

Minutes of Meeting (MoM)

Date: 17th April 2025

Subject: IT Operations & Compliance Update

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

Facilitator: Mr.Gyan

Key Discussion Points:

- **DPDP Act Compliance – Center Security**

All centers are required to maintain security standards in line with the latest **DPDP (Digital Personal Data Protection) Act** guidelines & actionable steps and updates will be shared in the coming days

- **System Bandwidth Testing & Reporting**

- It was agreed that **10% of the center's workstations bandwidth will be tested daily** to monitor performance,security and reliability & The results will be documented in an **Excel sheet** maintained at each center.

- **Centralized Reporting System**

- In the next meeting, a **cloud-based sheet** will be shared with all centers & Each center will be able to **update their bandwidth testing reports**, allowing **centralized tracking** with a **single sign-in** access.

- **Cross-Center Coordination for Common Business Tools**

- All centers will coordinate with each other to address issues or troubleshooting related to **common business services** like **Swiggy, Airtel**, etc.

- **Upcoming Ticketing Tool Demo**

- A **demo of the new ticketing tool** will be showcased in the **next meeting**. This tool is expected to streamline issue tracking and resolution across all centers.

- **Feedback on Ongoing Site Challenges**

- Valuable inputs were gathered regarding current site-related issues. These are being evaluated, and necessary actions will be taken accordingly.

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.