

# **CRP RISK MANAGEMENT LIMITED**

**18<sup>th</sup> Annual Report  
2017-18**

**India's First Risk Management Company Listed on BSE**

# CRP RISK MANAGEMENT LIMITED

## CRP RISK MANAGEMENT LIMITED

CIN: L72100MH2000PLC124689

### BOARD OF DIRECTORS AND KMPs

Mrs. Nisha Hitesh Asrani	:	Chairperson
Mr. Sayyed Mohammed Raza	:	Managing Director
Mr. Hitesh Asrani	:	Director & CFO
Mr. Surendra Shyam Hegde	:	Independent Director
Mrs. Supriya Ashish Bhojane	:	Independent Director
Mr. Kushal Jain	:	Company Secretary (up to 09 <sup>th</sup> November, 2017)
Ms. Bina Darji	:	Company Secretary (w.e.f. 10 <sup>th</sup> November, 2017)

### REGISTERED OFFICE

B - 208,209 Classique Centre, Off Mahakali Caves,  
Andheri - (East), Mumbai - 400093

### AUDITORS

M/s. L. T. Jadav & Co, Chartered Accountants  
(Firm Registration No.118218W),  
601, Madhuban, 6th Floor, T.P.S Road,  
Borivali West, Mumbai-400092

### ADVOCATES

LegalLogic Consulting  
602, A wing, Arizona Building, Behind HDFC Bank,  
Kopri Colony, Thane (East) – 400603.

Chetan S. Pawar  
Office No. 28, 1st Floor,  
Ashoka Shopping Centre, L.T. Marg,  
Mumbai - 400 001

### BANKERS

State Bank of India

### SHARE TRANSFER AGENTS

Skyline Financial Services Private Limited;  
4A9, Gundecha Onclave, Kherani Road, Sakinaka,  
Mumbai – 400072  
Tel: 022 28511022

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## CHAIRPERSON'S MESSAGE

**Dear Shareholders,**

It has been a very exciting 6 months for us here at CRP since our investors demonstrated their faith in our vision. The team has been relentlessly laying the building blocks for, what is certainly going to be, glorious future.

Taking the Company public successfully has led to an in-depth internal rehauling. As a result, we have focused very strongly on the fundamentals within each layer of our organisation, leading to a further sharpening of our vision for CRP.

Our vision statement now reads

“To have a CRP officer in all the 19,100 Pin code in India by 2022, To create the happiest and most dependable team who are a pride for their families”.

This was backed by formalising our robust business model that evolved from our inherent strengths, balancing both speed & sustainability.

I take this opportunity to thank each and every investor, partner, customer and stakeholder who has reposed trust in our journey. It is our commitment to build an organisation that will be financially strong, while continuing to keep employment generation as one of our key markers of success.

Your trust in CRP is a responsibility that we take very seriously and we strive to spread wealth, abundance and smiles to every life we come in contact with.

**Nisha Asrani**  
**Chairperson**

## MANAGING DIRECTOR'S MESSAGE

**Dear Shareholders,**

CRP checks information so clients can make better decisions. We are their first line of defence against deceit. Keeping this mission as our cardinal goal, we have positioned CRP as the pioneer FieldTech™ Company in India. We are creating an enterprise that can pride itself on being experts in Field Management by using the latest and best technological tools.

In line with this, we are earnestly investing time, effort and resources in the two areas that define us –

First is our field of human web which has crossed 550 trained risk officers penetrating India at the remotest district level. This year we aspire to close by taking that number to 2000 on-roll employees.

Second is Technology. CRP INDI, our proprietary web and mobile platform, is fast evolving to be the central engine that drives our operations. The pipeline of tech products which will help our clients navigate the complex legal space, or help large retail portfolios validate information using newer block chain or AI technologies are in their rapid development phase. These are going to be the future growth drivers that will complement our ground strength.

Guided by these two motivations, we are creating an ecosystem that can add immense value to our customers and employees alike.

