



GREAT PEOPLE MANAGERS

Good Leaders, Great Businesses

When seniors lead with empathy and inspiration,
business results are delivered as a byproduct

By ASHWIN SRIVASTAVA AND OJAS MISRA



Greatness in business results is achieved through greatness in people management. Some great leaders across India understand that and have exemplified the same in the new normal. Great Manager Institute® has evaluated them to identify the best in India, through its study, the Great People Manager Study, the largest of its kind, the results of which are published in *Forbes India*.

The process involved registrations of 10,273 managers (including self-nominations) from 4,189 organisations, spanning all sectors. Evaluation was done for about 18 months starting April 2020, thus being able to assess and analyse greatness in leadership during one of the worst crises ever faced by humankind.

Here are some key insights:

Great leaders create self-belief in their team: One of the leaders on the list challenges her team members to go beyond their limits, making HR learn IT, nurturing their career in the process. Her team has shown zero attrition in the last seven years, and all of them have grown to become celebrated leaders. This is one example of what sets a great people manager apart. Sometimes, when the focus is on the career path of their team members, business results are

delivered almost as a byproduct. **Fun and celebrations lead to inspiration:** The behaviour area where the top 100 leaders score the maximum, in comparison to the other leaders, is in their ability to inspire with fun and celebrations. This is a deviation from the scores of last years, showing the pandemic has set apart those leaders, who can celebrate in tough times. One leader in the top 100 list increased the hours meant for fun-based learning and saw business results go up.

Women leadership connects better: The women leaders in the top 100 show a higher score in the core behavior area of Connect (part of the Connect, Develop, Inspire framework) than their male counterparts, showing that they build a deeper personal relationship with their team. One of the leaders in the list conducts voluntary sessions with her team to deal with their personal challenges through wisdom derived from her life experiences. This helps her build a motivated Gen Z workforce.

This year, the list of top 100 comprises 20 percent women, with 31 percent coming from the IT/ITeS/software industry. The digital revolution is reflecting in not only the business numbers of the software industry but also in the growth of its leadership. There are managers at all levels, junior to CXO, as part of this list.

People management has become key to success in career and business. An evaluation of the anatomy of India's greatest leaders in people management shows they achieve tangible business results, while building deep connections with their team members, focusing on their development, and inspiring them towards greatness. This is what sets the consistent high performers apart.

ASHWIN SRIVASTAVA IS THE CO-FOUNDER AND OJAS MISRA IS A MARKETING ANALYST AT GREAT MANAGER INSTITUTE.

Top 100 Great People Managers

The list is a diverse mix of founders, CEOs, senior and junior managers

NAME	Designation	Organisation
ABHISHEK MANDAL	Executive Vice President, Sales	Lodha Group
ADITYA ARORA	Chief Executive Officer	Teleperformance
ALVIN DSILVA	Team Leader, Operations	DCB Bank Limited
AMIT RAMANI	Founder & CEO	Awfis Space Solutions Pvt Ltd
AMIT SAHNI	Vice President, Sales	RD Dutta & Co Pvt Ltd
AMIT KUMAR SAHOO	Head of Human Resources	TA Digital
AMITABH RAY	Managing Director	Ericsson India Global Services Pvt Ltd
ANDY PONNERI	Senior Vice President, Business Leader, India	Synchrony International Services Pvt Ltd
ANKITA SINGH	Senior Vice President & Global Head, HR, Admin, IT, Travel	Cignex Datamatics Technologies Pvt Ltd
ANU AGGARWAL	Director	Anu Aggarwal Foundation
ANUBHAV KUMAR GUPTA	Senior Engineering Manager	Pitney Bowes India
ASEEM BAKSHI	Associate Director, Process	Blazeclan Technologies
ASHOK SOOTA	Executive Chairman	Happiest Minds Technologies Ltd
ASISH RAHA	Vice President—Human Resources	AMRI Hospitals Ltd
ATUL BARJATYA	Director, Head, Channel Sales, Research Solutions	Merck Lifesciences Pvt Ltd
ATUL BIST	Senior Assistant Vice President & Head, Technology, Media, Telecom & ESDM	Invest India
AYUSH KHANDELWAL	Associate Vice President	Netcore Cloud Pvt Ltd
BALAJI KS	SVP, People and Client Success	Rishabh Software Pvt Ltd
C PREM KUMAR	Senior Vice President	Sobha Realty
CHETAN KUMAR JAIN	AVP, Global Quality Resource Center	Amway India Enterprises Pvt Ltd
DEBOSMITA GHOSHAL	Head, HR and Soft Skills and Communication Training (AVP)	GI Outsourcing
DEEPA BHUSHAN	Director, Schools	CP Goenka International School
DEEPAK KHETRAPAL	CEO and MD	Orient Cement Ltd
DEEPAK KUMAR PARASHAR	Principal Consultant, Microsoft Business Application Services practice	Infosys Ltd
DEEPAK YADAV	Senior Director, Project Management	Iris Software Pvt Ltd
DEVESH CHAWLA	Founder & CEO	Chatur Ideas
DEVIKA TOMAR	Founder & Creative Director	AVS International Pvt Ltd

