



ESPERANTO

JULY 2016

Delhi Chapter Established 1986

Special Edition

From Chairperson's Desk



Dear Friends,

Greetings!

It is such a privilege to make my first address after taking over as Chairperson of this esteemed organization. I extend a warm and a very hearty welcome to all of you. This, as you are aware, is an Association, which is one of its kind, a unique group of women professionals who have chosen to follow a very virtuous profession, that of a Secretary. As conceded by one of our Guest speakers, the *Secretarial profession is a very noble profession, but under-appreciated. Secretaries perform to strengthen the success of others by providing them support and making them successful*". We work hard and contribute to the growth and development of the company by assisting the individual who is a key part of the organization. The opportunity that this profession bestows, to interact with a wide cross-section of employees, colleagues and clients, is also the exclusive privilege of Secretaries, which inculcates in us a sense of rendering hospitality, camaraderie and a deep understanding of human beings, apart from the realization that we work in extremely responsible and demanding positions.

For me personally, the journey of rising to this position has been quite eventful and is ample proof of the fact, that in IASAP, there is no dearth of opportunity to learn for those who so desire. Ostensibly, we find ourselves working behind the scene despite our day to day contributions, which may

Past Chairperson

Anita Khosla

E-mail:

khosla_anita@hotmail.com

Chairperson

Vandana Kalsi

Engineers India Ltd

E-mail:

vandana.kalsi@eil.co.in

Kon. Secretary

Anjana Tandon

Reckon Computers & Consultants, Gurgaon

E-mail:

tdandon.anjana@gmail.com

Kon. Treasurer

Jyotsna Pathak

Banarsidas Chandiwala

E-mail:

jjyotsna_pathak@hotmail.com

Committee Member

Rashmi Budhreja

E-mail:

rashmi.budhreja@gmail.com

Committee Member

Sarita Panjwani

E-mail:

sarita_panjwani@yahoo.com

seem routine, but greatly impact the final outcome of a process.

Delhi Chapter got a sound footing under the able leadership of the past Chairpersons. They ensured that the roots of Association went deeper and became stronger. We have had good representation from Delhi Chapter for the All India Secretary and Administrative Professional of the Year Contest through the years.

IASAP's Delhi Chapter has seen ups and downs in activities; however, our office bearers have enabled a legacy of stability. Now, perhaps a more aggressive strategy needs to be pursued. The challenge is to consistently **pursue our vision** to attract enthusiastic and dedicated members, who have the dynamism and vision to see the institution grow from strength to strength, thereby providing **a platform for Secretaries to work towards enhancing the image and status of the Secretarial profession.**

The Managing Committee (MC) was aware of the challenges ahead even while the journey was initiated in 1986. **We are a Team** and we take pride in it. **We share our aspirations for this Association and that is what binds us.** The degree of comfort and proximity that we share amongst us is sure to play an important role in our success. It is the factor on the strength of which we feel confident to meet challenges through our collective endeavours.

Some of the steps contemplated immediately, to make this journey a movement are:

- To improve our visibility, we are now on **Facebook**
- Giving a make-over to our **Website**
- Putting in place new **Esperanto Team** to give the Newsletter a fresh perspective
- Steps to take Esperanto to the Corporate world to establish our identity

Our theme this year is **Reform, Perform and Transform.** The enthusiasm with which we have begun our journey gives us confidence to believe that this could possibly be a memorable year for the Delhi Chapter. We are fully geared to take up steps to reform, besides being fully charged to perform in order to realize our vision to transform the Delhi Chapter into an Association our members feel proud to be associated with. We aim to carve a respectable niche for our Association in the corporate world. **Our goal is to transform the Association, bring some dynamism and make it a forum that exudes energy.** We would like to be recognized as a group of highly efficient professionals, contributing towards making the Association vibrant and robust. Let us see how we can do things differently, and in a more effective manner.

To that end we look for encouragement from the corporate world to support us in achieving our goal by recognizing the valuable assistance of the Executive Assistant (EA) within the organization. This is where your support will help. Encourage your secretarial staff to take membership with IASAP. The Association organizes training sessions and meetings with professionals in various fields and regular interaction with them will help the individual grow professionally.

With this issue, we have also introduced a Guest Column, in which we shall invite eminent personalities across the corporate world to express their views on Secretarial profession and how we can work closely for mutual benefit. It is our pride and privilege that Shri Sanjay Gupta, C&MD – Engineers India Limited, an extremely well known personality in the Oil & Gas sector, has kindly accepted to be our first Guest to write for this column.

