

# FORM NO. MGT-7

[Pursuant to sub-Section(1) of section 92 of the Companies Act, 2013 and sub-rule (1) of rule 11of the Companies (Management and Administration) Rules, 2014]



# Annual Return (other than OPCs and Small Companies)

Form language  English  Hindi

Refer the instruction kit for filing the form.

## I. REGISTRATION AND OTHER DETAILS

(i) \* Corporate Identification Number (CIN) of the company

U72900MH2001PTC395416

Pre-fill

Global Location Number (GLN) of the company

\* Permanent Account Number (PAN) of the company

AABCC6211B

(ii) (a) Name of the company

TELEPERFORMANCE GLOBAL B

(b) Registered office address

Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspa  
ce, Goregaon (West) NA  
Mumbai  
Mumbai City  
Maharashtra  
400104

(c) \*e-mail ID of the company

VI\*\*\*\*\*CE

(d) \*Telephone number with STD code

02\*\*\*\*\*00

(e) Website

(iii) Date of Incorporation

08/11/2001

(iv)	Type of the Company	Category of the Company	Sub-category of the Company
	Private Company	Company limited by shares	Indian Non-Government company

(v) Whether company is having share capital

Yes  No

(vi) \*Whether shares listed on recognized Stock Exchange(s)

Yes  No

(vii) \*Financial year From date  (DD/MM/YYYY) To date  (DD/MM/YYYY)

(viii) \*Whether Annual general meeting (AGM) held  Yes  No

(a) If yes, date of AGM

(b) Due date of AGM

(c) Whether any extension for AGM granted  Yes  No

## II. PRINCIPAL BUSINESS ACTIVITIES OF THE COMPANY

\*Number of business activities

S.No	Main Activity group code	Description of Main Activity group	Business Activity Code	Description of Business Activity	% of turnover of the company
1	N	Support service to Organizations	N6	Office administrative and other business activities including call centers, organising	94.23
2	J	Information and communication	J8	Other information & communication service activities	4.25
3	J	Information and communication	J7	Data processing, hosting and related activities; web portal	1.52

## III. PARTICULARS OF HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

\*No. of Companies for which information is to be given

**Pre-fill All**

S.No	Name of the company	CIN / FCRN	Holding/ Subsidiary/Associate/ Joint Venture	% of shares held
1	Dutch Contact Centers (DCC) B		Holding	61.34

## IV. SHARE CAPITAL, DEBENTURES AND OTHER SECURITIES OF THE COMPANY

(i) \*SHARE CAPITAL

(a) Equity share capital

Particulars	Authorised capital	Issued capital	Subscribed capital	Paid up capital
Total number of equity shares	190,970,000	1,263,439	1,263,439	1,263,439
Total amount of equity shares (in Rupees)	1,909,700,000	12,634,390	12,634,390	12,634,390

Number of classes

Class of Shares	Authorised capital	Issued capital	Subscribed capital	Paid up capital
Equity Shares				
Number of equity shares	190,970,000	1,263,439	1,263,439	1,263,439
Nominal value per share (in rupees)	10	10	10	10
Total amount of equity shares (in rupees)	1,909,700,000	12,634,390	12,634,390	12,634,390

**(b) Preference share capital**

Particulars	Authorised capital	Issued capital	Subscribed capital	Paid-up capital
Total number of preference shares	0	0	0	0
Total amount of preference shares (in rupees)	0	0	0	0

Number of classes

0

Class of shares	Authorised capital	Issued capital	Subscribed capital	Paid up capital
Number of preference shares				
Nominal value per share (in rupees)				
Total amount of preference shares (in rupees)				

**(c) Unclassified share capital**

Particulars	Authorised Capital
Total amount of unclassified shares	0

**(d) Break-up of paid-up share capital**

Class of shares	Number of shares			Total nominal amount	Total Paid-up amount	Total premium
	Physical	DEMAT	Total			
<b>Equity shares</b>						
<b>At the beginning of the year</b>	1,263,439	0	1263439	12,634,390	12,634,390	
<b>Increase during the year</b>	0	0	0	0	0	0
i. Public Issues	0	0	0	0	0	0
ii. Rights issue	0	0	0	0	0	0
iii. Bonus issue	0	0	0	0	0	0
iv. Private Placement/ Preferential allotment	0	0	0	0	0	0

