

BOMBAY CHAMBER REVIEW

Vol. XV No. 6 December 2019





Centre for Mediation and Conciliation

Under the aegis of Bombay Chamber of Commerce & Industry



WE HELP FIND COMMON GROUND, EVOLVE WIN-WIN SOLUTIONS

Bombay Chamber has launched its Centre for Mediation and Conciliation (CMC) to promote use of mediation as a quick, cost efficient and confidential option for resolution of commercial disputes.

WHAT IS MEDIATION?

In mediation, a neutral professional who is trained in conflict de-escalation designs a process of assisted negotiation between parties ensuring effective dialogue and solution focused discussions. The parties mutually agree on the terms of settlement and mode of enforcement. The terms of settlement may be recorded in the form of an arbitral award or conciliation settlement with the assistance of CMC to make it enforceable like a court decree.

WHERE HAS THIS WORKED BEFORE?

Companies regularly opt for mediation to resolve commercial disputes and mediation is currently seeing a success rate of 75 to 80% throughout the world.

- In 2016-17, Singapore and Brazil passed laws promoting civil and commercial mediation.
- Japan has been using mediation in commercial disputes since 1922.
- The European Union in 2008 issued a directive mandating mediation mechanism to be adopted for resolving inter-state civil and commercial disputes. On average, as per studies in the EU, it takes 43 days and Euro 3371 to resolve a dispute using mediation as compared to 555 days and Euro 9179 to get a final court order.
- The US Department of Justice alone saves USD 70 million and 2733 months of litigation by using mediation.

WHY DOES INDIA NEED MEDIATION?

From the Indian perspective, issues with enforcement of contracts and awards and huge case backlogs in Indian courts, provide wide scope for implementation of mediation. In keeping with its credo "Corporate as a Citizen", Bombay Chamber continuously explores opportunities to work for universal causes. Today, it is important for us as a nation to improve 'Ease of Doing Business' in our country and mediation initiative of the Chamber is a step in this direction.

OUR VISION

To help 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.

OUR MISSION

Aspire 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 an excellent benchmark in quality of mediation services.

"An ounce of mediation is worth a pound of arbitration and a ton of litigation."

- Joseph Grynbaum

WHAT | WORK UNDERTAKEN SO FAR:

- Mediation Training Sessions conducted jointly with Indian Institute of Corporate Affairs (IICA), Ministry of Corporate Affairs, Government of India
- MoU with Bangladesh International Arbitration Centre (BIAC), Thailand Arbitration Centre (THAC) and Asian International Arbitration Centre (AIAC), Kuala Lumpur
- Successful resolution of Pre-institution and Court referred mediation cases by City Civil and High Court of Bombay and Direct Corporate Referrals
- Seminar Series on Mediation Awareness with emphasis on MSME sector
- AAA-ICDR funding for our project "Capacity Building of stakeholders in Improving Access to Mediation for Vulnerable Sections of Business Community in India (SME's)
- Setting up of 'State-of-the-Art' physical infrastructure for mediation
- Collaborations with Law Colleges such as Gujarat National Law University, Dr. Ram Manohar Lohiya National Law University and National Law University, Jodhpur.

WHO | LUMINARIES ON THE MEDIATOR PANEL OF CMC:

Hon'ble Justice, **Mr. B.N. Srikrishna**, Retd. Judge, Supreme Court of India

Hon'ble Justice, **Mr. Deepak Verma**, Retd. Judge, Supreme Court of India & Presiding Arbitrator

Mr. Bill Marsh, Mediation Expert, IFC, World Bank

Mr. Jeremy Lack, President, Swiss Chamber of Commercial Mediation, Geneva

Senior Advocate, **Mr. Sriram Panchu**, Mediator for Assam-Nagaland boundary dispute

Ms. Nadja Alexander, Mediation Advisor to Government of Singapore

Mr. Prathamesh D. Popat, Counsel Bombay High Court, LEADER accredited IMI Certified Mediator

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From the Editor's Desk



Dear Friends,

I take this opportunity to extend you a happy Financial Year!

The 184th Foundation Day of the Chamber was held at Vivanta by Taj President on 24th October 2019. The Chief Guest for the occasion was Mr. Uday Kotak, Executive Vice Chairman, Managing Director and CEO, Kotak Mahindra Bank, who in his address spoke on “City of Mumbai” and “Mumbai in the context of India” as the core of what we really need to think about our future.

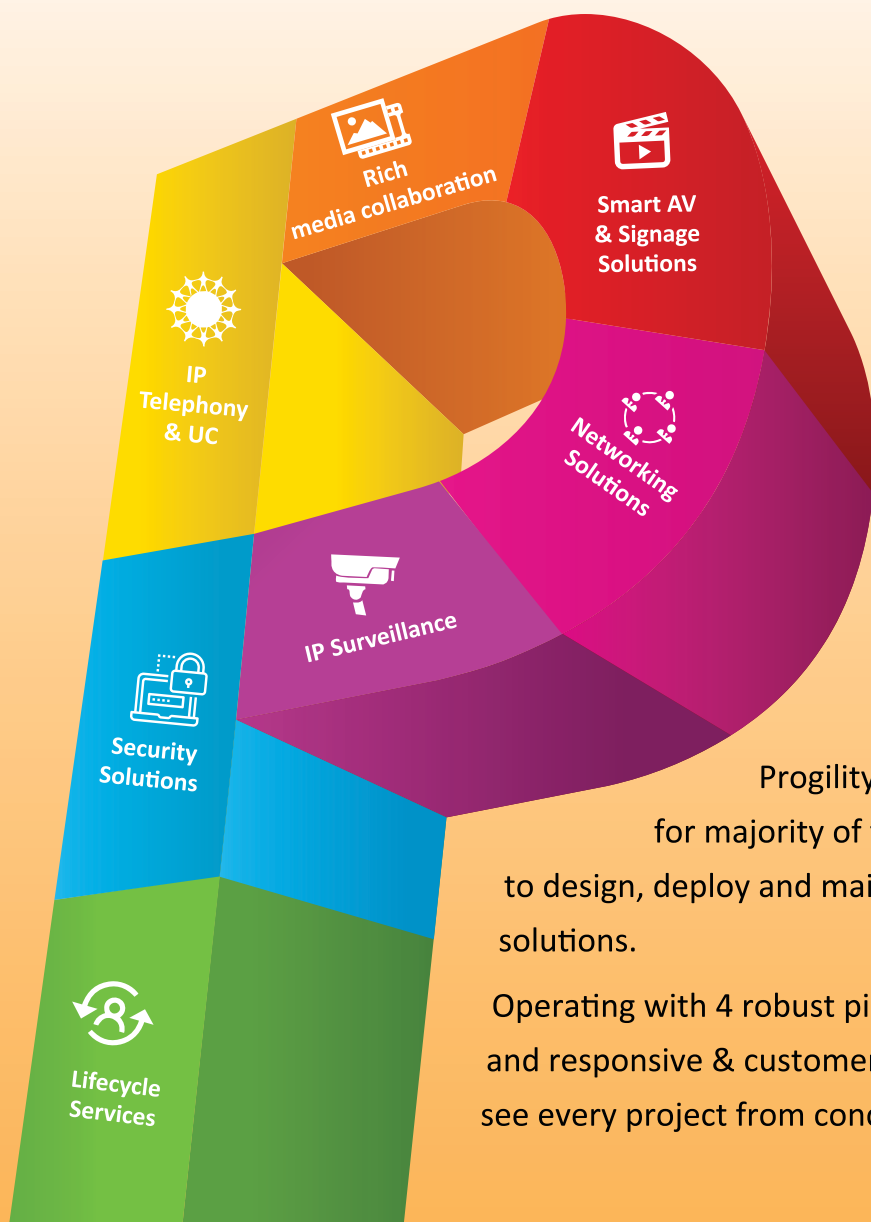
The Guest of Honour, Ms. Rama Bijapurkar, eminent and widely acclaimed strategic thinker and author, in her address titled “Bottom of the Pyramid - Business opportunities” said that this concept will open multiple possibilities for creation of wealth and simultaneously enhance welfare for society, that’s the cornerstone of sustainable change which we are looking forward to promote and facilitate.

