

Digital Solutions for a Connected Tomorrow





<https://www.atishay.com/annual-reports-detail/>

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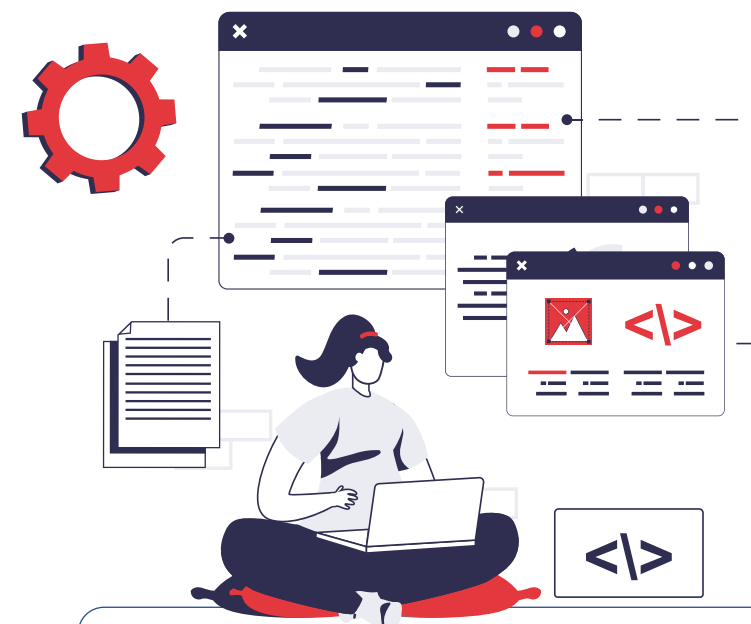
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Empowering the Government ,
enhancing Citizen Experiences

Digital Solutions for a Connected Tomorrow

Our objective is to improve the way customers and merchants live, trade, and transact by digitising and simplifying commerce. Our comprehensive solution promises to simplify corporate operations and transaction processing for the Government of India. We have always focused on establishing a digital organisation that will not just scale but also solve challenges at large. We have gone into several digital-led enterprises and used that experience to become one of India's leading Digital Solution providers.



FY2023 Highlights


₹ 2,342 Lakhs
Total Income


₹ 65 Lakhs
Profit After Tax


₹ 263 Lakhs
EBITDA


₹ 3,248 Lakhs
Market Capitalization
(As of 31st March, 2023)

About Atishay Limited

Since our inception in 2000, we have evolved into a premier software development company dedicated to driving digital transformation in the public sector. We pride ourselves on designing and delivering bespoke software solutions that streamline operations, enhance the ease of doing business, and prioritize citizen-centric services.

Our strategic focus and expertise lie within the Government sector, where we have championed the digitization of traditional processes, improved service delivery, and fostered greater transparency. Our solutions have enabled public sector organizations to not only increase their operational efficiency but also to provide superior services to their citizens, thus empowering governments and communities alike. As a company listed on the Bombay

Stock Exchange (BSE), we have made significant strides over the years, attaining a lifetime transaction value of 630 Crores. This achievement underscores our sustained growth and our commitment to deliver exceptional value to our clients.

We are proud to be a CMMI Dev ML 3 accredited company, a testament to our commitment to high-quality service delivery, robust project management, and continuous improvement. Our commitment to world-class service delivery is further cemented by our ISO 27000 and ISO 9001 certifications. These certifications reflect our adherence to stringent quality management principles and our unwavering commitment to data security, respectively.

Through the years, we've managed to consistently exceed client expectations

while adhering to the highest industry standards. Our accomplishments in the public sector are evidenced by the multiple successful projects we've completed, including digitization of document verification for Public Sector Units, centralization of authentication for various government-run schemes, and simplifying the NOC application process for educational institutes, among others.

As we look towards the future, we remain steadfast in our commitment to leverage digital technology for public service enhancement, continuing our journey towards a more efficient and citizen-centric future.



