UDIN: 22504305AJRFA2211

Independent Auditor's report

To the Members of Icall Support Services Private Limited

Report on the audit of the financial statements

Opinion

1. We have audited the accompanying financial statements of Icall Support Services Private Limited ("the Company"), which comprise the balance sheet as at March 31, 2022, the statement of Profit and Loss and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

2. In our opinion and to the best of our information and according to the explanations given to us, the aforesaid financial statements give the information required by the Companies Act, 2013 ("the Act") in the manner so required and give a true and fair view in conformity with the accounting principles generally accepted in India, of the state of affairs of the Company as at March 31, 2022 and its cash flows for the year then ended.

Basis for opinion

3. We conducted our audit in accordance with the Standards on Auditing (SAs) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial statements under the provisions of the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

4. The Company's Board of Directors is responsible for the other information. The other information comprises the information included in the Director's report, but does not include the financial statements and our auditor's report thereon.

   Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact.

We have nothing to report in this regard.

Responsibilities of management and those charged with governance for the financial statements

5. The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these financial statements that give a true and fair view of the financial position, financial performance and cash flows of the Company in accordance with the accounting principles generally accepted in India, including the (Indian) Accounting Standards specified under section 133 of the Act. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

6. In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so. Those Board of Directors are also responsible for overseeing the Company's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

7. Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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8. As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- As per serial number 9A of notification number G.S.R. 464 (E) dated 5th June 2015 as amended by notification dated 13th June,2017 of the Government of India, in the Ministry of Corporate Affairs Chapter X, clause (i) of sub-section (3) of section 143 is not applicable to the company because the company had turnover less than rupees fifty crores as per audited financial statements for the year ended March 31, 2021 and which has aggregate borrowings from banks or financial institutions or anybody corporate at any point of time during the financial year ended March 31, 2022 less than Rs. 25 crores.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

9. We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

10. We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

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11. As required by the Companies (Auditor's Report) Order, 2020 ("the Order"), issued by the Central Government of India in terms of sub-section (11) of section 143 of the Act, we give in the "Annexure-A" a statement on the matters specified in paragraphs 3 and 4 of the Order, to the extent applicable.

12. As required by Section 143(3) of the Act, we report that:

(a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit.

(b) In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books.

(c) The Balance Sheet, the Statement of Profit and Loss and Cash Flow Statement dealt with by this Report are in agreement with the books of account.

(d) In our opinion, the aforesaid financial statements comply with the (Indian) Accounting Standards specified under Section 133 of the Act.

(e) On the basis of the written representations received from the directors as on March 31, 2022 taken on record by the Board of Directors, none of the directors is disqualified as on March 31, 2022 from being appointed as a director in terms of Section 164 (2) of the Act.

(f) As per serial number 9A of notification number G.S.R. 464 (E) dated 5th June 2015 as amended by notification dated 13th June,2017 of the Government of India, in the Ministry of Corporate Affairs Chapter X, clause (i) of sub-section (3) of section 143 is not applicable to the company because the company had turnover less than rupees fifty crores as per audited financial statements for the year ended March 31, 2021 and which has aggregate borrowings from banks or financial institutions or anybody corporate at any point of time during the financial year ended March 31, 2022 less than Rs. 25 crores.

(g) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:

i. The Company does not have any pending litigations which would impact its financial position.

ii. The Company did not have any long-term contracts including long-term derivative contracts; as such the question of commenting on any material foreseeable losses thereon does not arise.

D M AND COMPANY * GURUGRAM FRN:022527N * CHARTERED ACCOUNTANTS *

iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company during the year ended March 31, 2022.

iv.

(a) The Management has represented that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person or entity, including foreign entity ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

(b) The Management has represented, that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been received by the Company from any person or entity, including foreign entity ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the Company shall, whether, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

(c) Based on the audit procedures that have been considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under sub-clause (i) and (ii) of Rule 11(e), as provided under (a) and (b) above, contain any material misstatement.

v. This clause is not applicable to the company. Therefore, we have nothing to report in this regard.

For D M AND COMPANY
Chartered Accountants
FRN 022527N

D M AND COMPANY
GURUGRAM
FRN:022527N
CHARTERED ACCOUNTANTS

Dheeraj Mehta
Partner
M No: 504305

Place: Gurugram
Date: May 25, 2022

Annexure - A to the Independent Auditors'' Report

Referred to in paragraph 11 of Independent Auditors' report of even date to the Members of Icall Support Services Private Limited on the financial statements as of and for the year ended 31st March, 2022

To the best of our information and according to the explanations provided to us by the Company and the books of account and records examined by us in the normal course of audit, we state that:

(i) In respect of the Company's Property, Plant and Equipment and Intangible Assets:

(a)

(A) The Company has maintained proper records showing full particulars, including quantitative details and situation of Property, Plant and Equipment and relevant details of right-of-use assets.

(B) The Company has no intangible assets during the year, Therefore, the provisions of para 3 under clause (i)(a)(B) of the said order are not applicable to the company.

(b) The Company has a program of physical verification of Property, Plant and Equipment and right-of-use assets so to cover all the assets once every three years which, in our opinion, is reasonable having regard to the size of the Company and the nature of its assets. Pursuant to the program, certain Property, Plant and Equipment were due for verification during the year and were physically verified by the Management during the year. According to the information and explanations given to us, no material discrepancies were noticed on such verification.

(c) The Company does not have any immovable properties during the year. Therefore, the clause (i)(c) of Para 3 is not applicable to the company.

(d) The Company has not revalued any of its Property, Plant and Equipment (including right-of-use assets) and intangible assets during the year.

(e) No proceedings have been initiated during the year or are pending against the Company as at March 31, 2022 for holding any benami property under the Benami Transactions (Prohibition) Act, 1988 (as amended in 2016) and rules made thereunder.

(ii) (a) The Company does not have any inventory and hence reporting under clause 3(ii)(a) of the Order is not applicable.

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(b) The Company has not been sanctioned working capital limits in excess of ₹ 5 crore, in aggregate, at any points of time during the year, from banks or financial institutions on the basis of security of current assets and hence reporting under clause 3(ii)(b) of the Order is not applicable.

(iii) The Company has not made investments in, provided any guarantee or security or granted any loans and advances in the nature of loans, secured or unsecured to companies, firms, Limited Liability Partnerships, or any other parties, during the year, therefore the said clause is not applicable to the company.

(iv) According to the information and explanations given to us company has not granted any loans, investments, guarantees and security covered under section 185 and 186 of the Act. Accordingly, para 3(iv) of the order is not applicable to the company.

(v) The Company has not accepted any deposit or amounts which are deemed to be deposits. Hence, reporting under clause 3(v) of the Order is not applicable.

(vi) The maintenance of cost records has not been specified by the Central Government under sub-section (1) of section 148 of the Companies Act, 2013 for the business activities carried out by the Company. Hence, reporting under clause (vi) of the Order is not applicable to the Company.

(vii) In respect of statutory dues:

(a) In our opinion, the Company has generally been regular in depositing undisputed statutory dues, including Goods and Services tax, Provident Fund, Employees' State Insurance, Income Tax and other material statutory dues applicable to it with the appropriate authorities.

There were no undisputed amounts payable in respect of Goods and Service tax, Provident Fund, Employees' State Insurance, Income Tax and other material statutory dues in arrears as at March 31, 2022 for a period of more than six months from the date they became payable.

(b) According to the information and explanations given to us and based on our examination of the records of the Company, there were no dues as on March 31, 2021 in respect of income tax, Goods and Services Tax, duty of customs and other statutory dues which have not been deposited on account of any dispute.

(viii) There were no transactions relating to previously unrecorded income that have been surrendered or disclosed as income during the year in the tax assessments under the Income Tax Act, 1961 (43 of 1961).

D M AND COMPANY
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(ix) (a) The Company has not taken any loans or other borrowings from any lender. Hence reporting under clause 3(ix)(a) of the Order is not applicable.

(b) The Company has not been declared wilful defaulter by any bank or financial institution or government or any government authority.

(c) The Company has not taken any term loan during the year and there are no outstanding term loans at the beginning of the year and hence, reporting under clause 3(ix)(c) of the Order is not applicable.

(d) On an overall examination of the financial statements of the Company, funds raised on short-term basis have, prima facie, not been used during the year for long-term purposes by the Company.

(e) The Company has no subsidiaries therefore clause 3(ix)(e) of the Order is not applicable.

(f) The Company has not raised any loans during the year and hence reporting on clause 3(ix)(f) of the Order is not applicable.

(x)

(a) The Company has not raised moneys by way of initial public offer or further public offer (including debt instruments) during the year and hence reporting under clause 3(x)(a) of the Order is not applicable.

(b) During the year, the Company has not made any preferential allotment or private placement of shares or convertible debentures (fully or partly or optionally) and hence reporting under clause 3(x)(b) of the Order is not applicable.

(xi)

(a) No fraud by the Company and no material fraud on the Company has been noticed or reported during the year.

(b) No report under sub-section (12) of section 143 of the Companies Act has been filed in Form ADT-4 as prescribed under rule 13 of Companies (Audit and Auditors) Rules, 2014 with the Central Government, during the year and upto the date of this report.

(c) As per information and explanations provided to us, there is no whistle blower complaints received by the Company during the year. Therefore the said clause of the order is not applicable to the company.

(xii) The Company is not a Nidhi Company and hence reporting under clause (xii) of the Order is not applicable.

D M AND COMPANY
GURUGRAM
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(xiii) In our opinion, the Company is in compliance with Section 177 and 188 of the Companies Act, 2013 with respect to applicable transactions with the related parties and the details of related party transactions have been disclosed in the financial statements as required by the applicable accounting standards.

(xiv)

(a) According to size and nature of the company's business, the internal audit is not applicable to the company. Therefore, this clause is not applicable to the company.

(b) In consideration with the clause (xiv)(a) of para 3, the said clause of order is not applicable to the company.

(xv) In our opinion during the year the Company has not entered into any non-cash transactions with its Directors or persons connected with its directors. and hence provisions of section 192 of the Companies Act, 2013 are not applicable to the Company.

(xvi)

(a) In our opinion, the Company is not required to be registered under section 45-IA of the Reserve Bank of India Act, 1934. Hence, reporting under clause 3(xvi)(a), (b) and (c) of the Order is not applicable.

(b) In our opinion, there is no core investment company within the Group (as defined in the Core Investment Companies (Reserve Bank) Directions, 2016) and accordingly reporting under clause 3(xvi)(d) of the Order is not applicable.

(xvii) The Company has not incurred cash losses during the financial year covered by our audit and the immediately preceding financial year.

(xviii) There has been no resignation of the statutory auditors of the Company during the year.

(xix) On the basis of the financial ratios, ageing and expected dates of realisation of financial assets and payment of financial liabilities, other information accompanying the financial statements and our knowledge of the Board of Directors and Management plans and based on our examination of the evidence supporting the assumptions, nothing has come to our attention, which causes us to believe that any material uncertainty exists as on the date of the audit report indicating that Company is not capable of meeting its liabilities existing at the date of balance sheet as and when they fall due within a period of one year from the balance sheet date. We, however, state that this is not an assurance as to the future viability of the Company. We further state that our reporting is based on the facts up to the date of the audit report and we neither give any guarantee nor any assurance that all liabilities falling due within a period of

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS one year from the balance sheet date, will get discharged by the Company as and when they fall due.

(xx)

(a) Section 135 of the Act is not applicable to the company. Accordingly, reporting under clause 3(xx)(a) of the Order is not applicable for the year.

