

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

Global Location Number (GLN) of the company

* Permanent Account Number (PAN) of the company

(ii) (a) Name of the company

(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

(d) *Telephone number with STD code

(e) Website

(iii) Date of Incorporation

(iv)	Type of the Company	Category of the Company	Sub-category of the Company
	Public 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

(b) CIN of the Registrar and Transfer Agent

Name of the Registrar and Transfer Agent

BIGSHARE SERVICES PRIVATE LIMITED

Registered office address of the Registrar and Transfer Agents

Pinnacle Business Park, Office no S6-2 ,6th floor, Mahakali
Caves Road , Next to Ahura Centre, Andheri East Mumbai

(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	99.26
2	J	Information and communication	J7	Data processing, hosting and related activities; web portal	0.6
3	J	Information and communication	J8	Other information & communication service activities	0.14

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

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

S.No	Name of the company	CIN / FCRN	Holding/ Subsidiary/Associate/ Joint Venture	% of shares held
1	TELEPERFORMANCE GLOBAL B	U72900MH2001PTC395416	Holding	100

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	25,000,000	15,851,596	15,851,596	15,851,596
Total amount of equity shares (in Rupees)	250,000,000	158,515,960	158,515,960	158,515,960

Number of classes

1

Class of Shares	Authorised capital	Issued capital	Subscribed capital	Paid up capital
Number of equity shares	25,000,000	15,851,596	15,851,596	15,851,596
Nominal value per share (in rupees)	10	10	10	10
Total amount of equity shares (in rupees)	250,000,000	158,515,960	158,515,960	158,515,960

(b) Preference share capital

Particulars	Authorised capital	Issued capital	Subscribed capital	Paid-up capital
Total number of preference shares	413,000,000	313,000,000	313,000,000	313,000,000
Total amount of preference shares (in rupees)	4,130,000,000	3,130,000,000	3,130,000,000	3,130,000,000

Number of classes

1

Class of shares	Authorised capital	Issued capital	Subscribed capital	Paid up capital
8 % non convertible cumulative redeemable preference				
Number of preference shares	413,000,000	313,000,000	313,000,000	313,000,000
Nominal value per share (in rupees)	10	10	10	10
Total amount of preference shares (in rupees)	4,130,000,000	3,130,000,000	3,130,000,000	3,130,000,000

(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			
Equity shares						
At the beginning of the year	60	15,851,536	15851596	158,515,960	158,515,960	

Increase during the year	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"/>						
Decrease during the year	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"/>						
At the end of the year	60	15,851,536	15851596	158,515,960	158,515,960	
Preference shares						
At the beginning of the year	313,000,000	0	313000000	3,130,000,000	3,130,000,000	
Increase during the year	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"/>						
Decrease during the year	0	0	0	0	0	0
i. Redemption of shares	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						
At the end of the year	313,000,000	0	313000000	3,130,000,000	3,130,000,000	

ISIN of the equity shares of the company

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

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" value="10/08/2023"/>
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

Particulars	Number of units	Nominal value per unit	Total value
Total			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

1,626,018,397

(ii) Net worth of the Company

699,773,906

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	0
	(ii) Non-resident Indian (NRI)	0	0	0	0
	(iii) Foreign national (other than NRI)	0	0	0	0
2.	Government				
	(i) Central Government	0	0	0	0
	(ii) State Government	0	0	0	0
	(iii) Government companies	0	0	0	0

3.	Insurance companies	0	0	0	0
4.	Banks	0	0	0	0
5.	Financial institutions	0	0	0	0
6.	Foreign institutional investors	0	0	0	0
7.	Mutual funds	0	0	0	0
8.	Venture capital	0	0	0	0
9.	Body corporate (not mentioned above)	15,851,536	100	313,000,000	100
10.	Others	0	0	0	0
	Total	15,851,536	100	313,000,000	100

Total number of shareholders (promoters)

1

(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	60	0	0	0
	(ii) Non-resident Indian (NRI)	0	0	0	0
	(iii) Foreign national (other than NRI)	0	0	0	0
2.	Government				
	(i) Central Government	0	0	0	0
	(ii) State Government	0	0	0	0
	(iii) Government companies	0	0	0	0
3.	Insurance companies	0	0	0	0
4.	Banks	0	0	0	0
5.	Financial institutions	0	0	0	0
6.	Foreign institutional investors	0	0	0	0
7.	Mutual funds	0	0	0	0

8.	Venture capital	0	0	0	0
9.	Body corporate (not mentioned above)	0	0	0	0
10.	Others	0	0	0	0
	Total	60	0	0	0

Total number of shareholders (other than promoters)

