

# 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]



सत्यमेव जयते

# 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

CRM SERVICES INDIA PRIVATE

(b) Registered office address

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

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

vishal.chhabra@teleperforman

(d) \*Telephone number with STD code

02266776000

(e) Website

(iii) Date of Incorporation

08/11/2001

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	100

## 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) E		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	1,500,000	1,263,439	1,263,439	1,263,439
Total amount of equity shares (in Rupees)	15,000,000	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	1,500,000	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)	15,000,000	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>	488,439	0	488439	4,884,390	4,884,390	
<b>Increase during the year</b>	775,000	0	775000	7,750,000	7,750,000	57,660,658.00
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	775,000	0	775000	7,750,000	7,750,000	57,660,658.00
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		<input type="text"/>	
Date of registration of transfer (Date Month Year)		<input type="text"/>	
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"/>			
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

**(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

19,210,289,676

(ii) Net worth of the Company

71,910,715,061

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)**

3

**(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)

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

**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	2	3
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

**(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. Bhupender Singh	00240912	Director	0	
Mr. Anish Mukker	08938893	Director	0	
Mr. Vinod Mehta	08634511	Additional director	0	

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

5

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. Aditya Arora	03608922	Director	30/06/2022	Cessation
Mr. Anish Mukker	08938893	Additional director	01/07/2022	Appointment
Mr. Anish Mukker	08938893	Director	08/08/2022	Change in Designation
Mr. Amit Gupta	06662077	Director	31/10/2022	Cessation
Mr. Vinod Mehta	08634511	Additional director	01/11/2022	Appointment

**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

3

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	08/08/2022	2	2	100
Extra Ordinary General Meeting	06/02/2023	2	2	100
Extra Ordinary General Meeting	20/03/2023	2	2	100

**B. BOARD MEETINGS**

\*Number of meetings held

15

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors attended	% of attendance

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors attended	% of attendance
1	10/05/2022	3	2	66.67
2	22/05/2022	3	2	66.67
3	24/05/2022	3	3	100
4	18/06/2022	3	2	66.67
5	30/06/2022	3	2	66.67
6	29/07/2022	3	2	66.67
7	17/10/2022	3	3	100
8	31/10/2022	3	2	66.67
9	07/11/2022	3	2	66.67
10	05/12/2022	3	2	66.67
11	31/01/2023	3	2	66.67
12	01/03/2023	3	2	66.67

**C. COMMITTEE MEETINGS**

Number of meetings held

3

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	18/06/2022	3	2	66.67
2	Corporate Soc	29/07/2022	3	2	66.67
3	Corporate Soc	22/03/2023	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	

1	Mr. Bhupende	15	2	13.33	3	0	0	No
2	Mr. Anish Muk	10	10	100	2	2	100	No
3	Mr. Vinod Meh	7	7	100	1	1	100	No

**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/ Authority concerned	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

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(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

Whether associate or fellow  Associate  Fellow

Certificate of practice number

**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:

1. 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.
2. 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

 Digitally signed by VINOD MEHTA Date: 2023.10.06 12:47:54 +05'30'

DIN of the director

To be digitally signed by

AINESH  
BHUPENDR  
A JETHWA  
Digitally signed by  
AINESH BHUPENDRA  
JETHWA  
Date: 2023.10.08  
18:45:05 +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**

CRM - List of Shareholders 31 03 23.pdf  
Form No MGT - 8 - CRM - 2023\_sd.pdf  
IX - B - Annexure for Board Meeting details

**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**

This is to certify that following are the shareholders of CRM Services India Private Limited as on March 31, 2023

<b>Sr. No.</b>	<b>Name of Share Holder</b>	<b>Number of Equity Shares held of Rs. 10/- each</b>	<b>Percentage of Shareholding</b>
1.	TPUSA Inc.	4,88,438	38.6594%
2.	Teleperformance SE	01	0.0001%
3.	Dutch Contact Centers (DCC) B.V.	775,000	61.3405%
	<b>Total</b>	<b>1,263,439</b>	<b>100%</b>

**Certified True Copy  
For CRM Services India Private Limited**

**VINOD  
MEHTA**

Digitally signed  
by VINOD MEHTA  
Date: 2023.04.21  
12:30:27 +05'30'

**Vinod Mehta  
Director  
DIN: 08634511**

**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 **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, 2023**. 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;
  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;
  - B S R & Co. LLP, Chartered Accountants, (Firm Registration Number: 101248 W/W – 100022) were appointed as the Statutory Auditors of the Company from the conclusion of Annual General Meeting of the Company held in the calendar year 2020 till the conclusion of the Annual General Meeting to be held in the year 2025.
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  
DN: cn=AINESH BHUPENDRA JETHWA, o=AINESH  
& ASSOCIATES, ou=AINESH & ASSOCIATES, email=AINESH@AINESHJETHWA.COM, serial=1727, c=IN  
Date: 2023.10.05 20:07:11 +05'30'

**Aineshkumar Jethwa**  
Proprietor

M No. A27990 | COP No.: 19650  
UDIN : A027990E001193616

Date: 5<sup>th</sup> October, 2023,  
Place: Mumbai

**Annexure to Form MGT 7:****IX. B. BOARD MEETINGS**Number of meetings held: **15**

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors Attended	% of attendance
1.	10/05/2022	3	2	66.67
2.	22/05/2022	3	2	66.67
3.	24/05/2022	3	3	100
4.	18/06/2022	3	2	66.67
5.	30/06/2022	3	2	66.67
6.	29/07/2022	3	2	66.67
7.	17/10/2022	3	3	100
8.	31/10/2022	3	2	66.67
9.	07/11/2022	3	2	66.67
10.	05/12/2022	3	2	66.67
11.	31/01/2023	3	2	66.67
12.	01/03/2023	3	2	66.67
13.	16/03/2023	3	2	66.67
14.	22/03/2023	3	2	66.67
15.	28/03/2023	3	2	66.67

**For and on behalf of**  
**For CRM Services India Private Limited**

**VINOD**  
**MEHTA**

Digitally signed by  
VINOD MEHTA  
Date: 2023.10.05  
18:18:16 +05'30'

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

**Date: 5<sup>th</sup> October 2023**  
**Place: Gurugram**

CRM Services India Private Limited

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