



BOMBAY CHAMBER REVIEW

Vol. XV No. 4 August 2019

183rd Annual General Meeting

Public Session

June 14, 2019 - Mumbai





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From the Editor's Desk

Dear Members and Friends,

Greetings from Bombay Chamber of Commerce & Industry!

I have the honour and pleasant duty to share with you that Mr. V. S. Parthasarathy, Group CFO, Group CIO & Member of the Group Executive Board, Mahindra & Mahindra Limited, has assumed the office as President of Bombay Chamber for the year 2019 - 20, whereas Mr. Sudhir Kapadia, Partner & National Tax Leader, Ernst & Young LLP, has taken over as Vice President with effect from 15th June 2019. We look forward to working with the new office bearers.



At 183rd Annual General Meeting of the Chamber, Mr. V. S. Parthasarathy, President, Bombay Chamber in his "Mission Statement" emphasised on the theme of "Corporates for Change" to promote Sustainable Social, Economic, Financial and Environmental initiatives in both a comprehensive and inclusive manner. He further elaborated the few key element for bringing about the change, which are Sustainable Change, Ease of doing Business, Fempower and Mumbai 4.0.

Mr. Deepak Parekh, Chairman, HDFC, graced the occasion as the "Chief Guest". In his thought provoking speech, he touched upon various infrastructure projects in progress which will give a facelift to the city of Mumbai. He spoke about various issues plaguing the Indian economy and how all concerned should rise up to meet those challenges.

Hon'ble Mr. Justice Kurian Joseph, Former Judge, Supreme Court of India, who graced the occasion as "Guest of Honour" spoke about alternate dispute resolution mechanisms. According to the Hon'ble Justice, Mediation is a mode of dispute resolution which is a "win-win situation" in which no party loses. In this regard, I am pleased to inform you that the First Pre - Institution Mediation in Commercial Dispute referred to Centre for Mediation and Conciliation, Bombay Chamber by the Bombay District Court Mediation Cell has been amicably settled between the parties on 17th July 2019. This settlement exemplified the speed and simplicity of the process of mediation (as the dispute got resolved in less than two months' time).

In this issue of BCR, we have captured a summary of this recently held event of the Chamber. Apart from the flagship event, many other events were held which are covered in great detail inside.

Happy reading and Jai Hind!

- Vijay Srirangan

Director General

Bombay Chamber of Commerce & Industry

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Contents

Vol. XV Edition No. 4 August 2019



From the Editor's Desk	1
Bombay Chamber Board of Directors - 2019-20	4
183rd Annual General Meeting	
- Welcome Address by Mr. Vijay Srirangan	6
- Presidential Address by Mr. Sunil Mathur	7
- Mission Statement by Mr. V. S. Parthasarathy	11
- Keynote Address by Chief Guest by Mr. Deepak Parekh	13
- Address by Guest of Honour by Hon'ble Mr. Justice Kurian Joseph..	17
- Vote of Thanks by Mr. Vijay Srirangan.....	21
Chamber Happenings	
- Interactive Session on Latvia- India Bilateral Relation and Opportunities in Trade & Investment.....	27
- Workshop on Export Documentation & Procedure.....	27
- Workshop on Basic Labour Law Practices Every HR Should Know.....	28
- Workshop on Accelerating Social Impact Solutions Through Collective Action between Industry and Start-Ups.....	29
- Workshop on Effective Communication and Presentation Skills.....	30
- Workshop on Fempower in Sales : 21 Winning Habits.....	31
- Chief Sustainability Officer's Forum.....	33
- Conclave on Breaking Silos: People, Power & Purpose in Dynamic Times.....	34
- Seminar on Mediation - A Cost-Effective Tool for Resolution of Disputes for SMEs.....	37
- Certificate Course on EU-GDPR	40
- Workshop on Happyness at Work.....	40
- Workshop on Newly Promoted Managers.....	41
- Workshop on Business Writing Skills	42
- Certified Training in First Aid.....	43
- Workshop on Ships & Shipping- Cargo Operations & Its Commercial Impact.....	44

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Bombay Chamber Board of Directors 2019-20



PRESIDENT

Mr. V. S. Parthasarathy

Group CFO, Group CIO & Member of the Group Executive Board,
Mahindra & Mahindra Limited

Mr. V. S. Parthasarathy is a much awarded professional, a thought leader and a votary of transformational changes. In his role as Group CFO and Group CIO at Mahindra & Mahindra Ltd., he facilitates the Group in accomplishing its vision of 'being amongst the Top 50 most admired brands in the world by 2021'. He is a member of the Mahindra Group's supervisory board called "Group Executive Board".

He is the Chairman of Mahindra eMarket Ltd., and a Director on Board of several listed companies:

- Tech Mahindra
- Mahindra and Mahindra Financial Services
- Mahindra Holidays & Resorts India Ltd.
- CIE Automotive S. A. Spain, and several other unlisted group companies.

In addition to being the President of Bombay Chamber of Commerce & Industry, Mr. Parthasarathy is also the Chairman of both the FICCI CFO Council and the Association of Finance Profession of India (AFPI) - Governing Council.

Mr. Parthasarathy is an FCA from ICAI, ACA from ICAEW and an alumnus of Harvard Business School's AMP (2011).



VICE PRESIDENT

Mr. Sudhir Kapadia

Partner & National Tax Leader, Ernst & Young LLP

Mr. Sudhir Kapadia is Partner & National Tax Leader at EY India. He has vast experience in advising Indian and foreign multinationals in respect of their cross border investments and transactions.

He is a Chartered Accountant by qualification with over 30 years of professional experience.

Mr. Sudhir Kapadia is the Vice President of The Bombay Chamber of Commerce & Industry (BCCI) and also chairs the Tax Committee. He has been speaking at key national and international events and contributes to thought leadership in the areas of international taxation and investments and tax policy.

Mr. Sudhir is an alumni of St Xavier High School and H.R.College of Commerce & Economics in Mumbai, the Institute of Chartered Accountants of India and the Institute of Chartered Financial Analysts of India.

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Welcome Address

- Mr. Vijay Srirangan

Distinguished Chief Guest, Mr. Deepak Parekh, Chairman,

HDFC Bank, Hon'ble Mr. Justice Kurian Joseph, our Guest of Honour, Mr. Sunil Mathur, Mr. V.S. Parthasarathy, Mr. Sanjiv Mehta, Past Presidents, members of Bombay Chamber Board, Consular Corps, distinguished guests, ladies and gentlemen:

I feel truly privileged to stand before you today and it is with great pleasure that I extend a warm welcome to all of you at the 183rd Annual General Meeting of the Bombay Chamber of Commerce & Industry, which, as most of you know, is amongst the oldest operating Chamber of Commerce & Industry in India.

I would like to start this session by expressing my heartiest welcome to Mr. Deepak Parekh, Hon'ble Mr. Justice Kurian Joseph, Mr. Sunil Mathur, Mr. Sanjiv Mehta, Mr. V.S. Parthasarathy, Past Presidents, members of the Chamber Board, Consular corps; Special thanks to important stakeholders including Officials, Academicians, Corporates and all of you present here today.

This Chamber (which includes several thousand Corporate members), celebrates its 183rd AGM today. I will use this occasion to reiterate here two things that I am very fond of repeating. One - that given its 183 year existence the Chamber MUST be doing something right. Two - that given its 183 year existence, it makes all of us associated with it, feel forever YOUNG.

The Chamber relates to Corporate members (both big and small) that have a footprint in Mumbai - Maharashtra - India - Earth. We look forward to a time when that footprint extends beyond Earth boundaries - something quite likely in a future period with a horizon similar to what the Chamber has already spanned so far...

I must add that in the short period that I have been involved with the Chamber - a little over 3 years - I have recognised that it is the Value System of the Chamber that must be given credit for its nearly

two centuries of existence - a Value System that I am confident will see it continue to Contribute in the Centuries that follow...

The Chamber of course serves as a link between Corporates themselves - Society at large - and Government. Its activities encompass Advocacy - Seminars and Specific services, which I believe the Chamber President will elaborate in his Presidential address. By way of illustration (though, over the last 183 days, not 183 years) the Chamber has made recommendations in varied areas ranging from the new Data Privacy bill, to the new E-Commerce policy draft, to changes / proposed changes in the Companies Act, to The Prevention of Corruption Act's Rules to name a few in different different areas: It has also briefly deliberated on areas such as Liquidity Risk Mgmt Framework for NBFC's/CIC's and Differential Voting Rights for Startups (among others) , besides participating in espousing the cause of regulations for promoting Water Reuse or discussing Innovation Sandboxes for FINTECH for example.

Its services relate to assisting the Corporate Export community in select areas - and to assistance in resolving Corporate Disputes in multifarious ways. This also enables the Chamber to have a daily feel of select merchandise export variations eg

The Chamber also provides a platform for Corporates to share with each other. One example of this is in managing environmental impact positively, where best practices of one Corporation can be shared with others for examination and promulgation. Committees focussed in specific areas provide such a platform, while also serving as knowledge fulcrums for advocacy, and also conduct events to enable such sharing.

I will stop now, but not before expressing my thanks once again to our Honoured Guests, The Chamber Office Bearers, The Board, our Members, Govt Officials, Consulates, my fellow colleagues and of Course ALL of you present here today for gracing the occasion. Godspeed in our Journey ahead together...

Welcome Address delivered by Mr. Vijay Srirangan, Director General of Bombay Chamber of Commerce & Industry at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.

Presidential Address

- *Mr. Sunil Mathur*

Distinguished Chief Guest, Mr. Deepak Parekh, Chairman, HDFC Bank & my own company, Siemens; Hon'ble Mr. Justice Kurian Joseph, our Guest of Honour, Mr. V. S. Parthasarathy, Mr. Sanjiv Mehta, Past Presidents, members of Bombay Chamber Board, Consular Corps, distinguished guests, ladies and gentlemen.

It is with great pleasure that I extend a warm welcome to all of you at the 183rd Annual General Meeting of the Bombay Chamber of Commerce & Industry, which, as most of you know, is amongst the oldest operating Chambers in India.

I would like to start this session by expressing a very warm welcome to Mr. Deepak Parekh and to Hon'ble Mr. Justice Kurian Joseph for taking the time to be with us today.

I have the proud privilege to mention that the Chamber, established in 1836, has a long and illustrious history of continuous service to Trade and Industry. The Chamber represents a wide spectrum of highly reputed and professionally run companies which are based in the city of Mumbai, but whose manufacturing facilities and commercial influence spread through the state of Maharashtra, all over India and also internationally.

The Chamber acts as a bridge between civil society, Government and its member organisations and aims to promote the interests of all these stakeholders in the overall interest of the country.