(b) Section 135 of the Act is not applicable to the company. Accordingly, reporting under clause 3(xx)(b) of the Order is not applicable for the year.

For D M And Company
Chartered Accountants
FRN 022527N

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

Dheeraj Mehta
Partner
M No 504305

Place: Gurgaon
Date: May 25, 2022

Icall Support Services Private Limited
Balance Sheet as at March 31, 2022

	Notes	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
ASSETS			
Non-current assets			
Property, plant and equipment	4(a)	24,48,603	2,11,071
Right-of-use assets	4(b)	3,59,87,397	-
Financial assets			
(i) Other financial assets	6(e)	20,77,039	-
Current Tax Assets (Net)	5	2,61,91,110	2,61,73,874
Total non-current assets		**6,67,04,149**	**2,63,84,946**
Current assets			
Financial assets			
(i) Investments	6(a)	2,20,42,278	1,39,30,487
(ii) Trade receivables	6(b)	5,67,91,203	4,99,58,996
(iii) Cash and cash equivalents	6(c)	21,83,617	14,69,666
(iv) Bank balances other than (iii) above	6(d)	-	2,28,878
(v) Other financial assets	6(e)	9,88,338	953
Current Tax Assets (Net)	5	2,00,000	2,00,000
Other current assets	7	36,13,489	36,51,392
Total current assets		**8,58,18,925**	**6,94,40,372**
Total assets		**15,25,23,074**	**9,58,25,317**
EQUITY AND LIABILITIES			
Equity			
Equity Share capital	8(a)	1,82,36,500	1,82,36,500
Other Equity			
Reserves and surplus	8(b)	7,83,43,567	6,28,01,667
Total equity		**9,65,80,067**	**8,10,38,167**
Liabilities			
Non-current liabilities			
Financial liabilities			
(i) Lease liabilities	4(b)	3,04,87,637	-
Employee benefit obligations	10	12,89,847	6,17,455
Total non-current liabilities		**3,17,77,484**	**6,17,455**
Current liabilities			
Financial Liabilities			
(i) Lease liabilities		58,48,996	-
(ii) Trade payables			
(a) total outstanding dues of micro and small enterprises	9(a)	15,09,798	2,701
(b) total outstanding other than (ii) (a) above	9(a)	16,41,067	40,08,870
(iii) Other financial liabilities	9(b)	1,08,03,006	84,26,922
Employee benefit obligations	10	16,40,438	9,85,302
Other current liabilities	11	27,22,218	7,45,900
Total current liabilities		**2,41,65,523**	**1,41,69,695**
Total liabilities		**5,59,43,007**	**1,47,87,150**
Total equity and liabilities		**15,25,23,074**	**9,58,25,317**

The above balance sheet should be read in conjunction with the accompanying notes.

This is the Balance Sheet referred to in our report of even date.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 25, 2022

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

For and on behalf of the Board of Directors

Manoj Sharma	Alok Bansal
Director	Director
DIN : 02745526	DIN : 01653526
Place: Gurugram	Place: Gurugram
Date: May 25, 2022	Date: May 25, 2022

Icall Support Services Private Limited

Icall Support Services Private Limited
Statement of Profit and Loss for the year ended March 31, 2022

	Notes	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Revenue from operations	12	9,57,61,703	4,99,58,997
Other income	13	15,76,357	6,86,964
Total income		**9,73,38,060**	**5,06,45,961**
Expenses:			
Employee benefit expenses	14	7,38,40,743	3,81,36,786
Depreciation and amortization expenses	15	43,53,157	2,01,130
Advertising and promotion expenses	16	3,42,135	3,95,727
Network, internet and other direct expenses	17	10,46,473	10,05,762
Other expenses	18	40,67,471	48,66,842
Finance costs	19	18,51,542	341
Total expenses		**8,55,01,521**	**4,46,06,588**
Profit before tax		**1,18,36,539**	**60,39,373**
Income tax expense :			
Current tax		-	-
Deferred tax		-	-
Total tax expense		-	-
Profit for the year		**1,18,36,539**	**60,39,373**
Other comprehensive income			
Items that will not be reclassified to profit or loss			
Remeasurement of post employment benefit obligations [(Loss)/Gain]	10	(1,66,884)	25,500
Income tax relating to these items		-	-
Other comprehensive income for the year, net of tax		**(1,66,884)**	**25,500**
Total comprehensive income for the year		**1,16,69,655**	**60,64,873**
Earnings per equity share: [Nominal value per share ₹ 100/- (March 31, 2021: ₹ 100/-)]			
Earnings per equity share:			
Basic (in ₹)	20	64.91	33.12
Diluted (in ₹)	20	64.91	33.12

The above statement of profit and loss should be read in conjunction with the accompanying notes.

This is the Statement of Profit and Loss referred to in our report of even date.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 25, 2022

For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 25, 2022

Alok Bansal
Director
DIN : 01653526

Place: Gurugram
Date: May 25, 2022

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

Icall Support Services Private Limited

Icall Support Services Private Limited
Statement of cash flows for the year ended March 31, 2022

Particulars	Notes	March 31, 2022 (Amount in ₹)	March 31, 2021 (Amount in ₹)
Cash flow from operating activities			
Profit before tax		1,18,36,539	60,39,373
Adjustments for :			
Depreciation and amortization expense	15	43,53,157	2,01,130
Employee share-based payment expense	14	38,72,245	-
Loss on sale of property, plant and equipment	18	1,475	-
Interest income - On bank deposits	13	(35,072)	(13,644)
Interest Income - Unwinding of discount - measured at amortised cost	13	(76,992)	-
Finance costs	19	18,51,542	-
Net gain on sale of financial assets mandatorily measured at fair value through profit or loss	13	(5,53,870)	(4,21,611)
Net fair value gains on financial assets mandatorily measured at fair value through profit or loss	13	(67,702)	(2,09,819)
Foreign exchange fluctuations (Net)		1,16,410	-
Change in operating assets and liabilities			
(Increase)/Decrease in trade receivables		(69,48,617)	(4,99,58,996)
Increase/(Decrease) in trade payables		(8,61,660)	7,62,564
Increase/(Decrease) in other current financial liabilities		23,76,084	23,96,570
(Increase)/Decrease in other current assets		37,903	(6,23,778)
(Increase)/Decrease in other non current financial assets		(20,77,039)	-
(Increase)/Decrease in other current financial assets		(19,10,346)	3,50,97,348
Increase/(Decrease) in employee benefit obligations		11,60,644	7,38,324
Increase/(Decrease) in other current liabilities		19,76,317	2,58,383
Cash outflow from operations		**1,50,51,018**	**(57,34,157)**
Income taxes paid		(17,236)	-
Net cash outflow from operating activities		**1,50,33,782**	**(57,34,157)**
Cash flows from investing activities			
Purchase of property, plant and equipment		(27,35,741)	-
Purchase of current investments		(7,29,96,348)	(3,39,99,999)
Proceeds from sale of current investment		6,55,06,131	4,05,66,500
Proceeds from sale of property, plant and equipment		1,42,177	-
Proceeds from maturity of bank deposits (having original maturity of more than three months but less than twelve months)		2,28,878	-
Interest received	13	35,072	-
Net cash inflow/(outflow) from investing activities		**(98,19,831)**	**65,66,501**
Cash flows from financing activities			
Principal payment of lease liabilities		(26,49,412)	-
Interest paid on lease liabilities		(18,50,588)	-
Net cash inflow from financing activities		**(45,00,000)**	**-**
Net increase in cash and cash equivalents		7,13,951	8,32,346
Cash and cash equivalents at the beginning of the financial year	6(c)	14,69,666	6,37,320
Cash and cash equivalents at end of the year		**21,83,617**	**14,69,666**
Non -Cash financing and investing activity			
- Acquisition of right-of-use assets	4b	3,99,85,997	-

Reconciliation of cash and cash equivalents as per cash flow statement
Cash and cash equivalents as per above comprise of the following

		March 31, 2022 (Amount in ₹)	March 31, 2021 (Amount in ₹)
Balances with Bank	6(c)	20,91,555	13,77,604
Cash on hand	6(c)	92,062	92,062
Balances per statement of cash flows		**21,83,617**	**14,69,666**

Notes:

1. The above Statement of Cash Flows has been prepared under the Indirect Method as set out in the Indian Accounting Standard [Ind AS - 7 on "Statement of Cash Flows"].
2. The above Statement of Cash Flows should be read in conjunction with the accompanying notes.
3. Figures in brackets indicate cash outflow.

The above cash flow statement should be read in conjunction with the accompanying notes.

This is the Cash Flow Statement referred to in our report of even date.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 25, 2022

For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 25, 2022

Alok Bansal
Director
DIN : 01653526

Place: Gurugram
Date: May 25, 2022

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

Icall Support Services Private Limited

Icall Support Services Private Limited
Statement of Changes in Equity for the year ended March 31, 2022

I) Equity share capital

	As at March 31, 2022		As at March 31, 2021	
	Number of Shares	Amount (₹)	Number of Shares	Amount (₹)
Balance at the beginning of the reporting year	1,82,365	1,82,36,500	1,82,365	1,82,36,500
Increase in shares on account of new issue	-	-	-	-
Shares outstanding at the end of the year	**1,82,365**	**1,82,36,500**	**1,82,365**	**1,82,36,500**

II) Other equity

(Amount in ₹)

Particulars	Notes	Reserves and surplus: Securities premium	Reserves and surplus: Retained earnings	Reserves and surplus: Group settled share based payment reserve	Total
Balance as at April 01, 2020		**26,97,12,800**	**(21,29,76,006)**	**-**	**5,67,36,794**
Profit for the year	8(b)	-	60,39,373	-	**60,39,373**
Other comprehensive income	8(b)	-	25,500		**25,500**
Total comprehensive income for the year		-	**60,64,873**	-	**60,64,873**
Issue of equity shares	8(b)	-	-		-
Balance as at March 31, 2021		**26,97,12,800**	**(20,69,11,133)**	-	**6,28,01,667**
Balance as at April 01, 2021		**26,97,12,800**	**(20,69,11,133)**	-	**6,28,01,667**
Profit for the year	8(b)	-	1,18,36,539	38,72,245	**1,57,08,784**
Other comprehensive income	8(b)	-	(1,66,884)		**(1,66,884)**
Total comprehensive income for the year		-	**1,16,69,654**	**38,72,245**	**1,55,41,900**
Issue of equity shares	8(b)	-	-	-	-
Balance as at March 31, 2022		**26,97,12,800**	**(19,52,41,478)**	**38,72,245**	**7,83,43,567**

The above statement of changes of equity should be read in conjunction with the accompanying notes.