**DIBYAJYOTI PATTANAİK**

Director
Annapurna Finance Pvt Ltd

DINESH KUMAR

General Manager, Operations
ElasticRun

GAGAN ARORA

Founder & CEO
Vertex Global Services

GANESH POOJARY

Vice President, Human Resource Management
and Administration
Lodha Group

GAURAV KAMBLI

Delivery Module Lead
Mphasis Ltd

GLORY NELSON

Chief People & Strategy Officer
Xebia IT Architects India Pvt Ltd

GOBINDA CHANDRA PATTANAİK

Managing Director
Annapurna Finance Pvt Ltd

GURMEET SINGH BHATIA

General Manager & Cluster Head
Inox Leisure Ltd

GYANENDRA SHUKLA

President & Director (CEO)
JK Agri Genetics Ltd

HARIDASS SUPRIYA

Director, Human Resource
Logic Information Systems India Pvt Ltd

HARSH AGRAWAL

Software Development Engineer-3
Sporta Technologies Pvt Ltd

JAYAKUMAR K

Director
KIDMR Target

JAYAPRAKASH SHETTY

Deputy General Manager, HR
Wonderla Holidays Ltd

JAYEN NAIK

Senior Vice President, Operations and
Projects
Nexus Malls

JOYANTA BESTERWITCH

Senior Manager, Technical Solutions
Kissflow Inc

JYOTI ARORA

Principal
Mount Abu Public School

KESHAV GOYAL

Executive Director
Shakun Industries

KINGSHUK NEOGI

Group Project Manager
Infosys Ltd

KULATHENDRAL LOGANATHAN

Head of Operations
Vaibhav Global Ltd

KUNAL CHAUHAN

Head, Digital Engineering
Qualitest

LOHITH SG

Assistant General Manager, Sales
Century Real Estate

MANISH KUMAR

Vice President and Zonal Head
HDFC Bank Ltd

MANJUSRII MANILAL

Head/GM, Sales, Marketing & Customer
Service
HM Constructions

MOHAMMAD ADNAN KHAN

Regional Business Head
RDC Concrete India Pvt Ltd

MONIKA NAGPAL

VP, Marketing
Group Landmark

NADEEM AHMAD SIDDIQUI

National Sales Head
ROI Net Solution Pvt Ltd

NATARAJAN LAXSMANAN

Vice President Operations-APJ
Alight Solutions (NGA HR India Pvt Ltd)

NAVEEN MUNNANGI

Managing Director
Belcan India Pvt Ltd

NEHA NIGAM

Regional Training Manager
Amway India Enterprises Pvt Ltd

NILAY BHARGAVA

Business Head, South
Godrej Housing Finance

NISHA SINGHANIA

Co-Founder & Director
Infectious Advertising

PARUL MATHUR SAXENA

SVP, Human Resources and Training
Infocom Network Ltd (Tradeindia.com)

PHILIP MASIH

Vice President
2COMS Group

PRAMOD BIKSHAPATI GANJI

Vice President, Business Development
Infibeam Avenues Ltd

PRAVEEN NAIR

Founder and Managing Director
Xcubated Business Solutions Pvt Ltd

PRIYA BIYANI ARORA

Chief Creative Officer
Sociosquare Digitech Pvt Ltd

RAMAKRISHNA RAO

Head of Learning and Organisation
Development
Page Industries (Jockey India)

RAMESH RANJAN

Director, Marketing
24-7 Intouch

RANJITH RAVINDRAN

Team Leader
Alight Solutions (NGA HR India Pvt Ltd)

RAVI SIDULA

Senior Manager, International Taxation
Infosys Ltd

RAVINDRA DANDEKAR

Team Leader, Operations
DCB Bank Limited

RENU JETHANI

Associate Vice President, HR
Sutherland Global Services Pvt Ltd

SAMEER MATHUR

Managing Director
ROI Net Solution Pvt Ltd

SAMEER MEHTA

CEO
Dr Mehta's Hospital

SANDEEP KUMAR

Head, HR Operations, India
Sodexo India Services Pvt Ltd

SANJIV MARWAH

Director
JK Business School

SAROJ KUMAR DASH

Senior Vice President, Product & Strategy
Religare Finvest Ltd

SAVIO VINCENT MENDONCA

Vice President, Internal Audit
Blue Dart Express Ltd

SEKHAR GUDURU

Regional IT Head
Tata Consultancy Services Ltd

SERGE DE VOS

Managing Director,
AB-InBev GCC

SHIVA PRASAD RS

Senior Director, EHS
Biocon Ltd

SHWETA GULATI

Regional Controller
Blue Dart Express Ltd

SIDDHARTH PANDEY

CEO
Successive Technologies

SMIT JOSHI

CEO and Founder
Green Apex Technolabs LLP

SNEH JAIN

Co-Founder & Managing Director
The Baker's Dozen

SONIYA PRITHIANI RAISINGHANI

Associate Vice President, Sales
Lodha Group

SRINATH GURURAJARAO

CHRO
Nexval Infotech Pvt Ltd

SUJATHA GADE

Principal
Diamond Jubilee High School,
Hyderabad, Managed By Aga Khan
Education Services, India

