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# IMC

Chamber of Commerce and Industry



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# IMC IND4a CALLING

Artificial Intelligence - Retail Industry

**PROCEEDING  
ISSUE**



### Address by Chief Guest

## Ambassador Manoj Bharti

Additional Secretary, Ministry of External Affairs

Since the last many years, India has been having an Annual Heads of Missions Conference in Delhi which is called HOMs conference. And for so many years now the basic ingredient that is given to all the HOMs every year is how to help business grow in India, from India and to India.



### Inaugural Session



### Address by Guest of Honour

## Mr. Vivek Sonny Abraham

Vice President, Invest India

Bloomberg surveyed 900 CEOs from around the world comparing India with some waiting nations and a lot of the parameters that were important to investment destinations, India was at number one. India is the topmost topic in global boardrooms today. If one does not have a India strategy, then they are no longer relevant.



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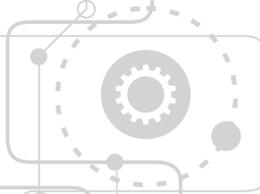
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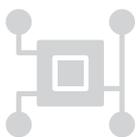
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**IMC  
INDIA  
CALLING**

Artificial Intelligence - Retail Industry



# THE CONFERENCE





## India Calling Conference

Monday, March 25, 2019 Taj Lands End, Mumbai, India

### Objective

India is witnessing tremendous growth potential in two major sectors of global interests and offers unprecedented opportunities for global corporations and businesses.

The one is in areas of breakthrough in new technologies representing the Fourth Industrial Revolution; and the other is Retail Industry.

In the backdrop of huge potential for investment and collaboration in new technologies and retail industry, **INDIA CALLING CONFERENCE** was organized by IMC Chamber of Commerce and Industry as a platform for Indian and global players in these two industries to come together and debate, share insights and explore potential investment opportunities and collaborations. Indian and international experts from leading industry and Government shared insights into development of markets in India, policy inputs and opportunities for companies to invest and collaborate in these areas.

### About The Conference

The day-long Conference organized in Mumbai on March 25, 2019 featured

discussions on key components on the two upcoming and rising sectors in India viz. Retail and Artificial Intelligence – whether it is policies, financing, risk management, logistics, shipping and future of these sectors. The Conference brought together policy makers, Government officials, economists, banks and financial institutions, companies working in the sectors, logistic providers, investors, academic institutions, industry associations and other experts to discuss strategies and action plans to make progress in the two sectors. The Conference organized by IMC's International Business Committee was held at Hotel Taj Lands End in Mumbai. It witnessed participation of over 350 delegates and over 35 speakers. The detailed agenda is enclosed in the report.

The Conference was inaugurated by Ambassador Manoj K. Bharti, Additional Secretary (ED & States), Ministry of External Affairs, GoI, and Shri Vivek Sonny Abraham, Vice President, Invest India. Shri Ashishkumar Chauhan, MD & CEO, BSE Ltd. gave the valedictory address. All the dignitaries appreciated IMC for organizing the Conference on a topic which is of crucial importance for the economic growth of the country and

assured that they would look forward to receiving outcome of the deliberations at the Conference.

This post-Conference report presents some of the key issues deliberated along with suggestions, strategies and policy options that could be considered to give a much needed thrust to the two sectors.

There were interesting events held concurrently during the Conference:

1. A pitch competition was organized for start-up companies in the AI sector, where an eminent panel of experts judged projects submitted by participants and the two joint winners were awarded a monetary reward of ₹ 1.25 lakh each and certificates from IMC to the selected finalists.
2. Two pop-up stores of Future Retail and Pepperfry were set up during the duration of the event.
3. Students of leading management institutes were given opportunity to create a 'WHITE PAPER on "How to market India to various countries"'. The White Paper highlighted India's strength, shortcomings and suggestions for overcoming shortcomings. The White Paper that were received were scrutinized and shortlisted by experts in the Panel of Jury. Each participant was given a Certificate of Participation for the event.
4. The MITRA Robot, was introduced to the audience and there was a live interaction with him on the stage.
5. There were two chess boards powered by Artificial Intelligence on display.





## Inaugural Session



### MR. RAJ NAIR

*President, IMC Chamber of Commerce and Industry*

“India today is a vibrant country with lots of young people with big dreams. After the global crisis of 2008, and with the beginning of the Fourth Industrial Revolution in 2011, the underlying assumptions that governed global businesses, that Governed Global cash flows have changed. We are living in a world where consumers desires and vendors offerings are connected through smart phones and the internet using digital technologies. There are huge opportunities for smart companies to tap this huge retail opportunity whether you are a retailer, whether you are a product supplier, a realty company or a software solution provider, a financier or logistic player etc.”



### MR. RAJIV PODAR

*Chairman, International Business Committee, IMC*

“India is one of the fastest growing economies of the world with expected GDP growth of 7.3%, poised to be the third largest economy of the world by 2025, rising rapidly in the ease of doing business abroad, now ranked at 77 in the world, a labour force expected to touch 160 to 170 million by 2020. The strategy is to strive to leverage AI for economic growth, social development and inclusive growth. As per Accenture report, AI has the potential to add 950 billion dollars to the Indian economy by 2030.

India is also the fastest growing retail market of the world and the Indian retail market is expected to increase by 60% to reach one trillion dollars by 2020. Rising income, changing lifestyle and increased digital connectivity have all contributed to the same.”



# IMC

Chamber of Commerce and Industry



Address by Guest of Honour

**MR. VIVEK SONNY  
ABRAHAM**

*Vice President, Invest India*

**Highlights of the Speech**

- Uttar Pradesh, the biggest State of India has the largest police force in the world and has digitalized its public outreach program. Any call that you make to the emergency number is now captured in a central call center, is plotted instantaneously and within 8 minutes you will hear a response.
- India is already the fastest growing large economy in the world. It's currently positioned at number 6 and by the end of this decade, will definitely be in the top 4 or 5, 4 or 3.
- In this forthcoming election, India will see a hundred and thirty-three million new voters.
- Bloomberg surveyed 900 CEOs from around the world comparing India with some waiting nations and a lot of the parameters that were important to investment destinations, India was

at number one. India is the topmost topic in global boardrooms today. If one does not have a India strategy, then they are no longer relevant.

- India has received more than 50 million dollars in funding. It's the second largest start up nation in the world.
- Invest India has two new initiatives :
  1. India Investment Grid portal is live which can be accessed. It has nearly 5000 investment opportunities already programmed into it and more. It has got Government projects and private sector projects. It can be used to identify which project one wants to work on or can use it to just get information on the state of the economy in a particular region.
  2. National Technology Commercialization initiative. There is a lot of R&D, there is a lot of innovation that is happening in Government labs and the university labs and at the grassroot levels that is waiting to be commercialized and developed. And a lot of corporates looking to tap a market which they may not possibly have the technology to market and we are trying to bridge the gap between the two. This is under the office of the Principal Scientific Advisor and we are happy to entertain conversations on such bridging initiatives.