v. ESOPs	0	0	0	0	0	0
vi. Sweat equity shares allotted	0	0	0	0	0	0
vii. Conversion of Preference share	0	0	0	0	0	0
viii. Conversion of Debentures	0	0	0	0	0	0
ix. GDRs/ADRs	0	0	0	0	0	0
x. Others, specify <input type="text"/>						
<b>Decrease during the year</b>	0	0	0	0	0	0
i. Buy-back of shares	0	0	0	0	0	0
ii. Shares forfeited	0	0	0	0	0	0
iii. Reduction of share capital	0	0	0	0	0	0
iv. Others, specify <input type="text"/>						
<b>At the end of the year</b>	1,263,439	0	1263439	12,634,390	12,634,390	
<b>Preference shares</b>						
<b>At the beginning of the year</b>	0	0	0	0	0	
<b>Increase during the year</b>	0	0	0	0	0	0
i. Issues of shares	0	0	0	0	0	0
ii. Re-issue of forfeited shares	0	0	0	0	0	0
iii. Others, specify <input type="text"/>						
<b>Decrease during the year</b>	0	0	0	0	0	0
i. Redemption of shares	0	0	0	0	0	0
ii. Shares forfeited	0	0	0	0	0	0
iii. Reduction of share capital	0	0	0	0	0	0
iv. Others, specify <input type="text"/>						
<b>At the end of the year</b>	0	0	0	0	0	

ISIN of the equity shares of the company

(ii) Details of stock split/consolidation during the year (for each class of shares)

0

Class of shares		(i)	(ii)	(iii)
Before split / Consolidation	Number of shares			
	Face value per share			
After split / Consolidation	Number of shares			
	Face value per share			

(iii) Details of shares/Debentures Transfers since closure date of last financial year (or in the case of the first return at any time since the incorporation of the company) \*

Nil

[Details being provided in a CD/Digital Media]

Yes

No

Not Applicable

Separate sheet attached for details of transfers

Yes

No

Note: In case list of transfer exceeds 10, option for submission as a separate sheet attachment or submission in a CD/Digital Media may be shown.

Date of the previous annual general meeting		10/08/2023	
Date of registration of transfer (Date Month Year)			
Type of transfer	<input type="text"/>	1 - Equity, 2- Preference Shares,3 - Debentures, 4 - Stock	
Number of Shares/ Debentures/ Units Transferred	<input type="text"/>	Amount per Share/ Debenture/Unit (in Rs.)	<input type="text"/>
Ledger Folio of Transferor		<input type="text"/>	
Transferor's Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Surname	middle name	first name
Ledger Folio of Transferee		<input type="text"/>	

Transferee's Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Surname	middle name	first name

Date of registration of transfer (Date Month Year)	<input type="text"/>
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Type of transfer	<input type="text"/>	1 - Equity, 2- Preference Shares,3 - Debentures, 4 - Stock
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Number of Shares/ Debentures/ Units Transferred	<input type="text"/>	Amount per Share/ Debenture/Unit (in Rs.)	<input type="text"/>
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Ledger Folio of Transferor	<input type="text"/>
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Transferor's Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Surname	middle name	first name

Ledger Folio of Transferee	<input type="text"/>
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Transferee's Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Surname	middle name	first name

**(iv) \* Debentures (Outstanding as at the end of financial year)**

Particulars	Number of units	Nominal value per unit	Total value
Non-convertible debentures	0	0	0
Partly convertible debentures	0	0	0
Fully convertible debentures	0	0	0
<b>Total</b>			0

**Details of debentures**

Class of debentures	Outstanding as at the beginning of the year	Increase during the year	Decrease during the year	Outstanding as at the end of the year
Non-convertible debentures	0	0	0	0
Partly convertible debentures	0	0	0	0
Fully convertible debentures	0	0	0	0

**(v) Securities (other than shares and debentures)**

0

Type of Securities	Number of Securities	Nominal Value of each Unit	Total Nominal Value	Paid up Value of each Unit	Total Paid up Value
Total					

