

FOUNDER'S DAY CELEBRATIONS

March 2, 2024



AI & ITS IMPACT ON BUSINESS

Making India Future-Ready

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FMS FOUNDER'S DAY CELEBRATIONS 2024

The FMS Founder's Day Celebrations, an annual event that commemorates the establishment of FMS back in 1954 under the guidance of Prof A. Dasgupta, have been gaining significance over the past few years.

The annual theme of the event addresses critical and contemporary national and global issues, attracting participation from prominent leaders in various fields. They join us to share their treasure trove of experiences, anecdotes and best management practices.

For this year's celebrations, being held at the PHDCCI Auditorium in New Delhi, the chosen theme is "AI and Its Impact on Business".

A topic of immense interest due to its myriad facets, ranging from the highly optimistic to the dark and foreboding, artificial intelligence and its likely impact on business need to be understood better by each one of us. Sooner than we imagine, this groundbreaking technology will likely find its way into every business and every facet of our lives.

Join us as experts take the stage during our discussions, offering perspectives that provide greater clarity and preparing us better for the riveting times ahead.



THE FMS FORUM

THE SPIRIT OF GURU DAKSHINA

Institutions are built over time and assessed by how they create generations of alumni who excel in their fields of endeavour and make an impact on society at large. FMS alumni have admirably achieved this despite FMS being a non-autonomous body with limited resources. We are duty-bound, as successful alumni, to pay homage to our business school for its seminal contribution to our lives and ensure that it occupies its rightful place among hallowed institutions.

In 2015, The FMS Forum, a not-for-profit society, was formed by a group of passionate distinguished alumni in the spirit of “Guru Dakshina”– unconditionally giving back to the alma mater with gratitude and respect. It is primarily funded by alumni membership and funds generated from events. The Dean of FMS, University of Delhi, is its patron. The prime objective of the Forum has been to create an intellectual platform with the global alumni network’s strategic leadership inputs, collective experience and pooled financial resources. Its aim is to continuously elevate and strengthen the stature of Brand FMS as a top-notch contemporary and thought-leading management institute, ranked among the best.

The FMS Forum has organised conclaves, attracting some of our country’s finest minds, and providing faculty and students an opportunity to benefit from their rich discussions. It has institutionalised Founder’s Day as a marquee event and launched the high-quality lecture series “Words of Whizdom”. The FMS Forum collaborates with, participates in and financially supports the activities of student bodies such as the Marketing Society, the Entrepreneurship Cell and the Finance Group.

For the FMS Forum, this is just the beginning.....



EXECUTIVE COMMITTEE

FMS Dean – Prof. A. Venkat Raman – Patron

Rajkamal Sharma - President

Ashwin Malik - Vice President

Puneet Wadhwa - Secretary

Viren Kaushik - Treasurer

A.P. Parigi - Immediate Past President

Sandip Das - Past President

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Alok Brara - Member

Naveen Kapur - Member

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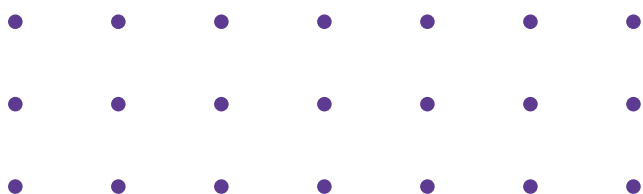
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PROF. A. VENKAT RAMAN
Dean, FMS Delhi



DEAN'S MESSAGE

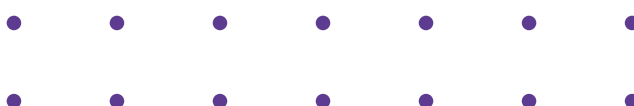
We, at FMS, are committed to nation building. We provide equitable access to quality management education based on the principles of inclusivity and diversity. The Founder's Day is an occasion to reaffirm our commitment to these principles.

AI is becoming more pervasive in all walks of our lives, offering unfathomable opportunities as well as posing huge challenges for both business organisations as well as societies. Several industry segments are already embracing this tectonic shift towards data-driven technology in order to remain relevant and to survive. It is compelling organisations to reconfigure their businesses, structures, systems and skill sets. How AI would impact business organisations and society in India would be an interesting analysis and thus, an apt theme for this Founder's Day.

The FMS Forum, consisting of illustrious and most distinguished alumni of FMS, has been contributing to the intellectual and corporate life at FMS for over a decade. As in the past, they have worked hard this year as well to put together a stellar cast of speakers and panelists for the FMS Founder's Day 2024. On behalf of FMS, I take this opportunity to thank the FMS Forum for its dedicated and unstinting efforts.