It is a reality that the corporate world has surged ahead with the support of IT but Secretarial and Administrative work continues to remain the backbone and life line of any company's system. We shall strive to ensure that this profession is respected, recognized and adds value to organizational growth. To that end, let us maintain our grace, dignity and professional outlook under all circumstances to supplement and complement our respective company's objectives constructively and positively.

I also take this opportunity to acknowledge the response of our members in extraordinary situations. Empathy and concern for each other ought to be and is our hallmark. We are not just career-oriented women, in our quest for excellence as Secretaries we have always endeavoured to be good human beings as well. Beyond our capacity as professionals, we shouldn't lose sight of our humane aspect too. Our personal bonding and concern for each other will go a long way in sustaining IASAP.

Friends, as Napoleon Bonaparte said, "**A Leader is a dealer in Hope.**" A leader's task is to invoke a new vision to aspire and emulate. Together we shall open doors for a new beginning marked with hope, passion and belief.

Let us join together to raise our aspirations and hopes to a new level. As long as the mission remains clear, focused and objective driven, there is nothing that can hold us back.

With best wishes and in toast to our profession,

Vandana Kalsi

Editorial



IASAP-Delhi is celebrating two important events of June: **World Environment Day** and **International Yoga Day**

The theme of World Environment Day 2016 is "**Join the race to make the world a better place**".

World Environment Day (WED) is observed every year on 5 June to raise global awareness to take positive environmental action to protect nature and planet Earth. WED is the day for global action and resolution toward keeping the environment healthy for one and all especially for our future generations. There are awareness campaigns to make this day eventful where special importance is given to tree-planting. Clean-up campaigns to tackle issues such as environment and marine pollution and global warming are initiated to create an eco-friendly environment. Along with protecting the environment it is equally important to protect wildlife as they are part of the ecosystem. Most wildlife species are being driven to extinction due to rampant and indiscriminate poaching and illegal trade.

WED reminds each one of us of our responsibility to care for the Earth, and also reminds us of our individual power to become agents of change. Every action counts, and when multiplied by a global chorus, becomes exponential in its impact. Every year, participants, young and old, organize clean-up campaigns, art exhibits, tree-planting drives, concerts and dance recitals, recycling drives, social media campaigns and different contests themed around caring for the planet.

Our commitment to **Reuse, Recycle, Reduce, Rethink and Recreate** will go a long way to make our planet a beautiful place.

International Yoga Day is a world-wide celebration on 21 June of health and fitness through practice of yoga and meditation. Yoga does more than burn calories and tone muscles. It is an accepted method of total mind and body workout that combines strengthening and healing through deep breathing and meditation or relaxation. Recognizing these benefits and to give due importance to this day, IASAP-Delhi is organizing a yoga session and interaction with a naturopath.

Guest Column

**A message from Mr. Sanjay Gupta, Chairman & Managing Director -
Engineers India Limited**



We take this opportunity to commend the IASAP, whom we understand are rendering stellar services towards enhancement of the noble Secretarial profession, intrinsic not only to the professional growth of individuals but also indirectly supporting extensively for the growth of companies. Our Ms Vandana Kalsi, we are glad to know, has recently been appointed as the Chairperson of this prestigious Association. We are confident that her elevation to this position is a signal of acknowledgement of outstanding talent that one can associate with this profession. Her extraordinary multifaceted skills and organized approach, in our opinion, augurs extremely well for the Association. This can be vouched with authority based on the contributions she has been making for the company while being directly associated with us.

We do hope that she will be able to leverage her talent and passion to bring about substantive changes in the organizational set up of the Association, the approach towards appreciating and understanding how the actual role of a Secretary could also be put to scrutiny and perhaps, may set out some specific initiatives, which could be modelled for emulation by the various sub-groups of the Association.

We take this opportunity also to wish the entire fraternity of the Association an extremely useful, productive and exciting time ahead. In the changing scenario of business, where the roles and responsibilities of various personnel in the organization are undergoing a significant shift, perhaps the Association may like to also advise ways and means to respond to the changing scenario more effectively and positively.

We do hope that the Association, amongst other things, will also take the opportunity of working out on ways, means and avenues which could open up career opportunities for upcoming prospective candidates who wish to undertake this profession to contribute effectively in organization building and therefore, in a way, nation building as well.