**Inaugural Session : Address by Chief Guest**

## **AMBASSADOR MANOJ BHARTI**

***Additional Secretary, Ministry of External Affairs***

### **Highlights of the Speech**

- India did remarkably well and in 2018 its world share in trade increased to more than nearly 2.2%. IMF, World Bank, credit rating agencies are all predicting that India is the fastest growing economy and India will continue to be the fastest growing large economy for the next 10 years.
- Indian and foreign businessmen should treat Indian missions abroad more as Indian economic missions nowadays rather than just a political outdoor activity and office. All Indian Ambassadors and all representatives are fully geared to understand business proposals and deals and also business requests and carry it forward to lead it to a logical conclusion.
- Since the last many years, India has been having an Annual Heads of Missions Conference in Delhi which is called HOMs Conference. And for so many years now and the basic ingredient that is given to all the HOMs every year is how to help business grow in India, from India and to India.
- Under the Economic Diplomacy Division, the Indian missions abroad have been given funds called Market Access Fund and the business community and the associations like IMC and others need to make proposals to the Indian missions abroad to promote Indian products and the Made in India Brand. If there is a proposal for market access outside, the Indian missions will be able to not only organize things but will also be able to meet some of the expenditure.
- Similarly, to take care of the state's requirements abroad, the missions have been given the fund called State Facilitation and Access Fund. If there is an Indian State which wants to create an event for an outreach activity or for any other kind of trade or investment related activity, the Indian embassies and the Indian missions will be able to organize events and contribute into that activity from this particular fund.





**DR. VIVEK MENDONSA**  
*Director of Marketing, Lawrence & Mayo*

“As country is poised to be the youngest country in the world with average age of 28 years, we at IMC thought of involving a number of business schools across the country. What better way for us to understand India through the eyes of the millennial students of our country.”



#### VOTE OF THANKS

**MR. ASHISH VAID**  
*Vice President, IMC Chamber of Commerce and Industry*

“India is calling and the world is responding. Today in terms of the biggest economies India is already at number 6 and growing at 7.1%. We are all set to rise up the ranks soon. Today’s conference and its eminent speakers will focus on India’s AI and Retail strength for its continued growth. It is my great pleasure to propose this Vote of Thanks at the end of the highly insightful inaugural session. I sincerely thank our Chief Guest, Mr. Manoj Bharti, Ministry of External Affairs, Government of India for the inspiring address this morning. My thanks to Mr. Vivek Sonny Abraham, Vice President, Invest India for the fantastic presentation he has given us. I am thankful to our title sponsors Reliance Industries Limited for their support to organize this conference. I would like to also thank the Ministry of External Affairs, Government of India and Maharashtra State Innovation Society for their support for this conference.”



**MS. VEDICA PODAR**  
*Chairperson, Young Leaders Forum*

“The youth of India represents a strong voice and it gives me great pleasure that youth is given representation today at this platform.”







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**IMC  
IND4.0  
CALLING**

Artificial Intelligence - Retail Industry



**AGENDA**



# India Calling Conference

Monday, 25 March, 2019

Ballroom A, Hotel Taj Lands End, Mumbai

## Programme

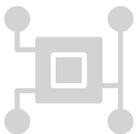
9.30 am	<b>REGISTRATION</b>	
10.00 am – 11.30 am	<b>INAUGURAL SESSION</b>	<b>[VENUE: BALLROOM]</b>
	INDIA – A land of opportunities – one of the Fastest Growing Economies of the World – An Overview on Policies and Opportunities.	
	Lighting of the Lamp Conversation with Robot Video – World by 2050	
10.18 am – 10.28 am	<b>Welcome Address</b> <b>Mr. Raj Nair</b> - President, IMC Chamber of Commerce and Industry	
10.28 am – 10.35 am	<b>Introduction of the Conference</b> <b>Mr. Rajiv Podar</b> - Chairman, International Business Committee, IMC	
10.35 am – 10.50 am	<b>Address by Guest of Honour</b> <b>Mr. Vivek Sonny Abraham</b> , Vice President, Invest India	
10.50 am – 11.05 am	Dr. Vivek Mendonsa to introduce and announce winners of White Paper – “ <b>How to Market India Globally</b> ”	
11.05 am – 11.25 am	<b>Address by Chief Guest</b> <b>Ambassador Manoj K. Bharti</b> , Additional Secretary (ED & States), Ministry of External Affairs, GOI	
11.25 am – 11.30 am	<b>Vote of Thanks</b> <b>Mr. Ashish Vaid</b> , Vice President, IMC Chamber of Commerce and Industry	
11.30 am – 12.00 noon	<b>NETWORKING TEA BREAK</b>	
	<b>CONCURRENT SESSION - ARTIFICIAL INTELLIGENCE</b> <b>[VENUE : BALLROOM]</b>	
12.00 noon – 12.45 pm	<b>OPENING (AI) :- AI the Game Changer – An overview on Opportunities and changing the way of doing business.</b>	
	<b>Chairman of the Session</b> <b>Dr. Ranjit Nair</b> - CEO, Germin8	
	<b>Panellists:</b> <b>Mr. Ashank Desai</b> – Founder and Former Chairman, Mastek Ltd. <b>Prof. Shivaram Kalyankrishnan</b> - Associate Professor, Dept. of Computer Science & Engg., IIT	

12.45 pm – 1.45 pm	<b>NETWORKING LUNCH BREAK</b>
1.45 pm – 3.00 pm	<p><b>SESSION I :- PITCH COMPETITION</b>  <i>Opportunity for startup companies to display and present products of the future. To be judged by an eminent Jury</i></p> <p><b>Moderated by Dr. Ranjit Nair</b>, CEO, Germin8</p> <p>Introductory remarks by <b>Dr. Ranjit Nair</b>, CEO, Germin8</p> <p><b>Jury :</b>  <b>Mr. Harish Mehta</b> – Founder and Executive Chairman - Onward Technologies Ltd.  <b>Mr. Shailesh Haribhakti</b> – Non-Executive Chairman, Future Lifestyle Fashions Ltd  <b>Mr. Nayan Patel</b> – Executive Director, Packam Controls Pvt. Ltd.  <b>Mr. Amit Mookim</b> – Managing Director, IQVIA, South Asia</p> <p>Jury Observations and Award Declaration</p>
3.00 pm – 3.40 pm	<p><b>SESSION II :- BANKING &amp; FINANCE</b>  Transforming the way Business of Banks &amp; Finance will function in the future.</p> <p><b>Chairman of the Session :</b>  <b>Mr. Sankarson Banerjee</b> - Chief Information Officer, RBL Bank Ltd.</p> <p><b>Panellists:</b>  <b>Mr. Zheng Bin</b> – CEO, Industrial and Commercial Bank of China  <b>Mr. Ramesh Iyer</b> – Vice-Chairman &amp; Managing Director, Mahindra &amp; Mahindra Finance Ltd.</p>
3.40 pm – 4.15 pm	<p><b>SESSION III :- APPLICATIONS</b>  The Future Opportunity to learn about the actual usage and applications</p> <p><b>Two short Videos on Applications</b>  <b>In conversation with ‘Mitra Robot’</b></p> <p><b>Chairman of the Session :</b>  <b>Mr. Sumit Rajwade</b> - Founder, Digital Innovation Specialist, at Stealthmode Startup</p> <p><b>Panellists:</b>  <b>Mr. Bhavya Gohil</b> - Co-Founder and CEO, InfVention Technologies  <b>Mr. Karan Savara</b> - Director of Business Development - Middle East, Fastbrick Robotics, Australia  <b>Dr. Ranjit Nair</b> - CEO, Germin8</p>
<b>CONCURRENT SESSION - RETAIL [VENUE : KONKAN ROOM]</b>	
12.00 noon – 1.30 pm	<b>OPENING (RETAIL) :- OVERVIEW</b> - <i>Interaction on the Future of Retail and showcasing opportunities &amp; discussing policies</i>
12.00 noon – 12.05 pm	<b>Introduction – Shailesh Haribhakti</b> - Non-Executive Chairman, Future Lifestyle Fashions Ltd
12.05 pm – 12.30 pm	<b>Retail and e-commerce scenario in India in coming years – – Mr. Damodar Mall</b> - CEO Grocery Retail, Reliance Retail Limited
12.30 pm – 1.30 pm	<p><b>Panel :</b>  <b>Chairman of the Session</b>  <b>Mr. Shailesh Haribhakti</b> - Non-Executive Chairman, Future Lifestyle Fashions Ltd</p> <p><b>Panellists:</b>  <b>Mr. Damodar Mall</b> - CEO Grocery Retail, Reliance Retail Limited  <b>Mr. B. S. Nagesh</b> - Chairman and Non-Executive Director, Shoppers Stop  <b>Mr. Aniruddha Deshmukh</b> - Managing Director &amp; CEO, Mafatlal Industries Ltd.</p>

