



CFBP
**COUNCIL FOR FAIR
 BUSINESS PRACTICES**
 HAR GRAHAK KI AWAAZ



Our Mission

"We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholders."

CFBP TIMES

FEBRUARY - MARCH 2024

36TH CFBP JAMNALAL BAJAJ AWARD WINNERS



ADMINISTRATIVE COMMITTEE

2022-2024



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DR. HEMANT P. THACKER



RAJIV K. PODAR



SHAINA N. C.



KEKI M. MISTRY



ABHEEK BARUA



MANISHA GIROTRA



ANURADHA PAL



RAGHU SUNDARAM
(DEAN, NYU STERN SCHOOL
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PROF. SHARMISTHA SIKDAR
(AMOS TUCK SCHOOL OF
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2022-2024



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KAVITA AGARWAL
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(KOLKATA CHAPTER)



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KOLKATA CHAPTER)



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MALKAN**



LEENA GUPTA



**SONAL
CHORARIA**
(KOLKATA)



**DR. VASAVVI
ACHARJYA**
(GUWAHATI)



MENAKA DEORAH

SOCIAL INFLUENCERS



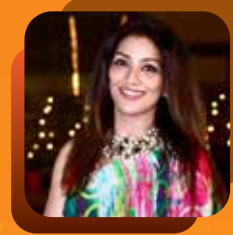
MANASA VARANASI
(FEMINA MISS INDIA 2020)



**DR. ZAREEN
DELAWAR HUSSAIN**
BANGLADESH



ARADHANA NAYAR
(FREELANCE ANCHOR AND
EX-FEMINA MISS INDIA FINALIST)



APARAJITA JHA
(EX-GLADRAGS
MRS. INDIA FINALIST)

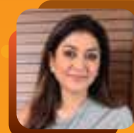
INVITEES - 2022-2024



NIKITSHA CHOPRA



NEHA RANGLANI



TANVI SHAH



SHIPRA DAWAR
(NEW DELHI)



PRACCHI MEHTA



**DR. SAMEERA
DESAI GUPTA**



**DR.
YATRI THACKER**



**DR. GEETA SAJID
FAZALBHOY**



DR. BINDU STHALEKAR



DR. KARISHMA KIRTI



ANURADHA KAPOOR
(KOLKATA)



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BAJORIA GUPTA**



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CHHEDA**



DR. DEEPIKA SHETTY



SNEHA AGARWAL
(AHMEDABAD)



SHIVALI PARKASH



PRAGYA GOSWAMI



YOGITA PASRICHA



KIRAN KHANNA



RUBY MUSTAN



JALPA MERCHANT



AARATI SAVUR



SOHINI ROHRA



POOJA RAISURANA



SHALINI IYENGAR
(YALE UNIVERSITY,
CONNECTICUT AND KOLKATA)



PRIYANKA SETHY
(HARVARD UNIVERSITY,
MASSACHUSETTS)



**DEVIKA BHARTIA
BAJAJ (NAGPUR)**



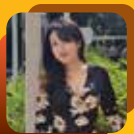
SHIVANI RANA



RADHIKA DALMIA
(KOLKATA)



MONAZ RANINA



KUNHI SAIKIA
(YOUTH CHAPTER,
GUWAHATI AND NORTH-EAST)



VIVAAN HINGAD
(STUDENTS CHAPTER)



Heartfelt from The President

SWAPNIL S. KOTHARI

The months of February and March were extremely impactful in the sense that the Annual Ethics Seminar held on February 13, 2024 at the Taj Lands End was a blockbuster. Three panels with four panelists each including a moderator highlighted important questions facing the corporate world. The Event (primarily supported by VIP and Tatas) saw many a corporate honcho attend and the way it was covered in ET Panache (Mumbai and Delhi edition) was a defining moment.

The Jamnalal Bajaj Awards held on March 27, 2024 had, once again, a record collection and a big audience underlining the importance of Fair Practices in Business. Major companies including Charitable Association were the Winners proud to take back home the Trophy and Certificate alike. The highlight of this Event was a crisp and enlightening speech from our Chief Guest – our Advisory Board Member Dr. Hemant Thacker. Of course, a sumptuous dinner followed where people warmly networked giving the evening a pleasant close.

This time an interesting read is an article by our Advisory Board Member and regular contributor Mr. Jagdeep Kapoor about prescriptions for consumer satisfaction. Also, our Invitee Jalpa Merchant enlightens us on the use of Positive Self-Talk as an effective tool of motivation. Shailesh Haribhakti and I have written an Article on “COP 28 and Beyond”. Hope you enjoy reading it as much as we both did writing it. Our Administrative Committee Member Ashok Bhansali has written on “Organ Donation”, which is a good read.

To be invited for the “Economic Times Awards for Corporate Excellence” on March 15 was heartwarming as I got an opportunity to talk about CFBP and its activities with practically the who’s who of the corporate world.

As I sit back and revel in the completion of the Financial Year, I am proud that we are ending once again with a positive cash flow given that we have some record Patron Memberships in a year and that we had some substantial sponsorships for our programmes. I have focused on “originality” in our programmes as I believe that “Fair Business Practices” is a dull concept and one has to be innovative and creative in *presenting* it and fortunately, each of those has been a success with the capable assistance of those involved in curating it with me. The impact has been powerful enough to have many big names associate with us and others wanting to do so eagerly.

I end with a quote from that great American novelist,

It is better to fail in originality than to succeed in imitation.

Herman Melville

PATRON MEMBERS

All our esteemed readers including all other non-Patron Members are encouraged to call us and let us know if they are interested in becoming Patron Members and it's resultant benefits besides the fact that this List shall be published in every Newsletter (which comes out every two months and goes to about 1000 readers).

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Seth Navinchandra Mafatlal
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LLP

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Mr. Sanjiv Mehta
Chairman & Managing Director
Hindustan Unilever Limited

Mr. Sandeep Parasrampur
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Mr. Sarosh Amaria
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Services Limited

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and Managing Director
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Ashok Birla



B. D. Garware



Harish Mahindra



Vishnubhai Haribhakti



Keshub Mahindra

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Arvind Mafatlal | 1966-69



Naval Tata | 1969-71



Ramkrishna Bajaj | 1971-72



S.P. Godrej | 1972-74



P.A. Narelwala | 1974-75



Y.A. Fazalbhoy | 1975-77



Harish Mahindra | 1977-83



F. T. Khorakiwala | 1983-87



J. N. Guzder | 1987-90



Nafin K. Vissanji | 1990-92



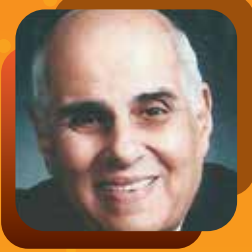
A. H. Tobaccowala | 1992-96



Shekhar Bajaj | 1996-98



A. S. Kasliwal | 1998-2000



K. N. Suntook | 2000-02



V. S. Palekar | 2002-04



V. B. Haribhakti | 2004-06



Dinesh Parekh | 2006-08



Ramesh K. Dhir | 2008-10



Suresh Goklaney | 2010-12



Hoshang Billimoria | 2012-14



Shyamniwas Somani | 2014-16



Shekhar Bajaj | 2016



Kalpana Munshi | 2016-18



Swapnil Kothari | 2018-26

Success Screening of **RAMJANMABHOOMI - RETURN OF THE SPLENDID SUN**

SUCCESS SCREENING PVR

DILIP PIRAMAL & AMISH'S

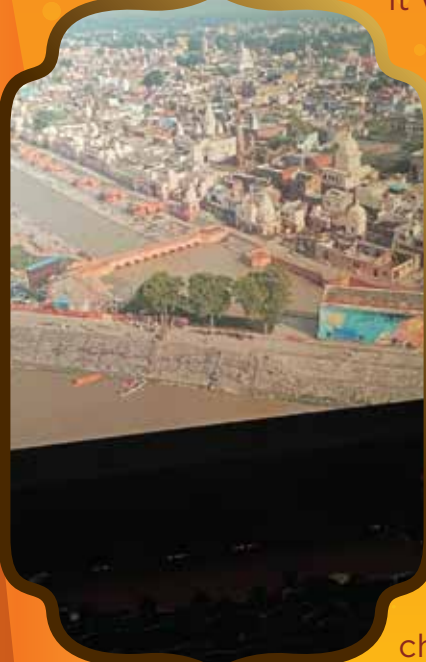


**RAM JANMABHOOMI
RETURN OF A SPLENDID SUN**

"TRENDING AMONG INDIA'S MOST-WATCHED SHOWS"

MR. SWAPNIL KOTHARI

VIP PASS



It was a pleasure to attend the private success screening (at PVR Icon) of the movie **RAMJANMABHOOMI - RETURN OF THE SPLENDID SUN** - conceptualised by Dilip Piramal and hosted well by Amish Tripathi, the film was splendidly presented without a dull moment capturing the pulse of the nation.