10

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

11

**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	1	1
Members (other than promoters)	10	10
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
A. Promoter	0	0	0	0	0	0
B. Non-Promoter	0	3	0	3	0	0
(i) Non-Independent	0	3	0	3	0	0
(ii) Independent	0	0	0	0	0	0
C. Nominee Directors representing	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
Total	0	3	0	3	0	0

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

6

(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. Brahmananda Yesl	09605510	Director	0	
Mrs. Sakshi Nagpal	09432116	Director	0	
Mr. Charles Klotz	09275075	Director	0	
Mr. Anish Mukker	AHPPM6005M	Manager	0	
Mr. Padambhushan Mæ	ADYPJ8870E	CFO	0	
Mr. Gaurav Naik	ALWPN2302H	Company Secretar	0	

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

2

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. Jude Carvalho	AFAPC0003L	CFO	15/12/2023	Cessation
Mr. Padambhushan	ADYPJ8870E	CFO	16/12/2023	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

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 Meering	10/08/2023	11	7	99.99
Extra Ordinary General Mee	07/03/2024	11	8	99.99

B. BOARD MEETINGS

*Number of meetings held

7

S. No.	Date of meeting	Total Number of directors associated as on the date of meeting	Attendance	
			Number of directors attended	% of attendance
1	09/05/2023	3	3	100
2	07/07/2023	3	2	66.67
3	26/07/2023	3	2	66.67
4	25/10/2023	3	2	66.67
5	15/12/2023	3	2	66.67
6	10/01/2024	3	2	66.67
7	05/03/2024	3	2	66.67

C. COMMITTEE MEETINGS

Number of meetings held

5

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	Nomination an	07/07/2023	3	2	66.67
2	Audit Committe	07/07/2023	3	2	66.67
3	Corporate Soc	07/07/2023	3	2	66.67
4	Audit Committe	26/07/2023	3	2	66.67
5	Nomination an	15/12/2023	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	27/09/2024
								(Y/N/NA)
1	Mr. Brahmana	7	7	100	5	5	100	Yes
2	Mrs. Sakshi N	7	7	100	5	5	100	No
3	Mr. Charles Kl	7	1	14.29	5	0	0	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/ 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

Rajkumar R. Tiwari

Whether associate or fellow

Associate Fellow

Certificate of practice number

2400

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.

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

BRAHMANAND
A YESHWANT
SANIL
Digitally signed by
BRAHMANAND
A YESHWANT
SANIL
Date: 2024.11.22
16:07:24 +05'30'

DIN of the director

0*6*5*1*

To be digitally signed by

GAURAV
KASHINAT
H NAIK
Digitally signed by
GAURAV
KASHINAT
H NAIK
Date: 2024.11.22
16:06:24 +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

Attach
Attach
Attach
Attach

List of attachments

02 - TPBSIL - List of Shareholder - 2024.pdf TPBSIL - MGT-8 - 31032024 - sd.pdf 10 - TBSIL - Details of Transfer of Shares - 11 - TBSIL - Letter for SBO - 2024.pdf 08 - TBSIL - BR Appnt designated person -

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

TO WHOMSOEVER IT MAY CONCERN

This is to certify that following are the shareholders of Teleperformance Business Services India Limited as on March 31, 2024:

Name of the Shareholders	No. of Shares	% Shareholding	Class of Shares
Teleperformance Global Business Private Limited	15,851,536	99.999	Equity
Teleperformance Global Business Private Limited jointly with Shirish Dilip Pandya	11	0.001	Equity
Teleperformance Global Business Private Limited jointly with Vishal Chhabra	10	0.000	Equity
Teleperformance Global Business Private Limited jointly with Nitinkumar Shetty	10	0.000	Equity
Teleperformance Global Business Private Limited jointly with Monaz Adi Anklesaria	10	0.000	Equity
Teleperformance Global Business Private Limited jointly with Padambhushan Mahabirprasad Jogani	10	0.000	Equity
Teleperformance Global Business Private Limited jointly with Javed Hasham Shaikh	5	0.000	Equity
Teleperformance Global Business Private Limited jointly with Khyati Ambani	1	0.000	Equity
Teleperformance Global Business Private Limited jointly with Sanya Anand	1	0.000	Equity
Teleperformance Global Business Private Limited jointly with Sneha Pednekar	1	0.000	Equity
Teleperformance Global Business Private Limited jointly with Mohit Choudhary	1	0.000	Equity
Teleperformance Global Business Private Limited	313,000,000	100.000	Preference

**For and on behalf of
For Teleperformance Business Services India Limited**

BRAHMANAN
DA
YESHWANT
SANIL

Digitally signed by
BRAHMANANDA
YESHWANT SANIL
Date: 2024.11.18 14:49:12
+05'30'
Adobe Acrobat version:
2024.002.20991

Brahmananda Sanil
Director
DIN: 09605510

Date: November 18, 2024
Place: Mumbai

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

(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) *

1.