1.30 pm – 2.30 pm	<b>NETWORKING LUNCH BREAK</b>
2.30 pm – 3.15 pm	<b>SESSION I :- LOGISTICS</b> <i>A panel discussion on Logistics and Warehousing – The opportunities and challenges</i>
	<b>Chairman of the Session :</b> <b>Mr. Mark Fernandes</b> - Partner, Sylvester & Co.  <b>Panellists :</b> <b>Mr. Vivek Johri</b> – Chief Commissioner of Customs, Incharge of JN Customs <b>Mr. Shashi Kiran Shetty</b> - Chairman, Allcargo Logistics and ECU Worldwide <b>Mr. Abhik Mitra</b> – MD & CEO, Spoton Logistics Pvt. Ltd. <b>Mr. Julian Bevis</b> - Senior Director, Group Relations, Asia A. P. Moller-Maersk Group
3.15 pm – 3.45 pm	<b>SESSION II :- RETAIL NEXT</b> <i>Unfolding the future of retail and financing opportunities.</i>
	<b>Chairman of the Session :</b> <b>Mr. Atul Joshi</b> - Founder & CEO, Oyster Capital Management & Advisory  <b>Panellists :</b> <b>Mr. Robert Lobo</b> – Venture Partner, Z Nation Lab <b>Mr. Surendra Kumar Jalan</b> – Managing Director & CEO, OHMY Technologies Pvt. Ltd. <b>Mr. Subodh Mehta</b> – Senior Vice President, Godrej Interio
3.45 pm – 4.15 pm	<b>SESSION III :- GLOBAL PERSPECTIVE</b> <i>Retail Globally and how they view India as a market</i>  <b>Short Video “Alibabas Giving Retail a New Dimension”</b>  <b>Chairperson of the Session :</b> <b>Ms. Sunita Ramnathkar</b> - Director, Eudora Enterprise  <b>Panellists :</b> <b>Mr. Bhaskar Som</b> – Country Head, IRR Advisory Services Pvt. Ltd. <b>Mr. Sunil Mirani</b> – Co-founder & CEO, Ugam Solutions
4.15 pm – 4.45 pm	<b>NETWORKING TEA BREAK</b>
4.45 pm – 5.30 pm	<b>VALEDICTORY SESSION</b> - A Sum up of all the Business Potential and India next
4.45 pm – 4.55 pm	<b>Address by</b> <b>Mr. Raj Nair</b> , President, IMC Chamber of Commerce and Industry
4.45 pm – 5.10 pm	<b>Distribution of Certificates :</b> <ul style="list-style-type: none"> <li>• Presentation of Cheque to Pitch Competition Winners (1st and 2nd)</li> <li>• Certificate of Participation to students winners of White Paper – “How to Market India Globally”</li> <li>• Certificate to Outdoor Partner – Global Advertisers on stage</li> </ul>
5.10 pm – 5.25 pm	<b>Address by Guest of Honour</b> <b>Mr. Ashishkumar Chauhan</b> - MD & CEO, BSE Ltd.
5.25 pm – 5.30 pm	<b>Vote of Thanks</b> <b>Mr. Ajit Mangrulkar</b> - Director General, IMC Chamber of Commerce and Industry



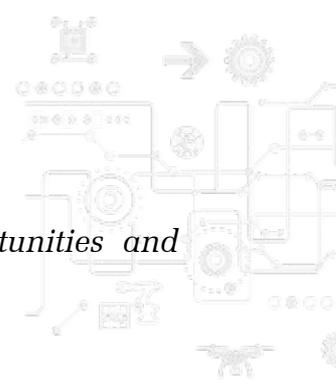
# SESSIONS : ARTIFICIAL INTELLIGENCE





## Opening Session **Artificial Intelligence**

*AI the Game Changer – An overview on Opportunities and changing the way of doing business.*



### **Chairman of the Session**

Dr. Ranjit Nair – Co-Founder & CEO, Germin8

### **Panellists**

Mr. Ashank Desai – Founder and Former Chairman, Mastek Ltd.

Prof. Shivaram Kalyanakrishnan – Associate Professor, Dept. of Computer Science & Engg., IIT



## Key Points discussed

- A very simple definition of AI is that it is simply to do things, getting machines do things that is otherwise considered to be human intelligence. And it comprises of various fields like natural language processing or the ability to understand the way people talk in natural language. Machine learning which is to get machines to actually learn human tasks and how to act intelligently. Or feels like planning which actually enable a robot or an AI to do a series of tasks, to think, to feel like natural languages generation, robotics and so forth.
- Indian IT market is quite big now, it is close to a ₹ 30 billion kind of services plus products market.
- Amongst machine learning methods, one that is really like taken off in the last few years is neural network. So neural networks has a particular way of computing and doing machine learning. There have been very staggering successes the neural networks have recorded.
- AI is called 4.0, which is a good name given that manufacturing system passes through 1, 2 and 3 phases as we all know starting industrial revolution. So, 4.0 at a very high level is about IOT which is sensor part of the business and AI coming together. So, on one hand you have sensors getting faster, better, cheaper, intelligent also by themselves and there is big issues there, big technologies there.
- Smart Design starts with complete prototype happening in a run time where you use augmented realities, even virtual realities, to define a product. Interact with product. Pass on that information to a 3D printer and print it and produce a prototype in no time.
- Smart Manufacturing is about robotics machines running completely when cloud based data is there and you can download it and run it.
- Smart monitoring means monitoring of the production has to happen.
- Smart control which is about having got this monitoring done, how can you control what's happening on the manufacturing field.
- India's advantage comes not from low cost but because of our manpower, because of our talent, and we will do very well in the industries where knowledge component of your equipment is very high.
- The cost of importing software is zero.
- The job losses are going to be faster and accelerated than earlier times of industrial 1.0, 2.0, 3.0. So Government has to train people faster, the society has to create job opportunities and maybe universal basic income has to be created.