With more impactful people becoming aware of and being impressed with CFBP, it will open a few select doors hitherto reserved for only the elite. Ila Arun, Ricky Kej (three times Grammy Award winner and title song composer), Amish himself, Manjuji Lodha, Amitabh Shah (who after his Yale MBA junked a top dollar job to return) and provide opportunities to thousands of school children to pursue their education to mention a few.

With the Tatas elated by the success of the wide canvas of the Ethics Seminar and the continuing impact of CFBP through its concept-based programmes, more good times to follow is all I can say.

*Success Screening of
RAMJANMABHOOMI - RETURN OF
THE SPLENDID SUN*



Good



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23rd, February 2024

Business ethics take centre stage

The recent Annual Ethics Seminar curated by the Council For Fair Business Practices (CFBP) had some of India Inc's biggest names discuss pertinent questions that today's corporates are being asked

etpanache@timesgroup.com

The recently-concluded Annual Ethics Seminar curated by the Council For Fair Business Practices (CFBP), in Mumbai, mainly supported by VIP and the Tata Group, had the who's who of the corporate world in attendance.

Senior lawyer and CFBP president Swapnil Kothari said, "In today's competitive times, fair business practices are more imperative — whether for a corporate behemoth, a small-scale entrepreneur or an individual."

"CFBP considers itself to be the pioneer and the custodian of ethics, as it passionately professes, practises and propagates fair practices in an endeavour to touch every spectrum of society — be it industry, medicine, law, women empowerment or education. Carrying forward the legacy of our visionary founders, primarily JRD Tata, Ramkrishna Bajaj and Soli Godrej, I feel that today, and how they were steeped into the sublime consciousness of the great founders of CFBP."

The welcome remarks were given by founder member and advisory board chairman Shekhar Bajaj.



(From left) Swapnil Kothari, president, CFBP, Sunil Mehta, Justice BN Srikrishna, Shalish Haribhakti and Dilip Piramal

The CFBP was founded in 1966 by the Tatas, Bajaj and Godrej, along with Arvind Panagariya, FT Khorakiwala, Naval Tata, JN Guzder, Harish Mahindra, Keshub Mahindra and other top industrialists and professionals.

The welcome remarks were given by founder member and advisory board chairman Shekhar Bajaj.

Ethics officer — yay or nay?
The first session, titled "Is it necessary to have a chief ethics officer?", saw CFBP advisory

board members Dilip Piramal, Justice BN Srikrishna, Sunil Mehta with Shalish Haribhakti being moderated by Swapnil Kothari. Prerna stressed on the fact that ethics and morality were innate, so it did not matter whether or not an organisation had a chief ethics officer, as the market capitalisation (or brand value) of any company depended on how

fair it was in its dealings. Justice Srikrishna differed and said that the officer would operate more like a *garuzand* and his presence would make a company toe the line. He would be a philosopher



(From left) Vinod Bhatnagar, Anila Ruita, Manisha Ghosh and Swapnil Kothari

Giving back to society
The third session was on "Do CSR activities have the requisite impact? Advisory board members Rajiv Podar, Jagdeep Kapoor and Rajyalakshmi Rao with Ranu Vohra engaged in an entertaining discussion with moderator Dr. Mickey Mehta (advisory board member, CFBP). Podar said that his generational legacy had a role to play in his "giving nature" and that his company donated to the right causes and would continue to do so in excess of the required two per cent.

Kapoor said that if India wants to become a world leader, every company will have to get into CSR mode in the needed areas, and that can happen with ethics not being force-fed but engendered across the spectrum. Rajyalakshmi, who works with the hearing impaired and those with speech disabilities, pointed out that the money needs to be funnelled for the welfare of "challenged people", allowing them to face the world boldly and compete with the rest.

Vohra focussed on the ethos of both corporate governance and corporate social responsibility, stating that profitability was one thing but there was no substitute for the perception that his organisation and others must shed some of their profits in the right direction. He said that they would continue to support sports and women empowerment.

Dr. Mehta agreed, mixing anecdotes from the Vedas and his popular wellness seminars to give a holistic perspective through his pertinent questions. Kothari concluded, "Overall, it was almost unanimous that an ethics officer was a must, that there was no need to mandate a specific number for women directors on a board and there were many areas where CSR was found wanting and that it needed to be channelised appropriately to have more impact."

down to the lowest rungs of the corporate hierarchy. Haribhakti said that the way moral science was an integral part of our schooling, having an ethics officer in an organisation should be a must. Also, since we live in the age of AI, it would make economic sense for a company to have an individual who would be willing to wear both hats — AI officer and ethics officer, he said.

Women in charge
The second session was titled "Is it enough to mandate only one woman director on a board?" This discussion had Vinod Bhatnagar, vice-president, CFBP, moderate advisory board members Keki Mistry, Anila Ruita and Manisha Ghosh with Farzana Haque. Mistry was of the view that merit should play a role in bringing a woman on board and not a quota system. He shared that mandating a particular number of women director/s on a board was of little consequence in a resurgent India where women were already empowered and making great strides.

Girotra stressed that the patriarchal mindset hadn't changed, and the idea was regressive in many ways. In fact, she said, she would feel offended if people cut her any slack because of her gender and that she holds as much potential to excel as a man. Ruita quoted the Hindu scriptures that the education, finance and defence portfolios were held by Saraswati, Lakshmi and Durga, and hence, it was time that these ossified biases evaporated from the corporate atmosphere.

Haque stressed on her modern upbringing, adding that a woman should be equally able to write a cheque should someone in the house fall ill and walk shoulder to shoulder with a man and set the tone for an equal India.

Haque stressed on her modern upbringing, adding that a woman should be equally able to write a cheque should someone in the house fall ill and walk shoulder to shoulder with a man and set the tone for an equal India.

ETHICS SEMINAR

13th February, 2024



ETHICS SEMINAR

13th February, 2024



ETHICS SEMINAR

13th February, 2024



THE ECONOMIC TIMES AWARDS FOR CORPORATE EXCELLENCE



THE ECONOMIC TIMES AWARDS FOR CORPORATE EXCELLENCE



NIKI HINGAD THE TAPEGAASI PRODUCTS



I am thrilled to report that theapegasi products Breathe and muscle relaxant truly worked wonders during my trek to Kilimanjaro! It provided the relief and support I needed to conquer the mountain, allowing me to fully immerse myself in the breathtaking experience without any discomfort or setbacks. Grateful for its effectiveness!

12:18

WORLD CONSUMER RIGHTS DAY 15TH MARCH

Every year on 15th March, the consumer movement and other influential actors come together to celebrate World Consumer Rights Day to raise global awareness on consumer rights, protection and empowerment.

This year, Consumers International, the organisation that co-ordinates the day, has selected 'Fair and responsible AI for consumers' as the theme - highlighting serious concerns like misinformation, privacy violations, and discriminatory practices, as well as how AI-driven platforms can spread false information and perpetuate biases.

Last year, breakthroughs in generative AI took the digital world by storm. Thanks to the release of chatbots that appear to mimic human conversation, millions of consumers are already using generative AI in their daily lives. The technology is set to

have an enormous impact, in the way we work, create, communicate, gather information and much more. There is real opportunity here. Used properly, generative AI could enhance consumer care and improve channels of redress.

However, it will also have serious implications for consumer safety and digital fairness. With developments taking place at breakneck speed, we must move quickly to ensure a fair and responsible AI future. In an era of mis- and dis-information, consumers have a right to trustworthy, verifiable, and bias-free information. This is a right that AI-powered search may put at risk.

source - CTSI



**You may lodge your complaint
at CFBP**

website - www.ccrp.in.

Our whatsapp no is 9653490632

36TH CFBP JAMNALAL BAJAJ AWARDS JURY MEETING @ BAJAJ BHAVAN

19th March, 2024

Awards Panel Jury Chairman



Justice B. N. Srikrishna
Former Judge, Supreme Court of India

Awards Committee Members

Mr. Swapnil Kothari
Mr. Vineet Bhatnagar

President
Vice President &
Chairman, Awards Committee

Mr. Shekhar Bajaj
Mr. Ashok Bhansali
Mr. Niranjana Jhunjhunwala

Founder Member
Hon. Treasurer
Hon. Secretary

Ms. Asha Idnani

Chairperson,
Consumer Grievances Redressal Committee
Co-Chairperson, Programmes Committee

Ms. Kiren Srivastava
Ms. Payal Kothari
Mr. Thomas Rego
Mr. Ramagouda Patil

Co-Chairperson, Mediation Cell
Assessor
Assessor





CFBP

COUNCIL FOR FAIR BUSINESS PRACTICES

HAR GRAHAK KI AWAAZ



36th ANNUAL JAMNALAL BAJAJ UCHIT VYAVAHAR PURASKAR FOR FAIR BUSINESS PRACTICES

Felicitating the Torchbearers of Fair Business Practices!