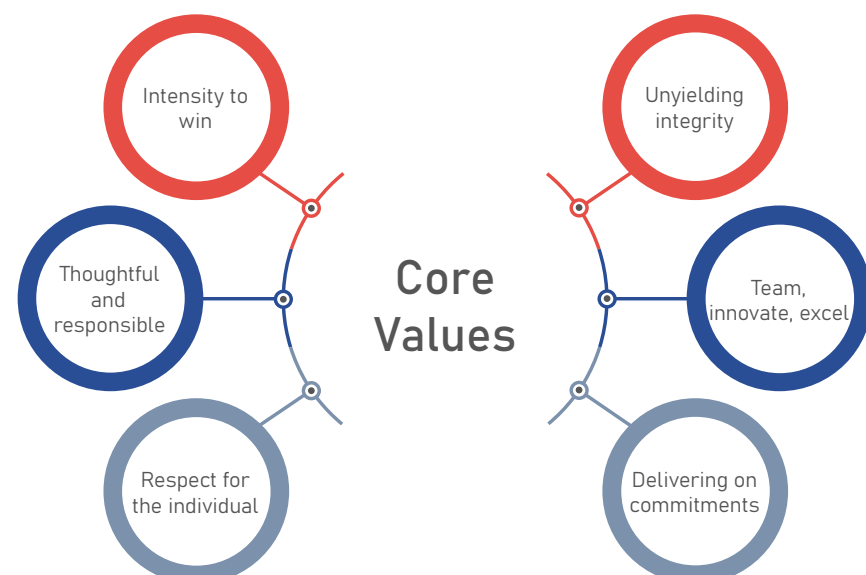
Mission

To expand our market share by penetrating the market even further, while continuing to satisfy our clientele with our service and support.



Vision

Our vision is to revolutionize the way public services function by harnessing the power of digital technology, fostering a seamless, accessible, and efficient experience for citizens, thereby catalyzing the transformation towards a digitally empowered society and knowledge economy."



23+ years
Experience



3+ states
Footprint



4
Operations
in states



20+
Government departments
served across



CMMI Level 3 ISO/
IEC 27001:2005
ISO/IEC 9001:2015
For our software solutions



Purpose

Atishay encapsulates the values, which are the guiding principles for our culture and behaviour in the Company. It binds us together and inspires us to achieve excellence in whatever we do. Our distinct purpose is to provide innovative solutions, products and services of best quality that follow technology and become preferred service provider to our clients and user stakeholders. We take pride in the success of our work and thrive on having long-lasting and mutually beneficial business associations



Recognitions

Company of the Year 2022 by the prestigious Business Connect Magazine.

CIO Review India - In Annual Roll of Honor as one of the 20 most promising Tech Solution Providers for Government and Public Sector - 2019