## Session **Banking & Finance**

*Transforming the way Business of Banks & Finance will function in the future.*

### **Chairman of the Session**

Mr. Sankarson Banerjee – Chief Information Officer, RBL Bank Ltd.

### **Panellists**

Mr. Zheng Bin – CEO, Industrial and Commercial Bank of China

Mr. Ramesh Iyer – Vice-Chairman & Managing Director, Mahindra & Mahindra Finance Ltd.



## Key Points discussed

- Traditionally the West has dominated in innovation. But at least in Fintech, China and India have in many cases gone quite a bit further than the West. Partly because of necessity, partly because we started banking much after they did. So, we had a chance to leapfrog whatever was happening elsewhere.
- China and India are trying to increase the efficiency of banking services. Trying to build their eco-system. Trying to incorporate whatever is necessary for or needed by the banking clients into the whole system, so that they get a one-stop solution for whatever is related to their daily work or career or whatever demand they may have.
- Robot technology is something that is being looked at. AI is something not too far from being incorporated into the banking and services sectors.
- Lot of Chinese investors are looking at opportunities in India. China has advantage of lessons learnt in China in Fintech and are eager to invest in Indian market in Fintech sector, especially in rural area to service those who have not been banked, and cannot be banked by really traditional large banks.
- In future, the bankers will need to have substantial knowledge of the market, substantial knowledge of the consumer's needs. And our ability to design products to be able to meet that requirement. Then you would find even the consumers are willing to change.
- It's going to be a very physical world, which would mean, there will be a need for physical presence and there will be an emergence of digital applications as well.
- It will be co-existence of cash, co-existence of digital means, co-existence of physical branches versus technology base. It will all be based just not on the basis of the financial understanding of the lender but on business model understanding of the borrower.
- The biggest challenge possibly all financiers or bankers are going to have, is in the skill sets of the people who are going out to that market to lend. While the technology is one way of the solution but the real challenge is going to come from what's the ability or the capability of the people administering this.
- First and foremost, the fintech companies who are working in the rural market possibly have to invest enough and adequate in literacy programs. And very clearly literacy not just from the borrower perspective, from the lender perspective as well.
- Increasingly banking has become a service and it's not just the banks. Financial technology providers themselves think of financial services rather than banks as institutions.



## Session AI Applications

*The Future Opportunity to learn about the actual usage and applications*

### Chairman of the Session

Mr. Sumit Rajwade – Founder, Digital Innovation Specialist, at Stealthmode Startup.

### Panellists

Mr. Bhavya Gohil – Co-Founder and CEO, InfiVention Technologies

Mr. Karan Savara – Director of Business Development – Middle East, Fastbrick Robotics, Australia

Dr. Ranjit Nair – CEO, Germin8



## Key points discussed

- The construction industry, when it comes to labor productive degrowth of the past two decades is averaging 1% a year per annum compared to 3.2% for the global manufacturing industry and 2.8% for the global industry as a whole.
- AI models currently exist in smart cities around the world that manage traffic and flow. This can be utilized in project planning and optimization running through trial and error to look at different permutations and combinations ensuring for lower costs and lower time. Pharmaceutical outcomes and predictions for construct ability issues; pharmaceutical industries already use predictive models when it comes to generating tests on potential pharmaceuticals. This can be utilized in project management for construction industries and also lowering the feedback loop between project managers and actual output when it comes to design and communication between different stakeholders.
- At the moment AI exists that is able to diagnose cancerous tumours better than experienced medical professionals. This system can now be used to look at safety risk in construction site as well as looking at the differences between BIM or design models in actual construction output to ensure that there are no major deviances.
- AI is doing some crazy things for retail - in terms of supply chain management, in terms of improving predictability of consumer demand and lowering idleness in manufacturing plants.
- The 6Ds of exponential growth - this is a fantastic model to explain how technologies change and disrupt industries over time developed by Peter Diamandis and his team at Singularity University.
  - Digitization
  - Deceptive growth
  - Disruptive growth
  - Demonetization
  - Dematerialization
  - Democratization
- There are three building blocks to the products in new-age gaming industry :
  - First is tele robotics where you can actually move the robot remotely.
  - Second is AI where there is strong algorithms to play with and it becomes your companion and a learning tool
  - Third is interactive hardware where you can actually interact with the physical tangible devices and play with it
- There are variety of different applications right from PR and corporate communications, customer support, human resources, marketing and market research and median sales, and underlying this whole thing the way it works is first there is an engine for collecting the data, as it is coming from a variety of sites.

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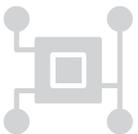
Now, with the launch of Reliance Jio, Reliance has catapulted India to the top as a digital nation.

  
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## SESSIONS : RETAIL





## Opening Session **Retail**

**OVERVIEW** - Interaction on the Future of Retail and showcasing opportunities & discussing policies

### Chairman of the Session

Mr. Shailesh Haribhakti – Non-Executive Chairman, Future Lifestyle Fashions Ltd.

### Panellists

Mr. Damodar Mall – CEO, Reliance Retail

Mr. B. S. Nagesh – Chairman and Non-Executive Director, Shoppers Stop

Mr. Aniruddha Deshmukh – Managing Director & CEO, Mafatlal Industries Ltd.



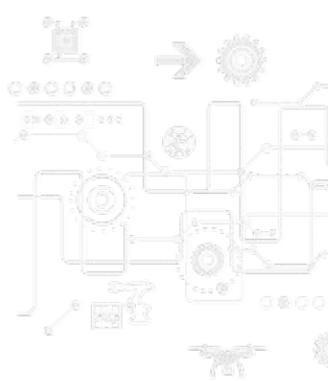
## Key points discussed

- We are seeing a combination of 3 gigantic forces which are driving retail. It is platforms. They are just a platform where buyers and sellers can come together, transact, interact, pay, get their goods, get it delivered and they go away. That's the Amazon model.
- We have data. And if you were to compare the human body to various parts of the IT environment that we are now experiencing, the cloud is the brain. Artificial intelligence is where we see all the work happening. Machine learning is where the personalisation is happening. IOT is the identification of every good which is ready to move from where it is produced to where it will be consumed. And data analytics is becoming such a bedrock of any interaction in the retail space that the future will consist of largely machine learning driven decision making.
- And then there is the future where the remit of the world has become to transfer as seamlessly as it is possible, the collective human intelligence to self-improving – Facilities – which will deliver that decision.
- Retail sector sells everyday joys and that expression of higher sense of well-being that search for fulfilment of taking good things back to one's loved ones is a desire where why the customer steps out and looks for choices. Whether we are physical traders, whether we are digital traders, we are all in the business of being ready when the customer steps out and looks for these small joys of life.
- Swiggy is a very, very good example. You would be buying from restaurants, you would be ordering food. But what they have done through incorporating everything whether it is data, whether it is analytics, whether it is artificial intelligence, is to really build a model where a latent need has come out and you are eating probably the same food but paying 5 times more for that. And it's growing phenomenally.
- Amount of data that is now being generated in the world is phenomenal. Every year the amount of data is getting doubled. And the more the data and the more powerful the machine are, the more you are predictive, better you are predictive and forecast accuracies are going to be.
- With the primary deliverable for the retail sector is always the experience, whether in the traditional way, whether it is in the modernised way and everything amounts to delivering the demand fulfilment experience to the customer.
- The unique thing that will happen in India is the traditional service providers will get modernised and will remain important part of the value chain which delivers. So probably in this phase, in which increasing consumption and democratisation technology happens together, we will see models of delivery of service and models of customisation appear very, very different from what one has seen so far.



