



D M AND COMPANY

Chartered Accountants

INDEPENDENT AUDITOR'S REPORT

To,
The Members of
Icall Support Services Private Limited

**REPORT ON THE AUDIT OF THE IND AS FINANCIAL STATEMENTS FOR THE YEAR ENDED
ON 31st MARCH, 2025**

1. Opinion

We have audited the accompanying Ind AS Financial Statements of **Icall Support Services Private Limited** (hereinafter referred to as "the Company"), which comprise of the Balance Sheet as at March 31, 2025, the Statement of Profit and Loss (including other comprehensive income), the Statement of Change in Equity and the Cash Flow Statement for the year then ended and notes to the Ind AS Financial Statements, including a summary of material accounting policies and other explanatory information.

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid Ind AS Financial Statements give the information required by the Companies Act, 2013 as amended ("the Act") in the manner so required and give a true and fair view in conformity with the accounting principles generally accepted in India:

- (a) In the case of Balance Sheet, of the state of affairs of the Company as at March 31, 2025;
- (b) In the case of Statement of Profit and Loss (including other comprehensive income), of the loss for the year ended on March 31, 2025;
- (c) In the case of the Cash Flow Statement and statement of change in equity, its cash flows and the change in equity for the year ended on March 31, 2025.

2. Basis for Opinion

We conducted our audit of the Ind AS Financial Statements in accordance with the Standards on Auditing (SAs) as 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 Ind AS 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 Ind AS 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 on the Ind AS Financial Statements of the Company.



3. Other Information

The Company's Board of Directors is responsible for the other information. We have been provided with the other information included in the Director's Report and Annexure thereto, which did not include the Ind AS Financial Statements and our auditor's report thereon.

Our opinion on the Ind AS Financial Statements does not cover the other information referred to above and we do not express any form of assurance conclusion thereon.

In connection with our audit of the Ind AS Financial Statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Ind AS financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

Based on the audit work we have performed; we have nothing to report in this regard.

4. Responsibility of Management for the Ind AS Financial Statements

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 Ind AS Financial Statements that give a true and fair view of the financial position, financial performance, changes in equity of the company and cash flows of the company in accordance with the accounting principles generally accepted in India and other applicable Accounting Standards specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Amendment Rules, 2023, as amended.

The Board of Directors of the company are responsible for 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 Ind AS Financial Statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the Ind AS Financial Statements, the Board of Directors of the company are 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.

The Board of Directors of the company are also responsible for overseeing the company's financial reporting process.



5. Auditor's Responsibility for the Audit of the Ind AS Financial Statements

Our objectives are to obtain reasonable assurance about whether the Ind AS 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 Ind AS Financial Statements.

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 Ind AS 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.
- With respect to the adequacy of the internal controls over financial reporting of the company and operating effectiveness of such controls, refer to our separate report in 'Annexure B'.
- 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 Ind AS 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 Ind AS Financial Statements, including the disclosures, and whether the Ind AS Financial Statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the company to express an opinion on the Ind AS financial statements. We are responsible for the direction, supervision and performance of the audit of the financial statements.

We communicate with those charged with governance of the company 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.



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.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the Ind AS financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

6. Other Matters

We have nothing to report in the "Other Matters" section of this independent audit report.

7. Report on Other Legal and Regulatory Requirements

1. 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.
2. 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 of the aforesaid Ind AS financial statements
 - 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 (including other comprehensive income), statement of change in equity and the Cash Flow Statement for the year ended on 31 March, 2025, dealt with by this Report are in agreement with the books of account.
 - d) In our opinion, the aforesaid Ind AS Financial Statements comply with the Accounting Standards specified under Section 133 of the Act to the extent applicable, read with Companies (Indian Accounting Standards) Amendment Rules, 2023, as amended.
 - e) On the basis of the written representations received from the directors of the company as on 31 March, 2025 taken on record by the Board of Directors of the company, none of the directors of the company is disqualified as on 31 March, 2025 from being appointed as a director in terms of Section 164(2) of the Act.



- f) With respect to the adequacy of the internal controls over financial reporting of the company and the operating effectiveness of such controls, refer to our separate report in "Annexure B".
- g) With respect to the other matters to be included in the Auditor's Report in accordance with the requirements of section 197(16) of the Act, as amended, in our opinion and to the best of our information and according to the explanations given to us, during the year Company has not paid any managerial remuneration to its directors, accordingly reporting relation to provisions of section 197 of the Act is not applicable.
- h) 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, as amended, 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 litigation which would have impact on its financial position.
- ii) The company did not have any long-term contracts including derivative contracts for which there were any material foreseeable losses.
- iii) There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the company.
- iv) a) The respective managements of the company have represented that, to the best of its knowledge and belief no funds 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 persons or entities, including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall:
- I. directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever ("Ultimate Beneficiaries") by or on behalf of the Company or
- II. provide any guarantee, security or the like to or on behalf of the Ultimate Beneficiaries.
- b) The respective managements of the company have represented that, to the best of its knowledge and belief, no funds have been received by the company from any persons or entities, including foreign entities ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the Company shall:
- I. directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever ("Ultimate Beneficiaries") by or on behalf of the Funding Party or
- II. provide any guarantee, security or the like from or on behalf of the Ultimate Beneficiaries; and
- c) Based on such audit procedures as considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under subclause (iv) (a) and (iv) (b) contain any material mis-statement.



- v) There was no dividend declared or paid during the year by the company. Therefore, the compliance with the provisions of section 123 of the companies Act, 2013 is not applicable to them.
3. Proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 for maintaining books of account using accounting software which has a feature of recording audit trail (edit log) facility is applicable to the Company with effect from April 1, 2023, and accordingly, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 is applicable for the financial year ended March 31, 2025. Based on our examination which included test checks, the group has used an accounting software for maintaining its books of account which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the software. Furthermore, the audit trails has been preserved by the Company as per the statutory requirement for record retention.

For **D M AND COMPANY**

Chartered Accountants

Firm's Registration No.: 022527N



Dheeraj Mehta

(Partner)

Membership No.: 504305

UDIN: 25504305BMKYRB2178



Place: Gurgaon

Date: 12th May, 2025

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, 2025

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, 2025 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.

(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, 2025 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, 2025 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).

(ix) According to the information and explanations given to us, the Company does not have any loans or other borrowings from any lender. Accordingly, reporting under clause 3(ix) of the Order is not applicable to the company.

(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.

(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 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 022527M



Dheeraj Mehta
Partner
M No 504305

Place: Gurgaon
Date: 12th May, 2025

Annexure - B to the Independent Auditors Report

Report on the Internal Financial Controls under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")

We have audited the internal financial controls over financial reporting of Icall Support Services Private Limited ("the Company") as of March 31, 2025 in conjunction with our audit of the financial statements of the Company for the year ended on that date.

Management's Responsibility for Internal Financial Controls

The Company's management is responsible for establishing and maintaining internal financial controls based on the internal control over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls over Financial Reporting issued by the Institute of Chartered Accountants of India (ICAI). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act.

Auditors' Responsibility

Our responsibility is to express an opinion on the Company's internal financial controls over financial reporting based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") and the Standards on Auditing deemed to be prescribed under section 143(10) of the Act to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by the ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls over financial reporting was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls system over financial reporting and their operating effectiveness. Our audit of internal financial controls over financial reporting included obtaining an understanding of internal financial controls over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls system over financial reporting.



