



PROTEAN eGOV TECHNOLOGIES LIMITED

29th ANNUAL GENERAL MEETING

HELD ON MONDAY, SEPTEMBER 23, 2024 AT 02:00 P.M. (IST)

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

Chairman

Good afternoon, everybody. I welcome you all to the 29th Annual General Meeting of Protean eGov Technologies Limited. Your company came out with an initial public offer in 2023 and the equity shares of the company were listed on the stock exchange on 13th November 2023. On behalf of Board of Directors of Protean eGov Technologies Ltd and on my personal behalf, I extend a warm welcome to all the shareholders of the company at this 29th Annual General Meeting, which also happens to be the first meeting post-listing. This meeting is being held through video conference in accordance with the relevant circulars issued by the regulators.

I will now introduce to you our board members, the key managerial personnel and the auditors of the company.

I am **Shailesh Haribhakti**, I am attending the meeting from my office in Mumbai.

Mr. A.P. Hota, Independent Director and Chairman of Audit Committee is attending the meeting from United Kingdom. Welcome Prasad.

Mr. Lloyd Mathias, Independent Director and Chairman of NRC and Stakeholder Relationship Committee is attending the meeting from his residence in Delhi. Welcome Lloyd.

Mr. Shailesh Kekre, Independent Director and Chairman of Strategy and Growth Committee is attending the meeting from his residence in Bangalore. Welcome, Shailesh.

Ms. Preeti Mehta, Independent Director and Chairperson of CSR Committee is attending the meeting from her office in Mumbai. Welcome, Preeti Ben.

Ms. Aruna Rao, Independent Director and Chairperson of Technology and Innovation Committee is attending the meeting from her residence in Mumbai. Welcome Aruna.

Mr. Sriram Krishnan, Additional Non-Executive Director, expressed his inability to attend we grant him leave of absence.

Mr. Suresh Sethi, Managing Director and Chief Executive Director, is attending the meeting from the registered office in Mumbai. Welcome, Suresh.

Mr. Jayesh Sule, Full-time Director and Chief Operating Officer, is attending the meeting from the registered office in Mumbai. Welcome Jayesh.

Mr. Sandeep Mantri, CFO, is attending a meeting from the registered office in Mumbai. Welcome Sandeep. Thank you so much sir.

Mr. Maulesh Kantharia, Company Secretary, is attending a meeting from the registered office in Mumbai. Welcome Maulesh. Thank you.

You will come back to the meeting as soon as I finish.

Mr. Shabbir Readymadewala, partner of Statutory Auditors from BSR and Associates LLP and **Mr. S. N. Viswanathan** of M/s S. N. Ananthasubramanian & Co, Secretarial of Auditor and Scrutinizer for e-Voting, have also joined this meeting through video call. Welcome to both of you.

We have the requisite quorum present through video conference to conduct the proceedings of this meeting. Participation of members through video conference is being reckoned for the purpose of quorum as per the relevant circulars issued by MCA and Section 103 of the Companies Act, 2013. The quorum being present, I call this meeting to order.

As the notice convening the meeting is already circulated to all members and resolutions have been put to vote through remote e-voting, I think the notice has read. Before we proceed, I am pleased to bring to your notice that the company had provided you all with the facility to cast your vote electronically on all resolutions set forth in the notice.

I now request Maulesh Kantharia, Company Secretary, to provide general instructions to members regarding participation in this meeting. Maulesh.

Company Secretary Thank you sir. Good afternoon everyone and welcome to the 29th Annual General Meeting of Protein eGov Technologies Limited. Members may note that this AGM is being held through video conference in accordance with the circulars issued by the regulators. Facility for joining this meeting through video

conference is made available for the members on a first come first serve basis.

The register of directors and KMP, register of contracts and arrangements in which directors are interested and a certificate from the secretarial auditors of the company relating to the implementation of the company's ESOP scheme as required under the Companies Act 2013 have been made available electronically for inspection by the members during the AGM.

As the AGM is being held through VC, the facility for appointment of proxies by the members is not applicable. Members are requested to refer to the instructions provided in the notice for a seamless participation through video conference.

Facility for e-voting and webcasting link for joining the AGM is being provided through NSDL e-voting system. The board of directors of the company have appointed CS S. N Vishwanathan or failing him CS Malti Kumar of M/s S.N AnanthaSubramanian and company practicing company secretaries as the scrutinizer to scrutinize the e-voting process in a fair and transparent manner in accordance with the provisions of the Companies Act and rules made there under.