A few Past Achievements of the Chamber :

In the past, the role of the Chamber in the development of the city and the region was of particular significance. It was instrumental in bringing about the first railway built in India - The Bombay-Thana railway completed in 1853. The Chamber's relentless advocacy

of an efficient nationwide postal system and standardized postal rates led to the passing of the India Postage Act of 1854. Since then the Chamber has evolved further and today it includes Expert Committees that cover a wide range of interests such as Services, Manufacturing and Agriculture viz. [Agriculture & Food Processing; Banking & Finance; CSR; Education & Skill Development; Governance; Human Resource Management; Information Communication Technology; Insurance & Risk Management; International Trade & Commerce; Legal Affairs & IPR; Media, Corporate Communications & Public Relations; Policy Research & Development; Power & Infrastructure; Private Equity & Venture Capital; Shipping & Logistics; Sustainability; Taxation; Fempower; Start-ups; Young Bombay Forum].

National Initiatives :

The Chamber contributes to key National and Chamber initiatives such as Ease of Doing Business, Doubling Farmers' Income, Digital India, Inclusive Growth, Start-up India, Swatch Bharat; Corporate as a Citizen, Corporate Governance, Sustainability & Safety to name a few, through its Committee activities.

A few illustrations:

Ease of Doing Business

Some activities of the Chamber in this area include the following :

- To reduce the time & expense involved in resolving Commercial Disputes the Chamber is promoting the adoption of Mediation as an Alternate Dispute Resolution measure(ADR). In this regard a Seminar on 'Mediation - A Business Friendly Alternative for Dispute Resolution' was organised on 28th June, 2018 to mark



Presidential address delivered by Mr. Sunil Mathur, President, Bombay Chamber of Commerce & Industry at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.

the launch of its Centre for Mediation and Conciliation (CMC), with its website being inaugurated by Hon'ble Justice Mr. B. N Srikrishna at the Bombay Chamber's 182nd AGM that followed. The seminar was graced by Hon'ble Justice Mr. V. M. Kanade. In fact, CMC with a view to extend Mediation applicability to MSME's held an awareness seminar earlier today focusing on Mediation being a cost effective tool for dispute resolution for MSME's. You would be happy to learn that some Corporates have already added Mediation clauses in their Contracts - we expect this to become a standard Commercial Contract clause in future. Further, CMC has been also been recognised by the Bombay High Court and by the City Civil Court, Mumbai as a Mediation Centre as per Commercial Courts Act 2015. A few cases have also been referred to CMC, to start with.

- To promote the adoption of GST (with its associated contribution to Ease of Doing Business), the Chamber conducted GST related seminars on GST between October and December 2018.

This has helped some Corporates become part of a more Integrated Supply Chain (& promote Compliance as well) - thus contributing to Ease of Doing Business.

- Multiple Delegation Visits were organised to the Jawaharlal Nehru Port Trust, for Senior Logistics and Supply Chain professionals by the Shipping & Logistics Committee to facilitate adoption of newer practices/offerings in integrated logistics involving the port - thus facilitating quicker turnaround times.

Doubling Farmers' income -

The Agriculture and Food Processing Committee of the Chamber organised seminars on issues relating to increasing productivity, improving warehousing and promoting measures that impact the farming community, with the intention of assisting in income improvement.

Arising out of deliberations in Bombay Chamber's earlier Agricorp Conference and

discussions thereafter, a Roadmap was submitted during the year to the GOI on facilitating an easier and improved Agricultural Value Chain.

Digital India:

The Digital India initiative relates to and impacts virtually every Committee's activities.

The Information Communication Technology (ICT) organised a Conference on "Digital Disruption : Artificial Intelligence & Internet of Things" in January this year with. Topics covered included various tenets of Digital Transformation, how digital disruption is impacting industry, specific examples of Artificial Intelligence & Internet of Things that are helping industry optimize operations and improve customer experience. This helped enterprises, including smaller enterprises to examine & adopt some of these elements in their own ecosystem as also promote niche services/solutions.

Inclusive Growth -

The Chamber seeks to further the cause of Inclusive Growth as well.

A Conference on "Facilitating Finance, Hand-Holding & Rehabilitation of MSMEs" was organised by the Chamber in June 2018 which, among other issues also outlined various schemes by SIDBI, etc. IT Innovation and the application of digital technology in operations was also highlighted using real life examples.

- Fempower :
- A Workshop entitled "WOMEN CAN" was also organised during the year to enable participants to understand the importance of emotional regulation among other things.
- A Seminar on Employers' Responsibilities in a Changing Scenario - Prevention of Sexual Harassment at Workplace was organised in March 2019.
- Bombay Chamber of Commerce & Industry Trust for Economic & Management Studies in association with NMIMS, conducted a study on resource availability of skilled educated women at home in Mumbai and potential for Corporate deployment of

such Skill by leveraging Information and Communication technology. This will be published shortly. The Chamber is working with Corporates to leverage such skills as a win win for both Corporates and Individuals.

In addition, The Young Bombay Forum announced Season 5 (fifth year) of Shadow the Leader Program, which is designed for promising entrepreneurs (and professionals and management students). This provides an opportunity to aspiring young Managers to spend time with a business leader for a full day – thereby providing a better understanding of what it takes to be a real leader.

Corporate Governance

The Chamber sees Corporate Governance as an important area of attention. During the year:

- Recommendations were made to the Government in connection with the Rules of Prevention of Corruption (Amendment) Act 2018.
- An Interactive Session on Prevention of Corruption (Amendment) Act, 2018-organized on 21st September, 2018 to discuss, understand and address the concerns of the Private Sector, particularly the provisions relating to criminalization of private sector bribery.
- A Workshop on the Powers, Duties and Restrictions of the Board was organized in May 2018.

Sustainability & Safety/CSR

The Bombay Chamber conducted several seminars and best practice site visits to appraise its members of best practices in sustainability and improving safety. Illustrative examples;

- Site Visits were organised to Ambuja Nagar, Gujarat, Siemens Ltd., Schindler India, etc. to demonstrate best practices in Sustainability (including Waste Management), Safety and CSR.
- Workshops and Round tables on Circular Economy were also organised which included learnings from best practices followed in other countries. (Example:

Japan, Australia and Germany)

- Sessions were organized during the year on:
 - SDG Reporting
 - Sustainable Supply Chain Management
 - Visits and workshops were organised on Electrical safety, Fire Safety, Occupational safety, First Aid, Office safety and Machine safety.
- The Chamber, assisted the Water Resource group of the World Bank, and other partners to conduct a BlockChain Hackathon for moving towards creating an exchange platform for Water Re-use Certificates. The Chamber hopes that with MWRRA and Maharashtra Govt support, this initiative will see more traction during the coming year and result in suitable Govt. resolutions for promoting Water Conservation & Reuse

In addition to the above, the Chamber organised multiple seminars and workshops on a wide ranging number of issues e.g.

- ♦ Welding Technology for Industry 4.0, etc.
- ♦ Legal Implications of 3 Landmark Supreme Court Decisions under The E.P.F. & M.P. Act, Pension Act.
- ♦ Workshop on Marine Cargo Claims and Documentations and Inventory Management.
- ♦ A session was organised on 'Non-performing Assets and Lending Growth' on 28 March 2019 with Professor Amartya Lahiri, Director, CAFRAL, Center for Advanced Financial Research and Learning (promoted by the Reserve Bank of India.)
- A Two-hour Lecture series was organised on "Enhancing Competitiveness of India" with Dr. Rajiv Kumar, Vice Chairman, NITI Aayog as the Hon'ble speaker.
- The International Trade & Commerce Committee organized meetings with overseas delegations in Mumbai (different countries)- some enterprises have made use of such sessions to examine and

promote new external geographical presence & partnerships. This Committee also conducted workshops such as “Recent Changes in Export Policy, Procedures and Compliances on February 7, 2019.

Bombay Chamber’s Awards -

- The Chamber has awards for Corporates in specific areas which provide recognition and enable others to examine and use the associated practices for themselves :
- Civic Awards

The Bombay Chamber instituted the Annual Civic Awards in the year 1984 to recognize corporate organizations and institutions which consistently contribute towards the beautification and betterment of environment, social development, art, culture & heritage, in and around Mumbai.

- Good Corporate Citizen Awards:

These awards were instituted in 1994 to recognize and honour conspicuous achievement by corporate organizations by way of service to the civic community, in addition to outstanding business performance. This year the Chamber initiated awards on Office Safety for the first time this year.

- Strategy Planning :

Finally, I must mention that the Chamber undertook a Strategy session (for itself) and

identified 6 areas as important and relevant for the Chambers to focus on in the years ahead :

- Digitalization,
- Governance,
- FemPower,
- Startups,
- Mediation &
- Networking

Plans have been drawn up and are being closed followed by the Board to ensure that we make progress in each of these.

None of this would have been possible, ladies and gentlemen without the leadership and drive of the DG, Vijay Srirangan and his team. I’d like to thank them for the excellent work they are doing. Its been a pleasure working closely with them over the last year and I have certainly learned a lot.

Special thanks also to members of the Board who have been so supportive in guiding and leading many of the initiatives that the Chambers have carried out. Their continuous guidance and drive has made all the difference.

Thank you once again for joining us today.

I would now request our incoming President Mr. Parthasarathy to deliver his Mission Statement.

Public Session

June 14, 2019 - Mumbai



Mission Statement

- *Mr. V. S. Parthasarathy*

Mr. Deepak Parekh (Chairman, HDFC Bank), our Distinguished Chief Guest for the evening, Honorable Mr. Justice Kurian Joseph (Former Judge, Supreme Court of India), our Guest of Honor, Past Presidents, distinguished guests, ladies and gentlemen.

I stand before you in all humility as the least in the line of all the distinguished past Presidents whom I look at in awe and draw my inspiration from. I am honored to assume the office of the President of the Bombay Chamber of Commerce and Industry this evening at the 183rd Annual General Meeting.

The Bombay Chamber of Commerce and Industry has played a significant role in the industrial and economic development of Mumbai which has been the center of significant commerce and trade that contributes to the overall GDP of India.

I look forward to working with the distinguished BCCI Board members, the various Committees and their Chairpersons, the Director General and the Secretariat. They have been instrumental in the progress of BCCI, espousing many causes and achieving many milestones. They certainly have been our secret recipe for tremendous successes over the years. As I continue to rely on their counsel, I will endeavour to make them the main proponents of our mission statement.

In the honored tradition for incoming BCCI presidents, I am delighted to present the mission statement to this august audience today.

John F. Kennedy once said, "Change is the law of life. And those who look only to the past or present are certain to miss the future."

BCCI's core purpose remains unalterable with its dedication to promoting Mumbai's domestic and international trade and investments. My mission statement will build on and further strengthen the core purpose by enabling an actionable agenda nuanced on young and diverse leadership - making Mumbai RISE economically and industrially so that Societies and People RISE!

