

Ref. No.: RML/2024-25/505

Date: August 29, 2024

To,
BSE Limited
Scrp Code: 543228

National Stock Exchange of India Limited
Symbol: ROUTE

Dear Sir/Madam,

Sub: Transcript of 20th Annual General Meeting of Route Mobile Limited

With reference to captioned subject, please find enclosed the transcript of 20th Annual General Meeting of the Company held on Tuesday, August 20, 2024 at 3:30 P.M. (IST). This will also be available on the Company's website at www.routemobile.com.

You are requested to take the above information on record.

Thanking you,
Yours truly,
For **Route Mobile Limited**

Rathindra Das
Group Head-Legal, Company Secretary & Compliance Officer
Membership No.: F12663

Encl: as above



ROUTE MOBILE LIMITED

20th ANNUAL GENERAL MEETING

HELD ON AUGUST 20, 2024 AT 3:30 P.M. (IST)

Proceedings of the Annual General Meeting through Video Conferencing (VC) / Other Audio Visual Means (OAVM)

Chairman

Good afternoon all. On behalf of the board of directors and the entire Route Mobile family, I, Guillaume Boutin, Chairman of the board of the company, extend a very warm welcome to all of you to the 20th Annual General Meeting of Route Mobile limited. I also chair the Stakeholders Relationship Committee of the company.

This meeting is being held through audiovisual means in accordance with the circulars issued by the Ministry of Corporate Affairs and SEBI. Participation of members to video conference is being recorded for the purpose of the quorum as per applicable MCA circular. Since there is no technical attendance of members, the requirement of appointing proxies is not applicable.

As a required quorum is present, I now call the meeting to order.

I am participating in the meeting through video conference from my residence in France. Before I start the main proceedings of the meeting, let me start by introducing my colleagues on the board

and key managerial personnel attending this meeting from our corporate office in Mumbai.

Mr. Rajdipkumar Gupta, Managing Director and group CEO of Route Mobile.

Mr. Gautam Badaliya, Group Chief Strategy and Chief Investor Relations Officer.

Mr. Rathindra Das, Group Head Legal, Company Secretary and Compliance Officer.

I would now like to introduce the directors present virtually for the meeting.

Chairman We have Mr. Mark Reid, Non-Executive Non-Independent Director of the Company, attending from his office in Brussels, Belgium.

Mark Reid Hi everyone.

Chairman Then we have Mr. Anil Kumar Chanana, Independent Director, Chairman of the Audit Committee and Risk Management Committee, attending from his residence in Gurgaon.

Moderator Sir, you are on mute.

Anil Kumar Chanana Good afternoon everyone.

Chairman Then we have Mrs. Harita Gupta, Independent Director, Chairperson of the Nomination and Remuneration Committee and

CSR Committee of the Board and she's joining us from Manila, Philippines.

Harita Gupta Good afternoon everyone.

Chairman And we also have Mr. Prakash Advani, Lead Independent Director, attending from his office in Belgium.

Prakash Advani Good afternoon, everyone.

Chairman We have also Mr. Suresh Jankar, chief financial officer of the company, who is attending this meeting through VC from Mumbai, India and we also have with us representatives from statutory auditor, **Walker Chandiok** and Co, LLP, and **Mr. Dhrumil Shah** of M/S Dhrumil M. Shah Co, secretarial auditor, attending this meeting through VC from Mumbai, India.

In addition, we also have key executives and senior management joining from their respective locations through VC. In compliance with general circulars issued by the Ministry of Corporate Affairs, this meeting is being conducted through video conferencing without the physical presence of the members at a common venue. However, the proceedings of this meeting shall be deemed to be conducted at the registered office of the company.

Before we proceed, I am pleased to bring to your notice that in accordance with the provisions of the Companies Act, 2013 and SEBI listing regulations, the members have been provided the facility to exercise the right to vote by electronic means, both through remote e-voting and e-voting at the AGM. Remote e-voting facility was made available to all members holding shares

as on 13th August, 2024, being the cut-off date during the period commencing from Saturday, 17th August, 2024 at 9 am IST till Monday, 19th August 2024 till 5 pm IST. Remote e-voting has been blocked on 19th August, 2024 at 5.00 pm IST. Members joining the meeting through video conferencing and who have not cast their vote by means of remote e-voting may vote through the e-voting facility provided at the website of NSDL i.e. www.e-voting.nsdl.com . Members can click on EVEN No. 129473 to cast their vote.

I now request Rathindra, Compliance Officer, to provide general instructions to the members regarding participation in this meeting and to read the arrangements made for the members.

Company Secretary: Thank you, Chairman. Warm welcome and thank you everyone for joining the 20th annual general meeting of Route Mobile Limited. I will now take you through the key aspects of this meeting, your participation at this meeting, the Q&A session and the voting facility available at this meeting.

Members may please note that this meeting is held over audio-visual means and the facility to join this meeting is made available to the members on a first-come-first-serve basis in accordance with the applicable MCA and SEBI circulars, which has allowed for AGM through digital gathering in continuation to the past three years under the covered legislations.

Your contribution in the virtual format has the same importance as in an in-person meeting. The international nature of RML shareholding is also a good reason from management's point of view to hold AGM through digital mode. It allows a broader group

of shareholders the opportunity to contribute to the discussion and ask questions and make your contributions available to a broad forum of shareholders. The company has enabled the members to participate at the AGM through video conferencing facility provided by NSDL. This AGM is being live webcast also on our YouTube channel and members who are not in this meeting room today may watch the live webcast on our YouTube channel as well.

All the members who have joined this meeting are by default placed on mute mode by the host to avoid any disturbances arising from the background noise and to ensure smooth and seamless conduct of this meeting. Members may also kindly note that the proceedings of this AGM is being recorded.

Statutory announcement, 74 representations under section 113 of companies act covering in all 5,45,69,335 equity shares representing 86.90% of the total paid-off capital as on the cut-off date August 13, 2024 have been received by the company. In compliance with the applicable MCA and SEBI circulars, the notice of the AGM along with the audited financial statements for the financial year ended 31st March 2024 together with the board and auditor's report have been sent only by email within the statutory period to all the members whose email addresses were registered with the company, the Registrar and transfer agent and the depositories.

The company through a notice published in the newspapers also informed the shareholders whose email IDs were not registered about the registration process for email addresses and provided the email ID for receiving the annual report. We have in the past week

also received requests from some shareholders to send the printed copies of the annual report and those have been sent prior to this meeting. We nonetheless inform and request you once again to send us your request in case you want to read our annual report in printed form.

The notice of the AGM was also uploaded on the website of the company and the website of the stock exchanges and the e-voting service provider, NSDL. The register of directors and key managerial personnel and their shareholding, the register of contracts and arrangements, the certificate from the secretarial auditor relating to the implementation of the company's ESOP scheme 2017 and ESOP scheme 2021 under the SEBI share-based employee benefits and sweat equity regulations 2021 are available electronically for inspection by the members at the e-voting module made available by the e-voting service provider, NSDL. Members who wish to inspect the documents may send an email to investors@routemobile.com.

The Board of Directors has appointed Mr. Prakash Shenoy, Practicing Company Secretary, and in his absence, Mrs. Sapna Chourasia, again a Practicing Company Secretary, as a scrutinizer for the e-voting. Based on the report of the scrutinizer, the combined result of the remote e-voting and the e-voting done at the meeting today will be announced and displayed on the website of the company and will also be submitted to the stock exchanges as per the requirements under the listing regulations. Since the AGM is being held through audio-visual means, the resolution forming part of the notice convening this meeting has already been put to vote through electronic voting. The practice of proposing and

seconding of resolution is not required and will not be followed at this meeting.