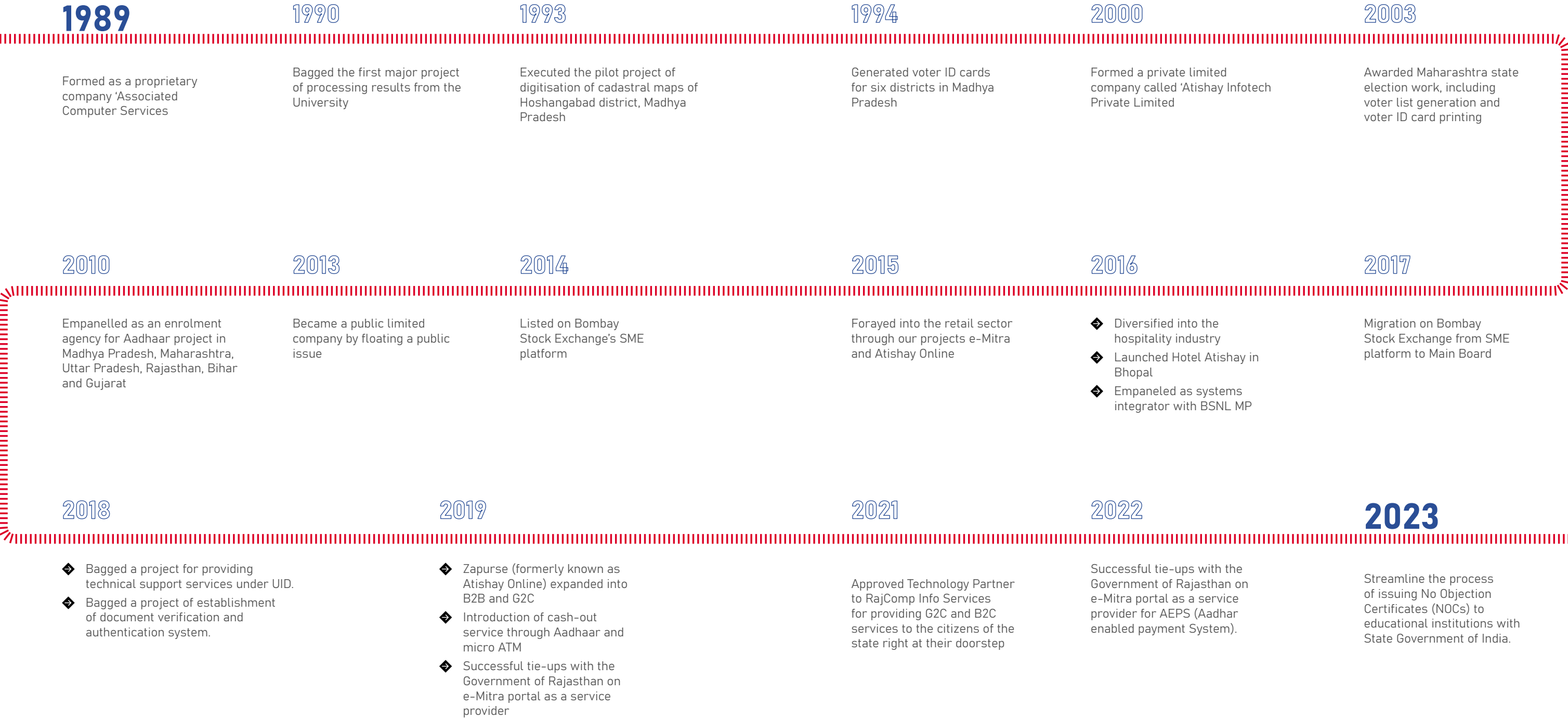
Achieved the Internet Conference Award Dubai 2019 among the top 50 companies

Got selected as 'Indian Affairs Dynamic & Innovative Entrepreneur in IT Services 2020'



Journey of Evolution

We began our journey as a small computer services company in 1989. Our first major project was to process results for the University. After that, there was no looking back. We expanded our services and solutions to cater to the myriad needs of various renowned clients.



Products & Solutions



We operate in the industries of e-governance, retail, software development and system integration. Leveraging our expertise and experience in the field of IT, we have custom developed solutions to cater to the evolving needs of each industry.

NOC:

In order to streamline the process of giving No Objection Certificates (NOCs) to educational institutions in India, we work with the state government. We are able to automate the entire NOC issuing process by using a digital strategy, overcoming key obstacles along the way, and creating a system that is more effective, transparent, and user-friendly.

To enable a consistent application procedure for NOCs, we created a single application form that catered to the varied parameters of each course type. As a result of the file movement process's digitization, each approving officer is now held accountable for the process' completion on time. The institutes received digital NOCs and the ability to accept payments online. We created

eight websites and more than 900 institute web pages using a content management system to further improve information dissemination.

This digital approach has improved transparency, and application approvals are completed within defined timelines. Institutes can now apply or modify their NOC applications online, saving time and facilitating convenience. This digital solution has built trust and confidence in government operations among educational institutes. Importantly, data security was maintained, with all data stored in a separate database accessible only with the user's permission.

The government's dedication to streamlining business procedures and offering a

transparent digital platform for NOC issuing was evidenced by the application's effective implementation. Educational institutions have praised the digital solution's ease of use, real-time progress updates, and smooth process. The project serves as an example of how the education industry has successfully embraced digital transformation. Our software development business collaborated closely with a state government to establish a faster and transparent NOC issuance process. Building trust in government operations and streamlining the procedure for educational institutions were all made possible by the efficient handling of obstacles and attention to the concerns of stakeholders.