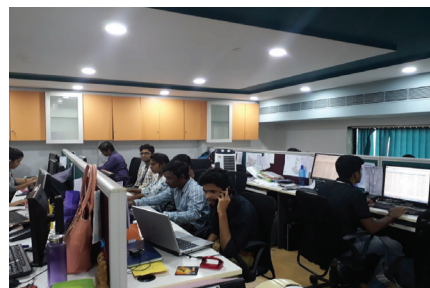
The business opportunities in the banking sector, currently grappling with NPAs and an urgent need to tighten our credit systems, are fuelling preventive risk and investigation verticals. The insurance industry continues to be another sector that is leaning on our expertise in the underwriting and claims domains. The advent of Ayushman Bharat scheme where the government is planning to insure 50 crore lives is something that we are following very closely because it is a scheme that will require very high degree of risk prevention to keep frauds at bay.

I would like to take this opportunity to thank my team who have stretched themselves daily and strived very hard to ramp up our operations in such a short span to keep up with our fast growing business.

**Sayyed Mohammed Raza**  
**Managing Director**

## INTRODUCTION

CRP Risk Management is one of India's leading Risk Management enterprise, the first to be listed on the Bombay Stock Exchange SME. We are a FieldTech™ company. We are experts in Field Management using the latest and best technological tools. CRP has a vast field force spread intelligently all across India that delivers to you a world class field experience. This is driven from an extremely efficient control room, managing over 550 highly trained, on-roll, field operatives who thrive on great service and speed. With clients across Banking, Insurance, IT, ITES, Pharma and more, we understand specific client needs, and offer customized solutions to fulfil these needs.



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## LEADER SHIP TEAM



Hitesh Asrani  
Director & CFO



Sayed Mohammed Raza  
Managing Director



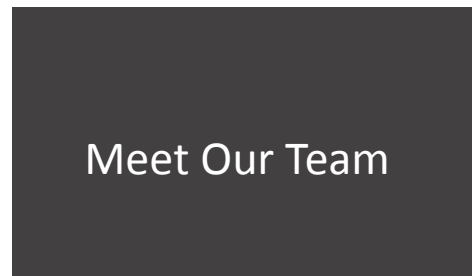
Hemnath Devadiga  
Vice President, Head – Operations



Sayed Nahid  
Head Of Sales



Ansu Singh  
National Head of Operations





## Corporate Mission

CRP verifies information so you can make better decisions.  
We are your first line of defense against deceit.



We are a FieldTech™ company. We are experts in Field Management using the latest and best technological tools.

CRP has a vast field force spread intelligently all across India that delivers to you a world class field experience. This is driven from an extremely efficient control room, managing over 550 highly trained, on-roll, field operatives who thrive on great service and speed

## CRP AT A GLANCE

- Incorporated in 2000, today an organization of over **650 employees**
- **Extensive client base** across banking, insurance & BGC companies
- Operational field **delivery across every pin code of India**
- ISO 9001:2008 and ISO 27001:2005 **certified for 4 consecutive years**
- In 2018, selected as the **pioneer verifier partner by CDSL** for their • National Academic Depository [NAD] initiative





### Our Strengths

## Path-breaking Technology

CRP INDI- Web & App

- All your checks are backed with audit trails
- Geo tagging, digital signatures, picture & Audio Upload, real time case MIS



### Our Strengths

## Process & Certifications

We are ISO 9001- 2015 and ISO 27001:2013 certified

We have globally accepted best practices

Robust process adherence is a non-negotiable tenet

## NOTICE

**Notice** is hereby given that the **Eighteenth (18<sup>th</sup>)** Annual General Meeting (**AGM**) of **CRP Risk Management Limited** ("the Company") will be held on Thursday, the 27<sup>th</sup> day of September, 2018 at 3:00 p.m. at 06<sup>th</sup> Floor, Tunga International, MIDC, Opp. Marol Bus Depot, Andheri (East), Mumbai – 400 093 to transact the following businesses:

### ORDINARY BUSINESS

1. To receive, consider and adopt the Audited Financial Statement of the Company for the Financial Year ended 31<sup>st</sup> March, 2018 along with the Reports of the Board of Directors and Auditors thereon.
2. To appoint a Director in place of Mr. Hitesh Asrani (DIN: 00561701), who retires by rotation and being eligible, offers himself for re-appointment.
3. To ratify the appointment of Auditors of the Company, in this regard to consider and if thought fit, to pass the following resolution, as an **Ordinary Resolution**:

**"RESOLVED THAT** pursuant to the provisions of Section 139 and other applicable provisions, if any, of the Companies Act, 2013 read with the Companies (Audit and Auditors) Rules, 2014, including any statutory amendment(s) or re-enactment thereof for the time being in force, the appointment of M/s. L. T. Jadav & Co., Chartered Accountants (Firm Registration No.118218W), who was appointed as the Statutory Auditors of the Company to hold office from the conclusion of 17<sup>th</sup> Annual General Meeting until the conclusion of the 19<sup>th</sup> Annual General Meeting of the Company at a remuneration and on terms plus out-of-pocket expenses as may be determined by the Board of Directors of the Company, be and is hereby ratified."

**For and on behalf of the Board of Directors**  
**CRP Risk Management Limited**

### Registered Office:

B - 208,209 Classique Centre, Off Mahakali Caves,  
 Andheri - (East), Mumbai - 400093

**Sayyed Mohammed Raza**  
**Managing Director**  
**DIN: 02497549**

**Date: 28<sup>th</sup> August, 2018**

**Place: Mumbai**

### NOTES:

1. **A member entitled to attend and vote at the meeting is entitled to appoint a Proxy to attend and vote instead of himself and a Proxy need not be a member.**
2. The instrument appointing a proxy must be deposited, either in person or through post, with the Company at its Registered Office not less than 48 hours before the time for holding the Meeting. Corporate members intending to send their authorized representative(s) to attend the Meeting are requested to send to the Company a certified true copy of the relevant Board Resolution together with the specimen signature(s) of the representative(s) authorized under the said Board Resolution to attend and vote on their behalf at the Meeting.
3. A person can act as a proxy on behalf of Members not exceeding fifty and holding in the aggregate not more than ten percent of the total share capital of the Company carrying voting rights. A Member holding more than ten percent of the total share capital of the Company carrying voting rights may appoint a single person as proxy and such person shall not act as a proxy for any other Member. Proxies submitted on behalf of limited companies, societies, etc., must be supported by an appropriate resolution/ authority as applicable. The Proxy-holder shall prove his identity at the time of attending the Meeting.
4. The Register of Members and Transfer Books of the Company will be closed from Saturday, 22<sup>nd</sup> September, 2018 to Thursday, 27<sup>th</sup> September, 2018 (both days inclusive).
5. Pursuant to sections 101 and 136 of the Companies Act, 2013 read with the Rules framed thereunder, the Notice calling the Annual General Meeting along with the Annual Report 2017-18 would be sent by electronic mode to those Members whose e-mail addresses are registered with the Depository or the Company/RTA, unless the Members have requested for a physical copy of the same. For Members who have not registered their e-mail addresses, physical copies would be sent by the permitted mode.
6. Members are requested to support this Green Initiative by registering/updating their e-mail addresses with the Depository Participant (in case of Shares held in dematerialized form) or with RTA (in case of Shares held in physical form).