## Session **Logistics**

*A panel discussion on Logistics and Warehousing –  
The opportunities and challenges*



### **Chairman of the Session**

Mr. Mark Fernandes – Partner, Sylvester & Co.

### **Panellists**

Mr. Vivek Johri – Chief Commissioner of Customs, Incharge of JN Customs

Mr. Shashi Kiran Shetty – Chairman, AllCargo Logistics Limited

Mr. Abhik Mitra – MD & CEO, Spoton Logistics Pvt. Ltd.

Mr. Julian Bevis – Senior Director, Group Relations, South Asia, A. P. Moller-Maersk



## Key Points discussed

- We need to get things like portal user community systems really working in a way that they do in other parts of the world.
- Digitization will help the system to be transparent, and it will reduce the proliferation of intermediary processes which is seen in logistics right now.
- Cost of logistics in India is very expensive, it represents almost 15% of India's GDP, which needs to be looked into, as India is not competitive because of this.
- Warehousing and local distribution is more of a technical complicated arena now and there is an emergence of large scale providers who are capable of delivering not only the physical space, but also the IT driven warehousing management systems to support them.
- There is a tremendous spurt in warehousing system, landside services, supported by systems which provide visibility, inventory management and last mile visibility and first mile visibility.
- Boom in ecommerce is giving rise to considerable opportunities in logistics and warehousing in last mile and first mile picks supported by IT platforms, or integrated together.
- Challenges : (1) Reliance on the large warehouse godown sort of model
- (2) It's a very complicated policy area as there's far, far too much being carried by road and that share is positively increasing.
- (3) The proliferation of trucking facilities isn't great for our carbon footprint.
- (4) More needs to be done in the waterway and coastal arena, there is a need to integrate them, there is too much freight being moved by other means.
- (5) One of the biggest challenge is still about infrastructure. The road infrastructure is improving tremendously, but no such major improvements happening in the rail sector. Rail is still a big bottleneck.
- Post GST, post e-waybill, businesses have been growing, significant shift from unorganized sector to the organized sector. It is now for the organized sector to take the game into the next level using technology engineering, data and science.
- Adoption of technology and chain management are going to be the key things.
- Customs department has been assigned a singular target to chase most aggressively the release time and release cost.
- Customs dept has established a single window system in 2016. There are six Government agencies

which are at the border, which are part of the single window and there are plans to induct another 46 this year. So that will bring the entire gamut of regulatory agencies under this single window.

- At the national level, the National Trade Facilitation Committee has been set up, which is chaired by the Cabinet Secretary. All the responsible ministries, their secretaries are members of that Committee. That Committee has put in place the Trade Facilitation Action Plan. It is being drawn up for four years to begin with. It ends in 2020, there are very clear cut targets about what to do in the area of logistics for each of these regulatory agencies that are involved
- Customs dept has been emphasizing that all the documentation whether it is for customs, or any other regulatory agency should be filed in advance before the arrival of the

goods. You can file your documents in advance, all the processing can be done before the goods have actually come in, and then when the goods arrive they are good to go, can be picked up from the terminal and carried wherever required, to a warehouse or a factory.

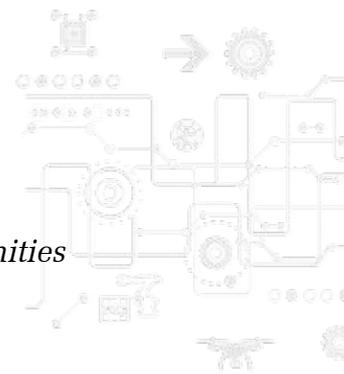
- The single window has a risk engine at the back end. Every time a filing is done that risk engine is run on the data. And it is decided whether that particular consignment needs to be interdicted or it can be allowed to go as a facilitated cargo.
- There is a need to connect the dots between logistics of EXIM trade and logistics of internal trade, and that's perhaps not happening, there is a little bit of disconnect there. To derive full benefits from whatever policy changes the government is making, these two also need to come together.





## Session Retail Next

*Unfolding the future of retail and financing opportunities*



### Chairman of the Session

Mr. Atul Joshi – Founder & CEO, Oyster Capital Management & Advisory

### Panellists

Mr. Robert Lobo – Venture Partner, Z Nation Lab

Mr. Surendra Kumar Jalan – Managing Director & CEO, OHMY Technologies Pvt. Ltd.

Mr. Subodh Mehta – Senior Vice President, Godrej Interio



## Key Points discussed

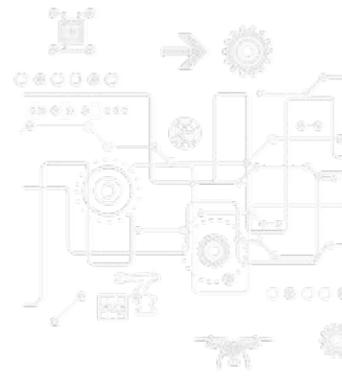
- Predictive models will not just tell us about the consumption, the behavior, the tastes, the likes, the dislikes, credit history, ability to pay, inability to pay, but also the physicality of it.
- Omni-Channel or Unified commerce is a combination of physical, and the digital.
- Network optimization in a complex world is the need of the hour.
- Latest feature introduced by RBI last year is peer to peer lending. It is a financial platform where anyone who has a requirement to borrow money, can come on this platform. And anyone who has got surplus money to lend, he can decide which borrower he wants to lend to. The amount could be as low as ₹ 500 or ₹ 1,000 or whatever the person wants to lend.
- Most of the FinTechs are regulated either by the RBI or IRDA or SEBI, etc. So data misuse in FinTech is very limited, due to the very strong regulators that we have got in our country.
- To sum it up, in terms of the retail consumer side, online is not an answer, offline is not an answer. The answer towards the future Retail Next, is going to be a very nice term used, 'unified customer experience', where you would combine the experience of online with an offline. Only online-online will not work, offline-offline will not work. A combination of the two without an experience, would also not work. So somewhere, a triangle of all the three things put together would need to be worked out.





## Session Global Perspective

*Retail Globally and how they view India as a market*



### Chairperson of the Session

Ms. Sunita Ramnathkar – Director, Eudora Enterprise

### Panellists

Mr. Bhaskar Som – Country Head, IRR Advisory Services Pvt. Ltd.