Administrative Professional Day



Administrative Professional Week is celebrated worldwide in the last week of April. IASAP's Delhi Chapter celebrated it on 30 April as Administrative Professional Day.

This year, we were fortunate to have two distinguished Guest Speakers on this occasion: **Mr. Ravi Bhoothalingam**, Founder and Chairman of Manas Advisory, and erstwhile President of the Oberoi Group of Hotels, and **Mr. Vinay Kumar Singh**, Executive Director & CEO of Thomson Digital Units.

These eminent speakers, made the day very memorable in their unique styles, Mr. Bhoothalingam being very soft and gentle and Mr. Singh full of energy. Apart from the very relevant and significant lessons that we learnt from these two gentlemen on the topic of **Innovation, Motivation and Integration**, what made the interaction special was a narration of personal experiences coupled with fascinating anecdotes by Mr. Bhoothalingam and amazing parallels drawn by Mr. Vinay Kumar Singh from mythological characters. The afternoon, despite the blazing hot sun outside, was relatively cool and calm inside the Justa Hotel, the venue of this interesting interaction.

For those who missed this very engaging interaction, we present below a gist of the session. This will in no way compensate for having missed the actual event, but will give an idea of the discussion that took place. The flow of knowledge was lively and what follows is simply an effort to recollect the lessons for the benefit of all:

Excerpts from the talk of Mr. Vinay Kumar Singh

- **Innovation** is a solution to a problem, so don't be afraid of problems. Each one of us has a problem every day of our lives. In fact problems only lead to innovative solutions.
- A little bit of fear in our lives is not bad. A feeling of insecurity keeps us on our toes. A need to protect our interests, and desire to succeed, keeps us competitive. Give fear a positive colour and it will bring solution.
- **Never resort to short-cuts in life** for solutions. Such solutions don't last long. There is no short-cut to success, which inevitably leads to dead ends.
- **Best motivation is self-motivation** which should be sustained. No speaker, career counsellor, philosopher or guide can motivate you all the time, unless you are a self-starter.
- Hanuman-ji bringing *Sanjeevani booti* (herb) for Lakshman on death bed was again a feat of innovation. His problem was that amongst hundreds of herbs growing on the Himalayas, he had to identify the *Sanjeevani booti*. Keeping in mind all constraints, the only solution he could think of was to carry the whole mountain, which was a huge task, but this was the most innovative idea under the circumstances.
- Another example is Vishnu's *Mobini Avtaar*, when to save Shiva from the clutches of the demon, Lord Vishnu got an ingenuous idea to become a beautiful woman and dance with the demon to kill him. This demonstrates how problems can be overcome through innovative solutions.
- Mr. Singh emphasized that **Innovation is in our DNA**. We are a nation which gave the world 'zero', and gave the world knowledge that plants too have feelings. We have it in us to innovate. Let's compare Japan with India. This small country was totally devastated by the bombs thrown on Hiroshima and Nagasaki, but with a strong will, the country was up on its feet. Ours is a country full of natural and mineral resources we can take advantage of to achieve much more than we have already. If a small nation like Japan could do it, so can we. We need not accept things the way they are. Instead we can also make innovative efforts to change the status quo.
- Put yourself in the driver's seat. You decide your own fate.
- For **motivation, look within yourself**. If there is anything at all that can motivate you, it is You. Motivation by others can never address your personal requirements. So keep charging your battery yourself.
- Don't chase success – **create success, deserve success**. Instead of success if you focus on hard work and projects at hand, success will inevitably follow you wherever you go.

Excerpts from the talk of Mr. Ravi Bhoothalingam

Mr. Bhoothalingam started his talk by acknowledging that, “the *Secretarial profession is a very noble profession, but under-appreciated. Secretaries perform to strengthen the success of others by providing them support and making them successful*”. Secretaries have managed something which very few other people have, by virtue of interplay of personal and professional dynamics, qualities of knowledge and trust, and maintaining delicate boundaries of professional and personal demeanor. Success in this profession comes with a lot of dedication, hard work and difficulty.