Now, let me briefly take you through the items of business which form part of the notice which have been circulated by us. There are six agenda items for this particular AGM. I will just briefly touch upon all the six items.

Item number one is to receive, consider and add up the audited, stand-alone and consolidated financial statements for the year ended March 31st, 2024 together with the reports of the Board of Directors and auditors thereof by passing an ordinary resolution.

Item number 2 is to declare a dividend at a rate of 100 percent that is rupees 10 per share on equity share on a face value of rupees 10 each by passing an ordinary resolution.

Item number 3 to appoint a director in place of Mr. Shailesh Haribhakti who retires by rotation and being eligible for himself for reappointment by passing an ordinary resolution. Now there are special business items.

Item number 4 to reappoint Mr. Shailesh Kekre as an independent director of the company for second term of 5 years by passing special resolution.

Item number 5 to reappoint Mr. Lloyd Mathis as an independent director of the company for second term of 5 years by passing a special resolution.

And the last item, to appoint Mr. Sriram Krishnan as a non-executive, non-independent director of the company liable to retire by rotation by passing a ordinary resolution. Necessary explanations for the above items items are provided in the explanatory statement forming part of the AGM notice.

The company has taken all feasible efforts to enable members to participate through video conference and vote at AGM. The remote e-voting commenced on Thursday, 19 September 2024 from 9 am and was open till Sunday, 22 September 2024 up to 5 pm Indian Standard Time. Members who have not yet voted earlier through remote voting can cast their vote during the meeting and through e-voting facility available to the members.

Even though most of you would be familiar with participating in virtual meetings, I would very briefly take you through certain points regarding the participation of the meeting. All members who

have joined this meeting are by default placed on mute by the host to avoid any disturbance or noise and ensure smooth and seamless conduct of the meeting.

The company has received requests from few shareholders to register them as a speaker at the AGM. The shareholders have been registered on a first-come, first-served basis. Accordingly, once the question and answer session starts, the names of the speaker shareholders who have registered themselves as speaker shareholder will be announced one by one. The audio and video of the speaker shareholder will thereafter be unmuted by the moderator. If the shareholder is not able to join through video for any reason, the shareholder can speak through the audio mode.

While speaking, the speaker is requested to use the earphone so that he is clearly audible. Minimize any noise in the background. Ensure that your Wi-Fi is not connected to any other devices. No other background applications are running and there is proper lighting to have a good video experience. If there is connectivity problem at the speaker shareholder's end, we would invite the next speaker to join. Once the connectivity improves, the speaker shareholder may be called again to speak once the other shareholders complete their task.

During the AGM, if a member faces any technical issues, they may contact the helpline number of NSDL mentioned in the notice of AGM. Thank you all the shareholders.

Now, with permission of the Chairman sir, may I now request our MD and CEO, Sri Suresh Sethi to address the shareholders.

Chairman

Over to you, Suresh.

MD & CEO

Thank you, Mr. Haribhakti. A very good afternoon to all the shareholders. Thank you for joining us today at Protean eGov Technologies Limited first annual general meeting as a public listed company. Your overwhelming response to our initial public offer and the ongoing support throughout the year are pivotal to our success. We are very grateful for your trust and look forward to your continued partnership in the years ahead.

Protean eGov Technologies Limited has been a pioneer and a market leader in building digital public infrastructure for almost three decades. The company has been a pioneer and a cornerstone of digital India evolution. Right from building public population scale e-governance platforms for taxation and pension, we have been enabling digital identity through the foundational DPIs across identity, payments and data.

Now going forward, aligned with India's visionary DPI framework, which is built on open standards and protocols, Proteon continues to contribute towards multi-sector open digital ecosystems and the creation of DPIs in sectors as diverse as digital commerce, transport and mobility, agriculture, education, and health.

Coming to our performance in FY24, our revenues grew by 19%, led by double-digit growth across our core business verticals. During the year, the tax services revenue grew by 12% year-on-year, and the company issued five-crore PAN cards during the year, versus 4.1 crores in FY23.

We expect the PAN issuance to continue to grow steadily. The fact remains that today, we have almost 1.2 crore youths getting added

to the workforce every year. PAN card is now being seen as an instrument as a digital identity for consumption of various services, right from account opening to receiving subsidy benefits.