Members may also please note that there will be also no voting by show of hands. The company has also received requests from few members to register themselves as a speaker at this meeting. Accordingly, the floor will open for those members for questions and comments. The moderator of this meeting will facilitate this session once the chairman opens the floor for questions and answers. Members who would like to ask questions during the AGM may post their queries in the window Ask Your Question by mentioning their name and Demat account number or their folio number. It may be noted that the company reserves the right to limit the number of members asking the questions depending on the availability for time at this AGM. In case members may face any difficulty, they may reach out to the helpline numbers of NSDL. Thank you very much for your attention and I now request the Chairman again to continue with the proceedings of the meeting. Thank you.

Chairman

Thank you, Rathindra. I am satisfied that all the efforts feasible under the circumstances have indeed been made by the company to enable the members to participate and vote on the items being considered at this meeting. I will first proceed with my statements as it is customary. Thereafter, I will move to the business to be transacted at this AGM. After that, Mr. Rajdipkumar Gupta, our MD and Group CEO, will make a presentation for the members. We then move to the Q&A session.

The objectives and implications of the agenda items are set out in the explanatory statement annexed to the AGM notice. and for the

sake of brevity, I'm not going to repeat them. In case members wish to seek any further clarification, they may raise it at the Q&A session.

Let me start now with my statement.

It is both an honor and a pleasure to present before you today, as we gather for the 20th Annual General Meeting of Route Mobile for the fiscal year 2023-2024. I want to extend my heartfelt gratitude to each of you for being here and for your unwavering support as we embark on this exciting new chapter together. Before we delve into the business at hand, I would like to take a moment to acknowledge the exceptional leadership and dedication of route mobile team. The hard work and commitment had played the foundation that enables us to create one of the largest leaders in the digital communications industry. I also want to thank the shareholders, partners and stakeholders whose trust and confidence have been instrumental in this journey.

The integration of Route Mobile and Proximus marks a significant turning point for both organizations. Indeed, it adds the necessary scale to unleash the full potential of the group's global communications activity. Proximus Group now encompasses the entire value chain of digital communications, from A2P voice and messaging and mobility services to CPasS and digital identity. We connect customers across the globe, enable end - user engagement and provide secure and trusted digital experiences. Route mobile's remarkable achievements in the communication solutions industry align seamlessly with our vision. The strong market position, cutting-edge solutions and dedication to customer excellence make Route mobile a natural fit for Proximus. Reflecting on the past

year, I am very happy with the key achievements that have set the stage for future success.

Route Mobile has continued to drive innovation in the CPaaS space by deploying solutions that set a benchmark in the industry, like enabling millions of commuters to book tickets on WhatsApp to creating the world's first payment use case on RCS.

Route Mobile is set to expand into new markets and strengthen its global presence. I'm sure that this growth will position us very well to capitalize on emerging opportunities and trends. The commitment to delivering exceptional customer experiences has been a cornerstone of Route Mobile's success. This focus will remain a priority as we continue to build on this foundation. Looking ahead to 2024 and 2025, our strategic vision is centered around several key priorities. Our immediate focus will be on seamless collaboration between Routemobile, Telesign and Bics. This will involve aligning our teams, systems and strategies to leverage our combined strengths and capabilities.

We continue to invest in research and development to drive innovation. Our goal is to enhance our technology offerings, explore new solutions and stay ahead of industry trends.

The collaboration enables numerous cross-selling and upselling opportunities within the Proximus Group, allowing us to offer more integrated solutions and enhance customer value and satisfaction. As a group, we have set the fantastic vision of becoming a global leader in digital communications, and Route Mobile is an integral part of this vision.

In closing, I want to reiterate my excitement about the future of Route Mobile and Proximus Group. The opportunities before us are vast, and with our combined expertise, resources, and vision, I am confident that we will achieve great things together. Thank you once again for your continued support and commitment. I look forward to working closely with all of you as we embark on this promising journey.

Here is to a successful year ahead. Thank you.

Now, with your consent, I will go ahead with this flow of the proceedings of the meeting and the business to be transacted at this AGM. For the financial year ending 31st March 2024, the Notice and the audited financial statements together with the directors and auditors reports have already been circulated to all the members. Therefore, I take the notice convening the meeting as read. The Statutory Auditors, M/S Walker Chandiok & Co. LLP, Chartered Accountants LLP and Secretarial Auditors M/S Dhruvil M Shah & Co., Practicing Company Secretaries, have expressed unqualified opinions in their respective audit reports for the financial year 2023-2024. Since there are no qualifications, observations or adverse comments on the financial statements and matters which have any material bearing on the functioning of the company, the said reports are not required to be read at this meeting. The same are therefore being taken as read.

In terms of the Notice of the 20th Annual General Meeting, the following items of ordinary businesses and special businesses are to be considered at this meeting.

Item No. 1, To receive, consider and adopt the audited standalone financial statements of the company for the financial year ending

March 31st, 2024 and the reports of the Board of Directors and the auditors thereon.

Item No. 2, To receive, consider and adopt the audited consolidated Financial Statements of the company for the financial year ending March 31st, 2024 and the reports of the auditors thereon.

Item No. 3, To declare a final dividend of 2 rupees per equity share of the face value of 10 rupees each of the company for the year ended March 31st, 2024.

Item No. 4, To appoint a Director in place of Mr. Rajdipkumar Gupta, who retires by rotation and being eligible, offers himself for reappointment.

Item No. 5, To approve entering into a business transfer agreement proposed to be executed between Route Mobile Ltd. and 3M Digital Networks Pvt. Ltd.

I now request Mr. Rajdipkumar Gupta, Managing Director and group CEO to proceed with this presentation and thereafter open the Q&A session. Rajdip, up to you.

MD & CEO

Thank you, Chairman Sir. Good afternoon esteemed shareholders and valued partners. I welcome you all to the annual general meeting of Route Mobile for the financial year 23-24. It is my great pleasure to address you today, reflecting on our achievement challenges and the path forward for our company, which has been at the forefront of innovation and customer satisfaction for two full decades. As we reflect on the past year, I want to express my

sincere gratitude to all of you. Your unwavering support and trust in Route Mobile have been instrumental in our continued growth and success.

FY23-24 has been remarkable in many ways and it is your commitment that has enabled us to navigate with confidence and resilience.

Before I start, I would like to extend my heartfelt thanks to our past directors who have recently stepped down from the board. I start with Mr. Chandrakant Gupta and Mr. Sandipkumar Gupta who served on the board for almost two decades and made tremendous contribution to build this company during challenging and prosperous times. Their commitment to the excellence has not only shaped our current success but has also positioned us well for the future. I am pleased that Mr. Sandipkumar Gupta continues to be an integral part of our board as a Director of Finance for Route Mobile UK. I am confident that RML as a group will continue to gain from his extensive expertise in finance, taxation and general administration.

I must also thank the outgoing independent director Mr. Sudha Navandar, Mr. Arun Gupta, Mr. Nimesh Salot and Mr. Bhaskar Pramanik. I thank them for their unwavering support through many milestones of Route Mobile, including our IPO and QIP in the past, and would like to place on record my deep appreciation for the contributions they have made during their tenure.

