



Baroda Management Association

Interview of Dr. Bhavna Mehta

Our own managing committee member, Professor (Dr.) Bhavna Mehta recently made news when she was the only Indian/Asian keynote speaker to be invited at the Joint World conference on Social Work Education and Social Development, 2018 held in Dublin, Ireland recently. A proud moment indeed! Samanvaya decided to meet up with her and delve into some facts and interesting episodes from her visit and experience.



Workers as the local hosting body.

So while I was there for a month and had interacted with them, they must have observed me and my work and then, when they started identifying speakers, the local body proposed my name. Then I was asked to send my resume and what I could possibly share at that platform. However it was a long process, as so many international bodies were involved and they all obviously have their list of speakers.

MG: Bhavnaben, heartiest congratulations. I have been so eager to meet you and hear about your experience at this international conference. How did you get selected?

BM: Actually you may know that two years ago I was awarded an **Erasmus Mundus Program** Staff Mobility fellowship which is an invitation to be for a month at the select universities of Europe. Under that program I was invited by the University College of Dublin to Dublin, Ireland as a visiting scholar. During the period, I was associated with the Department of Social Work there and took classes and interacted with staff members and students.

I also came across the Irish Association of Social Workers. At that time (2 years ago) they were already working towards organising this International conference. You know it takes a lot of detail planning, getting permissions and organising an event of such a scale. It had more than 2000 participants from various countries, since it's a joint World Conference, organized by - International Schools of Social Workers, International Federation of Social Workers, International Council on Social Welfare and Irish Association of Social

MG: Great! Was it because of your body of work and experience of so many years or the topic itself that got you selected?

BM: Both. My work has largely been in the area of social justice for women, so I sent my proposal accordingly. That's an area of interest to all and I was lucky to be shortlisted. As I told you I have been working in this area for so many years besides the media is always full of the negative stories. People really wanted to know what steps our country is taking towards providing justice to women.

MG: So did you have to do any special preparation for your presentation?

BM: When I got this email inviting me or rather confirming me as a keynote speaker, I looked at their website to see who the other speakers were. That's when I realised that I was the only one from India. Not only India, but whole of Asia! So, yes! To answer your question I had to prepare. I realised I needed to update and collect the latest facts and figures. Along with being a great honour it was a big responsibility too.

MG: So how many key note speakers are there in all?



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BM: Oh! Ten of them. It was a 4 day conference and every day they had 3-4 invited keynote speakers on various topics and there were others who had registered themselves and had participated to present their research papers I will share a picture with you so you can see the list with my name on it even the former president of Ireland was one of the speakers.



MG: Can you give a gist about your talk.

BM: My presentation was titled "Path of Social Justice for Women in India: Mapping the Terrain". What I basically spoke on was that Social justice is the spirit and vision of the Indian Constitution, although it is not defined anywhere in the constitution of India but it is an ideal element of feeling which is a goal of constitution. Social Justice is the foundation stone of Indian Constitution. According to Chief Justice Gajendra gadkar: *"In this sense social justice holds the aims of equal opportunity to every citizen in the matter of social & economical activities and to prevent inequalities"*.

I also shared some statistics, which were necessary to understand the social scenario in India and what makes the situation so grim like: Strong age old Patriarchal Customs and Practices, Discrimination against Girl Child, Gender Stereo Types –Roles, Access and Control, Inadequate Resources & available Support Services, Lack of Socio - Political Will, Poor Law Enforcement, Illiteracy and lack of economic independence among women, Low Self Esteem and Lack of Confidence and Lack of Opportunities available to women among others. I also shared information about the Provisions/Bodies/Programs/ Legislation for Securing Social Justice for Women in India. National Commission for Women, 1990. That we have 33% reservation for women in Local Self Government, 1992. The Legislations to Protect Rights of Women and Children and the schemes/ programs at the central level to help/ improvise conditions of women in different aspects. And finally I spoke about the Future Direction.....Wind of Change.... A Ray of Hope- Rise in Education among Girls, Increasing Working Women in formal and informal sectors, Women in Diverse work sectors, Powerful Media and Social Media, Increasing Public

Awareness, Changing Attitude towards Gender Norms, Rising Protest against Violence against Women in India, Progressive Legislation and Judicial Activism and..... various other points.

MG: Wow that sounds impressive. So it was a big conference and you say that the planning was going on for almost two years can you tell me something from the management point of view.

BM: Yes it was a grand big conference with some 2200 participants from around 100 countries. 1 year ago in July 2017, I got the mail telling me that I had been selected and I should block my dates. So imagine how well organised they were. For me it was fully sponsored trip, travel and hotel and everything so they had planned everything meticulously and communicated to each of the Keynote Speaker. On arrival in Dublin there was a car to receive me; everything was taken care of but no VIP treatment. No one to personally receive you or bouquets etc., but everything was smooth and comfortable. We had been put up in a hotel near the venue and we could walk to the place. It was a huge covered arena, and so many male and female participants from all over the world. Some Indian participants were also there. I was invited for 5 days. We also had some meetings of a smaller selected group mostly brainstorming and think time for the next conference to be held in Canada in 2020.