**V. \*Turnover and net worth of the company (as defined in the Companies Act, 2013)**

**(i) Turnover**

54,361,048,716

**(ii) Net worth of the Company**

93,376,554,258

**VI. (a) \*SHARE HOLDING PATTERN - Promoters**

S. No.	Category	Equity		Preference	
		Number of shares	Percentage	Number of shares	Percentage
1.	Individual/Hindu Undivided Family				
	(i) Indian	0	0	0	
	(ii) Non-resident Indian (NRI)	0	0	0	
	(iii) Foreign national (other than NRI)	0	0	0	
2.	Government				
	(i) Central Government	0	0	0	
	(ii) State Government	0	0	0	
	(iii) Government companies	0	0	0	
3.	Insurance companies	0	0	0	
4.	Banks	0	0	0	
5.	Financial institutions	0	0	0	

6.	Foreign institutional investors	0	0	0	
7.	Mutual funds	0	0	0	
8.	Venture capital	0	0	0	
9.	Body corporate (not mentioned above)	1,263,439	100	0	
10.	Others	0	0	0	
	<b>Total</b>	1,263,439	100	0	0

**Total number of shareholders (promoters)**

2

**(b) \*SHARE HOLDING PATTERN - Public/Other than promoters**

S. No.	Category	Equity		Preference	
		Number of shares	Percentage	Number of shares	Percentage
1.	Individual/Hindu Undivided Family				
	(i) Indian	0	0	0	
	(ii) Non-resident Indian (NRI)	0	0	0	
	(iii) Foreign national (other than NRI)	0	0	0	
2.	Government				
	(i) Central Government	0	0	0	
	(ii) State Government	0	0	0	
	(iii) Government companies	0	0	0	
3.	Insurance companies	0	0	0	
4.	Banks	0	0	0	
5.	Financial institutions	0	0	0	
6.	Foreign institutional investors	0	0	0	
7.	Mutual funds	0	0	0	
8.	Venture capital	0	0	0	
9.	Body corporate (not mentioned above)	0	0	0	
10.	Others	0	0	0	

	<b>Total</b>	0	0	0	0
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**Total number of shareholders (other than promoters)**

0

**Total number of shareholders (Promoters+Public/  
Other than promoters)**

2

**VII. \*NUMBER OF PROMOTERS, MEMBERS, DEBENTURE HOLDERS  
(Details, Promoters, Members (other than promoters), Debenture holders)**

Details	At the beginning of the year	At the end of the year
Promoters	3	2
Members (other than promoters)	0	0
Debenture holders	0	0

**VIII. DETAILS OF DIRECTORS AND KEY MANAGERIAL PERSONNEL**

**(A) \*Composition of Board of Directors**

Category	Number of directors at the beginning of the year		Number of directors at the end of the year		Percentage of shares held by directors as at the end of year	
	Executive	Non-executive	Executive	Non-executive	Executive	Non-executive
<b>A. Promoter</b>	0	0	0	0	0	0
<b>B. Non-Promoter</b>	0	3	0	3	0	0
(i) Non-Independent	0	3	0	3	0	0
(ii) Independent	0	0	0	0	0	0
<b>C. Nominee Directors representing</b>	0	0	0	0	0	0
(i) Banks & FIs	0	0	0	0	0	0
(ii) Investing institutions	0	0	0	0	0	0
(iii) Government	0	0	0	0	0	0
(iv) Small share holders	0	0	0	0	0	0
(v) Others	0	0	0	0	0	0
<b>Total</b>	0	3	0	3	0	0

**Number of Directors and Key managerial personnel (who is not director) as on the financial year end date**

3

**(B) (i) \*Details of directors and Key managerial personnel as on the closure of financial year**

Name	DIN/PAN	Designation	Number of equity share(s) held	Date of cessation (after closure of financial year : If any)
Mr. Anish Mukker	08938893	Director	0	
Mr. Vinod Mehta	08634511	Director	0	
Mr. Bhupender Singh	00240912	Director	0	19/06/2024

**(ii) Particulars of change in director(s) and Key managerial personnel during the year**

1

Name	DIN/PAN	Designation at the beginning / during the financial year	Date of appointment/ change in designation/ cessation	Nature of change (Appointment/ Change in designation/ Cessation)
Mr. Vinod Mehta	08634511	Director	10/08/2023	Change in Designation

**IX. MEETINGS OF MEMBERS/CLASS OF MEMBERS/BOARD/COMMITTEES OF THE BOARD OF DIRECTORS****A. MEMBERS/CLASS /REQUISITIONED/NCLT/COURT CONVENED MEETINGS**