I am encapsulating the mission statement with the primary theme of "Corporates for Change" - to promote sustainable social, economic, financial and environmental initiatives and projects in both a comprehensive and an inclusive manner. Change is inevitable, especially so in current times-disruptive changes in business purposes, business models, people, compliance and not in the least, climate change. Corporates can either deny the change, embrace the change or even become votaries of change. When donning the mantle of change enablers, corporates can function more effectively and create far reaching impact if they join forces. And there lies my message and mission statement. The message is clearly not only macro but definitive plans under each one of the statements to create Circles of Excellence of corporates joining forces to drive strategic break throughs.

For BCCI to be an active and sustainable platform where corporates can pool forces,



Mission Statement delivered by Mr. V.S. Parthasarathy, President Designate, Bombay Chamber of Commerce & Industry at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.

the task will be to curate and institutionalize systems and processes that will interlink the Secretariat and the Committees to effectively synergize the intellectual and execution aspects of change. I have no doubt that such an interface will orchestrate a successful symphony of the intent and action out of the mission statement.

The Father of the Nation Mahatma Gandhi said, "Be the change you wish to see." 'Corporates for Change' will exemplify the same with the following four key elements:

1. Sustainable change - creation of a belief system that will catalyze sustainable changes at the ground level and become a lead and an example.
2. Ease of doing Business - what we need is an alignment of forces that converge to policy advocacy with governments and regulators. This would culminate into the betterment of a larger inclusive ecosystem in the true spirit of nationalism benefitting both industry and common man, commerce and clients. This would also include advocacy for adoption of more effective ways of resolving commercial disputes including mediation which is a globally evolving mechanism. The Chamber will also harness its bandwidth to nurture

the startup ecosystem.

3. FemPower - Unlocking the under-tapped powerhouse of women and integrating them into economy building initiatives.
4. Mumbai 4.0 - Transformational initiatives that leap over the current chasm and create unique economic and technological synergies that culminate into an alchemy of golden results. Of course, an enhanced digitization adoption is very integral to achieve this.

The mission statement is born out of wide spread consultations with various stakeholders and co-created under the aegis of BCCI - it is not mine alone but a collective blueprint of an aspiring Chamber. Therefore, I would dare say that the passions and efforts will have to come out of all of you associated with the Chamber.

I would like to close my mission statement with a quote from Joel A. Barker, "Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world" and with the mission statement of 'Corporates for Change' we can launch into the next orbit making Mumbai RISE!

Thank you



Keynote Address by Chief Guest

- Mr. Deepak Parekh



Justice Kurian Joseph, Sunil Mathur, Partha, ladies and gentlemen. Good evening.

I am well aware of an important fact that at this moment, I stand as the only road block between cocktails and dinner. I don't know why, but organisers have never been able to figure out the best time to have a speech. Should it be before cocktails, during cocktails or after cocktails? There is another option of getting straight to cocktails without speeches, which I suppose many would happily endorse!

Anyway, thank you for having me here this evening. I know it has been a long day for most of you. Let me try and lighten up the moment by asking a question. What happens when 7 Britishers and three Parsis get together in a room? One answer could be you'd have 10 'pro pah' Britishers. Most of my Parsi friends feel more British than Britishers do themselves. Or in a room with 7 Brits and 3 Parsis, I bet there would be fierce competition of who could down larger pegs!

Now before you think I am losing my marbles, today is a good day to pay tribute to the 7 Brits and 3 Parsis that actually got together to start the Bombay Chamber way back 1836. Oddly, the website of the Bombay Chamber doesn't name these individuals, but I salute them for their foresight.

The Bombay Chamber of Commerce and Industry stands tall as one of India's oldest chambers. A history of 183 years is no small

feat. To my mind, what distinguishes this chamber body is the fact that it has stayed true to its purpose of being city centric in its focus as well as catering to the changing needs of the business environment.

I understand BCCI was deeply involved in the first railway built in India - which was the Bombay Thana railway in 1853. It was so clear even way back then that businesses can thrive only when there is good infrastructure and connectivity. There's so much to learn from history.

Even more recent initiatives like Mumbai First had its genesis at BCCI. The BCCI has remained relevant to the changing times and its presidents have always been dynamic individuals and professionals of outstanding calibre.

The best continuity comes with change. An outgoing president must leave the chamber stronger for the incoming president and this cycle must always continue. In this instance, I can personally vouch for this as I know both, Sunil and Partha for several years.

I have worked with both of them closely in my capacity as chairman of Siemens and with Partha when I was the chairman of the audit committee at M&M for several years. I have to admit that as a director with both these two companies I slept well at night, knowing that these two finance directors would ensure no slip ups in the financials. They are both impeccable professionals with strong integrity

Keynote Address delivered by Chief Guest, Mr. Deepak Parekh, Chairman, HDFC at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.

and values and I am sure both have made invaluable contributions to the vision and direction of BCCI. Of course, with both of them here today, there was no way I could refuse this invitation. It is a memorable occasion to witness the changing of the baton taking place this evening.

I know the BCCI runs a number of events and programmes on various issues, but what I do want to emphasise is that we need to bring in many more young people to become more active and contribute more meaningfully to the activities of the Chamber. It will need some effort and brainstorming to keep the youth engaged. I know that many enterprising youngsters do crave for platforms outside of the social media and the BCCI can take this lead. As a nation obsessed with cricket, we cannot afford to have this new generation thinking there is only one abbreviation for BCCI!

The nice thing about being here today is that I am not boxed into talking about a particular topic or agenda. Having been given this freedom, I want to talk about the importance of not losing sight of the optimistic future that India holds. True, if one reads any of the pink paper headlines today, optimism may be a bit hard to find.

Anyone who looks at the landscape of Mumbai today will agree it is a bit broken, messy and chaotic. But ask a more important question. What is half the city being dug up for? Why is Mumbai in the midst of a massive work-in-progress? The answer is for a better future and for the ease of livability. So yes, there is some short-term discomfort with noise, dust, traffic diversions and some protests, but no one would disagree that the city of Mumbai is getting ready for a complete overhaul.

As far as I can recollect, I have never seen so many mega infrastructure projects being executed simultaneously and due credit must go to the Chief Minister of the state for his relentless drive to ensure these projects take off.

There are 4 mega infra projects - the Mumbai Metro Line 3, Trans Harbour Link, Coastal road and Navi Mumbai International Airport that will give the city of Mumbai a complete facelift and most of these projects are expected to be completed within a span 3 to 5 years. The combined costs of these projects are in the range of Rs 85,000 crore and funding lines have been well tied up through various combinations of local, state and central funding, concessional long-term funding from JICA and other sources.

Better connectivity gives a huge fillip to the surrounding real estate and the demand for affordable homes in Mumbai can never be over emphasised. Focusing on transportation links will help de-congest the city. This future is promising and exciting. So let us be supportive and bear some of the short-term pain for long-term gain. Honestly, I have never been more optimistic about the future of the city of Mumbai as I feel right now. With better infrastructure in place, it becomes easier to position Mumbai as an International Finance Centre - an idea we have been thinking about for over a decade now.

My next question is why aren't we feeling more optimistic about the future of the Indian economy as well? Are we so myopic and gloomy with our short-term concerns whilst clouding our judgement and outlook over the medium and long-term?

I am not going to delve into all the issues plaguing the economy from lack of jobs, tight liquidity, risk averseness, slowdown of all high frequency indicators, agri stress, shrunken GDP, lack of investments and savings, non-performing loans, defaults ... see the list can be endless and we may not even get to cocktails and dinner till beyond midnight! I think most of us here are more than aware of these current issues. It is important to note that the starting point to solving any problem in an economy is recognising there is a problem!

To my mind, the biggest problem in our financial system today is trust. With no trust, there is no confidence and these are two ingredients that are imperative to keep the wheels of finance moving. Where will this assurance come from? A starting point is that the government and the regulators have to assure the bureaucrats and the bankers that as long as their actions are bonafide, they do not need to fear ramifications. Yes, genuine credit calls can go wrong and that is the risk of doing business. But connivance and collusion are non-negotiables and such deeds need stringent action. The situation today is unfortunate that there is a flight to safety and as a result, funds are not moving within other parts of the system.

What is encouraging is that a few days ago the Prime Minister reiterated to top bureaucrats that they need to take the lead in implementing the government's new agenda and that they should not be afraid of making "genuine mistakes" (these were his actual words) and that the support of the government would be there. This is a positive start and if this sentiment builds up, credit markets will automatically self-correct. Yet, timing is of essence. The longer we wait and the longer flows are choked, the tougher it will be to solve the problem because chances of more defaults can cause a domino effect. But let's hope we don't get there.

They say the world is rapidly 'Asianising' and that is what is going to define the 21st century. The Asian story is beyond a re-alignment of economic and political power. The new Asian story is about linking about 5 billion Asians through increased trade, finance, services and infrastructure within Asia itself. For the longest of times, most emerging markets believed that their path to progress was increased trade and finance with the Western world economies. The reality is the real action is happening in our own backyard.

Look at it from India's perspective - four out

of five of our top countries from where India imports oil from are Asian countries - Iraq, Saudi, Iran, UAE. The fifth country is Nigeria. In terms of trade deficits, India's largest trading partner is with China - an estimated US\$ 60 billion trade deficit. Now in the midst of the hostile trade skirmish between China and US, many are suggesting that this may actually work to India's advantage because India may get to export more agri commodities to China in place of US. Others predict that oil prices could plunge further if US and China are unable to resolve their trade differences. India needs lower oil prices, but in the long-run such hostilities become no-win situations. And India is certainly no "tariff king" because of its import tariffs on Harley Davidsons. Yet Trump makes news as if the country imports only high end motor cycles!

The bottom line is that the political powers that be are riding a wave of insular, protectionist regimes - one sees this in Brexit and the US. The EU region is facing an economic slowdown that is barely able to keep its group members together. France's unrest is due to unemployment while the recent unrest in Hong Kong is on civil liberty rights. There are threats to democracy with dictatorial leaders in Turkey and Brazil. Now look at India - a decisive vote on stability and continuity and a mark of confidence on the leadership at the helm. So many large countries are caught up in the vortex of political instability and India stands out on its stability factor. Global investors are more optimistic on India's future than the Indian business community. This needs to change.

Whatever be our short-term economic challenges, we must not lose focus of the fact that the real game-changer is the rise of the middle class. Almost 90% of the next billion entrants into the global middle class over the next 5 years will be in Asia with an estimated 380 million Indians, 350 million Chinese, and 210 million other Asians.

Household leverage in India is still very low. If one looks at any financial sector in India, it remains deeply under penetrated.