Acheivements



Connect all departments coming under the purview of the Government of Rajasthan



Developed a unique system for Document Verification and Authentication where any Government entity can authorise any document of a citizen



Vendors for the office of the Chief Electoral Officer of Maharashtra



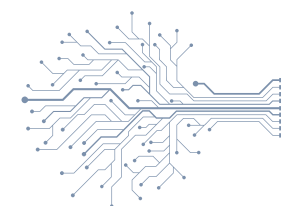
Specialise in transliterating the electoral rolls in Urdu language



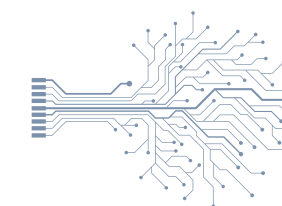
Process the data of over 8.5 crore citizens at our data centres in Bhopal and Mumbai



Integrated Zapurse services in a Government's Citizen centric portal thus widening our reach and helping the Government provide greater accessibility of services to its citizens



PRODUCTS



Zapurse

Zapurse is a multi-services portal for facilitating banking, insurance, FasTAG, bill payment and recharge services on a single platform. The product aims to boost entrepreneurship in the country by providing a platform to small businesses such as small shop owners and grocery stores. To cater to e-governance in Rajasthan, Zapurse services are available through E-Mitra kiosks.

The world of Zapurse



₹3,138+ crore
Worth transactions processed till date



Services availed at
PAN India Level



20,000+
Retail touch points

Zapurse in Rajasthan through E-Mitra

Zapurse, a leading service provider in Rajasthan, has been seamlessly integrated with the Government of Rajasthan E-Mitra Portal since 2018. Through this integration, Zapurse offers a range of convenient services to the citizens of the state. These services include Domestic Money Remittance, Mobile-DTH Recharges, and Aadhaar Enabled Cashout Services. Zapurse remains committed to offering reliable and accessible financial services to the citizens of Rajasthan through its integration with the E-Mitra Portal.

The E-Mitra Portal is a Government to Citizen Platform that allows residents of Rajasthan to access various government services. It can be accessed through Kiosks, a web application, and a mobile app. With over 300 services available, spanning Government-to-Citizen, Government-to-Business, and Business-to-Citizen segments, Zapurse has successfully integrated with the Business-to-Citizen service category. This integration enables users to benefit from Zapurse's Domestic Money Transfer and Aadhaar-enabled Cashout services through

the Kiosk mode. Additionally, Mobile-DTH Recharge services are available through Kiosk, Web Application, and Mobile App channels.

Notably, Zapurse is the sole service provider with direct integration into the Citizen mobile application, providing users with a seamless and efficient experience. The extensive reach of the E-Mitra platform is evident from the significant numbers, with over 70,000 E-Mitra Kiosks deployed across the state and more than 100,000 downloads of the E-Mitra Mobile App.

Recharge services

Mobile
DTH

FasTAG

Buy and recharge
FasTAG

Services
offered by
Zapurse

Banking services

Domestic money
remittance
Money withdrawal using
Aadhar and micro ATM

Bill payments

Mobile and landline bills
Electricity bills



Software Development

With our legacy and expertise in IT, we provide end-to-end tailor-made IT solutions to our customers to enable them to enhance their capabilities and augment operations quality processes.

Projects

Electronic Measurement Book (EMB) portal

The EMB portal was developed for MP Police Housing Board to maintain contract data of construction allotment in MP Police Housing Board Society. On the system, internal users can use their digital signatures for approvals and rejections. Logs for all the activities are maintained in the system. For every approval cycle, the user needs to authenticate and authorise the creation or modification through their registered digital signature device. In every transaction, the Electronic Bill Book will be generated in a PDF format in the system and after verification by the top-level officer and contractor, the payment of bills can be done through digital signatures. The advantage of the EMB system is that every transaction is legal and time saving, and can be justified in audits. The system is responsive on all devices and the bills generated in the system carry the digital signature of the authorised user, with date and time of the approval.

IT enablement of the Legal Metrology Department, Rajasthan

We have developed e-Tulaman, a convenient and efficient

online system of the Legal Metrology Department, Rajasthan. Developed for the Department of Consumer Affairs, Government of Rajasthan, the system will improve ease of doing business, aiming at an efficient government-to-business services delivery.

IT enablement of Circuit Houses

For state guest houses of the General Administrative Department across India, we are developing a software that will track the occupancy at each guest houses. The system will also maintain authentic records and billing, thus resulting in efficiency and cost optimisation.