Today, only under 40% of the population have a PAN card. So we clearly see that the identity coming through the tax department is going to be more and more critical and crucial going forward. Our pension services grew by a healthy 14% during the year FY24, with more than 1.3 crore new accounts getting open during the year, as compared to 1.2 crores in last year. Proteon is the first and continues to remain the largest central record keeping agency. We have a 97% market share in NPS and APY put together.

Even today, India has a very low pension penetration, clearly evident from the fact that pension coverage is only about 4.5% of the GDP. If we compare that with the EPFO penetration, which is 17% of GDP, and OECD penetration, OECD countries penetration, which is over 80% of GDP, we see that there is clear headroom for growth in the pension services business.

Further, I'm happy to share that we have reported a 62% growth in identity services. This is mainly driven by the rapid adoption of digital payments, enabling regulatory norms, and increasing penetration of digital processing of documents across government and private organizations, which creates multiple uses for eSign, eKYC, eAuthentication, and online PAN verification. The company continues to be uniquely placed as the only company which offers all four facets of digital identity. And during the year, we onboarded over 200 B2B clients and won contracts from various state governments to make their businesses and processes more digitized.

Our new business primarily constitutes of four verticals, our foray into open digital ecosystems across multiple sectors of the economy, our cloud and infosec business, our data stack business, and the international business. While all these businesses are still in development mode, we continue to see early momentum, and we will talk about it further down the line.

Coming to our profitability for FY24, the company reported a part of 97 crores. This was 9% down year on year, primarily due to the fact that there were investments in developing new business verticals, which were ahead of time in terms of monetization of those businesses. And secondly, there was an incremental provisioning of 21CR versus FY23.

Our key investments over the course of the year have been in people and technology. We have over this period invested in building high skilled teams of full-stack engineers. There has been significant investment in getting sector specialists who provide their expertise in providing us to build across various open ODEs across different industries and sectors. I would, yes, excuse me.

I would further like to highlight that the financial year 23-24 was also a landmark year in multiple ways. Not only did we become a public listed company, but we also introduced several innovative products across multiple domains. There was a significant shift for the company from being a systemic important system integrator to a high tech agile product organization. Our journey deeply resonates with the ethos of Aap Aatmanirbhar Bharat. In line with India's new age DPI architecture, we have further investing in building tech stacks, which are built on open source technology, including development of centers of excellence to adopt latest emerging technologies across AI and blockchain. These tech stacks built on open source tech are fungible across different DPIs and

give us a unique edge and agility that will be critical for our businesses going forward.

Commenting on a few of our new business verticals that got seeded over the last couple of years. Under open digital ecosystems, we are glad to share that there was a strategic expansion into two new ODs over the course of the last year. The company built the central agri stack for the government of India. And along with that, we also started contributing in building an open DPI for education and scaling.

Our original investment and contribution in enabling the open network for digital commerce has shown good traction in terms of overall network adoption and expansion.

Our second foray was in data stack. While we continue to remain a dominant player in provisioning digital identity at the foundational level, our strategy to move into the app layer and do a vertical integration of services led us to provide and launch various products, enabling digital onboarding, enabling lending, digital lending to a large extent and providing data analytics based on scores, credit scores.

This vertical positions us well to leverage our comprehensive market access through existing relationships to be able to cross-sell and up-sell value-added high-margin services. We launched a host of innovative products and services over the course of the year. We were able to bring our account aggregator license to Fruition, and this was a service we launched last year in June.

Along with that, we hosted a complete API marketplace for enabling digital onboarding and lending. This manifested in the form of RISE with Plata Protein. We have similarly launched various cutting-edge products in the space of digitally verifiable

credentials, AI-powered CKYC solution for enabling regulated entities to report their KYC data. And along with it, we launched eSign Pro, which is a full-fledged digital documentation suite, which provides comprehensive eSign and eStamping services bundled with a full stack documentation suite.

We continue to maintain our market share and leadership in our core lines of business. In PAN issuance, we have over 55% market share, a 4% growth in market share over the previous year. Pension ecosystem, as already mentioned, we continue to maintain a strong and a dominant position with a 97% market share. There was significant growth in our identity services over the course of the year. This business grew by 62%, mainly 62% mainly driven by the Digital India momentum.

To conclude, I would again like to extend heartfelt thanks to all our stakeholders, our business partners, my fellow directors for their guidance and constant support. I would also like to thank all our employees and the management team for their invaluable commitment in striving for excellence.