- Observation leads to innovation. So be a good observer.
- Talk less, listen more. Listening will give you a better insight into a person and state of affairs.
- Money is not always the best motivator.
- Focus on strengths and people will respond.
- Integrating diverse strengths and talents of various people leads to integrated teams. So focus on the strengths of individual team members, who will further strengthen the whole team with their unique talents and expertise. In isolation, spices do not add value. For example turmeric, chilies, coriander etc. are not great to taste singularly, but when mixed together to make a masala, they add value to a recipe.
- Challenge is having people in a service industry who can smile and make people happy. This is either inherent or has to be cultivated and this is a must for secretarial profession too.
- Do not select people for their qualifications or experience, select them for their attitude. That helps. Because amongst a crowd of people having similar qualifications and experience, *it is the attitude which makes a difference.*



Up-coming Events

- 23rd ASA Congress in Manila 25 - 29 September 2016
- Delhi Chapter turns 30 in November
- Other up-coming events will be announced shortly.

Introduction of Office Bearers



Vandana Kalsi, our Chairperson, is a much accomplished and multifaceted professional. She holds a Master's Degree in English from Maharshi Dayanand University, and an MBA with specialization in HR from IGNOU.

At present in her capacity as Senior Staff Officer, she is assisting the Chairman & Managing Director of Engineers India Ltd., a PSU under the Ministry of Petroleum & Natural Gas.

Vandana won the “**Secretary & Administrative Professional of the Year Contest in 2011**”(SAP) organized by IASAP - Delhi Chapter and was one of the six finalists in the All India Convention held in the same year. She had an eventful stint as Secretary in the Managing Committee and thereafter as Vice Chairperson. **She took charge of IASAP-Delhi as Chairperson on 21st May 2016.**

With her varied interests, she participated in College Youth Festivals winning many awards for cultural activities. A winner of several awards in debates, essay writing, music and poetic recitation competitions make her a versatile personality.

She is an ardent animal lover and staunch supporter of animal welfare. She has been an Honorary Animal Welfare Officer under the aegis of Animal Welfare Board of India. She was Community Member of Radio Manav Rachna from May 2014 to April 2016 and hosted the show “*Hum Hain Rabi Pyar Ke*” exclusively dedicated to spread the message of love, kindness and compassion for animals; a sincere effort to become a Voice of the Voiceless.

Vandana has a warm, sensitive and vivacious personality and takes to her work with utmost dedication and commitment.



Anjana Tandon, Honorary Secretary is a technocrat. She is a graduate from Delhi University and holds a Master's Degree in IT (Systems) from IMT Ghaziabad. She is a Microsoft certified professional having more than two and half decade of experience in designing and developing technical solutions for multiple clients.

Her career graph began in 1991 as a Programmer with KV Computers and then ascended when she moved to Svam Software Limited as Senior Programmer. In the year 2000, an assignment as Analyst took her to the USA. On her return she joined Venture Infotech as Project Manager. Her need to occupy herself beyond the parameters of office saw Anjana turn freelancer in 2002 when she setup her own organization under the name of Reckon Computer & Consultants. In 2004, she decided to expand her scope of work to provide computer training in computer skills to housewives, retired officers, senior citizens and students with the aim to introduce them to the new world of technology and develop skills to manage their day to day tasks in an increasingly technical world. Her students include executives from IBM, Accenture, American Express, and school teachers from DPS, Shri Ram School etc.; engineers, doctors, BPO Employees and lot more.

She is also associated as a Director with Institute of Advance Computer Technology (IACT) Education Pvt. Ltd. Her duties include training the students according to their curriculum in her own institute.

Her association with IASAP began in 2013 when she started managing the website of the Delhi chapter. She became a member in 2014 and her dedication to the association saw her being appointed as Secretary in 2015. She is keen to work to achieve a mile stone for IASAP-Delhi with a vision of providing knowledge, opportunities and resources to members in their quest for excellence in discharging their responsibility effectively and efficiently.

Anjana, an all-rounder, has won many awards in academic and cultural events.



Jyotsna Pathak, Honorary Treasurer is a graduate from Punjab University with over 30 years of experience in various organizations such as Gedore Tool, Montary (Ranbaxy Group), Luxor Pen Company, Methodex Systems, Fena India Pvt. Ltd. and MunjaniInc (An American buying house). Family circumstances and domestic compulsions urged her to take up employment soon after graduating from college. She simultaneously upgraded her skills in short-hand, typing and administration from ITI.

A self-made professional, Jyotsna started her career in 1980 as a steno-typist and worked her way up the career ladder through sheer grit and driven by the motivation to constantly better herself. Currently, she holds office as Executive Secretary / PRO at Chandiwala Banarasidas Trust. She says, “I thoroughly enjoy my work as an Executive Secretary/PRO as it has given me an insight into understanding the psychology of human beings and also looking after the needs of employees ranging from all strata of the organization. I work with total dedication which not only gives me personal satisfaction but also a keen sense of professional gratification.”