Number of meetings held

2

Type of meeting	Date of meeting	Total Number of Members entitled to attend meeting	Attendance	
			Number of members attended	% of total shareholding
Annual General Meeting	10/08/2023	2	2	100
Extra - Ordinary General Meeting	10/11/2023	2	2	100

**B. BOARD MEETINGS**

\*Number of meetings held

13

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors attended	% of attendance
1	01/04/2023	3	2	66.67
2	13/04/2023	3	3	100
3	11/05/2023	3	2	66.67
4	19/05/2023	3	2	66.67
5	07/07/2023	3	2	66.67

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors attended	% of attendance
6	26/07/2023	3	2	66.67
7	09/08/2023	3	2	66.67
8	25/10/2023	3	2	66.67
9	08/11/2023	3	2	66.67
10	18/12/2023	3	2	66.67
11	10/01/2024	3	2	66.67
12	19/02/2024	3	3	100

### C. COMMITTEE MEETINGS

Number of meetings held

4

S. No.	Type of meeting	Date of meeting	Total Number of Members as on the date of the meeting	Attendance	
				Number of members attended	% of attendance
1	Corporate Soc	01/04/2023	3	2	66.67
2	Corporate Soc	07/07/2023	3	2	66.67
3	Corporate Soc	18/12/2023	3	2	66.67
4	Corporate Soc	15/03/2024	3	2	66.67

### D. \*ATTENDANCE OF DIRECTORS

S. No.	Name of the director	Board Meetings			Committee Meetings			Whether attended AGM held on
		Number of Meetings which director was entitled to attend	Number of Meetings attended	% of attendance	Number of Meetings which director was entitled to attend	Number of Meetings attended	% of attendance	27/09/2024
								(Y/N/NA)
1	Mr. Anish Muk	13	13	100	4	4	100	No
2	Mr. Vinod Meh	13	13	100	4	4	100	No
3	Mr. Bhupende	13	2	15.38	4	0	0	Not Applicable

### X. \*REMUNERATION OF DIRECTORS AND KEY MANAGERIAL PERSONNEL

Nil

Number of Managing Director, Whole-time Directors and/or Manager whose remuneration details to be entered

S. No.	Name	Designation	Gross Salary	Commission	Stock Option/ Sweat equity	Others	Total Amount
1							0
	Total						

Number of CEO, CFO and Company secretary whose remuneration details to be entered

S. No.	Name	Designation	Gross Salary	Commission	Stock Option/ Sweat equity	Others	Total Amount
1							0
	Total						

Number of other directors whose remuneration details to be entered

S. No.	Name	Designation	Gross Salary	Commission	Stock Option/ Sweat equity	Others	Total Amount
1							0
	Total						

#### XI. MATTERS RELATED TO CERTIFICATION OF COMPLIANCES AND DISCLOSURES

\* A. Whether the company has made compliances and disclosures in respect of applicable provisions of the Companies Act, 2013 during the year  Yes  No

B. If No, give reasons/observations

#### XII. PENALTY AND PUNISHMENT - DETAILS THEREOF

(A) DETAILS OF PENALTIES / PUNISHMENT IMPOSED ON COMPANY/DIRECTORS /OFFICERS  Nil

Name of the company/ directors/ officers	Name of the court/ concerned Authority	Date of Order	Name of the Act and section under which penalised / punished	Details of penalty/ punishment	Details of appeal (if any) including present status

(B) DETAILS OF COMPOUNDING OF OFFENCES  Nil

Name of the company/ directors/ officers	Name of the court/ concerned Authority	Date of Order	Name of the Act and section under which offence committed	Particulars of offence	Amount of compounding (in Rupees)

**XIII. Whether complete list of shareholders, debenture holders has been enclosed as an attachment**

Yes  No

**XIV. COMPLIANCE OF SUB-SECTION (2) OF SECTION 92, IN CASE OF LISTED COMPANIES**

In case of a listed company or a company having paid up share capital of Ten Crore rupees or more or turnover of Fifty Crore rupees or more, details of company secretary in whole time practice certifying the annual return in Form MGT-8.