Your hard work and dedication have allowed Protean to remain at the cutting edge of innovation and being recognized as one of the leading digital public infrastructure companies in the country. With favorable policies introduced during the union budget for FY24, we are also very excited at the avenues it has opened for us to further drive the digital India story and advance India's digital public infrastructure ably supported by a robust regulatory framework.

Thank you once again for your support.

Chairman Thank you, Suresh.

Now I open the Q&A session for speaker shareholders one by one and request Mr. Suresh Sethi, Managing Director and CEO to respond to the queries at the end after all the questions are posed. Maulesh, you may now take up the question answer session.

Company Secretary Yes, thank you chairman sir. Good afternoon shareholders, kindly note that each shareholder will have 3 minutes for their questions. To avoid repetition, all the questions will be answered by the management at the end. Now I open the floor open for Q&A session.

Now I request the first registered shareholder Mr. Ajay Jain. Mr. Ajay Jain kindly request you to unmute yourself and proceed with the question.

Ajay Jain Namaskar, Chairman Sir. I am Ajay Kumar Jain from Delhi. I am very happy to be here with you. Afternoon session is memorable movement for me, the Chairman speech and MD Sir Information about the company. The resolutions and Dividend of 100% sir thanks to you and your team for that. The resolution 3, 4, 5 & 6 for new directors will strengthen your shoulders and in the long term, my company and shareholder will benefit from it. And sir, you have said that for taxation, you should issue PAN card, NPS, EPFO, pension, identity 62%. Sir, the biggest quality is your services. I don't know how long it would have taken to apply for a PAN card.

But your team and your company's quality service is friendly to the investor and the consumer. And the plans for the future that you have told us, and after hearing that, I feel that the financial year 2024 will end. Shareholder. I think that the shareholder will get a lot bigger because the reputation of management is that of a debtor.

And the biggest thing is that the vision of our respected Prime Minister and the way he has thought about making India, the Indian company and the financial sector, the service sector, the contribution you have made for the service sector, it fulfills their direction and ideals. I thank you for this.

I think that you have also rewarded the shareholders by bringing the IPO. Their net worth has increased. And one question, I am not able to ask because you have done so well. I would like to know how much growth you expect in next few years and what kind of margin do we expect on the sustainable basis? I have seen that you have done a very dynamic job.

At 10 o'clock in the night, they pursued me and said that you have got the link. If you are facing any problem, let me know. I will help you. I think you have made a very good team and the shareholder will get it. I think that in the coming time, may God give you a long life and may your hard work and dedication reach a new height. With this hope and faith, Namaskar, Jai Hind. Thank you, sir.

Company Secretary Thank you, Ajay sir. Your questions will be answered at the end.

Now, we are moving on to the next speaker shareholder, Ms. Lekha Shah.

Moderator Sir, the shareholder with the same name is not connected in the meeting. We can move to the next speaker shareholder.

Company Secretary To the next speaker, ok. The next speaker is Dr. Dhruv Jamadar.

Dhruv Jamadar

Good afternoon and greetings of the respected chairman and all the board members of my company. It is a pleasure to and honor and an honor to attend this meeting. Namaste sir, sir, certain questions which I would request you to address her first while we had a pretty decent operational performance, which was led by all verticals of our businesses apart from our tech services. So how are we planning to revive that segment of our business and further? How are we planning to improvise a headline number?

Second with ample of significant tailwinds like strong state and central government focus on introducing various government related warefiles schemes and initiatives etc. What can be the possible tailwinds we should be looking out for both on macro and micro level?

Third, with respect to our all our offerings which of our products and services are having the highest margins and what kind of new products and services can we expect to get introduced in this particular fiscal year?

Forth with respect to government's digital public infrastructure. Currently, we are having we're getting 13% of our overall revenues from it. So what are our future focused on this particular segment and various other related products and services from the government itself?

Last one we are the technology service provider for ONDC. Can you share what kind of margins and revenue are we garnering from it plus what kind of and how big ONDC can be by the end of this particular decade?

Thank you sir for providing this opportunity.

Company Secretary Thank you sir. Now we are moving on to the next speaker. Mr. Manjeet Singh.