Date of registration of transfer		Board Resolution date: 15/12/2023 RTA Approval date: 01/02/2024		
Type of transfer	1	1 - Equity, 2- Preference Shares, 3 - Debentures, 4 - Stock		
Number of Shares/ Debentures/Units Transferred	1	Amount per Share/ Debenture/Unit (in Rs.)	10.00	
Ledger Folio of Transferor	0001914			
Transferor's Name	Teleperformance Global Business Private Limited A/C Jude Carvalho			
	Surname	middle name	first name	
Ledger Folio of Transferee	0001952			
Transferee's Name	Teleperformance Global Business Private Limited A/C Sanya Anand			
	Surname	middle name	first name	

**For and on behalf of
For Teleperformance Business Services India Limited**

BRAHMANAN
DA
YESHWANT
SANIL

Digitally signed by
BRAHMANANDA
YESHWANT SANIL
Date: 2024.11.18
14:48:10 +05'30'
Adobe Acrobat version:
2024.002.20991

**Brahmananda Sanil
Director
DIN: 09605510**

**Date: November 18, 2024
Place: Mumbai**

Rajkumar R. Tiwari

M.Com. LL.M., DFM. PGDCM&IA., M.Phil., DIPL, FCS.

Practising Company Secretary

1413, Navjivan Society-3,
Lamington Road,
Mumbai Central,
Mumbai 400 008.
Tele. 2301 1981
e-mail:raj_nj13@hotmail.com

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

I have examined the registers, records, books and papers of **TELEPERFORMANCE BUSINESS SERVICES INDIA LIMITED (CIN: U72900MH2005PLC157255)** ("the Company") as required to be maintained under the Companies Act, 2013 and the rules made thereunder and the Companies Act, 1956 to the extent applicable (hereinafter collectively referred as "the Act") for the financial year ended on **31st March, 2024** ("the Financial Year"). In my opinion and to the best of my information and according to the examinations carried out by me and explanations furnished to me by the company, its officers and agents, I 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 financial year the Company has generally and regularly complied with provisions of the Act & Rules made there under as follows:
1. The status of the Company is a Public Company registered under the Companies Act, 1956. There was no change in the Status of the Company;
 2. The Company has maintained the necessary registers/records and made necessary entries therein within the time prescribed therefore;
 3. The Company has filed the requisite forms and returns as stated in the annual return, with the Registrar of Companies within/beyond the prescribed time. Further the Company had filed an IBC Petition under section 9 of Insolvency & Bankruptcy Code, 2016 against Think & Learn Private Limited with National Company Law Tribunal (NCLT), Bengaluru. However as reported by the management no forms/returns were filed with the Regional Director, Central Government, Court or other authorities.
 4. The Company has duly convened the requisite meetings of Board of Directors, committees, and the meeting 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 the circular resolutions and resolutions passed by postal ballot, if any, have been properly recorded in the Minute Book/registers. maintained for the purpose and the same have been signed.



Rajkumar R. Tiwari

M.Com. LL.M., DFM. PGDCM&IA., M.Phil., DIPL., FCS.

Practising Company Secretary

1413, Navjivan Society-3,
Lamington Road,
Mumbai Central,
Mumbai 400 008.
Tele. 2301 1981
e-mail:raj_nj13@hotmail.com

5. The Company has not closed the Register of Members during the financial year.
6. During the year under review, the Company was not required to comply with the provisions of the section 185 of the Act.
7. The Company has not entered into contracts/arrangements with related parties as which falls within the ambit of sub-section (1) of section 188 of the Act,
8. a) the transfer has been made in accordance with the provisions of the Companies Act, and there were no request with respect to transmission,
b) there was no alteration or reduction in share capital of the company,
c) During the year under review the Company has not issued any Preference Shares or Debentures, the question of their redemption does not arise.