- India's consumer credit to GDP ratio at 13% is amongst the lowest for a large economy. In US this ratio is 80%, in China it is 40%.
- The mortgage to GDP ratio is 10% in India. In China it is 26%, in the US it is 50%.
- Insurance penetration in India stands at 3.7% of GDP – Malaysia, Thailand and China have ratios closer to 5% of GDP.
 - ◆ Life insurance penetration: 2.8%, non-life: 0.9%.
- India's mutual fund penetration is 12% of GDP, compared to 114% in US, 73% in UK, 60% in Brazil and the world average of 62% of GDP.

What low penetration means is that the scope to grow further is immense. We should not let an adverse market cycle sway sentiments so much. We have to stay optimistic that we will find solutions. India's focus now is not the noise outside on the global arena but setting its house back in order. We have our priorities right and that's a positive sign.

The BCCI must stay proactive, on the radar and must always search for ways to improve business in the city. I wish Sunil, Partha and all other board members the very best. Let's raise a toast to the 7 Brits and 3 Parsis who started the BCCI and to all the members who work towards holding up the legacy of this Chamber Body.

Thank you and good night.



Address by Guest of Honour

- *Hon'ble Mr. Justice Kurian Joseph*



Thank you for the introduction. Mr. Deepak Parekh, Chief Guest of this function to mark the 183rd general body meeting of the Bombay Chamber. Mr. Sunil Mathur, the President and Mr. Parthasarathy, the incoming President, who has given us a statement of Mission with a Vision and Mr. Vijay Srirangan, the Director General and my dear friends from the world's largest Chamber of Commerce in both industrial and corporate sector.

I am really honored in having been invited to speak to you in this general body meeting on a technical subject. To start with, I would just like to comment on the mission statement- "Corporates for Change". Mr. Parthasarathy has quoted Mahatma Gandhiji saying, "You should be the change that you want to see in others". So the Bombay Chamber should lead by example. "What is this change?" It's actually giving effect to the action plan with the vision, and the vision is "Bombay Rise". Once Bombay rises, as Mr. Deepak Parekh has been now mentioning, "India will Rise."

If you know something of the Constitution of India, I'm sure many of you know, we have something called the Fundamental Duties. One of the most important fundamental duties in the Constitution is to strive for excellence in all spheres of individual and collective activity, so that the nation constantly rises to higher levels of endeavor and achievement. So, by striving for excellence in all spheres of corporate and industrial activity in Bombay, I'm sure we make India rise and once India rises, it will shine. So rise and shine should be the ultimate goal of the Bombay Chamber of Commerce and that's my humble request to all of you, because

once you rise and shine, that is the shining face of India domestically and internationally.

I wish you all the best.

Now coming to the topic allotted to me, that is Mediation,

If you see the origin and development of the Industrial Disputes Act 1947, you will note that the same was introduced when there was no industrial peace because of labor unrest. But you don't hear much of a labor unrest now. I don't think in the past 10 years there has been any lockout or layoff on account of labor unrest. Well, in the past three or four decades, probably the whole trouble with India's economic growth in the industrial sector, the stampeding block was labor unrest in the industries. According to me, Kerala and Bengal probably witnessed most of the labor unrest. That phase is gone now, because we have a new labor face for themselves and for the industries also and I don't think that there is any labor unrest in the corporate sector because there's a new labor culture of which the workmen and the management also is well aware.

So what is the problem now? The problem intra is practically over as far as India is concerned.

This is where the role of our mediation comes. Once you have no problem intra, then the next question is how to take your industry or corporate sector forward in relation to your corporate affairs or other contractual affairs, commercial or trade activities, domestically or

Address delivered by Guest of Honour, Hon'ble Mr. Justice Kurian Joseph, Former Judge, Supreme Court of India at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.

internationally. And we have a lot of contracts internationally and domestically also, as was mentioned by Mr. Vijay Srirangan and also Mr. Sunil Mathur. All disputes inter parties ultimately land up in courts. On account of various reasons, a solution in court has been time consuming and therefore our country thought of introducing an alternate dispute resolution mechanism.

Section 80 of the Civil Procedure Code was amended on account of the large pendency of cases in India. The bad reputation of India was that, once you invest in India and you have some disputes, it will take long years to resolve the same. Nowhere in the world you will find this much time consumed in courts for settlement of disputes, intra or inter the corporates or the industries. So therefore, India thought of amending the whole procedure of dispute resolution. Initially there was a lot of resistance from lawyers and hence the amended provision could not be implemented for some time. Lawyers resisted saying that, this alternate dispute resolution would adversely affect their professional prospects.

Finally the Supreme court of India in the famous "Salem Bar Association" case, convinced them that it is an additional mechanism of dispute resolution. It is not going to affect them professionally, whereas it will only enhance their professional prestige and it will have its own sources of income as well. Thereafter we took off and we have the Mediation, Arbitration, Conciliation and Lok Adalat.

I'll start with the last one. In Lok Adalat we have mainly settlements on compensation cases. Largely all over the country lakhs of cases are settled on compensation matters and other petty disputes are also being settled. An award is passed in the Lok Adalat and it has the force of a decree.

Then next is the conciliation. Conciliation unfortunately has not picked up very well in India. I don't know the reason why this mode of alternate dispute resolution mechanism hasn't been picked up. How far a Judge

can involve in Conciliation in the process of litigation is not very clear. Conciliation as such is not being taken forward much though it is a very effective tool.

Then comes Arbitration. Arbitration has been the time-tested dispute resolution mechanism outside the court both domestically and internationally. But 90% of the Arbitration Awards are challenged in court. And there are challenges at the execution stage as well. Once the Award by the arbitral tribunal is challenged and taken forward, then what's the purpose in going for Arbitration? It just becomes an additional litigation channel for the lawyers and the litigants as well and has become prohibitively expensive. Although after the new Act introduced in 1996 the maximum time permitted is one year with an extension of 6 months, still it has become quite expensive and time-consuming on account of various aspects. So people or rather the litigant public particularly in the corporate sector and industrial sector are slowly getting fed up with the Arbitration. Though all these alternate dispute resolution mechanisms were introduced to reduce the workload in court and to reduce the time that is being consumed for resolution of disputes, practically the end result was disappointing. So then comes the significance or relevance or viability of the last method which I am going to speak on - Mediation.

"Mediation" is a non-committal procedure. It's very flexible. It does not have any statutory rules as of now. It is confidential by its very nature of the proceedings and is voluntary. Even in respect of pending disputes you can have mediation through the intervention of court or without the intervention of the court. After a successful Mediation the parties can report to the Court that they have reached a settlement and then ask the Court to pass an order or a decree or a judgment in terms of the settlement which they have arrived at.

You can also have the intervention of court to have the dispute referred to mediation at

an appropriate center like the Chamber which you have started now. I must congratulate Mr. Anurup Omkar and the team and the Chamber for introducing the first Institutional Mediation in India through a Chamber of Commerce. It has been done very beautifully and professionally. I'm quite sure something which starts in Bombay will pick up and it will be a model across the country and internationally also.

What is this Mediation process?

Mediation is a process of negotiated settlement. You can have your own negotiation with the parties and the mediator only facilitates the litigants or the parties to evolve solutions. Litigants in court only witness what is happening in the court and many times your lawyer may not speak what you have instructed him. Also, sometimes what the lawyer speaks may not be understood by the court and sometimes what the court imposes on you may not be acceptable and may not be the just order for you. So, in court we get a third party imposing an order on you. In Arbitration also an order is imposed on the parties. Whereas in Mediation, a solution is evolved from the parties and not only one solution you have multiple options for solutions. So, you can have several options as far as a Mediated settlement is concerned.

Therefore, the involvement of the parties and assistance by the Mediators is a wonderful process as far as Mediation is concerned. Once the parties sit together, the first attempt of the Mediator would be to restore communication by building up relationship and then you will be able to discern as to what is the interest and what is the underlying interest and where lies the crux of the dispute and what are the possible solutions. In the process there will emerge several options and alternatives. So what we need is actually a neutral person, a person with credibility as a mediator and a person who is experienced. There are two types of Mediation, Facilitative and Evaluative. In facilitative mode the

Mediator assist the parties to evolve solutions. Where as in evaluative mode the Mediator is normally expected to give an evaluated opinion, being an expert in the technical aspect concerned. Evaluative Mediation normally comes on technical aspects where the mediator would be technically qualified to give you advice as to what could be the best solution. The parties ask you because the parties are not aware of the technical aspects and whereas the mediator whom you have engaged is a person who is well aware of the technical aspects. So parties might ask for an assistance as to what will be the best evaluation in the given situation. Sometimes both processes can be clubbed also.

Being an Arbitrator and Mediator I have successfully tried Arbitration - Mediation -Arbitration. I had a case where I was the sole arbitrator in the Delhi International Arbitration Center in a dispute between two corporates. For an experienced arbitrator cum mediator it is very easy to decide as to which case can be settled, which is a good case for Arbitration, which is a good case for mediation. Out of our experience we'll be in a position to know and I always had this sixth sense and the third eye to see where the crux of the problem lies and whether it can be solved amicably. So, I told them that it is not a case where you should be spending time and money for a solution. I told them the possibilities for a mediated settlement. I explained to them what mediation is and they were very happy to go for mediation. The moment they agreed for mediation, I said as an Arbitrator, technically I may not be in a position to mediate. In the unlikely event of the mediation failing, it will not be possible for me sitting as a Mediator to continue as the Arbitrator. But the parties insisted that I myself should assist them for mediation. There upon I issued a separate proceeding and initiated the process of mediation. After a few sittings jointly and separately the parties could arrive at a mutually acceptable solution. A mediation settlement was signed by the parties and

counsel. Incorporating the terms of settlement an award was passed.

Thus on the second sitting of Arbitration proceedings an award was passed, and the disputes were settled. Since it is a settlement award there is no appeal, there's no revision, there is no further challenge and both parties have a feeling that they have won their case. It is a win - win situation. In any mode other than mediation, the situation is either you win or you lose, its very difficult to have a win-win solution. The best advantage of mediation is that you have a win-win solution. Both parties have a satisfaction that they have been properly understood and they have also won the case. And the better advantage among corporates and industries is that your relationships get restored. This is very important, because your disputes are inter-corporate disputes or inter-industry disputes. You need to continue your relationship. It's not as if you fight and finish it off. You need to continue your relationships, your contracts, your commerce, your trade. Your further industrial growth needs to progress through the same clients. So restoration of peaceful relationship is very important.

'Corporates for Change'. Change for what? Change for development. What is the development? Development is a new name for peace and there will be peace only if your corporate sector is litigation free. Once you are in litigation, there's no peace. Your face is in difficult shape internationally once you are in litigation. You know, once there is no peace, there's no face. So if you really want to have your good face shining across the world as a model corporate or a model industry, you need to have peace at home and peace among the parties also.

