

## Message from the Director General

Dear Members,

As Charles Kettering said "Every time you tear a leaf off a calendar, you present a new place for new ideas and progress." Let me share with you some of the new ideas that Bombay Chamber had initiated this year. One is the MSME CLUB started on the Foundation Day in September this year. To avail the benefits in a proper way, Bombay Chamber has systematized MSME Club Events. These Events will be from December 2014 – November 2015 and in areas of Taxation, Banking, Excise, Customs, HRM, Digital Marketing, Industrial and International Marketing etc. The Chamber is looking forward to associate with the Companies / Organization that would provide added benefits or services to the MSME Club Members by participating in the Club Events.

The international trade committee organised meetings with Trade Association representatives from Hong Kong, Malaysia, New Zealand & Iran during last one month. These meetings were beneficial to the Chamber members as it helped them to explore business opportunities abroad and meet their counterparts. I invite you to actively participate and explore business opportunities in such interactive meetings in future. We will be hosting a UAE delegation on 15th December and request you to attend the session.

HRM Committee is organizing much well thought-out and crafted programs that add value to participants. These programs help in sharing faculty's experience and also enable participants to gain from collective experiences. Some of the upcoming events are 'Role of line / functional Manager in Employee Engagement'; 'Achieving Hi-Performance Leadership'; 'Delivering Customer Delight: Customer retention and Growth with WoW Services'.

As part of the LEAD Project, the Networking event - Asia LEDS Forum 2014 was organized at Yogyakarta, Indonesia. The Bombay Chamber deputed two delegates from member companies to participate in the Forum under Development through LEDS theme.

It's time for a new year and as part of the Chamber activity we are in process of designing Chamber Calendar for 2015. The theme for the calendar is 'CSR initiatives by Organizations'. Some of the extraordinary works undertaken by member organizations has been highlighted in the calendar. To receive a copy of the calendar, please contact [admin@bombaychamber.com](mailto:admin@bombaychamber.com)

*Vikas Gadre*  
Vikas Gadre



## Chamber Happenings

### Workshop on Financial Management – Understanding the Balance Sheet for Better Commercial Decision Making

Mr. Anuraag Gupta, Chief Investment Officer, Profound Consulting conducted the workshop on Financial Management which received an overwhelming response hence, a second batch of this training workshop was organized. It equipped participants from Non-Finance background to analyze and interpret Balance Sheets across different Industries.

### Workshop on Liabilities of International Freight Forwarders

A half day workshop on international freight liabilities was conducted wherein, key persons from Kuehne + Nagel India and Nacora International Insurance Brokers spoke about the scope of liabilities that international forwarders undertake. They also discussed the importance of various trading conditions that are crucial for business.

### Meeting with the Consul General of Malaysia

Director General, Bombay Chamber met HE Mr. Eldeen Husaini Mohd Hashim, Consul General, Consulate General of Malaysia in Mumbai to discuss the trade and economic environment in both the countries. They also considered on organizing bilateral business delegations to increase bilateral trade and investments.

### Meeting with the India New Zealand Business Council (INZBC) and Auckland Tourism, Events and Economic Development (ATEED)

Director General, Bombay Chamber met Ms. Helen Robinson, Board Member ATEED; Ms. Elizabeth Gollan, International Executive ATEED and Mr. Sunil Kaushal, Chairperson, India New Zealand Business Council (INZBC). They discussed about INZBC Business Summit which is scheduled in New Zealand on the trade and economic environment in New Zealand. They also explored on the various areas in which both the countries can come together and increase bilateral trade and investments.

### Meeting with Importers and Exporters Association of Taipei

Director General, Bombay Chamber met Mr. Ricky Lee, Project Officer, Importers and Exporters Association of Taipei and Mr. Steven Liu, Manager, Taipei World Trade Center Liaison Office in Mumbai. The objective was to discuss the mutual areas of interest and possible collaborations for the forthcoming trade delegations and exhibitions.

### Seminar on Business Opportunities in Iran

Mr. Ali Hasanpour, Middle East Bank, Tehran along with Mr. Ravi Dole, IndAsia Fund Advisors Private Limited addressed members on the Business Opportunities in Iran. Seminar covered a brief overview about Iran in terms of the political and governance system including the economic environment. They also informed members about Iran-India trade potential, major issues and challenges faced by Indian importers and exporters and the role of Middle East Bank-IndAsia Corporate Advisors in facilitating trade between the two countries.

### Financial Management for Business

Under the aegis of the Banking and Finance Committee this workshop was conducted by an expert with an objective to impart training in business and financial segment. This workshop gave a better understanding on interpretation of financial statements, analyzing balance sheets, forecasting business better. Also, communication without inhibitions with the Finance and Accounting professionals.

