

**BOB FINANCIAL SOLUTIONS LIMITED**  
**CIN: U65990MH1994GOI081616**  
**BALANCE SHEET AS AT 31ST MARCH 2020.**

Particulars	Note	As At March 31, 2020	As At March 31, 2019
		Rs.	Rs.
<b>A EQUITY AND LIABILITIES</b>			
<b>1 Shareholders' funds</b>			
(a) Share capital	2	1,75,00,00,000	1,75,00,00,000
(b) Reserves and Surplus	3	41,13,43,709	72,65,95,675
<b>2 Non-current liabilities</b>			
(a) Long-term provision	4	1,33,02,096	2,76,42,632
<b>3 Current liabilities</b>			
(a) Short-term borrowings	5	2,73,55,67,728	99,51,93,642
(b) Trade payables	6		
Total outstanding dues to micro enterprise and small enterprise		4,35,942	8,29,918
Total outstanding dues of creditors other than micro enterprise and small enterprise		15,27,67,032	6,70,28,952
(c) Other current liabilities	7	29,55,24,318	65,71,19,076
(d) Short-term provisions	8	36,27,45,742	19,16,26,571
<b>TOTAL</b>		<b>5,72,16,86,567</b>	<b>4,41,60,36,466</b>
<b>B ASSETS</b>			
<b>1 Non-current assets</b>			
(a) Property plant & equipment	9		
(i) Tangible assets		24,77,47,185	38,04,68,143
(ii) Intangible assets		1,06,63,243	1,21,13,051
(iii) Intangible assets under development		-	9,27,600
(b) Deferred tax assets( net)	10	25,84,10,428	39,35,08,794
(c) Long term Loans & Advances	11	17,42,53,685	14,00,20,861
(d) Other non-current assets	12	92,67,564	13,69,790
		21,63,68,116	9,84,17,768
<b>2 Current assets</b>			
(a) Inventories	13	1,00,76,886	1,08,06,165
(b) Trade receivables	14	44,61,32,521	63,77,53,120
(c) Cash and cash equivalents	15	13,25,90,763	26,06,44,560
(d) Short term Loans & Advances	16	4,35,11,63,697	2,66,14,08,613
(e) Other current assets	17	12,34,22,907	21,21,06,795
<b>TOTAL</b>		<b>5,72,16,86,567</b>	<b>4,41,60,36,466</b>
<b>Significant accounting policies and accompanying Notes to Financial Statements form an integral part of the Financial Statements.</b>	1-41		

As per our report of even date attached.  
For ASL & Co.  
Chartered Accountants  
[Firm Registration No. 101921W]

[Kapil Kumar Joshi]  
Partner  
Membership No. 137334

Place: Mumbai  
Date: 20.05.2020



For and on behalf of the Board of Directors  
BOB Financial Solutions Limited

[Signature]  
Sanjiv Chadha  
Chairman  
(DIN:08368448)

[Signature]  
Vikramaditya S Khichi  
Director  
(DIN:08317894)

[Signature]  
Manish Banerjea  
Managing Director & CEO  
(DIN: 08623335)

[Signature]  
Pooja Karnani  
Chief Financial Officer  
(PAN:AHEPB7049P)

[Signature]  
Deepashri Cornélius  
Company Secretary  
(PAN:BVLPS3134E)

Place: Mumbai  
Date: 20.05.2020



## BOB FINANCIAL SOLUTIONS LIMITED

CIN: U65990MH1994GOI081616

## STATEMENT OF PROFIT AND LOSS FOR THE YEAR ENDED 31ST MARCH 2020

Particulars	Note	March 31, 2020	March 31, 2019
		Rs.	Rs.
<b>(A) Revenue</b>			
Revenue from operations	18	3,16,87,52,849	2,32,86,48,675
Other income	19	10,13,34,207	4,69,71,098
<b>Total Revenue</b>		<b>3,27,00,87,056</b>	<b>2,37,56,19,773</b>
<b>(B) Expenses:</b>			
Operating expenses	20	1,59,66,45,527	1,27,64,59,045
Employee benefit expenses	21	52,15,99,991	34,28,90,872
Interest on borrowings	22	15,43,34,113	3,01,31,917
Depreciation and amortization expense	9	15,38,77,157	17,20,26,119
Other expenses	23	96,02,03,749	39,78,06,028
Bad debts written off / Provision for Doubtful Debts / Balance written off/ Covid provision	24	22,83,36,009	7,74,13,112
Corporate social responsibility	25	45,75,300	64,86,000
<b>Total Expenses</b>		<b>3,61,95,71,846</b>	<b>2,30,32,13,093</b>
<b>(C) Profit / (loss) before exceptional and extraordinary items and tax</b>		(34,94,84,790)	7,24,06,680
(D) Exceptional items		-	(1,18,71,615)
<b>(E) Profit / (loss) before extraordinary items and tax</b>		<b>(34,94,84,790)</b>	<b>6,05,35,065</b>
(F) Extraordinary items		-	-
<b>(G) Profit / (loss) before tax</b>		<b>(34,94,84,790)</b>	<b>6,05,35,065</b>
<b>(H) Tax expense:</b>			
(I) Current tax		-	6,55,00,000
(II) Tax adjustment for earlier years		-	(6,57,032)
(III) Deferred tax		(3,42,32,824)	(4,49,03,189)
<b>(I) PROFIT / (LOSS) AFTER TAX</b>		<b>(31,52,51,966)</b>	<b>4,05,95,286</b>
<b>(J) Earning per equity share:</b>	26		
Basic & Diluted earning per share		(1.80)	0.23
<b>Significant accounting policies and accompanying Notes to Financial Statements form an integral part of the Financial Statements.</b>	1-41		

As per our report of even date attached.

For ASL &amp; Co.

Chartered Accountants

[Firm Registration No. 101921W]



[Kapil Kumar Joshi]

Partner

Membership No. 137334

Place: Mumbai

Date: 20.05.2020



For and on behalf of the Board of Directors

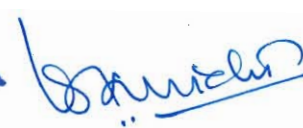
BOB Financial Solutions Limited



Sanjiv Chadha

Chairman

(DIN:08368448)



Vikramaditya S Khichi

Director

(DIN:08317894)



Manish Banerjee

Managing Director &amp; CEO

(DIN: 08623335)



Pooja Kannani

Chief Financial Officer

(PAN:AHEPB7049P)



Deepashri Cornelius

Company Secretary

(PAN:BVLPS3134E)

Place: Mumbai

Date: 20.05.2020



**BOB FINANCIAL SOLUTIONS LIMITED**  
CIN: U65990MH1994GOI081616  
**STATEMENT OF CASH FLOW FOR THE YEAR ENDED 31ST MARCH 2020**

Particulars	March 31, 2020	March 31, 2019
<b>A) CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Net profit before extra ordinary items & tax	(34,94,84,790)	6,05,35,065
Adjustments to reconcile net profit to net cash provided by operating activities		
Depreciation & amortization	15,38,77,157	17,20,26,119
Interest on short term borrowings	15,43,34,113	3,01,31,917
Bad debts written off	14,99,28,320	1,43,73,011
Fixed Asset Written Off	7,39,625	89,16,608
Provision for standard and doubtful assets	6,79,46,012	7,74,13,112
Loss / (Gain) on sale of fixed assets	(2,16,850)	44,520
Income from Mutual Fund investments	(7,93,087)	(26,57,104)
Provision for standard assets written back	(1,04,21,341)	-
Provision written back towards fraud	-	(35,02,072)
<b>Operating profit before working capital changes</b>	<b>16,59,09,159</b>	<b>35,72,81,176</b>
Changes in assets and liabilities		
Short term Loans & Advances and Other current assets	(1,80,86,97,452)	(1,09,19,32,835)
Inventories	7,29,279	(24,59,243)
Trade receivables and long term loans & advance	18,37,22,825	(26,57,70,881)
Other liabilities	(11,94,72,019)	15,88,34,689
Income tax paid	(11,77,77,083)	(4,77,53,885)
<b>Net cash inflow / (outflow) from operating activities (A)</b>	<b>(1,69,55,85,291)</b>	<b>(89,18,00,979)</b>
<b>B) CASH FLOW FROM INVESTING ACTIVITIES</b>		
Purchase of Fixed Assets including intangible assets under development	(1,98,56,531)	(2,88,83,085)
Sale Proceeds from Fixed Assets	5,54,965	5,24,185
Purchase of Investments	(3,48,00,00,000)	(2,79,35,00,000)
Sale Proceed from Investments	3,48,00,00,000	2,84,02,23,176
Income from Mutual Fund Investment	7,93,087	26,57,104
<b>Net cash inflow / (outflow) from Investing activities (B)</b>	<b>(1,85,08,479)</b>	<b>2,10,21,380</b>
<b>C) CASH FLOW FROM FINANCING ACTIVITIES</b>		
Proceeds from / (repayments of) short term borrowings	1,74,03,74,086	85,58,45,771
Interest Paid	(15,43,34,113)	(3,01,31,917)
Dividend including Dividend distribution tax	-	-
<b>Net cash inflow / (outflow) from Financing Activities (C)</b>	<b>1,58,60,39,973</b>	<b>82,57,13,854</b>
<b>D) Net Increase / (decrease) in Cash &amp; Cash Equivalents (A+B+C)</b>	<b>(12,80,53,797)</b>	<b>(4,50,65,745)</b>
Cash and Cash Equivalent at beginning of the period	26,06,44,560	30,57,10,305
Cash and Cash Equivalent at end of the period ( Note 15)	13,25,90,763	26,06,44,560

Notes:

- The cash flow statement has been prepared in accordance with the "Indirect Method" as set out in the Accounting Standard (AS-3) on "Cash Flow Statement".
- Cash and cash equivalent includes cash in hand, balance with scheduled banks in current and deposit accounts.

As per our report of even date attached.  
For ASL & Co.  
Chartered Accountants  
[Firm Registration No. 101921W]

[Kamal Kumar Joshi]  
Partner  
Membership No. 137334

Place: Mumbai  
Date: 20.05.2020



For and on behalf of the Board of Directors  
BOB Financial Solutions Limited

[Signature]  
Sanjiv Chadha  
Chairman  
(DIN:08368448)

[Signature]  
Vikramaditya S Khichi  
Director  
(DIN:08317894)

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Manish Banerjea  
Managing Director & CEO  
(DIN: 08623335)

[Signature]  
Pooja Karmali  
Chief Financial Officer  
(PAN:AHEPB7049P)

[Signature]  
Deepashri Cornelius  
Company Secretary  
(PAN:BVLPS3134E)

Place: Mumbai  
Date: 20.05.2020





## NOTE 1: SIGNIFICANT ACCOUNTING POLICIES

### Background:

BOB Financial Solutions Limited is a wholly owned subsidiary of Bank of Baroda and a Non Deposit Accepting Non-Banking Finance Company ("NBFC"), holding a Certificate of Registration from the Reserve Bank of India ("RBI"). The Company's core business is credit card issuance. It also provides support to Bank of Baroda by carrying out its merchant acquiring operations, debit cards operation for its overseas territory subsidiaries/sponsored RRB's and manpower/consultancy services.