CFBP seeks to create an environment where business confidence is built through best business practices and fostered in an atmosphere of trust and respect between businesses and consumers. The 36th Jamnalal Bajaj Uchit Vyavahar Puraskar is a significant milestone that recognises and commemorates businessmen and industrialists who uphold the highest ethical practices in business. Constituted in 1966, these awards are judged on eight vital parameters, including customer satisfaction, employee motivation, environmental protection and corporate social responsibility, among others.

AWARDS CEREMONY

Date: Wednesday 27th March 2024 • Time: 5:30 p.m.

Venue: Walchand Hirachand Hall, Indian Merchants' Chamber, Churchgate, Mumbai - 400 020.

Youtube Link: <https://youtube.com/live/4J2Mvw7BP1?feature=share>

Founder Member - CFBP



Mr. Shekhar Bajaj

President - CFBP



Mr. Swapnil Kothari

Chief Guest



Dr. Hemant Thacker
Consultant Physician &
Cardio-Metabolic Specialist

Chairman of the Awards Jury



Justice B. N. Srikrishna
Former Judge,
Supreme Court of India

Vice President - CFBP



Mr. Vineet Bhatnagar
Chairman,
Awards Committee

TROPHY

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Chairman & MD,
Nestlé India Ltd.

Manufacturing Enterprise - LARGE



Mr. Subir Chakraborty
MD & CEO,
Exide Industries Ltd.

Service Enterprise - LARGE



Mr. Nityam Khosla
Director-Teamglobal
Logistics Pvt. Ltd.

Manufacturing Enterprise - SME



Ms. Tara Parthasarathy
MD, Ultramarine
& Pigments Ltd.

Service Enterprise - SME



Ms. Amisha Vora
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Service Enterprise - SME



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Promter & Chairman,
P.N. Gadgil & Sons Ltd.

CERTIFICATE OF MERIT

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Mr. K. Sadashiv Murthy
Chairman & MD,
BHEL

Manufacturing Enterprise - LARGE



Mr. Anil Dhale
Head-HR, INOX
Air Products Pvt. Ltd.

Manufacturing Enterprise - SME



Mr. Nirav Shah
MD,
Rotex Automation Ltd.

Service Enterprise - LARGE



Dr. Niraj Uttamani
COO, Lilavati Hospital
and Research Centre

Trade & Distribution - SME



Mr. S. P. Toshniwal
CEO, Ladhuram
Toshniwal & Sons

Charitable Association



Mrs. Kavita Shah
CEO,
Concern India Foundation

COUNCIL FOR FAIR BUSINESS PRACTICES

130-132, Great Western Building, Shahid Bhagat Singh Road,
Opp. Lion Gate, Next to Cama Hall, Mumbai - 400 023.

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COUNCIL FOR FAIR BUSINESS PRACTICES

Our Mission

"We shall promote the highest ethical practices, by business and professionals, in order to provide complete satisfaction to consumers and other stakeholders."

36th Annual Jamnalal Bajaj Uchit Vyavhar Puraskar for Fair Business Practices

CHIEF GUEST

DR. HEMANT THACKER

Consultant Physician & Cardio-Metabolic Specialist

AWARDS PANEL JURY CHAIRMAN

MR. B. N. SRIKRISHNA

Former Judge, Supreme Court of India

SWAPNIL KOTHARI
(President)

WEDNESDAY, 27th MARCH, 2024

VINEET BHATNAGAR
(Chairman, Awards Committee)

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36th Annual Jamnalal Bajaj Uchit Vyavhar Puraskar for Fair Business Practices

WEDNESDAY 27th MARCH, 2024 AT 5.30 P.M.

Venue:
Walchand Hirachand Hall, Indian Merchants' Chamber, Churchgate, Mumbai 400 020.

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**36TH CFBP JAMNALAL BAJAJ
AWARD WINNERS**

2023 - 2024

MANUFACTURING ENTERPRISES - LARGE

*Trophy
Nestle India Ltd.
Exide Industries Ltd.*

CERTIFICATE OF MERIT
*Bharat Heavy Electricals Ltd.
INOX Air Products Private Ltd.*

MANUFACTURING ENTERPRISES - SME

*Trophy
Ultramarine & Pigments Ltd.*

CERTIFICATE OF MERIT
Rotex Automation Ltd.

SERVICE ENTERPRISES - LARGE

*Trophy
Teamglobal Logistics Pvt. Ltd.*

CERTIFICATE OF MERIT
Lilavati Hospital & Research Centre

SERVICE ENTERPRISES - SME

*Trophy
Prabhudas Lilladher Private Limited
QualityKiosk Technologies Pvt. Ltd.*

TRADE & DISTRIBUTION - LARGE

*Trophy
P.N. Gadgil & Sons Ltd.*

TRADE & DISTRIBUTION - SME

*Certificate of Merit
Ladhuram Toshniwal & Sons*

CHARITABLE ASSOCIATION

*Certificate of Merit
Concern India Foundation*

GOLDEN MEMORIES

36th CFBP Jannalal Bajaj Awards Function 27th March, 2024



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Mumbai 400004

MANUFACTURING ENTERPRISES – LARGE Trophy *NESTLÉ INDIA LTD.*



SURESH NARAYANAN
Chairman & Managing Director

Nestlé India Limited is a reputed leader in food and beverages industry in India, offering a wide range of products across various categories for last over 100 years and diversified its product portfolio to cater to the evolving needs and preferences of Indian consumers with commitment and purpose, 99% of what the Company sells in India is manufactured in the Company's 9 factories located in India. The 10th Factory is coming up in Orissa. Over the last eight years the Company has launched around 110 new products and approximately 30 new projects are in the pipeline. The Company manufactures and sells product under internationally reputed brands such as Maggi, Nescafe, KitKat, Milkybar, Nestlé Milkmaid, Nestlé A+ Milk and Nestlé Everyday. These brands have become household names in India and are known for their quality, taste, and nutritional value.

Nestlé India has received numerous accolades and recognition for its performance and contribution to the Indian food and beverage industry. The Company has been consistently ranked among the top companies in terms of revenue, market capitalization and creation of value for the shareholders and society at large.

Nestlé India is committed to providing safe and high-quality products to its consumers. The Company follows stringent quality control measures and adheres to global food safety standards. It has a robust supply chain and distribution network that ensures the availability of its products across the country.

In addition to its focus on product quality, Nestlé India is also dedicated to sustainable and responsible business practices. The company is actively involved in various initiatives related to water conservation, waste management, and contribution to the socio-economic development of the country. Nestlé India has also launched several nutrition education programs to promote healthy eating habits among children and adults.

As a responsible corporate citizen, Nestlé India is committed to creating shared value for its stakeholders, including consumers, employees, suppliers, and the communities in which it operates. Nestlé India strives to make a positive impact on society while delivering sustainable financial performance.

MANUFACTURING ENTERPRISES – LARGE Trophy *EXIDE INDUSTRIES LTD.*



SUBIR CHAKRABORTY
Managing Director and
Chief Executive Officer

Exide Industries has been one of India's most reliable brands for more than seven decades, enjoying an unrivalled reputation and recall. A leader in packaged-power technology, Exide today is India's largest energy storage Company with the widest range of both the conventional flooded batteries as well as the latest valve regulated lead-acid (VRLA) batteries. The company designs, manufactures, markets and sells lead-acid storage batteries covering sectors such as automotive, power, telecom, infrastructure projects and computer industries, as well as the railways, mining and defence.

Company's constant emphasis on innovation, extensive geographical footprint, strong relationship with marquee clients and continuous technology upgrades have enabled us to maintain our leadership position.

The company enjoys leadership position in India and its exports span 60 countries across six continents.

Exide is also engaged in the manufacture of lithium-ion battery modules and packs through its wholly owned subsidiary, Exide Energy Private Limited (under the brand 'Nexcharge') for India's electric vehicle market and grid-based applications. Further, Exide has set up another wholly owned subsidiary, Exide Energy Solutions Limited, under which it is in an advanced stage of setting up a multi-giga-watt-hour plant for manufacture of lithium-ion cells.

CERTIFICATE OF MERIT

BHARAT HEAVY ELECTRICALS LTD.



K. SADASHIV MURTHY
Chairman & Managing Director

Bharat Heavy Electricals Limited (BHEL) is India's largest engineering and manufacturing enterprise, operating in the energy, industry and infrastructure sector. Company was established in the year 1964 and since then it has been "Making in India" offering engineering solutions for infrastructure sectors i.e. power (thermal, hydro, gas, nuclear, and solar PV), transmission, transportation, defense, aerospace, oil & gas, and emerging sectors like energy storage, hydrogen, coal to chemical etc.