In the commercial world of today, disputes are bound to arise. I don't say likely to arise, it is bound to arise because there will always be a clash of interests as your relationships progress for many reasons. I don't want to illustrate on those reasons. Because it's actually a sign of

growth. These disputes evolving in the process of trade is a sign of growth. Dispute is not always out of a failure of a relationship. No, it's a sign of growth as well. So once disputes arise, the earlier you solve it, the better you can maintain your relationship. You can have a peaceful growth.

Thank you very much. I feel that Mediation is the way forward for India in dispute resolution particularly in the corporate and industrial sector. I was a judge for almost 19 years and I have seen hundreds of cases in my court getting settled. Even when the mediators fail, I call the parties to my court and ask them what is the problem and once you analyze the problem, its very easy to solve. And there is hardly any case which went out of my court without being settled. In the Supreme Court I had a tenure of five years and eight months, I've seen hundreds of cases being settled in my court. So the way forward is actually a Mediated Settlement Culture being introduced in the dispute arena of corporate and industrial sector. It is less expensive and it is non-committal, you will never have to commit and it is confidential. Even if the mediation fails, you can still continue the court process. Since the mediator is bound to maintain confidentiality, nothing of the mediation process will be reported to the court. This is all what I have to say for the purpose of a preliminary discussion on mediation, rest we will see in the interactive session.

Thank you and all the best.

Jai Hind.



Vote of Thanks

- *Mr. Vijay Srirangan*

We are coming to the close of the session I am indeed privileged to perform the pleasant task of proposing the

Vote of Thanks at this 183rd Annual General Meeting of Bombay Chamber.

On behalf of the Bombay Chamber and on my own behalf, I extend sincere thanks to our Chief Guest, Mr. Deepak Parekh, and our Guest of Honour, Hon'ble Mr. Justice Kurian Joseph for having made it convenient to be present with us on this day. Thank you, Mr. Parekh and Hon'ble Justice Kurian for your insightful address to our members and the words of encouragement to the Chamber. I will not attempt to summarize what you said because that is not my place.

At Bombay Chamber, we believe in closely engaging and collaborating with the Government and Regulatory Authorities in matters that require a healthy overlap of policy, administration and entrepreneurial execution. We do hope to continue working hand in hand with both the Government and the Regulatory authorities to ensure an impetus to industry growth and economic growth, as well as in making Mumbai an international hub for business and financial services.

I would like to extend my heartfelt thanks to Mr. Mathur for leading the Chamber throughout the year that has just gone by.

Mr. Parthasarathy, I must thank you for your Mission Statement which charts our path for the next year. You have articulated yours and the Bombay Chamber's priorities that are relevant in the current scenario, which go beyond the narrow perspective of just "Industry". I assure you of my and Chamber's full support during the coming year.

I would also like to thank the Board Members, Past Presidents, members of the various Expert Committees for taking time from their busy schedule and participating in this important event.

Thanks for our partners in consultants and I must in particular to Mr. Anuroop Omkar & Ms. Kritika for working tirelessly with us for the last couple of years in making Mediation transform and leveraging Bombay Chamber's abilities to contribute to this space.

Of Course when we walk in the Hotel Taj President for our various functions, we feel assured of the best of hospitality and there has never been a moment of disappointment. I thank the Taj President.

Last but not the least, I thank all of my colleagues and everyone present here for making this a useful day and useful interaction. I now close whatever I have to say. I do not wish to stand between you and cocktails & dinner.

Thank you!

Good Night!

Vote of Thanks delivered by Mr. Vijay Srirangan, Director General of Bombay Chamber of Commerce & Industry at Bombay Chamber's 183rd Annual General Meeting (Public Session) on June 14, 2019 in Mumbai.



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Corporations exist in society but they usually do not realize their responsibility to self, culture, societies and the world. The concept of person in many cultural, philosophical, religious and spiritual traditions of the world has not only a functional dimension of performance of role but has a transcendental dimension, but the tragedy of modern law and society is that while corporations are granted legal rights of persons the transcendental aspect of personhood is rarely explored.

In this conference, the focus would like to explore the following:

- The vision and practice of corporate spiritual responsibility (including ecological, ethical and moral responsibility) which can help us transform existing conceptions and practices of corporations
- The frames and ways of responsibility which goes beyond existing polarities such as state and market, market and NGOs and lead to closer interactions among actors leading to transformation towards a holistic vision of development
- How corporate spiritual responsibility transforms the existing discourse of CSR
- Cases of corporations and service delivery groups which follow a spiritual approach to self, society, market by pointing to the need for cultivating the dimension of love, care and responsibility—our potential real higher self—and not just be a slave of narrow self-interest

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Interactive Session on Latvia- India Bilateral Relation and Opportunities in Trade & Investment

16th May, 2019

Bombay Chamber of Commerce and Industry organised an Interactive Session on “Latvia- India Bilateral Relations and Opportunities in Trade & Investment”.

On behalf of Bombay Chamber, Mr. Vijay Srirangan, Director General, Bombay Chamber welcomed H.E Artis Bertulis, Ambassador of the Republic of Latvia to India, Ms. Evija Rimšāne - Second Secretary of the Embassy of Latvia in India, Capt Avinash Batra, Honorary Consul for the Republic of Latvia and the delegates.

The purpose of the delegation was to discuss the mutual areas of interest and possible collaborations for the forthcoming trade delegations.

The event ended with a vote of thanks to the Consul for the Republic of Latvia in Mumbai and the delegates.



Workshop on Export Documentation & Procedure

17th May, 2019

Bombay Chamber of Commerce & Industry organised a Workshop on ‘Export Documentation and Procedures’ under its Shipping and Logistics Committee. The workshop aims to provide hands on working on Export Documentation and Procedure.

The workshop was conducted by Mr. Mihir Ajit Shah (B.Com., LL.B., MBA(IB)). He is associated with international business for the last 13 years. He has experience of handling export documentation, incentive and marketing work of various products. He has been a

regular faculty and trainer for several EPCs, Associations and Export Import Organizations.

Mr. Mihir focussed on the Basics of Export Documentation, Introduction of GST, Exports under GST Regime. He also talked about Invoice, Packing List, Shipping Bill, Export Process, eSanchit and Online Process, GST Refund Process for Exporters.

It was full house workshop and participants were from diverse industry backgrounds. Maximum participation, lots of questions and enthused curiosity created an atmosphere of engagement, learning through fun.





Workshop on Basic Labour Law Practices Every HR Should Know

23rd May, 2019

HRM Committee of Bombay Chamber of Commerce & Industry organised a Workshop on Basic Labour Law Practices Every HR Should Know. The Workshop was facilitated by Dr. Keshab Nandy. Participants from various fields and organisation had participated in the said workshop.

Labor laws clarify and codify business owners' obligations to their employees. The labor movement has a long history of lobbying for laws that protect worker's rights, improve worker safety, prevent child labor and increase workers' bargaining power relative to their employers.

The workshop was designed for the urgent necessity in present times when many Management Schools do not have industry oriented IR pedagogy and in general, HR students do not show keen interests in Labour Laws and this is the single most important reason for many small, medium and large manufacturing companies being routinely taken to task by Central/State Labour enforcement authorities with huge penalties and even closure. This Program basically intends to bridge this gap to a large extent.

The Key Takeaways of the workshop:

1. Understanding contemporary Labour Dynamic
2. Discussion about key Labour Laws
3. Factory Act & its Labour ramifications in a factory
4. Labour Disputes and how IR managers should nip in the bud
5. Role of Occupier & his liability in industrial accidents including fatal accident cases
6. Dispute resolving mechanisms, Works Committee, Role of ALC/RLC in Conciliation process

Conclusion: The importance of labor and employment laws cannot be understated. They create the framework for employers in constructing their recruitment and selection processes, as well as the way they run their human resources departments in retaining and promoting employees. Some labor laws preserve organizational integrity; they are useful for developing business principles and workplace ethics.

They are important because some organizations need this formality to remind owners that they should be good corporate citizens.

Workshop on Accelerating Social Impact Solutions Through Collective Action between Industry and Start-Ups

29th May, 2019

The UNSG has launched a series of initiatives to position the Organization to better address both the enormous potential of new technologies and the associated disruption. The UN goals involve complex problems, but when it comes to clever start-ups, a lot can happen between now and 2030.

In addition to the UNSG's enterprise some global and national interventions serve as inspiration and precursors to the CEGET deliberation workshops, like the SEED initiative and Start-up India and Indian Start-up ecosystem.

The Centre of Excellence for Governance, Ethics and Transparency (CEGET) at Global Compact Network India espouses to strengthen its mandate on SDGs and Governance through innovative and indigenous strategies and aligning it with the national schemes and programmes. CEGET is committed to bridging the gap between the start-ups and their aspirations in creating a social impact.

With the context, Bombay chamber organized the Deliberation Workshop: Accelerating Social Impact Solutions Through Collective Action between Industry and Start-Ups, under its Startup committee.

The rationale for Deliberation:

SDGs & Innovation: CEGET intends to connect the vision, ambition and innovation of Indian entrepreneurs, with some of the biggest development challenges facing the country, within the framework of the SDGs

Facilitative Platform: CEGET will develop a platform for entrepreneurs-in-the-making, to model their innovation around SDGs, so that their pitch vis-a-vis impact solutions appeals to a 'GLOCAL' market.

Learning Curve: Stakeholders to understand the mandate, ideas, issues and challenges of social transformation.

There were five thematic sessions based on SDGs



and critical development issues within them. The agenda comprised of below themes:

- SDG 6 : Clean Water & Sanitation
- SDG 11 : Sustainable Cities & Communities
- SDG 12 : Sustainable Consumption and Production
- SDG 13 : Climate Action
- SDG 17 : Partnerships for The Goals

The workshop attracted industry veterans as the esteemed speakers. To name a few:

- Mr. Sameer Unhale, CEO, Thane Smart City
- Mr. Anuj Sharma, CEO, Piramal Sarvajal
- Ms. Nidhi Raina, Global Head, Cultural & Organisational Transformation, TCS
- Ms. Mayurika Chakraborty, Vodafone Idea
- Rukaiya Joshi, Professor, Chairperson, CEEdSS
- Mr. Nikunj Parashar, Founder, Sagar Defence Engineering & Oceanos BV Netherland
- Mr. Ashith Kampani, Chairman, Cosmic Mandala 15 Securities Pvt Ltd.
- Shalini Singh, Chief-Corporate Comm. & Sustainability TPCL
- Mr. Nixon Joseph, President & Chief Operating Officer, SBI Foundation
- Ms. Anjita Lal, Microsoft
- Mr. Saurabh Jain, Vice President, Paytm
- Ms. Nidhi Saraf, Founder & CEO, Key Venture
- Mr. Anil Radhakrishnan, Founder, Accex Supply Chain Solutions (ACWS)

It was full house workshop and participants were from diverse industry backgrounds like Startups/Entrepreneurs, Representatives of Large Corporate, PE/VC Funds and Investors etc. Maximum participation, lots of questions and enthused curiosity created an atmosphere of engagement, learning through fun.



