

Minutes of Meeting (MoM) Date: 25th July 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-Bajaj Audit - Hyderabad (Sundar)

No open points pending for the Bajaj audit in Hyderabad. All compliance items have been addressed and shared with the audit team.

2- Airtel Cisco & Finesse Migration – All Locations (Prabhu & Anil)

Migration for Cisco and Finesse has been completed at all locations and there is nothing pending at our ends.


 **Action Plan:** Final migration for remaining locations targeted with a joint follow-up call scheduled with Airtel IT.

3- Mohali Ramp-up for Airtel (Rajiv & Sahil)

Ramp-up is progressing as per schedule.

Pending Issues: Final BCP approvals and seating alignment with Infra team.

ETA: Full ramp-up expected by 28th July-25.

 Monitoring in progress; weekly update cycle initiated.

 **Security / Operational Issues – All Centers (All)**-No major security breaches reported.

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