Mr. V.S. Parthasarathy, President, Bombay Chamber in his welcome address shared Chamber’s primary theme of ‘Corporate for Change’ with four specific elements (a) Sustainable Change (b) Ease of doing business (c) Fem power and (d) Mumbai 4.0.

I look forward to your continued support and participation in various Chamber initiatives.

With Best Regards,

Vijay Srirangan
Director General
Bombay Chamber of Commerce & Industry



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Bombay Chamber's 184th Foundation Day

Bombay Chamber of Commerce and Industry celebrated its 184th Foundation Day on 24th October, 2019 at Hotel Vivanta By Taj President, Mumbai.

Glimpses of the function is seen below:

Welcome address was delivered by Mr. V.S. Parthasarathy, President, Bombay Chamber & Group CFO, Group CIO & Member of the Group Executive Board, Mahindra & Mahindra Ltd.



Chief Guest of the function was Mr. Uday Kotak, Managing Director & CEO, Kotak Mahindra Bank Ltd. He addressed the participants on 'Mumbai 4.0'.



Guest of Honour of the function was Ms. Rama Bijapurkar, Eminent Market Strategy Consultant, addressed the members on 'Bottom of the pyramid - Business opportunities'.



Vote of thanks was delivered by Mr. Sudhir Kapadia, Vice President, Bombay Chamber and Partner & National Tax Leader, Ernst & Young LLP



Bombay Chamber's Civic Awards & Good Corporate Citizen Awards - 2018-19

Civic Awards

The Bombay Chamber of Commerce and Industry created 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.

The parameters for evaluation of the Civic Award under **Social Development Category** are business performance, CSR Activities of the Organization, Priority

Areas for Social Developmental Initiatives, Community Development and Volunteering., and for **Sustainable Environmental Initiatives** are: Specific Environment Management/Conservation Policy, Climate Change, Water Conservation, Management of Hazardous material, Solid Waste, E-Waste, Biodiversity Conservation, Energy Conservation and Environmental Initiatives.

Following organizations has won this year's Civic Awards:

CATEGORY - SOCIAL DEVELOPMENT

Sterlite Technologies Limited



IDBI Federal Insurance Co. Ltd.

(Special Recognition - Sports Development initiatives for Youth)



Portescap India Private Limited

(Special Recognition - Virtual Classrooms in Schools & Promoting Women workforce)



Panel of Judges for Civic Awards & Good Corporate Citizen Awards this year:

1. **Mr. Amol Tope,**
Managing Director,
Succeed Safe
2. **Ms. Foram Nagori,**
Corporate Director - CSR,
Indian Hotels Company Limited

CATEGORY - SUSTAINABLE ENVIRONMENTAL INITIATIVE

**Godrej Agrovet Limited,
Oil Palm Division**



DCB Bank Ltd.
(Special Recognition - Water conservation & Biodiversity Initiatives)



Tata Consultancy Services Ltd., Kochi
(Special Recognition - Biodiversity Practices & Eco-friendly Campus)



Mahindra Holidays and Resorts India Ltd.
(Special Recognition - Conservation of natural resources & Waste Management)



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Good Corporate Citizen Awards



The Bombay Chamber of Commerce & Industry instituted the Good Corporate Citizen Award in 1994 to recognize and honour conspicuous achievement by corporate's in terms of service to the civic community in addition to outstanding operational performance. The Bombay Chamber believes that industry has a major role to play in the betterment of society by making a positive contribution to the community.

The parameters for evaluation are business performance, performance in industrial relations, environment, safety and occupational health, employee welfare, ethics and customer

satisfaction, and social investment/CSR.

Following organizations has won the Good Corporate Citizens Awards this year: **Hindustan Unilever Ltd.**

The Awards were presented to the respective recipient's at the 184th Foundation Day Celebrations of the Chamber at the Ball Room, Hotel Vivanta by Taj President on October 24, 2019.

Taking into consideration of the good work done by other organizations, participation Certificates were awarded to all those organizations, who have submitted their applications.

Workplace Safety Awards 2019

Organizations across the globe are currently witnessing a radical shift in the workplace Health, Safety and Environment (HSE) aspects. These aspects are becoming an integral part of the business operations and the overall value system of the organization. The progressive organizations are now transcending the compliance boundaries and focusing providing robust health and safety management systems, equipment and people centric processes.

Current Indian legislation governs HSE aspects of manufacturing sites very well. However, the legislation for offices and other institutional workplaces is still evolving. The typical presence of top management at office locations is an opportunity to demonstrate organizations support to workplace safety.

By announcing the second and 2019 edition of its Workplace Safety Awards program, Bombay Chamber wishes to acknowledge, recognize and felicitate organisations which go above and beyond to 'Creating safe and sustainable workplaces' at their non-manufacturing sites. All kinds of workplaces including but not limited to offices, BFSI sector organizations hospitals, hotels and service/ infrastructure projects were invited to apply.

Workplace Safety Awards 2019 of Sustainability Committee

In the Second year of the Workplace Safety Awards, a team of Sustainability Committee members formed the advisory group for Workplace Safety Awards. The project members included, Mahesh Chandak from Monsanto, Ms. Tejaswini Raval, Principal Consultant and Sreemoyee Bhattacharya, Senior Marketing & Communications Manager ERM and project coordinator Ms. Usha Maheshwari, Additional Director and Ms. Aneeha Neeraja Rajan, Assistant Manager from Bombay Chamber. The core team reviewed the previous year documents and processes. The team finalised 6 pillars of Office Safety.

1. **Management Commitment...** because responsibility for safety starts at the top level
2. **Infrastructure....** Safety by design influences behaviour of employees
3. **Resources Conservation...** conserving resources and protecting the environment is the millennial need
4. **Health & wellness ...** healthy & happy workplace means innovative and productive employee

5. **Safety & Emergency Preparedness ...** what if there is an emergency?

6. **Community Outreach....** location for which application for award is submitted.

The 3 levels of scrutiny process were adopted to select the winners of the Award.

1. Desk Scrutiny
2. Short listing by Jury members
3. Presentations by the shortlisted applicants for selection of winners.

The desk scrutiny was done by the Chamber team. The applications were short listed by Mr. Mahesh Chandak, and Mr. Alok Chandra, Vice President- HR & Corporate Sustainability, Rallis India Ltd. The presentation of 14 shortlisted applicants was organised on Sept. 20, 2019.

Jury Members for Selection of Winners and Awardees

1. Mr. Alok Chandra, Vice President - HR & Corporate Sustainability, Rallis India Ltd.
2. Mr. Dr. Rajan Sharma, Vice President & Head Corporate EHS Glenmark Pharmaceuticals Ltd.
3. Mr. Mahesh Chandak, Head HSE- South Asia & HSE Business Partner for Crop Science - APAC. Bayer Group of Companies.
4. Ms. Tejaswini Raval, Principal Consultant, ERM
5. Ms. Shraddha Haldankar, Godrej Interio.

No. of Applications received

- The applications were received in 3 categories based on no. of employees.
 1. Below 100, 2. 100-500 3. More than 500
- The applications including projects and institutions were shortlisted to make presentations.

Presentations made were of very high standard. In addition to assessment by Jury members online voting was conducted for rating these presentations by the applicants present on 20th September and their score was also taken into account while finalising the winners of workplace safety awards.

Godrej Interio supported the session and awards as sponsors. Environmental Resources Management (ERM) supported as Knowledge Partner. ERM documented best practices on Workplace Safety.