Aadhar-enabled biometric attendance system

The biometric system will keep track of real-time in-time and out-time of employees using their Aadhaar number. It also includes features such as salary generation, leave application, holiday information, loan application and approvals, daily work analysis and feedback.

Document verification and authentication engine

We are working with the Rajasthan government to automate the manual activities of document verification and authentication so that there is seamless integration and transfer of data between various government departmental applications. We plan to develop an 'engine' for this purpose and also undertake the responsibility of developing and maintaining it.

Technical support services for Rajasthan UID project

For a unique identification (UID) project to be a success, residents across India need to be enrolled on it through secured biometric authentication. The UID project of Rajasthan presently provides authentication services to various state departments to enable them to provide secured Aadhaar-based service delivery. We have partnered with the Government of Rajasthan to deal with various projects on digital payments, implementation of security measures, development of various Aadhaar-based service delivery applications and constant implementation of guidelines and compliance matters issued by the UIDAI.

E-Mitra @home

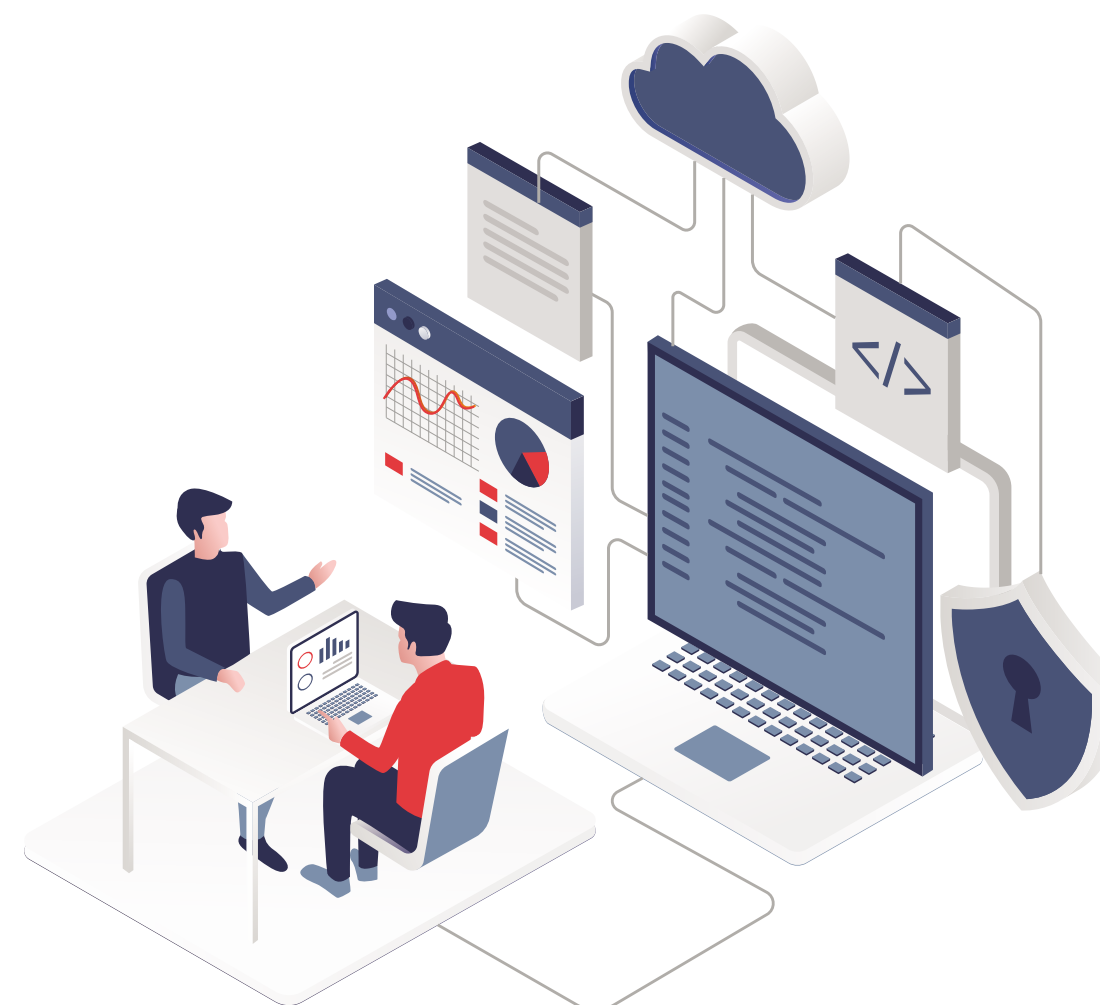
Technology Partner for Doorstep Delivery of Government Services through E-Mitra We have been approved as RajCOMP Info Services Limited's (RISL) Technology Partner for doorstep delivery of public (Government) services in Rajasthan. The e-Mitra platform provides citizen centric services in a transparent and cost