Workshop on Effective Communication and Presentation Skills

30th May, 2019

Under Executive Training & Development Programme (ETDP), the Bombay Chamber of Commerce & Industry has conducted the above Workshop.

The advent of technology has made communication easier by easy accessibility to information, reaching out to others. The workshop was structured to understand how communication plays an important role in reaching out to customers, how it can help in retaining customers and creating customer delight by being brand ambassadors of the company. Presentation skills can help create credibility conviction, belief and trust in communication. The workshop covered topics on Overcoming Psychological barriers in Communication, Enhancing self confidence and Non Verbal communication modes - eye contact, voice tone, body language and grooming, Listening and Customer meeting etiquette and content presentation as well as powerpoint presentation.

Psychological barriers like resistance to change, prejudices, bias, interpretation of others actions can cause discord. Activity to understand the difference between Observation and Interpretation and its relevance to effective communication was shared. Role plays on handling conflicts faced while communicating with team members, seniors, external customers and withholding information sharing was taken. Information not shared or asked can lead to errors and loss of trust /transparency. Involving people who work with you, giving them a sense of belonging and motivation, having difficult conversations and avoiding grapevine communication are the different forms of communication to relate to people.

The participants went through presentation activities and their non verbal communication and body language was observed and importance of non verbal communication - eye contact, voice tone and body gestures and expressions was discussed along with practice activities on each.

A major part of communication is listening, and what it conveys to the other person. Making a person feel valued and respected is a very important step in listening. They were asked to share experiences where the listening played an important role in enhancing the customer satisfaction. Application of listening to various scenarios were discussed. A test to understand one's listening style was also undertaken. A film on role of asking the right questions to generate effective answers was presented.

There were case study activities to understand email etiquette, writing effective mails, customer meeting content and powerpoint presentations, Application off the learning points to real life situations was shared by participants.

The Workshop was conducted by Ms. Malini Shah - A Therapist and Psychologist with over 22 years of experience. She is the Cofounder of AasthaChrysalis - Counseling Center in Mumbai and is involved in individual consultation, psychometric assessments and development center programs. She is an EAP professional for various companies, visiting counselor to different organizations. She is a Post Graduate from Mumbai University in Counseling, Certified Trainer in Presentation Skills form Delta College Michigan and Situational Self Leadership II from Ken and Blanchard.





Workshop on Fempower in Sales : 21 Winning Habits

6th June, 2019

The Fempower Cell of the Bombay Chamber of Commerce & Industry conducted a full day Workshop for women and by women - Fempower in Sales - 21 Winning Habits conducted by The Mind Coaching Academy's Co-founders Monika Divekar and Varsha Chitnis.

Sales, typically a domain of men-but with the 21 Winning Habits, from The Mind Coaching Academy, the key purpose was to be able to leverage and benefit any market condition- an uptrend or downtrend and continue to power on. The aforementioned workshop was conducted to empower women to forge ahead.

'The market is cold, the economy is weak, there is a cash crunch, buyers are sceptical, margins are low, competition is high, times are just so difficult. What do I do?' These are some of the top dilemmas that any sales person or team leader /department head or entrepreneur faces.

The 21-Tools literally provided access to the hot-buttons in the heads of clients. These powerful 21-Tools streamlined all the needs and activities in a very structured and sequential way that by adopting this System business would skyrocket. And all that has to be done is just practise them step-by-step as per the action plan chalked out in the system.

An experiential Game based approach brought all the learnings and concepts together and was a fun way of learning.

The speciality of FemPower workshop was to invite Women in Leadership positions to inspire and be Role Models. The special invitee was Ms. Sonia Dasgupta, Managing Director

and Head - Financial Institutional Groups & Head Group Liability with JM Financial Group, recognized as "Top 100 Women in Finance in India" by Association of International Wealth Management of India who shared her experience and Success mantras. She provided anecdotes that were extremely inspiring and insightful.

About the Faculties: Ms. Monika Divekar is the Co-founder and Branding and Behavior Specialist and Coach at Mind Coaching Academy, Mumbai. She has coached entrepreneurs, promoters, and CXOs and facilitated them in achieving personal and professional strategic goals. She has worked primarily in India and in South-East Asia, Middle East, South Africa, and the United Kingdom. She is a Visiting Faculty at S. P. Jain Institute of Management and Research and Welingkar's Institute of Distance Learning, MET.

Ms. Varsha Chitnis is the Co-Founder, Consultant, and Coach at Mind Coaching Academy, Mumbai. Ms. Chitnis is an International Coaching Federation Accredited Coach and a Certified Behavior Trainer. She has certifications in BEC III from Cambridge University and in Communicating for Corporate Advantage from IIM Bangalore. She is a certified Psychometric Assessor and certified in Facilitation Skills. She is the head of the International Association of Facilitators, the Bombay Chapter. She is also a Visiting Faculty at the Management Development Centre, Welingkar's Institute of Management Studies and Tata Institute of Social Sciences, Mumbai.





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Chief Sustainability Officer's Forum

11th June, 2019

An increasing number of businesses recognize the importance of sustainability as they look to create long-term shareholder value and build competitive advantage. However, for sustainability to mature into an integral part of organizational structure and culture, and for organizations to reap tangible long-term benefits, businesses need to operationalize sustainability across the value chain - upstream, in-stream, and downstream. This process is undoubtedly loaded with challenges as businesses are forced to fundamentally rethink the way they operate. Sometimes, the business case for doing so is not apparent, and even when it is, corporates find it difficult to get sustainability projects off the ground for lack of the right kind of knowledge and expertise.

The meeting of Chief Sustainability Officers' (CSO) Forum of TERI was organized in collaboration with Bombay Chamber of Commerce & Industry. The meeting delved into the emerging trends and global developments in sustainability and how these trends and developments are shaping the sustainability strategies of businesses world-over. The day-long programme comprised a mix of sessions providing insights on the emerging challenges and opportunities in the context of sustainability and the ways and means to operationalize sustainability within businesses.

Attended by CSOs and senior sustainability executives from over 35 companies representing diverse industry sectors, the Forum witnessed the presence of Mr. Vijay Srirangan, Director General, Bombay Chamber. The overview of the National Guidelines for Responsible Business Conduct, 2018 (NGRBC)

released by the Ministry of Corporate Affairs, Govt in the year 2019 were presented by Mr. Shankar Venkateswaran, Member - Drafting Committee, NGRBC and Consultant, TERI CBS. He highlighted the country's transition from National Voluntary Guidelines (NVGs, 2011) to the more contemporary NGRBC, 2018 that acknowledge the changes in the Indian and international regulatory landscape. With the United Nations Sustainable Development Goals (SDGs) and business and human rights taking centre stage, the NGRBC, 2018 underscores the ambition for India-specific guidelines that meet global best practices along with meeting Indian realities. The Knowledge Session provided insights on how companies are integrating sustainability into business strategy. Mr. Randal Newton, Vice President - Enterprise Engineering, shared how the company embarked upon its sustainability journey by connecting its strategy to sustainability goals and how the company is integrating sustainability in its goods and services. Mr. K N Rao, Director - Energy & Environment, ACC Limited shared how the Indian cement sector internalized the SDGs in its business strategy. The session highlighted the process adopted by the cement companies in India in designing and developing the SDG Roadmap for the Cement Sector.

Focusing on three key themes - 'retrofitting solutions to enhance energy efficiency in buildings', 'incentivizing resource efficiency in supply chain', and 'increasing share of renewable energy in a company's energy mix' - the Action and Consultation Sessions delved into the tools, practices, methodologies and platforms for integrating sustainability across a company's value chain, the incentives and triggers that are driving the implementation, the impacts, the challenges in implementation and the opportunities arising thereof.



Conclave on Breaking Silos: PEOPLE, POWER & PURPOSE IN DYNAMIC TIMES

14th June, 2019



The Media, Corporate Communications & Public Relations Committee (MCCPR) of the Bombay Chamber of Commerce & Industry, the apex industry body, recently hosted the first strategic conclave, 'Breaking Silos: People, Power, and Purpose in Dynamic Times'. A unique platform was created that enables "Critical Conversations" between industry experts and stalwarts. The first edition of this Conclave brought together various industry experts and leaders across functions such as Human Resources, Advertising, Investor Relations, Legal, Marketing, PR, Sales, Sustainability and CSR. The conclave deliberations were a powerhouse of strategic discussions that brought to the fore the need of breaking silos and transforming organizations, leveraging new communication technology, that enhances brand value. 100+ delegates participated from various fields across the industry from the different organizations. Few of the delegates travelled from different parts of the country.

The conclave was anchored by Ms. Priyanka Sehgal, Founder, Lit Digital, Former Vice President Content & Strategy, TV & Digital Network18

The Conclave focused on the importance of having 'One Voice', within the organization and the relevance to engage with diverse stakeholders was prominent in all the panel discussion. The day-long Conclave witnessed various interesting sessions and plenary sessions like Critical Conversations & Actions for 'Purpose' in Challenging Markets, Breaking Silos - Leadership Conversations that Power Brand Value, transforming organizations purpose to cultural movement and New-age technology: Powering the communications ecosystem and Snap chat session.

The welcome address was delivered by Mr. Bharat Vasani, Former General Counsel of Tata Group, Corporate Partner, and Cyril Amarchand Mangaldas who shared views on the relevance of India's technology prowess and how that would impact business in future.

He added, "India is one of the largest and diversified content producers in the world. Indian content has left an indelible mark over the world".

The Theme presentation of the Breaking Silos was presented by Ms. Roma Balwani, Sr. Advisor, Vedanta Group & Chief Curator of the Breaking Silos Conclave opines, "Forward looking organizations believe in breaking barriers through authentic and timely communications, and only then will any organization have a unified workforce, which then positively affects the bottom line. When leaders begin to build new bridges and remove organizational silos that have become prevalent over the years, only then they can bring in valuable brand equity, competitive strength and build a common voice that will appeal to all stakeholders."

There was a global video address by Mr. Bob Pickard, Public relations for leaders Toronto, Canada Area Public Relations and Communications.

The first session started with Inaugural session: Critical Conversations & Actions for 'Purpose' in Challenging Markets.