This is the Statement of changes in equity referred to in our report of even date.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 25, 2022

For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 25, 2022

Alok Bansal
Director
DIN : 01653526

Place: Gurugram
Date: May 25, 2022

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

Icall Support Services Private Limited

Note 4(a) : Property, plant and equipment

(Amount in ₹)

Particulars	Computers	Office Equipment	Furniture & Fixtures	Leasehold Improvements	Total
Year ended March 31, 2021					
Gross carrying amount					
Opening gross carrying amount	2,09,499	3,15,385	9,74,094	5,83,095	20,82,073
Additions	-	-	-	-	-
Disposals	-	-	-	-	-
Closing gross carrying amount	**2,09,499**	**3,15,385**	**9,74,094**	**5,83,095**	**20,82,073**
Accumulated Depreciation					
Opening accumulated depreciation	2,09,499	3,15,385	5,61,893	5,83,095	16,69,872
Depreciation charge during the year	-	-	2,01,130	-	2,01,130
Disposals	-	-	-	-	-
Closing accumulated depreciation	**2,09,499**	**3,15,385**	**7,63,023**	**5,83,095**	**18,71,002**
Net carrying amount	**-**	**-**	**2,11,071**	**-**	**2,11,071**
Year ended March 31, 2022					
Gross carrying amount					
Opening gross carrying amount	2,09,499	3,15,385	9,74,094	5,83,095	20,82,073
Additions	23,93,113	3,42,628	-	-	27,35,741
Disposals	(1,45,110)	(1,45,956)	(1,74,037)	(5,83,095)	(10,48,198)
Closing gross carrying amount	**24,57,502**	**5,12,057**	**8,00,057**	**-**	**37,69,616**
Accumulated Depreciation					
Opening accumulated depreciation	2,09,499	3,15,385	7,63,023	5,83,095	18,71,002
Depreciation charge during the Year	1,27,269	45,052	1,82,236	-	3,54,557
Disposals	(1,458)	(1,45,956)	(1,74,037)	(5,83,095)	(9,04,546)
Closing accumulated depreciation	**3,35,310**	**2,14,481**	**7,71,222**	**-**	**13,21,013**
Net carrying amount	**21,22,192**	**2,97,576**	**28,835**	**-**	**24,48,603**

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Icall Support Services Private Limited *

Note 4(b) : Leases

This note provides information for the leases where the Company is a lessee. The Company has taken various office premises on leases. Rental contracts are typically made for fixed periods of 1 year to 5 years, but may have extension options as described in (iv) below.

(i) Amounts recognised in balance sheet

The balance sheet shows the following amount relating to leases:

(a) Right of use assets **(Amount in ₹)**

Particulars	**Right-of-use assets - Office premises**	**Total**
Year ended March 31, 2022		
Gross carrying amount		
Opening gross carrying amount	-	-
Additions	3,99,85,997	3,99,85,997
Disposals	-	-
Closing gross carrying amount	**3,99,85,997**	**3,99,85,997**
Accumulated depreciation		
Opening accumulated depreciation	-	-
Depreciation charge for the year	39,98,600	39,98,600
Disposals	-	-
Closing accumulated depreciation	**39,98,600**	**39,98,600**
Net carrying amount	**3,59,87,397**	**3,59,87,397**

(b) Lease liabilities **(Amount in ₹)**

Particulars	**As at March 31, 2022**	**As at March 31, 2021**
Current	58,48,996	-
Non-current	3,04,87,637	-
Total	**3,63,36,633**	-

(ii) Amounts recognised in statement of profit and loss

The statement of profit or loss shows the following amount relating to leases:

(Amount in ₹)

Particulars	**Year ended March 31, 2022**	**Year ended March 31, 2021**
(a) Depreciation charge on right of use assets [refer Note 15]	39,98,600	-
(b) Interest expense (included in finance cost) [refer Note 19]	18,50,588	-
Total (a+b+c)	**58,49,188**	-

(iii) The total cash outflow for leases for the period ended March 31, 2022 was ₹ 45,00,000 (March 31, 2021 - ₹ Nil)

(iv) Extension and termination options:-

Extension and termination options are included in a number of leases. These are used to maximize operational flexibility in terms of managing the assets used in the company's operations. The extension and termination options held are exercisable by both the Company and the respective lessor.

(v) Critical judgments in determining the lease term:-

In determining the lease term, management considers all facts and circumstances that create an economic incentive to exercise an extension option, or not exercise a termination option. Extension options (or periods after termination options) are only included in the lease term if the lease is reasonably certain to be extended (or not terminated).

For leases of office premises, the following factors are normally the most relevant:

a) If there are significant penalties to terminate (or not extend), the Company is typically reasonably certain to extend (or not terminate).

b) If any leasehold improvements are expected to have a significant remaining value, the Company is typically reasonably certain to extend (or not terminate).

c) Otherwise, the Company considers other factors including historical lease durations and the costs and business disruption required to replace the leased asset.

Most extension options in office leases have been included in the lease liability, because the Company could not replace the assets without significant cost or business disruption.

The lease term is reassessed if an option is actually exercised (or not exercised) or the Company becomes obliged to exercise (or not exercise) it. The assessment of reasonable certainty is only revised if a significant event or a significant change in circumstances occurs, which affects this assessment, and that is within the control of the lessee.

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Icall Support Services Private Limited

Icall Support Services Private Limited
Notes forming part of the financial statements for the year ended March 31, 2022

1. General Information

The Company is engaged in call center operations and customer management. The company was incorporated on July 7, 2008 and is a wholly owned subsidiary of PB Fintech Limited (Erstwhile, PB Fintech Private Limited / Etechaces marketing and consulting private limited).

2. Summary of Significant Accounting Policies

2.1 Basis of Preparation of Financial Statements

a) Compliance with IND AS

The financial statements comply in all material aspects with Indian Accounting Standards (Ind AS) notified under Section 133 of the Companies Act, 2013 (the Act) [Companies (Indian Accounting Standards) Rules, 2015] and other relevant provisions of the Act.

b) Historical Cost Convention

The financial statements have been prepared on the historical cost basis, except for the following items:
- Certain financial assets measured at fair value;
- Defined benefit plans - plan assets measured at fair value

c) Current and non-current classification

All assets and liabilities have been classified as current or non-current as per Company's operating cycle and other criteria set out in the Schedule III to the Companies Act, 2013. Based on the nature of products and the time between acquisition of assets for processing and their realisation in cash and cash equivalent, the Company has ascertained its operating cycle as 12 months for the purpose of current or non-current classification of assets and liabilities.

d) Property, plant and equipment

All items of property, plant and equipment are carried at cost less accumulated depreciation / amortization and impairment losses, if any. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. The carrying amount of any component accounted for as a separate asset is derecognised when replaced. All other repairs and maintenance are charged to profit or loss during the reporting period in which they are incurred.
<u>Depreciation methods, estimated useful lives and residual value</u>

Depreciation is recognised so as to write off the cost of assets less their residual values over the useful lives, using the straight line method. The useful lives have been determined based on technical evaluation

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done by the management's expert which in some cases are different as those specified by Schedule II to the Companies Act, 2013, in order to reflect the actual usage of the assets.

The residual values of the assets are assessed to be nil. The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with carrying amount. These are included in the statement of profit or loss.

The useful lives of assets have been considered as follows:

Description	Useful life
Computers	3 years
Furniture & Fixtures*	7 years
Office Equipment*	3 years
Lease Hold Improvements	Period of Lease or 3 years whichever is earlier

* For these class of assets, based on internal assessment the management believes that the useful lives as given above best represents the period over which the management expects to use these assets. Hence, useful lives of these assets are different from the useful lives as prescribed under Part C of Schedule II of the Companies Act, 2013.

e) Impairment of assets

Assets are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognized for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs of disposal and value in use. Non-financial assets other than goodwill that suffered an impairment are reviewed for possible reversal of the impairment at the end of each reporting period

f) Revenue Recognition

The Company earns revenue significantly from call center operation customer management. Revenue is recognised as the related services are rendered/performed in accordance with the specific terms of the contracts with the customers and no significant uncertainty exists regarding the amount of consideration that will be derived from rendering the services.

Earnings in excess of billing are classified as unbilled revenue.

All the above streams of revenue are shown net of applicable tax.

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g) Employee Benefits

i) Provident Fund

Contribution towards provident fund for employees is made to the regulatory authorities, where the Company has no further obligations. Such benefits are classified as Defined Contribution Schemes as the Company does not carry any further obligations, apart from the contributions made on a monthly basis.

ii) Gratuity

The Company provides for gratuity, a defined benefit plan (the "Gratuity Plan") covering eligible employees in accordance with the Payment of Gratuity Act, 1972. The Gratuity Plan provides a lump sum payment to vested employees at retirement, death, incapacitation or termination of employment, of an amount based on the respective employee's salary and the tenure of employment. The Company's liability is actuarially determined (using the Projected Unit Credit method) at the end of each period/year. Actuarial losses/ gains are recognised in the Statement of Profit and Loss in the period/year in which they arise.

iii) Compensated Absences

Accumulated compensated absences, which are expected to be availed or encashed within 12 months from the end of the year are treated as short term employee benefits. The obligation towards the same is measured at the expected cost of accumulating compensated absences as the additional amount expected to be paid as a result of the unused entitlement as at the year end.
Accumulated compensated absences, which are expected to be availed or encashed beyond 12 months from the end of the year are treated as other long term employee benefits. The Company's liability is actuarially determined (using the Projected Unit Credit method) at the end of year. Actuarial losses/ gains are recognised in the Statement of Profit and Loss in the period/year in which they arise.

h) Leases

A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

The Company accounts for each lease component within the contract as a lease separately from non-lease components of the contract and allocates the consideration in the contract to each lease component on the basis of the relative stand-alone price of the lease component and the aggregate stand-alone price of the non-lease components.

The Company recognises right-of-use asset representing its right to use the underlying asset for the lease term at the lease commencement date. The cost of the right of- use asset measured at inception shall comprise of the amount of the initial measurement of the lease liability adjusted for any lease payments made at or before the commencement date less any lease incentives received, plus any initial direct costs

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incurred and an estimate of costs to be incurred by the lessee in dismantling and removing the underlying asset or restoring the underlying asset or site on which it is located. The right-of-use assets is subsequently measured at cost less any accumulated depreciation, accumulated impairment losses, if any and adjusted for any remeasurement of the lease liability. The right-of-use assets is depreciated using the straight-line method from the commencement date over the shorter of lease term or useful life of right-of-use asset. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. Right of- use assets are tested for impairment whenever there is any indication that their carrying amounts may not be recoverable. Impairment loss, if any, is recognised in the statement of profit and loss.

The Company measures the lease liability at the present value of the lease payments that are not paid at the commencement date of the lease. The lease payments are discounted using the interest rate implicit in the lease, if that rate can be readily determined. If that rate cannot be readily determined, the Company uses incremental borrowing rate. For leases with reasonably similar characteristics, the Company, on a lease by lease basis, may adopt either the incremental borrowing rate specific to the lease or the incremental borrowing rate for the portfolio as a whole. The lease payments shall include fixed payments, variable lease payments, residual value guarantees, exercise price of a purchase option where the Company is reasonably certain to exercise that option and payments of penalties for terminating the lease, if the lease term reflects the lessee exercising an option to terminate the lease. The lease liability is subsequently remeasured by increasing the carrying amount to reflect interest on the lease liability, reducing the carrying amount to reflect the lease payments made and remeasuring the carrying amount to reflect any reassessment or lease modifications or to reflect revised in-substance fixed lease payments.

The Company recognises the amount of the re-measurement of lease liability due to modification as an adjustment to the right-of-use asset and statement of profit and loss depending upon the nature of modification. Where the carrying amount of the right-of-use asset is reduced to zero and there is a further reduction in the measurement of the lease liability, the Company recognises any remaining amount of the re-measurement in statement of profit and loss.

The Company has elected not to apply the requirements of Ind AS 116 Leases to short term leases of all assets that have a lease term of 12 months or less and leases for which the underlying asset is of low value. The lease payments associated with these leases are recognised as an expense on a straight-line basis over the lease term.

i) Earnings per share (EPS)

Basic earnings per share are computed by dividing the profit after tax by the weighted average number of equity shares outstanding during the year. Diluted earnings per share is computed by dividing the profit after tax as adjusted for dividend, interest and other charges to expense or income relating to the dilutive potential equity shares, by the weighted average number of equity shares considered for deriving basic earnings per share and the weighted average number of equity shares which could have been issued on the conversion of all dilutive potential equity shares, except where results are anti-dilutive.