MG: Will you go for that?

BM: Depends..... too early to say anything right now.

MG: Ok tell me some personal experiences and observations.

BM: One thing that really impressed me was that the entire event was paperless at no stage there was any use of paper. Of course all communication was through email only. In fact, I had to make a special request for a hard copy of a certain document I needed it here for permissions etc.(They sent it.)Overall everything was very simple and clean. All presentations were also only PPTs, no printed copies were to be circulated. They even asked us to send everything in soft copy for the scrutiny.

Even the whole program was put up on a board at the entrance and updates continuously flashed on the screen. But since we are so used to it in this regard, I felt at least they should have been a printed copy of the program given to us..... one might want to refer to it sometimes even when you are not at the venue.

They went to such an extreme that even all certificates etc. were distributed through mail (you can print it yourself if you want)..... no big function for awarding certificates and mementos. Big saving on time and expenses! I think we need to learn something from them. Actually no show-sha about anything. Everything was discrete and elegant. On

the last day I found a memento nicely kept in my hotel room.

I told you one of the main speakers was a lady former president of Ireland, even she was not given any special treatment and she was also seated with all of us in the front row.

MG: Can you share a picture of you speaking during the conference?

BM: I do have some pictures but they are not quite good as the area was dark and focus was on the presentation. What I would like to share instead is another good part of a function. At the same venue, there was a separate area where lots of posters were displayed, and they were changed every day. These highlighted the topics that had been covered and some details of various speakers. This is a poster that was put up depicting me..... the sketch was made by a volunteer spontaneously. I was really intrigued and happy as it shows me much younger than I am!



MG: This is really interesting. What a nice idea and something to cherish for a lifetime.

BM: The whole experience was wonderful in terms of recognition. A proud moment, an Indian lady standing there representing the country - people were quite amazed. I don't know what they think of India - how backward we still are and what they had expected.

MG: So how did you feel? As it goes without saying, you obviously, but unintentionally became an ambassador of India.

BM: Yes, I wore a sari for my presentation. And since I realized I was representing my country, I choose only to wear traditional Indian dresses on all days. It felt nice.

MG: Thank you Bhavnaben for a detailed view of your trip and talk I feel as if I was there in Dublin with you. I am sure our readers will enjoy this as much as I did.

Interviewed By : Malti Gaekwad

Second Innings

- Life post retirement

Gone are the days when a person was considered old and useless at the age of 55-60 (the age of retirement fixed by the government.) When we were young -

a 60 year old was labeled as an old man or old woman and somehow they even

behaved like that. In fact they would themselves start thinking that they have now lived their life and done everything possible for their family and post retirement from an active 'work life' it is time for them to relax and be relieved from responsibilities of looking after the family as by now the children have grown up and should now start looking after the retired and old parents.

But times have changed. Almost nobody I know around that age is ready to retire in that sense. For this there are many reasons:

- Health consciousness and fitness levels have gone up in recent years.
- Due to technological advances and automation, physical work has been considerably reduced (eg. online banking, booking etc. where earlier one had to physically go and finish the chore.)
- More opportunities in corporate sectors for people with experience.
- Willingness to do something worthwhile and share the acquired knowledge and experience as well as earn some money to live a more comfortable life.
- With improved health and awareness even life expectancy has gone up and there are more and more facilities designed to cater to the elder people, as well as many offers and schemes.

These days at 60 most of us look forward to the concessions the government extends or the senior citizens or the extra 5% interest on our savings, but none of us like to be thought of as old, feeble and useless.....because we are not.

One person jokingly told me, "I have only retired from my corporate service.... I am not retarded!"

Retirement does not mean looking after household chores (which you avoided, ignored or didn't get time to do while in active service all these years due to your office timings.) Or



look after your grandchildren (read **babysit**) and spend quality time with them while your own children are now busy running the rat race and making their careers. These days more and more men and working women start planning their 'second innings' long before they superannuate. Each one has their own ideas and priorities, but less and less people in their 50's are ready or preparing for VAANPRAST.

According to a survey, in recent years more and more seniors have started to look for new jobs and there is a definite surge in the energy levels around the age of 60, at the very thought of getting another opportunity to do something new and exciting without having the burden of societal pressure. It won't be wrong to say that 60 is the new 40.

Another point that is pushing this trend is that a lot of youngsters during their learning days depend on the internet and Google Baba to get their things done.....and lack hands on practical experience, hence they look out for advice and guidance from experienced seniors..... hence consultation and counseling offer great opportunities as second innings.