With best wishes

Professor A. Venkat Raman
Dean
Faculty of Management Studies
University of Delhi





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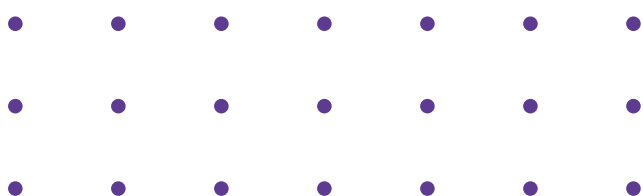
**Optical
Connectivity**



**Global
Services**



**Digital and
Technology Solutions**



RAJKAMAL SHARMA
President, The FMS Forum



PRESIDENT'S MESSAGE

The FMS Forum has continued to collaborate with students, faculty and alumni to further build the Brand FMS and instil a sense of pride in the brand among all stakeholders. On this occasion of the Founder's Day of this nearly 70-year-old institute, it gives us tremendous pleasure to once again organise the event in conjunction with FMS.

Every year, the Forum picks up a theme of relevance and importance for all stakeholders as well as participants. This year too, we discussed the various themes with the faculty and student body, and it was felt that the area of prime concern and interest to everyone is the emerging impact of AI on various businesses.

AI empowers businesses to become more agile, competitive and customer-centric in today's rapidly evolving marketplace. The pace of development in the field of AI is so rapid that the ordinary human mind cannot keep up with these changes. Yet, it must be recognised that it is the natural intelligence of a human being that has created AI as a tool to improve the business as well as the personal environment, and demystify complexities.

The FMS Forum has consistently endeavoured to invite distinguished speakers and panelists to share their knowledge and wisdom with students on topics of contemporary relevance. Quite recently, we organised an inter-generational conversation on digitisation between a former president of an international bank and his daughter, who is a social media influencer. This left the audience enthralled and riveted, as could be made out from their interaction with the students.

Our Inter-College Debate on the theme of the event has gained significant interest, not only within FMS, but also among students from various business schools around the country, resulting in much greater participation among students.





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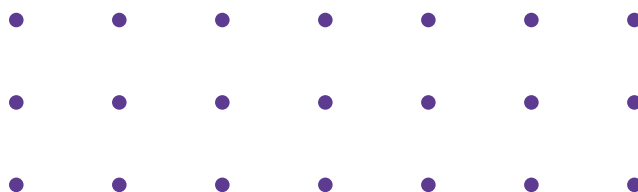
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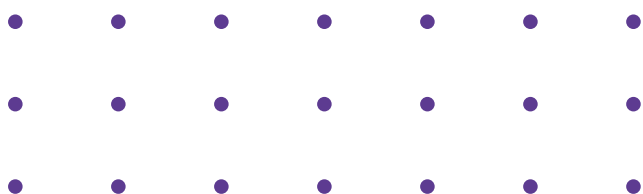
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AGENDA



- 5:00 - 5:10 pm Welcome by MSA
President's address
- 5:10 - 5:20 pm Dean's Address
- 5:20 - 5:30 pm Lifetime Achievement Award
Dr. A.S. Narag
- 5:30 - 6:00 pm Keynote Address (followed by Q&A)
Speaker - Rohit Jawa
- 6:00 - 7:00 pm Panel Discussion (followed by Q&A)
Topic - AI and Its Impact on Business
Panelists
 - i) Jaspreet Bindra
 - ii) Rohit Pandharkar
 - iii) Vibhore Sharma**Moderator**
Gargi Rawat
- 7:00 - 7:15 pm THINC Debate B School Competition;
Award Ceremony and Winners Comments
Topic - AI: Force Multiplier or Loose Cannon?
- 7:15 pm Vote of Thanks
- 7:30 pm Dinner



PROF. A. DASGUPTA

Founder, Faculty of
Management Studies



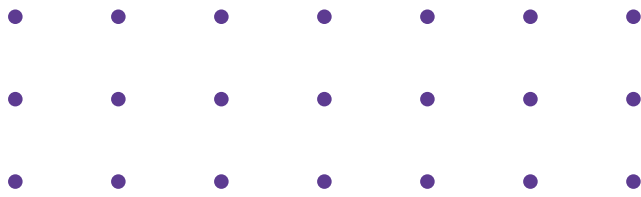
Shortly after independence, a band of visionaries led by Professor V.K.R.V. Rao, and supported by then Prime Minister Pt. Jawaharlal Nehru, were fired up by the ambition to create a centre for advanced learning and research in the social sciences, comparable to the best in the world, befitting of an independent sub-continent.