Meaning of Internal Financial Controls Over Financial Reporting

A company's internal financial control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal financial control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls Over Financial Reporting

Because of the inherent limitations of internal financial controls over financial reporting, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls over financial reporting to future periods are subject to the risk that the internal financial control over financial reporting may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, the Company has, in all material respects, an adequate internal financial controls system over financial reporting and such internal financial controls over financial reporting were operating effectively as at March 31, 2025 based on the internal control over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India.

For D M And Company
Chartered Accountants
FRN 022527N

Dheeraj Mehta
Partner
M No 504305



Place: Gurugram
Date: 12th May 2025

Icall Support Services Private Limited
Standalone Balance Sheet as at March 31, 2025

(₹ in Lakhs)

Particulars	Notes	As at March 31, 2025	As at March 31, 2024
ASSETS			
Non-current assets			
Property, plant and equipment	4(a)	135.07	225.12
Right-of-use assets	4(b)	730.30	847.00
Financial assets			
(i) Investment	6(a)	903.31	-
(ii) Other financial assets	6(e)	30.02	28.51
Income tax assets (net)	5	255.02	228.54
Total non-current assets		2,053.72	1,329.17
Current assets			
Financial assets			
(i) Investments	6(a)	55.85	451.19
(ii) Trade receivables	6(b)	1,885.36	889.21
(iii) Cash and cash equivalents	6(c)	2,042.83	37.79
(iv) Loans	6(d)	1.11	-
(v) Other financial assets	6(e)	1,189.34	3.73
Other current assets	7	226.95	137.61
Total current assets		5,401.44	1,519.53
Total assets		7,455.16	2,848.70
EQUITY AND LIABILITIES			
Equity			
Equity Share capital	8(a)	502.37	182.37
Other Equity	8(b)	5,545.54	1,316.95
Total equity		6,047.91	1,499.32
Liabilities			
Non-current liabilities			
Financial liabilities			
(i) Lease liabilities	4(b)	806.11	892.26
Provisions	10	28.49	35.16
Other non-current liabilities	11	20.14	-
Total non-current liabilities		854.74	927.42
Current liabilities			
Financial Liabilities			
(i) Lease liabilities	4(b)	86.15	70.24
(ii) Trade payables			
(a) total outstanding dues of micro and small enterprises	9(a)	10.18	3.61
(b) total outstanding other than (ii) (a) above	9(a)	20.54	63.94
(iii) Other financial liabilities	9(b)	331.48	221.30
Provisions	10	67.37	22.21
Other current liabilities	12	36.79	40.66
Total current liabilities		552.51	421.96
Total liabilities		1,407.25	1,349.38
Total equity and liabilities		7,455.16	2,848.70

The above Standalone Balance Sheet should be read in conjunction with the accompanying notes.

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

For D M And Company
Firm Registration Number: 022527N

For and on behalf of the Board of Directors

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram
Date: May 12, 2025



Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 12, 2025

Yashish Dahiya
Director
DIN : 00706336

Place: Gurugram
Date: May 12, 2025

Icall Support Services Private Limited
Standalone Statement of Profit and Loss for the year ended March 31, 2025
(₹ in Lakhs)

Particulars	Notes	Year ended March 31, 2025	Year ended March 31, 2024
Revenue from operations	13	4,348.59	2,943.62
Other income	14	211.23	48.94
Total income		4,559.82	2,992.56
Expenses:			
Employee benefits expense	15	3,384.46	2,215.81
Finance costs	16	93.30	99.66
Depreciation and amortization expenses	17	221.30	210.05
Advertising and promotion expenses	18	0.69	0.16
Network and internet expenses	19	9.89	6.78
Other expenses	20	173.03	95.77
Total expenses		3,882.67	2,628.23
Profit before tax		677.15	364.33
Income tax expense :			
Current tax	22(a)	156.14	130.54
Deferred tax	22(a)	-	-
Total tax expense		156.14	130.54
Profit for the year		521.01	233.79
Other comprehensive income			
Items that will not be reclassified to profit or loss			
Remeasurement of post employment benefit obligations [(Loss)/Gain]	10	(3.16)	(6.19)
Other comprehensive income for the year, net of tax		(3.16)	(6.19)
Total comprehensive income for the year		517.85	227.60
Earnings per equity share: [Face value per share ₹ 100/- (March 31, 2024: ₹ 100/-)]			
Earnings per equity share:			
Basic (in ₹)	21	110.46	128.20
Diluted (in ₹)	21	110.46	128.20

The above Standalone Statement of Profit and Loss should be read in conjunction with the accompanying notes.

This is the Standalone 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 12, 2025



For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 12, 2025

Yashish Dahiya
Director
DIN : 00706336

Place: Gurugram
Date: May 12, 2025

Icall Support Services Private Limited
Standalone Statement of Cash Flows for the year ended March 31, 2025

Particulars	Year Ended March 31, 2025 (₹ in Lakhs)	Year Ended March 31, 2024 (₹ in Lakhs)
A. Cash flow from operating activities		
Profit before tax	677.15	364.33
Adjustments for :		
Depreciation and amortization expense	221.30	210.05
Employee share-based payment expense	30.74	(18.27)
Profit on sale of property, plant and equipment	(2.13)	(0.93)
Interest income - On bank deposits	(188.15)	(3.72)
Interest Income - Unwinding of discount - measured at amortised cost	(1.51)	(3.02)
Finance costs	93.30	99.66
Net gain on sale of financial assets mandatorily measured at fair value through profit or loss	(24.66)	(16.35)
Net fair value gains on financial assets mandatorily measured at fair value through profit or loss	5.22	(5.68)
Foreign exchange fluctuations (net)	-	(0.97)
Change in operating assets and liabilities		
(Increase)/decrease in trade receivables	(996.15)	64.36
(Decrease)/increase in trade payables	(36.97)	38.96
Increase/(decrease) in other current financial liabilities	109.64	(27.74)
Increase in other current assets	(89.34)	(60.65)
Increase in loans-current	(1.11)	-
(Increase)/decrease in other non current financial assets	(1.51)	26.98
Decrease/(increase) in other current financial assets	3.46	(0.69)
Increase in provisions	35.34	15.14
(Decrease)/increase in other current liabilities	(3.87)	5.21
Increase in other non-current liabilities	20.14	-
Cash (outflow)/inflow from operations	(149.11)	686.67
Income taxes paid	(182.62)	(95.48)
Net cash (outflow)/inflow from operating activities (A)	(331.73)	591.19
B. Cash flows from investing activities		
Purchase of property, plant and equipment	(23.05)	(36.04)
Purchase of current investments	(3,009.85)	(2,189.89)
Proceeds from sale of current investment	3,424.63	1,760.73
Proceeds from sale of property, plant and equipment	11.19	3.58
Purchase consideration towards business combination	(903.31)	-
Investment in bank deposits	(6,299.30)	(500.00)
Proceeds from maturity of bank deposits	5,139.30	500.00
Interest received	160.56	3.72
Net cash outflow from investing activities (B)	(1,499.83)	(457.90)
C. Cash flows from financing activities		
Proceeds from issue of equity shares (including securities premium)	4,000.00	-
Principal payment of lease liabilities	(70.24)	(56.21)
Interest paid on lease liabilities	(93.16)	(99.41)
Net cash outflow from financing activities (C)	3,836.60	(155.62)
Net increase in cash and cash equivalents (A+B+C)	2,005.04	(22.33)
Cash and cash equivalents at the beginning of the year	37.79	60.12
Cash and cash equivalents at end of the year	2,042.83	37.79



Manjesham

Non-cash financing and investing activity

- Acquisition of right-of-use assets

Reconciliation of cash and cash equivalents as per standalone statement of cash flows

	Year Ended March 31, 2025 (₹ in Lakhs)	Year Ended March 31, 2024 (₹ in Lakhs)
Cash and cash equivalents as per above comprise of the following		
Balances with banks - in current accounts	26.93	37.28
Cash on hand	0.51	0.51
Deposits with maturity of less than 3 months	2,015.39	
Balances as per standalone statement of cash flows	2,042.83	37.79

Notes:

1. The above Standalone 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 Standalone Statement of Cash Flows should be read in conjunction with the accompanying notes.
3. Figures in brackets indicate cash outflow.