Panel Chair: Mr. Ambi Parameswaran, Brand Strategist & Founder, Brand Building.com

Panelists

- Dr. Bhaskar Das, Group President, Republic TV Network
- Ms. Kalpana Unadkat, Partner, Khaitan & Co.
- Mr. Ashwin Bajaj, Senior VP, Head - Investor Relations for the Energy Companies at Adani Group

While addressing a session Mr. Ambi Parameswaran, said "Bombay Chamber seminar on 'Breaking Silos' addresses some very valid issues facing companies in this new digital millennial dominant world. Old tools like balanced score card will have married to newer concept like environment safety and governance, moving forward. He added; Purpose cannot be put up on the walls. Storytelling is how to integrate it in the organizations.

The Second session was the Plenary Session:

Breaking Silos - Leadership Conversations that power Brand Value

Panel Chair : Ms. Lulu Raghavan, MD Landor India

Panelists

- Ms. Nandini Dias, CEO, Lodestar UM India
- Mr. Sam Balsara, CMD, Madison World
- Ms. Ruby Thapar, Director, Corporate Affairs Dow Chemical International Pvt. Ltd.

Taking forward the conversation, during a session Mr. Sam Balsara said "I think brand creates a lot of value, there is no other activity that is adding more value than this process which takes a product to a brand & also I feel the hardcore financial guys recognize that and therefore FMCG companies which are called brands are recorded in stock market. Important thing a company can ever rule is the brand. Now the question is how to create a brand cost effectively without breaking the brand." He also underlined the importance of strategic and integrated communication for enhancing brand value. During the conclave Ms. Nandini Dias said, "The communication business is the best example of both Silos and Collaboration. Specialization is equally important to collaboration." Ms. Lulu Raghavan expressed her views during the conclave, "The mindset of collaboration while building on expertise, will lead to activating the brands authentic purpose."

Panel Discussion 1: Transforming Organizations Purpose to Cultural Movement

Panel Chair: Mr. Arvind Agrawal, Founder & CEO, AICL Communications

Panelists

- Ms. Minari Shah, Director - Public Relations, Amazon India
- Ms. Dimple Kapur, Piramal Group
- Ms. Kashmira Mewawala, Head - Business Development & Chief Ethics Counselor, Tata Capital

Ms. Kashmira Mewawala, said, "So glad that corporate India is slowly, yet collectively, bringing the subject of Purpose and Culture to center stage".



Panel Discussion 2: New-age Technology: Powering the Communications Ecosystem

Panel Chair: Mr. Jaideep Kewalramani, CEO, Legasis Services Pvt. Ltd

Panelists

- Mr. Sanjay Podder, MD - Accenture Labs (Asia Pacific)
- Ms. Deepali Naair, Director, Marketing IBM India & South Asia
- Mr. Unmesh Pawar, Partner and Head - People, Performance and Culture KPMG in India

Mr. Jaideep Kewalramani shared his views and experience on how companies can manage the business & legal impact. Machine learning (AI) is transforming communication and brand management at an unprecedented pace from analyzing social media feeds to identifying reputation risks.”

The second global video address was by Mr. Scott Goodson, CEO and Founder, Strawberry Frog for leaders Toronto, Canada Area Public Relations and Communications.

The Special Session: Bombay Chamber presents Heart - Beat of Mumbai - "Yeh Hai Mumbai Meri Jaan"

Ms. Rouble Nagi, Artist, Sculptor & Curator, Rouble Nagi Art Foundation in conversation with Dr. Kuiljeit Uppaal, Image Scientist & CEO, Krea. They both spoke about their journeys and stressed on few pointers.

Ms. Rouble shared her experience of her visits to slums areas wherein people live difficult situations but still people are surviving. Passion drives Rouble to do different activities with dedication and commitment. She stated that Misaal Mumbai has now become Misaal India. It has volunteers in 16 states of the country. She is expanding her activities in few more states. Message from Rouble to all the delegates was 'Keep creating, Keep working and Keep connecting'.

While closing the session, Dr. Kuiljeit said that you communicate all the time and all the activities you do throughout the day like meeting people, manner of dressing and carrying yourself etc. emits messages.

Snap chat: Relevance of Collaboration and Convergence in Challenging Times

The snap chat session was with Mr. Akshay Gurnani, Co-founder, CEO, Schbang and Senior Advisor, Vedanta Group, Ms. Roma Balwani, he endorsed the need of convergence and collaboration which aims to achieve and break silos across team to bring a human voice to the brand and leverage technology to make this process more effective and efficient.

Our event partners were Bharat Petroleum Corporation Limited (BPCL) and Indian Oil Corporation Limited - Conclave Sponsors, Lit Digital - Content Partner, Your Story Bag - Digital Storytelling Partner, Impact Public Relations Pvt. Ltd - Media Communication Partner of the conclave, Athena School of Management - Knowledge Partner and Soulflower - Gift Partner.

Ms. Usha Maheshwari, Addl. Director, Bombay Chamber complimented the entire team and the Chief Curator of the Breaking Silos Conclave Ms. Roma Balwani for the success of the conclave.

In the concluding remarks Ms. Leena Basrur, Chairperson, Media Corporate Communications & Public Relations Committee (MCCPR) Director, Direxions Marketing Services Pvt. Ltd. mentioned that the committee will be working on creating the first of its kind Communication Index that will award top 50 companies which lead their organizations with purpose and leverage communication to build brand value.

Vote of thanks was given by Mr. Vijay Srirangan, Director General, Bombay Chamber of Commerce & Industry he stressed the importance of breaking silos and thanked all the respected speakers, delightful delegates, Media Committee core team and partners for making this conclave a success, he also mentioned that this is the beginning of many more strategic initiatives by Bombay Chamber. Feedback of delegates and speakers were absolute cheering.

Visit the following link for Podcasts of the Conclave

<http://bombaychamber.com/committee-referencematerial?Inkid=23>

Seminar on

Mediation - A Cost-Effective Tool for Resolution of Disputes for SMEs

14th June, 2019

Centre for Mediation and Conciliation (CMC) was set up by the Bombay Chamber of Commerce and Industry for resolution of commercial disputes through mediation. CMC has been continuously promoting “mediation” as a dispute resolution mechanism of first resort before initiating to adversarial methods of dispute resolution. CMC is continuously helping to create a harmonious business environment with enduring business relationships by encouraging resolution of disputes through aided dialogue and concluding them, swiftly, economically, confidentially and amicably. CMC holds the mission to be the most reputed platform for mediation of commercial disputes in India, through unimpeachable neutrality, best in class governance standards and competent mediators, establishing effective dialogue and solution focused discussions.

Since MSMEs in India are vulnerable in pursuing litigation arising out of commercial disputes, due to their limited financial strength, CMC intends in assisting them which will provide a level playing field..

In view of the above, the CMC organised an awareness seminar on “Mediation - A Cost-Effective Tool for Resolution of Disputes for MSMEs” on 14th June 2019 to educate and update the MSMEs and other stakeholders about the recent amendments and procedures related to mediation for resolution of Commercial Disputes. The seminar was supported by the Ministry of Micro, Small & Medium Enterprises (MSME), Government of India.

In his introductory remarks, Mr. Sumit Banerjee, Chief Mentor, CMC mentioned that globally 70% of disputes that have been referred to mediation have been settled. Emphasising



on its cost and time effectiveness, he also addressed the concerns related to the legal validity of a settlement agreement arrived at through mediation. He mentioned that the inclusion of a Mediation-cum-Arbitration (Med-Arb) Clause in their contracts would facilitate the parties to attempt Mediation before arbitration. He mentioned that it was worth extending the time limit of mediation by a couple of months as that will enhance the possibility of resolution, thereby reducing the chances of resorting to arbitration.

Mr. Ramesh Chander, IRS, Commissioner of Income Tax, Central Board of Direct Taxes (CBDT), Govt of India, explained how it will be win-win situation for all the parties on resolution of the dispute through mediation. Mr. Chander gave an illustration whereby tax related litigation resulted in higher cost than the actual amount of tax. He suggested adoption of mediation in such instances. Mr. Chander emphasised on importance to empanelment of mediators who have expertise in specific areas/topics as this will facilitate in adoption of mediation across different sectors of industry.

Mr. Sudhir Garg, IRSEE, Joint. Secretary (MSME), Ministry of Micro, Small & Medium Enterprises, Govt of India, spoke on creating awareness of mediation amongst SMEs, which will reduce the referral of disputes to litigation. He mentioned that SMEs have lesser negotiating power with regard to disputes arising from their contracts. In view of the same, the MSME Facilitation Council has helped many cases to be registered and resolved through mediation. He also pointed out the effectiveness of the SAMADHAAN Portal for the MSMEs.

Mr. Sameer Shah, Advocate, Arbitrator and Mediator, suggested that lawyers should be updated to realise the importance of mediation. Mr. Shah explained the process of mediation and how party autonomy was very important in this process. He also mentioned that Commercial Courts Act provides for

compulsory mediation for 3 months before the dispute is brought to the court which will prove beneficial to the parties. Mr. Shah stated that Mediation is a form of informal communication between parties, sitting across the table and trying to resolve the problems they have with each other. This proves how mediation can be an effective tool of dispute resolution and problem solving for many kinds of dispute.

The seminar featured a panel discussion on “Commercial Disputes: Challenges for SMEs”. Each panellist shared their perspectives on mediation in Commercial Disputes and concerns regarding the issues of SMEs in initiating Mediation/ Conciliation process. Further, they focused on principal reasons behind the lukewarm attitude of SMEs, popular misconceptions and the potential ways through which they can make mediation a success story.

Mr. Anuroop Omkar, Partner, AK & Partners, pointed out that mediation should come as a part and parcel as a first sought resort for resolving disputes which the SMEs face while performing their commitments in certain contracts. He was of the opinion that pre-mediation should be practised. Mr. Amit Sarda, Director, PT Invent India Pvt. Ltd., shared his personal experience and mentioned that the procedure of mediation is simple, informal and confidential and reduces stress associated with litigation. Ms. Jui Buch, SME and Risk Manager, described mediation to be the saviour of an established and trustworthy relationship of MNC’s and it enables parties to find and formulate realistic solutions to their commercial conflicts. Capt. Nikunj Parashar, Founder, Sagar Defence Engineering, expressed that mediation assists in continuation of commercial relationship. Mr Shubham Chatterjee opined that since the responsibility lies on the parties, primarily they should endeavour to settle disputes with mediation. Mr Abhinav Thakur, Managing Director, Accurex Biomedical Pvt. Ltd.,

mentioned about the cultural differences in India and how each and every community perceives the topic of dispute differently. He stated that institutional mediation should be considered by the parties since it removes uncertainty and inflexibility from the result.