Thus, in 1948, the Delhi School of Economics (DSE) was conceived on the lines of the London School of Economics. Subsequently, when Prof. Rao became the Vice Chancellor of the University, the process of setting up four new departments – Sociology, Geography, Business Management and Commerce – was initiated.

Prof. Dasgupta was appointed to the Delhi School of Economics (DSE) by its founder Prof. V.K.R.V Rao to oversee the newly constituted Department of Business Management and Industrial Administration. Like his mentor, Prof. Dasgupta was also an institution builder par-excellence. His dream and vision were to take the department to the status of a full-fledged faculty, a leading university-based institution of management education with the stature of an internationally known school of business.

Guided by the vision of its founders, the school places the highest importance on maintaining excellence in teaching, both as an end in itself and as a basis for creativity and sustained excellence in research.





PROF. A.S. NARAG

Ex-Dean and Professor of Management,
Faculty of Management Studies,
University of Delhi



LIFETIME ACHIEVEMENT AWARD

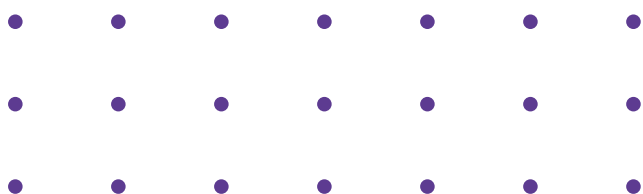
Prof. Narag has served as the Head and Dean of the Faculty of Management Studies (FMS), University of Delhi. He specialises in the areas of management science, project management and materials management. He held a faculty position at FMS from July 1969 to March 2011. Prof. Narag holds an M.Sc. in Operations Research from the University of Delhi and a Ph.D. in Management from FMS. He attended the ITP organised by the Graduate School of Business Administration, Harvard University, USA, in 1973.

Prof. Narag has over 42 years of professional experience. He has been involved in management teaching, training, research and consulting. He has guided several research students pursuing their M.Phil. and Ph.D. programmes at FMS. He has authored more than 45 research papers and articles in standard and reputed journals, and written two books and a research monograph.

Prof. Narag has extensive experience in university administration, having managed various portfolios over time. He coordinated the affairs of foreign students at the University of Delhi as Foreign Students' Adviser from June 1986 to March 2007. He has also held the position of Dean-Consultancy, University of Delhi, providing direction and monitoring consultancy assignments undertaken by the teaching faculty. He has been a member of various policymaking committees of the university aimed at streamlining the functioning of various units. He was the Chairman of the Governing Body of a Delhi University-affiliated college. He has served as Independent Director on the board of Power Grid Corporation of India Limited and has also been on the board of Bank of Punjab in the past. Currently, he is a governing council member of Rajiv Gandhi Cancer Hospital and Chairman of the hospital's Academic Council.

Prof. Narag has travelled extensively to several countries to participate in international seminars, conferences and task force committees. He has provided management consultancy services to corporate units in both private and public sectors. He has been actively involved in developing and implementing management training programmes as well academic curricula for several management institutions.





ROHIT JAWA
Chief Executive Officer
and Managing Director,
Hindustan Unilever Limited



KEYNOTE ADDRESS

Rohit Jawa is the Chief Executive Officer and Managing Director of Hindustan Unilever Limited (HUL). He is also President, Unilever, South Asia, and a member of the Unilever Leadership Executive (ULE). Rohit started his career with HUL as a management trainee in 1988. He has a proven track record of sustained business results across India, Southeast Asia, and North Asia. As EVP North Asia and Chairman Unilever China, Rohit helped transform the business into Unilever's third largest globally. He developed a distinct strategic agenda for China, championed digitalisation and premiumisation, and steered the business very capably through the Covid crisis. As the Chairman of Unilever Philippines, he led the business to become one of the top 10 markets for Unilever globally. He is deeply passionate about integrating the strengths of traditional markets with digital technologies and future-fit business models.

Rohit has a bachelor's degree from St Stephen's College and an MBA from the Faculty of Management Studies, both at the University of Delhi, India. He is an alumnus of IMD Business School, Lausanne, Switzerland, where he completed the Breakthrough Program for Senior Executives in 2018. Rohit also completed the Advanced Management Program from Harvard Business School in 2022.