Manjeet Singh Company's management team, Secretarial team and my co-shareholder, I welcome everyone. I would like to congratulate you on the way your share has been increased in share market after listing. I would like to congratulate you on this. BSE and NSE are such stages that identify a diamond, they are pairs. And the diamond was identified in the share market. The way the share rate has reached new heights after listing. I would like to congratulate the management on this. Before or after recent budget we are connected with 19 Ministries in government sector give us details about this? After IPO do we have any growth from the ministries we are connected any change in order book. Then we have Issue so this is fresh issue or promoter has sold his share. If fresh issue than how is the company expansion give this details to shareholders.

Sir, before the IPO, how many employees did we have and how much has increased? And we hope that in 2024-25, how many more people will you give employment? Because employment is a government issue. And the way you have been involved in every government work.

Can we get such a business from other government sectors? Identify a KDA. Have we reached this level? In Make in India, you are doing a very good job that India has become independent in this sector. If there are companies like yours, then independence will move forward. Can we get such an order from abroad too? How strong we are, running this work in such a vast country, to we have a chance to get further orders like this. If you have, please brief us on this.

With a smile, as you are running this company, you have also approached AGM and taken questions from the shareholders. In the same way, with a smile, you will also answer these questions. And in the future, in the same way, with a smile, you keep running this company. Thank you for the Secretarial team. Thank you for the management team. Thank you, sir.

Company Secretary Thank you, sir. And now moving on to the next speaker Ms. Bhanumati S. Doshi.

Moderator Sir, the speaker shareholder with this side name is not connected. Not connected?

Company Secretary Okay. So, we will move on to the next speaker, Mr. Akshay Kumar Ajmera.

Akshay Kumar Ajmera Thank you for the opportunity sir, So, I do not really have no questions left because the earlier speakers have almost covered all the questions which I felt is in every shareholder's mind about the growth and prospects of the company. And we are really excited about how well we are doing and in terms of the digital initiatives that has been taking place in the country. So I really don't have questions, just a humble request that please do answer as much as possible to the you know fellow shareholders questions so that we all can get the information as we requested and wish you all the very best for your health and wealth. Thank you so much sir.

Company Secretary Thank you. Next speaker is Mr. Kaivan Shah.

Kayvan Shah Good afternoon everyone. So, my first question is in the annual report in the ONDC section, it was mentioned about anticipated payment processor. So, what role we have in establishing this role and how would we benefit from it in terms of the top line?

The second question is when and at what volume of transactions would qualify as an infection point in the ONDC network?

The next question is what is the opportunity size of the eSign Pro and how are we competitively positioning our product against other market leaders such as eMudraSign. Moreover, can you please quantify the opportunity size for eStamping product?

The next question is with a significant number of PAN applications still being submitted offline, what is the steps Protean is taking to encourage users to transact that on online mode since the margins are higher on the online parent insurance.

The next question is it will be great if you can share the opportunity size of our ability to secure the central account keeping contracts for the proposed NPS Vatsalia for minors and also as the recent increase in the NPS contribution threshold from 10% to 14% by the employers impacted the enrollment rates and what are the company's projection for the future growth as a result of this change.

The next question is we have mentioned in the annual report about identifying and achieving new channels and channel partners for the NPS presentation penetration sorry how much market share are we projected to gain from this efforts and also how will this efforts help increase the 7.6 crore existing NPS plus API accounts to the level of the Gen Dhan accounts which currently are 54 crores also under the digital ecosystem verticals which contribute approximately 12 to 15 percent of our revenue which type of vertical do you see growing the fastest that's e-commerce, mobility, agriculture, health care, or education and skilling.

Also, given our patented power saving technology and Ministry of Information tech certified cloud infrastructure, how ready are we to compete with the cloud services offered by Google, Microsoft, or the Reliance latest cloud initiative? So that's all. Thank you.

Thank you.

Company Secretary Thank you. Now, moving on to the last question from Mr. Ajit Darda.

Ajit Darda Hi, thank you for the opportunity. My first question is about if you could please quantify the total earnings as of today that our company has gained from the entire ONDC ecosystem and our initiatives towards it. And if possible, within this question, if you could please give a break up of all types of value earned on a per transaction basis or convenience-free basis or on-boarding fee basis.

Next is, can ONDC convert from a Section 8 company in the near future? If NCPI converts from a Section 8 company, can we consequently expect governmental pressure on ONDC to follow a similar path?

Next is what margins and growth potential do we expect from our cloud infrastructure as a service vertical, given our low input power costs and our low patented low power technology?