Following the Panel discussion, the Guest of Honour, Shri S. D. Kulkarni, Co-ordinator & Secretary, High Court Legal Services Committee, Main Mediation Centre, Bombay High Court, addressed the participants on the topic Mediation in Commercial Disputes: Policy Framework and Recent Amendments. He mentioned that in a civilized society, though the parties are expected to accept the decision of the court with grace, it seldom happens in reality. The advantage of mediated settlement is that it results in a win-win solution that is acceptable to all the parties. Unlike the adjudicatory process, the mediated settlement helps in continuity of relationship between the parties. Through his presentation, Shri Kulkarni briefed on key amendments in Commercial Courts Act, 2015; jurisdiction of the Commercial Courts; Pre-institution Mediation and Settlement under Section 12A; Pre-institution Mediation and Settlement Rules, 2018; Mediation procedure; and Fee structure. He presented the Statistical Data in Commercial Disputes under the Pre-Institutional Mediation.

Mr. Vihang Virkar, Partner, PDS Legal, presented case studies on how MSMEs have succeeded in resolution of commercial disputes through mediation. He mentioned that how mediation is an excellent tool since it maintains the confidentiality and underlined that the mediator needs to be qualified enough to execute the whole process rather than imposing his opinions on the parties.

During the seminar, participants discussed how SMEs are struggling with the details related to availability of mediation services in respect of commercial disputes and how mediation serves as an economical and speedier tool in resolving legal disputes. Thus, mediation

can be considered as an advantage that can benefit investors and entrepreneurs to a large extent.

Mr. Vijay Srirangan, Director General, Bombay Chamber of Commerce and Industry, thanked the Ministry of MSME for their support and SIDBI, HUL and Care Ratings for their financial and intellectual support. He also thanked the distinguished speakers, panellists and the participants.

Altogether, the seminar focused on the need for awareness of mediation to the SMEs. It was recommended that SMEs need to develop a pre-mediation concept within their functioning. This can be achieved only with a robust structural framework by way of legislative reforms and amendments that will support mediation in our country.



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Certificate Course on EU-GDPR

19th June, 2019

Bombay Chamber of Commerce and Industry organised a Certificate Course on EU General Data Protection Regulation.

On behalf of Bombay Chamber, Ms. Revati welcome Ms. Vaishali Mutalik, Speaker and the participants.

Ms. Vaishali talked about the Key GDPR terminology, Introduction to the GDPR structure - the legal articles and recitals, Main differences between the Data Protection Act and the EU GDPR, Background & Terminology, Six Data

Protection Principles, Special Categories of Personal Data.

She further enlighten the participant's on The Rights of Data Subjects, Including Data Access Requests, Controllers & Processors, Securing & Reporting Data Breaches, The Role of Data Protection Officer, Transferring Personal Data outside EU & the powers of Supervisory Authority.

The programme ended with a vote of thanks to the speaker and participants.



Workshop on Happyness at Work

28th June, 2019

HRM Committee of Bombay Chamber organised a Workshop on Happyness at Work on 28th June, 2019. It was facilitated by the speaker Ms. Payal Gupta, CEO, Celebratory Network and Ms. Jaya Nuty, Principal Consultant, Celebratory Network.

Ms. Gupta said that Happyness at work is a deliberate attempt by Celebratory Network for employee workplace happyness. She added that employees are seen as pivots in their own happyness journey. The central belief is the happier the employees the more they multiply happyness in the organisation they are associated with.

The Workshop covered two propositions off five

propositions that lead to Happyness at Work.

1. Relatedness 2. Purpose

It looked at helping the participants to look at what are the enablers and blocks in relating at workplace as a professional and Purpose as a proposition has no blocks as it also looks at meaning. A few of the insights were that the concept was known and the participants learnt how to action those concepts. This workshop created awareness about commitments and how they are linked to Happyness at work.

Overall it was a meaningful experience for the participants and the facilitators too as the participants were engaged all through and took back learnings for the workplace.





Workshop on Newly Promoted Managers

25th June, 2019

Under Executive Training & Development Programme (ETDP), the Bombay Chamber of Commerce & Industry has conducted the above Workshop.

Newly promoted Managers/executives need a different skill set and attitude to perform managerial functions. They have to experience a paradigm shift from a follower to a leader mindset.

On getting elevated to a managerial position from executive status he first needs to develop managerial attitude and skills. The new manager needs to acquire a macro perspective, a broad vision of his role as a manager. If he has to manage former peers he needs special skills and transition tips. He/she has to be aware and overcome some common mistakes like: Still trying to do things yourself, focusing on details rather than goals, refusing to make decisions, making promises you can't keep, holding back and such others. New Managers should focus on Teamwork, Trust and Professional Leadership.

The workshop also explained about management skills like ability to delegate, to getting work done; leadership, problem solving and stress management skills. Managerial skills are as important as technical skills to get work done. The new manager needs to be equipped with these management skills like dealing with staff and customers, motivating staff. They can run their departments effectively with these skills.

Taking decision is an art of interpreting the

issue from different angles on scientific lines. Decision involves both logical and non logical thinking. Logical thinking requires logical understanding and reasoning process. It is conscious thinking that involves lots of thought processes while selecting alternatives. Whereas simple decision requires a simple decision making process, complex decision requires logical and systematic process. Systematic decision - making process results in better decisions. In the event of uncertainties, decision becomes complex.

Effective managers make a conscious attempt to monitor their daily activities with the corresponding outcome with Time Management skills. Purposeful managers are the result of high focus and energy and they should prioritize their job and plan well in advance. The workshop also briefed about stress management skills to the newly promoted managers.

Topics Covered in the workshop were as follows:

- Managerial & Leadership Skills with Professional Mindset; developing managerial attitude to get work done, result oriented approach to increase productivity.
- Motivating employees and creating extraordinary energy.
- Leadership skills
- Effective Communication, Team Building and decision making skills.



Workshop on Business Writing Skills

26th June, 2019

Under Executive Training & Development Programme (ETDP), the Bombay Chamber of Commerce & Industry has conducted the above Workshop, outside premises - International Justice Mission, Goregaon East, Mumbai.

Clarity in writing saves time, money and energy of every company. Inconsistent, shabby writing can never enhance the image of the company. Millions of rupees are lost due to unclear, verbose reports, emails, memos, minutes of meetings and letters. Time lost in reading and re-reading unclear reports and documents is phenomenal. Writing clear, effective, reader-friendly reports is a skill acquired with training inputs, discipline and right attitude.

Every letter, memo, proposal or report is like an ambassador of your company. Hence this writing has to be effective and thoughtfully written. When we write we have to visualize reader / readers and keep their needs in mind. This is a major step in writing reader friendly reports.

The current trend is to write with the use of simple words, the way we converse. We write to express clearly not to impress people. In fact, a thumb rule in modern writing is that if we have to read a sentence twice to understand the meaning, then we have to rewrite this sentence.

Writing is manageable once you break it down into a series of small steps. Good writing is the result of good planning and clear thinking. The workshop on writing skills gave the participants the technology and the flavor of fine writing. Moreover, it stimulated a right mindset to write

reader friendly, precise documents.

Programme Contents:

1. Five Steps to Successful Writing: Successful writing on the job is possible when you know how to structure your ideas in writing. In every letter, proposal, report you write, ensure that you include the following five steps:
 - a) Preparation, (b) Research, (c) Organization (d) Writing the Draft (e) Revision
2. Acquire An Effective Writing Style: (a) Add colour and strength in your writing, (b) Avoid Grammar related errors
3. Mechanics of Writing: (a) Enhance readability through good presentation, (b) Introduce visual appeal through the use of listing
4. Attitude And Technique To Revise: Attitude to improve and strive for excellence
5. Tips Specific To: (a) E-mails, (b) Letters, (c) Memos, Notices, Circulars, (d) Reports, (e) Agenda & Minutes, (f) Proposals

The one-day workshop on writing skills gave the participants the technology and the flavor of fine writing. Moreover, it stimulated a right mindset to write reader friendly, precise documents.

FACULTY: Dr. Lata Shetty - Director, Mainstream Training Centre. Qualifications: B.Sc., M.S.W., Ph.D., a gold medalist throughout her academic career and holds a Doctorate from the prestigious Tata Institute of Social Sciences (TISS).



Certified Training in First Aid

27th - 28th June, 2019



The Sustainability Committee of the Bombay Chamber of Commerce & Industry in partnership with Siemens had organised second batch of Certified Training in First Aid. It was two days Classroom Training with 30% theory and 70% practical training conducted with delegates from different organisations travelled from different parts of the country.

Dr. Apoorva Deshpande - MBBS AFIH (Industrial Medical Consultant & Trainer and Director of Life Line Institute of First Aid & Emergency Medicine had conducted this training.

In this Training participants got hands on experience about Introduction to First aid, Unconsciousness, Examination of a serious casualty, Fall from a height, Burns, Injury, Fracture (General), Bandaging, Drowning, Handling of Casualty, Snake Bite, Types

of Burns, Injury, Fracture in details, CPR (Cardiopulmonary resuscitation), CPR on imported mannequins, Head Injury, Amputation, Main causes of death, Artificial Respiration, Removing Airway obstruction (Heimlich method), Heart Attack & CPR.

First Aid steps were discussed i.e., how one can help an injured person, fractured and facing serious casualties. Practical Exercises were demonstrated and practiced by the participants also. Dr. Deshpande used case studies, video clips as a tool to discuss various components of First aid.

The delegates appeared for an examination and received certificates

Feedback from Delegates: The training was very informative, useful as well as interactive and it was well appreciated. We received an excellent response.



Workshop on Ships & Shipping- Cargo Operations & Its Commercial Impact

12th July, 2019

The objective of this workshop was to enable knowledge sharing by an experienced maritime and logistics professional in order to help participants gain insight into the latest aspects of commercial shipping with special emphasis on changing scenario in the International & Indian maritime operations.

Mr. Pravin Rane, Joint Director, Bombay Chamber; welcomed the participants with a brief orientation about Bombay Chamber of Commerce and Industry. He then introduced the speaker Capt Ram Iyer, Vice President, Seahorse Ship Agencies, a Shipping & Maritime Professional with over four decades of experience in Shipping and Logistics Industry.

This was followed by a presentation by Capt Ram Iyer. He demystified shipping & logistics and helped understand the EXIM cargo scenario by providing an insight into the operations of various stakeholders in the EXIM chain.

He discussed on the following topics:

- An insight into Ships & Shipping – Shipping Demystified
- Commercial & Operational aspects of EXIM trade
- Cargo and Container details
- Logistics & Supply Chain management
- Changing Shipping scenario - Global as well as in India

The session was interactive and received a very positive response from participants employed in sectors such as ports, shipping, freight forwarding, manufacturing, EXIM trade and insurance amongst others.

At the end of the session there was an interesting Q&A round and the participants got a better and clearer insight into the developments taking place in the Indian logistics & cargo space and the way forward in the Shipping Industry.





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