BHEL has been a cornerstone in the development of the country's power generation capacity with 53% share. The world-wide installed base of power generating equipment supplied by BHEL is over 197 GW. Besides, the company has supplied 800+ locomotives & other traction equipment for locomotives to Indian Railways and is currently executing the prestigious order for manufacturing and maintenance of 80 "Vande Bharat" trains. BHEL is the largest manufacturer of transmission products and have installed 240+ electric substations and 6 major HVDC projects in the country. Being the only manufacturer of nuclear steam turbines in the country, the company has been involved in all three stages of India's Nuclear Power program. BHEL is also a major supplier of critical equipment and services in the defense and aerospace sector for over three decades. The company's commitment towards its customer is evident through wide range of product portfolio, development and absorption of new technologies, consistent investment of more than 2.5% of its revenue on R&D and innovation, establishment of world-class manufacturing facilities and offering sustainable business solutions. In its endeavour as a responsible corporate citizen, BHEL has always aimed its Corporate Social Responsibility (CSR) related activities towards working for the welfare of the society. BHEL has also started a new initiative called "हरतिबीएचईएल (Harit BHEL)" for transforming into a Green company and has set an ambitious target to be a Net Zero Company by 2047. The company has recently pledged on World Economic Forum's (WEF) Platform 1t.org to conserve the three million existing trees in its campuses and augment the number further. BHEL's success over the years is driven by its skilled and motivated workforce of over 28,000 employees. The company functions within a sound Corporate Governance framework, which underlines its commitment to quality of governance, transparency and consistent enhancement of stakeholders' value.

CERTIFICATE OF MERIT

INOX AIR PRODUCTS PRIVATE LTD.



ANIL DHALE
Head-HR

INOX Air Products is the leading manufacturer of Industrial & Medical Gases in India. The company has 55+ operating locations and offers a unique portfolio of gases, equipment and services through a massive manufacturing capacity in excess of 4400 TPD of liquid gases. With our extensive network of operations, and a vastly diverse client ecosystem, INOX Air Products empowers more than 1800 small, medium and large manufacturing organizations across dozens of sectors, enabling and empowering them on their way to achieve their vision. INOX Air Products is the only Industrial Gases Company in India with largest geographic spread & highest no of distribution fleet.

In 1963 the Jain Family established Industrial Oxygen Company Private Limited in Maharashtra. The Company aimed to augment and capitalize upon the rapid industrialization taking place in the country. In 1999, the company formed a Joint Venture with Air Products & Chemicals Inc. USA, a Fortune 500 company, giving birth to INOX Air Products. The venture remains till date, one of the longest Indo-American partnerships in the manufacturing sector. In our glorious journey of more than six decades, we have made massive strides on all the metrics of its business operations, by our sheer reliance on our virtues of customer-centricity, transparency and delivering value through quality. We take pride in our 1600 strong on roll workforce, working tirelessly across the country, unleashing the virtues of integrity and innovativeness, well complemented by their ready-to-serve spirit. During the COVID 19 pandemic, INOXAP has installed more than 130 Medical Oxygen storage tanks at various Hospital premises and COVID-19 facilities at an unimaginable speed. This augmented the overall LMO storage capacity in the country by 8 Lakh Ltrs.

MANUFACTURING ENTERPRISES – SME
Trophy
ULTRAMARINE & PIGMENTS LTD.



TARA PARTHASARATHY
Managing Director

Ultramarine and Pigments Limited (UPL) is an Indian public limited company listed on the BSE Ltd. For over 60 years, we have consistently offered quality products with excellent technological expertise. UPL has manufacturing facilities in Chennai and Ranipet, Tamil Nadu and at Naidupet, Andhrapradesh.

We serve clients in over 40 countries, including India. We manufacture a range of inorganic pigments, detergents, and cosmetic-grade surfactants. We are the preferred supplier for most of our clients due to our unique process. To achieve this, we continuously study and understand the needs and expectations of our customers, and provide quality products and services with an uncompromised sense of responsibility and a strong commitment to society. We endeavour to constantly meet the needs and expectations of our customers by offering quality products and services, and we do so with an uncompromising social commitment. Our Full range of Colours and high performance pigments. With a legacy of over 60 years, our dedication to excellence, steadfast quality, and deep social responsibility distinguish us in the industry. We have a dedicated, expert team that works tirelessly to meet the needs of our customers

while also ensuring the highest quality in our products and services. We work alongside our customers, big and small, and make sure their unique needs are met. Our experience helps us contribute to each customer's success. We are equipped with excellent infrastructure, which includes modern production processes and excellent quality management systems.

With over six decades of expertise, we have mastered the art and science of manufacturing inorganic pigments and surfactants. This extensive experience positions us as industry leaders, enabling us to consistently deliver products that not only meet but exceed global standards. What sets us apart is not only our products but our commitment to continuous improvement with a customer-focused approach. With an unwavering quality and innovative approach, we foresee to be one of the best pioneers in this sector with a sense of sustainability and social responsibility – it's our legacy.

CERTIFICATE OF MERIT
ROTEX AUTOMATION LIMITED



NIRAV SHAH
Managing Director

Rotex Automation Limited stands as India's largest manufacturer of solenoid valves and angle seat valves, boasting expansive manufacturing facilities covering over 1 lakh sq. ft in Vadodara and Anand. Since 1983, we have successfully supplied our products to over 7000 customers across 81 countries and 37 market segments, totaling over 90,00,000 products. With an impressive track record, including 19+ patents, 11+ global certifications, a dedicated workforce of 650+, and a global network of 83+ channel partners, we take pride in contributing to our customers' profits, exceeding 300 million USD to date.

We hold certifications from renowned agencies:

- System certifications: ISO 9001;2015, ISO 45001;2018, ISO 14001;2015, IATF 16949, VDA 6.3
- Product certifications: ATEX, PED, INMETRO, UL, CCOE (PESO), CMRI

We also hold certifications from various standards bodies such as EN, IEC, ISO, ANSI, ASTM, BIS, PIN, NSCE, and IEEE.

Mission of the company : Providing customers with Fluid Control Automation Solutions with utmost safety,

efficiency and control to harness the power of fluids.

Our Vision: Directing fluids for a safer and better world.

SERVICE ENTERPRISES – LARGE
Trophy
TEAMGLOBAL LOGISTICS PVT. LTD.



NITYAM KHOSLA
 Director

Introduction: Established in 2005, Teamglobal Logistics Pvt Limited is a leading integrated logistics service provider based in Mumbai, India. With a focus on LCL consolidation, Air Freight, Project cargo transportation, and Cargo handling infrastructure services, Teamglobal has emerged as a key player in the industry.

Infrastructure: Headquartered in Mumbai, Teamglobal operates with a workforce of over 1000 on-roll employees and 900 off-roll employees across India and Bangladesh. The company's presence spans across 16 offices in India, 2 offices in Bangladesh, and 4 container freight stations (CFSs) located strategically in Mumbai, Hyderabad, and Chennai.

Services : Teamglobal Logistics offers a comprehensive range of services tailored to meet diverse customer needs:

- Sea Cargo Consolidation: Specializing in the consolidation of LCL shipments, optimizing container space, and reducing costs for customers.
- Sea Freight Forwarding: Efficient forwarding of FCL containers for both inbound and outbound shipments.
- Project Cargo Forwarding: Handling high-value, heavy, and over-dimensional cargo through multi-modal movements.

- Air Freight: Providing logistics services for air freight with seamless pickup and door deliveries.
- Coastal Shipping: Facilitating the movement of domestic cargo along coastlines.
- Container Freight Stations: Operating, handling, and storing containers efficiently.

Global Reach : Teamglobal Logistics extends its services to 180 countries and serves across 1500 ports globally. The company operates through a network of global logistics alliances such as the World Wide Alliance, Air Cargo Group, and GPLN, ensuring seamless operations across various segments.

Certifications and Accolades : Teamglobal Logistics is an ISO 9001:2015 (QMS), ISO 27001:2013 (ISMS), ISO 14001:2015 (EMS), ISO 45001:2018 (OSMC), ISO 13485:2016 (Medical Devices), C-TPAT, AEO, GDP and IGBC certified company, underscoring its commitment to quality and operational excellence. The company has been honored with the "Best Consolidator of the Year – All India" award ten times consecutively from 2010 to 2019.

ESG and CSR Initiatives : Teamglobal Logistics upholds Environmental, Social, and Governance (ESG) principles, integrating them into its operations to manage risks and enhance stakeholder value. The company is deeply committed to Corporate Social Responsibility (CSR) through its dedicated trust, Saksham Sarthi, striving to make a positive impact on individuals and communities.