CATEGORY - PROJECTS AND INSTITUTES



Pillai HOC College of Engineering and Technology - First Place

BEST PRACTICES IN ERGONOMICS



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CATEGORY - 100-500 EMPLOYEES



United States Pharmacopeia India Pvt Ltd - First Place



Sodexo Food Solutions India Pvt Ltd - Second Place



TATA AIG General Insurance Co Ltd - Third Place

CATEGORY - 500 AND ABOVE EMPLOYEES



ANZ Support Services India Pvt Ltd - Bengaluru - First Place



Siemens Industry Software (India) Private Limited, Pune - Second Place



Johnson and Johnson Pvt Ltd. - Third Place

SPECIAL RECOGNITION



International Cargo Terminal Private Limited (Special Recognition - Energy Conservation Efforts by a SME)



Hindustan Petroleum Corporation Ltd. Ballard Estate, Mumbai (Special Recognition - Unique Emergency Preparedness Infrastructure)



TATA Consultancy Services Ltd. (Special Recognition - Employee Transport Solution)



Release of Booklet Water - The Biggest Business Risk for India, Inc.

To think life without water is not only unimaginable but also frightening! Basic necessities of human existence food, fabric and shelter are not possible without water. No water - No Life! Scriptures of all religions, without exception, have emphasized the importance of water to life. All great thinkers of the world have preached the conservation of water. Mahatma Gandhi said, "Don't Use Money like Water but Use Water like Money" It is high time to apply our minds to think about ways and means to save such an importance resource like "WATER"

This document highlights the current water scenario around the globe and in India, the factors affecting the water scarcity / stress,

impacts and actions to be taken to ensure availability and sustainable management of water and sanitation for all as per the SDG6. There is enough evidence to show that the awareness about water on the part of the common man has increased considerably but still remains to be done. "Knowledge Comes but Wisdom Lingers". It is good to think globally but very necessary to act locally. People appear to be aware but do not appreciate the fact that every action; however trifling, to save water contributes to global campaign. The present document gives innovative suggestions and actions taken about such small but important issues.

To view and download copy click - <http://bit.ly/2NKSzWH>

Release of Publications

by Sustainability Committee of Bombay Chamber



The first Look Book of Bombay Chamber on Workplace Safety. The Look Book contains highlights of the Workplace Safety Awards 2019 and snapshot of the awards presented to the winners. Download - <http://bit.ly/2XfiobC>



Released E-Compendium to capture thought leadership insights and workplace safety best practices distilled from the award applications 2019. The booklet is titled as The New Normal of Workplace Safety, Health and Environment. Download <http://bit.ly/377StXU>

Young Bombay Forum: Shadow the Leader Program Supported Nanhi Kali Project for Education of Girl Child



Young Bombay Forum (YBF), a youth wing and a think – tank of young leaders at the Bombay Chamber of Commerce & Industry. The Shadow the Leader program is an innovative and unique flagship Program of YBF; offers learning opportunities to aspiring leaders to spend time with the accomplished Leaders from the industry. YBF has successfully completed five seasons of this program with inspiring leaders – details of which can be seen on www.shadowtheleader.com.

The part of the program funds collected is donated for education of under privileged children. Accordingly, YBF presented the cheque of Rs. 2.00 lacs (Two lakhs only) to the Nanhi Kali Project as a donation to support girl child's Education as one of the objectives of Shadow the Leader program. The Cheque was presented by Mr. Ashith Kampani Chairman of Young Bombay Forum & Cosmic Mandala 15 Securities Pvt. Ltd. & Co-Chairman Mr. Amit Sarda, MD, Soulflower.

Ms. Usha Maheshwari, Additional Director, Bombay Chamber to Ms. Sheetal Mehta, Trustee and Executive Director, KC Mahindra Education Trust received the cheque.

More about Shadow the Leader program.

Shadow the Leader has had successful 5 innings since its launch in 2015...

- 5 Sensational seasons...now entering the 6th with participation from a wide range of leaders and shadow
- 68+ day long sessions : Conducted in several locations
- 36 unique Leaders : From varied industries
- 58 unique Shadows : Corporate employees & entrepreneurs from 23-54 + years, with turnovers between Rs. 10 cr – 5,000 cr.
- 12+ NGO's supported : Part of the program funds donated for Education of under privileged children



Release of Coffee Table Book - Mumbai of my Dreams

Illustrations by School Children

Drawing is an important outlet for children to communicate their feelings. The Bombay Chamber of Commerce & Industry conducted a Drawing Competition among four Municipal Schools in South Mumbai in October, 2019. The theme of this competition was "Mumbai of my Dreams". Sixty four students from four different schools participated in this competition.

While all drawings were equally impressive, contents of some drawings were more relevant in the current scenario compared to others and Chamber decided to publish them in this Coffee Table Book with the hope that broader community will find them insightful and thought provoking. More specifically, it is one attempt to classify all contents into three broad categories, i.e, Environment, Infrastructure and Development, 69% of students wanted to live in Mumbai with better Environment, 19% dreamed about better Infrastructure of the city and 5% wanted to live in more socially developed city.

Clearly, given the preference, majority of participating student's dream of Mumbai with more trees, less population, more solar cars, less fuel consumption and a pollution free city as they are concerned about current environmental issues. Some others are concerned about Infrastructure and want to see Mumbai with more playgrounds, gardens, parks, zoos, housing for all, modern road, no water scarcity and most importantly they dream of Mumbai as a digital city. Lastly, some

are concerned about development issues and they want to see their city in a better position as far as issues like employment, universal literacy and poverty are concerned.

The idea of this Coffee Table Book and the theme "Mumbai of my Dreams" has been conceived by Shri V. S. Parthasarathy, President, Bombay Chamber. The Chamber would like to thank him for his critical inputs and also to Team Mahindra for their administrative support in executing this project.

Chamber would also like to thank Principals of Colaba Municipal Secondary High School, Dr. Babasaheb Ambedkar Municipal Secondary School, G. K. Marg Municipal Hindi School and N.M. Joshi Municipal Secondary School for their support and cooperation and Mr. Avaan Vakharia, Ms. Beena Yargog, Ms. Jaya Prasad and Ms. Ekta Shah for their support and cooperation in materializing the effort.

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This publication would have served its purpose if it encourages us to help Mumbai to become "Mumbai of My Dreams".

Workshop on Interviewing Skills

17th September, 2019

Workshop on Interviewing Skills for Recruiters, Line Managers & HR Professionals was held under the aegis of HRM Committee of Bombay Chamber.

This workshop was facilitated by dynamic Ms. Payal Gupta, who has an Expertise in Organization Development and Change Management and thought leader in the area of Organization Development and Family Business Leadership Planning. She is an MBA in HR, Certified Behavioural Event Interview Facilitator, Entrepreneur Development Certificate - Indian School of Business (ISB), Masters English Literature.

The workshop was focused on How Effective interviewing skills are important for hiring managers in any size business, but particularly in small businesses since the working relationships can be closer and more cohesive than in large organizations. Therefore, it's crucial for hiring managers to develop interviewing skills that lead to wise hiring decisions.

The main objective of the workshop were;

- To understand the difference between Traditional interviews and Structured interviews

- Learn the Competency Based Interview framework
- To begin conducting, giving and observing interviews
- What makes an interview effective and not

During the workshop the facilitator spoke about how Behavioral interviewing is widely used mode of job interviewing in progressive organizations. The approach is based on the belief that past performance is the best predictor of future behavior. In fact, behavioral interviewing is said to be 55 percent predictive of future on-the-job behavior, while traditional interviewing is only 10 percent predictive.

The workshop was concluded with following outcome;

- Increased reliability of the interviewing process
- Enhanced ability to manage interviewee behaviour
- Improved transition of employees to the new to role
- Reduce the 90 day break-ups of new employees



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Session on Workplace Safety Best Practices

20th September, 2019

Bombay Chamber of Commerce & Industry had organized an Interactive Session on Workplace Safety Best Practices. The presentations of the best practices of Workplace Safety Award 2019 Applicants presented their best practices. The expert jury members shared their inputs during the presentations. 50 delegates participated from 24 organizations. The event was sponsored by Godrej Interio and supported by ERM as knowledge partner. The discussion and documentation of best practices was the outcome of Workplace Safety Awards 2019. The New Normal Of Workplace Safety, Health And Environment Compendium and Look-book on Bombay Chamber's Workplace Safety Awards 2019 was released on 184th Foundation Day Celebration function.