Name

Aineshkumar Jethwa

Whether associate or fellow

Associate  Fellow

Certificate of practice number

19650

**I/We certify that:**

- (a) The return states the facts, as they stood on the date of the closure of the financial year aforesaid correctly and adequately.  
 (b) Unless otherwise expressly stated to the contrary elsewhere in this Return, the Company has complied with all the provisions of the Act during the financial year.  
 (c) The company has not, since the date of the closure of the last financial year with reference to which the last return was submitted or in the case of a first return since the date of the incorporation of the company, issued any invitation to the public to subscribe for any securities of the company.  
 (d) Where the annual return discloses the fact that the number of members, (except in case of a one person company), of the company exceeds two hundred, the excess consists wholly of persons who under second proviso to clause (ii) of sub-section (68) of section 2 of the Act are not to be included in reckoning the number of two hundred.

**Declaration**

I am Authorised by the Board of Directors of the company vide resolution no. ...  dated

(DD/MM/YYYY) to sign this form and declare that all the requirements of the Companies Act, 2013 and the rules made thereunder in respect of the subject matter of this form and matters incidental thereto have been complied with. I further declare that:

- Whatever is stated in this form and in the attachments thereto is true, correct and complete and no information material to the subject matter of this form has been suppressed or concealed and is as per the original records maintained by the company.
- All the required attachments have been completely and legibly attached to this form.

**Note: Attention is also drawn to the provisions of Section 447, section 448 and 449 of the Companies Act, 2013 which provide for punishment for fraud, punishment for false statement and punishment for false evidence respectively.**

**To be digitally signed by**

Director

VINOD MEHTA  
Digitally signed by  
 VINOD MEHTA  
 Date: 2024.12.05  
 18:08:35 +05'30'

DIN of the director

0\*6\*4\*1\*

**To be digitally signed by**

AINESH BHUPENDR A JETHWA  
Digitally signed by  
 AINESH BHUPENDR A JETHWA  
 Date: 2024.12.10  
 19:37:20 +05'30'

Company Secretary

Company secretary in practice

Membership number

Certificate of practice number

**Attachments**

- 1. List of share holders, debenture holders
- 2. Approval letter for extension of AGM;
- 3. Copy of MGT-8;
- 4. Optional Attachment(s), if any

<b>Attach</b>
<b>Attach</b>
<b>Attach</b>
<b>Attach</b>

**List of attachments**

05 - TPGBPL - List of Shareholders as on 1  
Form No MGT - 8 - TPGBL\_2024.pdf  
IX - B - Annexure for Board Meeting details  
11 - T - Details of Transfer of Shares - 202  
02 - TPGBPL - Appnt Designated Person f  
10 - TGBPL - Letter for SBO - 2024 - sd - s  
TPGBPL - Authorised Capital - Clarification

**Remove attachment**

**Modify**

**Check Form**

**Prescrutiny**

**Submit**

**This eForm has been taken on file maintained by the Registrar of Companies through electronic mode and on the basis of statement of correctness given by the company**

**List of Shareholders for Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

**As on March 31, 2024**

<b>Sr. No.</b>	<b>Name &amp; Address of Shareholders</b>	<b>Class of Shares</b>	<b>No. of Shares</b>	<b>% of shareholding</b>
1.	TPUSA Inc. Add: 6510, South Mill Rock Drive Suit 150, Holladay, UT- 084121, USA.	Equity	488,438	38.6594%
3.	Dutch Contact Centers (DCC) B.V. Add: Papendorpseweg 95 Secoya, GEB C 3528 BJ Utrecht, Netherlands	Equity	775,001	61.3406%
<b>Total</b>			<b>1,263,439</b>	<b>100%</b>

**For and on behalf of  
For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

**VINOD  
MEHTA** Digitally signed by  
VINOD MEHTA  
Date: 2024.11.26  
17:57:00 +05'30'

**Vinod Mehta  
Director  
DIN: 08634511**

**Date: November 26, 2024  
Place: Gurugram**

(iii) Details of shares/Debtentures Transfers since closure date of last financial year (or in the case of the first return at any time since the incorporation of the company) \*

1.