effective manner. It caters to more than 450 G2C and B2C services on its portal. The pilot project is first of its kind in India where citizens now would no longer need to visit different Government offices or courts, instead they can get authorized listed government documents right at their doorstep. As a preferred technology partner we would be required to deploy IT infrastructure including unification software, engage service representatives (e-Sahayaks), manage their operations as well as integration of unification software with e-Mitra application.

Products

System integration

We provide customised turnkey solutions in hardware, software and networking. We have joined hands with Bharat Sanchar Nigam Limited to provide backend operations for their offices in Madhya Pradesh and Chhattisgarh. We have also won contracts in Bilaspur, Chattisgarh, Jabalpur, Jaipur and Maharashtra. We are hoping to help the government fulfil its large-scale IT-based infrastructure projects such as surveillance, WiFi hotspots and Smart Cities.



CASE STUDY

Centralizing Governance: Streamlining Public Services through Innovative Software Solutions

1. Executive Summary

This case study details the transformation achieved over an 18-month period through the integration of a centralized software solution across 15 major government departments. The software played a pivotal role in streamlining service delivery, enhancing data analysis capabilities, and providing effective and meaningful governance to citizens.

2. Client Profile

Our client comprised public sector organizations with an annual IT expenditure of US \$187 million. Their aim was to improve service delivery and governance through the consolidation of government-run schemes under one software application.

3. Service Provided

We provided comprehensive software development and project management services to create and implement a centralized software solution tailored to our client's unique requirements.

4. Situation Analysis

Before the solution, the various government departments each operated their standalone systems. While these systems appeared cost-effective in isolation, their inability to communicate and share data resulted in considerable challenges in data collection and analysis. Using this disparate data for decision-making led to inaccurate results, hampering the effective implementation of government schemes.

5. Implementation Plan

Critical to the project's success was ensuring all stakeholders were aligned towards the collective vision. Our five-point implementation

method included stakeholder engagement, Agile development based on sprint modes, Service-oriented Architecture (SoA), development of business functionality as services, and encouraging ownership among users by making them an integral part of software development.

6. Results

The software has significantly streamlined the process of authentication for citizen service delivery. Today, 15 government departments use the software, and the state now has a centralized database of beneficiaries. Over 2.7 billion authentication transactions have been processed, with a daily average of more than 1.6 million transactions. The software has yielded enormous cost savings, reducing the state's expenditure by 92% compared to standalone systems, and decreasing time spent on these tasks by approximately 78%.

7. Conclusion

This project underscores the transformative power of centralized software solutions in the public sector. By facilitating seamless data sharing and enhancing analysis capabilities, we have empowered our client to deliver efficient and effective governance.

8. Future Steps

We will continue to adapt the software to meet evolving requirements, explore opportunities for further integration, and deliver training to users, ensuring maximum utilization and impact. The success of this project has illustrated the potential for further digital transformation within the public sector, and we are excited to drive more changes in the future.

CASE STUDY

Revolutionizing Document Verification: A Digital Transformation Case Study in the Public Sector

1. Executive Summary

The project was an initiative to automate the process of document verification and authentication across Public Sector organizations (PSUs). The solution offered seamless integration and data transfer between various government departments, allowing verification of documents submitted by citizens without the need for direct contact with the issuing institution.

2. Client Profile

Our client was a public sector organization with an annual IT expenditure of US \$187 million, in desperate need of an innovative and efficient solution for document verification.

3. Service Provided

We provided IT services and Infrastructure Management solutions designed to meet the specific needs of public sector organizations.