SUNIL VISHWAKARMA

Director, Risk Management
Sporta Technologies Pvt Ltd

SUNIL JAYWANT YEWALE

Head, Customer Retention &
Growth
Netcore Cloud Pvt Ltd

SUPRIYA KAKAR

Project Lead, Digital Services
Blazeclan Technologies

SUSHANT VERMA

Engineering Manager
Rakuten India Enterprise Pvt Ltd

SYED ARIFULLA

Senior Manager (former)
Mphasis Ltd

TONY JOSEPH FERNANDEZ

Manager, Talent Engagement & Advisory
PIT Solutions Pvt Ltd

TRISHNEET ARORA

Founder and CEO
TAC Security

USHA JAISWAL

Head, Human Resources
Systematix Infotech Pvt Ltd

VAIBHAV KAUL

Associate Director, Creative Strategy
VDX.tv

VANDANA JAIN

Facilities Site Manager
Sophos Technologies Pvt Ltd

VARUN LUTHRA

Senior Manager, Learning & Development
Mphasis Ltd

VENKAT JYOTHI SWAROOP V

Senior Program Manager
TekWissen Group

VIKAS CHADHA

Managing Director
GI Outsourcing

VINAY RANJAN

Director, Personnel & Industrial Relation
Coal India Ltd

YOGESH ARORA

Senior Creative Manager
VDX.tv

Top Companies

2COMS Group

3Pillar Global

Aditi Staffing India Pvt Ltd

Amway India Enterprises Pvt Ltd

Blazeclan Technologies

Blue Dart Express Ltd

Century Real Estate Holdings Pvt Ltd

DCB Bank Limited

Sporta Technologies Pvt Ltd

EagleBurgmann India Pvt Ltd

Eisai Pharmaceuticals India Pvt Ltd

Gozoop Online Pvt Ltd

Gramener Technology Solutions Pvt Ltd

Hamilton Housewares Pvt Ltd

Iris Software Pvt Ltd

PERSOLKELLY India Pvt Ltd

Kissflow Inc

Lodha Group

Metro Cash and Carry India Pvt Ltd

Multivista Global Pvt Ltd

Netcore Cloud Pvt Ltd

Nexval Infotech Pvt Ltd

NV Distilleries & Breweries Pvt Ltd

Rakuten India Enterprise Pvt Ltd

ROI Net Solution Pvt Ltd

Sagacious IP

VDX.tv

Wonderla Holidays Ltd

METHODOLOGY

IN ITS THIRD YEAR OF THE Great People Manager Study, Great Manager Institute followed a rigorous four-layer process to arrive at the final list of 100 greatest people leaders in the country. The process involved feedback from various stakeholders associated with the manager, evaluation of their practices that make them special, and reputation checks, involving technology-driven methods powered by surveys and quantitative evaluation tools. As the first layer, a survey is sent out to the stakeholders who the nominated managers directly influence through their work. Based on it, selected

managers, who score above a particular threshold, receive a Certificate of Merit and move to the next round. This survey is based on the Connect, Develop, Inspire framework created by Great Manager Institute, and collects both qualitative and quantitative responses. Qualitative responses are quantified using our AI-powered tool called Opinion Behavior Mapping and Analytics Tool. As the second layer, the managers are required to share a list of practices they conduct with their team, and the tangible and intangible impact these practices have on the teams and the organisation. These practices are then evaluated

through a mechanism of binary rating against set parameters. Uniqueness, relevance and impact of the practices are taken into consideration. The scores from the first layer and second layer are normalised and combined with 2/3rd weight to first layer score and 1/3rd to second layer score. The final scores are then used to select the managers for the next round. The third and final layer of evaluation include organisation permissions and reputation checks, along with various manual audits for any flagged cases. Based on the same, the final 100 list of managers is derived, which is then sent to

Forbes India for publication. Throughout the next years, these leaders will be honoured for their contributions to building a people-centric India that focuses on achieving sustainable business results. The organisations whose people managerial effectiveness score—score based on grand mean of percentage positive scores by all employees—crossed the industry benchmark, and had more than 10 percent of their assessed managers receive Certificate of Merit, also receive Certification as Companies with Great People Managers.

Suresh Surana & Associates LLP is the audit partner of the study