<b>Date of registration of transfer</b>		Board Resolution date: 03/04/2023 RTA Approval date: 03/04/2023		
<b>Type of transfer</b>	1	1 - Equity, 2- Preference Shares, 3 - Debtentures, 4 - Stock		
<b>Number of Shares/Debtentures/Units Transferred</b>	1	<b>Amount per Share/Debtenture/Unit (in Rs.)</b>	10.00	
<b>Ledger Folio of Transferor</b>	004			
<b>Transferor's Name</b>	Teleperformance SE			
	<b>Surname</b>	<b>middle name</b>	<b>first name</b>	
<b>Ledger Folio of Transferee</b>	005			
<b>Transferee's Name</b>	Dutch Contact Centres B.V.			
	<b>Surname</b>	<b>middle name</b>	<b>first name</b>	

For and on behalf of  
For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)

VINOD  
MEHTA

Digitally signed by  
VINOD MEHTA  
Date: 2024.11.26  
17:58:33 +05'30'

Vinod Mehta  
Director  
DIN: 08634511

Date: November 26, 2024  
Place: Gurugram

**FORM NO. MGT 8**

*[Pursuant to Section 92(2) of the Companies Act, 2013 and Rule 11(2) of Companies (Management and Administration) Rules, 2014]*

**CERTIFICATE BY A COMPANY SECRETARY IN PRACTICE**

We have examined the registers, records and books and papers of Teleperformance Global Business Private Limited (formerly CRM Services India Private Limited) [CIN: U72900MH2001PTC395416], having its registered office at Teleperformance Towers, Plot CST No. 1406 - A / 28 Mindspace, Goregaon (West), Mumbai 400104, Maharashtra, India ("**the Company**") as required to be maintained under the Companies Act, 2013 ("**the Act**") and the rules made there under for the year ended on **March 31, 2024**. In our opinion and to the best of our information and according to the examinations carried out by us and explanations furnished to us by the Company, its officers and agents, we certify that:

- A. the Annual Return states the facts as at the close of the aforesaid financial year correctly and adequately.
- B. during the aforesaid period the Company has complied with provisions of the Act & Rules made there under in respect of:
  1. Its status under the Act:
    - As per MCA record, Category & sub- category of the Company being 'Company limited by shares' & 'Indian Non-govt Company' respectively;
    - The Company is subsidiary Company of foreign entity 'Dutch Contact Centers (DCC) B.V.' holding 61.34 % of share capital of the Company.
  2. Maintenance of registers / records and making entries therein within the time prescribed therefore;
  3. Filing of forms and returns, to the extent applicable with the Registrar of Companies, Regional Director, Central Government, the Tribunal, Court or other authorities within the prescribed time / with additional fees, wherever applicable, during the financial year;
  4. Calling / convening / holding meetings of Board of Directors or its committees, and the meetings of the members of the Company on due dates as stated in the annual return in respect of which meetings, proper notices were given and the proceedings including circular resolutions, if any, have been properly recorded in the Minutes Book/registers maintained for the purpose and the same have been signed, during the financial year under review;

5. Closure of Register of Members / security holders, as the case may be
  - The Company was not required to close Register of Members / Security holders during the financial year under review;
6. Advances / loans to its directors and/or persons or firms or companies referred in Section 185 of the Act.
  - No such transaction took place during the year;
7. Contracts/ arrangements/ transactions entered by the Company during the financial year with related parties;
8. Issue and allotment or transfer or transmission or buy back of securities/ redemption of preference shares or debentures/ alteration or reduction of share capital/ conversion of shares/ securities and issue of security certificates in all instances, whenever applicable;
9. Keeping in abeyance the rights to dividend, rights shares and bonus shares pending registration of transfer of shares in compliance with the provisions of the Act.
  - No such transaction took place during the year;
10. Declaration/ payment of dividend; transfer of unpaid/ unclaimed dividend/other amounts as applicable to the Investor Education and Protection Fund in accordance with section 125 of the Act;
  - No such transaction took place during the year.
11. Signing of audited financial statement as per the provisions of Section 134 of the Act and report of directors is as per sub - sections (3), (4) and (5) thereof;
12. constitution/ appointment/ re-appointments/ retirement/ resignation/ disclosures of the Directors, Key Managerial Personnel and the remuneration paid to them;
13. appointment/ reappointment/ filling up casual vacancies of auditors as per the provisions of section 139 of the Act;
  - M/s. Price Waterhouse Chartered Accountants LLP (Firm Registration No 012754N/N500016) were appointed as the Statutory Auditors of the Company at the Annual General Meeting held on 10<sup>th</sup> August, 2023 for a term of Five (5) years from the financial year 2023-24 till 2027-28 to hold office till the conclusion of Annual General Meeting to be held in the year 2028.