Rohit served as the Founding Secretary for the Food Industry Asia, Singapore, in 2010, and as Co-Chair of "Grow Asia Philippines" (a World Economic Forum initiative for inclusive business models in agriculture), alongside the Secretary of Agriculture, Philippines, in 2015-16. In addition, he served on the Consumer Goods Forum (CGF), China board, a global, CEO-led collaboration for positive change. Since July 2023, he has been an Executive Committee Member of Vikaasa, a coalition that collaborates to accelerate India's progress on the UN Sustainable Development Goals. He is also a Trustee of Breach Candy Hospital.

During his leisure time, Rohit enjoys music, learning about different cultures, engaging with stories and travelling.



**PANEL
DISCUSSION**
**AI AND ITS IMPACT
ON BUSINESS**

PANELIST

JASPREET BINDRA

Founder, Tech Whisperer



PANELIST

ROHIT PANDHARKAR

Partner, Technology Consulting, EY



PANELIST

VIBHORE SHARMA

Partner, Capital 2B

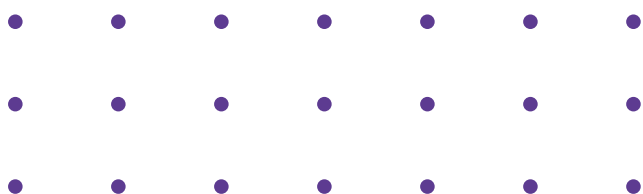


MODERATOR

GARGI RAWAT

Senior News Anchor & Environment Reporter, NDTV 24x7





JASPREET BINDRA
Founder, Tech Whisperer



In his corporate career, Jaspreet has served as the Group Chief Digital Officer at the Mahindra Group, Regional Director at Microsoft India, and General Manager at the Tata Group, as a part of the select Tata Administrative Services. He was also a member of the founding team at Baazee.com, which later became EBAY India.

Jaspreet currently works as Senior Advisor at Thoughtworks India, Senior Advisor at PWC and Senior Advisor at Mahindra Holidays. He is on the Advisory Board for Findability Sciences, a Boston-based Enterprise AI Firm. He also teaches at Ashoka University and is an Expert/Faculty at Singularity University and Harvard Business School, among others.

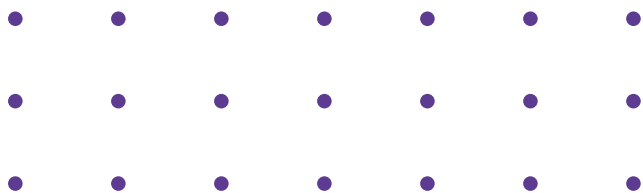
Jaspreet was recognised as the inaugural “Digitalist of the Year” by Mint and SAP. He is also an accredited coach (PCC ICF).

Jaspreet is an MBA and a Chemical Engineer with a master’s degree in AI, Ethics and Society from the University of Cambridge. He has written the definitive bestselling book on digital transformation, “The Tech Whisperer: Digital Transformation and the Technologies That Enable it”, published by Penguin Random House.

He has worked on AI and its use cases for over more than a decade at Microsoft and the Mahindra Group, and is now one of the leading authorities in Generative AI. Jaspreet was the Chief Evangelist for Findability Sciences, a Boston-based Softbank funded enterprise AI firm.

He has worked extensively on Web3, blockchain and the metaverse across clients and use cases. His involvement in the Future of Work domain spans many years, examining it from both technology and cultural viewpoints. He also runs India’s largest Generative AI community - *#generativeaicommunity*, <http://nas.io/generativeaicommunity>.





ROHIT PANDHARKAR

Partner. Technology
Consulting, EY

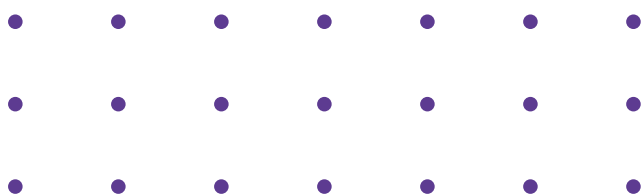


Rohit Pandharkar is Partner in Technology Consulting at EY. He has over 13 years of experience in data science, AI and machine learning in multiple sectors including ecommerce, banking and finance, insurance, asset management, manufacturing, logistics, travel and hospitality, real estate and telecom.