CERTIFICATE OF MERIT
LILAVATI HOSPITAL AND
RESEARCH CENTRE



DR. NIRAJ UTTAMANI
 Chief Operating Officer

We are a premier multi-specialty tertiary care hospital of India and have been acknowledged globally as the centre of medical excellence. Over the years, Lilavati Hospital And Research Centre has developed unmatched trust with its patients on the basis of a strong foundation which includes the state-of-the-art facilities, best medical expertise, research, education and charitable endeavours. We are extremely proud that today, we serve patients from all walks of life and not only national but also international. We believe in 'SarvetraSukhinah:Santu, SarveSantuNiramaya:' which means 'Let all be blissful, Let all stay healthy'. Our approach and attitude have always been with a human touch; which truly reflects the essence of our motto "More than Healthcare, Human Care". The biggest strength of the Hospital is its pool of renowned clinicians and enviable patient satisfaction level.

Quality being the prime focus, the hospital has been accredited since 2011 by the National Accreditation Board for Hospitals and Healthcare Providers (NABH), including NABH accreditation for Blood Centre and Ethics

Committee and NABL Accreditation for Laboratory. Lilavati Hospital is a recognized Institute conducting 8 broad speciality and 5 super-specialty DNB programs. The Hospital was adjudged the "Centre of Excellence" in 2017 for NBE studies by Association of National Board Accredited Institutions (ANBAI).

HIGHLIGHTS

- 323 beds with one of the largest Intensive Care Units (ICUs),
- 12 State-of-the-art well-equipped Operation Theatre
- Complex TAVI and Mitraclip Procedures
- Precise Response to STROKE RAPID AI
- Robotics for Joint Replacement Surgery
- Cerebral Embolic Protection System (CEPS), used for Embolic Protection Device to capture and remove thrombus / debris while performing Transcatheter Aortic Valve Replacement (TAVR) procedure
- High Definition Optis Mobile OCT(Optical Coherence Tomography) system IN Cardiology department which gives three Dimensional perspective of Coronary Artery before and after stent deployment
- Intraoperative Nerve Monitoring system which enables surgeons to identify, confirm and monitor motor nerve function of the patients which helps to reduce the risk of nerve damage during various invasive surgeries
- Top-of-the-line surgical operating microscope in ENT department to carry out various microsurgeries under high magnification. The microscope electronics allows the surgeon to electronically control object focusing, magnification, illumination and surgical recording
- Diagnostics - New CT Scan Machine SOMATOM DRIVE, Genetic Comprehensive Health Risk Assessment Test introduced to unlock Genetic Diseases MyGene+, State-of-the-art PETand SPECT department, Molecular Laboratory
- All days round the clock OPD Pathology and Radiology investigations without any Emergency charges
- More than 300 consultants and manpower of nearly 1,800 employees
- Hospital attends to nearly 300 In-patients and 1000 Out-patients daily
- The Patient satisfaction ratio is between 93 to 95 % over past three years.

SEWA the social service department of Lilavati hospital serves the health needs of all the needy people irrespective of their class, caste, religion or social background. This department seeks to bridge the gap between the needy patients and the fast evolving medical technology. Various social activities such as free OPD, services to senior citizen, sending mobile vans to Adivasi areas ,free health check-up camps, Roshini cataract surgery, are undertaken as an on-going process. Patients in need are referred to us for free medical and surgical services and they are treated for high end procedures including CABG, Valve Replacement, Cancer treatment, Orthopedic surgery etc.

SERVICE ENTERPRISES – SME Trophy

**PRABHUDAS LILLADHER
PRIVATE LIMITED**



AMISHA VORA
Chairperson & Managing Director

PL Group is one of India's most trusted financial services providers. Powering financial growth for eight decades, it specializes in research-driven advisory in the Indian capital markets. Its business is spread across 200+ cities in India, catering to institutions, corporates, family offices, HNIs, and retail clients in India and globally. PL has a network of 2,000+ franchise partners, 1.5 lakh clients, 250+ corporate relationships, and an employee base of 500+. The Group offers a comprehensive range of financial products and services, such as Broking and Distribution, Institutional Equities, Wealth Management, Asset Management, Investment Banking and Securities Finance. PL was recognised as one of the Best Brands 2023 by ET NOW and one of the Best BFSI Brands in India 2022 by The Economic Times.

At the helm is Ms. Amisha Vora, who holds 96% stake in the company. A chartered accountant and equity expert, she holds close to three decades of experience in the financial sector. She joined PL Group in 2000, worked across several departments, expanded market presence and drove technological transformation. Apart from being a member of the CII Capital Markets Committee, she's earned multiple accolades such as Business Woman of the Year

by ET and Women Super Achiever Award - Capital Markets at the Women Who Lead National Consortium supported by Government of India and Government of Maharashtra.

SERVICE ENTERPRISES – SME

Trophy

QUALITYKIOSK TECHNOLOGIES PVT. LTD.



MANEESH JHAWAR
Founder & Chief Executive Officer

About QualityKiosk:

As a premier independent provider of quality engineering solutions, QualityKiosk Technologies stands as one of the largest globally. Our commitment lies in enhancing the quality of digital platforms and applications through innovative, AI-driven solutions.

Established in 2000, we specialize in offering a range of services including QA automation, performance assurance, intelligent automation and RPA, customer experience management, site reliability engineering (SRE), cloud governance & management, and data analytics solutions. Operating in over 25 countries with a dedicated workforce exceeding 3000 employees, we collaborate with leading brands in BFSI, e-commerce, automotive, telecom, media, entertainment, and pharmaceutical sectors to help them achieve their business transformation objectives. We have garnered recognition in reports by esteemed global advisory firms such as Forrester, Gartner, and The Everest Group for our innovative, IP-led quality engineering solutions and the significant value we deliver to our clients.

About Matri Chaya: Matri Chaya, a QualityKiosk CSR initiative, is aimed at providing necessary nutrition to underprivileged women during their pregnancy and a month after the childbirth. With one third of the world's children under the age of 5 (178 million) suffering from stunted growth and 112 million underweight, malnutrition is the most common disease in children today.

Founded by Pratiksha Jhavar, the initiative focuses on addressing the nutritional needs of expectant mothers who often lack access to proper healthcare and essential resources during their pregnancy. With women in the developing countries experiencing various biological and social stressors, they are at an increased risk of malnutrition for mother and child. Getting essential nutrients at the right time is the best way to address the issues and empower these women to realize a better health and livelihood.

The program achieves its mission by distributing 500 grams of dry fruits comprising six different types to each expecting mother every month. This initiative not only fulfills their nutritional requirements but also promotes healthy pregnancies and contributes to the overall well-being of mothers and their unborn children.

Matri Chaya has presence 365 days a year in the following hospitals in Mumbai: 1. Nowrosjee Wadia Maternity Hospital, Parel 2. Mata Ramabai Ambedkar Hospital, Naigaon 3. KEM Hospital, Parel 4. Cama & Albless Hospital Fort, Mumbai

Through the tireless efforts of over 50 volunteers, Matri Chaya has supported the essential nutrition of over 14,000 expecting mothers including 200+ NICU cases.

TRADE & DISTRIBUTION - LARGE

Trophy

P. N. GADGIL & SONS LTD.



AJIT GADGIL
Promoter & Chairman

PNG Sons crafting jewels with stories and folklores

Resting on a strong legacy and master craftsmanship, P. N. Gadgil And Sons Ltd. (PNG Sons) today is India's most trusted jewellery brand and Maharashtra's first gems and Jewellery Company that have been enlisted in the Fortune 500 India, India's Top 500 companies in December 2021. PNG Sons carries the legacy of P N Gadgil, founded in 1832 and brand has a rich tradition of trust, purity and design excellence. It has served over six generations of customers successfully; credit for this is attributed to their motto of changing with times and striving to give something new to the customers; all the time. It's 'modern since 1832' as they like to say. Over the years

Brand has maintained and developed a large design archive which includes original jewellery pieces, design dyes and specimens. The collection dates back at least 150 years. A brand rules the market with its range of jewellery that manages to win customer's preference with its evolving range of jewels. From popular Bollywood stars

to illustrious industrialists adorn the jewellery meticulously crafted by their jewellery designers. Ajit Gadgil is the Founder & Director of the P. N. Gadgil And Sons Ltd and Amit Modak is the Director-CEO of the company. PNG Sons has appointed respective department heads for various dept such as Finance, Marketing, HR, Sales, Procurement- Supply chain, Ad min etc. PNG Sons believes in its own capability and not offering franchise for gold and diamond jewellery business. All showrooms are owned and company operated.

Most Stable Company : Being in the business for generations also draws an additional responsibility, PNG Sons follows fair trade practice

and it is recognized as 'Best Governance Compliances Oriented Company' in the organized retail jewellery sector by bankers and rating agencies. Today PNG Sons have a total 30 showrooms in 3 states & 23 cities. All its showrooms are company owned. PNG Sons have an e-commerce platform onlinepng.com which offers convenience to customers and serves across the country. Till December ended quarter Fy2022-23, PNG Sons achieved Rs.1 0,000cr top line and is doing a bullion 828 business along with jewellery business which is rare in the retail jewellery sector.