### a) System of Accounting:

The financial statements have been prepared on the basis of Going Concern concept and under the historical cost convention except otherwise stated elsewhere. The company adopts accrual basis in preparation of its accounts to comply in all material aspects with applicable accounting principles generally accepted in India, the Accounting standards specified under section 133 of the Companies Act, 2013, read with rule 7 of Companies (Accounts) Rules, 2014 and the relevant provision of the Companies Act, 2013, to the extent applicable.

### b) Use of Estimates:

The preparation of financial statements, in conformity with the generally accepted accounting principles, require estimates and assumptions to be made that affect the reported amounts of the assets and liabilities on the date of financial statements and the reported amounts of revenues and expenses during the reporting period. Differences between actual results and estimates are recognized in the period in which the results are known / materialized.

### c) Property, Plant & Equipment:

#### Tangible assets:

Tangible fixed assets have been stated at original cost of acquisition including all expenses incidental to purchase thereof and expenses incurred to bring the assets to their intended use for the first time, less the accumulated depreciation thereon.

#### Intangible assets:

Intangible assets are recognized, only if it is probable that the future economic benefits that are attributable to the assets will flow to the enterprise and the cost of the assets can be measured reliably. The intangible assets are recorded at cost and are carried at cost less accumulated amortization and accumulated impairment losses, if any.

#### Intangible assets under development:

Projects under which intangible assets are not yet ready for their intended use are carried at cost, comprising direct cost, related incidental expenses.



**d) Depreciation and Amortization:**

Depreciable amount for assets is the cost of an asset, or other amount substituted for cost, less its estimated residual value. Depreciation on Property, Plant & Equipment – Tangible are being provided, based on the useful lives as per Schedule II to the Companies Act, 2013, following the method as given here under:

**Tangible Assets:**

<b>A. On Straight Line Method :</b>
Computers Hardware
EDC Machines
Plant & Machinery
<b>B. On Written Down Value Method :</b>
Furniture & Fixtures
Office Equipment's
Vehicles

Additions during the year are being depreciated on a pro-rata basis from the date of purchase.

Similarly where any asset has been sold, discarded, demolished or destroyed, the depreciation on such asset is calculated on a pro-rata basis up to the date, on which such asset has been sold, discarded, demolished or destroyed.

Assets beyond repair are written off in the financial year in which they are identified as such.

**Intangible Assets:**

The Costs of Intangible assets are amortized over the period of 5 years, on Straight Line Method.

**e) Valuation of Inventories:**

Inventory, if any, is valued at cost (arrived on FIFO basis) or net realizable value, whichever is lower.

The cost for inventory valuation as include the amount of tax or other such amount (other than those subsequently recoverable from the taxing authorities such as Input Tax Credit) incurred to bring the goods to the place of its location and condition as at the year end.

**f) Revenue recognition:**

Revenue from services is recognized on accrual basis, unless otherwise stated. Fees income is accounted as and when billed to customer. In view of uncertainty of realization of income in case of Non-Performing Assets (NPA) such income is accounted for only on receipt basis. Recovery from bad debts written off is recognized as income on the basis of actual realization from customer. Income on deployment of funds is recognized on accrual basis. The income accrued but not billed till the year end, are accounted for on estimated basis without considering the applicable indirect



taxes like GST. The applicable indirect taxes, on such income are accounted for in the year of actual billing.

**g) Provision for Bonus Points Redemption:**

The Company has a reward point program which allows card members to earn points based on spends through the cards that can be redeemed for cash. In addition, Company has designed a Reward & Recognition program for sourcing credit card through branches of our parent organization. Accordingly the eligible staff of our parent organization is rewarded with bonus points through a credit in their card accounts. The liability for rewards points outstanding as at the year end and expected to redeem in the future is accounted for on the basis of actuarial valuation. The liability for points not credited to eligible staff members of our parent organization under the aforementioned Reward & Recognition program, due to their non-holding of credit card is considered as contingent liability.

**h) Employee Cost:**

- i) Retirement benefit in the form of Company's contribution to Provident Fund, which is a defined contribution scheme, is charged to the Profit and Loss account on accrual basis.
- ii) The company provides for gratuity, a defined benefit retirement plan ('the Gratuity Plan') covering eligible employees. The gratuity plan provides a lump-sum payment to vested employee at retirement, death or termination of employment, of an amount based on the respective employee's salary and tenure of employment with a company. The scheme is maintained and administered by India First Life Insurance Company Ltd to which the Company makes periodic contributions.

Liabilities with regards to the gratuity plan are determined using the projected unit credit method, with actuarial valuations being carried out at each Balance Sheet date. Actuarial gains and losses are recognized in the Statement of Profit and Loss in the year in which they occur. The retirement benefit obligation recognized in the Balance Sheet represents the present value of the defined benefit obligation as adjusted for unrecognized past service cost, as reduced by the fair value of scheme assets.

- iii) Liability towards leave encashment is recognized on actuarial valuation basis under projected unit credit method.

**i) Lease Rent Transaction:**

Lease where the lessor effectively retains substantially all the risk and rewards of ownership over the lease terms are classified operating lease. The total lease rentals in respect of assets taken on operating lease are charged to the Statement of Profit and Loss on straight line basis over the lease term.



**j) Foreign Exchange Transactions:**

Transactions in foreign currencies are accounted for in Indian Rupees at the exchange rates prevalent on the date on which the respective transactions are entered into. Monetary items of current assets and liabilities in foreign currency outstanding at the close of financial year are revalued at the appropriate exchange rates prevailing at the close of the year. The gain or loss on decrease/increase in reporting currency due to fluctuations in foreign exchange rates, in the year in which the same arises, are recognized in the Statement of Profit and Loss.

**k) Asset Classification and provision norms:**

The financial assets of the Company are classified under two categories as under:

- i) Standard Assets - An account, which is performing and not classified as Non-Performing Asset (NPA) under (ii) below are called "Standard Asset".
- ii) Non- performing Assets (NPA) - The Account are classified as Non-Performing Assets (NPA) where:
  - The outstanding balance remains continuously in excess of the Sanctioned limit for 90 days and more;
  - The outstanding balance in the principal operating card account is less than the sanctioned limit but there are no credits continuously for 90 days;
  - Credits are not enough to cover the service charges, other charges & applicable tax debited during the same period [i.e. 90 days] and have become overdue.

**Provisioning norms:**

Particulars	% of provision
Standard Assets	0.40%
Non-Performing Assets (NPA)	100%

**Asset upgradation :**

An account once classified as NPA in the system is cancelled and is not upgraded/ reinstated subsequently. Such accounts may be upgraded/ reinstated, on case to case basis, with prior approval in accordance with Board approved policy on such matters.

**Write off:**

Company is following the write off policy to undertake annual NPAs. The accounts, which have been classified as NPA for 180 days or more and for which no payment is received for one year, are written off as Bad Debts.





## **l) Taxation:**

Current Income tax expense comprises of taxes on income from operations in India. Income tax payable in India is determined in accordance with the provisions of Income Tax Act, 1961.

Income tax is accounted for in accordance with Accounting Standard AS -22 "Accounting for Taxes on Income", which includes deferred tax. Deferred tax reflects the tax effect of timing difference between accounting income/ (loss) and taxable income/(loss). Deferred tax asset /liabilities have been measured using the rates and the tax laws that have been enacted or substantially enacted by the balance sheet date. Deferred tax asset is recognized only if there is virtual certainty of realization of such Asset. Due to uncertainty of realization , Deferred tax Asset is not recognized in respect of the Unabsorbed Losses ( including Depreciation ) under the Income Tax Act.

## **m) Cash Flow Statement:**

Cash flows are reported using the indirect method, whereby net profit before tax is adjusted for the effects of transactions of a non-cash nature, any deferrals or accruals of past or future operating cash receipts or payments and item of income or expenses associated with investing or financing cash flows. The cash flows from operating, investing and financing activities of the Company are segregated.

## **n) Earnings Per Share:**

In determining earnings per share, the company considers the net profit and includes the post-tax effect of any extra-ordinary items. The number of shares used in computing basic earnings per share is the weighted average number of shares outstanding during the period. The number of shares used in computing diluted earnings per share comprises the weighted average shares considered for deriving basic earnings per share, and also the weighted average number of equity shares that could have been issued on the conversion of all dilutive potential equity shares.

## **o) Provisions and Contingent Liabilities:**

The Company recognizes a provision when there is a present obligation as a result of a past event that probably requires an outflow of resources and a reliable estimate can be made of the amount of the obligation. A disclosure for contingent liability is made when there is a possible obligation or a present obligation that may, upon certain events require an outflow of resources & the same is contingent.

Where there is a possible obligation or a present obligation that the likelihood of outflow of resources is remote, then no provision or disclosure is made.





**p) Impairment of Assets:**

The carrying value of assets is reviewed for impairment, when events or changes in circumstance indicate that the carrying values may not be recoverable. In addition, at each balance sheet date, the Company assesses whether there is any indication that an asset may be impaired. If any such indication exists, the asset's recoverable amount is estimated. An impairment loss is recognized whenever the carrying amount of an asset exceeds its recoverable amount.

**q) Investment:**

Investments, which are readily realizable and intended to be held for not more than one year from the date on which such investments are made, are classified as current investments. All other investments are classified as long term investments.

On initial recognition, all investments are measured at cost. The cost comprises purchase price and directly attributable acquisition charges such as brokerage, fees and duties.

Current investments are carried in the financial statements at lower of cost and fair value determined on an individual investment basis.

On disposal of an investment, the difference between its carrying amount and net disposal proceeds is charged or credited to the statement of profit and loss.

**r) Prior period adjustments, extra-ordinary items and changes in accounting policies:**

Prior period adjustments, extra-ordinary items and changes in accounting policies, if any, having material impact on the financial affairs of the Company are disclosed.

**s) Borrowing cost:**

All borrowing costs are expensed in the period they occur. Borrowing cost consists of interest and other cost that a company incurs in connection with borrowing of fund.