There is no age bar to learn something new or do something interesting, enterprising and unusual you always wanted to do and didn't, thinking of all your family responsibilities and the perpetual *log kya kahege*..... now at this juncture one is hardly bothered about such things! One can start painting or learning to play an instrument, go cruising, mountaineering, trekking, sky diving, bungi jumping, deep sea diving and anything else that catches your fancy. Even elderly women are venturing out in groups of likeminded people to explore the world. Some start social work and try to contribute meaningfully to society and environment at large, even if it is only to improve their own surroundings.

Many organizations also create posts of consultants and advisors so they can extend the services of talented people post-retirement at least for a couple of more years. Tata Sons is one such company. Many defense personnel start security agencies after retirement as they have experience in man management and there is a growing demand in this area.

Yes anyone interested in a second innings needs to be alert and updated, and try to keep pace with the technical advances in our day to day life. Experience helps but one must endeavor to keep abreast with changing trends. The attitude towards learning new things will take you a long way.

Guru Gyaan Learning

A Responsible leader knows that learning is the process of self-improvement.

No amount of teaching will help unless the person learns himself. Whenever

a learner is ready to receive he has to find masters who can show him the way.

Actually teacher appears whenever the learner is ready.

Learning is necessary in case of knowledge gaps and skills deficiencies.

Teacher and masters will help to fulfill these gaps. Responsible leaders recommend that the learner should approach the Masters with respect and humility and with an open mind.

When a learner approaches with respect, the master responds very well and gives whatever he has to the learner.

But who is the Master? The responsible leader knows that the Real Master is the one who is both knowledgeable and experienced.

Theory without practice is like letters without spirit and like areas without depth. Practice without theory is doing without knowing. Both theory and practice are essential for complete understanding.

Only that person who has passed through the process of experience and studied the subject in depth can communicate to others. But what a teacher teaches is only knowledge and the learner cannot depend on a teacher's experience.

The learner, with the help of knowledge received, has to practice and experience the process. Then the learning is complete. The responsible leader is both knowledgeable and experienced in his own areas.

He is also the learner who is ready to receive and put it into practice.

"With knowledge you know the words.

With experience you know the meaning".

Credit- Shri G. Narayana

Useful tips

We often hear about frauds happening at regular intervals specially money getting withdrawn from people's bank accounts frequently – often through ATM's. No doubt ATM's have great advantage but we all need to follow some safety tips while shopping online or operating the ATM's specially while withdrawing money.

Shared here are some tips by a cyber-security expert. Some easy steps make it easy to follow:

1. Before inserting your card check that area of the machine. It should be flat with no protrusion.
2. While you enter your PIN number with one hand, cover it with your other hand, as the person standing behind you could be observing your hand movement, or else someone could have planted a tiny device overhead which could be capturing your hand movements.
3. After your transaction is complete do not discard your slip without tearing it into small pieces. Remember it has your card number, account number and transaction number on it. Even partially visible numbers can help the hackers.
4. Never share your PIN or CVV (card Verification Value) number or OTP with anyone.
5. To be more careful with credit cards always put your signature on the back in the space provided with a pilot pen.
6. The CVV number is used for online shopping. It is suggested by the expert that you should memorize

your CVV number and write it safely somewhere secure. Then blacken it out on your card with a black pilot pen. Because in case you lose your card, anybody who finds it can use it since the Credit/ Debit card carries all the details he/she requires for online shopping.

7. Do not hand over your card to anyone- ask for the swipe machine and do it yourself. They could be having a card cloning machine.

When asked about the possibility of getting your money back in case of any such fraud the answer given is:

There are two possibilities in such cases as per RBI guidelines. If there is a fraud with a customer and if it due to a mistake by the service provider or bank and the case is reported to the police as well as to the bank within three days, then there is remote possibility of getting the money reversed by the bank – depending on the operation and the modus operandi. But if it is the mistake of the customer, which is the possibility in major of the cases- where the customer gets a call with a lucrative offer and he himself gives away the account number OTP etc., in such cases the bank is not responsible in anyway. However in both the cases/ situations it is advised to lodge a complaint.

Some tips for secure net banking:

1. When we open the website of the bank we must know the actual spelling of the site name.
2. The name should have a prefix, first of a small green lock followed by http:// www. ----- this would be a secure site so always check for the security protocol.
3. Use the virtual keyboard to insert the password, not your physical keyboard as it could be hacked through a virus.
4. If you are working on a transaction and the bank sends you an OTP (one time password) on your mobile for double security, do not share the OTP with anyone. However, the password is valid only for a few seconds.
5. Last, but most important remember to log out.