This is the Standalone Statement of Cash Flows 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 12, 2025



For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 12, 2025

Yashish Dahiya
Director
DIN : 00706336

Place: Gurugram
Date: May 12, 2025



Icall Support Services Private Limited
Standalone Statement of Changes in Equity for the year ended March 31, 2025
I) Equity share capital

	As at March 31, 2025		As at March 31, 2024	
	Number of shares	Amount (₹ in Lakhs)	Number of shares	Amount (₹ in Lakhs)
Balance at the beginning of the year	182,365	182.37	182,365	182.37
Add: changes in equity share capital	320,000	320.00	-	-
Shares outstanding at the end of the year	502,365	502.37	182,365	182.37

II) Other equity

Particulars	Notes	Reserves and surplus			Total
		Securities premium	Retained earnings	Group settled share based payment reserve	
Balance as at April 01, 2023		2,697.13	(1,690.78)	101.27	1,107.62
Profit for the year		-	233.79	-	233.79
Other comprehensive income		-	(6.19)	-	(6.19)
Total comprehensive income for the year		-	227.60	-	227.60
Issue of equity shares	8(b)	-	-	-	-
Employee share-based payment expense	8(b)	-	-	(18.27)	(18.27)
Balance as at March 31, 2024		2,697.13	(1,463.18)	83.00	1,316.95
Balance as at April 01, 2024		2,697.13	(1,463.18)	83.00	1,316.95
Profit for the year		-	521.01	-	521.01
Other comprehensive income		-	(3.16)	-	(3.16)
Total comprehensive income for the year		-	517.85	-	517.85
Issue of equity shares	8(b)	3,680.00	-	-	3,680.00
Employee share-based payment expense	8(b)	-	-	30.74	30.74
Balance as at March 31, 2025		6,377.13	(945.33)	113.74	5,545.54

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

This is the Standalone 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 12, 2025



For and on behalf of the Board of Directors

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 12, 2025



Yashish Dahiya
Director
DIN : 00706336

Place: Gurugram
Date: May 12, 2025

Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

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.

2. Summary of Material Accounting Policies

2.1 Basis of Preparation of Standalone Financial Statements

a) Compliance with IND AS

The standalone 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 standalone financial statements have been prepared on the historical cost basis, except for the following items:

- Certain financial assets and liabilities 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 standalone statement of profit and loss during the reporting period in which they are incurred.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Depreciation methods, estimated useful lives and residual value

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 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 standalone statement of profit and 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.



Icall Support Services Private Limited**Notes to the standalone financial statements for the year ended March 31, 2025****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 Standalone 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 Standalone 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 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



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

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 standalone 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 standalone 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.



Icall Support Services Private Limited**Notes to the standalone financial statements for the year ended March 31, 2025****j) Cash and cash equivalents**

For the purpose of presentation in the standalone 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 standalone 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 standalone statement of profit and 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



Icall Support Services Private Limited**Notes to the standalone financial statements for the year ended March 31, 2025**

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 standalone 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 standalone statement of profit and loss.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

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 standalone statement of profit and 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 standalone 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 standalone 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 standalone statement of profit and 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 standalone statement of 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 standalone statement of profit and 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 standalone statement of profit and loss and presented net in the Standalone 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.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

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.

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 Standalone Statement of Profit and Loss over the period of the borrowings using the effective rate of interest.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Subsequent measurement

After initial recognition, financial liabilities are subsequently measured at amortised cost using the EIR method. Gains and losses are recognised in Standalone 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 standalone 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 standalone 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 standalone 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.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

3. Critical estimates and Judgements

The preparation of standalone 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 standalone financial statements.

Critical estimates and judgements

The areas involving critical estimates or judgements are:

- Estimation of defined benefit obligation- refer note 10
- Right-of-use assets and lease liability – refer note 4(b)
- Recognition of deferred tax assets – refer note 22(b)

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.



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025
Note 4(a) : Property, plant and equipment

	(₹ in Lakhs)				
Particulars	Computers	Office Equipment	Furniture & Fixtures	Leasehold Improvements	Total
Year ended March 31, 2024					
Gross carrying amount					
Opening gross carrying amount	11.15	26.69	66.16	213.66	317.66
Additions	35.82	0.22	-	-	36.04
Disposals	(7.57)	(0.22)	-	-	(7.79)
Closing gross carrying amount	39.40	26.69	66.16	213.66	345.91
Accumulated Depreciation					
Opening accumulated depreciation	3.61	5.75	0.98	22.25	32.59
Depreciation charge for the year	3.61	8.80	9.64	71.30	93.35
Disposals	(5.09)	(0.06)	-	-	(5.15)
Closing accumulated depreciation	2.12	14.49	10.62	93.55	120.79
Net carrying amount as at March 31, 2024	37.27	12.20	55.54	120.11	225.12
Year ended March 31, 2025					
Gross carrying amount					
Opening gross carrying amount	39.40	26.69	66.16	213.66	345.91
Additions	22.33	0.81	0.45	-	23.59
Disposals	(12.98)	-	-	-	(12.98)
Closing gross carrying amount	48.75	27.50	66.61	213.66	356.52
Accumulated Depreciation					
Opening accumulated depreciation	2.12	14.49	10.62	93.55	120.79
Depreciation charge for the year	15.16	8.50	9.64	71.30	104.60
Disposals	(3.93)	-	-	-	(3.93)
Closing accumulated depreciation	13.35	22.99	20.26	164.85	221.45
Net carrying amount as at March 31, 2025	35.40	4.51	46.35	48.81	135.07



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 4(b) : Leases

This note provides information for the leases where the Company is a lessee. The Company has taken office premises on leases. Rental contracts are typically made for fixed periods of 1 year to 9 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**(₹ in Lakhs)**

Particulars	Right-of-use assets - Office premises	Total
Year ended March 31, 2024		
Gross carrying amount		
Opening gross carrying amount	1,050.29	1,050.29
Additions	-	-
Disposals	-	-
Closing gross carrying amount	1,050.29	1,050.29
Accumulated depreciation		
Opening accumulated depreciation	86.59	86.59
Depreciation charge for the year	116.70	116.70
Disposals	-	-
Closing accumulated depreciation	203.29	203.29
Net carrying amount as at March 31, 2024	847.00	847.00
Year ended March 31, 2025		
Gross carrying amount		
Opening gross carrying amount	1,050.29	1,050.29
Additions	-	-
Disposals	-	-
Closing gross carrying amount	1,050.29	1,050.29
Accumulated depreciation		
Opening accumulated depreciation	203.29	203.29
Depreciation charge for the year	116.70	116.70
Disposals	-	-
Closing accumulated depreciation	319.99	319.99
Net carrying amount as at March 31, 2025	730.30	730.30