As we move forward, it is with great enthusiasm that we welcome our new board of directors. From Proximus side, Mr. Guillaume Antoine Boutin has joined the Route Mobile board as the chairman

and non-executive director. Mr. Mark James Reid joined our board as a non-executive director. Company's board has also been strengthened with the induction of new independent directors, Mr. Anil Kumar Chanana, Mr. Prakash Advani, and Ms. Harita Gupta. Each of them brings a wealth of experience, fresh perspective, and innovative ideas that will be invaluable experience and the energy of our new leadership as we are poised for a future filled with opportunity and success. I am excited about the journey ahead and look forward to working closely with all of them to achieve our collective goals.

FY23-24 has been a year of robust growth and significant milestone for Route Mobile. Our integration with Proximus Group has opened up a pivotal opportunity. This partnership aligns perfectly with our vision to lead the CPaaS market, leveraging technology and market reach to drive continued growth and innovation. Together, we are poised to set a new benchmark in digital communication and customer engagement, reaffirming our commitment to excellence.

Post this integration with Proximus Group, we have become one of the world's largest CPaaS players by messaging volume and will be entering mature markets in North America and Europe. We are expanding product portfolios and unlocking synergies with Telesign. We aim to lead the global CPaaS market through collaborative efforts and expanded market presence and consistent delivery of exceptional value to our customers.

Our financial performance has been exceptional. We have achieved revenue growth of 12.7% year on year, reaching a total revenue of Rs. 4023.3 crores. Our billable transactions serves to

126 billion reflecting our expanding market presence and customer trust. Gross margin stand at 21.4% which is Rs. 860.5 crore and our EBITDA margin is 12.3% which is Rs. 494.9 crore. This growth is a testament of our innovative solution, customer centric approach and the hard work of our talented team. We have also made substantial progress in enhancing our product portfolio, our investment in R&D have borne fruit with the launch of several new solutions that cater to the evolving needs of our customer. From advanced messaging solution to AI-driven customer engagement tools, we are at the forefront of technology, enabling businesses to communicate more effectively with their customers.

While we celebrate our success, we must also acknowledge the challenges we have faced. FY23-24 was not without its challenges. The CPaaS industry faced significant headwinds including enterprise cost optimization initiative, particularly from global OTT players and shift in communication channels along with geopolitical issues in Europe. We remained vigilant and proactive in leveraging emerging opportunities to drive growth and profitability. The need to stay ahead of the curve in a highly competitive market industry requires continuous innovation and investment. I am proud to say that Route mobile has risen to the occasion leveraging our expertise and resources to stay at the cutting edge of cloud communication.

As we look to the future, I am filled with optimism and confidence. The demand of digital communication solutions is only set to grow and Route Mobile is well positioned to capitalize on this trend. Our strategic priorities for the coming year include :-

1. Innovation and Technology - We will continue to invest in R&D to develop cutting-edge CPaaS solutions that meet the

evolving needs of our customer. Our focus will be on enhancing our AI capabilities, expanding our product portfolio and exploring new technologies that can drive growth.

2. Customer Focus- Our customers are at the heart of everything what we do. We will deepen our engagement with customers, understanding their needs and providing tailored solution that delivers real value too. Our aim is to build long-term trusted relationship with our customers.

3. Global Expansion- With the closure of Proximus deal and synergy opportunities it brings, we anticipate accelerated growth in revenue and market presence. Our focus remains on enhancing CPaaS solution and leveraging our strength in key markets like USA and Europe. Our goal is to serve businesses of all size across all industries around the world.

4. Sustainability and Responsibility- We are committed to sustainable business practices and corporate responsibility. We will continue to integrate environmental, social, and governance ESG consideration into our business strategies. Ensuring that we create value not just for our shareholders but for society as a whole.

In conclusion, I want to thank each and every one of you for your continued support and belief in Route mobile. Together we have achieved great things and together we will achieve even more in the years to come. Our journey is one of continuous growth and innovation and I'm excited about the opportunities that lie ahead.

Let us move forward with a confident determination and shared vision for a successful and sustainable future. I convey my advance

wishes for the Ganpati celebration coming up soon and pray for everyone's prosperity and good health. Thank you.

Now I would like to go on my presentation. I request somebody to just put on the presentation, please. Can you go on full screen? Let's start with the key developments. Some of the key developments I want to highlight in this presentation. The past year has been full of milestone. We signed large deals with customers like Vodafone Idea, Robi Axiata, and one of the largest e-commerce companies in the world. Through focus R&D, we have deployed innovative solutions like WhatsApp and RCS-based ticketing for metros and exam results via WhatsApp. We also received various awards and recognitions from leading institutions like Gartner, Juniper, Rocco and Money Control.

On May 8th 2024, we have completed the Proximus deal. Proximus Opal now holds 83.1% stake in Route Mobile. This deal makes Proximus Opal one of the largest CPaaS players by messaging volume. I will continue to be the CEO of Route Mobile and spearhead the CPaaS business globally. I would like to thank our minority shareholder for their approval on the transfer pricing between Route Mobile and TeleSign.

I am delighted to introduce our new board of directors who will provide invaluable direction and guidance to our new journey ahead.

Our solutions are suitable for a diverse set of industries and domains which help us to maintain a healthy customer base. Communication with customers plays an important part in our industry and we are empowering the rapid digitization of customer

communication across financial services, e-commerce, retail, travel and hospitality sector. Our revenues are also well distributed among companies based across the globe.

We continue to nurture our existing customer relationship, which is helping us to generate higher revenue from existing customer. This has resulted in a consistent increase in the number of large customers.

Our customer trust and belief in us is reflected in the repeated business that we generate. Our customer support and success team and business managers provide a great experience to our customers which has resulted in 106% net revenue retention for FY24 .

We have continued on our growth journey in FY24 as well we posted 12.7% growth in our overall revenue posting to a total of Rs.4023 crore. Our gross profit has increased by 9.4% year on year basis to Rs.860 crore and our net profit has increased by 11.7% year on year basis to 372 crore. This number reflects the team's hard work and I would like to congratulate the entire Route Mobile team for this performance. This also gives me confidence that we are very much on track to achieve our goal for a billion dollar revenue.

FY25 we are providing a guidance of 18-22% revenue growth year on year basis and we would like to maintain an EBITDA margin of 13%. Our goal is to provide a dividend payout of 20% of PAT. We have always worked towards over achieving our guidance and this year as well I am confident of a strong performance in FY25 as well.

Our innovative solutions and large scale deployment are helping us to set a benchmark in the industry. We became the largest enabler of WhatsApp based ticketing for metros in India. We also deployed the world first RCS based ticketing solution. These kind of deployments have helped us improve our revenue from new products by 55%. We continue to innovate and deploy large scale solution across industries.

We offer a wide portfolio of rich messaging solution to our customers, which help them to use relevant channels based on customer and regional preferences. Our platform provides additional features over and above the standard offering of the channels that enables customer to derive a higher ROI.

WhatsApp is one of most popular channels in the world with over 2.7 billion users globally. As the premier partner of Meta, we are adopting and deploying solutions like payments, chatbot, flows, etc. to solve unique use cases across industries. Our WhatsApp solutions are among the best in the industry.

We introduced our chatbot platform last year and it is one of the fastest chatbot builder solution powered by NLP and AI driven capabilities. Roubot coupled with channels like WhatsApp, RCS, Viber, Telegram etc. helps brand to develop advanced customer journey.

RCS Business Messaging is one of the most engaging channels that is very rapidly becoming popular amongst brands. We are amongst the early adopters of RCS and we are closely working with brands across sectors to help them achieve success through

RCS. It provides many opportunities for high engagement through various messaging format.