Further, the redemption period of 213,000,000 (Twenty-One Crore Thirty Lakh) 8% Series A - Non-Convertible Cumulative Redeemable Preference Shares of ₹10/- each and 100,000,000 (Ten Crore) 8% Series B - Non-Convertible Cumulative Redeemable Preference Shares of ₹10/- each (collectively known as 'NCRPS') extended for further period of 2 years from the date of allotment, vide approval of Board followed with Shareholders approval obtained vide resolution dated March 05, 2024, and March 07, 2024 respectively with consent from Preference Shareholder dated March 05, 2024, as mentioned below:

Particulars of Preference Shares	No of Preference Shares	Date of Allotment	Original Date of Redemption	Extended Date of Redemption
Series A - 8% NCRPS	10,00,00,000	March 15, 2017	March 14, 2024	March 14, 2026
Series A - 8% NCRPS	11,30,00,000	March 16, 2017	March 15, 2024	March 15, 2026
Series B - 8% NCRPS	2,00,00,000	March 15, 2017	March 14, 2024	March 14, 2026
Series B - 8% NCRPS	90,00,000	June 27, 2017	June 26, 2024	June 26, 2026
Series B - 8% NCRPS	2,20,00,000	March 23, 2018	March 22, 2025	March 22, 2027
Series B - 8% NCRPS	4,90,00,000	March 15, 2019	March 14, 2026	March 14, 2028



Rajkumar R. Tiwari

M.Com. LL.M., DFM. PGDCM&IA., M.Phil., DIPL, FCS.
Practising Company Secretary

1413, Navjivan Society-3,
Lamington Road,
Mumbai Central,
Mumbai 400 008.
Tele. 2301 1981
e-mail:raj_nj13@hotmail.com

- d) the Company has issued share certificate with respect to transfer, and as there were no request with respect to duplicate share certificate, transmission, consolidation, exchange, change of name and name deletion, the Company was not required to issue share certificates with respect to transmission, consolidation, exchange, change of name and name deletion during the period under review;
9. The Company has not kept 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;
10. The Company has neither declared any dividend nor transferred any unpaid /unclaimed dividend/ other amounts as applicable to the Investor Education and Protection Fund Account in accordance with section 124 (5) of the Act;
11. The Company has signed 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. The Board of Directors of the Company is comprised of only Non-Executive Directors [including a Women Director u/s 149(1) of the Act].

During the Financial Year under review following changes took place in the Board and Key Managerial Personnel:

- i) Mr. Jude Charles Carvalho (PAN: AFAPC0003L), Chief Financial Officer (CFO) of the Company resigned from the post with effect from closing of business hours of December 15, 2023.
- ii) Mr. Padambhushan Mahabirprasad Jogani (PAN: ADYPJ8870E) was appointed as Chief Financial Officer (CFO) of the Company with effect from December 16, 2023.

Further there was no appointment of additional director, alternate director, director to fill casual vacancy or director during the financial year.

13. The Appointment of Auditor was made as per the provisions of section 139 of the Act;
14. During the year under review the Company had filed an IBC Petition under section 9 of Insolvency & Bankruptcy Code, 2016 against Think & Learn Private Limited with National Company Law Tribunal (NCLT), Bengaluru. However the Company was not required to



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obtain any approval from the Central Government, Regional Director, Registrar, Court or such other authorities under the various provisions of the Act;

15. The Company has not accepted any deposits during the financial year;
16. During the year the Company has not made any borrowings from its directors, public financial institutions or other parties, therefore no charge has been created or modified.
17. During the year under review, the Company has not made loans and investments or guarantees given or providing of securities to other bodies corporate or persons falling under the provisions of the section 186 of the Act;
18. The Company has not altered the provisions of the Memorandum of Association and Articles of Association.



CS RAJKUMAR R. TIWARI
CP No.2400 FCS No.4227
P.R. No. 2041/2022
UDIN: F004227F001979970

Place: Mumbai

Date: November 08, 2024

CERTIFIED TRUE COPY OF BOARD RESOLUTION PASSED BY THE BOARD OF DIRECTORS OF TELEPERFORMANCE BUSINESS SERVICES INDIA LIMITED AT THEIR MEETING HELD ON JULY 31, 2024, AT TELEPERFORMANCE TOWERS, PLOT CST NO.1406-A/28, MINDSPACE, GOREGAON - WEST, MUMBAI – 400 104.

Authorised 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 authorised Mr. Brahmananda Yeshwant Sanil, 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 or Company Secretary 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 Business Services India Limited**

GAURAV
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Digitally signed by
GAURAV KASHINATH
NAIK
Date: 2024.11.18
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Adobe Acrobat version:
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Gaurav Naik
Company Secretary
Mem. No. A47483

Date: November 18, 2024
Place: Mumbai

Date: November 18, 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 27th October 2023.

As per the Rule 9(4) of the Companies (Management and Administration) Rules, 2014, the Board of Directors had authorised Mr. Brahmananda Yeshwant Sanil, 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 27th 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 Business Services India Limited**

**GAURAV
KASHINATH
H NAIK**

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KASHINATH NAIK
Date: 2024.11.18 15:07:11
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Adobe Acrobat version:
2024.002.20991

**Date: November 18, 2024
Place: Mumbai**

**Gaurav Naik
Company Secretary
Mem. No. A47483**