## NOTE 2

## A. Details of authorised, issued and subscribed share capital

Share Capital	As At March 31, 2020	As At March 31, 2019
<b>Authorised Capital</b>		
20,00,00,000 (P.Y. 20,00,00,000) Equity Shares of Rs 10/- Each	2,00,00,00,000	2,00,00,00,000
<b>Total</b>	2,00,00,00,000	2,00,00,00,000
<b>Issued Capital</b>		
17,50,00,000 (P.Y. 17,50,00,000) Equity Shares of Rs 10/- each fully paid up	1,75,00,00,000	1,75,00,00,000
<b>Total</b>	1,75,00,00,000	1,75,00,00,000
<b>Subscribed and Paid up</b>		
17,50,00,000 (P.Y. 17,50,00,000) Equity Shares of Rs 10/- each fully paid up	1,75,00,00,000	1,75,00,00,000
<b>Total</b>	1,75,00,00,000	1,75,00,00,000

## B. Reconciliation of number of shares

Particulars	As At March 31, 2020		As At March 31, 2019	
	Equity Shares		Equity Shares	
	Number	Rs.	Number	Rs.
Shares outstanding at the beginning of the year	17,50,00,000	1,75,00,00,000	17,50,00,000	1,75,00,00,000
Shares Issued during the year	Nil	Nil	Nil	Nil
Shares bought back during the year	Nil	Nil	Nil	Nil
Shares outstanding at the end of the year	17,50,00,000	1,75,00,00,000	17,50,00,000	1,75,00,00,000

## C. Information on equity shares allotted without receipt of cash or allotted as bonus shares or shares bought back

Particulars	For the Year ended				
	March 31, 2016	March 31, 2017	March 31, 2018	March 31, 2019	March 31, 2020
Fully paid up pursuant to contract(s) without payment being received in cash	Nil	Nil	Nil	Nil	Nil
Fully paid up by way of bonus shares	Nil	Nil	Nil	Nil	Nil
Shares bought back	Nil	Nil	Nil	Nil	Nil

## D. Information on shareholders/ shareholder holding more than 5 per cent

Name of Shareholder	Relationship	As At March 31, 2020		As At March 31, 2019	
		No of Equity shares held	Percentage	No of Equity shares held	Percentage
Bank of Baroda *	Holding Company	17,50,00,000	100%	17,50,00,000	100%

\* The Bank holds 17,49,99,300 shares in its own name and the balance shares through its -7- nominee shareholders holding 100 shares each.

## E. Rights, Preferences and restrictions attached to shares

Equity shares: The company has one class of equity shares having a par value of Rs.10 per share. Each shareholder is eligible for one vote per share held at the General Meeting.

## NOTE 3

Reserves and surplus	As At March 31, 2020	As At March 31, 2019
<b>a. Statutory Reserves</b>		
Opening Balance	35,21,72,238	34,40,53,181
(+) Current Year Transfer (as per section 45-I C of RBI Act, 1934)	-	81,19,057
Closing Balance	35,21,72,238	35,21,72,238
<b>b. Surplus</b>		
Opening balance	37,44,23,437	34,19,47,208
(+) Net Profit/(Net Loss) For the current year	(31,52,51,966)	4,05,95,286
(-) Transfer to Reserves	-	81,19,057
Closing Balance	5,91,71,471	37,44,23,437
<b>Grand Total</b>	<b>41,13,43,709</b>	<b>72,65,95,675</b>

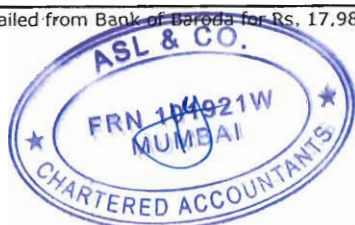
## NOTE 4

Long-term provision	As At March 31, 2020	As At March 31, 2019
<b>Provision for Employee Benefits:</b>		
Leave Encashment (Ref Note No.29 (c))	1,33,02,096	2,76,42,632
<b>Total</b>	<b>1,33,02,096</b>	<b>2,76,42,632</b>

## NOTE 5

Short-term borrowings	As At March 31, 2020	As At March 31, 2019
Loans repayable on demand, from banks, Unsecured	2,73,55,67,728	99,51,93,642
<b>Total</b>	<b>2,73,55,67,728</b>	<b>99,51,93,642</b>

\*Includes clean overdraft facility availed from Bank of Baroda for Rs. 17,98,79,350/- (PY Rs. 99,51,93,642/-)



**NOTE 6**

Trade payables	As At March 31, 2020	As At March 31, 2019
Trade Payables		
a) total outstanding dues of micro enterprises and small enterprises	435,942	829,918
b) total outstanding dues of creditors other than micro enterprises and small enterprises	152,767,032	67,028,952
<b>Total</b>	<b>153,202,974</b>	<b>67,858,870</b>

\*Refer Note No. 33 for disclosure of Micro, Small & Medium enterprise as per MSMED Act 2006.

**Note-7**

Other current liabilities	As At March 31, 2020	As At March 31, 2019
Refundable Deposit	6,625,000	3,750,000
Credit Balance In Cancelled Cards	1,306,908	1,619,114
Insurance Claim Payable	354,741	1,713,116
Advance received from Credit card holders	63,089,445	36,441,059
Advance receipt	2,431,304	-
Charge back hold	17,962,080	23,111,234
Merchant payment on hold	101,203,774	300,675,495
Payable to Merchant	-	215,876,258
Onus Chargeback	8,462,670	3,120,353
Payable to employees	405,193	778,306
<u>Liability Towards Statutory Dues</u>		
Provident fund	5,424,994	3,838,062
GST	53,783,768	47,581,925
Professional Tax	79,924	82,898
Labour welfare fund	7,021	-
Withholding tax (TDS)	34,387,496	18,531,256
<b>Total</b>	<b>295,524,318</b>	<b>657,119,076</b>

**NOTE 8**

Short-term provisions	As At March 31, 2020	As At March 31, 2019
<u>Provision for Employee Benefits:</u>		
Gratuity (Ref Note No. 29 (b))	202,237	-
Leave Encashment (Ref Note No.29 (c))	8,283,256	5,980,806
Provision for Staff Incentives	21,537,104	24,500,000
Provision for CSR activities	3,897,300	-
Provision under COVID-19 regulatory package (Ref Note No 39)	41,447,462	-
Provision For Expenses	245,126,713	132,142,089
Provision for Reward Point Expenses (Ref Note No. 35)	42,251,670	29,003,676
<b>Total</b>	<b>362,745,742</b>	<b>191,626,571</b>





NOTE 9 : Property plant & equipment  
a) Current Year

PARTICULARS	Gross Block				Accumulated Depreciation				Net Block		
	As at April 1, 2019	Additions during the Year	Acquired through business combinations	Sales/ Adjustment	As at March 31, 2020	As at April 1, 2019	Depreciation charge for the year	Adjustment due to revaluations	Sales/ Adjustment	As at March 31, 2020	As at March 31, 2020
<b>Tangible Assets</b>											
EDC Machines	82,91,80,013	-	-	3,36,983	82,88,43,030	46,86,42,496	14,12,19,642	-	2,31,320	60,96,30,818	21,92,12,212
Plant & Machinery	20,51,200	5,37,373	-	-	25,88,573	1,068	1,52,783	-	-	1,53,851	24,34,722
Furniture & Fixtures	1,10,21,372	5,12,305	-	4,45,004	1,10,88,673	66,12,575	12,26,019	-	4,23,579	74,15,015	36,73,658
Vehicles	25,42,035	-	-	-	25,42,035	17,82,781	3,07,596	-	-	20,90,377	4,51,658
Office Equipment	1,03,91,688	16,04,978	-	16,16,395	1,03,80,271	82,50,629	13,24,457	-	15,61,057	80,14,029	23,66,242
Computers hardware	3,65,23,136	1,66,32,542	-	1,54,43,910	3,77,11,768	2,59,51,753	66,99,919	-	1,45,48,597	1,81,03,075	1,96,08,693
<b>Total (A)</b>	<b>89,17,09,444</b>	<b>1,92,87,198</b>	-	<b>1,78,42,292</b>	<b>89,31,54,250</b>	<b>51,12,41,302</b>	<b>15,09,30,416</b>	-	<b>1,67,64,553</b>	<b>64,54,07,165</b>	<b>24,77,47,185</b>
<b>Intangible Assets</b>											
Computers software	4,37,73,725	14,96,933	-	-	4,52,70,658	3,16,60,674	29,46,741	-	-	3,46,07,415	1,06,63,243
Trademark	67,000	-	-	-	67,000	67,000	-	-	-	67,000	-
<b>Total (B)</b>	<b>4,38,40,725</b>	<b>14,96,933</b>	-	-	<b>4,53,37,658</b>	<b>3,17,27,674</b>	<b>29,46,741</b>	-	-	<b>3,46,74,415</b>	<b>1,06,63,243</b>
<b>Total (A+B)</b>	<b>93,55,50,169</b>	<b>2,07,84,131</b>	-	<b>1,78,42,292</b>	<b>93,84,92,008</b>	<b>54,29,68,976</b>	<b>15,38,77,157</b>	-	<b>1,67,64,553</b>	<b>68,00,81,580</b>	<b>25,84,10,428</b>

b) Previous Year

PARTICULARS	Gross Block				Accumulated Depreciation				Net Block		
	As at April 1, 2018	Additions during the Year	Acquired through business combinations	Sales/ Adjustment	As at March 31, 2019	As at April 1, 2018	Depreciation charge for the year	Adjustment due to revaluations	Sales/ Adjustment	As at March 31, 2019	As at March 31, 2019
<b>Tangible Assets</b>											
EDC Machines	86,72,51,176	-	-	3,80,71,163	82,91,80,013	33,96,20,027	16,43,05,807	-	3,52,83,338	46,86,42,496	36,05,37,517
Plant & Machinery	-	20,51,200	-	-	20,51,200	-	1,068	-	-	1,068	20,50,133
Furniture & Fixtures	92,09,723	18,11,649	-	-	1,10,21,372	56,07,874	10,04,701	-	-	66,12,575	44,08,797
Vehicles	31,03,035	-	-	5,61,000	25,42,035	19,19,319	3,87,091	-	5,23,629	17,82,781	7,59,254
Office Equipment	93,71,453	11,54,622	-	1,34,387	1,03,91,688	73,83,790	9,91,800	-	1,24,961	82,50,629	21,41,059
Computers hardware	2,88,03,872	90,81,807	-	13,62,543	3,65,23,136	2,38,75,241	29,38,363	-	8,61,851	2,59,51,753	1,05,71,383
<b>Total (A)</b>	<b>91,77,39,259</b>	<b>1,40,99,278</b>	-	<b>4,01,29,093</b>	<b>89,17,09,444</b>	<b>37,84,06,251</b>	<b>16,96,28,830</b>	-	<b>3,67,93,779</b>	<b>51,12,41,302</b>	<b>38,04,68,143</b>
<b>Intangible Assets</b>											
Computers software	2,99,17,518	1,38,56,207	-	-	4,37,73,725	2,92,63,385	23,97,289	-	-	3,16,60,674	1,21,13,051
Trademark	67,000	-	-	-	67,000	67,000	-	-	-	67,000	-
<b>Total (B)</b>	<b>2,99,84,518</b>	<b>1,38,56,207</b>	-	-	<b>4,38,40,725</b>	<b>2,93,30,385</b>	<b>23,97,289</b>	-	-	<b>3,17,27,674</b>	<b>1,21,13,051</b>
<b>Total (A+B)</b>	<b>94,77,23,777</b>	<b>2,79,55,485</b>	-	<b>4,01,29,093</b>	<b>93,55,50,169</b>	<b>40,77,36,636</b>	<b>17,20,26,119</b>	-	<b>3,67,93,779</b>	<b>54,29,68,976</b>	<b>39,25,81,194</b>