Mr. Sunil Mirani – CEO, Ugam Solutions



## Key Points discussed

- 8 big emerging areas that are redefining retail
  - 1) IOT
  - 2) Facial recognition technology.
  - 3) Robotics
  - 4) 3D Printing
  - 5) Digital traceability
  - 6) Augmented Reality
  - 7) Virtual Reality
  - 8) Blockchain
- The organized retail will integrate the unorganized retail and grow as a whole.
- In retail, there is a confluence of all these 3 coming together – data, experts and intelligent machines, to kind of create a hurricane which comes in the form of disruption across several industries.
- Now its seen that lot of interesting data is being left behind by consumers through the e-commerce channel, through the store or through voice assisted devices, reviews, ratings, etc. And the retailers on the other hand, are using all these varied data sources to significantly improve the consumer experience by way of better delivery, maybe by better personalization, by recommendations and promotions tailored for consumer, and going forward, even to perhaps give an offer and a product which he didn't know he wanted. That's what we say by deep commerce.
- Some 7 interesting applications of AI and emerging technologies
  - 1) Hyper Personalization - the world has moved on from the broadcast marketing to increasingly going to more personalized marketing. And now moving to a stage what experts call the dynamic personalization where it's to the individual by a channel.
  - 2) Proliferation of chatpods- It kind of had its genesis in the call centre days, to just automate mundane tasks. But eventually, now moving on, to create personalized offers. They have all your past purchase history, and are able to offer you, in the right moment, with a relevant offering. And which hopefully can even move on to the government services.
  - 3) Voice - Clearly the new frontiers in brand marketing. Voice, almost is the new search with all these voice assisted devices coming there. This has tremendous implications for retailers and brand marketers.
  - 4) AI generated marketing content.
  - 5) Toolification of analytics using AI - you can have applications

of toolifying analytics for repeatable problems that you're seeing all the time, across the entire retail function.

- 6) Share or shelf analysis - retailers need to have a share or shelf analysis because they need to understand what's going out of stock, how is their planogram, compliance, etc. And the consumer brands whose product is being displayed, it's important for

them. They need to understand how well the retailers are carrying their product, when it's going out of stock, the pricing, the promotion, etc.

- 7) The autonomous store - It's an amalgamation of all these technologies - image processing, AI, machine learning, data all brought to bear, to create a fantastic experience





A Sum up of all the Business Potential and India next

**Address by**

Mr. Raj Nair, President, IMC Chamber of Commerce and Industry

***Address by Guest of Honour***

Mr. Ashishkumar Chauhan - MD & CEO, BSE Ltd.



## Highlights of the Speech by Mr. Ashishkumar Chauhan

MD & CEO, BSE LTD



- Technology is a new way of doing things, organizing things, which give us, gives users substantial advantage over what they were doing before or currently.
- The technology is the only change agent and societies change in response to changing technology, and technology comes in waves.
- Robots are expanding skills, moving up the corporate ladder showing awesome productivity and retention rates and increasingly replacing their human counterparts. One multitask robot can make a gourmet burger in two seconds. And could also soon replace an entire McDonald crew.
- The space technology is also going through very rapid changes, earlier only Governments could invest in space technology, now private sector is participating in space technology across the world especially in China and US.
- The world wealth is currently around 360 trillion dollars, in the next 50 years we will create 360 trillion dollars extra. Out of which India will probably create 20 to 25% on a conservative basis. Currently India's wealth is around 8 trillion dollars. You will straight away go from 8 trillion dollars to 98 trillion dollars or 100 trillion dollars in next 50 years, you will still remain 15% of world wealth. But from literally 3% of world's wealth you will go to 15%.

## Pitch Competition

*Opportunity for startup companies to display and present products of the future. To be judged by an eminent Jury*

**Moderated by Dr. Ranjit Nair,  
Co-Founder & CEO, Germin8**

### ***Jury***

Mr. Harish Mehta – Founder and Executive Chairman - Onward Technologies Ltd.

Mr. Shailesh Haribhakti – Non-Executive Chairman, Future Lifestyle Fashions Ltd

Mr. Nayan Patel – Executive Director, Packam Controls Pvt. Ltd.

Mr. Amit Mookim – General Manager, South Asia, IQVIA

A total of 31 applications were received from start-up companies, out of which the jury had short-listed 6 companies. These 6 companies gave their presentations to the jury and 2 joint winners were selected and awarded a cash prize of ₹ 1.25 lakh each.





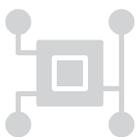
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**IMC  
INDIA  
CALLING**

Artificial Intelligence - Retail Industry



# MEDIA COVERAGE



## IMC organized "India Calling" Conference

IMC organized its flagship event, "India Calling" Conference on Monday, March 25, 2019 at Hotel TajLands End, Mumbai. The Conference had inaugural session and then two break-out sessions - one on Artificial Intelligence and other on Retail Industry. In his keynote address at the 15th Annual India Calling Conference of the IMC Chamber of Commerce and Industry, Ambassador Manoj K Bharti Addl. Secretary, Ministry of External



Affairs, exhorted the captains of Industry from India and abroad to draw inspiration from ancient Indian wisdom for economic growth. He said the Indian Diplomatic Missions are now tasked with the role to showcase to the foreign investors the new economic paradigm of Ease of Doing Business and other initiatives of Government of India for bringing foreign investments. He said these initiatives have started bearing fruit as is reflected by the increase in foreign investments across various sectors. Outlining the importance and significance of the day long conference Mr. Rajiv Podar, Chairman, International Business Committee, IMC said that IMC organized this conference to offer a platform for exploring global & local businesses of possibilities of collaborations and investments in AI & Retail.

Business Standard

## ભારતીય રાજદૂતાલયો ઉપર ઇકોનોમિક મિશનની જવાબદારી

અમારા પ્રતિનિધિ તરફથી

મુંબઈ, તા. ૨૬ માર્ચ

ભારતીય ડિપ્લોમેટીક મિશન હવે ભારતીય ઇકોનોમિક મિશન બનતા જાય છે. વિદેશી રોકાણ આકર્ષવા ભારત સરકારે ધંધો કરવાની સરળતા જેવી અન્ય પહેલ જે હાથ ધરી છે તે વિદેશી રોકાણકારો સમક્ષ રજૂ કરવાનું કામ આ ભારતીય રાજદૂતાલયોના ટોચના અધિકારીઓ કરી રહ્યા છે. આનાં પરિણામો હવે જોવા મળે છે અને વિવિધ ક્ષેત્રે વિદેશી રોકાણ વધતું જાય છે, એમ વિદેશ મંત્રાલયના વધારાના સેક્રેટરી મનોજ કે. ભારતીએ જણાવ્યું હતું.

તેમણે આઈએમસી ચેમ્બર ઓફ કોમર્સ એન્ડ ઇન્ડસ્ટ્રી દ્વારા આયોજિત ૧૫મી વાર્ષિક ઇન્ડિયા કોલિંગ કોન્ફરન્સને સંબોધતાં જણાવ્યું હતું કે વિશ્વેપારમાં ભારત ડબલ આંકડામાં વિકસદર દાખવી શકશે.