Rohit holds a master's degree from the MIT Media Lab at Massachusetts Institute of Technology, USA. He has authored several international peer reviewed publications in the areas of machine learning, cryptography, computer vision and signal processing. He has also filed several US patents in the areas of computing and algorithms.

Previously, Rohit served as the Group Head of Data Science at the Mahindra Group, followed by roles such as the Global Head of Data Science and AI at OLX Autos, a global e-commerce platform for auto sales, and Head of Data at Circles.Life, Singapore, an Asian telecom SaaS company funded by Sequ.





VIBHORE SHARMA
Partner, Capital 2B



Vibhore Sharma is a self-taught technologist with more than 20 years of experience in building and scaling up products. He was the CTO of Info Edge, where he played a critical role in building Naukri, India’s leading job search platform. He also led the tech and product teams at Jeevansathi and 99 acres.

He is one of the first movers and believers of the Indian deep tech landscape, and has been an active investor for six years. Some of his noteworthy investments include ePlane AI, CynLR, StringBio and Brainsight AI.

He aims to contribute to the creation of a world with intelligent machines, healthier people and a cleaner environment, and is backing startups working towards similar goals by leveraging science and technology.





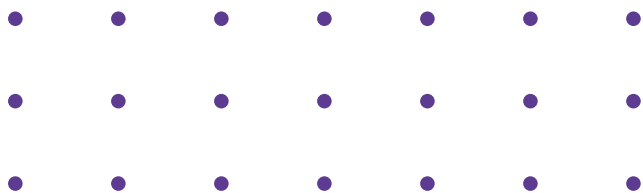
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GARGI RAWAT
Senior News Anchor &
Environment Reporter, NDTV 24x7



Gargi Rawat is a senior news anchor and environment reporter who has worked with NDTV 24X7 for the past two decades. For many years, she has been a regular face on the channel and has filmed several documentaries and environment-related programmes. She worked on the first-ever news show on wildlife in India, “Born Wild”, and anchored its Hindi version, “Safari India”, for the Hindi channel NDTV India. Gargi has also served as editorial head for some of the best-known environmental campaigns carried out by NDTV, including “The Greenathon”, “Save Our Tigers”, and the “Banega Swachh India Campaign”. She received widespread acclaim for her award-winning documentary series on the state of the river Ganga.

Recently, Gargi released her first book, “Tiger Season”, a work of fiction around the themes of tiger conservation and environmental concerns.



THINC INTER B-SCHOOL ONLINE DEBATE

**AI: FORCE MULTIPLIER
OR LOOSE CANNON?**



Students:
**Khushi Sahani and
Tulsi Mahanto**



Students:
**Sai Nikhil Paruchuru and
Divija Maddela**



Students:
**Chabathula Manoj Sampath
and Atharva Bhajne**



Students:
**Varun Radhakrishnan
and Kandan Kodhai**



Students:
**Garima Malik and
Ridima Srivastava**



THINC DEBATE'S JURY



AMIT BARDHAN

Senior Faculty, FMS, Delhi

Amit Bardhan is a professor at the Faculty of Management Studies, University of Delhi. He specialises in analytics and OR/MS. He has a PhD in operations research from the University of Delhi, and conducted post-doctoral research at the University of Texas, Dallas. Since 2000, he has been teaching at the University of Delhi and other leading business schools. He also conducts management development programmes and sponsored research. His research work has been published in leading journals.



ALOK BRARA

CEO, India Infrastructure Publishing

Alok K. Brara is the Founder and CEO of India Infrastructure Publishing, a leading provider of information, analysis and insight on infrastructure sectors – through magazines, websites, conferences and research reports. The company's brands include Power Line, Indian Infrastructure, tele.net, Renewable Watch, Smart Utilities, Global Transmission, Global Mass Transit, Southeast Asia Infrastructure and REGlobal.

Before founding India Infrastructure Publishing, he ran a consulting practice in New York from 1989 to 1996. Prior to that, he worked for six years in advertising at JWT New York as Vice-President.

He has been a member of several industry groups including Niti Aayog's Working Group for Infrastructure for Vision-2035, the CII National Council on Infrastructure and the FICCI Communication and Digital Economy Committee. He has master's degrees in business and marketing from University of Delhi and Northwestern University at Evanston, Illinois.