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j) Cash and cash equivalents

For the purpose of presentation in the statement of cash flows, cash and cash equivalents includes cash on hand, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Cash flows are reported using the indirect method, whereby profit before extraordinary items and tax is adjusted for the effects of transactions of non-cash nature and any deferrals or accruals of past or future cash receipts or payments. The cash flows from operating, investing and financing activities of the Company are segregated based on the available information.

k) Income Taxes

The income tax expense or credit for the period is the tax payable on the current period's taxable income based on the applicable income tax rate adjusted by changes in deferred tax assets and liabilities attributable to temporary differences and to unused tax losses.

The current income tax charge is calculated on the basis of the tax laws enacted or substantively enacted at the end of the reporting period. Management periodically evaluates positions taken in tax returns with respect to situations in which applicable tax regulation is subject to interpretation. It establishes provisions where appropriate on the basis of amounts expected to be paid to the tax authorities.

Deferred income tax is recognised on temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements. Deferred tax liabilities are generally recognised for all taxable temporary differences. Deferred tax assets are generally recognised for all deductible temporary differences and unused tax losses to the extent that is probable that tax profits will be available against which those deductible temporary differences can be utilized.

Deferred income tax is determined using tax rates (and laws) that have been enacted or substantially enacted by the end of the reporting period and are expected to apply when the related deferred income tax asset is realised or the deferred income tax liability is settled.

Deferred tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets and liabilities and when the deferred tax balances relate to the same taxation authority. Current tax assets and tax liabilities are offset where the entity has a legally enforceable right to offset and intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Current and deferred tax is recognised in profit or loss, except to the extent that it relates to items recognised in other comprehensive income or directly in equity. In this case, the tax is also recognised in other comprehensive income or directly in equity, respectively.

l) Provisions and contingencies

A provision is recognized when the Company has a present legal or constructive obligation as a result of past event and it is probable that an outflow of resources will be required to settle the obligation, in respect of which a reliable estimate can be made. Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the end of the reporting period. The discount rate used to determine the present value is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the passage of time is recognised as interest expense.These are reviewed at each balance sheet date and adjusted to reflect the current best estimates.

Contingent liabilities and contingent assets

Contingent liabilities are disclosed when there is a possible obligation arising from past events, the existence of which will be confirmed only by the occurrence or non occurrence of one or more uncertain future events not wholly within the control of the Company or a present obligation that arises from past events where it is either not probable that an outflow of resources will be required to settle or a reliable estimate of the amount cannot be made. Contingent assets are not recognised in financial statements since this may result in the recognition of income that may never be realised. However, when the realisation of income is virtually certain, then the related asset is not a contingent asset and its recognition is appropriate. A contingent asset is disclosed, where an inflow of economic benefits is probable. However, contingent assets are assessed continually and if it is virtually certain that an inflow of economic benefits will arise, the asset and related income are recognised in the period in which the change occurs.

m) Financial Instruments

A financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity.

Financial Assets

Classification:

The Company classifies its financial assets in the following measurement categories

• those to be measured subsequently at fair value (either through other comprehensive income or through profit and loss), and

• those measured at amortized cost.

The classification depends on the Company's business model for managing the financial assets and the contractual terms of the cash flows.

Initial Recognition:

At initial recognition, the Company measures a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at fair value through profit or loss are expensed in profit or loss.

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Subsequent measurement:

After initial measurement, financial assets classified at amortised cost are subsequently measured at amortised cost using the effective interest rate (EIR) method. Amortised cost is calculated by taking into account any discount or premium on acquisition and fees or costs that are an integral part of the EIR. The EIR amortisation is included in finance income in the profit or loss.

Financial assets at fair value through other comprehensive income are carried at fair value at each reporting date. Fair value changes are recognized in the other comprehensive income (OCI). However, the company recognizes interest income, impairment losses and reversals and foreign exchange gain or loss in the income statement. On derecognition of the financial asset other than equity instruments, cumulative gain or loss previously recognised in OCI is reclassified to statement of profit and loss.

Any financial asset that does not meet the criteria for classification as at amortized cost or as financial assets at fair value through other comprehensive income, is classified as financial assets at fair value through profit or loss. Financial assets at fair value through profit or loss are fair valued at each reporting date with all the changes recognized in the statement of profit and loss.

Debt instruments

Subsequent measurement of debt instruments depends on the Company's business model for managing the asset and the cash flow characteristics of the asset. There are three measurement categories into which the Company classifies its debt instruments:

- **Amortised cost:** Assets that are held for collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortised cost. A gain or loss on a debt instruments that is subsequently measured at amortised cost and is not part of a hedging relationship is recognised in profit or loss when the asset is derecognised or impaired. Interest income from these financial assets is included in finance income using the effective interest rate method.

- **Fair value through other comprehensive income (FVOCI):** Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at fair value through other comprehensive income (FVOCI). Movements in the carrying amount are taken through OCI, except for the recognition of impairment gains or losses, interest revenue and foreign exchange gains and losses which are recognized in profit and loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in OCI is reclassified from equity to profit or loss and recognised in other income/ (expenses). Interest income from these financial assets is included in other income using the effective interest rate method.

- **Fair value through profit or loss:** Assets that do not meet the criteria for amortised cost or FVOCI are measured at fair value through profit or loss. A gain or loss on a debt instruments that is subsequently measured at fair value through profit or loss and is not part of a hedging relationship is recognised in profit or loss and presented net in the Statement of Profit and Loss within other income in the period in which it arises. Interest income from these financial assets is included in other income.

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Impairment of financial assets

The Company assesses on a forward looking basis the expected credit losses associated with its assets carried at amortised cost and FVOCI debt instruments. The impairment methodology applied depends on whether there has been a significant increase in credit risk. Note 24 details how the Company determines whether there has been a significant increase in credit risk.

For trade receivables only, the group applies the simplified approach permitted by Ind AS 109 Financial Instruments, which requires expected lifetime losses to be recognised from initial recognition of the receivables.

Derecognition of financial assets

A financial asset is derecognized only when

• The Company has transferred the rights to receive cash flows from the financial asset or

• retains the contractual rights to receive the cash flows of the financial asset, but assumes a contractual obligation to pay the cash flows to one or more recipients.

Where the Company has transferred an asset, the Company evaluates whether it has transferred substantially all risks and rewards of ownership of the financial asset. In such cases, the financial asset is derecognised. Where the Company has not transferred substantially all risks and rewards of ownership of the financial asset, the financial asset is not derecognised.

Where the Company has neither transferred a financial asset nor retains substantially all risks and rewards of ownership of the financial asset, the financial asset is derecognised if the Company has not retained control of the financial asset. Where the Company retains control of the financial asset, the asset is continued to be recognised to the extent of continuing involvement in the financial asset.

Income recognition

Interest income

Interest income from fixed deposits is recognized using the effective interest rate method. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the gross carrying amount of a financial asset

n) Financial liabilities and equity instruments

Initial recognition and measurement

Financial liabilities are recognised initially at fair value minus transaction costs that are directly attributable to the issue of financial liabilities. Financial liabilities are classified as subsequently measured at amortized cost. Any difference between the proceeds (net of transaction costs) and the redemption amount is recognised in the Statement of Profit and Loss over the period of the borrowings using the effective rate of interest.

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Subsequent measurement

After initial recognition, financial liabilities are subsequently measured at amortised cost using the EIR method. Gains and losses are recognised in Statement of Profit or Loss when the liabilities are derecognised as well as through the EIR amortisation process.

Amortised cost is calculated by taking into account any discount or premium on acquisition and fees or costs that are an integral part of the EIR. The EIR amortisation is included as finance costs in the statement of profit and loss.

De-recognition of financial liabilities

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as the derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in the statement of profit and loss.

Equity instruments

An equity instrument is any contract that evidences a residual interest in the assets of any entity after deducting all of its liabilities. Equity instruments issued by the Company are recognised at the proceeds received, net of direct issue costs.

o) Offsetting Financial Instruments

Financial assets and liabilities are offset and the net amount is reported in the balance sheet where there is a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis or realize the asset and settle the liability simultaneously. The legally enforceable right must not be contingent on future events and must be enforceable in the normal course of business and in the event of default, insolvency.

p) Segment Information

Operating segments are reported in a manner consistent with the internal reporting provided to the chief operating decision maker.

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3. Critical estimates and Judgements

The preparation of financial statements requires the use of accounting estimates which, by definition, will seldom equal the actual results. Management also needs to exercise judgement in applying the Company's accounting policies.

This note provides an overview of the areas that involved a higher degree of judgement or complexity, and of items which are more likely to be materially adjusted due to estimates and assumptions turning out to be different than those originally assessed. Detailed information about each of these estimates and judgements is included in relevant notes together with information about the basis of calculation for each affected line item in the financial statements.

Critical estimates and judgements

The areas involving critical estimates or judgements are:

- Estimation of defined benefit obligation- Note 10

Estimates and judgements are continually evaluated. They are based on historical experience and other factors, including expectations of future events that may have a financial impact on the Company and that are believed to be reasonable under the circumstances.

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Note 5 : Current Tax Assets (Net)

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Non Current Tax Assests (Net)		
Advance income tax	2,61,91,110	2,61,73,874
	2,61,91,110	2,61,73,874
Current Tax Assests (Net)		
Advance income tax	2,00,000	2,00,000
	2,00,000	2,00,000
Total	2,63,91,110	2,63,73,874

Note 6 : Financial assets

Note 6(a) : Current Investments

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Investment in mutual funds		
Quoted		
7,36,02,061.93 units (March 31, 2021: 3,96,946.86 units) in L & T Ultra Short Term - Direct - Growth	2,20,42,278	1,39,30,487
Total (mutual funds)	2,20,42,278	1,39,30,487
Total current investments	2,20,42,278	1,39,30,487
Aggregate amount of quoted investments and market value thereof	2,20,42,278	1,39,30,487
Aggregate amount of unquoted investments	-	-
Aggregate amount of impairment in the value of investments	-	-

Note 6(b) : Trade receivables

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Trade receivables from related parties [Refer note 22]		
- Billed	2,55,95,109	4,99,58,996
- Unbilled	3,11,96,094	-
Total	5,67,91,203	4,99,58,996
Current portion	5,67,91,203	4,99,58,996
Non- Current portion	-	-

Break-up of security details	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Trade receivables considered good - Unsecured	5,67,91,203	4,99,58,996
Total	5,67,91,203	4,99,58,996
Less: Loss allowance	-	-
Total	5,67,91,203	4,99,58,996

As at March 31, 2022

(Amount in ₹)

Particulars	Outstanding for following periods from due date of payment							Total
	Unbilled dues	Not due	Less than 6 months	6 months- 1 years	1-2 years	2-3 years	More than 3 years	
(i) Undisputed Trade receivables- considered good	3,11,96,094	-	2,55,95,109	-	-	-	-	5,67,91,203
(ii) Undisputed Trade Receivables- which have significant increase in credit risk	-	-	-	-	-	-	-	-
(iii) Undisputed Trade Receivables- credit impaired	-	-	-	-	-	-	-	-
(iv) Disputed Trade Receivables considered good	-	-	-	-	-	-	-	-
(v) Disputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	-	-	-	-
(vi) Disputed Trade Receivables – credit impaired	-	-	-	-	-	-	-	-
Total	3,11,96,094	-	2,55,95,109	-	-	-	-	5,67,91,203

As at March 31, 2021

(Amount in ₹)

