

**NOTICE**

Notice is hereby given that the **Nineteenth Annual General Meeting** of the Members of **Teleperformance Business Services India Limited** will be held at shorter notice on **Friday, September 27, 2024**, at **9:30 a.m.** at the Registered Office of the Company situated at Teleperformance Towers, Plot CST No. 1406-A/28, Mindspace, Goregaon(W), Mumbai – 400 104 to transact the following business:

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**Ordinary Business:**


1. To receive, consider and adopt the Audited Financial Statements of the Company for the financial year ended March 31, 2024, together with the Reports of the Board of Directors and the Auditors thereon;
2. **Re-appointment of the director retiring by rotation:**

To appoint a Director in place of Mrs. Sakshi Nagpal (DIN: 09432116) who retires by rotation and being eligible, offers herself for re-appointment.

**Registered Office:**

**Teleperformance  
Towers, Plot CST No.  
1406-A/28, Mindspace,  
Goregaon(W), Mumbai –  
400 104.**

**By Order of the Board  
For Teleperformance Business Services India Limited**



**Date: August 31, 2024**

**Brahmananda Sanil  
Director  
DIN: 09605510**

**NOTES:**

- a) The Notice is issued pursuant to the provisions of Section 101 of the Companies Act, 2013 and the Articles of Association of the Company;
- b) The Notice of the AGM and the Annual Report for FY 2023-24 is being sent through electronic mode to those Members whose e-mail addresses are available with the Company unless a member requests for physical copy;
- c) Pursuant to the provisions of the Companies Act, 2013, a member entitled to attend and vote at the meeting is entitled to appoint one or more proxies to attend and vote instead of himself/herself only on a poll and the proxy (ies) need not be a member. A proxy form is attached herewith as **Annexure A**;
- d) The instrument of Proxy in order to be effective, should be deposited at the Registered Office of the Company, duly completed, and signed, not less than 48 hours before the commencement of the meeting. Proxies submitted on behalf of the companies, societies etc., must be supported by an appropriate resolution/authority, as applicable;
- e) Corporate Members intending to send their Authorized Representatives to attend the Meeting are requested to send a certified copy of the Board Resolution pursuant to Section 113 of the Companies Act, 2013 authorizing their representative to attend and vote on their behalf at the meeting;
- f) All the documents mentioned in this Notice, the explanatory statement and statutory registers are open for inspection by the members at the Registered Office of the Company on all working days, except Saturdays, during business hours up to the date of the Meeting;
- g) Since the Company is not required to conduct e-voting, the voting at the meeting shall be conducted through show of hands, unless demand for a poll is made by any member in accordance with Section 109 of the Act;
- h) Route Map is enclosed herewith as **Annexure B**; and
- i) As the Annual General Meeting of the Company has been called at shorter notice, Members of the Company are requested to give their consent in the prescribed format enclosed with the notice as **Annexure C** and submit the same with the Company.
- j) Members are requested to:
  - notify any change in their address to the Registrar and Share Transfer Agent, Bigshare Services Private Limited, Office No S6-2, 6th floor Pinnacle Business Park, Next to Ahura Centre, Mahakali Caves Road, Andheri (East), Mumbai – 400 093., Tel.: (91-22) 62638200 Fax : (91-22) 62638299 Website: [www.bigshareonline.com](http://www.bigshareonline.com); e-mail: [info@bigshareonline.com](mailto:info@bigshareonline.com).
  - bring the attendance slips along with the copies of the Annual Report to the Meeting.
- k) As per the provisions of Section 72 of the Act, the facility for making nomination is available for the Members in respect of the shares held by them. Members who have not yet registered their nomination are requested to register the same by submitting Form No. SH-13. Members are requested to submit the said details to their DP in case the shares are held by them in electronic form and to the Company in case the shares are held in physical form.

**Teleperformance Business Services India Limited**

Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai - 400104, Maharashtra, India.

Tel: +91-22-66776000 | Fax: +91-22-66776010 | CIN: U72900MH2005PLC157255 | Email: [contactus@teleperformance.com](mailto:contactus@teleperformance.com)

**Annexure A:****Form No. MGT-11  
Proxy Form**

[Pursuant to Section 105(6) of the Companies Act, 2013 and rule 19(3) of the Companies (Management and Administration) Rules, 2014]

**CIN** : U72900MH2005PLC157255  
**Name of the Company** : Teleperformance Business Services India Limited  
**Registered office** : Teleperformance Towers, Plot CST No. 1406 - A / 28, Mindspace, Goregaon (West), Mumbai, Maharashtra 400104 India