Our email platform SendClean is a very strong solution for enterprises who wants a reliable email provider for large volume operations. Our email platform can handle large volumes and suitable for enterprises, system integrators as well as developers. We continue to expand our product portfolio and provide comprehensive solution to our customer that meets their varied needs. Thank you.

Now I hand over to Mr. Rathindra Das for the next preceding please.

Company Secretary Good afternoon, once again, members, and I'll quickly read out a few important matters for the smooth conduct of the Q&A session. The Q&A session will be anchored by the moderator from NSDL, and she will call the pre-registered speakers to come up one by one. Once you have joined the meeting, your speaker will be on mute.

By default, when your name is called, you will be placed on unmute. You are requested to join by switching on the video button at the corner of your screen. If you are unable to join through video for any reason, you can continue to speak through the audio mode. Members are also requested to mention their name, folio number and location. Members are requested to restrict their questions to 3 minutes so that all speakers may get an opportunity to share their views. All the speaker questions will be answered by our managing director.

The questions not answered at the meeting shall be responded by the company later on over email. It may be noted that the company reserves the right to limit the number of members asking questions depending on the availability of time at this AGM.

If any shareholder is unable to speak due to connectivity issues, the moderator will call upon the next shareholder to join.

Once the connectivity improves, the speaker shareholder may again be called to speak, but only after all the other speaker shareholders have been given a chance to speak.

I now request the moderator at NSDL, Rimpa to open the Q&A session, please.

Moderator

Thank you so much, sir. Our first speaker shareholder is Mr. Rohinton Batiwala. Mr. Rohinton Batiwala, please switch on your camera and unmute yourself.

Rohinton Batiwala

Respected Chairman and Non - Executive Director Mr. Guillaume Boutin , with respect from 8th May 2024, other Board of Directors on VC platform, CFO Mr. Suresh Jankar, Company Secretary Mr. Rathindra Das, my fellow shareholders on VC, good evening to all of you. Sir, the three minutes which you are giving is not enough sir. Once in a year we meet so you have to give some more time to talk with you. Sir, my name is Mr. Rohinton Batiwala from Mumbai and thanks for calling out my name and inviting me to speak. Sir, first let me thank our efficient company secretary, Mr. Rathindra Das and his secretarial team for coming out with wonderful AGM report of 352 pages. So the AGM report is partially colorful and it is so well drafted that any layman could read and understand it. So the AGM report is exhaustive, educative, informative, knowledgeable and above all it has adhered

to all the norms of corporate governance. So the facts and figures are all also in place.

So as I am 80 years old and I am uncomfortable with email AGM report, I requested our company secretary Mr. Rathindra Das to send me Annual report physically through courier. And hatsoff to our Company Secretary on very next day I received my Annual report physically through courier. Sir, this type of company secretary should be in each and every company so that the shareholders will not have problem. Thanks a lot company secretary. Mr. Rathindra Das.

Sir, the board of directors in their capacity has recommended a final dividend of Rs 2 per equity share of Rs 10, that is 20% for the financial year ended 31st March 2024. So the total dividend comes to Rs 11 per equity share including three interim dividends which was given earlier step by step. Thanks for the nice dividend But sir I would like to know that our EPS is rupees 19.63 for a financial year and so you could have easily given rupees 15 total dividend anyway sir something is very much better than nothing next financial year sir we hope that you will recommend huge dividend anyway sir we are happy with this dividend also. Sir, in board's report on page number 52, serial number 6, titled Awards and Recognition, Sir, we are very much happy to read about the awards and recognizations and after reading about the awards, we think we are in the safe hands of our company's chairman and directors. Sir, hats off to all of you. Saabash sir Saabash. So we are very much happy that we are part and parcel of Route Mobile Group.

So our company's performance is excellent. So our company has fired on all the fronts, which is self-explanatory from page number 50 to page number 68. Very nice, sir. Please keep it up year after

year. Sir, by going through the AGM report, it is observed that our former chairman Mr. Sandipkumar Gupta and other major directors has resigned or left the company, whatever it is. Whatever it is a new chairman Mr. Boutin has taken over chairmanship and the director's team has newly been appointed so that our new chairman so see that everything in the company goes well like the old team which has brought company at this level or the best for future handling of the company.

Now sir some little queries so what is the roadmap for next two to three years sir ? what is our R&D program for next financial year and how do you think you will fund it? sir Who are our major competitors and does our company have any threat from them? Sir any mergers acquisition on the anvil if yes, please let us know. Sir also on the strategy side, how do you plan for the next year for new market?

What is the company current market share in its major products?
How does the company plan to expand market share?

Sir, when are you planning to give bonus to shareholders?

Now, Sir, I end my speech over here because of time constraint and with the prayers to Almighty Lord to bring our company to newer and greater heights and top slope number one under your dynamic leadership. I with my family wish all the best to our company and give good wishes for the company coming festivals. Thank you once again, sir, for inviting me to speak and give patience hearing.

Sir, I have voted for all of our resolution via e-voting and will do so year after year.

Thanks one again. Jai Maharashtra. Jai Hind. That's all, sir.

Moderator

Thank you so much, sir. Now we will move on to our next speaker, Mr. Goutam Nandy.

Sir, I request you to please switch on your camera and unmute yourself. Gautam sir, please unmute yourself and speak.

Goutam Nandy

Good afternoon. Namaskar myself Goutam Nandy from Kolkata. Very old equity shareholder of your company. And I am holding 55 equity shares of your company. Firstly, I salute with my great respect to our old management, respected Sandipkumar Gupta, Mr. Rajdipkumar Gupta, Mr. Chandrakant Gupta, and Sudha Navandar, Nimesh Salot and Mr. Arun Gupta for their dedication and beautiful workings. I salute them.

Now, I most welcome our new management, our most respected chairman, Mr. G. Boutin, our respected MD and Group CEO, Mr. Rajdipkumar Gupta, who is our old promoter and still continuing as MD and Group CEO. I also welcome Mr. Mark Reid Non Executive Director and Independent Directors Mr. Anil Kumar Chanana, Prakash Advani, and Ms. Harita Gupta. All of you are most welcome to our board. Thank you, thank you, sir. Thank you all. Sir, I'd like to give thanks to your secretarial department for sending me annual report along with notice and necessary joining link within advance. I also received the hard copy of annual report as I requested to your department, which I have received within advance.

So thanks to our respected company secretary, Mr. Rathindra Das, very sober, well behaved and a very dynamic person. And his assistant, Mr. Pratik Joshi, he's also a good person. And his whole team, including Gautamji, Sureshji, for rendering very good services to our minority shareholders.

So, thanks again, sir. Sir, I have received your wonderful annual report consisting 352 pages which is very very informative and very attractive. I also I must appreciate you. Sir, you have provided in details regarding your accounts work and the performance of your company in your annual report and Chairman sir you have also expressed your views in your beautiful speech which is amazing which is amazing and also very encouraging. We are very appreciative, sir. So now we have some queries. So what is the roadmap of your company for the next three to four years, especially related to the growth of our company?

So what is the direct and indirect impact on our company after the implementation of Union Budget 2024-25? So at present, how many employees do you have, both permanent and non-permanent? Sir, in your IT service and consulting sector, there is a huge competition. How are you able to manage this sir, please tell us. Sir, congratulations for various award and recognitions you achieved. Thank you sir. Sir, the face value of our stock is rupees 10 each at this right moment. I like to know, do you have any plan to split up your stock from rupees 10 into rupees 5 into rupees 2 or rupee 1 in near future.