**NOTE 10**

The breakup of deferred tax assets into major components at the year end :

Deferred Tax Asset	As At March 31, 2020	As At March 31, 2019
Deferred Tax Assets, arising on		
Excess of net block of fixed assets as per tax over net block as per books.	7,01,38,369	5,33,85,434
Provision for Leave encashment	62,85,655	97,91,145
Provision for Bad & Doubtful debts	7,12,77,497	6,66,43,291
Provision under COVID-19 regulatory package	1,20,69,501	-
Provision for loss due to fraud	21,78,977	17,55,121
Provision for reward points	1,23,03,686	84,45,870
<b>Total</b>	<b>17,42,53,685</b>	<b>14,00,20,861</b>

**NOTE 11**

Long term Loans & Advances	As At March 31, 2020	As At March 31, 2019
(Unsecured)		
Loans & advances to customer (EMI to Customer)		
Considered good	90,42,680	-
Less: Provision against the standard assets	(36,171)	-
	90,06,509	-
Loans & advances to customer (Personal loan)		
a) Unsecured, considered good	2,62,103	13,83,627
Less: Provision against the standard assets	(1,048)	(13,837)
	2,61,055	13,69,790
b) Unsecured, considered Doubtful	-	27,558
Less: Provision for doubtful debts	-	(27,558)
	-	-
<b>Total</b>	<b>92,67,564</b>	<b>13,69,790</b>

**NOTE 12**

Other non-Current Assets	As At March 31, 2020	As At March 31, 2019
Unsecured, considered good , Unless otherwise specified		
Security Deposit	53,56,065	51,82,800
Advance Tax (net of provision)	21,10,12,051	9,32,34,968
Considered Doubtful		
Related to Fraud cases	74,82,752	60,27,201
Less: Provision for fraud cases	(74,82,752)	(60,27,201)
<b>Total</b>	<b>21,63,68,116</b>	<b>9,84,17,768</b>

**NOTE 13**

Inventories	As At March 31, 2020	As At March 31, 2019
(At the lower of cost and net realisable value)		
Credit Card Stock	33,93,203	67,34,781
Debit Card Stock	66,83,683	40,71,384
<b>Total</b>	<b>1,00,76,886</b>	<b>1,08,06,165</b>

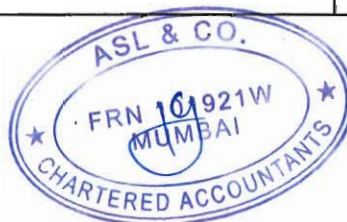
**NOTE 14**

Trade Receivables	As At March 31, 2020	As At March 31, 2019
(Unsecured, considered good , Unless otherwise specified)		
a) Trade receivable outstanding for a period exceeding six months *	2,02,02,790	21,77,81,093
b) Other Trade receivable *	42,59,29,731	41,99,72,027
<b>Total</b>	<b>44,61,32,521</b>	<b>63,77,53,120</b>

*the above includes receivable from Holding company i.e. Bank of Baroda	As At March 31, 2020	As At March 31, 2019
(Unsecured, considered good , Unless otherwise specified)		
a) Trade receivable outstanding for a period exceeding six months	43,05,326	16,94,90,895
b) other Trade receivable	37,73,97,837	34,28,21,266
<b>Total</b>	<b>38,17,03,163</b>	<b>51,23,12,161</b>

**NOTE 15**

Cash & Cash equivalents	As At March 31, 2020	As At March 31, 2019
Cash in Hand	20,000	10,000
Balances with Bank	13,25,70,763	26,06,34,560
<b>Total</b>	<b>13,25,90,763</b>	<b>26,06,44,560</b>



## NOTE 16

Short term Loans & Advances	As At March 31, 2020	As At March 31, 2019
<b>(Unsecured)</b>		
Loans & advances to customer (Credit card & EMI to Customer)		
a) Considered good *	4,35,98,68,170	2,67,04,08,047
Less: Provision against the standard assets	(1,60,76,468)	(2,64,32,874)
	4,34,37,91,702	2,64,39,75,173
b) Considered Doubtful	28,44,80,717	25,81,05,101
Less: Provision for doubtful advances	(28,44,80,717)	(25,81,05,101)
	-	-
Loans & advances to customer (Personal Loan )		
a) Considered good	44,22,578	1,02,15,421
Less: Provision against the standard assets	(13,837)	(1,02,154)
	44,08,741	1,01,13,267
b) Considered Doubtful	1,50,492	-
Less: Provision for doubtful debts	(1,50,492)	-
	-	-
<b>Other Advances</b> <b>(Considered good , Unless otherwise specified)</b>		
Advance Others	58,000	42,000
Advance To Employees	21,57,820	29,03,502
Advance towards Gratuity fund	-	41,18,898
Advance to Vendor #	7,47,434	2,55,773
<b>Total</b>	<b>4,35,11,63,697</b>	<b>2,66,14,08,613</b>
* includes receivable from directors	1,41,515	6,26,076
Above loan & advances have been given in the normal course of its business or business purpose.		
# includes receivable from joint venture of holding company.	10,000	-

## NOTE 17

Other Current assets	As At March 31, 2020	As At March 31, 2019
Interest Accrued but not due on Personal Loan	47,720	1,13,519
Unrecovered Merchant Payment	61,86,067	9,05,522
GST Input Tax Credit	4,01,11,429	3,23,52,739
Prepaid Expenses	1,27,26,829	69,93,761
Chargeback recoverable	1,92,00,608	2,58,18,048
Recoverable towards Settlement	3,10,94,193	11,88,86,069
Recoverable from Oil Marketing Company	1,40,56,061	2,70,37,137
<b>Total</b>	<b>12,34,22,907</b>	<b>21,21,06,795</b>

## NOTE 18

Revenue from operations	For the year ended March 31, 2020	For the year ended March 31, 2019
<b>Revenue from financial services</b>		
Service Charges From Merchants	75,91,62,819	65,99,94,584
POS Charges	24,95,07,609	27,88,02,157
MDR Subvention	28,04,53,018	17,39,08,216
Service Charges from Bank of Baroda	16,31,54,813	17,06,58,000
Service Charges From Oil Marketing Company	1,21,91,732	2,57,00,000
Merchant Enrollment Charges	59,225	2,13,275
Service Charges from Cardholders	1,09,55,04,129	62,61,77,461
Card Fees & Incidental charges from Cardholders	8,42,77,934	4,98,81,828
Currency Conversion Fees	1,42,18,359	1,07,64,083
Card Interchange Fees	28,28,27,661	14,54,84,415
Bad Debts Recovered	1,08,14,414	1,72,67,371
Revenue From Debit Card Operations	8,31,68,618	11,79,27,972
Interest on Personal Loan	8,20,815	10,30,306
Processing fees on Personal Loan	-	70,500
<b>Other operating revenues</b>		
Income from Consultancy service	11,75,06,592	4,72,27,245
Business Development incentive income	1,50,85,111	35,41,262
<b>Total</b>	<b>3,16,87,52,849</b>	<b>2,32,86,48,675</b>

## NOTE 19

Other Income	For the year ended March 31, 2020	For the year ended March 31, 2019
Income from mutual fund investments	7,93,087	26,57,104
Income from advertisement	-	7,575
Reversal from provision towards employee Gratuity expenses	-	4,81,113
Provision for standard assets written back	1,04,21,341	-
Reversal of Provision for loss due to fraud	-	35,02,072
Liability no longer required written back	7,88,74,706	3,95,21,597
Profit on sale of fixed assets	2,16,850	-
Miscellaneous income	1,10,28,223	4,69,71,537
<b>Total</b>	<b>10,13,34,207</b>	<b>4,69,71,537</b>





**NOTE 20**

Operating expenses	For the year ended March 31, 2020	For the year ended March 31, 2019
Interchange fees	94,04,08,654	74,53,26,470
EDC Processing Charges	13,20,32,019	15,85,64,654
GPRS Connectivity Charges (POS)	1,82,23,191	2,30,19,655
Scheme charges	18,19,24,778	12,61,21,581
Card Verification Charges	11,03,28,815	6,41,07,959
Card issuance cost	4,82,36,306	-
Documents verification charges	54,25,465	-
Consumption of Credit Card Plastic	73,76,191	43,80,339
Card embossing charges	31,29,500	16,53,306
Bonus Point expenses	5,91,50,522	5,18,99,518
Recovery Agent Charges	4,84,79,396	4,53,52,822
Data Processing Charges	9,69,583	3,09,636
Consumption of Debit Card Plastic	1,57,44,521	2,28,18,753
Debit card Operation expenses	2,52,16,586	3,29,04,352
<b>Total</b>	<b>1,59,66,45,527</b>	<b>1,27,64,59,045</b>

**NOTE 21**

Employee Benefit Expenses	For the year ended March 31, 2020	For the year ended March 31, 2019
Salaries, bonus & allowances	47,12,44,785	32,55,78,805
Contribution to Provident and other funds	4,15,12,176	1,58,12,020
Staff Welfare Expenses	88,43,030	15,00,047
<b>Total</b>	<b>52,15,99,991</b>	<b>34,28,90,872</b>

**NOTE 22**

Interest on borrowings	For the year ended March 31, 2020	For the year ended March 31, 2019
Interest on Short term borrowings	12,26,70,113	3,01,31,917
Discounting charges on commercial paper	3,16,64,000	-
<b>Total</b>	<b>15,43,34,113</b>	<b>3,01,31,917</b>