Workplace Safety key areas of best practices presented during the day is described in brief.

Management Commitment - EHS policy deployment plan, methods of communication of Safety Rules, safety inspection and its frequency, facility management, safety committee and its members, methods of reporting EHS incidents, appreciation policy to recognize employees for inculcating safety practices or incident reporting, certification of office (for BS OHSAS 18001: 2007, ISO) etc.

Safe Infrastructure - Office location based risks (flooding, natural/manmade calamities, structural stability), details of onsite emergency preparedness plan, preventive maintenance plan, energy meter, water meter, AC systems, facility of physically challenged, basement usage, CCTV, office security details, back-up power supply etc.

Resource Conservation - Source of water, rainwater harvesting systems, STP, recycling

of treated wastewater, source of energy, energy conservation methods, air quality monitoring, paper disposal, segregation of waste, disposal of waste (hazardous, biomedical, e-waste, municipal waste, office energy consumption etc.)

Health & Wellness - Wellness program details, workstation (ergonomic) design, health check up, vaccination program, awareness program on health and food, facilities for work-life balance (work from home, flexi working hours, maternity leave, paternity leaves, crèche facility, medical centre, availability of doctor, recreation centre, indoor air quality assessment etc.).

Safety & Emergency Preparedness - Emergency exits, emergency evacuation route, fire alarm system, conducting mock drills, tie up with medical facility, first aid kit, AED (Automatic External Defibrillator), office structure equipped for wheelchair and stretcher, high risk activities (confined space entry, work on heights, electrical lockout) etc.

Community Initiatives - Initiatives taken up by the particular company location like training programs, green initiatives, employee engagement initiatives towards safety and wellness, CSR activities involving employees etc.

Jury Members for final Selection of Awardees
Mr. Alok Chandra, Vice President - HR & Corporate Sustainability, Rallis India Ltd., Dr. Rajan Sharma, Vice President & Head Corporate EHS Glenmark Pharmaceuticals Ltd., Mr. Mahesh Chandak, Head HSE-South Asia & HSE Business Partner for Crop Science - APAC. Bayer Group of Companies., Ms. Tejaswini Raval, Principal Consultant, ERM & Ms. Shraddha Haldankar, Associate Chief Manager, Godrej Interio.



Course on

User Experience and its Importance to your Business

24th September, 2019

Under the Information & Communication Technology Committee, Bombay Chamber of Commerce and Industry organized a Course on User Experience (UX) and its importance to your business.

On behalf of Bombay Chamber, Ms. Revati welcomed Mr. Anil Keswani, Speaker and the participants.

Anil talked about the User Experience, its importance, the step by step processes i.e.; User Research, Prototyping, Usability Testing, Verification & Visual Designs.

He further enlightened the participants on the Implementation, Testing and Analytics and its improvement.

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

Seminar on FEMA

25th September, 2019

Under the International Trade and Commerce Committee, Bombay Chamber of Commerce and Industry organised a Seminar on FEMA.

On behalf of Bombay Chamber, Ms. Revati welcomed Mr. Ajit Shah, Speaker and the participants.

Mr. Shah talked about the submission of export documents through Bank Time limit and procedures, Delay in Forex Realization-

its implications, The write off provisions, The e-BRC, The shipment to Iran and related problems, and the other provisions.

He further enlightened the participants on Compliance by Importer, Software Import, Master direction on Import, The EEFC Account, The EDPMS and IDPMS- present problems of exporters.

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





Workshop on Mindfulness & Emotional Intelligence for Leaders

25th September, 2019

The Young Bombay Forum (YBF), a youth wing of the Bombay Chamber organized a Workshop on Mindfulness & Emotional Intelligence. Ms. Usha Maheshwari, Additional Director of Bombay Chamber welcomed the speaker and delegates.

Mr. Manish Behl, Mindfulness Coach, founder of Beyondmind was the faculty for the workshop. He is a popular speaker, writer at various India and global events. Mr. Manish is an acclaimed expert in fostering wisdom based Mindful leadership through Emotional Intelligence and Neuroscience.

The objective of the workshop was to learn how to use Neuroscience based Mindfulness and Emotional Intelligence (EI) to create better personal and professional performance, manage relationships and well-being. We generally think of mindfulness as an idea that has been around for thousands of years, originally emerging out of Buddhist traditions.

Mr. Manish explained the concept of Neuroscience, Mindfulness and Emotional Intelligence. The University of California research indicates that only 7% of Leadership success is attributable to intellect. 93% of success comes from trust, integrity, authenticity, honesty, creativity, presence & resilience.

Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also. Emotional intelligence is a very important skill in leadership. It is said to have five main elements such as self-awareness, self-regulation, motivation, empathy, and social skills.

As per Salovey & Mayer, 1990, Emotional Intelligence is a type of social Intelligence that

involves the "Person's ability to monitor one's own & others feelings & emotions to discriminate among them & to use this information to guide one's thinking & actions". Daniel Goleman is Working with Emotional Intelligence model. According to him Emotional Intelligence is "Knowing one's internal states, preferences, resources & intuitions.

Mr. Manish used various exercises with the delegates to make them understand the concept of Emotional Intelligence to find their own Emotional traits.

The underlying physiology of mindfulness, you begin to see that any discussion about human change, learning, education, even politics and social issues, ends up being about mindfulness. Mindfulness isn't difficult: the hard part is remembering to do it. So practicing mindfulness is important, as you're more likely to then remember to do it. You can practice mindfulness while you are eating, walking, talking, doing just about anything. The more mindful you become, the better decisions you will make, and the more you will achieve your own goals, rather than other people's goals for you.

The human brain is a social organ. Its physiological and neurological reactions are directly and profoundly shaped by social interaction. Most people who work in companies learn to rationalize or temper their reactions; but they also limit employees' commitment and engagement. They become purely transactional, reluctant to give more of themselves to the company.

Overall the entire workshop was very innovative, informative, useful as well as interactive. The workshop received an overwhelming response from the delegates.

Study Visit to JNPT

25th September & 11th October, 2019



Bombay Chamber of Commerce & Industry organised a Delegation Visit to Jawaharlal Nehru Port Trust, specifically for Exporters, Importers, Shipping and Logistics Professionals.

The objective of the visit was to facilitate interaction between participants and JNPT and also seek real time assistance from senior officials. Participants were driven to the JNPT premises and were given an exclusive tour of the port facilities preceded by a presentation by JNPT. The presentation talked about the role of JNPT in facilitating exports, future expansion plans, new port technology and customer friendly port procedures, amongst others.

There was also discussion on the functions of the port such as terminal operations, vessel operations, Inland Container Depot,

yard operations and so on. Participants were also briefed about the benefits of Direct Port Delivery (DPD) at JNPT and how it can be availed.

During the Q&A round, participants were able to raise issues faced by them, and provide suggestions directly to higher authorities of JNPT. Participants were later taken into the port premises leading to the berthing area and reefer yards to give an insight into the working of the port.

The event was well attended by senior management executives across a wide spectrum of industries. In all, the study visit was informative as participants could explore solutions for improving efficiency of linkages to and from the port and it proved to be a hit amongst the 40 and 37 participants respectively who attended the port visit.



Session on

Integrated Cities and Industrial Clusters Business Enabling Ecosystems for Make in India

26th September, 2019

Bombay Chamber of Commerce & Industry jointly with Mahindra World City organized an Interactive Session on Integrated Cities and Industrial Cluster - Business Enabling Ecosystems for Make in India. Ms. Usha Maheshwari welcomed delegates and gave brief about Bombay Chamber.

Mr. Sanjay Srivastava, Head of Integrated Cities & Industrial Clusters (IC&IC), Mahindra Real Estate Sector shared its experience of their FOUR industrial parks across India. This session threw some light on the Integrated Cities & Industrial Parks creating enabling business eco-systems for both manufacturing & services companies. Mr. Srivastava stated that India is one of the world's fastest growing large economies. This growth is expected to continue and even pick up as the pro-business and FDI focused Indian administration begins its second term of five years. The current slowdown is temporary in nature as the fundamentals of Indian economy remains strong. The current geopolitical landscape also has companies looking for alternatives to diversify their footprint from one location to another and also within India. These companies when moving into India or are expanding within the country are looking for quality industrial infrastructure, services and standards.