Will the government, I'm sorry, will the company be monetizing the data that we collect through AgriStack? If so, how will this data be protected as well?

The cabinet recently approved a 2,800 crore allocation to the Digital Agriculture Mission. And my question is, how much do we

expect to gain from this initiative and how do we plan on monetizing it?

Outside of the three main verticals which are tax services, pension services and identity services, we earned revenue of just 6 crores that is about 3% of our total revenue from all the other verticals.

My question is why the growth in these verticals is lagging severely behind, given our extensive initiatives and work that we're putting into it.

Next up is about the right of use and intangible assets. I noticed that they've grown by 259% year on year. So if you could please elaborate on what kind of right of use assets these are and intangible assets these are. Subsequently, are we capitalizing any of these intangible assets and how are we depreciating them as well.

Finally, with regards to our cloud and infosec vertical, do we have a data center infrastructure ready to offer this service, or are we planning on setting it up, or are we planning on outsourcing it? That's all for me, thank you so much.

Company Secretary Thank you, Sir. So with this, we are closed with the session.

Chairman I think Lekhaji who had missed out has come.

Company Secretary Can you just check with my request team manager to check whether Miss Lekha Shah is has joined or not? Can you please?

Moderator She is connected. We have given her rights to speak.

Lekha Shah

Thank you sir, respected chairman sir, board of directors and my fellow members. Good afternoon and regards to everyone, myself Lekhasha from Mumbai. First of all, I am able to talk in front of you all in AGM. I found the AGM notice and I am delighted to say AGM report is so beautiful, full of colors, facts and figures in place and is really useful with lot of information. Thank you company secretary sir. Thank you Chairman Sir for explaining as well as the company.

Sir, I pray to God that he always shower his blessings upon you. Chairman Sir, from my side, no question. You told everything in your Chairman speech. Especially our Company Secretary, he told everything in his annual report. I don't want to ask you any questions, sir. Sir, please continue video conference meeting in future.

So, I strongly and wholeheartedly support all the resolutions for today's meeting. Thank you so much, sir.

Chairman

Thank you. Thank you.

Company Secretary

Thank you, madam, for your kind words. Now, team NSDL, can you please check Ms. Bhanumati S. Doshi, who was also not connected earlier?

Moderator

Sir the person with the said name is not connected in the meeting.

Company Secretary

Okay Sir.

Chairman

Okay. All right. So then, Suresh, would you like to respond to all the wonderful questions?

MD & CEO

I was definitely delighted to do that. So thank you very much for all the questions, very insightful and in-depth. So we will try to talk about each business quickly overall because most of the

questions are related to talking about the growth of the company. What are we expecting from the existing businesses? How are the new businesses shaping up? And where do we see the inflection points in those businesses?

So let me start with the fact that our core businesses continue to remain very steady. There is significant headroom for growth. As I said earlier that in the PAN business with hardly a 40% penetration of PAN cards today in the country, there is significant headroom and with people, whether they are coming into, entering into the workforce or there are people who are seeking government subsidy. There are various use cases where today PAN card has become a mandatory instrument. So as a result, we see that business continue to grow going forward.

There was a question to say that there was a slower growth in the first quarter this year, which was largely led by the fact that, you know, there was election activity and quite a few government schemes were on hold and got announced subsequently. So we have seen the uptick come on that business and we see it growing forward.

Other question related to PAN business was the push to move towards a digital issuance of PAN. Now we do realize in our country there are significant number of people who still need assistance for issuance of a PAN card. So while we have a physical network, we have today ensured that at the last mile, the physical network has the capability of taking all the information digitally so that there is no digital processing of paper at the company's end.

Today, we are happy to report that at the end of first quarter, our physical and digital business was at 50-50. Earlier, we were at 30-35% and over the last few years, there has been steady movement

towards a digital application where the company does not do any processes, which ultimately also reflects under the margins or the profitability of that particular line of business because of lower processing costs. So, PAN business is the first one.

The second questions were related to pension. Now, pension, again, I earlier mentioned, low penetration of pension from a coverage perspective in the country. We spoke about numbers like 4.5% of GDP, comparing with OECD countries, which are sitting almost at 80% plus.