Some More of BMA Managing Committee Members for the Year 2018-19



Atul Garg



Bharat Mehta



Sheetal Thomas

One Day MDP on Finance for Non-finance managers



Date: 13th July, 2018

Venue: The Guru Narayana Centre for Leadership, BMA

Speaker: CA Rajiv Khatlawala

MDP covered following areas

- Reading the Annual report - the Balance Sheet, Profitability and Cash Flows.
- Understanding financial ratios and their interpretations.
- Financial analysis of an annual report using comparative analysis.
- Case Study of a specific company (participants can suggest a company name in advance)

One Day MDP on Management of Contract Labour System in service and Manufacturing Industry



Date: 27th July, 2018

Venue: The Guru Narayana Centre for Leadership, BMA

Speaker: K.B. Lele

MDP covered following areas

- The use/application of this act in service industry and

manufacturing sectors.

- Legal Provisions of Contract Labour Act (Regulation and Abolition) 1970.
- Various compliances under Contract Labour Act (Regulation and Abolition) for Employer and the Contractor.
- Basic Scheme of the management of contract labour –controlling and monitoring for the best results.
- Merits and demerits of Contract Labour System / Management in Reference to Industrial Relations Matters.
- Other Labour Laws applicable to the contractor and his workmen
- Important precautions to be taken by Principal Employer while engaging contractors.
- Discussion on important case laws/ court decision on contract Labour System.
- To enable participants for a comprehensive and total compliance of Contract Labour (R and A) Act.
- To impart conceptual knowledge to participants about precautions to be taken and merits and demerits of Contract Labour System and its management.

One Day MDP on Problem solving technique



Date: 28th July, 2018

Venue: The Guru Narayana Centre for Leadership, BMA

Speaker: Mr. Paresh Shah

MDP covered following areas

- What problem needs solutions?
- Understanding various tools.
- Overview of PDCA, A3, DMAIC and other tools.
- Concept of Problem Solving Teams
- Detailing DMAIC.
- Practical approach to problem solving using Six Sigma.



From the desk of Editorial

Dear Members,

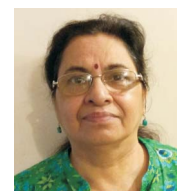
As you can see BMA calendar is brimming with activities and evening talks on interesting subjects. Team Samanvaya hopes that the members are taking maximum advantage of all the programs.

This issue we have a special interview of one of our members- Prof Bhavnaben Mehta. It was interesting to chat with her and hear about the international conferences she attends. In fact, we too can pick up a few tips while organizing our next big events.

There is another small dose of GURU GYAN, thanks to our mentor Shri. Narayana, and also we have another interesting article called second Innings.

August is a month of festivals and holidays. And the month of our Independence- So enjoy yourselves.

JAY HIND



- Malti Gaekwad

The PDCA-Cycle, also called the Deming-Cycle or Shewhart-Cycle, is the classic problem-solving approach in a LEAN environment. PDCA is used for medium sized problems and the Act-phase implies that the PDCA-Cycle should start again in the sense of a continuous improvement process.

The A3-Report, developed by Toyota, is an 8-step PDCA. It is a collaborative and visual tool. The A3 is also used for solving medium sized problems, which can be solved in approx. one week or less. A3-Reports are very common in the LEAN world.

The origin of the DMAIC problem solving approach is the Six Sigma world. Basically, it is a 5-Step PDCA used for large problems where typically a huge amount of data is available. Therefore DMAIC is often related with statistic tools, but this does not have to be.

Forthcoming Events

Round Table Conference

Date : 13th August, 2018
Topic : Micro, Small and Medium Enterprises- Accelerate Business Growth
Venue : The Gateway Hotel

MDP on Effective communication through Neuro-Linguistic Programming

Date : 25th August, 2018
Time : 9:30 a.m. to 5:30 p.m.
Speaker : Kanchan Karunakar
Venue : Baroda Management Association

Round Table Conference

Date : 14th September, 2018
Topic : CSR-Wastewater Management
Venue : The Gateway Hotel

Friday Evening Talks

Sr	Date	Topic & Speakers
1.	03.08.2018	Ayurvedokt Virudhdh Aahaar(Contradictory and wrong food combinations) By Dr. Hathi
2.	10.08.2018	Inspiration from Indians By Mr. Rohit Dave
3.	17.08.2018	Medicinal value of native plants in our Vicinity By Dr. Jitendra Gavali

Venue : BMA, Guru Narayana Centre for Leadership, 2nd Floor, Anmol Plaza, Old Padra Road, Vadodara.

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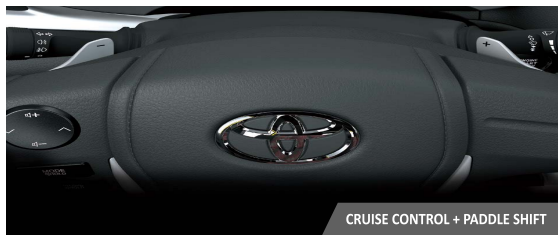


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