Further he stated that Industrial corridors present numerous advantages as investment destinations for driving investments across industrial, physical, urban and social infrastructure. Further he spoke on performance of manufacturing sector such as Automobiles and Auto Components, Electrical Machinery etc. He also spoke about Sector-

wise growth rates and target strategy.

He shared details of Mahindra Life space and Mahindra World City, Chennai, Jaipur and Ahmedabad. He spoke about project highlights, its advantages and their customers and spoke on value proposition such as

- Expertise in developing and managing integrated cities and industrial Parks, ease of doing business
- Hassle free transactions by ensuring requisite state government support, faster approvals, single window clearances; leveraging their expertise in developing and managing integrated Cities & Industrial clusters
- High quality robust infrastructure that significantly reduces customer's go to market time by providing clean land titles, plug-n-play infrastructure and built to suit solutions
- Ecosystem of world class companies along with skill development centers & other business support services (access to banks, food court, hostels, etc.)
- These integrated business cities comprise self-sustaining ecosystems that nurtures Livelihood, Living and life
- Well maintained and efficient park operations built and operated on principles of sustainability

The delegates were enlightened with the information on industrial corridor and industrial cluster. The queries of the delegates were satisfactorily answered by the speaker. At the end Ms. Usha Maheshwari delivered vote of thanks to all delegates and speakers.

Workshop on Compensation & Benefit (C&B)

26th & 27th September, 2019

Under the aegis of HRM Committee a 2 day Workshop on Compensation & Benefit (C&B) was held. Looking at the overwhelming response for this workshop in the month of August it was required to repeat it in the month of September. Ms. Sheena Rajan, Founder & Partner, Aanvikshiki HR Solutions facilitated the workshop once again.

Ms. Rajan commenced the workshop by stating that a compensation system is the sum total of all monetary and non-monetary benefits provided to employees in exchange for their willingness to work. She spoke about the objectives of good compensation management, types of compensation, creating benefit systems and compensation challenges. Various laws for HR Manad. Ms. Rajan also covered rewarding critical roles and hot skills, different types of variable pay programs during the workshop.

The speaker defined and explained performance parameters, measuring performance, basic guidelines for rewarding, typical reward models, linking rewards to performance, pay for performance, integrating total rewards with job and market and performance. Lastly Ms. Rajan dealt with communication of reward

programs, changing approach to reward communications, steps in effective reward communication, implementation guidelines for reward programs in organizations and applicable compliances in Indian Payroll System were discussed. According to her the reward philosophy is that people should feel good and organisation should benefit. A good reward and recognition system is a “pulling” strategy. She discussed about the impact of globalization on compensation and benefit, beneficial and negative effects of globalization on Indian industry.

Sheena spoke about the aspects of job evaluation, quantitative and qualitative job evaluation approach. After the evolution of trade there was evolution of compensation structures too. The compensation system changed from traditional to modern. The speaker explained thoroughly about various components of compensation structure and types of employee rewards. A sample of CTC calculation was given to the participants as an exercise. Further variable pays, its types of (STI, MTI, LTI), trends in variable pays, designing and steps in introducing variable pays were discussed.





Strategy Meet

27th & 28th September, 2019

Bombay Chamber of Commerce and Industry held a two day Strategy meet on 27th & 28th September at Mahindra Office at Gateway Building and Mahindra Towers, Worli respectively.

The meeting was attended by Mr. V S Parthasarathy, President and Mr. Sudhir Kapadia, Vice President, Mr. Anil Radhakrishnan, Mr. Apurva Diwanji, Ms. Pinky Mehta, Mr. Sunil Mathur, Mr. Uday Khanna, Mr. Ashok Barat, Mr. Ranjit Shahani, Mr. Amit Sarda, Mr. Ashith Kampani, Mr. Bharat Vasani, Mr. Joel Akilan, Dr. Meena Galliara, Mr. Rajan Raje, Mr. Hemant Tawde, Ms. Rajeshree Sabnavis, Dr. Sachchidanand Shukla, Dr. Vinod

Chopra, Mr. Vijay Srirangan and secretariat officers.

Mr. Soumya Kanti Ghosh, Group Chief Economic Advisor, State Bank of India, addressed the members on Current Economic Situation: Challenges and Opportunities.

Key Mission elements namely, (1) Sustainable Change, (2) Ease of Doing Business, (3) Fempower and (4) Mumbai 4.0 were discussed; groups were formed for each of the Mission elements. Members of the teams discussed on the same and presented an identified set of plans for the coming months. It was decided to take the same to the next level of discussions at our Board meetings.

WATER PROOFING
SYSTEMS

TILE, PAVER &
BLOCK FIXING SOLUTION

STONE, MARBLE &
GRANITE AIDS

REPAIR AND
BONDING AGENTS

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Workshop on Shop Floor Leadership

3rd October, 2019

Shop floor management requires effective leadership. Effective shop floor leadership results in improved staff motivation and sustained success. To ensure that production floor supervisors are well-equipped for this task, a Workshop on Shop Floor Leadership was conducted.

The application of various techniques and tools ensures a smooth transitional journey from a manager to the leader. This step is crucial in any career. It is the beginning of the journey of a leader, who must be equipped with the required qualities and necessary skills to utilize this opportunity.

To prepare them for appropriately utilizing such opportunities, the Education and Skill Development Committee of the Bombay Chamber of Commerce & Industry organized this workshop. The workshop was conducted by Mrs. Archana Shastry, who is a Behavioral Facilitator and Transformational Coach, with 21 years of corporate experience.

The workshop started with a welcome note and a brief introduction of the speaker. The program includes a high-impact custom learning module for production floor supervisors. This one-day program aimed to impart knowledge on the skills to manage the daily work of their teams by using Daily Management System. This system enables leaders to effectively lead their teams with effective communication methods for daily problem solving. By incorporating our In the Know methodology, this unique program is even more effective at developing the manufacturing leadership team. The workshop incorporated In the Know training philosophy and methodology. Mrs. Shastry discussed different topics, such as managing myself

and others' and 'increasing productivity'. The participants learned to identify shop floor problems and production process failures encountered because of a lack of interpersonal skills. They were provided a corrective action plan tool to effectively communicate with their team and develop techniques to motivate their employees. This program incorporated different aspects, including effective rapport building, feedback, and conflict management.

In the first half of the program, participants identified their leadership style and traits on the shop floor. They identified the challenges encountered with their styles and discovering strategies to overcome these challenges. The participants shared their experiences and expertise, thus making the discussions vibrant. Furthermore, discussion included aspects, such as walking the talk and the necessity of an executive presence. During the second half of the program, the speakers discussed the thorough management. The discussion included approaches for forming an effective team and utilizing in the resources from the team members, with an emphasis on trust building exercises.

The entertaining empirical interactions helped participants in defining the difference between energy and enthusiasm and its importance on the shop floor. Conflict resolution and effective leadership was introduced in the discussion, and all participants showed a keen interest in self-development. The primary understating imparted was that employees and skill leaders adopt different roles and contribute to efficient day-to-day functioning.

All participants shared an action plan and successful implementation of the skills in their job role. The program ended with a positive note and a vote of thanks.





Workshop on

Technology Inclusion for CSR

4th October, 2019

The CSR Committee of the Bombay Chamber organised a Workshop on Technology Inclusion for CSR. Ms. Usha Maheshwari, Additional Director, Bombay Chamber welcomed speakers and delegates. She briefed everyone about the Chamber.

Dr. Meena Galliara, Director, Jasani Center for Social Entrepreneurship & Sustainability Management, NMIMS delivered inaugural address and gave brief about CSR Committee's activities. Mr. Chaitanya Kalia, Partner, Advisory Services, Ernst & Young Associates LLP presented the theme of the workshop.