So the question really, and similarly for APY, while we have almost 54 crore Jandan accounts, which was asked in one of the questions, we today have hardly 5.5 to 6 crore APY accounts. So significant headroom for growth. The same pension ecosystem that we are running will also be now enabling new budgetary announcements and expansion of the market for allowing miners to come into the ecosystem. So today in the country, we have 40 crore miners, a great initiative by the government, which allows early induction into pension planning, which means it's more like becoming a lifecycle product. And it also creates early saving habit. And the impact of compounding clearly comes through and is now available to the kids and is being very, very much welcomed by the citizens of the country. So, the same platform will be used on which we will provide the NPS Patsalia services.

It has already gone live, as you know, we launched it just a few days ago. So, that is going to be critical for growth in that area.

The other area we talked about naturally was on ID services. And ID services continue to grow strong, especially with businesses which are becoming more and more digital, both at the government and at the private sector level.

There was a reference to some of the products we've launched on top of our identity stack. So as I mentioned, our focus again is, today we provide foundational services. Now between our pension business and our identity business, we today are partnering with almost 11,000 corporates, where we are providing them foundational services to enable them to onboard customers, to do digital lending, to do data analytics and build credit scores for them.

Our data stack and products like eSign Pro get built on top of it. So when we look at other competitors like eMudra and all, we clearly feel that we have the right to win in the market or the competitive advantage because today we are powering a lot of the fintechs and the ecosystem out there with our foundational ID services this becomes legup for us to provide now the application services.

And products like eSign Pro provide a complete digital documentation suite. We are bringing the best of services over there from a competitive point of view from feature functionality, which is there within the product. So there's a complete range of services. We have even clubbed e-stamping along with e-sign, and that gives us a significant opportunity for bringing the entire journey into a digital form, because today a lot of contract signing requires e-sign plus e-authentication and e-stamping. So that brings it all together for us and makes it much more significant to that extent.

Other than that, the questions were more linked towards ONDC. So two, three things we would like to talk about. Now, ONDC, as we know, is an ecosystem that we have been contributing towards building over the last three years or so. The entire journey started by building an open network for enabling transport and mobility, and the same technology that our company created for building an

open ecosystem for discovery and for finding transport and rides was brought in to enable digital commerce.

Today we are powering ONDC at a foundational level. So all the technology which is out there today, which is providing the ability for a buyer to discover a seller is provided by Protean. And today the entire directory and registry of services on which the buyer and seller applications exist is again provided by Protean. So that is one service we are the sole technology provider at this stage to ONDC. So one element of revenue or monetization comes directly from ONDC organization where they provide us you know the revenues for being the technology service provider to them.

The second area is the app layer where we are today providing services. There was reference to payment processor. Today, as you would realize, there is a buy side and a sell side, and you need to do the settlement between two applications which are driven by two separate entities. So there's a reconciliation and settlement system driven by ONDC, and Proteon today is one of the RSP providers, Reconciliation and Settlement Service providers, where we enable the buyer and the seller applications to do the settlement between them. So that is one of the ancillary services we are providing over there.

Likewise, we have built a complete open commerce stack which was launched in last quarter, where we are again providing buyer and seller tech, plus we are providing the ability for doing marketplace operations and likewise for doing any digital marketing. So it comes as a 360 degree package to enable right from a small Kirana to a large brand to come and be part of the ONDC ecosystem. This is a SaaS model of a business. So it is provided as a service and our earning comes on two sides. One is when we deploy the technology as a one-time service, which then

gets linked to our acquisition numbers from a B2B or a corporate perspective.

The second side is where we earn all the transactions, which happen on ONDC through our buyer and seller technology, which again is a SaaS model over there. So that is largely where the ONDC numbers are.

From a market potential point of view, there are today clear indications that today our penetration of digital commerce in the country is at a bear 6 to 7%. There are industry reports which talk about the fact that today digital commerce is a \$55 billion industry. And with initiatives like ONDC and other e-commerce players playing out there, this is expected to grow fivefold by 2030. So that is the sort of market opportunity we are talking about. ONDC being a digital public good definitely has a significant play out there to enable this entire ecosystem. It democratizes e-commerce. It allows us to reach to the last mile e-kirana and e-store.

And that is where the government is pushing to ensure that the MSMEs in the country get enabled to partake in digital commerce. And that is where the growth is coming.

To share a few numbers, we are happy to say that ONDC itself has been reporting a 60% quarterly growth rate, compounded quarterly growth rate over the last five quarters.