14. approvals required to be taken from the Central Government, Tribunal, Regional Director, Registrar, Court or such other authorities, whenever required under the various provisions of the Act;
15. acceptance/ renewal/ repayment of deposits
  - Not applicable as no such transaction took place during the year;
16. borrowings from its members, public financial institutions, banks and others and creation/ modification/ satisfaction of charges in that respect, wherever applicable;
17. Loans and investments or guarantees given or providing of securities to other bodies corporate or persons falling under the provisions of section 186 of the Act wherever applicable;
18. Alteration of the provisions of the Memorandum and / or Articles of Association of the Company.

**For Ainesh Jethwa & Associates**  
*Company Secretaries*  
*Peer Review Certificate No. 1727/2022*

AINESH  
BHUPENDRA  
JETHWA

Digitally signed by AINESH  
BHUPENDRA JETHWA  
Date: 2024.11.21 21:49:24  
+05'30'

**Aineshkumar Jethwa**  
*Proprietor*

**M No. A27990 | COP No.: 19650**  
**UDIN : A027990F002501219**

**Date:** 21-11-2024  
**Place:** Mumbai

**Annexure to Form MGT 7:****IX. B. BOARD MEETINGS**Number of meetings held: **13**

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors Attended	% of attendance
1.	01/04/2023	3	2	66.67
2.	13/04/2023	3	3	100
3.	11/05/2023	3	2	66.67
4.	19/05/2023	3	2	66.67
5.	07/07/2023	3	2	66.67
6.	26/07/2023	3	2	66.67
7.	09/08/2023	3	2	66.67
8.	25/10/2023	3	2	66.67
9.	08/11/2023	3	2	66.67
10.	18/12/2023	3	2	66.67
11.	10/01/2024	3	2	66.67
12.	19/02/2024	3	3	100
13.	15/03/2024	3	2	66.67

**For and on behalf of**  
**For Teleperformance Global Business Private Limited**  
**(formerly known as CRM Services India Private Limited)**

**VINOD** Digitally signed  
by VINOD MEHTA  
**MEHTA** Date: 2024.11.26  
17:56:27 +05'30'

**Vinod Mehta**  
**Director**  
**DIN: 08634511**

**Date: November 26, 2024**  
**Place: Gurugram**

**CERTIFIED TRUE COPY OF BOARD RESOLUTION PASSED BY THE BOARD OF DIRECTORS OF TELEPERFORMANCE GLOBAL BUSINESS PRIVATE LIMITED AT THEIR MEETING HELD ON JULY 31, 2024, AT BUILDING NO 10, BLOCK B, DLF CYBER CITY, GURGAON - 122 002.**

**Authorise the Designated Person as per Rule 9(7) of the Companies (Management and Administration) Rules, 2014 for beneficial interest purpose:**

**“RESOLVED THAT** pursuant to the provisions of Rule 9(7) of the Companies (Management and Administration) Rules, 2014 read with any other applicable provisions of the Companies Act 2013, including any statutory modification and re-enactment thereof, the consent of the board be and is hereby accorded to authorise Mr. Vinod Mehta, Director of the Company as the “Designated Person” who shall be responsible for furnishing, and extending co-operation for providing, information to the Registrar or any other authorised officer with respect to beneficial interest in Shares of the Company.

**RESOLVED FURTHER THAT** any Director of the Company be hereby severally authorised to issue a Certified True Copy of the above resolutions or extracts thereof.

**//Certified True Copy//**

**For Teleperformance Global Business Private Limited**  
(formerly known as CRM Services India Private Limited)



**Anish Mukker**  
Director  
DIN: 08938893



**Date: November 25, 2024**  
**Place: Gurugram**

Date: November 25, 2024

To,  
The Registrar of Companies,  
Ministry of Corporate Affairs,  
100, Everest, Marine Drive,  
Mumbai - 400 002.