Particulars	Outstanding for following periods from due date of payment							Total
	Unbilled dues	Not due	Less than 6 months	6 months- 1 year	1-2 years	2-3 years	More than 3 years	
(i) Undisputed Trade receivables- considered good	-	-	4,99,58,996	-	-	-	-	4,99,58,996
(ii) Undisputed Trade Receivables- which have significant increase in credit risk	-	-	-	-	-	-	-	-
(iii) Undisputed Trade Receivables- credit impaired	-	-	-	-	-	-	-	-
(iv) Disputed Trade Receivables considered good	-	-	-	-	-	-	-	-
(v) Disputed Trade Receivables – which have significant increase in credit risk	-	-	-	-	-	-	-	-
(vi) Disputed Trade Receivables – credit impaired	-	-	-	-	-	-	-	-
Total	-	-	4,99,58,996	-	-	-	-	4,99,58,996

Note 6(c) : Cash and cash equivalents

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Balances with bank		
-in current accounts	20,91,555	13,77,604
Cash on hand	92,062	92,062
Total	21,83,617	14,69,666

Note 6(d) : Other Bank Balances

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Balances in fixed deposit accounts with original maturity with more than three months but less than 12 months	-	2,28,878
Total	-	2,28,878

Note 6(e) : Other financial assets

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Non-current		
Security deposits	20,77,039	-
Total	20,77,039	-
Current		
Income accrued but not due	-	953
Amount recoverable from fellow Subsidiary companies for expenses [Refer note 27]	9,99,695	-
Total	9,99,695	953

Note 7 : Other current assets

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Advance to vendors	10,10,869	-
Balance with government authorities	25,73,452	36,22,225
Prepaid expense	29,167	29,167
Total	36,13,489	36,51,392

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Note 8(a): Equity

Equity share capital

Authorised equity share capital

	Number of shares	Amount (₹)
As at April 01, 2020	3,00,000	3,00,00,000
Increase during the year	-	-
As at March 31, 2021	**3,00,000**	**3,00,00,000**
Increase during the year	-	-
As at March 31, 2022	**3,00,000**	**3,00,00,000**

(i) Movements in equity share capital

	Number of shares	Amount (₹)
As at April 01, 2020	1,82,365	1,82,36,500
Add: Shares issued during the year	-	-
As at March 31, 2021	**1,82,365**	**1,82,36,500**
As at April 01, 2021	**1,82,365**	**1,82,36,500**
Add: Shares issued during the quarter	-	-
As at March 31, 2022	**1,82,365**	**1,82,36,500**

Rights, preferences and restrictions attached to shares
Equity Shares: The company has only one class of equity shares having a par value of Rs 100 per share. Each shareholder is eligible for one vote per share held. Any dividend proposed by the Board of Directors is subject to the approval of the shareholders in the ensuing Annual General Meeting, except in case of interim dividend. In the event of liquidation, the equity shareholders are eligible to receive the remaining assets of the Company after distribution of all preferential amounts, in proportion to their shareholding.

(ii) Shares of the company held by holding / ultimate holding company

	March 31, 2022		March 31, 2021	
	Number of shares	Amount (₹)	Number of shares	Amount (₹)
PB Fintech Limited (Erstwhile,PB Fintech Private Limited / Etechaces Marketing and Consulting Private Limited), the Holding Company	1,82,365	1,82,36,500	1,82,365	1,82,36,500
	1,82,365	**1,82,36,500**	**1,82,365**	**1,82,36,500**

(iii) Details of shareholders holding more than 5% shares in the company

	March 31, 2022		March 31, 2021	
	Number of shares	% holding	Number of shares	% holding
PB Fintech Limited (Erstwhile,PB Fintech Private Limited / Etechaces Marketing and Consulting Private Limited), the Holding Company	1,82,365	100%	1,82,365	100%
	1,82,365		**1,82,365**	

(iv) Details of shareholding of promoters:

Disclosure of shareholding of promoters as at March 31, 2022 is as follows:

	March 31, 2022		March 31, 2021		
Name of the promoter	Number of shares	% holding	Number of shares	% holding	% change during the year
PB Fintech Limited (Erstwhile, PB Fintech Private Limited / Etechaces Marketing and Consulting Private Limited) (the Holding Company)	1,82,365	100.00%	1,82,365	100.00%	0.00%
Total	**1,82,365.00**	**100.00%**	**1,82,365.00**	**100.00%**	**0.00%**

Disclosure of shareholding of promoters as at March 31, 2021 is as follows:

	March 31, 2022		March 31, 2021		
Name of the promoter	Number of shares	% holding	Number of shares	% holding	% change during the year
PB Fintech Limited (Erstwhile, PB Fintech Private Limited / Etechaces Marketing and Consulting Private Limited) (the Holding Company)	1,82,365	100.00%	1,82,365	100.00%	0.00%
Total	**1,82,365.00**	**100.00%**	**1,82,365.00**	**100.00%**	**0.00%**

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Note 8(b): Other Equity

(Amount in ₹)

Particulars	March 31, 2022	March 31, 2021
Securities premium reserve	26,97,12,800	26,97,12,800
Retained earnings	(19,52,41,478)	(20,69,11,133)
Group settled share based payment reserve	38,72,245	-
Total reserves and surplus	**7,83,43,567**	**6,28,01,667**

i) Securities premium

Particulars	March 31, 2022	March 31, 2021
Opening balance	26,97,12,800	26,97,12,800
Additions during the year	-	-
Deductions/Adjustments during the year	-	-
Closing balance	**26,97,12,800**	**26,97,12,800**

ii) Retained earnings

Particulars	March 31, 2022	March 31, 2021
Opening balance	(20,69,11,133)	(21,29,76,006)
Profit for the year	1,18,36,539	60,39,373
Items of other comprehensive income recognised directly in retained earnings		
- Remeasurements of post-employment benefit obligation, net of tax	(1,66,884)	25,500
Closing balance	**(19,52,41,478)**	**(20,69,11,133)**

iii) Group settled share based payment reserve

Particulars	March 31, 2022	March 31, 2021
Opening balance	-	-
Additions for ESOP expense incurred	38,72,245	-
Closing balance	**38,72,245**	-

Nature and purpose of other reserves:

a) Securities premium reserve
Securities premium reserve is used to record the premium on issue of shares. The reserve is utilised in accordance with the provisions of the Companies Act, 2013.

b) Group settled share based payment reserve
Group settled share based payment reserve is used to recognise the fair value of options granted to the employees of the Company by the Holding Company under ESOP scheme.

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Note 9 : Financial liabilities

Note 9(a) : Trade payables

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Current		
Trade payables : micro and small enterprises [Refer note 26]	15,09,798	2,701
Trade payables : others	15,52,425	5,47,379
Trade payables to related parties [Refer note 22]	88,642	34,61,491
Total	**31,50,865**	**40,11,571**

As at March 31, 2022

(Amount in ₹)

Particulars	Outstanding for following periods from due date of payment						Total
	Unbilled dues	Not due	Less than 1 year	1-2 year	2-3 year	More than 3 year	
(i) MSME	1,295	-	14,91,223	17,280	-	-	15,09,798
(ii) Others	13,45,194	2,69,033	23,840	3,000	-	-	16,41,067
(iii) Disputed dues- MSME	-	-	-	-	-	-	-
(iv) Disputed dues- Others	-	-	-	-	-	-	-
(v) Unbilled Dues	-	-	-	-	-	-	
Total	**13,46,489**	**2,69,033**	**15,15,063**	**20,280**	**-**	**-**	**31,50,865**

As at March 31, 2021

(Amount in ₹)

Particulars	Outstanding for following periods from due date of payment						Total
	Unbilled dues	Not due	Less than 1 year	1-2 year	2-3 year	More than 3 year	
(i) MSME	-	-	2,701	-	-	-	2,701
(ii) Others	5,35,580	-	34,61,490	11,800	-	-	40,08,870
(iii) Disputed dues- MSME	-	-		-	-	-	-
(iv) Disputed dues- Others	-	-	-	-	-	-	-
(v) Unbilled Dues	-	-	-	-	-	-	
Total	**5,35,580**	**-**	**34,64,191**	**11,800**	**-**	**-**	**40,11,571**

Note 9(b) : Other financial liabilities

	As at March 31, 2022 (₹)	As at March 31, 2021 (₹)
Current		
Employee related payables	1,08,03,006	84,26,922
Total	**1,08,03,006**	**84,26,922**

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Note 10 : Employee benefit obligations

(Amount in ₹)

	March 31, 2022			March 31, 2021		
	Current	Non-current	Total	Current	Non-current	Total
Gratuity	3,732	12,89,847	12,93,579	2,157	6,17,455	6,19,612
Compensated absences	16,36,706	-	16,36,706	9,83,145	-	9,83,145
Total employee benefit obligations	**16,40,438**	**12,89,847**	**29,30,285**	**9,85,302**	**6,17,455**	**16,02,757**

(i) Compensated absences

The leave obligations cover the Company's liability for earned leaves. The Company's liability is actuarially determined (using the Projected Unit Credit method) at the end of each year. Actuarial losses/ gains are recognised in the Statement of Profit and Loss in the year in which they arise.

The amount of the provision of Rs. 16,36,706 (March 31, 2021 – Rs. 9,83,145) is presented as current, since the Company does not have an unconditional right to defer settlement for any of these obligations. However, based on past experience, the Company does not expect all employees to take the full amount of accrued leave or require payment within the next 12 months. The following amounts reflect leave that is not expected to be taken or paid within the next 12 months.

	March 31, 2022 (₹)	March 31, 2021 (₹)
Leave obligations not expected to be settled within the next 12 months	12,57,294	7,51,070

(ii) Defined contribution plans

a) Provident Fund
The Company has a defined contribution plan in respect of provident fund. Contributions are made to provident fund for employees at the rate of 12% of basic salary as per regulations. The contributions are made to registered provident fund administered by the Government. The obligation of the Company is limited to the amount contributed and it has no further contractual nor any constructive obligation. The expense recognised during the year ended March 31, 2022 towards defined contribution plan is Rs. 25,09,289 (March 31, 2021- Rs. 18,04,846) [Refer Note 14]

b) Employee State Insurance
The Company has a defined contribution plan in respect of employee state insurance. The expense recognised during the year ended March 31, 2022 towards defined contribution plan is Rs. 7,17,025 (March 31, 2021- Rs. 4,89,4433) [Refer Note 14]

(iii) Post employment benefit plan obligations- Gratuity

The Company provides for gratuity for employees as per the Payment of Gratuity Act, 1972. Employees who are in continuous service for a period of 5 years are eligible for gratuity. The amount of gratuity payable on retirement/termination is the employees last drawn basic salary per month computed proportionately for 15 days salary multiplied for the number of years of service.

a) The amounts recognized in the balance sheet and the movements in the net defined benefit obligation over the year are as follows:

	Present value of obligation	Fair value of plan assets	Net amount
April 1, 2020	**3,23,654**	-	**3,23,654**
Current service cost	2,98,802	-	**2,98,802**
Past Service Cost	-	-	-
Interest expense/(income)	22,656	-	**22,656**
Expected return on plan assets	-	-	-
Total amount recognised in profit or loss	**3,21,458**	-	**3,21,458**
Remeasurements			
Return on plan assets, excluding amounts included in interest expense/(income)	-	-	-
(Gain)/loss from change in demographic assumptions	-	-	-
(Gain)/loss from change in financial assumptions	(38,354)	-	(38,354)
Experience (gains)/losses	12,854	-	12,854
Total amount recognised in other comprehensive income	**(25,500)**	-	**(25,500)**
Employer contributions	-	-	-
Benefit payments	-	-	-
March 31, 2021	**6,19,612**	-	**6,19,612**