SWAPNIL SRIVASTAVA

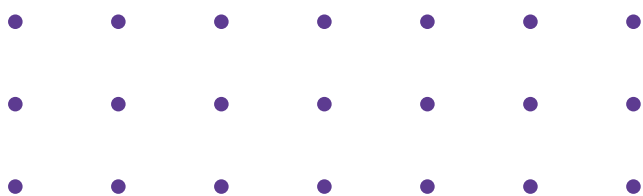
TMT Analyst, EY

Swapnil Srivastava has over 20 years of experience across the Telecom, Media and Entertainment, and Technology (TMT) sectors, focusing on critical business priorities. As the Global TMT Analyst, she is leading a multi-cultural team of analysts spread across the globe.

She has authored over 35 industry publications, with a focus on telecom, infrastructure, 5G, digital transformation, emerging technologies, etc. She also provides inputs on national policies regarding telecom, cloud, AI/GenAI, e-commerce, etc. She is part of digital committees and frequent collaborations with industry bodies such as ITU, GSMA, CII, FICCI, ASSOCHAM, DIPA, ICA and the Department of Telecommunications Industry Advisory Panel.

Swapnil has been leading content for EY's participation in international conferences such as the GSMA Mobile World Congress, Consumer Electronic Show Las Vegas and VivaTech for the past seven years. She has been a keynote speaker on topics related to telecom, digital infrastructure, data centres and 5G at several national conferences organised by industry associations. Swapnil was recently recognised as a "Women Leader in Telecom" by Communications Today, a leading Indian telecom publication.

She is passionate about causes promoting diversity and inclusivity such as STEM education, equal opportunity allyship and tech mentorship programmes. She also serves as a mentor to several professionals both within and outside of her organisation.



THINC DEBATE PARTICIPANT PROFILES

IIM INDORE

Khushi Sahani

Khushi Sahani is a marketing enthusiast currently pursuing her Master's in Business Administration at IIM Indore. She has extensive experience in paid and unpaid marketing, gained through internships at leading organisations such as ITC Limited, HDFC AMC and JCB India. Her research has been presented at national and international conferences organised by the National Association of Psychology and the University of Madrid. In her leisure time, she enjoys immersing herself in the world of fiction or trying to implement new inspirations from Pinterest!



Tulsi Mahanto

Tulsi Mahanto is currently pursuing his Master's in Business Administration. He has interned at reputed organisations like Jindal Stainless Limited, India, and Higher Ed, Norway. An avid participant in case competitions, he has achieved winning and finalist positions in several competitions, including those organised by IIT Kanpur, IIM Trichy, SPJIMR Mumbai, TISS, etc. He is also a geopolitical enthusiast, actively engaged in studying its implications.



XLRI, DELHI

Sai Nikhil Paruchuru

Sai Nikhil Paruchuru is a Business Management student at XLRI Delhi and an alumnus of BITS Hyderabad. He has three years of work experience in the IT industry, having worked at firms like KF in Technologies and Apisero (NTT). His expertise lies in stakeholder management, product development and critical thinking. At BITS Hyderabad, he was a core member of the Placement Committee and the Department of Publicity and PR. His hobbies include playing badminton, watching podcasts and dancing.





Divija Maddela

Divija Maddela graduated with a Bachelor of Dental Surgery from MNR Dental College and Hospital. She is currently pursuing a graduate Diploma in Business Management from XLRI, Delhi NCR. She holds the position of Events Head in Team Services (Placement Support Committee) at the Delhi campus. Her hobbies include reading novels, dancing and watching movies. She enjoys travelling and adventure sports.

IMT, GHAZIABAD

Varun Radhakrishnan

Varun Radhakrishnan is currently pursuing his Master's in Business Administration from IMT Ghaziabad. He completed his B.Tech. in Information Technology at REC, following which he worked as a technical content writer. He is passionate about all things tech-related and enjoys playing games during his leisure time.



Kandan Kodhai

Kandan Kodhai is currently pursuing an MBA from IMT Ghaziabad. She also holds a computer science degree. She began her career at PWC in the Oracle department. Despite her technical role, her strong communication skills enabled her to take on client-facing responsibilities, allowing her to collaborate with executives. Outside of work, she has a passion for cooking and has demonstrated leadership in various clubs, serving as the PRO of the department during her undergraduate studies. Kandan lives with her parents in a family of four.

IIFT, DELHI

Chabathula Manoj Sampath

Chabathula Manoj Sampath holds an Integrated MSc in Chemistry from the National Institute of Science Education and Research. With experience in research, he has contributed to several publications. He is currently pursuing an MBA in International Business from Indian Institute of Foreign Trade. With a strong interest in marketing and product management, he aims to leverage his cross-domain skills, from research analytics to technology, to tackle real-world challenges.