Special Recognition : Museum tells a story of India's one of the prominent museum Chatrapati recently set up a Money & Traditional Jewellery lery, it has partnered with PNG Sons in 2019, based research on jewellery. PNG Sons has handcrafted Jewellery such as Tanmani, Vajratik, Taldali Pot (All Jewellery section. CSMVS has a significant collec- pieces from Harappan, Kausambi, gold and silver from early hoards, royal accoutrements & a vast range of traditional jewellery. This is the first gallery dedicated to showcase Maharashtrian Jewellery collection.



culture, history and heritage. Mumbai based Shivaji Maharaj Vastu Sangrahalay (CSMVS) has section. To craft authentic Maharashtrian Jewel- on its expertise, excellent craftsmanship and exclusive 200 pieces of Traditional Maharashtrian neck pieces) etc. which is displayed in CSMVS tion of jewellery, built over the years. It comprises

Platform For Art & CSR : For PNG Sons, believes that making jewellery is an art first and business later, with this pure thought they have set up art galleries at their Pune, Jalgaon, Amaravati, Nashik and Vadodara showrooms to promote art and budding artists. Hundreds of budding artists have benefited over the last few years. Apart from art platform, to showcase heritage and legendary artist's art, PNG Sons time to time organizes various art shows. They have committed to review Kinnal Craft (religious idols and murals for temples and toys made of wood, paper etc.), which was practiced in the Kinnal village located about 20 km from Koppal district in Karnataka and trained 6 artists of Sawantwadi to make Kinnal craft. PNG Sons conducts community connects programs such as nutritious food donation, blood donation, education help, medical checkups etc. To create awareness about the art, PNG Sons organises Drawing competition for school children since last decade.

TRADE & DISTRIBUTION - SME
Certificate of Merit
LADHURAM TOSHNIWAL & SONS

BRIEF PROFILE OF LADHURAM TOSHNIWAL & SONS



S. P. TOSHNIWAL
Chief Executive Officer

Ladhuram Toshniwal & Sons[LTS], 11 Pollock Street, Kolkata-700001 is known in the country as No.1 business organisation for Trade & Distribution as SME of Lighting trade since 1967. LTS is dealing in latest innovative and quality wide range LED & SOLAR lighting products and giving services to more than 1000 Dealers/Retailers and more than 2000 Industrial customers, Jute Mills, Tea Gardens, Municipalities and Government Departments. Providing suitable lighting scheme and design in any projects, if required by customers with energy saving concept. LTS is doing highest sale in the country since 1981 for Philips lighting products and executing several prestigious projects in the country and also Dealer of reputed Brands in the country like-BAJAJ, Crompton, Rashmi, Hafele, Schneider, RR Kabel, Polycab, Orient, Usha etc.

LTS is providing 'after sales service' also even after Warranty period, if required by customers as they are maintaining highest stock in the country for all types of lighting products as well as spare parts and LED Drivers under one roof & doing Facade Lighting, City Beautification, Garden lighting with LED & SOLAR products.

Mr. Surya Prakash Toshniwal, CEO and their strong dedicated team work are working hard for doing highest sale achievement with dynamic involvement of Mr.Madan Gopal Toshniwal, Chand Prakash Toshniwal, Nitesh Toshniwal, Abhishek Toshniwal.

LTS customers are getting full satisfaction by their prompt supply chain system and services and they are associated with various CSR activities like providing Schools, Colleges, Hospital aids, Dharmshalas, Mandir, Ambulance Services and several other activities through different social organisations. They are associated with associate Concern manufacturing latest innovative emergency, sensor and smart LED products and SOLAR products in RASHMI and Smart-X Brands which are also known for its quality and durability in the country.

CHARITABLE ASSOCIATION

Certificate of Merit

CONCERN INDIA FOUNDATION



KAVITA SHAH
Chief Executive Officer

Established in 1991 by our founder chairman, Mr. Ardeshir B. K. Dubash, Concern India Foundation (Concern) embodies a philanthropic spirit deeply rooted in the country's development. Mr. Dubash, with a keen involvement in various NGOs, observed their unwavering dedication but noted a crucial gap in fundraising, networking, and raising awareness about their impactful work. Concern emerged with a mission: not only to provide financial assistance but also to offer capacity building, system implementation, and planning support, equipping these organizations to sustain their efforts beyond our support.

This approach has catalyzed positive transformations in the lives of numerous vulnerable groups. As an organization, we have evolved to not only support grassroots NGOs but also implement our independent programs. In these direct implementation projects, we design and execute initiatives collaboratively, addressing on-ground needs with tailored strategies to invigorate communities. Guided by the mantra of 'Helping People Help Themselves,' our primary objective is to elevate and empower marginalized populations. Our focus spans education, health, and community development. Our diverse initiatives encompass

scholarships, girl child education, livelihood support, watershed management, NGO capacity building, village development, and mangrove conservation. These efforts have touched the lives of children, youth, women, people with disabilities, the elderly, farmers, weavers, and other vulnerable individuals across rural and urban landscapes. Throughout our three-decade journey, Concern India Foundation has partnered with 4,000 NGOs nationwide, operating through our teams in Mumbai, Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, and Pune. This collaboration has made a substantial impact, positively influencing over 5.4 million marginalized and underprivileged individuals across 16 states in India

Concern India Foundation implements multi-sectoral programs under our themes of Education, Health, and Community Development across India.

To name just a few:

Education:

- Enhancing Institutional Strengthening of Schools with renovations and funding grassroots
- Scholarship Program for Empowering Students and Youth to nurture excellence and for a bright future
- Promoting life skills and STEM among underprivileged students

Health Interventions

- Transforming Healthcare Ecosystems & Building Healthier Communities
- Village Health Development in over 50 villages
- Strengthening Health Infrastructure for Accessible & Optimal Health Care

Community Development

Conservation & Biodiversity:

- Transforming our forgotten forest: Mangrove Restoration
- Water Conservation, Watershed Management and Development
- Tree Plantation

Women's Empowerment through Livelihood

- Weavers & Artisans Embracing Modern Design and Market Integration
- Training and equipping women in beekeeping
- Promoting multi-livelihood among women across 8 states in India

Reaching the underserved

- Supporting Children, youth, and adults with disability with education, vocational training, and skilling
- Scholarship for Youth with Disability to complete higher education
- Supporting the Elderly through community-based interventions

COP28 AND BEYOND – DAWN OF A NEW ERA

Guest Column By Invitation



SHAILESH HARIBHAKTI



SWAPNIL KOTHARI

Shailesh Haribhakti is an Independent Director on several Boards and Swapnil Kothari is an International Corporate Lawyer and President, Council for Fair Business Practices

Climate Change and International Law

Climate Change is one of the most vexed issues that plague the world today. It is real and widely felt. Global dialogue, political subterfuge and passionate heckling envelop any forum. The UN Climate Conference in Dubai concluded with nation States expressing commitment to energy transition, a determination to find more resources and pathways to Net Zero by 2050. Deep acceptance of historical differences in development and collaboration are the new watchwords. Biodiversity loss and unsustainable emissions were recognised alongside the economic rationale for sustainable development. In international environmental law, sustainable development and intergenerational equity are the two prime criteria for any country to showcase its compliance scorecard. However, in this globalised world, it would be inapposite to restrict it to environmental protection only and it makes practical sense to extend it to developmental law. Committed environmental protection and developmental law will apply to Global Banks who must ensure that Scope 3 emissions from borrowers (and external sources) are mitigated.

Tough Journey

From the Stockholm Declaration of 1972 to Rio Declaration of 1992 has been a tumultuous journey for the entire world as the developed nations had to concede that environmental protection had to ensure not only a

healthy life on the planet, but also, sustainable development so that progress was not stultified in developing nations merely because the big boys had become bullies. Sustainable Development Goals were agreed by 193 nations, and increasingly nations concede that environmental protection and sustainable development go hand in hand. Fortunately, economic justification for renewables and recycling is today compelling.

End of Fossil Fuel Era

The 2023 United Nations Framework Convention on Climate Change (“UNFCCC”) had released the “Global Stocktake” in September, painted a bleak but realistic picture of the amount of work to be done in many aspects. Therefore, at COP28, Nation States after a healthy debate agreed to transition from the fossil fuel era to the renewable and energy efficiency era! This is critical if the Paris commitment to increase in temperature is to be contained to 1.5°C. The idea is to triple renewable energy in the mix and to double energy efficiency by 2030. The space to conserving biodiversity will open up only if this containment happens economically. Reimagining plastics industry and implementing Deposit Return Schemes are critical to this end. A healthy ocean ecosystem with a Plastic cleanup and carbon sinks would help. Cleaning of all water bodies is critical to maintaining our food supply in a safe manner.