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April 1, 2021	**6,19,612**	**-**	**6,19,612**
Current service cost	4,84,898	-	**4,84,898**
Past Service Cost	-	-	-
Interest expense/(income)	37,177	-	**37,177**
Expected return on plan assets	-	-	-
Total amount recognised in profit or loss	**5,22,075**	**-**	**5,22,075**
Remeasurements			
Return on plan assets, excluding amounts included in interest expense/(income)	-	-	-
(Gain)/loss from change in demographic assumptions	-	-	-
(Gain)/loss from change in financial assumptions	98,836	-	98,836
Experience (gains)/losses	68,048	-	68,048
Total amount recognised in other comprehensive income	**1,66,884**	**-**	**1,66,884**
Employer contributions	-	-	-
Benefit payments	(14,992)	-	(14,992)
March 31, 2022	**12,93,579**	**-**	**12,93,579**

b) The net liability disclosed above relates to funded plans are as follows:

		March 31, 2022 (₹)	March 31, 2021 (₹)
Present value of funded obligations		-	-
Fair value of plan assets		-	-
Deficit of funded plan	(A)	**-**	**-**
Present value of unfunded obligations		12,93,579	6,19,612
Deficit of unfunded plan	(B)	**12,93,579**	**6,19,612**
Deficit of gratuity plan	(C) = (A)+(B)	**12,93,579**	**6,19,612**

c) The significant actuarial assumptions were as follows:

	Employees Gratuity Fund		Compensated absences	
	March 31, 2022	**March 31, 2021**	**March 31, 2022**	**March 31, 2021**
Discount Rate (per annum)	6.00%	7.00%	6.00%	7.00%
Rate of Increase in Compensation levels (p.a.)	10.0%	10.0%	10.0%	10.0%
Attrition Rate				
- 18 to 30 years	40.0%	40.0%	40.0%	40.0%
- 30 to 44 years	7.0%	7.0%	7.0%	7.0%
- 44 to 58 years	1.0%	1.0%	1.0%	1.0%
Expected average remaining working lives of employees (years)	32.50	32.50	32.50	32.50

Assumptions regarding future mortality for pension are set based on actuarial advice in accordance with published statistics and experience. The discount rate assumed is determined by reference to market yield at the balance sheet date on government bonds. The estimates of future salary increase, considered in actuarial valuation, takes account of inflation, seniority, promotion and other relevant factors such as demand and supply in the employment market.

d) Sensitivity analysis:
The sensitivity of the defined benefit obligation to changes in the weighted principal assumptions is:

Impact on defined benefit obligation

	Change in assumption		Impact on defined benefit obligation: Increase in assumption		Decrease in assumption	
	March 31, 2022	**March 31, 2021**	**March 31, 2022**	**March 31, 2021**	**March 31, 2022**	**March 31, 2021**
Discount rate	**1%**	**1%**	**-11%**	**-11%**	**13%**	**13%**
Salary growth rate	**1%**	**1%**	**13%**	**13%**	**-11%**	**-11%**

The above sensitivity analyses are based on a change in an assumption while holding all other assumptions constant. In practice, this is unlikely to occur, and changes in some of the assumptions may be correlated. When calculating the sensitivity of the defined benefit obligation to significant actuarial assumptions the same method (present value of the defined benefit obligation calculated with the projected unit credit method at the end of the reporting period) has been applied as when calculating the defined benefit liability recognised in the balance sheet. Assumptions other than discount rate and salary growth rate are not material for the Company.

e) Defined benefit liability and employer contributions

The weighted average duration of the defined benefit obligation is 24 years.
The expected maturity analysis of undiscounted post employment benefit plan (gratuity) is as follows :

	Less than a year (₹)	Between 1 - 2 years (₹)	Between 2 - 5 years (₹)	More than 5 years (₹)	Total (₹)
March 31, 2022					
Defined benefit obligation (Gratuity)	3,732	8,704	33,140	12,48,003	12,93,579
Total	**3,732**	**8,704**	**33,140**	**12,48,003**	**12,93,579**
March 31, 2021					
Defined benefit obligation (Gratuity)	2,157	266	13,879	6,03,310	6,19,612
Total	**2,157**	**266**	**13,879**	**6,03,310**	**6,19,612**

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Note 11 : Other current liabilities

	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Statutory dues payable	12,94,218	7,45,900
Liabilities towards employees laptop scheme	14,28,000	-
Total	**27,22,218**	**7,45,900**

Note 12 : Revenue from operations

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Telemarketing services	9,57,61,703	4,99,58,997
Total	**9,57,61,703**	**4,99,58,997**

Note 13 : Other income

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Interest Income		
- On bank deposits	35,072	13,644
- On unwinding of discount - measured at amortised cost	76,992	-
Liability no longer required written back	-	9,860
Net fair value gains on financial assets mandatorily measured at fair value through profit or loss	67,702	2,09,819
Net gain on sale of financial assets mandatorily measured at fair value through profit or loss	5,53,870	4,21,611
Income from shared resources	8,42,721	-
Miscellaneous Income	-	32,030
Total	**15,76,357**	**6,86,964**

Note 14 : Employee benefit expense

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Salaries, wages and bonus	6,47,42,179	3,47,05,419
Contributions to provident and other funds [Refer note 10]	32,26,314	22,94,289
Compensated absences	11,22,809	7,21,020
Gratuity [Refer note 10]	5,22,075	3,21,458
Staff welfare expenses	3,55,121	94,600
Employee share-based payment expense [Refer Note 27]	38,72,245	-
Total	**7,38,40,743**	**3,81,36,786**

Note 15 : Depreciation and amortisation expense

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Depreciation of property, plant and equipment	3,54,557	2,01,130
Depreciation of right-of-use assets	39,98,600	-
Total	**43,53,157**	**2,01,130**

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Note 16 : Advertising and promotion expenses

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Advertisement expenses	2,92,522	3,95,727
Business promotion expenses	49,613	-
Total	**3,42,135**	**3,95,727**

Note 17 : Network, internet and other direct expenses

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Internet and server charges	3,50,004	3,50,004
Communication expenses	6,96,469	6,55,758
Total	**10,46,473**	**10,05,762**

Note 18 : Other expenses

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Electricity and water expenses	9,18,485	4,93,010
Legal and professional charges	2,19,600	1,21,000
Rent expenses	-	24,77,350
Repair and maintenance - others	39,692	-
Recruitment expenses	7,03,685	3,01,794
Rates and taxes	37,938	8,091
Insurance	1,33,053	3,51,045
Printing and stationery	12,470	-
Payment to auditors		
As Auditor:		
Audit fee	1,90,000	1,00,000
In other capacities:		
Certification fees	4,000	-
Other services	1,00,000	2,05,000
Bank charges	19,472	18,106
Training and seminar	14,94,604	-
Office sundries	76,587	-
Loss on Sale of Property, Plant and Equipments	1,475	-
Foreign currency exchange loss	1,16,410	7,91,446
Total	**40,67,471**	**48,66,842**

Note 19 : Finance costs

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Interest on lease liablities	18,50,588	-
Interest expenses	954	341
Total	**18,51,542**	**341**

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Note 20 : Earnings per share

Particulars		Year ended March 31, 2022	Year ended March 31, 2021
Basic and diluted			
Profit attributable to Equity Shareholders (Amount in ₹)	A	1,18,36,540	60,39,373
Weighted average number of shares of ₹ 100 each outstanding	B	1,82,365	1,82,365
Basic Earnings per share (in ₹)	A/B	64.91	33.12
Diluted Earnings per share (in ₹)	A/B	64.91	33.12

The Company does not have any outstanding potential dilutive equity shares.

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Note 21: Deferred Tax Assets

a) Deferred tax assets (Net)

Particulars	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Deferred tax liability	90,74,347	52,807
Deferred tax assets*	90,74,347	52,807
Net deferred tax asset / (liability)	-	-

* Deferred tax assets have been recognised only to the extent of deferred tax liabilities

b) Components of deferred tax assets

Particulars	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Property, plant and equipment	1,98,849	2,92,423
Defined benefit obligations	7,37,494	4,03,382
Tax losses	1,03,53,276	2,14,43,641
Others	10,66,494	9,40,402
Total	1,23,56,114	2,30,79,849

c) Components of deferred tax liability

Particulars	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Net gain on financial assets carried at FVTPL	17,039	52,807
Right-to-use Assets	90,57,308	-
Total	90,74,347	52,807

(d) Unused tax losses and unrecognised temporary differences:

Particulars	As at March 31, 2022 (Amount in ₹)	As at March 31, 2021 (Amount in ₹)
Unused tax losses	4,09,05,204	8,37,89,392
Other tax credits #	2,31,461	14,12,615
Deductible temporary differences	(2,80,97,225)	62,91,322
	1,30,39,441	**9,14,93,329**
Potential tax benefit @ 25.168%	32,81,766	2,30,27,041
Expiry dates for unused tax losses :		
- March 31, 2022	-	4,28,84,188
- March 31, 2023	1,54,95,515	1,54,95,515
- March 31, 2024	1,59,99,631	1,59,99,631
- March 31, 2026	53,11,182	53,11,182
- March 31, 2027	40,98,876	40,98,876

It includes unabsorbed depreciation which can be carried forward indefinitely and have no expiry date.

Note: The company has accumulated business losses of Rs. 4,11,36,665 (Previous year - Rs. 8,52,00,307) [including accumulated unabsorbed depreciation of Rs. 2,31,461 (Previous Year – Rs. 14,12,615)] as per the provisions of the Income Tax Act, 1961. The unabsorbed business losses amounting to Rs. 4,09,05,204 (Previous Year Rs. 8,37,89,392) are available for offset for maximum period of eight years from the incurrence of loss. No deferred tax benefit is recognised in the absence of reasonable certainty that taxable income will be generated by the company against which unused tax losses and unused tax credits can be utilised.

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Note 22: Related party transactions

Disclosures in accordance with the requirements of IND AS - 24 on Related Party Disclosures, as identified by the management are set out as below:

(a) Names of Related Parties and nature of relationship:
(i) where control exists
Holding Company:
PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)

(ii) Other related Parties with whom transactions have taken place during the year:

Fellow Subsidiaries :
Paisabazaar Marketing and Consulting Private Limited
Docprime Technologies Private Limited
PB Fintech FZ LLC (Foreign Company)
Accurex Marketing and Consulting Private Limited
Policybazaar Insurance Brokers Private Limited

Key Management Personnel:
Mr. Yashish Dahiya, Director
Mr. Alok Bansal, Director
Mr. Manoj Sharma, Director

(b) Transactions with related parties
The following transactions occurred with related parties:

(Amount in ₹)

S. No	Particulars	Holding Company / Fellow Subsidiaries	
		March 31, 2022	March 31, 2021
	Transactions		
1	**Cost charged back by Holding/Fellow subsidiary company for sharing of resources [Refer note 23(a) and 23(b)]**		
	PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)	-	1,98,108
	Docprime Technologies Private Limited	-	27,72,252
2	**Cost charged to Holding/Fellow subsidiary company for sharing of resources [Refer note 24]**		
	Paisabazaar Marketing and Consulting Private Limited	8,09,779	-
	Accurex Marketing and Consulting Private Limited	42,236	-
	Policybazaar Insurance Brokers Private Limited	9,791	-
3	**Telemarketing service rendered to fellow subsidary**		
	PB Fintech FZ LLC		
	Billed	6,45,65,609	8,50,56,345
	Unbilled	3,11,96,094	-
4	**Amount reimbursed from Holding/Fellow Subsidiary Company against other expenses**		
	PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)	-	1,021
5	**Amount reimbursed to Holding/Fellow Subsidiary Company for other expenses**		
	Policybazaar Insurance Brokers Private Limited	1,00,000	-
6	**Employee share-based payment expense [Refer note 27]**		
	PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)	38,72,245	-
7	**Purchase of Property, Plant and Equipment**		
	Policybazaar Insurance Brokers Private Limited	10,77,910	-

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c) Related parties balances as at year end

S. No	Particulars	Holding Company / Fellow Subsidiaries	
		March 31, 2022	March 31, 2021
	Balances as at year end		
	Trade Payable [Refer note 9(a)]		
	PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)	-	2,31,817
	Docprime Technologies Private Limited	-	32,29,674
	Policybazaar Insurance Brokers Private Limited	1,00,000	-
	Other financial assets - current [Refer note 6(e)]		
	Policybazaar Insurance Brokers Private Limited	11,358	
	Paisabazaar Marketing and Consulting Private Limited	9,39,344	-
	Accurex Marketing and Consulting Private Limited	48,994	-
	PB Fintech FZ LLC	5,67,91,203	4,99,58,996

*Mr. Yashish Dahiya, Mr. Alok Bansal and Mr. Manoj Sharma do not take any remuneration from Icall Support Services Private Limited.