Sir, please continue this VC meeting in future as we may able to join from anywhere sir. Sir, one request if the situation permits, please do something at least for a speaker shareholder. Sir, this is nothing but a token of love, sir. So please consider, sir. Sir, I'm very proud, very proud to be a shareholder of your company. I'm also very happy. I have full trust with our strong management, sir, like you, and so along with my family, wholeheartedly support your all decisions, which I have already casted to our e-voting.

Sir, looking forward with a positive outlook towards our company with higher profit margin and some dividend one is to one bonus

and return. May God bless you sir. Stay safe, stay healthy. Thank you very much sir. Goutam Nandy signing off and Namaskar to all of you thank you.

Moderator

Our next speaker shareholder is Miss Celestine. Ma'am requesting you to please unmute yourself and switch on your camera. Ma'am can you please unmute yourself and switch on your camera?

C. E. Mascaren

The respected Chairman, Guillaume Boutin, MD and CEO, Rajdip kumar Gupta, Mark Reid, other directors on the board, my dear fellow shareholders in this VC, I am Mrs. C. E. Mascaren. I am speaking from Mumbai. First, my greetings to all the outgoing directors and all the best to them. Today, I don't see Mr. Sandip Ji, who was our chairman till the last AGM. Hope he is doing well and please convey my regards to him. Now, I thank the company's secretary, Mr. R Das and his team members, especially Mr. Pratik for helping me to register, sending me annual report and also giving me this platform to speak, which was very easy to operate. Thank you so much, entire secretarial team. Now, I read that Proximus are our largest shareholders and I welcome the new directors of Proximus Mr. Guillaume and Mr. Mark. Now I request you and I am a lifetime, I will be a lifetime shareholder of this company with abundant trust. Please visit our office, sir. I request you to arrange an office visit for all shareholders who have attended this meeting so that we can meet you and all the new directors. Also, sir, do you plan to invest in Route Mobile in the future because this is a very good growth oriented company. Now on the employee's front I go because they are the hands and legs of the institution. We have around 1000 plus employees. How are you planning to reskill our employees for further enrichment by adopting AI, GI and cloud and chat GPT and others still more

various types of softwares are coming. What level if it is high, how you will retain them and what is the ratio between male and female breakup.

Next question is what are the new technology market trend you see which will impact our business. Then I really congratulate for all the awards and applause which are all listed in the annual report. I am very proud of them. Very good CSR work. Also I must thank you all for giving a dividend of Rs. 11 on par value of 10 and also more I like because most of the balance sheets I read they hardly transfer anything to the reserves but here I saw this company transferring 12,193 crores to the reserves this speaks very great of the company. Lastly, what is the future roadmap for the next three years the CAPEX requirement for organic as well as inorganic growth by acquisition and which vertical will be the growth engine with good margins in the future? I support all the resolutions and I wish you sir Mr. Boutin and the entire Route Mobile team very good health as health is wealth. With this thank you so much. God bless our company. God bless all of us and Namaskar.

MD & CEO

Thank you, ma'am. Let me just answer a few questions. I would like to say thanks to Mr. Batiwala for sharing some great thoughts about the company. We are really happy to have you as our shareholder. Mr. Goutam Nandy, thank you, sir, once again. And Ms. Mascaren, so I can just let me start with the road map, which I think all three of you have asked. We as a company, as I've already shared in my presentation, that we are one of the largest CPaaS company in terms of volume. Globally, we have a very clear road map for next two to three years down the line. We want to keep the leadership position and we are working very closely with large brands globally and we are working very closely with operators also.

Some of the solutions which we are building on WhatsApp, RCS, as well as on digital identity as a company, we have a very clear roadmap for a growth for next two to three years down the line. We are definitely going to see growth coming from emerging market as well as from developed market.

The market where we operate right now, we see huge potential of digital identity product, which is coming directly from tele-signs product stack. We are very much bullish about taking this product to all the customer where Route Mobile has a direct access. So that's a roadmap we believe as a roadmap. We are definitely looking out to reach out billion-dollar revenue in three to four years down the line.

As a CEO of this company, we have a very clear path defined and how we want to reach that \$1 billion revenue in two to three years or may be three to four years down the line.

As far as R&D is concerned, we, as you all know, we already have set up our R&D lab, Route lab in Bangalore. Now we have more than 120 people working in that lab and we see lots of product coming emerging out of Bangalore lab, Route lab. In coming days, we are also going to invest heavily in R&D because looking at the market and the trend in the market, especially on the two way communication, e-commerce adoption and digital penetration and mobile digital adoption as well as the smartphone penetration happening in the emerging markets, we believe we really need to Build a solution which is going to create more value to our customer. We want to work with customer with our existing customer at this point of time where we can give them other

services offered by a group. That is one key area for us where we are very much looking out to combine our offering as one offering to all our existing customer and try to win new customer based on our new offerings. And as a market penetration, we have a strategy to make sure we will win more customers in coming years down the line.

As far as the merger and acquisition is concerned, at this point of time, we will definitely look at for smaller tech investment, but not looking out for any large acquisition at this point of time. Maybe I cannot comment at this point of time as and when we see some opportunity in this in new tech space. If required, we will think over it.

But for the time being, we have no plans for any large acquisition. But yes, in future or in coming days, if there is a smaller investment required to add a product portfolio to Route mobile offering, we will definitely look into it.

As far as the market strategy for the new market is concerned, Route Mobile as well as TeleSign or as a Proximus group, we are working out to scale our regional presence and the regional market approach, where we want to set up our new offices in global market and to gain the local domestic customer base, because we want to follow the philosophy of be local, serve local concept, where the local banks or local e-commerce company can contribute higher in terms of margin and revenue to our portfolio. So that's a strategy which we are working on and we will very soon deploy this strategy in various markets globally.

Bonus share and a split definitely not in the timeline right now we have but maybe we can look into this in near future. So I may not comment on this right now.

As far as there is a question about number of employees, we have about 1376 employees at this point of time. In India about 1082 employees and across the globe to a globe 294 employees.

There was a question about male to female ratio as well. I hope we have the number. Maybe the team will share with you separately. Yeah, I think these are the broad questions which I have noted down. I'll look so yeah, we can go to the next. Shareholder, if they have any questions.

Moderator Our next speaker shareholder is Mr. Gautam Tiwari requesting Mr. Gautam Tiwari to please unmute yourself and switch on your camera.

Mr. Gautam Tiwari, please unmute yourself.

Company Secretary Rimpa, if it is taking time, then maybe we can call up the next speaker.

Moderator Our next speaker shareholder is Mr. Ramesh Ghola.
Ok

Moderator Our next speaker shareholder is Mr. Ravikanth Kirtania. Sir, please unmute yourself and switch on your camera.

Ravikanth Kirtania Hi, I am Ravikanth Kirtania from Vashi, Navi Mumbai. Good evening everybody in panel, board of directors and my fellow

shareholders. I welcome new management to our company and thanks to Rajdip sir to continue as a MD and CEO. And also thanks to Anil Kumar Chanana who is the ex-CFO of brand HCL technology which feels that our company is best on the way. And thank you to Company Secretary Mr. Rathindra Das, Pratik Joshi, Assistant Company Secretary, Gautam ji and Suresh Jankar for sending me the link and the annual notice at the right time.