ઇન્વેસ્ટ ઇન્ડિયાના વાઇસ પ્રેસિડેન્ટ વિવેક સોની અબ્રાહમે જણાવ્યું હતું કે વૈશ્વિક રોકાણકારો માટે ભારત માનીતું સ્થળ બની ગયું છે. અત્રે સોફ્ટવેર, ઇલેક્ટ્રોનિક્સ, પાવર, બાંધકામ રસાયણ જેવાં ક્ષેત્રે વિદેશી રોકાણ વધતું જાય છે.

આઈએમસીના પ્રમુખ રાજ નાયરે જણાવ્યું હતું કે આર્ટિફિશિયલ ઇન્ટેલિજન્સ અને રિટેલ ક્ષેત્રે ભારતની ક્ષમતા અને તકો દર્શાવવા ઇન્ડિયા કોલિંગ કોન્ફરન્સ યોજવામાં આવે છે.

આઈએમસીના ઇન્ટરનેશનલ બિઝનેસ કમિટીના ચેરમેન રાજીવ પોદારે જણાવ્યું હતું કે રિટેલમાં સહયોગ અને રોકાણની શક્યતાઓ ચકાસવાનું પ્લેટફોર્મ આ કોન્ફરન્સ પૂરું પાડે છે.

Janmabhoomi

## Time to restore India to its century-old glory, says MEA

STAFF REPORTER  
Mumbai

Recalling old times, Manoj K Bharti Additional Secretary, Ministry of External Affairs said in ancient times, India was known not just for its economic activities but also for its wisdom. Today, when India is trying to achieve that economic growth, it should also aspire to maintain its wisdom, said Bharti.

In his keynote address at the 15th Annual India Calling Conference of the IMC Chamber of Commerce and Industry, Bharti stated the captains of the industry from India and abroad should draw inspiration from ancient Indian wisdom for economic growth. He said the Indian Diplomatic Mis-



sions are now tasked with the role to showcase to the foreign investors the new economic paradigm of Ease of Doing Business and other initiatives of government of India for bringing foreign investments. He said these initiatives have started bearing fruit as is reflected by the increase in foreign investments across various sectors. He opined that, at the

current rate, India could re-achieve a double digit share in global trade, as was two centuries back.

Vivek Sonny Abraham, Vice President, Invest India

who was also present at the conference said the new India in the current times has assumed global leadership roles in the IT driven economic progression.

The Free Press Journal

IMC

Chamber of Commerce and Industry



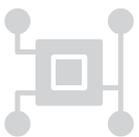
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Artificial Intelligence - Retail Industry

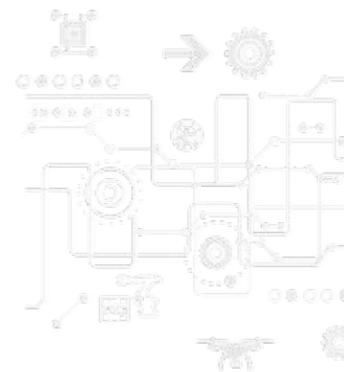


**PARTICIPATING ORGANIZATIONS**





## Participating Organizations



- Ministry of External Affairs, Government of India
- Maharashtra State Innovation Society
- Reliance Industries Ltd.
- 21st Century Relocations
- A. C. Patil College of Engg.
- A. P. Moller-Maersk
- Actor Celebrity
- Adroit Biomed Ltd.
- AEC Electricals
- Aion Pipes Pvt. Ltd.
- Akansha Pest Control Services
- Akash Warehousing Company
- Aldel Education Trust
- All Cargo Logistics Ltd.
- All India MSME Association
- ALMT Legal
- Anhui Import & Export Co. Ltd.
- APJ Channel Marketing
- Aryan Medical & Educational Trust
- Ashiana Investments & Loans
- Ashish Estates And Properties Pvt. Ltd.
- Asus India Pvt. Ltd.
- Aura Apps Counseling
- Austrian Commercial Office Mumbai

- Avalon Consultants
- Balaji Infra Projects Ltd.
- Bandra Kurla Complex Merchants Association
- BDO India LLP
- Bharat Merchants` Chamber
- Bizcare Advisors Pvt. Ltd.
- Bluearch Architects
- Bombay Industries Association (BIA)
- Bombay Kariana Colour & Chemical Merchants Association
- Bombay Metal Exchange Ltd.
- BSE Ltd.
- C. B. Logistics
- Charak Pharma Pvt. Ltd.
- Chetana's Institute of Management & Research
- Christ Institute of Management Lavasa
- Christ Institute of Managementnet
- Citibank, Consumer Links Marketing Private Limited
- Colaba Carpet Industries
- Consulate General of Argentina
- Consulate General of Australia
- Consulate General of Belgium
- Consulate General of Hungary

- Consulate General of New Zealand
- Consulate General of Norway
- Consulate General of South Africa
- Consulate General of Sri Lanka
- Consulate General of The People's Rep. of China
- Consulate General of The Republic of Indonesia
- Consulate General of The State of Qatar
- Consulate General of USA
- Consulate of The Democratic Republic of Congo
- Consulate of The Republic of Poland
- Corporate Catalyst India Pvt. Ltd.
- Council for Fair Business Practices
- Crossing International
- Digiton
- Doloqueen Industrial and Fintech Ltd.
- Durgadevi Saraf Institute of Management Studies
- DVD Ltd.
- Enterprise Singapore
- Eudora Enterprise
- Fastbrick Robotics, Australia
- Finance Industry Development Council (FIDC)
- Fire Protection Association of India
- Fletchsys Technologies
- Flomic
- Fortune Credit Capital Limited
- Future Lifestyle Fashions Ltd.
- Genessa Smart Solutions Pvt. Ltd.
- Germin8
- Global Advertisers
- Goa Management Association

- Godrej Interio
- Guomeng Productivity Promotion Center Ltd.
- Haayan Innovations Pvt. Ltd.
- Hillsndales
- Hindustan Chamber of Commerce
- Honorary Consulate of Uruguay
- Hughend Stylst
- Hynn Innovations
- i2G
- IBG
- IDEC Flow Control (V-Soft Inc)
- IES Management College and Research Centre
- IGCC
- India China Economic & Cultural Council (ICEC)
- Indian Institute of Technology, Mumbai
- Indosyki Resources OPC Pvt. Ltd.
- Industrial and Commercial Bank of China
- Infivention Technologies
- Innorant Technologies
- International Leadership And Management Alliance
- Interport Clearing Sevices
- Invest India
- Invest IQ
- Iotian Technologies Pvt. Ltd.
- Iqvia
- Iritech Usa
- Irr Advisory Services Pvt. Ltd.
- Ivory Soap Works Ltd
- J. K. Industries
- Jeena & Co.