Mr. Vinod Kulkarni, Head CSR, TATA Motors presented an overview of CSR activities of Tata Motors and digital platform. The themes of the portal are program management, education platforms, integrated employability, and health care. They use mobile app for malnutrition app, vidyadhanam guru and offline MMV Training. The dashboard analytics, DRAG tool, custom dashboard, one click director dashboard helps in tracking CSR of the organization. He shared the challenges faced in using digital tools.

Mr. Nitin Naik, Founder, Synergy Connect, it is a social enterprise platform. This platform is an ERP solution for social transformation. It assists corporate in grant/CSR fund management; it gives real-time project reporting from the field. It is a tool for project management and facilitates NGO management.

Mr. Pratyush Pandya, Vice President - Corporate Citizenship, ACC Ltd. spoke about monitoring & evaluation framework at ACC Trust. He explained tools and indicators for of Monitoring & Evaluation. Further spoke about the use of digital platform

in customized/tailor-made data collection, an IT-based solutions that will help to digitize processes and also help to measure social impact. It helps in process mapping, milestone monitoring, real time data collection, report generation, activities and budget co-reference. It can be design according to business plan of each location, and helps in assessing program progress.

Mr. Najid Narmawala, Manager - Climate Change & Sustainability Services, Ernst & Young Associates LLP spoke about Digital Analytics & Dash Boards and Visualization in CSR. He presented an overview of the changing spectrum of CSR in India. He spoke about the evolution of data analytics, what is data, types of data etc. He stated that data analytics is required in any situation where the result is not known, results needs to be predicted, results not meeting the requirements & needs improvements, etc. Further he explained that Data Visualization helps people understand the significance of data by placing it in visual context. He stated that patterns, trends and correlations that might go undetected in text based data can be exposed and recognized easier with data visualization software.

Ms. Hemangi Patil, Assistant Vice President - Corporate Social Responsibility, IndusInd Bank presented case study where she explained how digital platform helps IndusInd Bank to monitor their CSR activities.

At the end Ms. Usha Maheshwari delivered the vote of thanks. The workshop was very interactive as the participants got the opportunity to share their practices and clarify the issues and understand from the cases presented during the day.



Site Visit

CSR Initiative of Siemens Ltd. at Mokhada

11th October, 2019

CSR Committee of Bombay Chamber organized a Site Visit to 'Project Asha' of Siemens India Ltd. at Mokhada, Maharashtra to view and learn from the Project accomplishments. Siemens delivers sustainable social impact through initiatives on health, education, livelihood and self governance that focus on improving living conditions. The initiatives are implemented in partnership with community, not-for-profit organizations, local bodies, government and companies and leverage Siemens competencies and solutions.

Project 'Asha' showcases a sustainable approach to integrated rural community development with the use of technology. The project focuses on enhancing the living conditions of people. The Project implemented in 47 villages in Mokhada block, Palghar district. Project visited are -

Ashram School Jigyasa Project at Karegaon village - Siemens and TATA Strive developed this concept of Pedagogical change. The focus was to promote activity based learning using STEM kits. Along with implementing partner Arohan provided access to digital learning in 10 tribal schools. They emphasized on capacity building of students and teachers.

Primary Health Centre (PHC) at Khodala village - Siemens upgraded & strengthened the facilities at PHC and rural hospitals. They also build capacity of Asha workers by providing them training and kits. This resulted in 0.2 million women to access quality maternal healthcare. The project achievement is 100% reduction in Infant Mortality Rate (IMR) and Maternal Mortality Rate (MMR) cases in Mokhada.

Vegetable Plot at Botoshi village - Farmers got guidance on different types of crops and to construct a structure for cultivation of different crops. This helped 20-25 farmers

who come together for cultivation through advised methodology are now able to sell their produce of vegetables in main market. Through this livelihood intervention, 500+ farmers are benefited directly and have been able to improve the produce quality and quantity. The project impact is increased income of farmers by 55% and decreased migration by 35%.

Check Dam at Botoshi - The project contributed by making 110 million liters of water available for consumption for household purposes and irrigation through watershed activities. This changed lives of women and in agriculture patterns.

Solar Lift irrigation for Agriculture, filter unit & Solar Lifting unit for drinking water purpose and Well

- Project is generating 805 KWH clean energy through solar pumping solutions for irrigation.
- 100% people have access to clean drinking water, power for irrigation in 47 villages.
- 75% reduction in water borne diseases

Interaction with Villagers- Villagers shared their experiences with the group about the 'ProjectAsha'. They shared that due to intervention on Siemens and Arohan panchayats are more aware of governance and social security schemes. Also due to SHGs and training women are now empowered and also take benefits of different Government Schemes. Villagers also put up small stalls to display and sell their product to the group.

At the end of the visit Ms. Usha Maheshwari, Additional Director delivered the vote of thanks to all villagers, Arohan Team and Siemens team. The feedback from delegates was very encouraging and useful visit.



Conference on Globalization at Crossroads

11th & 12th October, 2019

Banking, Finance and Economic Affairs Committee of Bombay Chamber of Commerce and Industry in association with National Institute of Securities Markets (NISM), Finance Academy of Mahindra Leadership University (FA-MLU), Centre for Economic Policy analysis & Research (CEPAR), Department of Economics, K.J Somaiya Institute of Management Studies and Research (SIMSR) conducted 6th Annual International Conference on 'Globalization at Crossroads'.

The objective of this Conference was to deliberate on financial, macroeconomic, regulatory, policies that have significant influence on Globalisation during its second generation and beyond. Short-listed research papers were presented at the Conference.

The first day of the Conference was held at KJ SIMSR Campus and second day at the Mahindra Towers, Worli, Mumbai.

The major attraction of the first day was a keynote address by Dr. Usha Nair-Reichert, School of Economics, Georgia Institute of Technology, Atlanta, USA on Networks in International Trade.

Professor SNV Siva Kumar, Professor & ACP Department of Economics, SIMSR presented the Welcome address and set the context for the Conference.

Inaugural address was delivered by Shri. Vijay Srirangan, Director-General, the Bombay Chamber of Commerce & Industry (BCCI), Mumbai.

Expert talk on the topic of Modeling Credit Risk was delivered by Prof. Sandeep Juneja, Professor and Dean, School of Technology and Computer

Science, Tata Institute of Fundamental Research, Mumbai.

Dr. V.R. Narasimhan, Dean, School of Corporate Governance and School of Regulatory Studies, National Institute of Securities Markets, Mumbai shared his experiences on the topic of Common Governance Dilemmas.

The research paper presentations were held in the second half of the Conference on Day 1.

The participants for the programme were mix of academicians, researchers, faculty members, market participants, students, etc. The programme was concluded with Vote of Thanks by Dr. Shaila Srivatsava.

The second day of the program began with the expert talk on the theme of Cyber Security Awareness and Risks delivered by NMD Shenoy, Founder & CMD, Best Fit Solutions, Mumbai.

The major attraction of the second day was a talk by Dr. Brinda Jagirdar, Economist and Independent Director on the theme of towards \$5Trillion Economy: Way Forward. She spoke about current macroeconomic conditions, challenges and prospects of Indian economy in the years ahead. She also spoke on monetary policy and inflation targeting, global factors as well as prospects and challenges of various sectors of Indian Economy.

Expert talk on the theme of Corporate Perspective on Globalization was given by Mr. Sriram Ramachandran, SVP, Investor Relations Corporate Finance & Chairman FA-MLU, M&M.

The Valedictory address was delivered by Mr. Govind Shankaranarayanan, Vice Chairman, ECube Investment Advisors Ltd.



Session on Venture Investing Masterclass Who? What? When? How?

15th October, 2019



In recent times India has emerged as one of the leaders in global start-up market. This has opened a new avenue for participative growth. Investors now have an option to invest early-on in these ventures and grow with the success of the company. Such investing has already generated significant amount of wealth for investors who invested early, in many well-known startups of today. However, venture investing is different from conventional investing.