Sir, I have a follow up question. One is you were so generous in giving ESOP in past. Any new plan of fresh ESOP to employees? And my second question is what percentage of revenue or earning is generated from foreign market and what is the company market share in major foreign market? My third question is, I would like to request the management to kindly conduct and call quarterly presentation and meeting with global investor on regular basis.

So that this will bring more emerging knowledge to management as well as investor certainty. Once again, Mr. Pratik Joshi, Assistant Company Secretary, and Mr. Rathindra Das Ji, Company Secretary, for sending me the Annual report, and thank you. I support all the resolution, and best wishes for coming festival. Thank you.

MD & CEO

Thank you, Mr. Ravikanth. I think as far as the ESOPs is concerned, we have definitely worked out a plan for our employees for long term incentive plan in a short term incentive plan. We were still looking out for option to think over a ESOP option right now nothing has been decided but long term LTI and STI has already been defined for most of the employees. That's my answer to your first question.

As far as the revenue per market is concerned our team will definitely share this information over the email with you and I think as far as a quarterly investor meet is concerned we as a team very much engaged with various investor globally and we are definitely doing our everything to let our investor or the new investor know about our progress as well what are the things which we are working at Route mobile but again I take your point as a positive note and definitely we will look into hosting an investor meet kind of thing every quarter. But if it's possible to do that, we will definitely look into that. But as far as the company is concerned, we very often meet investors and try to share information about our growth with them very frequently. Thank you.

Moderator

Sir, our next speaker is Mr. Anil Mehta, requesting you to please unmute yourself and switch on your camera.

Anil Mehta

Good afternoon, this is Anil Mehta. I attend this meeting from Mumbai. So, the first question is regarding that what is the effect of the current budget on our business? Secondly, what is the company is doing to improve the shareholders relations? The third is that how the company is appointing the directors, appointing any recruiting agency and company accepting any nomination from the shareholders for the directorship. With this we are supporting all the results and thanks to the secretarial department for their cooperative and supportive nature. Thank you. All the best.

MD & CEO

Mr. Anil Mehta, I can just share with you. I think I do not see there is any impact of current budget on our business.

We can go to the next question please.

Company Secretary Yeah, I think he was saying something. So can you check or he has logged off?

Moderator Sir one second, yeah. So he's there. I think he's facing some technical error. So should we go to the next speaker? Yeah, he is there.

Company Secretary Yeah, yeah, OK. Yeah, go ahead. you were saying something. OK, I think we have lost him for now.

Anil Mehta Am I audible now? Yeah, so my second question is that What's the company doing to improve the shareholders relations?
And can I ask the third question also, Sir?
Now my third question is that how the company is appointing the director? Is the company appointing any recruiting service agent for this or company accepting nomination from the shareholders for the directorship? That's all from my side.
All the best and thanks to the secretarial department for their cooperative and supportive nature.

Company Secretary Thank you, sir. So your first question, as far as improving or working on the shareholders' relation is concerned, we are sending out communications on a periodic basis from time to time, even going beyond the legal requirements. For example, we share our quarterly results and everything over email with all the shareholders. So that's something which we do voluntarily and strictly not though required by the law. We believe that our shareholders deserve to know about our results and updates from time to time throughout the year and not just at the end of the year. We have also this year initiated a shareholder satisfaction survey,

not just only on the financial aspects but in terms of receiving various information and updates from the company side and I'm happy to share with you that we have got some very encouraging responses and feedback from there as well.

Your second question, as far as the appointment or induction of directors on the board is concerned, typically our nomination and remuneration committee evaluates various candidates from time to time.

But if I may have to comment on the most recent changes that have happened on the board, the management had appointed an internationally reputed consulting firm which had evaluated many eligible candidates from the market and thereafter they were sort of you know those recommended names were given to our nomination and remuneration committee. We have evaluated them and then based on that the current composition, and of course all these new directors' appointments needed to be ratified by the shareholders, which the company had also reached out within the prescribed timelines. Rather, we have completed that formality and process also within the next two months. So I can confirm that all the current directors who are on the board and attending this meeting, they have been approved by the shareholders as well. Thank you.

Rimpa, if you can call the next speaker.

Moderator

Yes, our next speaker is Mr. Aloysius Maskarenas.

Requesting you to please unmute your mic and switch on your camera.

Aloysius Maskarenas Respected chairman sir, very distinguished members of the board and my fellow shareholders. Good evening to you all, my name is Aloysius Maskarenas. At the outset, I thank the management, company secretary and the team for sending me such a beautiful voluminous picturesque annual report full of facts and figures in place. It's worth keeping it not only reading but preserving such a beautiful annual report. Our results is excellent. Our PBT, PAT has gone up substantially compared to last year. Our gross margin has also gone up, our EPS has gone up, our book value has gone up, and a very good dividend of Rs.11. Keep it up, sir. We are a global company, we have spread over most countries of the world. Now my question here is, how do we get revenue, especially in dollar terms? If we get revenue in dollar terms, we stand to gain, because dollar rises day after day as against the falling rupee so this is my question what is the revenue that we get in dollars and other important thing is about the union budget how it has affected our company rest of many questions have been asked by my predecessor shareholders and more will be asking by my succeeding shareholders so I end my speech wishing you personally all the board members and more importantly all the employees all the very best in the days and years to come. With this sir, thank you very much. Good health, good luck and goodbye.

Gautam Badalia

Hello, hi, good evening. So, in terms of the revenue realized in dollar and euro, it turns out to be about 70% of our revenue comes in dollars and Euro. Lion share of that is dollar.

And on the union budget, I think Rajdip has already answered. There isn't any material impact on the business per se.

Moderator

Well, can I move to the next speaker? Our next speaker is Mr. Gautam Tiwari requesting Mr. Tiwari to unmute himself and switch on your camera. Sir, please go ahead and speak.

Company Secretary Mr. Tiwari you have to unmute yourself.

Gautam Tiwari

Sir, I first of all welcome our new management team, Mr. Guillaume Boutin as Chairman, Mr. Rajdipkumar Gupta who has continued as our old promoter, Mr. Mark Reid, Mr. Anil Kumar Chanana, Mr. Prakash Advani and Ms. Harita Gupta. I am very sure this team will be proved as a wealth of experience and with very innovative ideas this team will take company to greater heights. At the same time, my greetings to our old management team, Mr. Sandipkumar Gupta, I wish him all the best and Rajdip kumar Gupta who has continued. Then our Chandrakant Gupta, Sudha Navandar and Nimish Salot and Arun Gupta. We really welcome, we really appreciate their contribution and invaluable guidance to our company who has steered in the past the company very well.

Honorable chairman sir and all my dignified and eminent board of directors, team Route Mobile, our CS Rathindra Das and associates Pratik and Ella also and the team of Route Mobile Limited, myself Gautam Tiwari, I am participating at this meeting from Mumbai. So dear sir, first of all I would like to congratulate each and every stakeholder of my company on posting such a robust and fantastic assets of numbers quarter to quarter in the fiscal year. So it's a it's a very good opportunity to have a talk with you. I am very much pleased to have a talk with you sir on this platform. Thank you sir for providing me this opportunity. Thanks to our CS team headed by Rathindra Das and Pratik specially who has really helped quite a lot and Ms. Ella also. And our secretarial team is so marvelous,

one of the best in the global industry with excellent investor care, investor service, very soft-spoken Mr. Rathindra Das is there, polite, very much, I mean, he's ever been dynamic, intelligent and young secretary and even his associates, Pratik, they have helped quite a lot. I really salute our secretarial team for excellent annual report, physical copy of which I got transparent, informative and robust and which I got in time. I also congratulate the company for winning many awards and accolades and very happy with the company. Since inception, I am a shareholder, sir.