## CRP RISK MANAGEMENT LIMITED

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7. All Members are requested to:
  - i. Intimate immediately any change in their address to Company's Registrar and Share Transfer Agent.
  - ii. Send all correspondence relating to transfer and transmission of shares to Registrar of shares to Registrar and Transfer Agent and not to the Company. Quote their Folio No./Client ID No. in their correspondence with the Registrar and Share Transfer Agent.
  - iii. Send their queries related to accounts and operations of the Company at least 10 days in advance so that the required information can be made available at the meeting.
  - iv. Intimate Registrar and Share Transfer Agent for consolidation of folios, in case having more than one folio.
  - v. Bring their copies of annual report and attendance slip with them at the meeting.
  - vi. Members holding shares in dematerialized form are requested to intimate all changes pertaining to their registered email id, bank detail, mandates, nominations, power of attorney etc. to their Depository Participants. Changes intimated to the Depository Participants will then be automatically reflected in Company's records which will help the Company and its Registrars and Transfer Agents to provide efficient and better service to the Members. Members holding share in physical form, if any; are requested to advise such changes to the Company's Registrar and transfer agents. Members holding shares in physical form are requested to consider converting their holding to dematerialized form to eliminate all risk associated with physical shares. Members can contact the Company's Registrar & Transfer Agent.
8. Mrs. Niyati Mehta, Practicing Company Secretary (Membership No.: ACS.30507) has been appointed as the Scrutiniser to scrutinise the voting process in a fair and transparent manner.
9. In compliance with the provisions of section 108 of the Companies Act, 2013, read with Rule 20 of the Companies (Management and Administration) Rules, 2014, as amended and the provisions of Regulation 44 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Members are provided with the facility to cast their vote electronically, through the e-voting services provided by Central Depository Services (India) Limited (CDSL) on all resolutions set forth in this Notice, through remote e-voting.
10. The facility for voting through Ballot shall be made available at the meeting to the Members who have not cast their vote through remote e-voting and are eligible to vote at the Annual General Meeting.
11. However, Members can opt for only one mode of voting i.e. either by ballot at AGM or e-voting. If the members opt for e-voting, then they should not vote by ballot at AGM and vice-versa. However, in case members cast their vote by ballot and e-voting, then voting done through e-voting shall prevail and voting done by ballot will be treated as invalid.
12. **The instructions for shareholders voting electronically are as under:**
  - i. The voting period begins on Monday, 24<sup>th</sup> September, 2018 at 9.00 a.m. and ends on Wednesday, 26<sup>th</sup> September, 2018 at 5.00 p.m. During this period shareholders of the Company holding shares either in physical form or in dematerialized form, as on the cut-off date i.e Friday, 21<sup>st</sup> September, 2018 may cast their vote electronically. The e-voting module shall be disabled by CDSL for voting thereafter.

The shareholders should log on to the e-voting website [www.evotingindia.com](http://www.evotingindia.com).
  - ii. Click on Shareholders.
  - iii. Now Enter your User ID
    - a. For CDSL: 16 digits beneficiary ID,
    - b. For NSDL: 8 Character DP ID followed by 8 Digits Client ID,
    - c. Members holding shares in Physical Form should enter Folio Number registered with the Company.
  - iv. Next enter the Image Verification as displayed and Click on Login.

If you are holding shares in demat form and had logged on to [www.evotingindia.com](http://www.evotingindia.com) and voted on an earlier voting of any company, then your existing password is to be used.



- v. If you are a first time user follow the steps given below:

	<b>For Members holding shares in Demat Form and Physical Form</b>
PAN	<p>Enter your 10 digit alpha-numeric PAN issued by Income Tax Department (Applicable for both demat shareholders as well as physical shareholders)</p> <ul style="list-style-type: none"> <li>Members who have not updated their PAN with the Company/Depository Participant are requested to use the first two letters of their name and the 8 digits of the sequence number in the PAN field.</li> <li>In case the sequence number is less than 8 digits enter the applicable number of 0's before the number after the first two characters of the name in CAPITAL letters. Eg. If your name is Ramesh Kumar with sequence number 1 then enter RA00000001 in the PAN field.</li> </ul>
Dividend Bank Details <b>OR</b> Date of Birth (DOB)	<p>Enter the Dividend Bank Details or Date of Birth (in dd/mm/yyyy format) as recorded in your demat account or in the company records in order to login.</p> <ul style="list-style-type: none"> <li>If both the details are not recorded with the depository or company, please enter the member id / folio number in the Dividend Bank details field as mentioned in instruction (iv).</li> </ul>