Green Credits Initiative

This initiative championed by India heralds a new dawn for the human race where initially the emphasis will be on water conservation and afforestation. It is based on the green credit programme where credit would be given to plantations on waste and degraded lands, and river catchment areas. This will help secure a fair distribution of Water – a soon becoming scarce natural resource. Zero to Landfill Policy The waste management problem is a major contributing factor for climate change due to leading to greenhouse gases. The process of dumping solid waste in landfills generates methane, while waste combustion begets nitrous oxide. Disposal at source is the preferred

method but nevertheless much debated. All waste must and can be turned to wealth. Human, animal, crop, plastic, metal, building material, electronic and toxic must be converted to gas using the best technology known to mankind. At Abu Dhabi International Progressive Energy Congress (ADIPEC) this year, we saw this clearly! India advocated the 'zero to landfill' policy and gave the example of Thiruvananthapuram as one of the cities to have successfully implemented decentralised waste management. The city generating close to 500 tons of waste shifted to decentralisation thereby winning international applause for being a 'zero waste city'. With increasing challenges of waste management, the COP28 hosted several discussions to ensure "zero to landfill policy". The antiquated methods of landfills, incinerators and waste management plants have shown to increase the greenhouse gas emissions and it would be better if organic wastes are converted to compost or CBG making it usable for kitchens or gardens, and ultimately to green Hydrogen.

Loss and Damage Fund and V20 Countries

The most vulnerable nations that would succumb to Climate Change represented through size, geographical location and economic development include the likes of Afghanistan, Rwanda, Ethiopia, Kenya, Nepal, etc. One significant achievement of COP 28 this year has been its effective focus on the dire need to safeguard vulnerable countries from the detrimental impact of extreme weather conditions. The establishment of the loss and damage fund, initially endowed with an estimated \$475 million, will play a major role in softening the impact on developing countries that wrestle with the aftermath of climate change. It is only with these funds that these countries can meet the challenges and succeed in what the global elites euphemistically call "Adaptation,"

Refusal to sign Green Pledge

India refusing to sign the Green Pledge (to reduce investments in coal) and Health Pledge (to endorse the health and climate change declaration) clearly indicates that back home the Indian corporate would have raised a ruckus on not having enough Coal – an essential ingredient for many of its industries. Also, to be a signatory to the Health Pledge would tantamount to being legally obliged to combat Climate Change with full vigour and compromising on many develop-

mental aspects that are needed to take India to a \$5 trillion economy. Smart move – staking your claim to development (whilst refusing to sign) and trying to walk shoulder – to – shoulder with the developed world.

G20 Presidency Responsibility

India, as the G20 President, had taken the lead in representing the Global South's voice to the world on climate-related issues. India successfully led the allocation of resources to energy transition, technological advancements and climate resilience. This would, in turn, generate suitable policies to woo more investors thereby increasing our economic clout.

Anthropocene Era to Politico Economic Consensus-Driven Era

Over 75000 delegates (largest ever) from across the world in CoP28 acknowledged past failures by focusing on mitigation of greenhouse gases, keeping global warming in check and on climate change adaptation. It has become crystal clear that the human race must scorch the Anthropocene Era. What is heartening is that the global village acknowledged this and welcomed an Age which will be governed by a warm handshake between political maturity and economic initiatives. The World Economic Forum, headquartered in Cologny with its offshoots at power centres across the globe continues to play a stellar role in bringing nations together. The International Financial Reporting Standards Foundation (IFRS), a nonprofit organization headquartered at Canary Wharf, London has established under its aegis the International Sustainability Standards Board (ISSB) to maintain sustainability-related standards. The reason behind its establishment is to develop transparency across capital markets and to encourage consistent sustainability reporting.

Conclusion

The global chessboard with its byzantine maze and countless permutations and combinations bodes well if the grandmasters sit across the table and narrow down the solution-path. India despite a huge population has done better than most but to rule the roost at a regional level – across South Asia, a fragile climate area – is where India needs to take the lead. We can and we will! India's time has come to have a stronger imprint of the pen on the global paper.

...

THE MOTTO OF OUR LIFE JEETE JI RAKT-DAAN, MARNE KE BAAD ANGA-DAAN

What is Organ Donation?

Organ donation is the entire practice of retrieving a human organ from a living or deceased person, referred to as a Donor, and transplanting it into a recipient. The Recipient will be a patient suffering from organ failure who will not survive unless they receive an organ replacement. The process of recovering organs is called Retrieval.

What is a Tissue Donation?

Tissue Donation is the process of Removing or Obtaining tissues from a living or deceased person called a donor and transplanting them to the Recipient who needs them. Medical science has made tremendous progress in organ donation and transplantation. Organ donation from one person can save up to NINE lives and improve the lives of many others. However, due to the prevalence of myths about organ donation and the lack of awareness about the topic in India, a majority of people do not take up this noble cause for the benefit of others.

Which Organs Can Be Donated?

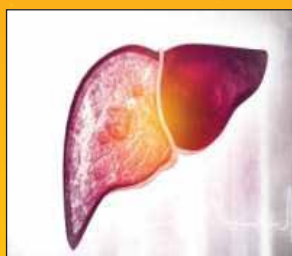
Let's look at the different organs a person can donate after death while still alive. Eight organs can be donated and transplanted:

1. **KIDNEYES** : Both kidneys can be donated by a deceased donor. On average, the lifespan of a transplanted kidney is around nine years, but it varies from individual to



individual. Of all organs in the human body, the demand for kidneys is the highest, and kidneys are the most frequently donated organs. A kidney disease most likely affects both kidneys at the same time. A living donor can readily donate one kidney to someone and function well for the rest of their lives.

2. **LIVER** : The liver is an essential organ with primary functions of bile production & excretion; excretion of bilirubin, cholesterol, hormones, and drugs; metab-



ASHOK BHANSALI
Avenue Co-Chair
District Thrust Area - Water

olism of fats, proteins and carbohydrates; enzyme activation; storage of glycogen, vitamins and minerals; synthesis of plasma proteins, blood detoxification, and purification. The liver is the only organ in the human body that grows and regenerates cells. A donated liver from someone who has died (a deceased donor) can further be split into two pieces and transplanted into two different people to save their lives. A living donor can have a portion of their liver removed to donate to someone; the remaining portion will regenerate to almost its full previous size

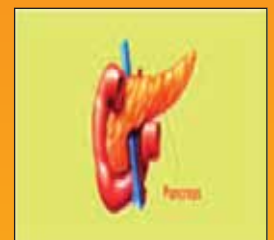
3. **HEART**: A heart is a muscular organ that pumps blood through the human body. On average, the heart beats 2.5 billion times in a person's life and keeps the blood running. After being retrieved from the donor, a heart can survive for 4-6 hours only



4. **LUNGS** : Single or double-lung transplants can be performed from deceased donors. Additionally, living donors can donate a single lobe from the lungs, though it will not regenerate.



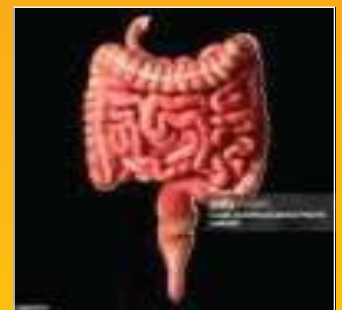
5. **PANCREAS** : A deceased donor pancreas can be transplanted into an ailing patient. A living donor can also donate a portion of the pancreas and still retain pancreas functionality.



Which Tissues Can Be Donated?

Tissues are layers of cells that function together to serve a specific purpose. Most Tissues should be donated within 6 hours of the donor's death.

6. **INTESTINE** : After death, a donor can donate their intestine. Although rare, a living donor can donate a portion of the intestine. In addition to organs, you can



donate tissues such as corneas, skin, bones, ligaments, heart valves, etc.

7/1. CORNEA : The Cornea or eye donation is the most common tissue donation. The Cornea is a transparent covering over the eye. It is also the eye's primary focusing element. Recipients who have



corneal blindness can gain their sight again after a corneal transplant. These patients are those whom an accident, infection, or disease may have blinded. Either the entire Cornea can be transplanted, or it can be transplanted in parts. A Corneal Transplant does not need any anti-rejection drugs in the Recipient. Corneas of all ages of recipients are effective as long as the Doctors say they are healthy.

8/2. BONES : Bones from deceased donors replace the bones of cancerous recipients. A Bone transplant can be done instead of amputating the cancerous arm.



9/3. SKIN : Skin can be used as grafting for burn victims, acid attack victims or for post-mastectomy breast reconstruction, amongst other things.



10/4 VINES : VINES Donated veins are commonly used in surgeries for cardiac bypass. Other tissues that can be donated are muscles, tendons, ligaments, cartilage, and heart valves.



Types of Organ Donations

There are two types of organ donations – Living Organ

Donations & Deceased Organ Donations.