So for excellent CSR activities also, I congratulate the company. Sir, then I really strongly welcome our new directors on board. And sir, I see a lot many new faces on the dias. Hope the company will be stable in future with a firm stability with so many changes. Sir, I also support all the resolutions and heartily support your dividend payment of Rs 2 per share also along with 3M digital acquisition.

Sir, would you be, would you highlight sir some details of the 3M acquisition and how it will be merged to your business so as to boost the revenue, sales volume and profitability. Sir, with so many new directors on board, how are you going to build company's leadership team for future? Sir, hearty congratulations for donating generously under CSR scheme for old age homes. Is there any other area that you like or any other plan for CSR activities? Also sir, your Bangalore R&D labs is fantastic. We request you to arrange a visit once for all the shareholders, at least for speaker shareholders. Sir, how do you plan to continue upskilling and adopting the company's workforce to be AI ready and sir would you kindly please tell us like AI impact on our business in any manner. Sir additionally how does Route Mobile manage the costs and associated with human resources in the current challenging global landscape. Sir, also sir, is there any new

plan for acquisition now in your view? And in the past you have done a lot many successful, nice acquisitions, but for last two years, no acquisition at all. So any prime reason for this, sir?

And sir, I'm very happy. Sir, how many R&D centers we have got and how many scientists are working? I would like to know your future roadmaps, sir. And I'm very sure, sir, the way you have been working, our MD, our full management team is very, very comfortable, very, very expert with excellent business acumen and business expertise, sir, I am very happy and I'm very sure and very much confident that in the years to come, Route Mobile will shine not only at national level, but even at international level precisely well. Our secretarial team is very good. All the staff is very good. All employees, as you have said, so many employees, but they are also very good. Sir, I would to know if any physically challenged employee we have got with us or not. And so now because our company very new, there is no question of transferring any dividend or shares to IEPF, but I would like to know your future roadmap for this year and the next immediately. And sir, what is our, how many orders of ours are pending? How many have been fulfilled? And how many new customers have joined the customer base, we would like to know. And rest all, once again, I really congratulate our CSR team, each member of the CSR team, each member of our secretarial team and finance department and each member of the management team because I have got total trust and faith and confidence in the management. Therefore, our unstinted, continuing, encouraging support for the management is there, was there, and shall continue forever till we be the last. And I wish the whole management a very happy, healthy, wealthy life in future with prosperity and a bright future under your leadership, super fine leadership for the company. And once again, I wish you all the best, sir. I would like to share my camera.

Let us see if you can see me. Sir, can you see me, sir?
Can you see?

Moderator Yes, sir, we can see you.

Gautam Tiwari Yes, so the last time when I started camera, it all disappeared. So that's why I'm very sorry. I have my apologies, sir, that because everything disappeared. I had to again login and again I have to come to you, but I couldn't say because I have taken special time missed all other meeting to join and express my views on this platform. Thank you very much secretarial team Mr. Pratik, Mr. Ratinder Das for giving me this platform and sir management team for allowing me to speak in this 20th AGM platform and express my views here. And once again I wish you all the best and I'm sure in the days to come our team, our Route Mobile will shine like anything.

MD & CEO I think there is a technical issue. The person is not there.
Mr. Gautam, are you there? Rimpa, I think the line got disconnected. Can you confirm if he is? sir, he is there.
Okay, so can we wait for to answer his questions or?

Moderator Should we try to reconnect? Technical team, can you check Gautam Tiwari? Technical team ?

MD & CEO For the larger interest of the other shareholders, I think there are a few points which has been raised by Mr. Gautam Tiwari. I would like to answer. Yes, sir. I would like to answer a few of them. The last year we started an initiative to start hiring physically challenged people and I think we have one employee who has been hired in HR department and we see a great potential in people who

are physically challenged and in looking forward to have more people in coming days. I think it's a great initiative to support them and we as a company believe that they have more talent than normal people also because the kind of response we have got from this lady who joined our HR department we are looking forward sir for more such hire in coming future.

As far as the 3M digital acquisition is concerned I want Gautam to just give some input on that please Gautam.

Gautam Badalia Sure, good evening sir so I think thanks once again for all the kind words that you have kind of shared about Route Mobile. On 3M, essentially, I mean, it is a consolidation of CPaaS undertaking under the Route Mobile umbrella in India. So under 3M, they already have a CPaaS leg of the business, which we are trying to kind of acquire through slum sale and consolidate it under Route Mobile so that Route Mobile drives the CPaaS vision for Proximus Group. So that's the thought process in India. With respect to the developers, so we have about 270 developers in the company working on all the new R&D initiatives and I think most of the other queries I think were already answered in terms of the dividend roadmap, as he called out during his presentation that we intend to give about 20% of the annual PAT as dividend.
Thank you.

Company Secretary Rimpa, is there any other speaker?

Moderator Yes, our next speaker is Mr. Ramesh Gola. Requesting you to please unmute yourself and switch on your camera, sir.

Ramesh Gola Hello Hello

Company Secretary Yes, we can hear you

Moderator Yes you are audible

Ramesh Gola Ma'am I am audible and can you see me . Very Good Evening My company Chairman Guillaume Boutin and our MD Rajdikumar sir our director Mark Reid and Anil Kumar Chanana and Prakash Advani, Harita Gupta ji. Sir, warm welcome to you sir. And also my old management team, Sandip Kumar ji and Chandrakant Gupta ji. Sudha Navandar, Nimesh, Salot, Arun Gupta. Sir, salute to my old management sir. Sir, first of all congratulations to all my directors and chairman and managing director and all sir and secretarial team. Nice to see you at the dias, sir, also welcome to our new directors. I hope our chairman Sandip ji is doing well. I see Chandrakant ji has also stepped down. Sir, please give him my respect and regards for providing me the platform to speak about something before you. Thanks to our secretarial department, our beloved Rathindra Das sir and Pratik ji. Mereko baut help kare sir, participation ke liye. very good and nice persons and humble persons. All the secretarial team sir, with the joining and registration as a speaker shareholder. So, who are the company key supplies?

So my questions are any major supplies changing their business models and now competing directly with the company. Sir, tell me about our new acquisition company. Please tell me about this. Sir, you have call centers business. Will that company also entry any new line of business and also sir why do not you go to other cities of India for the call centers business. Does the company sponsor or encourage its employees to work from their homes? Has this increased productivity? how do you control and monitor the workforce when not to sites? Sir, a general question sir, what is the

road map for coming 2 years sir strictly we are asking you for bonus shares to minority shareholders, please do on this. Sir, rights issue, shares to minority shareholders at par, sir.