There's a five times growth in number of sellers which are there on ONDC today. It is almost touching 600,000. And likewise, if you look at it, they are today under FNB, they have a 3% market share nationally and an 18% market share in the city of Bangalore. So ONDC is definitely making the penetration. I would just say that there will be a point when we see this growth becoming organic, getting pushed and adoption happening. And that is where we see

the inflection point, but I would defer to ONDC as a network facilitator to come out with parameters at which stage they will be seeing the inflection point come in, where more of market participation and market models will come into play in terms of monetization.

So that being on the ONDC side, other than that, there are questions on cloud and Infosys services. So your company, as you have seen, we have always been supporting large-scale national databases, whether it is the PAN database for the country, which we host today with over 70 crore PAN records.

We host almost the entire pension database of the country. So since we are running large-scale data centers, we have a very well-defined and well-developed cyber security practice. We decided that we would be taking it out as a service. Our primary area of focus was naturally to work with the government where we are servicing government contracts. And we've now got a made in India cloud, which is green in nature to the extent that it is having some patented energy attended energy conservation technology. So our cost of cloud is lower. And similarly, we have components in it which are indigenous to an extent. We are METI certified now to be able to provide services to the government.

And the second sector we are focusing was in the niche sector of MSMEs and startups. And it is completely built on open source technology, highly configurable. So under cloud, our focus is therefore on the MSME and the government side. The existing assets which the company is using, on one side we have our own data centers, so there was a question on infrastructure. So we are leveraging our own data center infrastructure to host our cloud racks and that is where we are providing our services from and a from approach prospective we are building as we grow. So we are

not like hyperscalers creating huge amount of capacity and then waiting for consumption. We are growing as we grow with the market.

So there is no upfront capital investment being done, but it is growing as we get the business going for us. Again, this is a business we have been focused over the last, I would say four to five quarters. There are early momentum is there, but we definitely would like to see more about it going forward.

In terms of, there was a broader question from one of the shareholders earlier on margin expected and growth. So very clearly, as you would see the current existing core businesses on pension, on taxation and on identity are the bulwarks today. They are providing almost 95% plus of the revenues. These businesses have headroom. We have been projecting, you know, and there's a track record of growth and margin over here. So we are expecting that margin to continue. All the new lines of business, as we've spoken about, as we move from the foundational layer into the app layer of the businesses, whether it is ONDC working on the buyer-seller app technology, whether it is the data stack with products like Protean with RISE and eSign Pro, these are more value-added and accretive businesses from a margin perspective. So we expect the margin profile of the company to grow and improve going forward as the new businesses start kicking in.

There was a question to say that today, since 95% of the revenue is coming from existing businesses, how do we see the profile changing? So we are looking at a 2 to 3 or rather aspiring as a 2 to 3 year timeline in which we will expect the new businesses to contribute at least 20% plus of the top line as against the core businesses and an overall growth for the company at a higher margin.

Sandeep, you'd like to address the question on the right to use assets. Thanks, Suresh.

CFO Am I audible?

Chairman Yes, go ahead, Sandeep.

CFO One of the shareholders asked questions about the right to use and intangible assets. So right to use is basically in this 116, where in whatever new infrastructure we acquire, new offices we acquire, we need to basically apply the right to use asset and depreciate over a period of you know lease. So the primary reason for the right to use asset increase in the current year is because we have acquired two offices in Mumbai and one in Pune and that has led to right to use asset. For the intangible asset, it is primarily the product which we are developing and we are putting into commercial use. Those are the products which we are capitalizing. And our capitalization policy basically we trade for environment. At the same time, we keep a maximum period for depreciating those assets. So these are the primary reasons for increase in IP use and intangible assets. Thank you so much.

Chairman Thank you, Sandeep. Thank you, Suresh. I think all the questions have been very competently answered. I will now mention to members who have not yet cast their vote electronically to do so through the NSDL e-voting platform which is available on your screens. The voting process will be available for the next 15 minutes post closure of the meeting. The resolution that is set forth in the notice shall begin to be passed today, subject to receipt of requisite number of votes.

Further, I hereby authorize Maulesh Kantharia, Company Secretary, to declare the results of the voting and place the results on the website of the company and also inform stock exchange at

the earliest. The e-voting results along with the report of the scrutinizer also be uploaded on the website of the company and on the NSDL website.

I thank all the members, my fellow board members, auditors and the management team for joining this meeting. Thank you all for attending the meeting and I now declare the 29th AGM as concluded. Thank you very much. Have a great festival and all the best to everybody. Bye bye.

Thank you sir.