

FICCI Conference on Scaling the MFI Activity by Strengthening Human Resource

Date: 21st– 22nd January, 2010 | Venue: Federation House, New Delhi

Conference Focus:

MFIs are expanding rapidly and hence facing the obvious challenge of growth. This needs to be supported by a very strong HR base. The MFIs not only need to hire the best talent but also require the right organisation structure to be able to retain them, meet their career ambitions, appropriately incentivize them, continuously train them to upgrade their skills, inculcate leadership qualities, et al.

Another critical challenge facing the MFIs in their quest for growth is the need for transparency in their operations more so with the growing interest of Private Equity in this sector which has the resources to assist MFI scale up their businesses significantly.

It is with this background, FICCI under the aegis of **Financial Inclusion Committee** chaired by **Mrs. Naina Lal Kidwai, Group General Manager & Country Head - India, HSBC Ltd** conceived this event.

This conference would provide a platform for experience sharing by senior level experts from various industry sectors who have gone through this challenge and have overtime worked on appropriate structure to effectively tackle the challenges of growth and expansion. This could help guide the decision makers and senior executives of MFIs to emulate some of the best practices and design appropriate strategies best suited to their organisation.

Support Partner:

This event is being supported by Sa-Dhan, the Association of Community Development Finance Institutions.

Knowledge partners:

- Institute for Financial Management and Research (IFMR)
- Unitus
- CoCoon

The Key HR issues being addressed at the forum are:

Recruitment & Training:

The MFI sector is growing at a very fast pace, yet one of the challenges being faced by MFI sector is the availability of manpower and finding the right resources to fill crucial vacancies, especially at the field level. Best practices and benchmarks/processes set by organizations that have experienced this phase of development will open possibilities for the ones that are entering this phase in their own growth.

The training process is a major factor in determining the success and sustainability of many organizations. Integrating training and operationalising skill upgradation through ensuring the cascading effect of training processes would be the focus at this session

Compensation & Benefits:

The session would focus on pragmatic approaches to managing compensation, benefits and incentives adopted by different industries. The issues being taken up in this session are compensation strategy, incentive schemes, impact of non cash incentives on employee retention, et al.

Organisational Structure & Succession Planning:

As MFIs grow and scale at a rapid pace, they need to ensure adequate organizational and leadership capacity to address growth needs. The session would focus on exploring key scale up issues how to scale the organization and ready oneself for growth, the role of top teams in jointly achieving business goals and building internal capacity and grooming leaders and various structural innovations in managing a diverse and rapidly growing frontline team.

Culture & Ethics:

Vast geographical spread, heterogeneity of employees and clients and a furious pace of growth all contribute to make the entire issue of organizational culture paramount for MFIs. In this session, there will be an opportunity to understand best practices from organizations who have built strong, sustainable and deep-rooted cultures.

Method of Delivery:

- **Panel Discussion** - To provide an overview of the issues
- **Workshops#** - In-depth workshops on each of these topics to provide deep insights in the areas which need special focus for developing right strategy. Each workshop will have only about 20 participants thus enabling them to gain detailed knowledge on the subject.
- **Plenary Session** - Sharing experience post workshop in the Plenary Session to help understand the outcome of each of the workshop and provide clarity on issues.
- **Networking** - Network with the best in the industry

Target Audience:

- Chairman/ CEOs
- Board of Directors
- Senior Management

Support Partner:



Principal Partner:



Knowledge Partner:



09.30 a.m.- 10:30 a.m.	Inaugural Session Mr. Kapil Sibal , Hon'ble Minister of Human Resource Development(HRD), Government of India*		
10:30 a.m.- 10.45 a.m.	Tea Break		
10.45 a.m. – 2.15 p.m.: Session on Recruitment & Training			
10.45 a.m. – 12.00 p.m.	Moderator: Ms. Bindu Ananth , President, IFMR Trust©		
	Key Themes <ul style="list-style-type: none"> • Benchmarks and best practices in up-scaling recruitment • Demand –supply matching and accessing data sources for large-scale recruitments • Meeting future training demands and competencies /skills gaps of exploding organisations • Creative and innovative solutions to cascading of training within large organisations 		
	Panel Session: <ul style="list-style-type: none"> • Mr. K S Kumar, Executive Vice President - Human Capital, Fullerton India Credit Co Ltd© • Mr. Ashok Reddy, Managing Director & Co-Founder, Teamlease Services© • Ms. Anjali Raina, Executive Director, Harvard Business School India Research Centre(HBS-IRC)© • Mr. Rahul Mehta, Head - Training, HSBC India© 		
12.00 p.m. – 1.30 p.m.	Workshops#		
Workshop 1 – Benchmarks and best practices in up-scaling recruitment Lead Facilitator – Dr. P Prakash , Vice President - Human Resource, Janalakshmi© Panelist -	Workshop 2 – Demand –supply matching and accessing data sources for largescale recruitments Lead Facilitator – Unitus© Panelist -	Workshop 3 – Meeting future training demands and competencies /skills gaps of exploding organisations Lead Facilitator – IFMR© Panelist -	Workshop 4 – Creative and innovative solutions to cascading of training within large organisations Lead Facilitator – IFMR© Panelist -
1.30 p.m. – 2.15 p.m.	Plenary Discussion (Summing up) Q&A		
2.15 p.m. – 3.00 p.m.	Lunch		
3.00 p.m. – 6.30 p.m. : Session on Compensation and Benefits			
3.00 p.m. – 4.15 p.m.	Moderator: Mr. Ganesh Rengaswamy , India Country Head, Unitus©		
	Panel Session:		
	Key Themes <ul style="list-style-type: none"> • Compensation and Benefit Linkage with Business and HR Strategy – Mr. Sandeep Chaudhary, Principal ,Rewards Consulting Leader, South & West Asia, Hewitt Associates© • Compensation Design Aspects – Mr. Ashish K Srivastava, Director HR, Canara HSBC OBC Insurance© • Incentive Design Aspects –Mr. K S Kumar, Executive Vice President - Human Capital, Fullerton India Credit Co Ltd© • Non – Cash Incentives – Mr. Sanjay Jog, Chief People Officer, Pantaloon Retail (India) Ltd * 		
4.15 p.m. – 5.45 p.m.	Workshops#		
Workshop 1 – Compensation and benefit Linkage with Business and HR Strategy Lead Facilitator - Mr. Sandeep Chowdhury , Hewitt© Panelist -	Workshop 2 – Compensation Design Aspects Lead Facilitator – Mr. Harpreet Singh Jolly , Senior Consultant, Towers Watson© Panelist - HSBC	Workshop 3 – Incentive Design Aspects Lead Facilitator – Mr. Anandorup Ghose , Hewitt© Panelist -	Workshop 4 – Non – Cash Incentives Lead Facilitator – Ms. Gazal Vishwanath , Unitus© Panelist -
5.45 p.m. – 6.30 p.m.	Plenary Discussion (Summing up) Q&A		