<b>Name of the member (s):</b>	
<b>Registered address:</b>	
<b>E-mail Id:</b>	
<b>Folio No/ Client Id:</b>	
<b>DP ID:</b>	

I/We, being the member (s) of ..... shares of Rs. ..../- each of [ ], hereby appoint

1. Name:  
Address:  
E-mail Id:  
Signature:....., or failing him/her
2. Name:  
Address:  
E-mail Id:  
Signature:....., or failing him/her

as my/our proxy to attend and vote (on a poll) for me/us and on my/our behalf at the Annual General Meeting of the Company to be held on Friday, September 27, 2024 at 9:30 A.M. at the registered office of the Company situated at Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai – 400 104, and at any adjournment thereof in respect of such Resolutions as are indicated below:

<b>Sr. No.</b>	<b>Resolutions</b>
<b>Ordinary Business:</b>	
1	To receive, consider and adopt the Audited Financial Statements of the Company for the financial year ended March 31, 2024, together with the Reports of the Board of Directors and the Auditors thereon;
2.	To appoint a Director in place of Mrs. Sakshi Nagpal (DIN: 09432116) who retires by rotation and being eligible, offers herself for re-appointment.

Signed this ..... day of..... 2024

Signature of shareholder

Signature of Proxy holder(s)

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**Note: This form of proxy in order to be effective should be duly completed & deposited at the Registered Office, not less than 48 hours before the commencement of the Meeting.**

**Teleperformance Business Services India Limited**

Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai - 400104, Maharashtra, India.

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**Annexure B:**

**Route Map of AGM**



**Teleperformance Business Services India Limited**

Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai - 400104, Maharashtra, India.

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**Information pursuant to the Secretarial Standards:**

<b>Name of the Director</b>	<b>Sakshi Sunil Nagpal</b>
Category	Director designated as Non-Executive Director
DIN	09432116
Date of Birth	03/03/1975
Age	49 years
Qualification	Graduate
Nature of Expertise/ Experience	Appended at the end of this table
Brief Resume	Appended at the end of this table
First Appointment on the Board	10/12/2021
Terms and Conditions of Appointment / Reappointment	Director liable to retire by rotation.
Remuneration Details	-
No. of Shares held in the Company as at March 31, 2023	-
Relationship with other Directors/ Manager/KMP	Director is not related to any Director/Manager/KMP.
No. of Board Meetings attended in F.Y. 2023-24	Seven
Other Directorships	-
Memberships /Chairmanships of committees of other companies	-

**Brief Resume and Nature of Expertise/ Experience:**

**Sakshi Sunil Nagpal:**

Over 20 +years of experience in Outsourcing and passionate about Customers, Client Service and Business Outcomes.

Domain expertise across various verticals Banking, Travel, retail & Telecom. Responsible for International Operations with proven track record with diversified capability in Customer Experience, Outsourcing Solutions and Operations Management including Digital Business Transformation.

Skilled in developing & implementing a comprehensive service delivery model framework to facilitate executive decision-making with strategic global sourcing options like outsource vs. captive, global hub vs. regional spokes, delivery locations for diverse functions such for the contact centre, Transitioned and handled the length and breadth of Customer Service across geographies through OMNI channels.

Recognized as a catalyst for meaningful digital transformations that impacts the bottom line and influences positive customer interactions. Customizing solutions across industries that encompass customer care, digital & tech support, and the latest in the day – Work at Home Solutions.

Effectively leveraged Teleperformance framework TAP® (Technology Analytics and Process Excellence), a perfect combination for driving Digital Transformation and identifying the right opportunities to provide frugal solutions for a future-ready Operations.

Consulting as an SME for multiple Processes and projects across geographies for sermonizing Teleperformance's capability and services in various Industries

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**Annexure C:**

**Consent of Shareholder for Shorter Notice**

[Pursuant to Section 101(1) of Companies Act, 2013]

Date: August [•], 2024

To,

The Board of Directors

**Teleperformance Business Services India Limited**

Registered office: Teleperformance Towers,

Plot CST No. 1406 - A / 28 Mindspace,

Goregaon (West) Mumbai – 400 104.

Dear Sir/Ma'am,

I/We, \_\_\_\_\_, holding \_\_\_\_\_ Equity Shares in Teleperformance Business Services India Limited ('the Company'), do hereby give consent pursuant to Section 101(1) of the Indian Companies Act, 2013, to hold the Annual General Meeting on Friday, September 27, 2024 at the registered office of the Company situated at Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West) Mumbai – 400 104 at 9:30am at shorter notice.

Thanking You,

Yours faithfully,

\_\_\_\_\_  
[Name]

(\_\_\_\_\_)