### Workshop on Techniques of Sales Champions

HRM Committee organized this workshop with an aim to train participants on:

- Preparing a sales plan based on what the customer really wants
- Address the issue: Why the traditional sales approach needs to be overhauled?
- Learn how does the customer interaction process have to be redesigned
- Use new tools and techniques to meet the challenging marketing scenario

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## Forthcoming Programmes

### Workshop on Indirect Taxation

Date : December 11, 2014

Venue : Board Room, The Ruby

MSME CLUB, Bombay Chamber is organising a workshop on Indirect Taxation. The speaker for the workshop is Mr. Dilip Save, Sr. Manager - Indirect Taxation, Retd. HUL. The objective of this workshop is to give SMEs an introduction of Excise, Customs, Service Tax and VAT (Value Added Tax) along with the Legal Compliance for the same and cover the topic on Tax Benefits and Opportunities, Search, Seizures & Investigations.

For details contact : Akhilesh Dalvi, 61200233  
msme@bombaychamber.com

### Train Your Team in Green Growth & Business Sustainability

Date : December 10-11, 2014

Venue : Board Room, The Ruby

Bombay Chamber as part of USAID-LEAD Project is conducting this training with focus on the important issues for business, comprehensive introduction to manage scarce resources efficiently and build the bottom line. The participants will get an opportunity to improve the bottom line while also making their business "greener" and more sustainable. They can also learn the best ways to reduce their carbon footprint while increasing profitability and success.

On completion of all the 3 Courses, participants will be given a certificate from USAID LEAD program.

For details contact: Mani Nair - 61200223  
ybf@bombaychamber.com

### Role of line/functional Manager in Employee Engagement

Date : December 11, 2014

Venue : Board Room, Ballard Estate

Many HR initiatives turn out to be ineffective if tasks are not broken down into manageable chunks and the "do-ables" are not fostered by line/functional managers. This session will tell us the challenge to create an environment that fosters employee engagement, motivation and trust in the nook & corner of the organization. Speaker: Dr. Wilfred Monteiro, Executive Director, Synergy Management Associates- Mumbai, corporate advisor, management coach, & university teacher.

For details contact: Prashant Bais - 61200210,  
hr.head@bombaychamber.com

### Achieving Hi-Performance Leadership

Date : December 18, 2014

Venue : Board Room, Ruby

HRM Committee is organizing this program which is crafted to add value to participants by sharing faculty's experience and also enable participants to gain from collective experiences. This is a unique program and it will be geared towards nurturing leadership skills for personal and professional growth of an individual team member, thereby benefitting organizations. This program also covers various modern tools for management. Mr. Ajit Nair, Founder and CEO of Knowbility Corp. will be the speaker.

For details contact: Prashant Bais, 61200210  
hr.head@bombaychamber.com

### Delivering Customer Delight: Customer retention and Growth with WoW Services!

Date : December 23, 2014

Venue : Board Room, Ballard Estate

HRM Committee designed this unique program which is geared towards nurturing customer services management skills and thereby enabling participants to prepare right strategies for customer relationship management and best-in-class customer experience management, towards profitable business growth. This program also covers unique case studies on customer services, which would enable participants to get insights and gain deeper knowledge with case method based learning approach.

For details contact: Prashant Bais, 61200210,  
hr.head@bombaychamber.com

### UAE Delegation Meet

Date : December 15, 2014

Venue : Board Room, Ballard Estate

Federation of U.A.E Chambers of Commerce and Industry, brings in a 15 member delegation from sectors such as ports, manufacturing, oilfield supplies & services, consumer electronics, textile, home appliances etc. for a networking afternoon over lunch with Indian counterparts from the similar sectors. The International Trade committee is organising this meet for the benefit of member companies.

For details contact: Priyanka Sathe, 61200248,  
international@bombaychamber.com

### Focused Group Discussion - Pharma & Healthcare

Date : December 12, 2014

Venue : Board Room, Ruby

This focused group discussion will be on a range of topics covering areas like customer & market focus, leadership, team management, supply chain problems and solutions. Mr. Amol Tope and Mr. Manoj Junnarkar will be the mentors who will discuss with SMEs in the industry about the various concern areas and potential solutions. The session is aimed to be an interactive session with a goal of sharing the prevailing best practices.

For details contact: Alap Trivedi, 61200264  
ukieriproject@bombaychamber.com

## Chamber Happenings *contd....*

### CSR dialogue on Women & Girl Child Empowerment

Recognizing the need to focus on the women and girl child empowerment and partnership, Bombay Chamber & USAID jointly organized a CSR dialogue with focus on private companies initiatives. The Screening of Documentary by Oscar-winning director Megan Mylan's - After My Garden Grows preceded the panel discussion. This was followed by a panel discussion by CSR heads of Dasra, Mahindra & Mahindra, Siemens, Axis Foundation, CRISIL on the field activities, strategies, challenges and opportunities they have come across in this field.

### Asia LEDS Forum 2014 at Yogyakarta, Indonesia

As part of the LEAD (Low Emission Asian Development) Project, the Networking event - Asia LEDS (Low Emission Development Strategy) Forum 2014 was organized. Bombay Chamber deputed two delegates from member companies to participate in the Forum with the theme Development through LEDS and Green Growth. It brought together over 250 policymakers, practitioners and experts from across Asia & World to learn and discuss the latest low-carbon, green growth policies and actions that contribute to economic growth, job creation and other development goals.

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