- Jerry Varghese International Ltd.
- JHS & Associates LLP
- JK Enterprises
- JSS Pro Services
- Key Financial Solutions
- Keystone Investment And Industries
- Khatau Valabhdas and Co.
- Knight Frank (India) Pvt. Ltd.
- Kotra (Korea Trade-Investment Promotion Agency)
- Latin Ventures
- Lawrence and Mayo
- Leelvati Automation Pvt. Ltd.
- Link Legal India Law Services
- LMCS Maritime Pvt. Ltd.
- Mafatlal Industries Ltd.
- Mahindra & Mahindra Finance Ltd.
- Mastek Ltd.
- Member Bog Iim Shillong & Nitie Mumbai
- Mika Engg (I) Pvt. Ltd.
- Milind Garud & Associates
- Millennium Aero Dynamics Pvt. Ltd.
- MIT World Peace University Pune
- MIT—WPU (Fom-Ug)
- Monarch Enterprise
- Money Matter Business Consulting LLP
- Monsher
- Mukesh Patel School of Technology & Management
- Naik Insurance
- Naik Wealth Planners Pvt. Ltd.
- Network 21
- Neutron Electronic Systems Pvt. Ltd.
- Nucleous Satellite Communications Madras Pvt. Ltd.

- Observer Research Foundation
- Ohmy Technologies Pvt. Ltd.
- Onward Technologies Ltd.
- Osaka International Business Promotion Centre
- Oyster Capital Management & Advisory
- Packam Controls Pvt. Ltd.
- Parth Enterprises
- Pathak Associates
- Podar Eduspace Pvt. Ltd.
- Podar Infotech & Entertainment Ltd.
- Prakash Industries & Investments P. Ltd.
- Praron Consultancy (India) Pvt. Ltd.
- Prime Urban Development India Ltd.
- Prit Designers
- Property - Real Estate - Architecture
- Radha Krishna Group of Industries
- Radhavallabh Commercial Pvt. Ltd.
- Ravin Group
- RBL Bank Ltd.
- Reliance Retail
- Rising Energie
- Ruya Realities LLP
- Rwanda Renaissance
- S. K. Agency
- Satyagiri Ventures Pvt. Ltd.
- Savoir Faire Media Pvt. Ltd.
- Serco
- Shoppers Stop
- Shreyas Electronics Pvt. Ltd.
- Simplex Trading
- Singhania & Co.
- SME Chamber of India

- SP Jain School of Global Management
- Spanish Waterproofing (India ) Pvt. Ltd.
- Spatial Impacts
- Spoton Logistics Pvt. Ltd.
- St. John College of Humanities & Sciences
- St. John College of Engineering And Management
- St. John College of Pharmacy & Research
- St. Xavier Institute of Management & Research
- Stainless Steel Merchants' Association
- Stealthmode Startup
- Steel Chamber of India
- Sudarshan Cars
- Sumerian Growth
- Sundeep Puri Associates & Advocates
- SVS Marine Services Pvt. Ltd.
- Sylvester & Co.
- Taipei World Trade Center Liaison Office in Mumbai
- Taipoly Health Care Pvt. Ltd.
- Tanuja & Assocaites
- Thane Belapur Industries Association

- The Bombay Iron Merchants' Association
- The Bombay Master Printers' Association
- The Bombay Timber Merchants' Association Ltd.
- The Chamber of Tax Consultants
- The City of Yokohama - Mumbai Representative Office
- The Electric Merchants' Association
- The Monarch Enterprises
- The Seksaria Biswan Sugar Factory Ltd.
- TTC MIDC Industries Association
- Ugam Solutions
- Universal Business & Corporate Services Centre
- Universal Sompo General Insurance Co. Ltd.
- VIP Aegis
- Virtuous Retail Property Services LLP
- Welocity Life Science Pvt. Ltd.
- Yellow Spider Digital Events Studies
- Z Nation Lab
- Zarha Kings
- Zeal Industries



## ORGANISING TEAM IBC

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President, IBC

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Mr. Ashish Vaid  
Vice-President, IBC

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Mr. Ajit Mangrulkar  
Director General, IBC

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Mr. Sanjay Mehta  
Deputy Director General, IBC

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Mr. Sougata Ghosh  
Deputy Director General, IBC

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Ms. Mitul Mukherjee  
Deputy Director, IBC

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## INTERNATIONAL BUSINESS COMMITTEE IBC

### Chairman

Mr. Rajiv Poddar  
Managing Director  
Poddar Infotech & Entertainment Ltd.

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### Co-Chairperson

Ms. Sunita Ramnathkar  
Director  
Eudora Enterprise Ltd.

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*Anchor Simran Ahuja interacting with Mitra Robot*



*India Calling Organising Committee*

# VOTE OF THANKS

by Mr. Ajit Mangrulkar, Director General, IMC



## It is my great privilege to propose a vote of thanks at the end of this highly insightful IMC INDIA CALLING CONFERENCE.

At the outset I must thank Chief Guest **Mr. Manoj Bharti**, Additional Secretary, ED & States, Ministry of External Affairs, Govt. of India, Guest of Honor **Mr. Vivek Sonny Abraham**, Vice President, Invest India, eminent panelists and the moderators for sharing their valuable expertise. I would also like to thank Mr. Rajiv Podar, Chairman, IMC International Business Committee, Ms. Sunita Ramnathkar, Co- Chairman, IMC International Business Committee and Members of IMC International Business Committee for making this Conference possible.

IMC has been instrumental in initiating such progressive interactive sessions and actively taking up issues on behalf of Indian Businesses. It plays a pivotal role in providing inputs on policy formation to promote the interest of the sector community and country at large.

The annual India Calling program, now into its 15th year, brings investment and trade opportunities in its target countries, and into India, for the attention of trade, commerce and business. IMC's India Calling has included business delegations across continents to countries such as USA, Canada, Singapore, UAE, Turkey, Vietnam, China, Myanmar, Iran and Sri Lanka and Europe, amongst others.

Today's India Calling event was unique, in a sense that the issue of global trade and commerce were discussed, with and for, the delegates from abroad, in India itself. The Digital revolution of the 1980s has gained ground with new paradigms of technological breakthroughs – be in AI, Robotics or Nano technology, the IoT, block chains and the 3D printing – amongst others. All this

aides in strengthening the 4th industrial revolution – which will showcase the growth and development of the global economies at a speed and scale never ever witnessed in the history of mankind.

As we conclude the events of the day, I feel elated that the conference helped in providing a platform for the young innovators, thinkers and entrepreneurs for networking and also getting a new thought process and adding new perspective in their business activity.

The speakers, showcasing the developmental role of the retail and the discussion on new opportunities, were quite thought provoking. I am sure the participants would have had an insight of the new developments, especially in context of the interest of the global players who look to India as a big market.

On behalf of IMC and its International Business Committee, I wish to extend our sincere thanks to our **Title Sponsor – Reliance Industries Ltd.** for the confidence they have been reposing in IMC – year after year – through their association with this event. I would also like to thank Ministry of External Affairs, Government of India and Maharashtra State Innovation Society, Government of Maharashtra to support the conference. Also, I thank Global Advertisers for their outdoor advertising support for the conference and Archers Entertainment Pvt. Ltd. for their help to manage the event successfully and Ms. Simran Ahuja for her honorary and great contribution as the Anchor. we are grateful to all the eminent business executives, diplomats, representatives from Industry Associations for participating in this conference.

And last but not the least; I thank IMC secretariat for ensuring a successful outcome.

**Thank you.**

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