



# Mumbai Quest 2013

20 – 21 September 2013

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# Mumbai Quest 2013: programme

20-21 September 2013

## Welcome note

Namaste and welcome to Mumbai. We're delighted to have you with us, and are looking forward to our time together. Although relatively short, it will be a busy and intense programme and our hosts are excited to meet you. Please come with patience, understanding and a sense of humour!

A big thank you in advance to each of you for your spirit of engagement. We hope it will be a special time for all of us.

Warm wishes from the Leaders' Quest team.

## Leaders' Quest team mobile numbers

Name	India mobile	International mobile
Amanda Manuel	+91 98207 41241	-
Daniel Lobo	+91 99208 81360	-
Jayma Pau	+91 96199 83204	+44 7880 032646
Kenzie Kwong	+91 88794 26605	+86 150 1070 1918
Anne Wade	+91 91679 65851	+44 7798 750257
Aditi Thorat	+91 99875 69548	+44 7785 629436

## Hotel contact information

Taj Lands End  
Bandstand, Bandra (W)  
Mumbai, 400050  
Tel: +91 22 6668 1234  
<http://www.tajhotels.com>

## Arrivals

Upon arrival at the airport, please proceed to the *outside covered area* where your driver holding a Leaders' Quest sign will be waiting for you. In case of any change, delay or cancellation in your travel plans, please contact Amanda on +91 98207 41241.

For those arriving early with any time to spare, Mumbai has many places of interest, museums, galleries and shopping areas. We have a flyer with some advice on places to explore in your welcome pack which you will receive at the hotel. The reception desk at the hotel can help arrange a car for you at a cost.

## Emergency contact information for Mumbai

<b>Airport arrivals/departures and hotel reservations</b> – Amanda Manuel	+91 98207 41241
<b>Police emergency helpline</b>	+91 22 2262 0111,+91 22 2215 1855 / 100*
<b>Traffic and accident helpline</b>	+91 22 2493 7747,+91 22 2493 7755 /108*
<b>Fire brigade</b>	+91 22 2307 6111,+91 22 2307 6112, +91 22 2307 6113 /101*
<b>Medical emergency</b> – Lilavati Hospital & Research Centre	+91 22 2656 8063 / +91 22 2656 8064

LQ team members are on hand in the event of any issues, and will be happy to assist you.

\*These numbers are accessible from local Indian phones only.

## Health, safety and practical information

We have carefully vetted all of our suppliers for the Mumbai Quest, including the hotel and transportation provider. We are confident that they will provide a secure, reliable service. We will travel in groups and your personal safety is our top priority.

Some sensible, practical information:

- When travelling, keep a photocopy of your passport, India visa and airline ticket to hand, separate from the originals.
- Minimise personal valuables and keep them discreet.
- Women are advised to wear conservative clothing especially on the Quest days when visiting communities. We recommend covering your shoulders and not wearing shorts/short skirts to fit in with local custom.
- Comfortable shoes are recommended throughout. When entering someone's home, you may be requested to take off your shoes so you may like to carry socks.
- Ensure that you drink sufficient amounts of water and keep hydrated. Bottled water and snacks will be provided in all vehicles.
- It will be hot during the day so we advise you to wear sunscreen, sunglasses and a hat if needed. You may wish to carry an umbrella on you and also insect repellent in the evenings.
- In case of a medical emergency, we will have standard first aid kits.
- If a medical emergency occurs while out with your group, the LQ team leader will have a map and contact details for the nearest medical centre.
- As in any new country or city, we suggest you stay vigilant. Be aware of your surroundings, including unattended bags or packages.

**Note: the Taj Lands End hotel will also be our rendezvous point in case of an emergency in Mumbai.**

# Friday 20 September

## Breakfast

07:00 onwards

Breakfast at your leisure in Café Vista, Taj Lands End

## Whole Group

**PLEASE MEET IN THE LOBBY READY TO DEPART AT 09:00 PROMPTLY WITH EVERYTHING YOU NEED FOR THE DAY.**

### Opening workshop

We will drive a short distance to gather as a full group for our opening session at a café located in the by-lanes of Bandra, famous for its old bungalows and graffiti. We'll talk through our time together and start to build close relationships within the group.

## Option 1

LQ team member: Kenzie Kwong +91 88794 26605

Participants: Emma Howard Boyd, Rob Cameron, Jeri Eckhart-Queenan, Hetty Einzig, Scilla Elworthy, Sally Marien, Rosa Martin, Paddy MccGwire, Abeer Natsheh, Gabrielle de Wardener, Jane Wathome

### Social justice and education: a discussion with two exceptional women

**Shaheen Mistri** is the founder and CEO of Teach For India, a movement of young people, which aims to end educational inequality in India. Over the past four years, it has placed more than 700 teachers in under-resourced classrooms, where they have reached over 30,000 kids. Shaheen will be joining the Pow-Wow so there will be a further chance to connect with her in Rajasthan.