**Subject : Details of the designated person required to be mentioned in Annual Return as per Rule 9(7) of the amended Rule 9 of Companies (Management and Administration) Rules, 2014 vide MCA notification dated 27<sup>th</sup> October 2023.**

As per the Rule 9(4) of the Companies (Management and Administration) Rules, 2014, the Board of Directors had authorised Mr. Vinod Mehta, Director of the Company as the "Designated Person" who shall be responsible for furnishing, and extending co-operation for providing, information to the Registrar or any other authorised officer with respect to beneficial interest in Shares of the Company.

As per Rule 9(7) of the amended Rule 9 of Companies (Management and Administration) Rules, 2014 vide MCA notification dated 27<sup>th</sup> October 2023, the above details need to be informed in the Annual Return of the Company. Since there is no designated field to fill up the details in e-Form MGT 7, we hereby attach this letter an Annexure for reference.

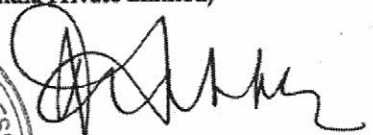
This is for the information and clarification of Stakeholders.

Thanking You,

Yours faithfully,

For and on behalf of  
For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)

Date: November 25, 2024  
Place: Gurugram



Anish Mukker  
Director  
DIN: 08938893

Date: December 05, 2024

To,  
**The Registrar of Companies,**  
Ministry of Corporate Affairs,  
Everest, 1<sup>st</sup> Floor, 100 Marine Drive,  
Mumbai – 400 002.

Respected Sir/Ma'am,

**Subject: Clarification on Authorised Share Capital of Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited) (the Company)**

Please be informed that a Scheme of Amalgamation (merger by absorption) ("Scheme") between Teleperformance Global Services Private Limited ('TPGSPL' or 'Transferor Company') with and into Teleperformance Global Business Private Limited (formerly known as CRM Services India Private Limited) ('TPGBPL' or 'Transferee Company') was approved by the Hon'ble National Company Law Tribunal, Mumbai Bench with an appointed date of April 05, 2023 vide its order dated March 21, 2024 which was made effective on June 03, 2024. Pursuant to the said scheme and NCLT order, TPGSPL was amalgamated with TPGBPL.

In line with the provisions of the Companies Act, 2013 and pursuant to the enabling clause mentioned in the scheme as approved by the NCLT the Authroised share capital of the Transferor company was proposed to be merged with the Authorised Share capital of the Transferee Company. In support of the said clause, the Authorised share capital of TPGSPL was transferred and merged with the Authorised share capital of TPGBPL pursuant to approval on June 03, 2024 of Form INC-28 filed by the Transferor and Transferee Company.

Below is the pre amalgamation Authorised share capital structure of TPGSPL and TPGBPL and post amalgamation Authorised share capital structure of TPGBPL:

Particulars	Pre-Amalgamation				Post Amalgamation	
	TPGBPL		TPGSPL		TPGBPL	
	No of shares	Amount (INR)	No of shares	Amount (INR)	No of shares	Amount (INR)
Authorised share capital	1,500,000	15,000,000	189,470,000	1,894,700,000	190,970,000	1,909,700,000

Effect of merging the authorised share capital was given by TPGBPL pursuant to approval of Form INC 28 having SRN: AA7484889 filed on May 02, 2024 approved on June 03, 2024.

As per the present MCA system the authorized share capital over the MCA system is captured or amended pursuant to approval of either AOC 4 or SH 7 or PAS 3.

Considering the present situation, the Authorised Share capital of the Company was updated over the MCA portal after March 31, 2024 and the present form we are filing as on March 31, 2024. In order to avoid the amendment of Authorised Share capital as on March 31, 2024 over the MCA portal on filing of present MGT 7 and AOC 4 XBRL and to retain the actual Authorised Share Capital over the MCA portal, we have retained Authorised Share capital in Form MGT 7 and AOC 4 XBRL as on date instead of as on March 31, 2024. Kindly take note of the same.

This is for the information of stakeholders.

Thanking you,

Yours faithfully,

**For Teleperformance Global Business Private Limited  
(formerly known as CRM Services India Private Limited)**

**VINOD  
MEHTA**

Digitally signed by VINOD MEHTA  
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Adobe Acrobat version:  
2024.002.20991

**Vinod Mehta  
Director  
DIN: 08634511  
Add: Building No 10,  
Block B, DLF Cyber City,  
Gurgaon – 122 002.**