**NOTE 23**

Other expenses	For the year ended March 31, 2020	For the year ended March 31, 2019
Wages & Salaries to Substaff -Contractor	47,29,30,695	18,46,68,069
Business Promotion expenses	16,35,12,529	4,81,97,687
Postage & Courier	4,11,48,702	2,50,01,871
Software/ I.T. Expenses	5,05,29,302	2,22,86,959
Travelling Expenses	1,33,94,286	1,98,09,800
Rent	6,32,41,615	2,03,46,988
Legal and Professional	2,95,77,964	1,80,72,918
Printing & Stationery	1,44,08,274	1,18,36,786
Bank Charges	1,41,56,571	95,57,945
Fixed Asset Written Off	7,39,625	27,66,611
Repairs & Maintenance	1,33,83,886	86,75,473
Communication Expenses	3,35,77,879	50,26,220
Insurance Expenses	1,39,61,887	87,59,585
Electricity Expenses	54,40,861	48,47,948
Advertisement Expenses	10,47,333	28,58,076
Other Administrative Expenses	2,38,36,139	25,31,470
Foreign Exchange Fluctuation Loss	5,38,337	9,17,556
Rate& Taxes	86,258	7,04,505
<b>Auditor's Remuneration</b>		
Audit Fee	3,65,000	3,65,000
Tax Audit Fee	1,65,000	1,65,000
Certification Fees	70,000	70,000
Miscellaneous Expenses	55,263	8,041
Director's sitting fees	2,93,000	2,87,000
Loss on sale of fixed assets	-	44,520
Losses due to frauds	37,43,343	-
<b>Total</b>	<b>96,02,03,749</b>	<b>39,78,06,028</b>

**NOTE 24**

Bad debts written off / Provision for Doubtful Debts / Balance written off

Particulars	For the year ended March 31, 2020	For the year ended March 31, 2019
Bad Debts Written Off	14,99,28,320	1,47,71,011
Provision for Standard assets	-	-
Provision under COVID-19 regulatory package (Ref Note No 39)	4,14,47,462	-
Provision for doubtful assets	2,64,98,550	73,09,988
Balances written off	1,04,61,677	6,80,62,988
<b>Total</b>	<b>22,83,36,009</b>	<b>1,47,71,011</b>



**NOTE 25****Corporate social responsibility(CSR) expenses:-**

a. Gross amount required to be spent by the Company during the year 2019-20 - Rs. 45,75,300/- (Previous year - Rs. 64,86,000/-)

b. Amount spent / utilised during the year on:

Particulars	2019-20		2018-19	
	In cash*	Yet to be paid in cash	In cash*	Yet to be paid in cash
i Construction/Acquisition of any assets	Nil	Nil	Nil	Nil
ii Purposes other than (i) above	678,000	Nil	16,833,191	Nil

c. Related party transactions in relation to Corporate Social Responsibility : N.A.

d. Provision movement during the year

Particulars	2019-20	2018-19
Opening provision	-	10,347,191
Addition during the year	4,575,300	6,486,000
Utilised during the year*	(678,000)	(16,833,191)
Closing provision	3,897,300	-

\* Represents actual outflow during the year.

**NOTE 26****Earning Per Share**

Particulars	For the year ended March 31, 2020	For the year ended March 31, 2019
Basic & Diluted Net profit for the year	(315,251,966)	40,595,286
Weighted average number of share	175,000,000	175,000,000
Basic & Diluted earning per share (Face value of Rs. 10 each)	(1.80)	0.23



**27 Contingent Liabilities and Capital Commitments**

**a) Contingent Liabilities to the extent not provided for:**

i) Claims filed against the Company in consumer courts but not acknowledged as Debts Rs. 22,52,547/- in 16 cases [Previous year Rs.87,89,753.82/- in 21 cases]

ii) Income Tax Demands - Disputed (Amt. in Rs.)

Particulars	As At 31.03.2020	As At 31.03.2019
Income Tax Matter*	76,93,902	6,03,34,580

\* The company has preferred an appeal to ITAT for AY 2014-15 . The similar issue was taken up for hearing at ITAT for AY 2012-13 and the same is in favour of the Company. In view of the nature of expenses and various judicial authorities favoring the Company's view, the Company does not foresee any liability in this regard.

iii) Bonus Points: As on 31st March, 2020, the total number of bonus points not credited to eligible staff under Reward & Recognition program for sourcing credit card due to not holding credit card is Rs. 2,54,77,779, each point is valued at Rs. 0.25/- (Previous year Rs. 2,24,84,779/-)

b) Estimate amount of contracts remaining to be executed on capital account as on 31st March 2020 Rs. 4,24,51,000/-(Previous year Rs. 1,52,06,135/-)

**28 Income & Expenditure in foreign currency**

(Amt. in Rs.)

Particulars	As At 31.03.2020	As At 31.03.2019
<b>Income in Foreign currency</b>		
Income from Debit card international operation, Currency conversion charges, Business Development incentive income	4,59,15,743	1,49,82,788
<b>Total</b>	<b>4,59,15,743</b>	<b>1,49,82,788</b>
<b>Expenditure in foreign currency</b>		
Scheme charges	18,19,24,778	12,61,21,581
<b>Total</b>	<b>18,19,24,778</b>	<b>12,61,21,581</b>

**29 Employee benefits:-**

**Defined Contribution Plan:**

a) The Company has recognised a charge of Rs. 2,82,48,439/- (Previous year Rs. 1,56,14,117/-) for provident fund in the Statement of Profit and Loss.

**b) Defined Benefit Plans:**

(Amt. in Rs.)

	2019-20	2018-19
<b>Disclosures for defined benefit plans based on actuarial reports as on March 31, 2020</b>	<b>Gratuity</b>	
<b>A. Change in Defined Benefit Obligation</b>		
Present Value of Defined Benefit Obligation as at the beginning of the year	2,37,08,570	2,19,62,827
Interest Cost	17,94,415	16,31,279
Current & Past Service Cost	52,91,541	30,87,467
Benefits Paid	(3,18,788)	(2,85,002)
Actuarial Loss / (Gain)	64,55,632	(26,88,001)
Present Value of Defined Benefit Obligation as at the end of the year	3,69,31,370	2,37,08,570
<b>B. Changes in Fair Value of Assets</b>		
Fair Value of Plan Asset as at beginning of the year	2,78,27,468	1,96,98,356
Adjustment to the Opening Fund		
Expected return on Plan Assets	23,18,677	15,76,503
Contributions by the employer	72,90,767	58,18,801
Benefits Paid	(3,18,788)	(2,85,002)
Actuarial (Gain) / Loss	(3,88,991)	10,18,810
Fair Value of Plan Asset as at end of the year	3,67,29,133	2,78,27,468
<b>C. Amount recognized in the Balance Sheet</b>		
Present value of defined benefit obligation as at end of the year	3,69,31,370	2,37,08,570
Fair Value of Plan Assets at the end of the year	3,67,29,133	2,78,27,468
Unrecognised Past Service Cost	-	-
Net Asset / (Liability) recognized in Balance Sheet	2,02,237	(41,18,898)
<b>D. Expenses recognized in Profit and Loss Account</b>		
Adjustment to the Opening Fund		
Current & Past Service Cost	52,91,541	31,70,922
Interest Cost	17,94,415	16,31,279
Expected return on planned Assets	(23,18,677)	(15,76,503)
Actuarial Loss / (Gain)	68,44,623	(37,06,811)
Total Expenses/(Income) recognized in Profit and Loss Account Included in Salaries, Bonus & allowances	1,16,11,902	(4,81,113)
Discount Rate (per annum)	6.20%	7.75%
Salary Escalation	8.00% p.a for next 2 years & 6.00% p.a thereafter	9% for next 3 years & 6% thereafter
Withdrawal Rate	18.00% p.a at all ages	15% at younger ages reducing to 1% at older ages





	2019-20	2018-19
<b>Disclosures for defined benefit plans based on actuarial reports as on March 31, 2020</b>	<b>Gratuity</b>	
<b>Experience Adjustments:</b>		
Experience Adjustments on Plan Liability Loss / (Gain)	4,71,324	(13,55,565)
Actuarial Loss / (Gain) due to change in financial assumption	21,69,283	(4,40,319)
<b>E. Principal Actuarial Assumptions used:</b>		
Actuarial Loss / (Gain) due to change in demographic assumption	38,15,025	(8,92,117)
Experience Adjustments on Plan Assets Loss / (Gain)	3,88,991	(10,18,810)
Net actuarial Loss / (Gain) for the year	68,44,623	(37,06,811)

- c) Provision towards liability for Leave Encashment is made on the basis of actuarial valuation as per Accounting Standard 15 (Revised). Actuarial value liability is Rs. 2,15,85,352/- (previous year Rs. 3,36,23,438/-) based upon following assumptions. The Company provides benefits to its employees under the Leave Encashment Pay Plan, which is other long term employee benefits, covered under the AS -15. The Company obtained actuarial valuation for liabilities of leave encashment benefits payable to Employees.

Particulars	For the year ended 31.03.2020	For the year ended 31.03.2019
Discount Rate(% P.A)	6.20%	7.60%
Eligible Salary increase (% p.a.)	8.00% p.a. for 2 years and 6.00% p.a.	9% for 4 years and 6% thereafter
Withdrawal Rates	18% p.a. at all ages	15% at younger ages reducing to 1% at older ages

- 30 Current Assets, Loans and Advances, Trade Payables, Trade Receivables, other/non current liabilities and other/non current assets are subject to third party confirmations.