Atharva Bhajne

Atharva Bhajne is currently pursuing his MBA in International Business from IIFT. He holds a bachelor's degree in mechanical engineering. He also has 24 months of work experience in the marketing domain. He has a passion for marketing and product management. He is also an International FIDE-rated chess player.

FMS, DELHI



Garima Malik

Garima Malik is a first-year MBA student at FMS Delhi. She has secured an Incoming Summer Intern '24 position at Reckitt, and was the campus runner-up in the Accenture B-school Strategy Challenger. She received PPI and was the campus winner at the Reckitt Career Compass. She achieved a 99.02 CAT per centile. She is associate member of the Alumni Relations Cell at FMS. She has previously worked as account executive and social media associate at 80dB Communications.



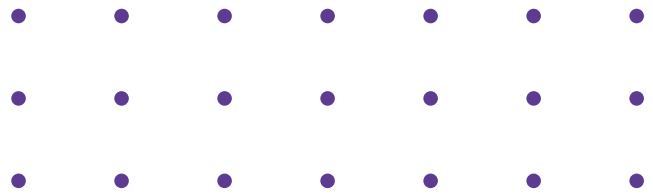
Ridima Srivastava

Ridima Srivastava is a first-year MBA student at FMS Delhi. She has secured the Incoming Summer Intern '24 position at Asian Paints, and is the winner of the Flipkart Vidyarthini national competition. She achieved a CAT percentile of 99.63 and scored 750 on GMAT. She is the Department of Atomic Energy's DISHA scholar for the period 2020-23. She also received PPI. She is associate member of the FMS Oratory Club and ex-social media head at Inventa.



**PAST
ACTIVITIES**

FOUNDER'S DAY 2023: IS THIS INDIA'S CENTURY?



The 2023 Founder's Day, held at Vigyan Bhawan on February 18, 2023 featured a Keynote Address and a Panel Discussion on the overarching theme of **"Is This India's Century?"**, which aimed to highlight the opportunity for India to leapfrog, in terms of overall development and leadership, owing to a combination of geopolitical, social, and economic factors.

The Prof. A. Dasgupta Memorial Lecture on the Theme "Is this India's Century" was delivered by Nirupama Rao, renowned Career Diplomat, Author and Thought Leader. Her lecture was extremely thought-provoking and insightful, drawing on her extensive experience in geopolitics and her keen observation of trends in India and abroad to focus on a few important themes. She observed that some of our ancient scriptures referred to part of India as the "Madhya Desha" or "Middle Country". She suggested that there was a possibility that this could manifest itself globally as India's voice is increasingly heard in the world, and its soft power could possibly help India achieve a leadership position in the Global South over time. She referred to the aspirational and confident posture of vast sections of our population. She highlighted a positive trend that this was not the age of elitism but of the "unknown Indian". She talked about the digital revolution across the country. Many challenges still remained for India, including the need to achieve food/water and energy security, as well as the need for good governance across states. She underlined the need to unfetter the spirit of enterprises and harness the country's young demographic.

The Panel Discussion on the topic **"Can India be the World's Third Largest Economy"** was a high-quality interaction among an erudite set of panelists from leadership positions across different domains. The discussions were expertly anchored by Parikshit Luthra of CNBC 18. While a broad range of issues were discussed, some of the highlights were as follows:



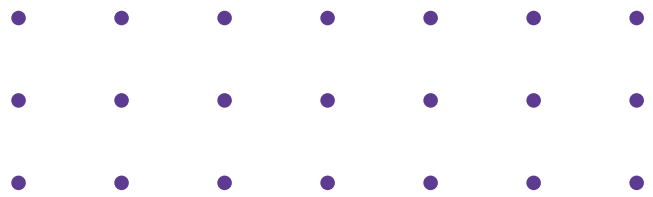


Dr Rakesh Mohan observed that the more important question was not whether India could become the world's third largest economy, which was inevitable given its size and historical growth rates, but rather how to raise the living standards of vast sections of our population. He felt that significant improvements were still required in the areas of health, education and nutrition. He also emphasised the need to generate more employment in the manufacturing sector by focusing on labour-intensive industries. S.C. Garg highlighted the need to transition to an upper income economy. He also emphasised the need for productivity enhancement in agriculture. Navtej Sarna pointed out the China replacement possibility for India given the deterioration in China's trust factor. Dr Harsha Vardhana Singh emphasised the need for high export growth. He highlighted employment, health and education as persistent problem areas, and the need to address them quickly. Jayant Patil mentioned how the defence manufacturing sector in India was witnessing high growth due to the recently improved policy environment. He expressed pride in India's ability to win global export orders in a very competitive and technology-heavy sector. However, he also acknowledged the need for consistent policies that encourage R&D investments.