In our endeavor to help them achieve this, Bombay Chamber organized Half day Session on Venture Investing Masterclass under Private Equity, Venture Capital & Capital Market Committee.

Session was conducted by Mr. Manish Kumar who is VC turned entrepreneur who set up GREX to make venture grade investing accessible to a much wider range of investors.

He is also a FinTech leader and co-founder of another investment platform RealX that allows people to co-own fractional ownership in real estate. He is also an International Speaker and thought leader. He writes frequently and is often quoted by media.

He covered topics such as what is a Startup Venture?, Understanding Company Valuation, Instruments of Investment and overview of Legal Aspects of Investing. Later, Representative from Yoryo and Food Coworks made their presentation. It helped participants to develop an understanding of various facets of venture investing with practical cases of two live companies.

The workshop received excellent involvement from the participants. The experience sharing, receptiveness and high energy levels of the participants made the workshop a great success with fantastic feedback.



Course on Water Security Solutions for Business

18th October, 2019

Sustainability Committee of Bombay Chamber organized Course on Water Security Solutions for Business. Usha Maheshwari, Additional Director, Bombay Chamber welcomed the speakers and delegates.

Dr. Pradeep Panigrahi, DGM - Corporate Sustainability, M & M delivered the introductory address and briefed about the course. This is a platform for collaboration, discussion of the issues and solution for water security.

Ms. Swapna Patil, Manager- Water, WBCSD, explained seven-step water toolbox for business as well as India water tool which is an open-access web application developed by businesses and key partners in India to assess water risks and plan solutions for better water management. She stated that the India Water Tool is a unique example of responsible data-use and demonstrates industry-leadership in the critical area of Water.

Mr. Aniket Jalgaonkar, Principal Consultant, ERM stated that 21 major cities like Delhi, Bengaluru, Chennai, Hyderabad and others are racing to reach zero groundwater levels by 2020, affecting access for 100 million people. 12% of India's population is already living the 'Day Zero' scenario. He spoke on business concerns for water like water availability, water quality, climate change, social & stakeholder risk, regulatory risk & reputational risk. He also spoke about assessing water risks, Hydro-geology: Science of water resource management: watersheds, groundwater, surface water - availability and vulnerability. He touched upon opportunities and mitigation of issues of Water Security.

Mr. Nitya Shah, Partner - Environmental Resources, ERM spoke about Water Footprint meaning measure of the water used to produce each of the goods and services. He gave an overview of the importance of business water footprint & impacts of water footprint on India. Further spoke on cost of

compliance and non-compliance.

The panel members for the discussion on 'Crop Management and Water security in Agriculture' were Mr. Binoy Menon, Programme Manager, ITC ; Mr. Aniket Jalgaonkar, Dr. Pradeep Panigrahi & Mr. Atin Tyagi, Expert-Sustainability, Climate Change & Water and Energy Management Systems, Jain Irrigation shared their organization case study.

Mr. Sandeep Bhattacharya, India Projects Manager, Climate Bonds Initiative, spoke about green bonds to fund water infrastructure. Further explained pillars of the Green Bond Principles are management and use of proceeds, process of project evaluation and selection and reporting.

Ms. Meghna Rao Pahlajani, State Partnership Coordinator, 2030 WRG spoke on Wastewater Reuse Certificate - An Innovative Trading Platform is in process of approval by GoM.

Mr. Sachin Shah, Vice President - Technology, ION Exchange, shared various technologies for water security, trends and options for business.

Dr. Pradeep Panigrahi and Mr. Atin Tyagi discussed on the issues and way forward.

Pain points	Suggested way forward
Enforcement of the rules	Public pressure to be created
Non Compliant SMEs	Brining SMEs into Mainstream compliance
Absence of mandatory disclosure requirements	Advocacy
Misconception	Under-treatment technology
Problem solving water related discussion forums	Like - LinkedIn Groups

At the end Ms. Usha Maheshwari delivered the vote of thanks. The event was rated by delegates 4 on a scale of 5. The booklet on Water - The Biggest Business Risk for India, Inc was the outcome of the event.



Session on

Terms of Delivery (Incoterms® 2020) & Terms of Payment

17th October, 2019

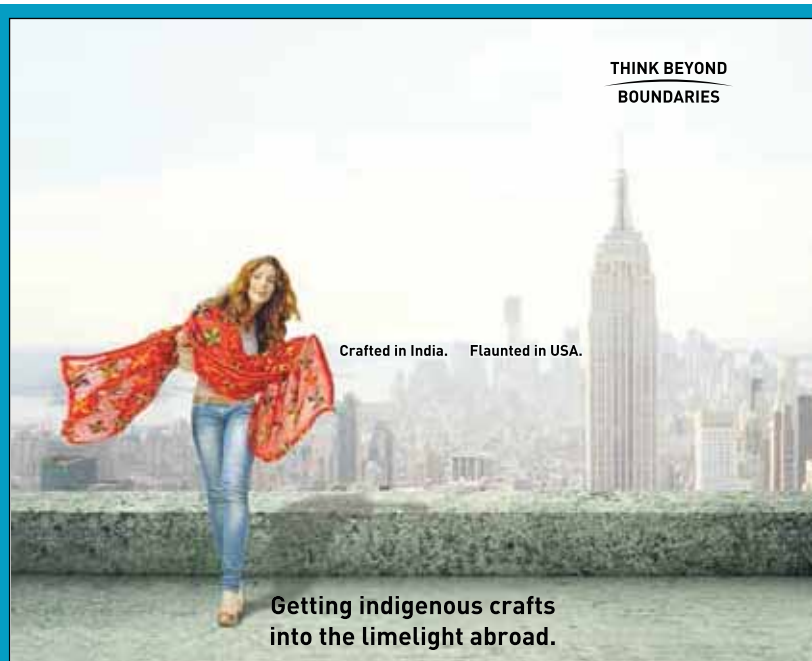
Under the International Trade and Commerce Committee, Bombay Chamber of Commerce and Industry organised a Seminar on Terms of Delivery (Incoterms®2020) & Terms of Payment.

On behalf of Bombay Chamber, Ms. Revati welcomed Mr. Mihir Shah, Speaker and the participants.

Mr. Shah talked on the Overview and History of Incoterms® Rules, Summary of Changes in Incoterms® 2020 Rules, Details on Incoterms® 2020 Rules and Case Studies with Incoterms ® 2020 Rules.

He further enlighten the participants on Type of Payment, Letter of Credit - Important Definitions, Process, Procedure and Problems with LC, The Do's and Don'ts in LC, Legal Policy on Payment realisation and non - receipt of payment(EDPMS/IDPMS).

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



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Round Table Discussion Recent Updates on Mediation in Commercial Dispute

24th October, 2019

Bombay Chamber of Commerce and the Centre for Mediation and Conciliation (CMC), recently organized a 'Round Table Discussion -Recent Updates on Mediation in Commercial Dispute' in Mumbai, on the 184th Foundation Day Celebration of the Bombay Chamber of Commerce and Industry. The two hour discussion analysed various facets of commercial mediation in India and the possibilities of reconditioning and creating awareness around mediation. The discussion witness substantial insights from the participants over topics such as challenges and obstacles in mediation implementation, amount of government regulation in mediation, expectations of corporates to adopt mediation, a dedicated mediation statute, impact of Singapore Convention in the Indian mediation market and so on. Mediation is emerging as an effective dispute resolution mechanism in India, especially after the mandate on Pre-Institution Mediation in Commercial Disputes and also after India being one of the first signatories to the Singapore Convention on Mediation. The discussion facilitated by Mr. Ashok Barat, Mr. Anuroop Omkar, Mr. Vijay Srirangan and Mr. Chakrapani Misra was one of the first of the upcoming series of round table discussions, attended by distinguished Mediators, Corporate Legal Heads, General Counsels, Chartered Accountants, Advocates, CFOs who enriched us with their valuable inputs.

Mr. Anuroop Omkar made a short presentation on the Recent Legal Developments Promoting Mediation where he discussed about the steps towards globalization and localization, the mediation timeline and progress in India and importantly lessons to be learnt from Singapore as a jurisdiction.