**Roopa Purushothaman**, an economist and the Head of Research at Everstone Capital, has written on demographics, education, income and consumption patterns. As a global economist at Goldman Sachs, she co-authored the report *Dreaming with BRICs: The Path to 2050*. Roopa recently founded Avasara, a girls' academy for children from poor communities.

We will hear powerful personal stories from these women, share our common leadership challenges, and reflect on collective responsibilities.

### Themes

- Our guests are having an impact on their ecosystems – how can we inspire others to join this idealistic mission?
- A fair society – what does that mean in the Indian and global context?
- How do we create the right conditions for personal transformation (and leadership) in our spheres of influence?

### Empowering women to drive social change: community leaders challenging the status quo

The **Leaders' Quest Fellowship Programme** was launched in 2004 and partners over 100 NGOs to recruit and empower grassroots leaders. With the help of training, skill-building, and mentoring, Fellows confront tough issues in their neighbourhoods, including violence against women, and lack of basic amenities or sustainable livelihoods. We will meet the programme's leadership team for a brief overview of its work, say hello to the Fellows and then divide into small groups to spend the afternoon in their homes and see some of their projects. We'll learn about their lives, motivations and aspirations, and share stories about ourselves and the choices we have made. This is a chance to learn from others who have overcome major obstacles to become true leaders.

*Please bring your pictures with you.*

#### Themes

- The reality of being a poor woman in a big-city slum. In this context, what do we really mean by 'poor'?
- All of our Leaders' Quest Fellows grew up (and live) in impoverished communities. Is it possible to create true leaders at a grassroots level?
- How can we use our time with these Fellows to think about personal situations that require creativity, perseverance, and courage to bring about positive change?

## Option 2

LQ team member: Anne Wade +91 91679 65851

Participants: Arwa Abdelrahman , Robin Bernstein, Gayle Davidson, Anita Hoffmann, Itu Kgabesele, Ian Kwong, Marcus Lyon, Brian Marien, Laurence Mulliez, Charlie Queenan, Keke Quei

### Individual values and organisational success: a round-table discussion on the role of business

Over lunch, we'll meet three business leaders to share their enthusiasm for making a difference in the world.

In 2010, **Luis Miranda** stepped down as the CEO of IDFC, the infrastructure private equity company that he founded. He's now on the boards of several non-profit organisations and invests in a range of ventures – all with a view to strengthening the impact of social projects. Luis will be joining the Pow-Wow so there will be a further chance to connect with him in Rajasthan.

**Deepak Ghaisas** was the CEO of technology firm I-flex Solutions, before he was bitten by the entrepreneurial bug. He launched Gencoval, which aims to support emerging market healthcare providers.

**Arun Diaz** is the founder of Jeevanti Healthcare, a chain of multi-speciality hospitals in underserved towns. Arun worked with Standard Chartered Bank for 28 years, and is on the board of Aavishkaar, a venture capital fund that supports entrepreneurs at the bottom of the pyramid.

You can expect a lively discussion on fast-changing corporate culture, its global relevance, philanthropy, personal choices and conscious engagement.

#### Themes

- Each of our guests has consciously changed the trajectories of their lives. In times of uncertainty, how do we find the courage to take risks and stay true to our values?
- India's development challenges are daunting, but the opportunities to impact society are many. What legacy do our panellists want to leave behind and what drives them?
- How can we balance profit and purpose? What are the implications of the choices we make and the impact on our families?

### Compassion, patience and leadership: transforming the lives of children through education

Poor standards of education in India mean that only 10% of children stay at school until their early teens. This trend could easily destroy the global advantage of India's 'youthful demographic'. Aseema is an NGO which aims to provide quality education to poor children, and we will meet **Sanaa Shaikh**, its Executive Director. After starting with one centre (with 18 kids), Aseema is now working with the state government to bring quality education to thousands of Mumbai children. This flourishing public-private partnership could transform the system when (and if) it is rolled out across India. Art, sports and science are a big part of Aseema's culture and we will participate in some workshops. This is an opportunity to witness the power of learning, and reflect on equal opportunity and collaboration.

#### Themes

- Aseema works with impoverished families and transforms communities. How would universal equal opportunities impact the world?
- Patience, compassion and idealism – how can we stay true to our values, especially in trying circumstances?
- India has one of the youngest populations in the world. What are the dreams and aspirations of the young people we meet? How does this tally with the younger generation in our own countries?