We are asking more dividends, sir I want to do office visit arrange to a speaker shareholders how many is there a speaker shareholder please arrange. Sir, how many employees and men's and women's please break up and tell me sir and what is the coming for a year. Sir, what should we do for revenue increase? What are you thinking about this? Sir, that too, sir, why you are not conducting investors meet. Sir, AGM is like a festival for us we want to see Hospitality. On this happy occasion, I am asking you sir Please send me to a speaker shareholders or attendees One kg dry fruits box sir, please Sir So all resolution say who are my assent. Sir, thank you very much for giving the opportunity to me, sir. And God bless you all. Sir, finally, while concluding, Mr. Rathindra Das ji, Pratik and others, are very good in giving services, sir. Such people should stay in my company. Why because? If people stay, the company will be respected. If the company is respected, how much profit we make is not important. First of all, ethics is important. Ethics is very good in this company. I am very happy to be here. I wish all the people of Ganesh Festival a very happy and prosperous year. All the best and God bless you all sir for giving me the platform. Thank you so much and have a good day. Sir, I want you to permit me to visit you all. Thank you very much

MD & CEO

Ramesh Gola Sir thank you very much. I think as far as the male to female ratio is concerned, it is three to one. I think I have already answered multiple questions of yours, but I would like to also answer about the key suppliers. We as a company connected with almost 1,000 operators globally. Out of that, more than 350 operators globally. So our key suppliers are spread out all over the

globe. We buy connectivity from operators. We also work very closely with Meta and Google as a partner. As far as a call to connect BPO services is concerned, we right now have all last centers set up in Mumbai and we have a plan to expand same to Bangalore or Delhi in coming years down the line. But right now we don't have any such plans to expand it to other cities. But point well taken, we will definitely consider your point. But right now we would love to focus completely in a Mumbai market.

Apart from that, I think I have already answered most of your question and you are welcome to visit our Mumbai and Bangalore office. You can coordinate with Mr. Rathindra Das or Pratik. Happy to host you at either of our office, either in Bangalore or Mumbai.

Kindly share your details with Mr. Rathindra Das for a visit. Apart from that, I think we have already answered almost all the questions. We can go to the next question, please.

Moderator

Our next speaker is Mr. Himanshu Trivedi, requesting you to please unmute yourself and switch on your camera? Sir can you please unmute yourself.

Himanshu Trivedi

Hello, Myself Himanshu Trivedi. I am speaking from Vadodara, Gujarat state. My only the two cases, my other colleague, so many questions are saying and the time is much more. They have taken. So how many rupees spent in research and development and how many rupees spent in CSR activities? Okay, and how many research center research and development center in abroad and in India.

MD & CEO

So right now we have R&D center in Bangalore and Mumbai and Malta as well. Along with that we also have we acquired a company in Columbia and we have a R&D center in Columbia as well.

Company Secretary

And to your question on our CSR spending, so for the fiscal year 2023-24, we have spent around 84 lakh rupees last year on CSR. Thank you.

Moderator

Our next speaker is Mr. Jehangir Batiwala. Requesting you to please unmute yourself and switch on your camera.

Jehangir Batiwala

Okay. Respected Chairman, Mr. Guillaume Boutin, MD and CEO Mr. Rajdipkumar Gupta, other very eminent and distinguished dignitaries on VC platform, company secretary Rathindra Das and his dynamic CS team, fellow shareholders on VC, good afternoon to all of you, my name is Jehangir Batiwala and thanks for inviting me to speak. So first at the outset, some compliments to the board for declaring a final total dividend of Rs. 11 per share and keeping the shareholders happy and also for the various awards and accolades mentioned on page number 8 and 9 during the year, sir. Give up the good work, sir. Sir, I'm happy to see that I'm happy to see you again and I've supported all the resolutions through e-voting. Sir, I hope SM Digital will add great revenue. Sir, as a shareholder, I am very happy about the company's performance of the financials. Though there are some challenges on the way, we have faced some challenges on the way.

We have faith that the management will overcome all this and post excellent results. The situation in Europe is slowing down, how will the management face it, sir? And, sir, there is also another role for you in CPaaS as CPaaS head, can you talk about it what is your

role in it or how will you take care of it. And also our Gautam Badalia, Chief Strategy Head will also play a good role in it. The compliments to the CS Rathindra Das and his secretarial team, particularly Mr. Pratik Joshi, who has rendered excellent investor services and solved most of the queries and also for the whole CS team and the CFO for a lovely balance sheet, which is colorful, knowledgeable and adhering to all the norms of corporate governance. Also, does the company plan to list Route mobile on any foreign stock exchanges? Sir, we see recently there are some new directors and also there is a proposal for paid commission, etc. for for them for the first time. Hope this has been checked well with any with any past history. Will the shareholders also benefit out of it?

So there are some recent announcements with Microsoft deal. Can you highlight how does the company plan to expand the market share? And so kindly think about some bonus. Also we would like to like our old CM and promoter Mr. Sandipkumar Gupta to be back in the board of directors with the benefit of the company. So, our AGM balance sheet is exhaustive and as there is lots to say and discuss but I will girdle myself by putting just some normal queries like what is the CapEx and the R&D CapEx and how do you plan to fund it? Growth plan and the roadmap for the next two years. Any new verticals you plan to introduce for revenue generation? And how much have I been taking from AI?

And in future, how much will AI be helping us? So I end with wishing all the board members and the family of Route Mobile all the best for the future. And also compliment the festive season to one and all and Route mobile sir. Thank you very much for patient hearing sir.

MD & CEO

Thank you Mr. Bhatiwala. I think about the 3M digital acquisition Gautam has already explained how he's going to create value to Route mobile. The second question as far as the CPaaS lead is concerned. Let me just clarify out here. It's a very valid question. My role has now expanded. Now it is not limited to Route Mobile and CPaaS. It is now a combined entity of Route Mobile and Telesign. So I'm going to lead the entire CPaaS business of both the companies. And I think that's a very large-scale business, which is going to be under me. And I already took the charge of the same, and I'm really working with a global team to make sure we generate more revenues and we win more customers.

As far as the foreign exchange listing is concerned, I think in foreign countries we have no plan as yet apart from I think Microsoft deal. I think all the details have already been shared with most of the people, with everyone via our press release. You can just refer the press release for more details.

Bonus share is again a question we need to think about it. As of now there is no plan. As far as the AI investment is concerned, as I mentioned, our entire omni-channel stack has lots of AI piece integrated with it. We are already using AI in most of our solutions as we speak. And in future, we are also going to take more AI, AI based solution to our customer to give better outcomes to them. So we as a company are very much focused on AI deployment with our customer as well as R&D. So these are the few questions you have asked. And I think I managed to answer all your questions. If there's anything which has not been answered, I will let compliance team to send an email across to you. Thank you.

Company Secretary

So, Rimpa, I think we have taken questions from all the speakers and we are done.

Moderator Yes, sir.

Company Secretary Thank you.

MD & CEO Thanks, Rimpa Now, I would like to hand over the mic to Guillaume Boutin for a closing note.

Chairman Thank you, Rajdip. I want to thank all the members for the queries and views. All the items of business as per the notice of the 20th Annual General Meeting have been taken up. The Scrutinizer, Mr. Prakash Shenoy, shall on completion of e-voting at this meeting unblock the votes cast through remote e-voting and e-voting by members during the AGM, and make a consolidated scrutiniser's report of the total votes cast in favour of and against the resolutions.

I am authorizing Rathindra, compliance officer, to receive the scrutinizer's register, report on e-voting, and other related papers with the requisite details, and also to countersign the scrutinizer's report on receipt of the same and declare the results. The combined results of remote e-voting and e-voting at the AGM along with the scrutinizer's report shall be communicated to BSE Limited and National Stock Exchange of India Limited where the shares of the company are listed and will also be hosted on the company's website and on the website of NSDL within two working days from the conclusion of the meeting.

On behalf of the Board of Directors and Management of Route Mobile, I convey our sincere appreciation to all the members for attending and participating at this meeting. Let me also thank all

the directors and auditors for attending today's meeting. Please stay healthy and safe and take care of yourselves.

I now conclude today's proceedings. Thank you very much and have a good day.