(b) Lease liabilities

Set out below are the carrying amounts of lease liabilities and movements during the year:

(₹ in Lakhs)

Particulars	As at March 31, 2025	As at March 31, 2024
Opening lease liabilities	962.50	1,018.71
New leases recognised	-	-
Termination/withdrawal of leases	-	-
Interest expense on lease liabilities	93.16	99.41
Payment of lease liabilities	(163.40)	(155.62)
Closing lease liabilities	892.26	962.50



The following is the break-up of current and non current lease liabilities

Particulars	(₹ in Lakhs)	
	As at March 31, 2025	As at March 31, 2024
Current	86.15	70.24
Non-current	806.11	892.26
Total	892.26	962.50

(ii) Amounts recognised in statement of profit and loss

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

Particulars	(₹ in Lakhs)	
	Year ended March 31, 2025	Year ended March 31, 2024
(a) Depreciation charge on right of use assets [refer Note 17]	116.70	116.70
(b) Interest expense (included in finance cost) [refer Note 16]	93.16	99.41
Total (a+b)	209.86	216.11

(iii) The total cash outflow for leases for the year ended March 31, 2025 was ₹ 163.40 Lakhs (March 31, 2024 - ₹ 155.62 Lakhs)

(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:

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



Note 5 : Income tax assets (net)

Advance income tax (net of provision ₹ 196 Lakhs, (March 31, 2024 - ₹ 130.74 lakhs))
Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
255.02	228.54
255.02	228.54

Note 6 : Financial assets

Note 6(a) : Investments

Current investments

Particulars	As at March 31, 2025		As at March 31, 2024	
	Number of units	(₹ in Lakhs)	Number of units	(₹ in Lakhs)
Investment in mutual funds - Unquoted (At fair value through profit or loss) HSBC Ultra Short Duration Fund - Direct - Growth	4,146.02	55.85	36,079.14	451.19
Total current investments		55.85		451.19
Aggregate amount of quoted investments and market value thereof		-		-
Aggregate amount of unquoted investments		55.85		451.19
Aggregate amount of impairment in the value of investments		-		-

Non-current investments

Particulars	As at March 31, 2025			As at March 31, 2024		
	No. of Shares	Face value per share (₹)	(₹ in Lakhs)	No. of Shares	Face value per share (₹)	(₹ in Lakhs)
Non-trade- Unquoted						
A. Investments in Equity instruments (fully paid up)						
(i) Subsidiary Companies (at cost)						
Genesis Group Limited	320,000	100.00	903.31	-	-	-
Less: Impairment in value of investment	-	-	-	-	-	-
Total	320,000	100.00	903.31	-	-	-
Aggregate amount of quoted investments & market value thereof	-	-	-	-	-	-
Aggregate amount of unquoted investments	320,000	100.00	903.31	-	-	-
Aggregate provision for diminution in value of investments	-	-	-	-	-	-

Note 6(b) : Trade receivables

Trade receivables from related parties [Refer note 23]

- Billed

- Unbilled

Total

Current portion

Non-current portion

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
721.97	0.00
1,163.39	889.21
1,885.36	889.21
1,885.36	889.21
-	-

Break-up of security details

Trade receivables considered good - Secured

Trade receivables considered good - Unsecured

Trade receivables which have significant increase in credit risk

Trade receivables - credit impaired

Total

Less: Loss allowance

Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
-	-
1,885.36	889.21
-	-
-	-
1,885.36	889.21
1,885.36	889.21

As at March 31, 2025

Particulars	Unbilled	Not due	Outstanding for following periods from due date of payment					Total
			Less than 6 months	6 months- 1 years	1-2 years	2-3 years	More than 3 years	
Undisputed trade receivables								
considered good	1,163.39	-	721.97	-	-	-	-	1,885.36
which have significant increase in credit risk	-	-	-	-	-	-	-	-
credit impaired	-	-	-	-	-	-	-	-
Disputed trade receivables								
considered good	-	-	-	-	-	-	-	-
which have significant increase in credit risk	-	-	-	-	-	-	-	-
credit impaired	-	-	-	-	-	-	-	-
Total	1,163.39	-	721.97	-	-	-	-	1,885.36

As at March 31, 2024

Particulars	Unbilled	Not due	Outstanding for following periods from due date of payment					Total
			Less than 6 months	6 months- 1 years	1-2 years	2-3 years	More than 3 years	
Undisputed trade receivables								
considered good	889.21	-	-	-	-	-	-	889.21
which have significant increase in credit risk	-	-	-	-	-	-	-	-
credit impaired	-	-	-	-	-	-	-	-
Disputed trade receivables								
considered good	-	-	-	-	-	-	-	-
which have significant increase in credit risk	-	-	-	-	-	-	-	-
credit impaired	-	-	-	-	-	-	-	-
Total	889.21	-	-	-	-	-	-	889.21



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

Note 6(c) : Cash and cash equivalents

Balances with bank
-in current accounts
Cash on hand
Deposits with maturity of less than 3 months
Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
26.93	37.28
0.51	0.51
2,015.39	-
2,042.83	37.79

Note 6(d) : Loans

Current
Unsecured, considered good
Loan to employees
Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
1.11	-
1.11	-

Note 6(e) : Other financial assets

Non-current
Security deposits
Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
30.02	28.51
30.02	28.51

Current
Balances in fixed deposit accounts with original maturity more than 12 months
Amount recoverable from fellow Subsidiary companies for expenses [Refer note 23(c)]
Amount recoverable from employees
Total

1,187.59	-
-	3.73
1.75	-
1,189.34	3.73

Note 7 : Other current assets

Advance to vendors
Balance with government authorities
Prepaid expenses
Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
45.37	11.45
166.87	114.77
14.71	11.39
226.95	137.61



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

Note 8(a): Equity

Equity share capital

Authorised equity share capital

	Number of shares	Amount (₹ in Lakhs)
As at April 1, 2023	300,000	300.00
Add: Increase during the year	700,000	700.00
As at March 31, 2024	1,000,000	1,000.00
Add: Increase during the year	-	-
As at March 31, 2025	1,000,000	1,000.00

(i) Movements in equity share capital

	Number of shares	Amount (₹ in Lakhs)
Issued, subscribed and paid-up capital		
As at April 1, 2023	182,365	182.37
Add: Shares issued during the year	-	-
As at March 31, 2024	182,365	182.37
Add: Shares issued during the quarter	320,000	320.00
As at March 31, 2025	502,365	502.37

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, 2025		March 31, 2024	
	Number of shares	Amount (₹ in Lakhs)	Number of shares	Amount (₹ in Lakhs)
PB Fintech Limited (the Holding Company)	502,365	502.37	182,365	182.37
	502,365	502.37	182,365.00	182.37

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

	March 31, 2025		March 31, 2024	
	Number of shares	% holding	Number of shares	% holding
PB Fintech Limited (the Holding Company)	502,365	100%	182,365	100%
	502,365		182,365	

(iv) Details of shareholding of promoters:

Disclosure of shareholding of promoters as at March 31, 2025 is as follows:

	March 31, 2025		March 31, 2024		
Name of the promoter	Number of shares	% holding	Number of shares	% holding	% change during the year
PB Fintech Limited (the Holding Company)	502,365	100.00%	182,365	100.00%	0.00%
Total	502,365		182,365		

Disclosure of shareholding of promoters as at March 31, 2024 is as follows:

	March 31, 2024		March 31, 2023		
Name of the promoter	Number of shares	% holding	Number of shares	% holding	% change during the year
PB Fintech Limited (the Holding Company)	182,365	100.00%	182,365	100.00%	0.00%
Total	182,365		182,365		



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 8(b): Other Equity

Particulars	(₹ in Lakhs)	
	March 31, 2025	March 31, 2024
Securities premium reserve	6,377.13	2,697.13
Retained earnings	(945.33)	(1,463.18)
Group settled share based payment reserve	113.74	83.00
Total reserves and surplus	5,545.54	1,316.95

i) Securities premium

Particulars	March 31, 2025	March 31, 2024
Opening balance	2,697.13	2,697.13
Add: Amount received on issue of equity shares	3,680.00	-
Closing balance	6,377.13	2,697.13

ii) Retained earnings

Particulars	March 31, 2025	March 31, 2024
Opening balance	(1,463.18)	(1,690.78)
Profit for the year	521.01	233.79
Items of other comprehensive income recognised directly in retained earnings		
- Remeasurements of post-employment benefit obligation, net of tax	(3.16)	(6.19)
Closing balance	(945.33)	(1,463.18)

iii) Group settled share based payment reserve

Particulars	March 31, 2025	March 31, 2024
Opening balance	83.00	101.27
Additions for employee share-based payment expense incurred	30.74	(18.27)
Closing balance	113.74	83.00

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.



Note 9 : Financial liabilities

Note 9(a) : Trade payables

Current

Trade payables : micro and small enterprises [Refer note 26]

Trade payables : others

Trade payables to related parties [Refer note 22]

Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
10.18	3.61
20.54	22.31
(0.00)	41.63
30.72	67.55

As at March 31, 2025

Particulars	Unbilled	Not due	Outstanding for following periods from due date of payment				Total
			Less than 1 year	1-2 year	2-3 year	More than 3 year	
Undisputed trade payables							
Micro and small enterprises	-	9.54	0.64	-	-	-	10.18
Others	13.89	5.29	0.25	0.11	0.98	0.02	20.54
Disputed trade payables							
Micro and small enterprises	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-
Total	13.89	14.84	0.89	0.11	0.98	0.02	30.72

As at March 31, 2024

Particulars	Unbilled	Not due	Outstanding for following periods from due date of payment				Total
			Less than 1 year	1-2 year	2-3 year	More than 3 year	
Undisputed trade payables							
Micro and small enterprises	-	3.55	0.06	-	-	-	3.61
Others	18.13	43.91	0.90	0.98	0.02	-	63.94
Disputed trade payables							
Micro and small enterprises	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-
Total	18.13	47.46	0.96	0.98	0.02	-	67.55

Note 9(b) : Other financial liabilities

Current

Employee related payables

Capital creditor

Others

Total

As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
330.93	221.30
0.54	-
0.01	-
331.48	221.30



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

Note 10 : Provisions

	March 31, 2025			March 31, 2024			(₹ in Lakhs)
	Current	Non-current	Total	Current	Non-current	Total	
Gratuity	-	28.49	28.49	3.21	14.24	17.45	
Compensated absences	67.37	-	67.37	19.00	20.92	39.92	
Total	67.37	28.49	95.86	22.21	35.16	57.37	

(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 ₹ 67.37 Lakhs (March 31, 2024 - ₹ 19.00 Lakhs) 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, 2025 (₹ in Lakhs)	March 31, 2024 (₹ in Lakhs)
Leave obligations not expected to be settled within the next 12 months	33.60	20.92

(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, 2025 towards defined contribution plan is Rs. 136.14 lakhs (March 31, 2024 - ₹ 95.95 Lakhs) [refer note 15]

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, 2025 towards defined contribution plan is ₹ 1.64 Lakhs (March 31, 2024 - ₹ 11.18 Lakhs) [refer note 15]

(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	₹ in Lakhs Net amount
April 1, 2023	11.78	-	11.78
Current service cost	5.19	-	5.19
Past Service Cost	-	-	-
Interest expense/(income)	0.88	-	0.88
Expected return on plan assets	-	-	-
Total amount recognised in profit or loss	6.07	-	6.07
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	0.06	-	0.06
Experience (gains)/losses	6.13	-	6.13
Total amount recognised in other comprehensive income	6.19	-	6.19
Employer contributions	-	-	-
Benefit payments	(6.59)	-	(6.59)
March 31, 2024	17.45	-	17.45



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

April 1, 2024	17.45	-	17.45
Current service cost	19.74	-	19.74
Past Service Cost	-	-	-
Interest expense/(income)	1.26	-	1.26
Expected return on plan assets	-	-	-
Total amount recognised in profit or loss	21.00	-	21.00
<i>Remeasurements</i>			
Return on plan assets, excluding amounts included in interest expense/(income)	-	-	-
(Gain)/loss from change in demographic assumptions	0.00	-	0.00
(Gain)/loss from change in financial assumptions	0.69	-	0.69
Experience (gains)/losses	2.47	-	2.47
Total amount recognised in other comprehensive income	3.16	-	3.16
Employer contributions	-	10.00	(10.00)
Benefit payments	(3.12)	-	(3.12)
March 31, 2025	38.49	10.00	28.49

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

	March 31, 2025 (₹ in Lakhs)	March 31, 2024 (₹ in Lakhs)
Present value of funded obligations	-	-
Fair value of plan assets	10.00	-
Deficit of funded plan	(A) (10.00)	-
Present value of unfunded obligations	38.49	17.45
Deficit of unfunded plan	(B) 38.49	17.45
Deficit of gratuity plan	(C) = (A)+(B) 28.49	17.45

c) The significant actuarial assumptions were as follows:

	Gratuity		Compensated absences	
	March 31, 2025	March 31, 2024	March 31, 2025	March 31, 2024
Discount Rate (per annum)	6.45%	7.25%	7.25%	7.25%
Expected Return on Plan Assets	6.45%	0.00%	0.00%	0.00%
Salary growth rate	10.00%	10.00%	10.00%	10.00%
Attrition Rate	50.00%	50.00%	50.00%	50.00%
Expected average remaining working lives of employees (years)	34.07	32	34.07	32
Mortality Rate	IALM (2012-14) Ultimate IALM (2012-14) Ultimate IALM (2012-14) Ultimate IALM (2012-14) Ultimate			

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			
	March 31, 2025	March 31, 2024	Increase in assumption		Decrease in assumption	
	March 31, 2025	March 31, 2024	March 31, 2025	March 31, 2024	March 31, 2025	March 31, 2024
Discount rate	1%	1%	-2%	-2%	2%	2%
Salary growth rate	1%	1%	3%	2%	-3%	-2%

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 4.09 years (March 31, 2024 - 27 years)

The expected maturity analysis of undiscounted post employment benefit plan (gratuity) is as follows:

	Less than a year (₹ in Lakhs)	Between 1 - 2 years (₹ in Lakhs)	Between 2 - 5 years (₹ in Lakhs)	More than 5 years (₹ in Lakhs)	Total (₹ in Lakhs)
March 31, 2025					
Defined benefit obligation (Gratuity)	11.31	9.70	18.11	6.02	45.15
Total	11.31	9.70	18.11	6.02	45.15
March 31, 2024					
Defined benefit obligation (Gratuity)	3.21	0.23	0.56	13.45	17.45
Total	3.21	0.23	0.56	13.45	17.45



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025
Note 11 : Other non-current liabilities