**31 Related Party Disclosures:**

- (i) As per Accounting Standard 18, as notified by the rules the disclosures of related parties and transactions during the year as deemed in are given below:

(A) Holding Company

Bank of Baroda

(B) Other Group Companies

i) Subsidiaries of holding company

The Nainital Bank Limited  
Bank of Baroda (Kenya) Limited  
Bank of Baroda (Uganda) Limited  
Bank of Baroda (Guyana) Inc  
Bank of Baroda (UK) Limited  
Bank of Baroda (Tanzania) Limited  
Bank of Baroda (Trinidad & Tobago) Ltd.  
Bank of Baroda (Ghana) Ltd  
Bank of Baroda (New Zealand) Ltd.  
Bank of Baroda (Botswana) Limited  
BOB Capital Markets Limited  
Baroda Global Shared Services Ltd  
Baroda Sun Technologies Ltd  
Baroda Asset Management India Limited  
Baroda Trustee India Private Limited  
BOB (UK) Ltd.

ii) Step down subsidiaries of holding company

Baroda Capital Markets (Uganda) Limited.  
(Subsidiary of Bank of Baroda Uganda Ltd.)

iii) Associates company of holding company

Baroda Uttar Pradesh Gramin Bank  
Baroda Rajasthan Kshetriya Gramin Bank  
Baroda Gujarat Gramin Bank

iv) Joint venture of holding company

India First Life Insurance Company Limited  
India International Bank (Malaysia) Bhd  
India Infra debt Limited

(C) Key Managerial Personnel

Shri Sanjiv Chadha (Chairman) (w.e.f 01st May 2020)  
Shri P.S.Jayakumar (Chairman) (upto 13th October 2019)  
Shri Vikramaditya S Khichi (Executive Director)  
Shri O.K.Kaul (Non-executive Director) (upto 31st March 2020)  
Shri Navtej Singh (Non-executive Director) (upto 30th September 2019)  
Shri Rajneesh Sharma (Non-executive Director)  
Ms. Archana Pandey (Non-executive Director)  
Kalidindi Satyanarayana Raju (Non-executive Director) (w.e.f. 06th December 2019)  
Shri Atul Malik (Independent Director)  
Shri Sharad Sarin (Independent Director)  
Shri Manish Shah (Managing Director & CEO) (upto 15th June 2019)  
Shri Manish Banerjea (Managing Director & CEO) (w.e.f. 06th December 2019)  
Ms.Pooja Karnani (Chief Financial Officer)  
Shri Vipul Barot (Company Secretary) (upto 06th December 2019)  
Ms. Deepashri Cornelius (Company Secretary) (w.e.f. 07th December 2019)



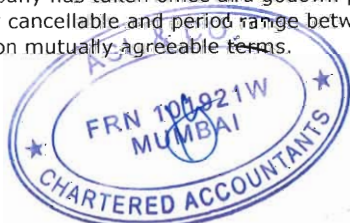
**Current year**

Nature of transaction	Holding Company	Other Group Companies	Key Managerial Persons
<b>A. Transactions during the year</b>			
1. MDR Subvention	247,833,524	-	-
2. Revenue From Debit Card Operations	77,968,629	5,199,989	-
3. Service Charges	163,154,813	-	-
4. Income from Consultancy service	117,506,592	-	-
5. POS Charges	133,048,773	-	-
6. Income from mutual fund investments	-	793,087	-
7. Rent	20,400,000	-	-
8. Interest on Short term borrowings	68,834,554	-	-
9. Bank Charges	13,739,964	-	-
10. Insurance Expenses	-	1,487,940	-
11. Card issuance cost	-	48,236,306	-
12. Director's - Employee Benefit Expenses	-	-	4,793,195
13. Director's - sitting fees	-	-	293,000
14. Key Managerial Persons - Employee Benefit Expenses	-	-	8,236,903
15. Gratuity premium paid	-	7,290,767	-
16. Royalty for Logo	500,000	-	-
<b>B. Balance Receivables at year end</b>			
1. Trade Receivables	381,206,367	496,796	-
2. Short Term Loan & Advances	-	-	141,515
3. Other Advances	-	10,000	-
4. Bank balances	123,278,042	-	-
5. Gratuity (Life Insurance Fund)	-	36,729,133	-
<b>C. Balance Payables at year end</b>			
1. Short Term Borrowings	179,879,350	-	-
2. Trade Payables	34,689,028	-	-
3. Short Term Provision	25,287,640	15,565,656	-
4. Other Current Liabilities	2,431,304	-	-

**Previous Year**

Nature of transaction	Holding Company	Other Group Companies	Key Managerial Persons
<b>A. Transactions during the year</b>			
1. MDR Subvention	131,658,961	-	-
2. Revenue From Debit Card Operations	131,210,302	(13,282,330)	-
3. Service Charges	170,658,000	-	-
4. Income from Consultancy service	47,227,245	-	-
5. Income from advertisement	7,575	-	-
6. POS Charges	35,913,943	-	-
7. Income from mutual fund investments	-	2,657,104	-
8. Rent	15,590,687	-	-
9. Interest on Short term borrowings	30,131,917	-	-
10. Bank Charges	9,505,824	-	-
11. Insurance Expenses	-	551,418	-
12. Card issuance cost	-	-	-
13. Director's - Employee Benefit Expenses	-	-	17,879,659
14. Director's - sitting fees	-	-	287,000
15. Key Managerial Persons - Employee Benefit Expenses	-	-	6,080,519
16. Sundry Balances written off	5,418,156	-	-
17. Business Promotion Expenses	3,800,000	-	-
18. Gratuity premium paid	-	5,818,801	-
<b>B. Balance Receivables at year end</b>			
1. Trade Receivables	512,312,161	4,870,220	-
2. Short Term Loan & Advances	90,309	-	626,076
3. Bank balances	127,281,698	-	-
4. Other Advances	-	104,847	-
5. Gratuity (Life Insurance Fund)	-	27,827,468	-
<b>C. Balance Payables at year end</b>			
1. Short Term Borrowings	995,193,642	-	-
2. Short Term Provision	7,834,000	-	-

32 The company has taken office and godown premises under operating lease & leave and license agreements. These are generally cancellable and period range between 11 months and 5 years under leave and license and are renewable by mutual consent on mutually agreeable terms.



- 33 Suppliers/service providers covered under Micro, Small, Medium Enterprises Development Act, 2006 has been determined on the basis of intimation received from the vendor.

Particulars	As at March 31,2020	As at March 31,2019
a) Trade Payables include :		
i) total outstanding dues of micro ,small and medium enterprises	4,35,942	8,29,918
ii) total outstanding dues of creditors other than micro , small and medium enterprises	15,27,67,032	6,70,28,952
b) Other Liabilities include :		
i) total outstanding dues of micro ,small and medium enterprises	Nil	Nil
ii) total outstanding dues of creditors other than micro , small and medium enterprises	29,55,24,318	65,71,19,076
c) Principal and interest amount remaining unpaid	Nil	Nil
d) Interest due thereon remaining unpaid	Nil	Nil
e) Interest paid by the Company in terms of Section 16 of the Micro, Small and Medium Enterprises Development Act, 2006, along with the amount of the payment made to the supplier beyond the appointed day	Nil	Nil
f) Interest due and payable for the period of delay in making payment (which have been paid but beyond the appointed day during the period) but without adding interest specified under the Micro, Small and Medium Enterprises Act, 2006	Nil	Nil
g) Interest accrued and remaining unpaid	Nil	Nil
h) Interest remaining due and payable even in the succeeding years, until such date when the interest dues as above are actually paid to the small enterprises	Nil	Nil
The above information has been compiled in respect of parties to the extent to which they could be identified as Micro, Small and Medium Enterprises , on the basis of information available with the Company.This has been relied upon by the auditors.		

**34 Asset Classification and provisioning : [refer Note re. 1 (k) - Asset Classification and provision norms]**

a) Standard Assets - Provisioning: The Company is making provision on the Standard Assets @ 0.40% of the outstanding as at the year end in line with extant guidelines applicable to ND-SI NBFCs.

Hitherto to the company was making provision on the Standard Assets @1 % of the outstanding as at the year end.

Due to this change in accounting policy, the provision on the Standard Assets for the year is lower by Rs. 2,41,91,287/- with the consequential effect on the loss for the year and Reserves and Surplus . The Short Term Loans and Advances are higher by the same amount.

b) NPAs - Write off - The Company is following the practice of annual write off of NPAs. The accounts which have been classified as NPA for 180 days or more and for which no payment is received for one year , are written off as Bad Debts.

Hitherto the company was following the practice of writing off bad debts on case to case basis as per the Board approved company policy in this regard.

Due to this change in accounting policy Bad Debts written off are higher and Provision for Doubt full debts are lower by Rs. 14,99,28,320/-, with no effect on the Profit /Loss for the year.

**35 Un-redeemed Reward Points :**

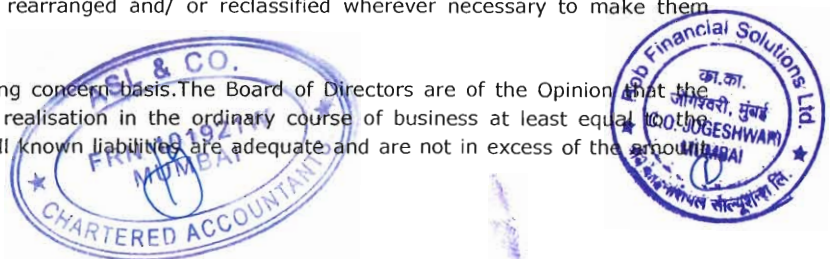
The Company has a reward point program which allows card members to earn points based on spends through the cards that can be redeemed for cash. In addition, Company has designed a Reward & Recognition program for sourcing credit card through branches of the Holding Company. Accordingly the eligible employees of the Holding Company is rewarded with bonus points through a credit in their card accounts. The liability for rewards points outstanding as at the year end and expected to be redeemed in the future is accounted for on the basis of actuarial valuation. The liability for points not credited to eligible staff members of our parent organization under the aforementioned Reward & Recognition program, due to their non-holding of credit card is considered as contingent liability.

Movement of provision for rewards points expenses.

Particulars	As At 31.03.2020	As At 31.03.2019
Provision at the beginning of the year	2,90,03,676	-
Add: Addition made during the year	5,91,50,522	5,05,68,788
Less:- Amount used during the year	4,59,02,528	2,15,65,112
Less:- Unused amounts reversed during the year	-	-
Amount at the end of the year	4,22,51,670	2,90,03,676

- 36 Previous Year's figures have been regrouped, and/ or rearranged and/ or reclassified wherever necessary to make them comparable with current year's figures.

- 37 The Accounts of the company is been prepared on going concern basis. The Board of Directors are of the Opinion that the Current Assets, Loans and Advances have a value on realisation in the ordinary course of business at least equal to the amount stated in the Balance Sheet and provision for all known liabilities are adequate and are not in excess of the amount considered reasonable necessary.