WOW LECTURES

The Challenges of Digitisation – Social Enabler or Risk



The FMS Forum organised a Wow Lecture on “The Challenges of Digitisation – Social Enabler or Risk” on February 8, 2024, in the North Campus of FMS. The talk followed an interesting format and was anchored and delivered by Sanjay Rishi, Former President of Amex, from the FMS fulltime batch of 1981, along with his daughter Sanjana Rishi, a social media content creator and influencer. This format tried to draw out the different perceptions and experiences of two generations on digitisation. Both speakers followed an interactive style and fielded questions from a participative audience. Raj Kamal Sharma, President, FMS Forum, welcomed Sanjay Rishi and Sanjana Rishi for the event while Ashwin Malik, Vice President, FMS Forum, gave a brief introduction of both the speakers to the audience.

During his riveting talk, Sanjay highlighted the transformations witnessed in society and business over the past four decades. He highlighted the move from a linear, low-tech world of yesteryears to the present digital age, using compelling examples. He spoke about the move from huge mainframe computers of the past to handheld phones with much more computing power. He recalled his days at FMS, when the business systems class required a visit to the computer centre in the Delhi School of Economics to programme on punch cards in the now redundant computer language Fortran. He spoke about his experience at Amex, where erstwhile products such as traveller cheques no longer existed, credit cards had evolved from offline to online to chip-based formats, and customer servicing had transitioned from phone to digital servicing to chat bots. Digitisation has transformed and continues to transform our lives at an ever-increasing pace.

Disruption, as mentioned by Sanjay, is a part of human evolution and the pace of disruption due to technology is expected to increase. He emphasised the need to view disruption not as a threat but as an opportunity. He mentioned that digitisation is possibly leading to an abundance of information, which could pose the risk of “going a mile wide but an inch deep”. He touched upon AI, which is a current point of inflection brought about by increasing digitisation, and the use of large language models. Apart from the impact of AI on standard applications such as banking and financial services, Sanjay highlighted the huge impact it could have on two sectors. He spoke about AI’s potential to enhance human capital in education by reskilling teachers and tutors. He also mentioned AI’s ability to positively impact the healthcare sector by forecasting disease. However, he noted the lack of specific

skills and talents required for AI, which could slow down its growth. For students planning their future careers, his advice was to break down the components of their future work into those that AI could affect and those it couldn't. Jobs demanding emotional intelligence, strategic thinking and creativity were less likely to be affected in the future.

Sanjana spoke from her experience of carving out a successful career in the digital space as a social media content creator and influencer. She mentioned that career paths were linear earlier but are not likely to be the same in the future. Success in the future would require the ability to wield the power of technology to add value digitally wherever relevant. She mentioned how in her work as a Corporate Lawyer, in the US, which was not conventionally associated with technology, but had observed that those who were able to use technology, were more successful. She highlighted the fact that in her own chosen field of work as a social media influencer, today's digital technology allowed her the flexibility to earn for the family while spending enough time with her young daughter. She mentioned some of the often-discussed pitfalls of the new digital world such as the lack of social relationships, data privacy and cybersecurity issues. She also highlighted the downsides of the social media space such as trolling/cyber bullying, fake news and doom scrolling.

Interactive discussions with the students on the benefits and pitfalls of increasing digitisation elicited interesting comments and observations. A student suggested that the solution to cyber bullying may lie not in the digital space but perhaps in participative and democratic arbitration committees such as the 12 Member Committee that Wikipedia uses. Another student spoke of the benefits of AI in the bio tech space, since technology often picked up insights that the human eye missed. A student expressed concern about the unfair advantage that certain organisations may gain, as past data on which AI typically relied belongs to a few entities, and questioned how this misuse could be controlled.

Professor Harsh Verma, in his concluding remarks, thanked Sanjay and Sanjana Rishi for a very insightful talk. While welcoming the benefits of digitisation, he expressed concern on how it was inhibiting social conversations, and limiting rather than extending individuals personally. He also noted the risk posed by platforms like ChatGPT, potentially leading to the loss of the ability to ask questions.



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