## Option 3

LQ team member: Daniel Lobo +91 99208 81360

Participants: Mark Astley, Lawrence Bloom, Maggie De Pree, Shengzhi Li, Mark Lyttleton Jeddah Mali, Irshad Manji, Wiebke Nedel, Heinz-Gerd Oidtmann, Judy Piatkus, Richard Tyrrie

### An insight into one of the country's largest and most respected companies: the Tata Group

Tata, with over 120 companies, has annual revenues of over \$100 billion and operations in more than 80 countries. It generates two-thirds of its revenue outside India. With a reputation for social consciousness, the family and the group are responsible for founding and funding some of India's key cultural and education institutions. Tata Motors manufactures the famous Nano car, which, at \$3,000, is the cheapest on the road, anywhere. Jaguar/Land Rover are boosting company profits and their acquisition has been a significant achievement. **Ravi Kant**, Vice Chairman and former Managing Director of Tata Motors, will give us an insider's view of the company's ethos. Our discussion will centre on creating (and sustaining) trust amongst people, driving social change through business, the focus of low cost innovations and building a world class brand.

#### Themes

- Ratan Tata, the inspirational figure behind the Nano, had a clear vision. What lessons can we learn about what it takes to turn an ambitious vision into a reality that impacts millions of lives?
- Ravi Kant is on the boards of several Tata companies and is responsible for guiding talent. How do we prepare leaders for the challenges of running global companies in the 21<sup>st</sup> century?
- How does the Tata Group continue to be a socially conscious business pioneer? How do other Indian companies compare? Can this be replicated around the world?

### Untold stories: protecting the children of sex workers

**Priti Patkar** founded Prerana in 1986, to protect women and children at risk of sexual exploitation and trafficking in the red-light districts of Mumbai. This pioneering organisation leads the way in protecting the children of these vulnerable individuals, by running night-care centres, sheltered homes, a residential training centre, and education and healthcare programmes. The work of Prerana has been recognised nationally and internationally for its pioneering techniques and its success in advocacy. We will hear Priti's courageous leadership story, discuss the challenges of tackling the complex, violent world of trafficking and spend time in the community with the women. We will also spend time with the children and join them in their daily activities.

#### Themes

- The UN estimates that human trafficking generates \$7-10 billion annually. In the face of this level of revenue, what is the impact of inspired leadership?
- Priti is criticised by progressive feminists who espouse freedom of choice for professional women. What are her experiences with the government (and society in general), compared to her struggles with traffickers and brothel owners?
- In the 21<sup>st</sup> century, how do we support the most vulnerable sectors of society and how can we work together to bring about change?

## Whole Group

**DEPART LOBBY AT 19:30**

### Dinner and optional drinks

We will meet as a group for a fun, relaxed dinner at a local restaurant serving North Indian cuisine. This will be an informal evening. For those who feel like a nightcap, we will head to a buzzing bar to experience a Friday night in Mumbai.

## Saturday 21 September

### Departures, settling the bill and check out

We will be flying to Jaipur in the evening. You are able to keep your room until 15:00, giving you a **short** opportunity to freshen up before we fly.

We strongly recommend that you settle your bill and any extras before we head out for the day.

### Breakfast

07:00 onwards

Breakfast at your leisure in Café Vista, Taj Lands End

### Option 1

LQ team member: Kenzie Kwong +91 88794 26605

Participants: Mark Astley, Lawrence Bloom, Maggie De Pree, Jeri Eckhart Queenan, Hetty Einzig, Shengzhi Li, Mark Lyttleton, Sally Marien, Rosa Martin, Heinz-Gerd Oidtmann, Jane Wathome

**PLEASE GATHER IN CAFÉ VISTA AT 09:15 WITH EVERYTHING YOU NEED FOR THE DAY**

#### **New visibility: the effects of migration on the city economy and homeless urban Indians**

The official number of Mumbai's homeless hovers around 150,000, but others suggest a more realistic estimate may be double that figure. Alternative Realities, founded by **Abhishek Bharadwaj**, advocates for the rights of the homeless and gives them access to healthcare, education and vocational training. We'll hear about his lobbying experiences with state and central governments, as he urges them to be more responsible towards those he calls the 'change makers of the city'. We'll visit community basket weavers – traditionally women and children, who weave during the day while men take low-paid labour jobs – and try our hands at basket weaving. We will then travel for lunch to the offices of urban planner **Anita Deshmukh**, who will talk about her futuristic vision for Mumbai (and for other, overcrowded cities around the world).