38 Schedule of Balance sheet of Systemically Important Non-deposit taking Non-Banking Financial Company as required in terms of Paragraph 19 of Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016

Sr. NO.	Particulars	As at 31st March 2020		As at 31st March 2019	
		Amount outstanding	Amount overdue	Amount outstanding	Amount overdue
	<b>Liabilities side</b>				
	<b>Loans and Advances availed by the NBFC's inclusive of interest accrued thereon but not paid.</b>				
	a) Debenture: Secured	Nil	Nil	Nil	Nil
	Unsecured	Nil	Nil	Nil	Nil
	(other than falling within the meaning of public deposit)				
1	b) Deferred credits	Nil	Nil	Nil	Nil
	c) Terms Loans	Nil	Nil	Nil	Nil
	d) Inter-corporate loans & borrowing	Nil	Nil	Nil	Nil
	e) Commercial paper	Nil	Nil	Nil	Nil
	f) Public Deposit				
	g) Other loans				
	-Cash Credit facility & Working capital term loan	2,73,55,67,728	Nil	99,51,93,642	Nil
2	Break-up of (1)(f) above (Outstanding public deposits inclusive of interest accrued thereon but not paid) :				
	a) In the form of Unsecured debentures	Nil	Nil	Nil	Nil
	b) In the form of partly secured debentures i.e. debentures where there is a shortfall in the value of security	Nil	Nil	Nil	Nil
	c) Other public deposits	Nil	Nil	Nil	Nil
	b) Unsecured	Nil	Nil	Nil	Nil
	<b>Particulars</b>			<b>As at 31st March 2020</b>	<b>As at 31st March 2019</b>
	<b>Assets side</b>				
3	<b>Break-up of Loans &amp; Advances including bills receivables (other than those included in (4) below:</b>			<b>Amount outstanding</b>	<b>Amount outstanding</b>
	a) Secured			Nil	Nil
	b) Unsecured			4,35,75,04,178	2,65,54,58,230
4	<b>Break-up of Leased Assets &amp; Stock on Hire and other assets counting towards AFC activities</b>				
	a) Lease assets including lease rentals under sundry debtors:				
	i) Finance Lease			Nil	Nil
	ii) Operating Lease			Nil	Nil
	b) Stock on hire including hire charges under sundry debtors:				
	i) Assets on hire			Nil	Nil
	ii) Repossessed Assets			Nil	Nil
	c) Other loans counting towards AFC activities				
	i) Loans where assets have been			Nil	Nil
	ii) Loans other than (a) above			Nil	Nil
5	<b>Break-up of Investments</b>			<b>31st March 2020</b>	<b>31st March 2019</b>
	<b>Current Investment</b>				
	Quoted				
	i) Shares : Equity			Nil	Nil
	: Preference			Nil	Nil
	ii) Debentures and bonds			Nil	Nil
	iii) Unit of mutual funds			Nil	Nil
	iv) Government securities			Nil	Nil
	v) others (please specify)			Nil	Nil
	Unquoted				
	i) Shares : Equity			Nil	Nil
	: Preference			Nil	Nil
	ii) Debentures and bonds			Nil	Nil
	iii) Unit of mutual funds			Nil	Nil
	iv) Government securities			Nil	Nil
	v) others (please specify)			Nil	Nil
	<b>Long Term Investment</b>				
	Quoted				
	i) Shares : Equity			Nil	Nil
	: Preference			Nil	Nil





<b>Break-up of Investments</b>		<b>31st March 2020</b>	<b>31st March 2019</b>	
<b>Current Investment</b>				
Quoted				
i) Shares : Equity		Nil	Nil	
: Preference		Nil	Nil	
ii) Debentures and bonds		Nil	Nil	
iii) Unit of mutual funds		Nil	Nil	
iv) Government securities		Nil	Nil	
v) others (please specify)		Nil	Nil	
Unquoted				
i) Shares : Equity		Nil	Nil	
: Preference		Nil	Nil	
ii) Debentures and bonds		Nil	Nil	
iii) Unit of mutual funds		Nil	Nil	
iv) Government securities		Nil	Nil	
v) others (please specify)		Nil	Nil	
<b>Long Term Investment</b>				
Quoted				
i) Shares : Equity		Nil	Nil	
: Preference		Nil	Nil	
ii) Debentures and bonds		Nil	Nil	
iii) Unit of mutual funds		Nil	Nil	
iv) Government securities		Nil	Nil	
v) others (please specify)		Nil	Nil	
Unquoted				
i) Shares : Equity		Nil	Nil	
: Preference		Nil	Nil	
ii) Debentures and bonds		Nil	Nil	
iii) Unit of mutual funds		Nil	Nil	
iv) Government securities		Nil	Nil	
v) others (please specify)		Nil	Nil	
<b>Borrower group-wise classification of assets financed as in (2) and (3) above:</b>				
Category	As at 31st March 2020		As at 31st March 2019	
	Secured	Unsecured	Secured	Unsecured
1) Related parties				
i) Subsidiaries	Nil	Nil	Nil	Nil
ii) Companies in the same group	Nil	Nil	Nil	Nil
iii) Other related party	Nil	Nil	Nil	Nil
2) Other than related parties	Nil	Nil	Nil	Nil
<b>Investor group-wise classification of all investments (current and long term) in share and securities (both quoted)</b>				
Category	As at 31st March 2020		As at 31st March 2019	
	Market value/	Book value (Net	Market value/	Book value (Net
1) Related parties				
i) Subsidiaries	Nil	Nil	Nil	Nil
ii) Companies in the same group	Nil	Nil	Nil	Nil
iii) Other related party	Nil	Nil	Nil	Nil
2) Other than related parties	Nil	Nil	Nil	Nil
<b>Other Information</b>				
Particulars	31st March 2020	31st March 2019		
Gross Non-performing Assets				
i) Related Parties	Nil	Nil		
ii) Other than related parties	28,46,31,209	25,81,32,659		
Net Non-performing Assets (net of provision made)				
i) Related Parties	Nil	Nil		
ii) Other than related parties	Nil	Nil		
Assets acquired on satisfaction of Debt	Nil	Nil		

39 COVID-19 virus, a global pandemic has affected the world economy including India leading to significant decline and volatility in financial markets and decline in economic activities. The Indian Government announced a lock-down across the country with effect from 24th march 2020 , with subsequent extensions to continue till 31st May 2020.

The extent to which the COVID-19 pandemic will impact the Company's provision on assets is highly uncertain as the same will depend on the future developments , including among the other things , new information concerning the severity of the COVID-19 pandemic and any action to contain its spread or mitigate its impact whether government mandated or elected by the Company.



40 The disclosures as required under RBI Master Direction - Non-Banking Financial Company - Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016

Additional disclosure

1 Capital

Particulars	As At 31.03.2020	As At 31.03.2019
CRAR (%)	38.21%	59.37%
CRAR - Tier I Capital (%)	38.21%	59.37%
CRAR - Tier II Capital (%)	-	-
Amount of subordinated debt raised as Tier-II capital	Nil	Nil
Amount raised by issue of Perpetual Debt Instruments	Nil	Nil

2 Investments

Particulars	As At 31.03.2020	As At 31.03.2019
1) Value of Investments		
i) Gross Value of Investments		
In India	Nil	Nil
Outside India	Nil	Nil
ii) Provisions for Depreciation		
In India	Nil	Nil
Outside India	Nil	Nil
iii) Net Value of Investments		
In India	Nil	Nil
Outside India	Nil	Nil
2) Movement of provisions held towards		
Opening balance	Nil	Nil
Add : Provisions made during the year	Nil	Nil
Less : Write-off / write-back of excess provisions	Nil	Nil
Closing balance	Nil	Nil

3 Derivatives

There is no derivatives transaction during the year.  
Forward Rate Agreement / Interest Rate Swap :- Not Applicable  
Exchange Traded Interest Rate (IR) Derivatives:- Not Applicable  
Disclosures on Risk Exposure in Derivatives:- Not Applicable

4 Disclosures relating to Securitisation:- No such transaction during the year.  
Details of Financial Assets sold to Securitisation / Reconstruction Company for Asset Reconstruction:- Not Applicable

Details of Assignment transactions undertaken by applicable NBFCs:- Not Applicable

5 Details of non-performing financial assets purchased / sold: No such transaction during the year.

6 Asset Liability Management :-

Rs in Cr.

Maturity pattern of certain items of Assets and Liabilities as at 31st March 2020

	upto 30 /31 days	Over 1 month upto 2 Month	Over 2 month upto 3 Month*	Over 3 month & up to 6 month**	Over 6 month to 1 year**	Over 1 year to 3years* *	Over 3 year to 5 years	Over 5 years	Total
Borrowing from banks	164.71	--	--	50.00	--	58.85	--	--	273.56
Market borrowings	--	--	--	--	--	--	--	--	--
Receivables# investments	--	--	361.34	40.21	20.72	8.77	--	--	431.04
	--	--	--	--	--	--	--	--	--

\* Receivables in period 2-3 months also includes receivables for period 0-30 days & 1-2 months which are being collected as such, however the same will become due after 2 months as we have given moratorium to our customer as per recent guidelines issued by RBI.

\*\* Credit Receivables are based on average collections in last 6 months.

# Receivables include Long term & short term loans and advances related to Credit card, personal loan & EMI to customer. (net of NPA and advance received from credit card holder)

4



Maturity pattern of certain items of Assets and Liabilities as at 31st March 2019

	upto 30 /31 days	Over 1 month upto 2 Month	Over 2 month upto 3 Month	Over 3 month & up to 6 month	Over 6 month to 1 year	Over 1 year to 3years	Over 3 year to 5 years	Over 5 years	Total
Borrowing from banks	99.52	--	--	--	--	--	--	--	99.52
Market borrowings	--	--	--	--	--	--	--	--	--
Receivables#	260.24	-	-	0.04	0.02	4.10	0.14	--	264.55
investments	--	--	--	--	--	--	--	--	--

# Note 1: Credit Receivable are based on normal collection cycle.

Note 2: Receivables include Long term & short term loans and advances related to Credit card, personal loan & EMI to customer. (net of NPA and advance received from credit card holder)

**7 i) Exposures To Real Estate Sector**

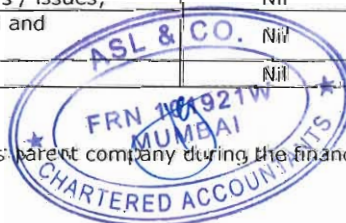
Direct Exposure		As At 31.03.2020	As At 31.03.2019
<b>Residential Mortgages -</b>			
Lending fully secured by mortgages on residential property that is or will be occupied by the borrower or that is rented: (Individual housing loans up to Rs. 15 lakhs may be shown separately)		Nil	Nil
<b>Commercial Real Estates -</b>			
Lending secured by mortgage on commercial real estates (office buildings, retail space, multipurpose commercial premises, multi-family residential buildings, multi tenanted commercial premises, industrial or warehouse space, hotels, land acquisition, development and construction, etc.) exposure would also include non-fund based (NFD) limits:		Nil	Nil
Investments in Mortgage Backed Securities (MBS) and other secured exposures -			
a.	Residential	Nil	Nil
b.	Commercial Real Estates	Nil	Nil
Indirect exposure			
Fund based and non-fund based exposures on National Housing Bank (NHB) and housing bank Companies (HFCs)		Nil	Nil

**ii) Exposure to Capital Market**

Particulars	As At 31.03.2020	As At 31.03.2019
direct investment in equity shares, convertible bonds, convertible debentures and units of equity-oriented mutual funds the corpus of which is not exclusively invested in corporate debt;	Nil	Nil
advances against shares / bonds / debentures or other securities or on clean basis to individuals for investment in shares (including IPOs / ESOPs), convertible bonds, convertible debentures, and units of equity-oriented mutual funds;	Nil	Nil
advances for any other purposes where shares or convertible bonds or convertible debentures or units of equity oriented mutual funds are taken as primary security;	Nil	Nil
advances for any other purposes to the extent secured by the collateral security of shares or convertible bonds or convertible debentures or units of equity oriented mutual funds i.e. where the primary security other than shares / convertible bonds / convertible debentures / units of equity oriented mutual funds 'does not fully cover the advances;	Nil	Nil
secured and unsecured advances to stockbrokers and guarantees issued on behalf of stockbrokers and market makers;	Nil	Nil
loans sanctioned to corporates against the security of shares / bonds / debentures or other securities or on clean basis for meeting promoter's contribution to the equity of new companies in anticipation of raising resources;	Nil	Nil
bridge loans to companies against expected equity flows / issues;	Nil	Nil
all exposures to Venture Capital Funds (both registered and unregistered)	Nil	Nil
Total Exposure to Capital Market	Nil	Nil

**8 Details of financing of parent company products**

The company has not financed any of the product of its parent company during the financial year 2019-20.