Jyotsna is deeply interested in poetry, especially Urdu poetry. She has many compositions to her name. She has been **hosting a programme on Poets and Lyricists on Radio NGF**, the first community radio station of the NGF college of Engineering and Technology in Palwal. Her contribution in writing and directing the programs of Delhi Chapter, and in particular at the National Convention cultural evenings, has been much appreciated by one and all.



Anita Khosla, our immediate past Chairperson, is a graduate in Economics from Miranda House, Delhi University. She began her career with American Express and has worked with Kamanis and Punwire. Of her 39 years in service she spent the last 29 years with SBI Capital Markets Ltd as Executive and retired recently.

She is a prominent member of IASAP and has held position in various capacities over 12 years as Co-Treasurer, Treasurer, Vice Chairperson and **Chairperson**. She believes that IASAP helped her grow professionally with the added advantage of networking. Apart from relaxing with family, Anita hopes to catch up with her major interests of travelling and music.

Committee Members



Rashmi Budhraja is a Commerce graduate from Delhi University. She also holds a diploma in HR from Bharatiya Vidhya Bhavan. Her keen interest on the subject of Marketing led her to pursue an MBA degree in Marketing from Symbiosis University, Pune alongside working at Ranbaxy Laboratories Ltd. (recently acquired by Sun Pharmaceutical Industries). Her tenure at Ranbaxy lasted 21 years, where she says, she gained maximum professional learning and personal satisfaction. When the organization recently shifted location to Mumbai Rashmi voluntarily resigned to pursue her dream of joining the family business. She is currently open to work opportunities in Delhi and Gurugram.

Rashmi is a prominent member of IASAP and has served a very effective stint as **Honorary Secretary** of the Delhi chapter from 2010 to 2013 and as **Honorary Vice Chairperson** from 2013-2014. Her cheerful disposition makes her an invaluable team member. Apart from her professional interests, and whenever she is not occupied in assisting her husband in his printing business, she loves travelling and meeting people.



Sarita Panjwani has a Post Graduate qualification in Management with over a decade's experience of working with Government and Private sector organizations in a Secretarial profile.

Currently she is the Executive Assistant to the Executive Director & CEO at Thomson Digital, a Division of the Thomson Press (India) Ltd., of the India Today Group. Prior to this she held another highly responsible position as 'Private Secretary', while assisting the Economic Advisory Council to Prime Minister of India.

She is a fairly recent member of IASAP and demonstrated great confidence in immediately stepping up to participate in the Secretarial And Administrative Professional (SAAP) Contest 2015, which, she asserted, has been a tremendous learning experience for her.

Sarita is the youngest member of MC, bubbling with ideas and suggestions, and keen to learn. Very cooperative and always ready to contribute.

IASAP-Delhi Welcomes its New Members

1. Shalini Sharma, EA - Airbus
2. Rekha Manocha, EA (Board Management) – Airbus Helicopters
3. Leena Behl, EA (Civil Aerospace Team) - Airbus
4. Lakshmi Punarvasu, EA to MD (Kohinoor Speciality Foods India Pvt. Ltd.)
5. Poonam Verma Sr. Executive (Polyplex Corporate ltd.)

Obituary



Anita Seth, one of our prominent and valuable members, left for her heavenly abode on 29th April 2016 at the age of 64 after battling blood cancer.

A warm and genuine person, she remained brave even during her last days, firmly believing that she would improve and resume her official duties. Not once did she complain that she felt pain or weakness, nor did her voice falter to convey that she feared the unknown. The strength in her voice sustained until the very end. Her support meant a lot to IASAP. She was always a keen participant in all of IASAP events, bringing much needed support through her enthusiastic participation in events and through her quiet and graceful presence.

We will miss you Anita Seth. May your soul rest in peace.

Esperanto Team : Anjana Jacob, Rani Bopanna, Vandana Kalsi, Anjana Tandon, Jyotsna Pathak

Disclaimer: The views expressed in the Esperanto are those of the authors and not necessarily that of IASAP. Please send your feedback /comments to Anjana Jacob (jacob_anjana@yahoo.com) and to Rani Bopanna (rani.esperanto@gmail.com).

We are online at www.iasapindia.com. You may also join us on Facebook at <https://m.facebook.com/IASAP-Delhi-1712423259024889/>