, and also give details of the important matters to be discussed in the meeting. When they go through the agenda, they know the transactions well, and can make firm decisions. I have also made a whatsapp group of all the Directors, and share all the important events and happenings in the Company. I call them on their special occasions, and wish on behalf of the Company, so they feel connected to the Company.

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

With increased focus on transparency and accountability in corporates due to laws and regulations by MCA and SEBI, working as a CS, specifically in public listed company, has become a challenging task. Each day, you see new circulars and amendments, and it is sometimes difficult to cope with the changing compliance procedure at every step. Luckily, I have one CS Intern and Semi Qualified CS with me who are equally enthusiastic of accepting new challenges, and learning something new. So we all work together to make our company a compliant one. Hence, we manage time by dividing our work and learning and growing together.

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

SEBI has restricted dealing in shares for designated persons. However, I have made these restrictions for all the employees, no matter at what designation or levels they are, in order to promote transparency in the Company. For this, I have got Confidentiality Agreement (including restriction in dealing with shares) signed by each employee. Further, my team also organises seminars for all the employees of the Company, making them well aware of the Code of Conduct that they have to follow while in employment, and even after they discontinue their employment with the Company.

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