- 9 Details of Single Borrower Limit (SGL) / Group Borrower Limit (GBL) exceeded by the applicable NBFC  
The company has not exceeded the prudential exposure limits during the financial year 2019-20.
- 10 Company has not sanctioned any loan against the intangible security during the financial year 2019-20.
- 11 (i) The company has obtained registration from following regulator apart from RBI

Particulars	Registration number.
Certificate of incorporation under Companies Act 1956.	U65990MH1994GOI081616
NBFC registration	13.01305

(ii) No penalty have been imposed by any regulator during the financial year 2019-20.

(iii) Related Party Transaction:-  
For related party transaction please refer note no. 31

(iv) The short term debt rating of the company is A1+ by CRISIL and India Rating & Research Pvt. Ltd. During the FY 2019-20 company has obtained the rating from credit rating agency for the first time.

(v) Revenue Recognition:-  
For Revenue Recognition please refer note no. 1(f).

## 12 i) Provisions and Contingencies

Break up of Provisions	As At 31.03.2020	As At 31.03.2019
Provisions for depreciation on Investment	Nil	Nil
Provision for doubtful assets	284,631,209	258,132,659
Provision under COVID-19 regulatory package (Ref	41,447,462	-
Provision made towards Income tax	211,012,051	93,234,968
Other Provision and Contingencies (with details)		
Provision for reward points	42,251,670	29,003,676
Provision for Gratuity	202,237	-
Provision for Standard Assets	16,127,524	26,548,865
Provision for fraud	7,482,752	6,027,201
Provision for Leave encashment	21,585,352	33,623,438
Provision for Staff Incentive	21,537,104	24,500,000
Provision for Expenses	245,126,713	132,142,089
Provision for CSR Expenses	3,897,300	-

Note: No provision has been made for contingencies. Refer note no 27 (a).

ii) There is no draw down from the reserve during the financial year 2019-20.

### iii) a) Concentration of Advances

Particulars	As At 31.03.2020	As At 31.03.2019
Total advance of largest twenty borrowers*	25,995,325	28,484,289
percentage of Advance to largest twenty borrowers to total advances of NBFC	0.59%	0.65%

\*The Advances denotes the outstanding balances of standard twenty borrower.

### iii) b) Concentration of Exposure

Particulars	As At 31.03.2020	As At 31.03.2019
Total Exposure to largest twenty borrowers *	99,350,000	90,350,000
percentage of exposure to twenty largest borrowers to total advances of NBFC	2.27%	2.07%

\*The exposures denotes the total credit card limit against the top twenty borrower.

### iii) c) Concentration of NPAs

Particulars	As At 31.03.2020	As At 31.03.2019
Total Exposure to top four NPA accounts*	2,762,591	5,669,384

\* The exposure to NPA is only principal outstanding. The income is fully de-recognised and limit is already blocked from these customer.

### iii) d) Sector-wise NPAs

Particulars	% of NPAs to Total Advances in that sector	As At 31.03.2020	As At 31.03.2019
Agriculture & allied activities	Nil	Nil	Nil
MSME	Nil	Nil	Nil
Corporate borrowers credit cards	Nil	Nil	Nil
Services	Nil	Nil	Nil
Unsecured personal loans	3.11%	150,492	27,558
Auto loans	Nil	Nil	Nil
Other personal loans credit cards	6.11%	284,480,717	258,105,101





**iv) Movement of NPAs**

Particulars	As At	As At
	31.03.2020	31.03.2019
i) Net NPAs to Net Advances (%)	Nil	Nil
ii) Movement of NPAs (Gross)		
Opening balance	25,81,32,659	21,08,25,691
Add:- Additions during the year	31,20,22,870	18,89,51,979
Less:-Written off as Bad Debts	14,99,28,320	1,43,73,011
Less:- Reductions during the year	13,55,96,000	12,72,72,000
Closing balance	28,46,31,209	25,81,32,659
iii) Movement of Net NPAs		
Opening balance	Nil	Nil
Add:- Additions during the year	Nil	Nil
Less:-Reductions during the year	Nil	Nil
Closing balance	Nil	Nil
iv) Movement of provisions for NPAs (excluding provisions on standard assets)		
Opening balance	25,81,32,659	21,08,25,691
Add:-Provisions made during the year	31,20,22,870	18,89,51,979
Less:-Written off as Bad Debts	14,99,28,320	1,43,73,011
Less:-write-back of excess provisions	13,55,96,000	12,72,72,000
Closing balance	28,46,31,209	25,81,32,659

(please refer note no 24 &amp; 34.)

- 13 The company does not have any joint venture or overseas subsidiaries.
- 14 Off-balance Sheet SPVs sponsored:-  
There is no off-balance sheet SPVs sponsored by the Company during the year ended 31st March 2020.
- 15 **Disclosure of customer Complaints**

Particulars	As At 31.03.2020	As At 31.03.2019
No. of complaints pending at the beginning of the year	57	10
No. of complaints received during the year	40,651	14,067
No. of complaints redressed during the year	38,632	14,020
No. of complaints pending at the end of the year	2,076	57

**16 Public disclosure on liquidity risk**

i) Top 20 large deposits (amount in Rs. crore and % of total deposits) :- Not Applicable

ii) Top 10 borrowings (amount in Rs. crore and % of total borrowings)

Rs. In Cr

Name of the bank	Product	Amount	% to total
Bank of Baroda	Overdraft facility	17.99	6.58%
HDFC Bank	Overdraft facility	55.57	20.31%
HSBC Bank	Working capital Demand loan	200.00	73.11%
	Total	273.56	100.00%

(iii) Stock Ratios:

(a) Commercial papers as a % of total public funds, total liabilities and total assets:- Not Applicable

(b) Non-convertible debentures (original maturity of less than one year) as a % of total public funds, total liabilities and total assets:- Not Applicable

(c) Other short-term liabilities, if any as a % of total public funds, total liabilities and total assets

Other short-term liabilities to % of total public funds :- Not Applicable

Other short-term liabilities to % of total liabilities :- 61.99%

Other short-term liabilities to % of total Assets :- 63.94%

(iv) Institutional set-up for liquidity risk management:- The Company has in placed liquidity risk management policy.



**41 Segment Reporting:**

The Management has reviewed and reconsidered the requirements of presenting segment information and accordingly identified Business segment as the Primary segment for disclosure for the current year. The Company operations are in India and hence there is no segment reporting by geographical segment. Segment Information has been prepared in conformity with the Accounting Standard- AS-17-'Segment Reporting'. The details are stated below:

Business Segment	Merchant (acquiring)		Credit Card (issuing)		Debit Card		Other		Total		Amt.in Lacs
	F.Y. 2019-20	F.Y. 2018-19	F.Y. 2019-20	F.Y. 2018-19	F.Y. 2019-20	F.Y. 2018-19	F.Y. 2019-20	F.Y. 2018-19	F.Y. 2019-20	F.Y. 2018-19	
Revenue	15,498.82	13,461.29	15,182.19	8,618.94	835.83	1,192.69	1,184.03	483.28	32,700.87	23,756.20	
Result	143.93	228.57	(4,182.38)	(156.40)	327.54	477.61	216.06	55.58	(3,494.85)	605.35	
Operating Profit	143.93	228.57	(4,182.38)	(156.40)	327.54	477.61	216.06	55.58	(3,494.85)	605.35	
Profit/(Loss) before tax	143.93	228.57	(4,182.38)	(156.40)	327.54	477.61	216.06	55.58	(3,494.85)	605.35	
Income Taxes									(342.33)	199.40	
<b>Net Profit</b>									<b>(3,152.52)</b>	<b>405.95</b>	
Other Information											
Segment Assets	6,689.22	7,238.19	44,480.77	27,016.84	543.11	4,914.38	325.20	51.95	52,038.30	39,221.36	
Unallocated Assets									5,178.56	4,939.00	
<b>Total Assets</b>									<b>57,216.87</b>	<b>44,160.36</b>	
Segment Liabilities	2,772.99	6,497.39	4,638.02	2,825.49	170.54	119.59	251.73	-	7,833.28	9,442.47	
Unallocated Liabilities									49,383.59	34,717.89	
<b>Total Liabilities</b>									<b>57,216.87</b>	<b>44,160.36</b>	
Capital Expenditure	50.63	68.01	155.24	208.29	1.97	3.25	-	-	207.84	279.55	
Depreciation/Amortisation	1,454.22	1,668.69	75.17	43.10	0.97	1.50	8.40	6.98	1,538.77	1,720.26	
Non cash expenses other than depreciation	721.83	(0.08)	(32.97)	0.50	(0.07)	0.02	-	-	688.79	0.45	

Significant Accounting Policies

1

The Accompanying Notes to Financial Statements form an integral part of the financial statements.

2-41

As per our report of even date attached.

For ASL &amp; Co.

Chartered Accountants

[Firm Registration No. 101921W]

[Kapil Kumer Joshi]

Partner

Membership No. 137334

Place: Mumbai

Date: 20.05.2020

For and on behalf of the Board of Directors

BOB Financial Solutions Limited

Sanjiv Chadha  
Chairman  
(DIN:08368448)Vikramaditya S Khichi  
Director  
(DIN:08317894)Manish Banerjee  
Managing Director & CEO  
(DIN: 08623335)Pooja Karanam  
Chief Financial Officer  
(PAN:AHEPB7049P)Deepashri Cornelius  
Company Secretary  
(PAN:BVLPS3134E)

Place: Mumbai

Date: 20.05.2020