Living Organ Donation : This is when you retrieve an organ from a healthy living person and transplant it into the body of someone who is suffering from end-stage organ failure. This is commonly done in the case of a liver or a kidney failure (because the liver can grow back to its normal size and a donor can survive on one kidney).

Living donors are classified as either a near relative or a distant relative/friends etc.

A near-relative is spouse, son/daughter, brother/sister, parents, grandparents and grand children. Those other than near relative can be distant relatives and friends who will need the permission of the State Authorization Committee to donate organs. If the hospital refuses to entertain such cases, the patient may send a legal notice to the hospital for not following the Transplant Act.

Deceased Organ Donation : When we discuss pledging your organs for donation or organ donation after death, we discuss Deceased Organ Donation. This is an organ donation from a person who has been declared brain stem dead by a team of authorized doctors at a hospital. A person is said to be brain stem dead when there is an irreversible loss of consciousness, absence of brain stem reflexes and irreversible loss of the capacity to breathe. A lot of people think that whenever and however they die, their organs can be donated. That is not true. In India, organ donation after death is only possible in the case of Brain stem death. Donation after cardiac death is standard in the West, but in India, it is rare for donations to take place after cardiac death. Although organs such as the liver and kidney can be easily donated from a living donor to a recipient, we should work towards an environment where everyone donates their organs after their deaths (if they can), so no living person should have to donate an organ to another.

What Organs Can Be Donated After Death?

All organs and tissues that are viable can be donated after a person dies.

...

'Pr'escrptions for customer service

Pre-empt, promise, be prompt and be precise to make consumers/ customers delighted

Companies the world over and brands therein yearn for greater brand awareness and better trials, as also growth in sales, market share, and profit, as time passes by. But, before they can deserve all these elements, the companies and their brands must first serve.

My mother Asha Kapoor, a teacher of English and French and headmistress of a Jesuit school, always took the trouble to teach me: 'First serve, then only you deserve'. And, in this brand-new marketing world, where companies compete with each other, it is important to emphasise on this aspect of business -- customer service. Service is the first step to a great brand and a great company.

I would recommend four strong 'pr'escrptions for excellent customer service. And, if implemented in your company and for your brand, they could give great dividends and help increase customer satisfaction and delight, while also helping the company's top line and bottom line.

The first 'pr'escrption I would recommend is 'pr'e-empt. We must anticipate and pre-empt consumer needs, if you are to be ahead of the curve. Being proactive, rather than reactive, definitely gives you a head-start. Do anticipate consumer needs, so that you can give excellent customer service.

It is important for you to observe and listen to consumers. Sometimes the consumer expresses his or her need verbally; sometimes expresses they do so non-verbally -- through body language. If you study the trend of consumer behaviour in your own segment, or your own industry or category, you would be able to pre-empt the needs and be able to serve customers and consumers in a world-class manner.

The second 'pr'escrption I would recommend is 'pr'omise. Good customer service, leading to customer delight, is always measured on the delivery versus the 'pr'omise made. But, supposing the brand of a company does not promise -- then how can it define the customer's expectations? And, if you do not define the customer's expectations, how will you measure whether the customer service was good or bad, because you would have no promise or expectation to go by to measure the delivery against. A promise, the starting point of any good customer service, defines expectations and, against it, a delivery can be measured, leading to customer satisfaction or dissatisfaction, as the case may be.

The third 'pr'escrption I would recommend is 'pr'ompt. Do not make the customer wait. In brand marketing and customer service, making



JAGDEEP KAPOOR

the customer wait is an unpardonable offence. Customers are made to wait for the bill at a restaurant; for receiving a return call from a service provider; to be paid attention to by a salesperson at a counter; for a product delivery to happen, *et al.* Making a customer wait is disastrous for the brand and the company, because during that waiting period, not only does the customer get upset, but he/she also gets an opportunity to think of switching to another brand because of the delay and frustration one is forced to go through during the waiting period.

Prompt customer service prescription is significant in enhancing customer service standards. In my opinion, my 'brand mantra' is: 'Customer standards must be set, Customer standards must be met'. Prompt customer service could vary across categories and industries. In the case of service at a restaurant after an order has been placed, one should consider if it was done in a few minutes. In the case of a consumer durable, it should be seen that the delivery takes place within the stipulated time. In the case of an industrial product or even large purchases, such as aeroplanes, service should be made in a few months or a year or two. The meaning of being prompt would thus vary across product and service categories and industries. But there is a set pattern as to what is considered prompt industry-wise and what goes beyond a point when irritation and anger set in in the mind of a customer.

The fourth 'pr'escrption I would recommend is 'pr'ecision. Being ambiguous towards the customer and offering vague solutions is not the best way forward for excellent customer service. It is important that one should understand the 'pr'ecise needs of the consumer or the customer, so that he/she can be served well. If you do not understand the precise and exact needs of the consumer/ customer, you could land up either serving them in an inappropriate or wrong manner or in an inadequate and insufficient manner. Understanding precisely what is needed by the customer is critical to being able to deliver top-class customer service. Getting a service or product delivered precisely is the basic need and right of every customer/consumer.

The four recommended prescriptions -- pre-empt, promise, prompt and be precise -- will help you achieve world-class customer service and make consumers/ customers delighted. In order to make your company and brand grow, you must first serve then only you deserve rewards!

*The author is CMD,
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THE POWER AND PROWESS OF EFFECTIVE COMMUNICATION

THE USE OF POSITIVE SELF-TALK

What food is to your body

Thoughts are to your mind

Applying positive self-talk to our everyday life situations can create as well as sustain motivation, and also improve health! Food to our body and thoughts in our mind serve as a powerful fuel, affecting our well-being. Just as we want to eat healthy, thinking healthy and checking in with self-talk to ensure that it's nourishing, is the best way to motivate oneself. Finding the positive aspects of life (even among negative situations) helps keeping us focussed and inspires us to do our best.

Telling yourself you're a star is the first step to becoming one.

Use of positive affirmations or personal pep talks to stay focussed, motivated and confident is the key towards a happier life. Thinking positive thoughts lowers stress, improves heart health and boosts immunity. And so.....

- **START SMALL** : First of all, don't put too much pressure on yourself to nail everything on day one. Building new habits takes time so "cut yourself some slack" by "starting small". To get going, take note of what you are saying to yourself when you are going through your daily activities. Simply observe the messages and words that are flashing through your mind and decide what you would like to change. For example - if you catch yourself thinking, "This is too hard. I want to quit", try switching to some encouraging words to help keep you going. Phrases like "I've got this" and "I am strong enough to finish and tackle this task" are positive self-talk statements that can provide the extra push you need to give it your all.
- **CONNECT TO YOUR FEELINGS** : Being clear about how you want to feel can help you create your optimistic mental playlist. Do you want to feel energetic, strong, flexible? Whatever is your answer, use that as an inspiration for what you think about during the course of the day. "When I do this, I become stronger", helps create an emotional connection to what you are doing and will also help remind you of your motivation.
- **TAKE A CUE** : Deciding to use positive self-talk is great, but remembering to build this in your daily life and in whatever you do, can be more challenging. If you want to fast-track this new habit, you need to consider setting up some cues to jog your memory. For instance, if you are in the process of a gym workout, every time you



JALPA MERCHANT



take a sip of water or reach for your gym towel or change of exercise, repeat your positive statement in your head. The more times you say it, the better!

• **STICK WITH IT** : If the first few statements you try out don't quite seem to do the trick, focus on coming up with some new mantras until you strike self-talk gold. Adopting this new way of talking with yourself won't just take your life to the next level, it can also get you moving to create a better version of yourself. Speaking kindly to yourself is a very powerful tool for getting the most out of life so use it to your

advantage!

- **DOES SELF-TALK WORK ?** : Self-talk patterns have been shown as important predictors of sport success. Positive self-talk predominates in more effective performances, while negative thoughts more frequently accompany poorer performances. Mental training packages that include self-talk training as part of the intervention, promote enhance performance over 80 % of the time.
- **REPROGRAMMING SELF-TALK** : We refer here to Reactive versus Proactive approaches to enhancing athletes' self-talk. Most athletes prefer proactive approaches to self-talk reprogramming rather than "old school" reactive approaches. The key to the proactive approach is to identify and create positive, facilitating thoughts that can enhance emotions and performance. Self-talk scripts

are effective thought reprogramming tools.

1. **Positive Affirmations** - these are thoughts that focus on your desirable characteristics and qualities.
2. **Goals** - these are thoughts that keep your mind positively focussed on the task-at-hand, promote high effort and enhance persistence.
3. **Appraisals** - thoughts that determine the degree to which a situation is perceived as threatening or challenging. Self-talk reprogramming promotes appraising problems as challenges or opportunities to learn and grow rather than as threats or as opportunities to fail.

Signing off.....

You are what you think

You think what you wish to aspire

If you aspire to talk positive

That positive will make you who you are !

...



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