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Payable to related parties (refer note 23)	20.14	-
Total	20.14	-

Note 12 : Other current liabilities

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Statutory dues payable	36.67	33.46
Liabilities towards employees laptop scheme	0.12	7.20
Total	36.79	40.66

Note 13 : Revenue from operations

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Telemarketing services	4,348.59	2,943.62
Total	4,348.59	2,943.62

Note 14 : Other income

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Interest income		
- On bank deposits	188.15	3.72
- On unwinding of discount - measured at amortised cost	1.51	3.02
Net fair value gains on financial assets mandatorily measured at fair value through profit or loss	(5.22)	5.68
Net gain on sale of financial assets mandatorily measured at fair value through profit or loss	24.66	16.35
Foreign currency exchange income	-	0.97
Profit on sale of property, plant and equipments	2.13	0.93
Provision no longer required written back	-	18.27
Total	211.23	48.94

Note 15 : Employee benefits expense

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Salaries, wages and bonus	3,076.75	2,027.46
Contributions to provident and other funds [Refer note 10]	137.78	107.13
Compensated absences	54.20	36.94
Gratuity [Refer note 10]	21.01	6.07
Staff welfare expenses	43.84	38.21
Employee share-based payment expense [Refer Note 27]	50.88	-
Total	3,384.46	2,215.81

Note 16 : Finance costs

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Interest on lease liabilities	93.16	99.41
Interest expenses	0.14	0.25
Total	93.30	99.66



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 17 : Depreciation and amortisation expense

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Depreciation of property, plant and equipment	104.60	93.35
Depreciation of right-of-use assets	116.70	116.70
Total	221.30	210.05

Note 18 : Advertising and promotion expenses

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Business promotion expenses	0.69	0.16
Total	0.69	0.16

Note 19 : Network and internet expenses

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Internet and server charges	6.90	2.04
Communication expenses	2.99	4.74
Total	9.89	6.78

Note 20 : Other expenses

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Electricity and water expenses	0.88	0.54
Legal and professional charges	60.63	26.81
Repair and maintenance - others	7.53	3.48
Travelling and conveyance	18.57	5.08
Recruitment expenses	12.42	22.93
Rates and taxes	6.66	5.67
Insurance	37.08	8.96
Printing and stationery	2.46	2.17
Payment to auditors		
As Auditor:		
Audit fee	7.41	5.55
Bank charges	1.09	0.66
Training and seminar	0.73	-
Office expense	16.83	13.92
Foreign currency exchange loss	0.73	-
Miscellaneous expenses	0.01	-
Total	173.03	95.77



Icall Support Services Private Limited**Notes to the standalone financial statements for the year ended March 31, 2025****Note 21 : Earnings per share (EPS)**

Particulars		Year ended	Year ended
		March 31, 2025	March 31, 2024
Basic and diluted			
Profit attributable to equity shareholders (₹ in Lakhs)	A	521.01	233.79
Weighted average number of shares of ₹ 100 each outstanding	B	471,680	182,365
Basic earnings per share (in ₹)	A/B	110.46	128.20
Diluted earnings per share (in ₹)	A/B	110.46	128.20

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



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

Note 22(a): Income tax expense

	Year ended March 31, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Current tax		
Current tax on profits for the year	156.14	130.54
Total current tax expense	156.14	130.54
Deferred tax		
Decrease/(increase) in deferred tax assets	-	-
Total deferred tax expense/(benefit)	-	-
Income tax expense	156.14	130.54

(ii) Reconciliation of tax expense and the accounting profit multiplied by India's tax rate:

Profit/(Loss) before tax	677.15	364.33
Tax at the Indian tax rate of 25.168% (March 31, 2024 - 25.168%) #	170.43	91.69
Tax effect of amounts which are not deductible (taxable) in calculating taxable income:		
Tax losses and temporary differences for which no deferred tax assets/(liabilities) is recognised	26.95	42.13
Tax on earlier year	(39.66)	-
Others	(1.58)	(3.28)
Income tax expense	156.14	130.54

Pursuant to the Taxation Laws (Amendment) ordinance, 2019 (ordinance) dated September 20, 2019, the Company opted for the concessional rate of income tax of 22%.



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 22(b) : Deferred Tax Assets**a) Deferred tax assets (Net)**

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Particulars		
Deferred tax liability	(182.48)	(214.60)
Deferred tax assets*	182.48	214.60
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

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Particulars		
Property, plant and equipment	26.31	26.14
Defined benefit obligations	24.13	14.44
Unwinding of discount measured at amortised cost	5.03	5.41
Lease liabilities	224.56	242.24
Others	19.61	16.57
Total	299.63	304.80

c) Components of deferred tax liability

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Particulars		
Unrealised gain on securities carried at fair value through profit or loss/other comprehensive income	(1.31)	1.43
Right-to-use Assets	183.80	213.17
Total	182.48	214.60

(d) Unused tax losses and unrecognised temporary differences:

	As at March 31, 2025 (₹ in Lakhs)	As at March 31, 2024 (₹ in Lakhs)
Particulars		
Deductible temporary differences	465.47	358.39
Potential tax benefit @ 25.168%	117.15	90.20

Note: During the year ended March 31, 2025, the Company does not have any accumulated business losses (year ended March 31, 2024 - Nil).



Note 23: 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

Subsidiary Company: Genesis Group Limited (w.e.f. from May 17, 2024)

Indirect Subsidiary Company: Policybazaar Middle East Insurance Brokers LLC (Erstwhile, Genesis Insurance Brokers LLC) (Subsidiary of Genesis Group Limited) (w.e.f. from May 17, 2024)

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

Fellow Subsidiaries :

Paisabazaar Marketing and Consulting Private Limited

PB Fintech FZ LLC (Foreign Company)

Policybazaar Insurance Brokers Private Limited

Key Management Personnel:

Mr. Yashish Dahiya, Director

Mr. Alok Bansal, Director (till February 28, 2025)

Mr. Manoj Sharma, Director

(b) Transactions with related parties

The following transactions occurred with related parties:

(₹ in Lakhs)			
S. No	Particulars	Holding Company / Fellow Subsidiaries	
		March 31, 2025	March 31, 2024
	Transactions		
1	Subscription of equity shares of Rs.100 each [Refer note 8(a)] PB Fintech Limited	320.00	-
2	Securities Premium on subscription[Refer note 8(b)] PB Fintech Limited	3,680.00	-
3	Telemarketing service rendered to fellow subsidiary PB Fintech FZ LLC	4,348.59	2,943.62
4	Employee share-based payment expense PB Fintech Limited	30.74	(18.27)
5	Cost charged by holding company on account of grant of ESOPs (to employees of the company) PB Fintech Limited	20.14	-
6	Purchase of property, plant and equipment from Holding/Fellow subsidiary companies PB Fintech Limited Paisabazaar Marketing and Consulting Private Limited Policybazaar Insurance Brokers Private Limited	0.49 - 14.95	- 0.09 35.73
7	Sale of property, plant and equipment to Holding/Fellow subsidiary companies Paisabazaar Marketing and Consulting Private Limited Policybazaar Insurance Brokers Private Limited	- 2.56	0.11 3.06

c) Related parties balances as at year end

S. No	Particulars	Holding Company / Fellow Subsidiaries	
		March 31, 2025	March 31, 2024
	Balances as at year end		
1	Trade payables [Refer note 9(a)] Paisabazaar Marketing and Consulting Private Limited Policybazaar Insurance Brokers Private Limited	- -	0.11 41.52
2	Other non-current liability [Refer note 11] PB Fintech Limited	20.14	-
3	Trade receivables [Refer note 6(c)] PB Fintech FZ LLC	1,885.36	889.21
4	Other financial assets - current [Refer note 6(c)] Policybazaar Insurance Brokers Private Limited Paisabazaar Marketing and Consulting Private Limited	- -	3.61 0.13

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



Note 24 : Fair value measurements

a) Financial instruments by category

The following table shows the carrying amounts and fair value of financial assets and financial liabilities, including their levels in the fair value hierarchy.