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Note 23 (a) : During the year, PB Fintech Limited (Erstwhile, PB Fintech Private Limited / Etechaces Marketing and Consulting Private Limited), the holding company shared some of the resources with the Company and have charged the relevant cost based on actual usage of resources by the Company, details of which

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Cost charged to Icall Support Services Private Limited		
Electricity Expenses		1,98,108
	-	**1,98,108**

Note 23 (b) : During the year, Docprime Technologies Private Limited, the fellow subsidiary company shared some of the resources with the Company and have charged the relevant cost based on actual usage of resources by the Company, details of which are as under;

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
Cost charged to Icall Support Services Private Limited		
Rent	-	24,77,350
Electricity Expenses	-	2,94,902
	-	**27,72,252**

Note 24 : During the year the Company shared some of the resources with the fellow subsidiary companies and have charged the relevant cost to them based on actual usage of resources by the subsidiary companies, details of which are as under :

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
a) Cost charged to Paisabazaar Marketing and Consulting Private Limited		
Income from shared resources	8,09,779	-
	8,09,779	-

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
b) Cost charged to Accurex Marketing and Consulting Private Limited		
Income from shared resources	32,942	-
Electricity Expenses	9,294	-
	42,236	-

	Year ended March 31, 2022 (Amount in ₹)	Year ended March 31, 2021 (Amount in ₹)
c) Cost charged to Policybazaar Insurance Brokers Private Limited		
Electricity Expenses	9,791	-
	9,791	-

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Note 25 : Fair value measurements

a) Financial instruments by category

	March 31, 2022 (Amount in ₹) FVTPL	FVOCI	Amortised cost	March 31, 2021 (Amount in ₹) FVTPL	FVOCI	Amortised cost
Financial assets						
Investments						
- Mutual funds	2,20,42,278	-	-	1,39,30,487	-	-
Trade receivables	-	-	5,67,91,203	-	-	4,99,58,996
Cash and cash equivalents	-		21,83,617	-		14,69,666
Other bank balances	-		-	-		2,28,878
Other financial assets						
- Amount recoverable from fellow subsidiary Company	-	-	9,99,695	-	-	-
-Income accrued but not due	-	-	-	-	-	953
Total financial assets	**2,20,42,278**	**-**	**5,99,74,515**	**1,39,30,487**	**-**	**5,16,58,492**
Financial liabilities						
Trade payables	-	-	31,62,223	-	-	40,11,571
Employee related payables	-	-	1,08,03,006	-	-	84,26,922
Total financial liabilities	**-**	**-**	**1,39,65,229**	**-**	**-**	**1,24,38,493**

b) Fair value hierarchy

This section explains the judgements and estimates made in determining the fair values of the financial instruments that are (a) recognised and measured at fair value and (b) measured at amortised cost and for which fair values are disclosed in the financial statements. To provide an indication about the reliability of the inputs used in determining fair value, the company has classified its financial instruments into the three levels prescribed under the accounting standard. An explanation of each level follows underneath the table.

b) Fair value hierarchy
Financial assets measured at fair value :

(₹

As at March 31, 2022	Notes	Level 1	Level 2	Level 3	Total
Financial assets					
Financial Investments at FVTPL:					
Investments in Mutual funds	4(b)	2,20,42,278	-	-	2,20,42,278
Total financial assets		**2,20,42,278**	**-**	**-**	**2,20,42,278**

As at March 31, 2021	Notes	Level 1	Level 2	Level 3	Total
Financial assets					
Financial Investments at FVTPL:					
Investments in Mutual funds	6(a)	1,39,30,487	-	-	1,39,30,487
Total financial assets		**1,39,30,487**	**-**	**-**	**1,39,30,487**

The Company uses the following hierarchy for determining and disclosing the fair value of financial instruments:

Level 1: Level 1 hierarchy includes financial instruments measured using quoted prices, for example listed equity instruments, traded bonds and mutual funds that have quoted prices.

Level 2: The fair value of financial instruments that are not traded in an active market (for example, over-the-counter derivatives) is determined using valuation techniques which maximise the use of observable market data and rely as little as possible on entity-specific estimates. If all significant inputs required to fair value an instrument are observable, the instrument is included in level 2.

Level 3: If one or more of the significant inputs is not based on observable market data, the instrument is included in level 3. For example, unlisted equity securities, etc.

There are no transfers between levels 1 and 2 during the year.

The company's policy is to recognise transfers into and transfers out of fair value hierarchy levels as at the end of the reporting period.

c) Valuation technique used to determine fair value
Specific valuation techniques used to value financial instruments include:
- the use of quoted market prices or mutual fund houses quotes (NAV) for such instruments. This is included in Level 1.
- the fair value of the remaining financial instrument is determined using discounted cash flow analysis. This is included in Level 3.

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Notes to the financial statements for the year ended March 31, 2022

Note 26 : Dues to micro, small and medium enterprises

According to the information available with the management, on the basis of intimation received from suppliers, regarding their status under Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act), the Company has amounts due to Micro, Small and Medium Enterprises under the said Act as follows:

	As At March 31, 2022 (Amount in ₹)	As At March 31, 2021 (Amount in ₹)
Principal amount due to suppliers registered under the MSMED Act and remaining unpaid as at year end. [Refer note 9(a)]	15,08,503	2,360
Interest due to suppliers registered under MSMED Act and remaining unpaid as at year end.	1,295	341
Principal amounts paid to suppliers registered under the MSMED Act, beyond the appointed day during the year	53,837	43,955
Interest paid, other than under Section 16 of MSMED Act, to suppliers registered under the MSMED Act, beyond the appointed day during the year	-	-
Interest paid, under Section 16 of MSMED Act, to suppliers registered under the MSMED Act, beyond the appointed day during the year	-	-
Amount of interest due and payable for the period of delay in making payment (which have been paid but beyond the appointed day during the year) but without adding the interest specified under the MSMED Act	360	307
Interest accrued and remaining unpaid at the end of each accounting year	954	341
Amount of further interest remaining due and payable even in the succeeding years, until such date when the interest dues above are actually paid to the small enterprise, for the purpose of disallowance of a deductible expenditure under section 23 of the MSMED Act	1,295	341

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Note 27 : Share based payments

(a) Employee option plan

The parent company (PB Fintech Limited (Erstwhile, PB Fintech Private Limited/Etechaces Marketing and Consulting Private Limited)) instituted the Employee Stock Option Plan(s) to grant equity based incentives to eligible employees of the parent Company and its subsidiaries. The parent Company has three ESOP schemes, namely, Employee Stock Option Plan 2014 ("ESOP– 2014"), Employee Stock Option Plan 2020 ("ESOP – 2020") and Employees Stock Option Plan – 2021 ("ESOP – 2021"). With an objective to implement the ESOP– 2014 and ESOP– 2020, the parent has formed the Etechaces Employees Stock Option Plan Trust (the "ESOP Trust") to hold or possess Equity Shares and subsequently allot or transfer them to employees in accordance with the terms of the ESOP Schemes, as applicable. ESOP – 2021 scheme is implemented and administered directly by the parent Company. Under this ESOP scheme, the employees can purchase equity shares by exercising the options as vested at the price specified in the grant.

The options granted till March 31, 2022 have minimum vesting period of 1 year and maximum 5 years from the date of grant.

(i) Summary of options granted under plan:

	March 31, 2022		March 31, 2021	
	Average exercise price per share option* (Rs.)	**Number of options [Refer note (iii) and (iv)]**	**Average exercise price per share option* (Rs.)**	**Number of options [Refer note (iii)]**
Opening Balance	2	-	2	-
Before sub-division (Till November 29, 2020):				
Granted during the year	2	-	10	-
Exercised during the year	2	-	10	-
Forfeited/lapsed during the year	2	-	10	-
Share transfer due to transfer of employee	2	-	10	-
Options grant pursuant to sub-division during the year	2	-	2	-
After sub-division (November 30, 2020 onwards):				
Granted during the year	2	-	2	-
Exercised during the year	2	-	2	-
Forfeited/lapsed during the year	2	-	2	-
Options granted pursuant to bonus issue during the year	2	-	2	-
Share transfer due to transfer of employee	2	-	2	-
Pursuent to the bonus issue (June 28, 2021 onwards):				
Granted during the year	2	20,400	2	-
Exercised during the year	2	-	2	-
Forfeited/lapsed during the year	2	-	2	-
Share transfer due to transfer of employee	2	-	2	-
Closing Balance		**20,400**		-
Vested and exercisable		-		-

(ii) The impact of sub-division and bonus issue has been disclosed in the above table. The below table discloses the impact of such sub-division and bonus, if such sub-division and bonus were to be adjusted for all comparative year presented:

	March 31, 2022		March 31, 2021	
	Average exercise price per share option* (Rs.)	**Number of options [Refer note (iii) and (iv)]**	**Average exercise price per share option* (Rs.)**	**Number of options [Refer note (iii) and (iv)]**
Opening Balance	2	-	2	-
Granted during the year	2	20,400	2	-
Exercised during the year	2	-	2	-
Forfeited/lapsed during the year	2	-	2	-
Closing Balance		**20,400**		-
Vested and exercisable		-		-

(iii) Pursuant to the approval of the shareholders in an Extra Ordinary General Meeting of the Company held on November 24, 2020, each equity share of face value of Rs. 10/- per share was sub-divided into five equity shares of face value of Rs. 2/- per share with effect from the record date, i.e., November 30, 2020. Accordingly, each option of Rs. 10/- exercise price was sub-divided into 5 options of Rs. 2/- each. The disclosures below (including comparatives) have been adjusted to align with new exercise price/face value Rs 2/- each.

(iv) Pursuant to approval of the shareholders in an Extra Ordinary General Meeting of the Company held on June 19, 2021, the Company has issued bonus shares to equity shareholders in the ratio of 1:499 (record date - June 28, 2021). The disclosures below (including comparatives) have been adjusted taking effect of bonus shares.

*The weighted average exercise price at the date of exercise of options exercised during the year ended March 31, 2022 was Rs. 2/- (March 31, 2021- Rs. 10/- upto November 30, 2020 and Rs. 2/- December 1, 2020 onwards).

No options expired during the periods covered in the above tables.

