

Minutes of Meeting (MoM) Date: 23rd May 2025

Subject: IT Operations & Compliance Update

Attendees: Mr. Krishna (Guwahati) Mr. Rajiv & Sahil (Mohali) Mr. Sundar (Hyderabad) Mr. Prabhu (Bhubaneswar) Mr. Amar (Asansol)

Facilitator: Mr. Gyan

Today, we met and discussed the following points:

1. Mohali Concerns:

- All concerns related to the Mohali team have been addressed and closed by Anil and Prabhu. These were reviewed in the meeting and found to be resolved.

2. NAS Delivery – Hyderabad:

- Follow-up was taken, and the NAS delivery for Hyderabad is expected by tomorrow.

3. Ticketing Tool – Hyderabad:

- It was agreed that the ticketing tool will go live in Hyderabad starting tomorrow.

4. P2P Installation – Bhubaneswar & Guwahati:

- The P2P setup between Bhubaneswar and Guwahati is ready and expected to be installed by tomorrow at the latest.

5. MIET Reports:

- It was confirmed that MIET reports should be uploaded by the end of this month.

Closing Remarks: We are committed to simplifying operations and aligning with industry best practices.

Your support and cooperation are essential in achieving our goals, and please know that the IT team is equally dedicated to supporting all centers in return