	March 31, 2025 (₹ in Lakhs)			March 31, 2024 (₹ in Lakhs)		
	FVTPL	FVOCI	Amortised cost	FVTPL	FVOCI	Amortised cost
Financial assets						
Investments						
- Mutual funds	55.85	-	-	451.19	-	-
Trade receivables	-	-	1,885.36	-	-	889.21
Cash and cash equivalents	-	-	2,042.83	-	-	37.79
Loan to employee	-	-	1.11	-	-	-
Other financial assets	-	-	30.02	-	-	32.25
Total financial assets	55.85	-	3,959.32	451.19	-	959.25
Financial liabilities						
Trade payables	-	-	30.72	-	-	67.55
Lease liabilities	-	-	892.26	-	-	962.50
Employee related payables	-	-	330.93	-	-	221.30
Other financial liabilities	-	-	0.55	-	-	-
Total financial liabilities	-	-	1,254.46	-	-	1,251.35

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.

Financial assets measured at fair value :

As at March 31, 2025	Notes	Level 1	Level 2	Level 3	(₹ in Lakhs) Total
Financial assets					
<i>Financial Investments at FVTPL:</i>					
Investments in Mutual funds	6(a)	55.85	-	-	55.85
Total financial assets		55.85	-	-	55.85
As at March 31, 2024	Notes	Level 1	Level 2	Level 3	Total
Financial assets					
<i>Financial Investments at FVTPL:</i>					
Investments in Mutual funds	6(a)	451.19	-	-	451.19
Total financial assets		451.19	-	-	451.19

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 sum falls on level 1.



Icall Support Services Private Limited**Notes to the standalone financial statements for the year ended March 31, 2025****Note 25 : 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, 2025 (₹ in Lakhs)	As At March 31, 2024 (₹ in Lakhs)
Principal amount due to suppliers registered under the MSMED Act and remaining unpaid as at year end. [Refer note 9(a)]	9.68	3.22
Interest due to suppliers registered under MSMED Act and remaining unpaid as at year end.	0.11	0.39
Principal amounts paid to suppliers registered under the MSMED Act, beyond the appointed day during the year	12.40	12.91
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	0.09	0.09
Interest accrued and remaining unpaid at the end of each accounting year	0.11	0.24
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 [Refer note 9(a)]	0.50	0.39



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

Note 26 : Share based payments

(a) Employee option plan

PB Fintech Limited (the "Parent Company") instituted the Employee Stock Option Plan(s) to grant equity based incentives to eligible employees of the Company and its subsidiaries. The Parent Company has four ESOP schemes, namely, Employee Stock Option Plan 2014 ("ESOP – 2014"), Employee Stock Option Plan 2020 ("ESOP – 2020"), Employees Stock Option Plan – 2021 ("ESOP – 2021") and Employee Stock Option Plan 2024 ("ESOP – 2024"). With an objective to implement the ESOP– 2014 and ESOP– 2020, the Parent Company 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 and ESOP – 2024 scheme is implemented and administered directly by the Parent Company.

The options granted till March 31, 2025 have minimum vesting period of 1 year and maximum 5 years from the date of grant (March 31, 2024: 1-5 years).

(i) Summary of options granted under plan:

	March 31, 2025		March 31, 2024	
	Weighted Average exercise price per share option (₹)	Number of options [Refer note (ii)]	Weighted Average exercise price per share option (₹)	Number of options [Refer note (ii)]
Opening Balance	2	21,585	2	16,320
Granted during the year	2	-	2	21,585
Exercised during the year	2	(4,317)	2	-
Forfeited/lapsed during the year	2	-	2	(16,320)
Share transfer due to transfer of employee	2	-	2	-
Closing Balance		17,268		21,585
Vested and exercisable	2	-	2	-

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

(ii) 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, 2025	Share options March 31, 2024
Grant 19	July 31, 2023	March 31, 2030	2	17,268	21,585
Total				17,268	21,585
Weighted average remaining contractual life of options outstanding at end of year				5.01 Years	6.01 Years

(iii) Fair value of options granted :

There were no options granted during the year ended March 31, 2025.

The fair value at grant date of options granted during the year ended March 31, 2024 were as given below:

Grant 19 (Time based vesting) – ₹ 730.51 to ₹ 730.92

For Grant 19 (being time-based vesting Grant), the fair value at grant date is determined using the Black-Scholes-Merton model. The model takes into account the exercise price, the term of the option, the share price at grant date and expected price volatility of the underlying share, the expected dividend yield and the risk free interest rate for the term of the option.

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, 2025 (₹ in Lakhs)	Year ended March 31, 2024 (₹ in Lakhs)
Employee option plan	50.88	(18.27)
Total employee share based payment expense	50.88	(18.27)



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 27 : Ratio Analysis and its elements

Ratios	Numerator		Denominator		Ratio		Change	Explanantion for change in the ratio by more than 25% as compared to the previous year
	March 31, 2025 (₹ in Lakhs)	March 31, 2024 (₹ in Lakhs)	March 31, 2025 (₹ in Lakhs)	March 31, 2024 (₹ in Lakhs)	March 31, 2025	March 31, 2024		
Current Ratio (in times) = Current assets / Current liabilities	5,401.44	1,519.53	552.51	421.96	9.78	3.60	171.47%	Increase in investment in fixed deposits leads to increase in current assets with greater proportion however current liabilities increased with lesser proportion. This leads to increase in current ratio.
Debt- Equity Ratio (in times) = Total Debt / Shareholder's equity	NA	NA	NA	NA	NA	NA	NA	Not applicable
Debt Service Coverage ratio (in times) = Earnings available for debt service / Debt Service	NA	NA	NA	NA	NA	NA	NA	Not applicable
Return on Equity ratio (in percentage) = Net Profit / Average Shareholder's Equity	521.01	233.79	3,773.61	1,394.65	13.81%	16.76%	(17.64)%	Not applicable
Trade Receivable Turnover Ratio (in times) = Total sale of services / Average trade receivables	4,348.59	2,943.62	1,387.29	920.91	3.13	3.20	(1.93)%	Not applicable
Trade Payable Turnover Ratio (in times) = Total Purchases / Average trade payables	182.88	102.70	49.14	47.94	3.72	2.14	73.75%	During the year ended March 31, 2025, the company's total purchases increased primarily due to higher expenditure on legal & professional charges, travelling and insurance expenses. However, the average trade payables did not increase in the same proportion, resulting in a rise in the trade payable turnover ratio.
Net Capital Turnover Ratio (in times) = Total sale of services / Working capital	4,348.59	2,943.62	4,848.93	1,097.58	0.90	2.68	(66.56)%	During the year, revenue from operation has been increased as compared to previous year. However, the working capital has increased in greater proportion as compared to previous year primarily due to increase in investment in fixed deposits.
Net Profit ratio (in percentage) = Net Profit / Revenue from operations	521.01	233.79	4,348.59	2,943.62	11.98%	7.94%	50.85%	During the year the company has earned higher profits as compared to previous year.
Return on Capital Employed (in percentage) = Earning before interest and taxes / Capital Employed	770.45	463.99	6,047.91	1,499.32	12.74%	30.95%	(58.84)%	During the year, capital employed has been increased as compared to previous year and with greater proportion as compare to increase in earnings before interest and taxes in the current year.
Return on Investment (in percentage) = Income generated from invested funds / Average invested funds	207.59	25.75	1,855.01	225.60	11.19%	11.42%	(1.97)%	Not applicable