(v) Share options outstanding at the end of year have following expiry date and exercise prices :

Grant	Grant date	Expiry date	Exercise price [Refer note (ii)]	Share options March 31, 2022	Share options March 31, 2021
Grant 16	October 05, 2021	March 31, 2030	2	20,400	-
Total				20,400	-
Weighted average remaining contractual life of options outstanding at end of year				**5 Years**	-

(vi) Fair value of options granted :

The fair value at grant date of options granted during the year ended March 31, 2022 (March 31, 2021 : Nil) were as given below:
Year ended March 31, 2022 :
(a) Grant 16 (Time based vesting) – Rs. 853.91 to 855.13

For Grant 16 (being time-based vesting Grants), the fair value at grant date is determined using the Black-Scholes-Merton model.

The model inputs for options granted during the year ended March 31, 2022 included:
a) options are granted at face value and vest upon completion of service/performance condition for a period 1-5 years. Vested options are exercisable till March 31, 2030.
b) exercise price: Rs. 2
c) grant date: October 05, 2021
d) expiry date: March 31, 2030
e) expected price volatility of the company's shares: 50 % for Grant 16
f) expected dividend yield: 0%
g) risk-free interest rate: 6.68% for Grant 16

The expected price volatility is based on the historic volatility (based on the remaining life of the options), adjusted for any expected changes to future volatility due to publicly available information.

(b) Expense arising from share based payment transaction

Total expenses arising from share-based payment transactions recognised in profit or loss as part of employee benefit expense were as follows:

	Year ended March 31, 2022 (Amount in ₹)	**Year ended March 31, 2021 (Amount in ₹)**
Employee option plan	38,72,245	-
Total employee share based payment expense	**38,72,245**	-

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Note 28 : Ratio Analysis and its elements

Ratios	Numerator		Denominator		Ratio		Variance	Reason for Variance
	March 31, 2022 (Amount in ₹)	March 31, 2021 (Amount in ₹)	March 31, 2022 (Amount in ₹)	March 31, 2021 (Amount in ₹)	March 31, 2022	March 31, 2021		
Current Ratio (in times) = Current assets / Current liabilities	8,58,18,925	6,94,40,372	2,41,65,523	1,41,69,695	3.55	4.90	(27.53)%	Increase in employee related payables increased with higher amount in comparison to increase in trade receivables which lead to decrease in current ratio.
Debt- Equity Ratio (in times) = Total Debt / Shareholder's equity	3,63,36,632	-	9,65,80,067	8,10,38,167	0.38	-	0.00%	
Debt Service Coverage ratio (in times) = Earnings available for debt service / Debt Service	2,11,79,847	55,95,770	45,00,000	-	4.71	-	0.00%	
Return on Equity ratio (in percentage) = Net Profit / Average Shareholder's Equity	1,18,36,539	60,39,373	8,88,09,117	7,80,05,731	13.33%	7.74%	72.15%	Company has earned hgher profit due to higher revenue from operations in comparison to previous year which resulted in increases of Return on Equity ratio.
Trade Receivable Turnover Ratio (in times) = Total sale of services / Average trade receivables	9,57,61,703	4,99,58,997	5,33,75,100	4,25,28,172	1.79	1.17	52.73%	Higher revenue along with regular realisation from trade receivable results increase in trade receivable turnover ratio.
Trade Payable Turnover Ratio (in times) = Total Purchases / Average trade payables	53,38,194	54,76,885	35,81,218	36,30,289	1.49	1.51	-1.20%	
Net Capital Turnover Ratio (in times) = Total sale of services / Working capital	9,57,61,703	4,99,58,997	6,16,53,403	5,52,70,676	1.55	0.90	71.84%	Increases in revenue from operation along with efficiency on working capital improvement has resulted increases in the Net capital turnover ratio
Net Proft ratio (in percentage) = Net Profit / Revenue from operations	1,18,36,539	60,39,373	9,57,61,703	4,99,58,997	12.36%	12.09%	2.25%	
Return on Capital Employed (in percentage) = Earning before interest and taxes / Capital Employed	1,36,88,081	60,39,714	13,29,16,699	8,10,38,167	10.30%	7.45%	38.18%	Proportionate increase in operating profit before interest and taxes is higher than the increase in capital employed which has resulted in increase in return on capital employed.
Return on Investment (in percentage) = Income generated from invested funds / Average invested funds	6,56,644	6,45,074	1,81,00,822	1,71,19,982	3.63%	3.77%	(3.72)%	

Notes:
Total debt = Lease liabilities
Shareholder's equity = Total equity
Earnings available for debt service = Net Profit after taxes + Non-cash operating expenses like depreciation and other amortizations + Interest + other adjustments like loss on sale of Fixed assets etc
Debt service = Lease Payments
Net Profit = (Loss) / Profit for the year
Total Purchases = Advertising and promotion expenses + Network and internet expenses + Other expenses - Provision for doubtful debts - Loss on sale of property, plant and equipment - Loss on property, plant and equipment written off - Vendor advances written off - Net loss on foreign currency transaction and translations
Working Capital = Current assets - Current liabilities
Earning before interest and tax = (Loss) / Profit before tax + Finance Cost
Capital Employed = Total equity - intangible assets + lease liabilities
Income generated from invested funds = Interest Income on fixed deposits
Invested funds = Amount invested in Deposits

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Note 29 : Financial risk and Capital management

A) Financial risk management framework

The company's activities expose it to market risk, liquidity risk and credit risk.
This note explains the sources of risk which the entity is exposed to and how the entity manages the risk.

Risk	Exposure arising from	Measurement	Management
Credit risk	Cash and cash equivalents, trade receivables, other financial assets measured at amortised cost.	Aging analysis	Diversification of bank deposits, credit limits and letters of credit
Liquidity risk	Other financial liabilities	Rolling cash flow forecasts	Availability of surplus cash and support from parent company
Market risk – foreign exchange	Recognised financial assets and liabilities not denominated in Indian rupee (INR)	Cash flow forecasting Sensitivity analysis	Regular monitoring to keep the net exposure at an acceptable level, with option of taking Forward foreign exchange contracts if deemed necessary.
Price Risk	Investments in mutual funds	Credit rating	Portfolio diversification and regular monitoring

(a) Credit risk
Credit risk is the risk of financial loss to the Company if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Company's receivables from customers.

Trade receivables related credit risk
The Company's exposure to credit risk is influenced mainly by the individual characteristics of each customer. However, management also considers the factors that may influence the credit risk of its customer base, including the default risk of the industry. A default on a financial asset is when the counterparty fails to make contractual payments within 90 days of when they fall due. This definition of default is determined by considering the business environment in which Company operates and other macro-economic factors.

Credit quality of a customer is assessed based on its credit worthiness and historical dealings with the Company, market intelligence and goodwill. Outstanding customer receivables are regularly monitored by the management.

The Company has established an allowance for impairment that represents its expected credit losses in respect of trade and other receivables. The management uses a simplified approach for the purpose of computation of expected credit loss for trade receivables and 12-month expected credit loss for other receivables. An impairment analysis is performed at each reporting date on an individual basis for major parties. The calculation is based on historical data of actual losses. The Company evaluates the concentration of risk with respect to trade receivables as low.

Trade receivables are written off when there is no reasonable expectation of recovery.

Provision for expected credit losses

The Company provides for expected credit loss based on the following:

Category	Description of category	Basis for recognition of expected credit loss provision		
		Security deposits	Loans to employees	Trade receivables
High quality assets, negligible credit risk	Assets where the counter-party has strong capacity to meet the obligations and where the risk of default is negligible or nil	12-month expected credit loss	12-month expected credit loss	Lifetime expected credit losses
Quality assets, low credit risk	Assets where there is low risk of default and where the counter-party has sufficient capacity to meet the obligations and where there has been low frequency of defaults in the past			

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Year ended March 31, 2022:

(a) Expected credit loss for security deposits & loans to employees:

(₹ in Lakhs)

Particulars	Category	Description of category	Asset group	Estimated gross	Expected probability	Expected credit	Carrying amount
Loss allowance measured at 12 month expected credit losses	High quality assets, negligible credit risk	Assets where the counterparty has strong capacity to meet the obligations and where the risk of default is negligible or nil	Security deposits		0.00%	-	-
			Loans to employees		0.00%	-	-

(b) Lifetime expected credit loss for trade receivables under simplified approach:

(Amount in ₹)

Particulars/Ageing	Not Due	0-90 days past due	91-180 days past due	181-270 days past due	271-360 days past due	More than 360 days past due	Total
Gross carrying amount- trade receivables	2,55,95,109	-	-	-	-	-	**2,55,95,109**
Gross carrying amount- Unbilled revenue	3,11,96,094						**3,11,96,094**
Expected loss rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Expected credit losses (Loss allowance provision)- trade	-	-	-	-	-	-	-
Expected credit losses (Loss allowance provision)-Unbilled	-			-	-	-	-
Carrying amount of trade receivables (net of impairment)	**5,67,91,203**	-	-	-	-	-	**5,67,91,203**

Year ended March 31, 2021:

(a) Expected credit loss for security deposits & loans to employees:

(₹ in Lakhs)

Particulars	Category	Description of category	Asset group	Estimated gross	Expected probability	Expected credit	Carrying amount
Loss allowance measured at 12 month expected credit losses	High quality assets, negligible credit risk	Assets where the counterparty has strong capacity to meet the obligations and where the risk of default is negligible or nil	Security deposits		0.00%	-	-
			Loans to employees		0.00%	-	-

(b) Lifetime expected credit loss for trade receivables under simplified approach:

(Amount in ₹)

Particulars/Ageing	Not Due	0-90 days past due	91-180 days past due	181-270 days past due	271-360 days past due	More than 360 days past due	Total
Gross carrying amount- trade receivables	-	-	-	-	-	-	-
Gross carrying amount- Unbilled revenue	4,99,58,996	-	-	-	-	-	**4,99,58,996**
Expected loss rate	0.00%	3.91%	25.70%	69.33%	100%	100%	
Expected credit losses (Loss allowance provision)- trade receivables	-	-	-	-	-	-	-
Expected credit losses (Loss allowance provision)-Unbilled revenue	-			-	-	-	-
Carrying amount of trade receivables (net of impairment)	**4,99,58,996**	-	-	-	-	-	**4,99,58,996**

The following table summarizes the change in loss allowance measured using the life time expected credit loss model:

Particulars	Amount (₹)
Loss allowance on March 31, 2020	-
Changes in loss allowance	-
Loss allowance on March 31, 2021	-
Changes in loss allowance	-
Loss allowance on March 31, 2022	-

Treasury related credit risk

Credit risk on cash and cash equivalents and other deposits with banks is limited as the Company generally invest in deposits with banks with high credit ratings assigned by external credit rating agencies, accordingly the Company considers that the related credit risk is low. Impairment on these items are measured on the 12-month expected credit loss basis.

(b) Liquidity risk

Liquidity risk is the risk that the Company will encounter difficulty in meeting the obligations associated with its financial liabilities that are settled by delivering cash or another financial asset. The Company's approach to managing liquidity is to ensure, as far as possible, that it will have sufficient liquidity to meet its liabilities when they are due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the Company's reputation.

Note 30 : Segment information

An operating segment is the one whose operating results are regularly reviewed by the entity's chief operating decision maker to make decisions about resources to be allocated to the segment and assess its performance. The Company's business activities fall within a single business segment as the Company is engaged in the business of telemarketing services. As the company has a single reportable segment, the segment wise disclosure requirements of Ind AS 108 on Operating segment is not applicable.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 25, 2022

D M AND COMPANY GURUGRAM FRN:022527N CHARTERED ACCOUNTANTS

For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 25, 2022

Alok Bansal
Director
DIN : 01653526

Place: Gurugram
Date: May 25, 2022

Icall Support Services Private Limited