Mr. Ashok Barat started off the round table discussion by commenting on the potential of mediation for the corporate including SMEs as a conflict management tool. The discussions carried further on topics such as the recent regulatory changes and initiatives taken by judicial bodies regarding mediation, why is there a hesitation in referring disputes for mediation, whether there is a scope of centralised institute for mediation to streamline recognition and accreditation of the process. The discussion also saw some valid points about the value added to the legitimacy and convenience of the process by institutional mediation. Overall the round table discussion was very informative and saw diverse points and dialogues by the participants.

The discussion was concluded by our Director, Mr. Vijay Srirangan with his creative words expressed for mediation -

HERE MEDIATION
(Pun intended)

*The time has come, for use of mediation
In today's commercial dispute
Help lower resolution time in this Nation
Cost escalation & business breaks, refute*

*CMC and like institution
Provide platforms of repute
Let us help in the resolution
Of your commercial dispute*

*CMC can, speedy resolution obtain
Or quickly say mediation does not suit
There is less to lose and more to gain
By pursuing this Mediation route...*

- Vijay Srirangan

Master Class on Emotional Intelligence : The Leadership Advantage

13th November, 2019



The Young Bombay Forum (YBF), a youth wing of the Bombay Chamber organised a Workshop on Master Class on Emotional Intelligence: The Leadership Advantage.

Ms. Sumisha Shankar was the faculty for the workshop. She is the founder and principal consultant of Antardhwani-the new age experiential training systems.

She kicked off the workshop in an innovative manner, where she asked delegates to create a cartoon of their choice on a chart paper in one minute and share the feelings before and after making the painting helped in releasing stress, stage fear.

Emotional Intelligence (EI) Barriers to creativity : Negative Attitude, Fear of Failure, Executive Stress, Following Rules, Making Assumptions

What is Emotional Intelligence, Emotional Leadership, Emotional Quotient (EQ) and Intelligence quotient (IQ) is the capability of individuals to:

- Recognize one's own emotions & those of others
- Discern between different feelings & label them appropriately
- Use emotional information to guide thinking & behaviour
- Manage and/or adjust emotions to adapt to environments or achieve one's goals

EQ is your ability to process emotions both others and your own and IQ is a measurement of your ability to process information leading to make sound decisions.

Emotions is mental state associated with the nervous system brought on by chemical changes variously associated with thoughts, feelings, behavioural responses, and a degree of pleasure or displeasure. There is currently no scientific consensus on a definition. Emotion is often intertwined with mood,

temperament, personality, disposition & motivation.

She stressed on the Your Brain on Art Therapy

- Art therapy involves the application of a purposeful, meaningful art – based intervention in contrast to completing an art activity or art “project”
- Gain insight awakening innate capabilities to resolve/reconcile conflicts and problems
- Develop interpersonal & social skills
 - Manage Behaviours & addictions
 - Improve reality orientation
 - Reduce stress
 - Increase self esteem
 - Self- expression

8 Emotions are written between 200 BC & 200 AD Sagee Bharat Muni enunciated the 8 Rasas in the Nityashastra, an ancient sanskrit text of dramatic theory & other performance arts.

Sringaram : Love, Adbhutam : Wonder, Raudram : Fury, Bhayanakam : Fear, Bibhatsam : Disgust, Hasyam : Laughter, Karunyana : Compassion, Santam : Peace, Viram : Heroic,

Ms. Sumisha briefed about the Daniel Golman Emotional Intelligence Model : Self Awareness, Social Skill, Self Regulation, Empathy, Motivation

For the next activity she ended up asking delegates for the mirror dance with their own partners and encouraged them to participate in the mirror dance which was very well taken by the group. She even went one step ahead by suggesting the delegates to include the Dance Activities to be added in the daily routine are dance, stretch breaks, listening to music to overcome stress.

Overall the entire Workshop was very informative, useful as well as interactive. The workshop received an overwhelming response from the delegates.

Symposium - Mediation A Business Friendly Alternative for Dispute Resolution

14th November, 2019



Bombay Chamber of Commerce and the Centre for Mediation and Conciliation (CMC), organized a symposium for the benefit of SMEs/ Start-ups where discussion was primarily focused on accessibility of Mediation for SMEs in Indian Business. Our Chief Speaker was Dr. Sheo Sharma along with Ms Arman Dalal, an Advocate & Mediator; Dr. Vinod Chopra, MD, Sai Alliances Pvt Ltd; and Mr. Rajan Raje, MD, Nichem Solutions.

Dr Sheo Sharma has been previously linked with the Chamber for the Six days (42 hrs) Mediation training in association with Bombay High Court and is a Master Trainer and Edutainer. Over the span of past 38 years, Dr. Sharma has conducted more than 400 internal and external seminars and workshops on Alternate Dispute Resolution & conflict management, professional ethics & leadership development as well as held live ADR sessions in USA and overseas.

In the symposium, he craftily made humorous anecdotes whilst addressing the recent developments and provisions in law in order

to create awareness and discuss about the opportunities for Mediation. He highlighted Mediation as a time and cost-effective alternative for dispute resolution empowering SMEs to become competitive in the Indian Market. The benefits included the option for the parties to exert their control over factors such as expenses and time, along with a sustained working relationship between disputants.

Ms. Armaan tried to negate the inaccurate mindset of parties who thought that submitting one's dispute for mediation amounts to admission of fault and compromise. She also pointed out that the major bulk of issues in the SME sector were non-payment of dues wherein the parties need to show bona-fide intentions to dissolve the dispute.

Overall, the discussions were enlightening and there was a good exchange of questions and perspectives. There was also healthy participation from the audience in the Q&A round.

Symposium - Mediation Experiences from US and Advanced Nations

14th November, 2019

Bombay Chamber of Commerce and the Centre for Mediation and Conciliation (CMC), organized this symposium for the benefit of the Advocate fraternity. The discussion focused on the opportunities for advocates to imbibe the examples as shown by other countries who currently have more experience. Our Chief Speaker was Dr. Sheo Sharma who was joined by Ms Tanu Mehta, Director, Centre for Mediation and Research, MNLU Mumbai.

Dr Sheo Sharma has been previously linked with the Chamber for the Six days (42 hrs) Mediation training in association with Bombay High Court and is a Master Trainer and Edutainer. Over the span of past 38 years, Dr. Sharma has conducted more than 400 internal and external seminars and workshops on Alternate Dispute Resolution & conflict management, professional ethics & leadership development as well as held live ADR sessions in USA and overseas.

The symposium addressed the recent developments and provisions in law in order create awareness and discuss about the

opportunities for Mediation, along with the evolution of mediation practices throughout the developed countries. Dr. Sharma placed emphasis on the Code of Confidentiality as a paragon of amicable settlement. Mr. Firdosh Karachiwala provided his own input when the discussion was regarding the attributes of a successful Mediaor.

Furthermore, the legal and operational trajectory of mediation in other more successful jurisdictions were discussed wherein attention was given to how one must actively aim to change the mindset of litigants as well as the qualities that would benefit a Mediator. Dr. Sheo Shama succinctly dealt with the positive attributes of mediation as against Mediation-Arbitration or Arb-Med-Arb clauses.

Overall, the discussions were enlightening and there was good exchange of questions and perspectives. There was also healthy participation from the audience in the Q&A round. The symposium was well attended by Attorneys, Independent Mediators and other Legal professionals.



Workshop on Artificial Intelligence in Digital Marketing

15th November, 2019



Under the Information & Communication Technology Committee, Bombay Chamber of Commerce and Industry organized a Workshop on Artificial Intelligence in Digital Marketing.

On behalf of Bombay Chamber, Ms. Revati welcomed Dr. Sachin Bhide, Speaker and the participants.

Dr. Sachin talked about the Content Creation,

Chatbot tool Introduction and the Mobile App Designing.

Ms. Saba gave a demonstration of newly launch Amazon Echo - Alexa Device.

Dr. Sachin further enlighten the participants on smart speakers and its use in marketing.

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

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