Notes:

Net Profit = 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

Average shareholder equity = Average of opening and closing total equity

Working Capital = Current assets - Current liabilities

Earning before interest and tax = Profit before tax + Finance Cost

Capital Employed = Total equity - intangible assets

Earning on Investment = Interest income on bank deposits + Net fair value gains on financial assets + Net gain on sale of on financial assets

Average Investment = Average of opening and closing investment in Fixed deposits and other financial assets (mutual funds)



Icall Support Services Private Limited

Notes to the standalone financial statements for the year ended March 31, 2025

Note 28 : Additional regulatory information required by Schedule III

(i) Details of Benami Property held

No proceedings have been initiated on or are pending against the Company for holding benami property under the Benami Transactions (Prohibition) Act, 1988 (45 of 1988) and Rules made thereunder.

(ii) Borrowing secured against current assets

The Company has no borrowings from any banks or financial institutions during the current financial year.

(iii) Wilful defaulter

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

(iv) Relationship with struck off companies

The Company has no balances outstanding/ transactions with companies struck off under section 248 of the Companies Act, 2013 or section 560 of the Companies Act, 1956 as at and for the year ended March 31, 2025 (March 31, 2024 - Nil).

(v) Compliance with number of layers of companies

The Company has complied with the number of layers prescribed under the Companies Act, 2013.

(vi) Compliance with approved scheme(s) of arrangements

The Company has not entered into any scheme of arrangement which has an accounting impact on current or previous financial year.

(vii) Undisclosed income

There is no amount surrendered or disclosed as income during the current or previous year in the tax assessments under the Income Tax Act, 1961, that has not been recorded in the books of account.

(viii) Details of crypto currency or virtual currency

The Company has not traded or invested in crypto currency or virtual currency during the current or previous year.

(ix) Valuation of PP&E, intangible asset and investment property

The Company has not revalued its property, plant and equipment (including right-of-use assets) or intangible assets or both during the current or previous year.

(x) The Company has not advanced or loaned or invested funds to any other person(s) or entity(ies), including foreign entities (Intermediaries) with the understanding that the Intermediary shall:

(i) directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the group (Ultimate Beneficiaries) or

(ii) provide any guarantee, security or the like to or on behalf of the ultimate beneficiaries.

(xi) The Company has not received any fund from any person(s) or entity(ies), including foreign entities (Funding Party) with the understanding (whether recorded in writing or otherwise) that the company shall:

(i) 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

(ii) provide any guarantee, security or the like on behalf of the ultimate beneficiaries.

(xii) The Company do not hold any immovable property (other than properties where the Company is the lessee and the lease agreements are duly executed in favour of the lessee).

(xiii) The Company has not granted any loans or advances in the nature of loans to promoters, directors, KMPs and the related parties (as defined under Companies Act 2013), either severally or jointly with any other person which are repayable on demand or without specifying any terms of repayment.



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	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			

Year ended March 31, 2025:

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

Particulars	Category	Description of category	Asset group	Estimated gross carrying amount at default	Expected probability of default	Expected credit losses	(₹ in Lakhs)
							Carrying amount net of impairment provision
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	30.02	0.00%	-	30.02
			Loan to employees	1.11	0.00%	-	1.11

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

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 - billed	721.97	-	-	-	-	-	721.97
Gross carrying amount- trade receivable - unbilled	1,163.39	-	-	-	-	-	1,163.39
Expected loss rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Expected credit losses (Loss allowance - trade receivables)	-	-	-	-	-	-	-
Carrying amount of trade receivables (net of impairment)	1,885.36	-	-	-	-	-	1,885.36



Year ended March 31, 2024:

(i) Expected credit loss for security deposits:

(₹ in Lakhs)							
Particulars	Category	Description of category	Asset group	Estimated gross carrying amount at default	Expected probability of default	Expected credit losses	Carrying amount net of impairment provision
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	28.51	0.00%	-	28.51
			Loan to employees	-	0.00%	-	-

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

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 - billed	0.00	-	-	-	-	-	0.00
Gross carrying amount- trade receivable - unbilled	889.21	-	-	-	-	-	889.21
Expected loss rate	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Expected credit losses (Loss allowance - trade receivables)	-	-	-	-	-	-	-
Carrying amount of trade receivables (net of impairment)	889.21	-	-	-	-	-	889.21

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

Particulars	Amount (₹ in Lakhs)
Loss allowance on March 31, 2023	-
Changes in loss allowance	-
Loss allowance on March 31, 2024	-
Changes in loss allowance	-
Loss allowance on March 31, 2025	-

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.

Maturities of financial liabilities

The tables below analyse the company's financial liabilities into relevant maturity groupings based on their contractual maturities for:

- all non-derivative financial liabilities, and
- net and gross settled derivative financial instruments for which the contractual maturities are essential for an understanding of the timing of the cash flows.

The amounts disclosed in the table are the contractual undiscounted cash flows. Balances due within 12 months equal their carrying balances as the impact of discounting is not significant.

Contractual maturities of financial liabilities:

	0 to 1 year	1 - 5 years	More than 5 years	(Rs. in Lakhs) Total
March 31, 2025				
Non-derivatives				
Lease liabilities	171.58	776.49	274.38	1,222.45
Total non-derivative liabilities	171.58	776.49	274.38	1,222.45
March 31, 2024				
Non-derivatives				
Lease liabilities	163.41	739.52	482.94	1,385.87
Total non-derivative liabilities	163.41	739.52	482.94	1,385.87

Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices.

The Company's exposure to securities price risk arises from investments held in mutual funds and classified in the balance sheet at fair value through profit or loss. To manage its price risk arising from such investments, the Company diversifies its portfolio. Further these are all debt base securities for which the exposure is primarily on account of interest rate risk. Quotes (NAV) of these investments are available from the mutual fund houses.

Profit for the year would increase/decrease as a result of gains/losses on these securities classified as at fair value through profit or loss.

Capital management

The Company's objectives when managing capital is to safeguard its ability to continue as a going concern, so that they can continue to provide returns for shareholders and benefits for other stakeholders. The capital of the Company consist of equity capital and accumulated profits.



Icall Support Services Private Limited
Notes to the standalone financial statements for the year ended March 31, 2025

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 disclosures requirements of Ind AS 108 on Operating segment is not applicable.

Note 31 : Events occurring after the reporting period

These financial statements were approved and adopted by Board of Directors of the Company in their meeting held on May 12, 2025.

For D M And Company
Firm Registration Number: 022527N

Dheeraj Mehta
Partner
Membership No. 504305

Place: Gurugram



For and on behalf of the Board of Directors

Manoj Sharma

Manoj Sharma
Director
DIN : 02745526

Place: Gurugram
Date: May 12, 2025

Yashish Dahiva

Yashish Dahiva
Director
DIN : 00706336

Place: Gurugram
Date: May 12, 2025