4. Situation Analysis

Before the implementation of our solution, the client relied on manual methods for verifying documents, resulting in long service delivery times, high costs, and a risk of errors due to human intervention. It took more than two weeks to deliver services due to the labor-intensive verification process. The average cost for verifying a single document was INR 2000, and with over 100k documents verified since 2020, the total cost could reach up to US \$2.4 million.

5. Implementation Plan

We adopted an Agile development approach, using service-oriented architecture (SoA). The plan involved developing business functionality as services, providing a web-based interface,

ensuring the confidentiality of citizens' data, achieving interoperability between state applications, and integrating with departmental applications for services. User management and role profiling were also addressed. The greatest challenge we encountered was coordinating with multiple business entities and integrating APIs with their respective software solutions.

6. Results

Our solution has made document verification more efficient, reducing the time required from weeks to minutes. This led to a cost saving of US \$2.1 million for the client. In total, over 100k documents have been verified since the project's inception in 2020.

7. Conclusion

The project demonstrated how digital transformation can dramatically improve the efficiency and cost-effectiveness of public service delivery. We saved the state US \$2.1 million and drastically reduced the time for digital verification. Furthermore, the project

resulted in seamless data exchange in a secured manner between departmental applications.

8. Future Steps

We aim to continually improve and adapt the system to meet the evolving needs of the client and citizens. The success of this project has opened new avenues for digital transformation within the public sector, and we look forward to driving more change in the future.

CASE STUDY

Driving Digital Transformation: Customized Citizen-Centric Solution for a State Government in India

1. Executive Summary

This case study describes our successful collaboration with a state government in India to improve the efficiency and convenience of government-to-citizen (G2C) services. The aim was to provide a holistic solution offering easy access to over 450+ G2C services, enhancing citizen experience and improving government efficiency.

2. Client Profile

Our client, a state government in India, sought to bolster the provision of its services to citizens by creating a digital, citizen-centric solution.

3. Project Description

We were tasked with the development of a website, mobile app, and call center to facilitate easy access to a wide range of government services. The solution incorporated various user-friendly features, including time slot booking, document upload, payment gateway, and OTP-based identity verification for visiting government representatives. Importantly, we ensured that the solution complied with ISO 27000 and CERT-in guidelines, prioritizing data security.

4. Project Timeline and Outcome

The project, completed within 21 days, resulted in a seamless, intuitive, and efficient solution for

citizens. We also provided training to the field staff to ensure the seamless implementation of the solution. As a result, citizens can now access government services without visiting government offices, resulting in significant time and money savings.

5. Recognition and Impact

The state government recognized our contributions to digitization, the ease of doing business, and improved citizen services in their press releases. The impact of the solution on the government's efficiency and citizens' satisfaction has led to greater engagement and better utilization of government services. Over 1600 applications have been submitted through the solution, demonstrating its utility and effectiveness.

6. Conclusion

Our partnership with the state government in India showcased our capability to deliver high-quality software solutions within a tight timeframe. The success of the project aligns with our company's commitment to driving digital transformation in government processes and improving citizen services. We take pride in having delivered a solution that enhances the accessibility, convenience, and efficiency of government services, thereby benefiting the citizens and the government alike.

CASE STUDY

Digital Transformation in Education: Simplifying the NOC Application Process for Educational Institutes in India

1. Executive Summary

The case study outlines our collaboration with a state government in India to streamline the process of issuing No Objection Certificates (NOCs) to educational institutions. By adopting a digital approach, we were able to automate the entire NOC issuance process, overcoming significant challenges along the way, resulting in a more efficient, transparent, and user-friendly system.

2. Client Profile

Our client was a state government in India, aiming to enhance their services to educational institutions through the digital transformation of the NOC issuance process.

3. Challenges

The project presented several challenges, including understanding the diverse rules and regulations for each course type, aligning officers from all departments across hierarchy for smooth file movement and approvals, providing user training for the transition, and delivering the project within a tight timeframe of just 94 days.

4. Solution Provided

We developed a single application form that catered to the variable parameters of each course type, enabling a uniform application process for NOCs. The file movement process was digitized, making it time-bound with accountability for each approving officer. Online payments were enabled, and digital NOCs were provided to the institutes. To further facilitate information dissemination, we developed eight websites and 900+ institute web pages through a CMS.