*Please bring your pictures with you.*

#### **Themes**

- Abhishek is part of a nationwide movement to lobby for government aid for the homeless. How has his experience shaped his perspective?
- The basket weavers are passionate about protecting their identity, and they treasure a skill passed down through generations. How do we, in an interconnected world, relate to this sense of tradition and belonging?
- Mumbai, like many other cities, is a migration hub where people dream of a better life. Balancing social indicators with economic growth, how can cities equip themselves for the future?



## Option 2

LQ team member: Anne Wade +91 91679 65851

Participants: Arwa Abdelraham, Gayle Davidson, Anita Hoffmann, Itu Kgaboesele, Ian Kwong, Roni Levy, Jeddah Mali, Irshad Manji, Laurence Mulliez, Judy Piatkus, Richard Tyrie

**PLEASE MEET IN THE LOBBY READY TO DEPART AT 09:30 PROMPTLY**

### Human rights and public-private partnerships: from government to grassroots

The **Leaders' Quest Fellowship Programme** was launched in 2004 and partners over 100 NGOs to recruit and empower grassroots leaders. With the help of training, skill-building, and mentoring, Fellows confront tough issues in their neighbourhoods, including violence against women, and lack of basic amenities or sustainable livelihoods. In 2012, the 'Right to Pee' campaign, spearheaded by these Fellows, advocated for women's sanitation facilities in Mumbai and persuaded the government to provide considerable funding. **Subhash Dalvi** is responsible for the implementation of this project and he'll talk to us about the role of government in a country with huge developmental gaps. We will also meet **Vishal Murarka**, co-founder of Banka BioLoo, an innovative social enterprise. His product uses biodegradable technology to minimise the use of water and promises to be a game-changer in a country faced with huge problems of water and waste management.

*Please bring your pictures with you.*

### Themes

- In a country where the government struggles to meet developmental needs, how can a citizen movement work closely with public institutions?
- Engineering innovative solutions for social problems: the rise of Indian social enterprises and their enormous potential.
- How can we use the Fellows' experiences to think about personal situations that require creativity, perseverance and courage to bring about positive change?

## Option 3

LQ team member: Daniel Lobo +91 99208 81360

Participants: Emma Howard Boyd, Robin Bernstein, Rob Cameron, Gabrielle de Wardener, Scilla Elworthy, Marcus Lyon, Brian Marien, Paddy McGwire, Abeer Natsheh, Wiebke Nedel, Charlie Queenan, Keke Quei

**PLEASE MEET IN THE LOBBY READY TO DEPART AT 09:30 PROMPTLY**

### Environmental conservation and waste management: waste pickers and a pioneering scientist

In Mumbai, 90% of solid waste is disposed of at dumping grounds, posing a major ecological hazard. We will visit a site to talk with the women waste pickers who make their living by recycling waste. We'll meet **Jyoti Mhapsekar**, human rights activist and a playwright/songwriter who works with the women to increase their self-esteem and economic wellbeing, and helps them to help their communities. At the Bhabha Atomic Research Centre, we'll meet **Dr Sharad Kale**, the pioneer of a modified bio-gas technology to convert waste into energy. He is helping to set up these bio-gas plants across India, in cooperation with state governments, and these may well transform the industry. We'll have lunch at a canteen powered by bio-gas and staffed by a few rehabilitated women waste pickers. This is a chance to discuss our responsibility towards conserving the

environment and witness the use of innovative low-cost solutions to the planet's biggest environmental problem – waste.

### Themes

- Jyoti is considered one of India's leading women activists. How can inspirational leadership transform the lives of those at the bottom of the pyramid?
- India has become a dumping ground for the world's waste. What is our role in this cycle, as consumers and leaders?
- Waste disposal is a major global problem and Dr Kale's technology offers an answer. How can we apply the principles of low-cost, innovative solutions to our organisations and communities?

## Whole Group

**Quick freshen up, collecting your luggage and check out.**

We will go back to the hotel to shower/change, before heading, with our luggage, to our full group session to close the Mumbai Quest.

**PLEASE MEET IN THE LOBBY READY TO DEPART AT 15:00 PROMPTLY**

### Closing Reflections

We will end our time in Mumbai with a closing reflection at Gallery Le Sutra, a dedicated art and cultural space. We'll use this time to talk about our experiences of the last two days and what we will take with us into the Pow-Wow.

## Departures

We will be travelling as a group from Mumbai to Jaipur departing at 20:10, Indigo Airlines 6E217. Upon arrival in Jaipur, we will take a coach to Samode. The Leaders' Quest team in Samode will be waiting to greet us at the hotel!