9.45 a.m. – 1.15 p.m.: Session on Organizational Structure & Succession Planning

9.45 a.m. – 11.00 a.m.

Moderator: Mr. Samit Ghosh, Managing Director & CEO, Ujjivan©**Panel Session****Key Themes**

- Scaling up Organization - **Mr. Rajiv C. Lochan**, Partner, McKinsey & Company, Inc.©
- Talent Management - **Mr. Ajay Kumar**, BD Pharma©
- Structural Innovations - Senior Representative, ICICI Bank*
- Top Team Management - **Mr. Mohit Bhatnagar**, Managing Director, Sequoia Capital India©
- Head, HR or Business Head, Mind Tree Consulting*

11.00 a.m. – 12.30 p.m.

Workshops#**Workshop 1 –**
Scaling up Organisation**Lead Facilitator – Mr. Samit Ghosh**, Ujjivan©**Panelist – Mr. Rajiv C. Lochan**, Partner, McKinsey & Company, Inc.©**Workshop 2 –**
Talent Management**Lead Facilitator – Dr. Vandana Nadig Nair**, Partner, CoCoon©**Panelist –****Workshop 3 –**
Structural Innovations**Lead Facilitator – Ms. Vandana Vishwanathan**, CoCoon©**Panelist –****Workshop 4 –**
Top Team Management**Lead Facilitator – Ms. Peg Ross**, Grameen Foundation©**Panelist – Mr. Mohit Bhatnagar**, Managing Director, Sequoia Capital India©

12.30 p.m. – 1.15 p.m.

Plenary Discussion (Summing up)
Q & A

1.15 p.m. – 2.00 p.m.

Lunch

2.00 p.m. – 5.30 p.m.: Session on Culture and Ethics

2.00 p.m. – 3.30 p.m.

Moderator: Ms. Naina Lal Kidwai, Group General Manager & Country Head- India, HSBC Ltd.©**Case Study / Presentation**Case Study 1: Great Place to Work – **Mr. Aniruddha Limaye**, Director, Great Place to Work® Institute©Case Study 2: Diversity and Inclusion – **Mr. Arjun Uppal**, Business Head, DCM Shriram Consolidated Limited©

3.30 p.m. – 5.30 p.m.

Closing Session

- **Mr. Vijay Mahajan**, Chairman and Managing Director, Basix©
- **Mr. T V Mohandas Pai**, Infosys*
- **Mr. Mathew Titus**, Executive Director, Sa-Dhan©
- **Ms. Peg Ross**, Director, Human Capital Center, Grameen Foundation©
- **Mr. Subroto Bagchi**, MindTree Ltd. *
- **Mr. P N Vasudevan**, Managing Director, Equitas Micro Finance India Pvt. Ltd.©

Q&A

FICCI Conference on

“Scaling the MFI Activity by Strengthening Human Resource.”

Date: 21st – 22nd January, 2010 Venue: Federation House, New Delhi

Timing of Registration: 8.45 a.m. on 21st January, 2010

Delegate Fee for Conference (Per Delegate)

FICCI Members	INR 5000/-
Non-FICCI Members	INR 6000/-

Yes, we are interested in participating in the FICCI Conference on “Scaling the MFI Activity by Strengthening Human Resource.”

(Tick whichever is applicable)

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 Non-FICCI Member

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DD/ Cheque No.dated.....in favour of **Federation of Indian Chambers of Commerce and Industry/ FICCI**, payable at New Delhi.

Delegates:-

1. Name Designation Mobile

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3. Name Designation Mobile

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Organisation

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Tel (with STD/ ISD Code):Fax (with STD/ ISD Code):

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- Please note that the delegate fee includes the conference kits, study material, seminar, and lunch.
- It does not include the air fare, hotel stay or any other incidental expenses

Refund Policy: Request received in writing before 10th January, 2010 will be considered for cancellation. A 25 percent handling charge will be deducted from the total amount deposited towards the delegate fee and the rest refunded by cheque. No amount will be refunded after 12th January, 2010. Also transfer of fee for any other event is not allowed.

Kindly send in duly filled in Registration Form to:

FICCI Office:

Ms. Reetika Saxena/Ms. Supriya Bagrawat

Financial Sector & Corporate Laws,

FICCI, Federation House, 1, Tansen Marg, New Delhi 110 001

Tel: 91-11-23738760-70 (Extn. 324 & 413) 23765339(D)/23357246 (D)

Fax: 91-11-23320714, 23721504 Email: finance@ficci.com

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Sponsorship Propositions

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Details of the advertisement are as under:

Category	Amount (INR)
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