5. Results

The project has improved transparency, and application approvals are completed within defined timelines. Institutes can now apply or modify their NOC applications online, saving time and providing convenience. This digital solution has built trust and confidence in government operations among educational institutes. Importantly, data security was maintained, with all data stored in a separate database accessible only with the user's permission.

6. Feedback

The successful implementation of the application demonstrated the government's commitment to ease business processes and provide a transparent digital platform for NOC issuance. Educational institutes have lauded the ease of doing business, real-time status updates, and seamless process provided by the digital solution.

7. Conclusion

The project exemplifies successful digital transformation in the education sector, with our software development company working closely with a state government to provide a streamlined and transparent NOC issuance process. The effective tackling of

challenges and focus on stakeholders' pain points led to successful project completion within a tight timeline, building trust in government operations and easing the process for educational institutes.

From the CMD's Desk



Akhilesh Jain
Chairman & Managing Director



We are in the midst of a new industrial revolution, one that is characterised by the transition to a sustainable and digital economy that is fundamentally altering how businesses produce value. By leveraging technology's possibilities, we assist our clients in becoming more competitive and nimble while collaborating with them to build a better future.

WE ARE HELPING OUR CLIENTS BUILD A BETTER, MORE INCLUSIVE AND SUSTAINABLE FUTURE. WE ARE UNWAVERING IN OUR COMMITMENT.



Dear Shareholders,

I am pleased to share with you an overview of our company's achievements in the past year and provide a glimpse into our promising future.

The Indian economy has demonstrated resilience, thanks to a combination of strong underlying fundamentals and wise policy initiatives. Despite commodity price shocks, supply disruptions, and rising inflationary trends, the RBI has been able to maintain macroeconomic stability, and the environment is dynamic and rapidly changing to sustain growth. Digitization and digitalisation will be vital to India's future growth and position as the world's leading economic force.

The past year has been marked by significant milestones that we have achieved as a team. Our success is the result of our relentless pursuit of excellence, technological innovation, and commitment to improving the lives of citizens through our software solutions.

We had the privilege of working with the Department of IT Rajasthan on two significant projects. The first project

involved streamlining the process for issuing No Objection Certificates to educational institutions, making it more efficient, transparent, and convenient. The second project was the provision of Technical Support and Project Management Unit for Rajasthan UID (Aadhaar) project, which has improved service delivery and reduced costs for the government.

Our dedication to environmental sustainability was also recognized as we were awarded a tender by the Pollution Control Board. The project involved implementing a centralized barcode system for tracking biomedical waste, highlighting our commitment to creating environmentally friendly solutions.

Work orders have been received from the Election Commission of India, RISL - Aadhaar Technical Project Management Unit, E-Mitra at Home, and Education No-Objection Certificate Software Development. Through its connection with the E-Mitra Portal, Zapurse stays committed to providing dependable and accessible financial services to Rajasthan residents.

In recognition of our achievements and consistent performance, we were honored to be named 'Company of the Year 2022' by Business Connect Magazine. This prestigious award speaks to

the dedication and hard work of our exceptional team.

Looking ahead, we are confident and optimistic about the prospects of the upcoming Financial Year. We recently won a tender for the entire Madhya Pradesh State for Computerization of PACS (Primary Agriculture Cooperative Society). This is a monumental project that has the potential to positively impact countless lives and underscores our ongoing commitment to leverage technology to enhance government services.

This year is also an election year. Historically, during election years, we have been able to achieve better numbers due to our continued work with the Election Commission of Maharashtra State for their projects. We are optimistic that this trend will continue, leading to stronger performance and returns in the coming year.

On behalf of our entire team, I would like to take this opportunity to extend my heartfelt gratitude and thanks to all of our shareholders for your unwavering support and unshakable faith in our vision. Our success is not only measured by the projects we win or the awards we receive but also by the impact we make in the lives of citizens and the trust we build with our stakeholders. As we move forward, we are excited about the opportunity to further leverage our capabilities, expand our reach, and continue making a meaningful impact in the public sector.

Thank you for your continued trust and support.

Warm Regards,

Akhilesh Jain
Chairman & Managing Director