- vi. After entering these details appropriately, click on "SUBMIT" tab.
- vii. Members holding shares in physical form will then directly reach the Company selection screen. However, members holding shares in demat form will now reach 'Password Creation' menu wherein they are required to mandatorily enter their login password in the new password field. Kindly note that this password is to be also used by the demat holders for voting for resolutions of any other company on which they are eligible to vote, provided that company opts for e-voting through CDSL platform. It is strongly recommended not to share your password with any other person and take utmost care to keep your password confidential.
- viii. For Members holding shares in physical form, the details can be used only for e-voting on the resolutions contained in this Notice.
- ix. Click on the EVSN for the relevant Company i.e. CRP Risk Management Limited on which you choose to vote.
- x. On the voting page, you will see "RESOLUTION DESCRIPTION" and against the same the option "YES/NO" for voting. Select the option YES or NO as desired. The option YES implies that you assent to the Resolution and option NO implies that you dissent to the Resolution.
- xi. Click on the "RESOLUTIONS FILE LINK" if you wish to view the entire Resolution details.
- xii. After selecting the resolution you have decided to vote on, click on "SUBMIT". A confirmation box will be displayed. If you wish to confirm your vote, click on "OK", else to change your vote, click on "CANCEL" and accordingly modify your vote.
- xiii. Once you "CONFIRM" your vote on the resolution, you will not be allowed to modify your vote.
- xiv. You can also take a print of the votes cast by clicking on "Click here to print" option on the Voting page.
- xv. If a demat account holder has forgotten the login password then Enter the User ID and the image verification code and click on Forgot Password & enter the details as prompted by the system.
- xvi. Shareholders can also cast their vote using CDSL's mobile app m-Voting available for android based mobiles. The m-Voting app can be downloaded from Google Play Store, Windows and Apple smart phones. Please follow the instructions as prompted by the mobile app while voting on your mobile.
- xvii. **Note for Non – Individual Shareholders and Custodians**

Non-Individual shareholders (i.e. other than Individuals, HUF, NRI etc.) and Custodian are required to log on to [www.evotingindia.com](http://www.evotingindia.com) and register themselves as Corporates.

A scanned copy of the Registration Form bearing the stamp and sign of the entity should be emailed to [helpdesk.evoting@cdslindia.com](mailto:helpdesk.evoting@cdslindia.com).

After receiving the login details a Compliance User should be created using the admin login and password. The Compliance User would be able to link the account(s) for which they wish to vote on.

The list of accounts linked in the login should be mailed to [helpdesk.evoting@cdslindia.com](mailto:helpdesk.evoting@cdslindia.com) and on approval of the accounts they would be able to cast their vote.

A scanned copy of the Board Resolution and Power of Attorney (POA) which they have issued in favour of the Custodian, if any, should be uploaded in PDF format in the system for the scrutinizer to verify the same.

In case you have any queries or issues regarding e-voting, you may refer the Frequently Asked Questions ("FAQs") and e-voting manual available at [www.evotingindia.com](http://www.evotingindia.com), under help section or write an email to [helpdesk.evoting@cdslindia.com](mailto:helpdesk.evoting@cdslindia.com)

# CRP RISK MANAGEMENT LIMITED

## INFORMATION OF DIRECTOR SEEKING RE-APPOINTMENT AT THE 18<sup>TH</sup> ANNUAL GENERAL MEETING

[Pursuant to Regulation 36(3) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

Name of the Director	Mr. Hitesh Asrani
Director Identification Number (DIN)	00561701
Designation	Director & CFO
Date of Appointment	06 <sup>th</sup> March, 2000
Date of Birth	24 <sup>th</sup> January, 1970
Brief Resume of the Director including nature of expertise in specific functional areas	Mr. Hitesh Asrani, holds a Master's degree in Business Administration (marketing) from Newport University, California. He also holds a Bachelor's degree in commerce from Mumbai University. He has experience of over 21 years in business planning, execution, Background verification check and risk management in operations. He is responsible for strategic planning and business growth of our Company. He vitally contributes to crucial matters pertaining to leadership, talent retention and other internal business decisions of our Company. He has been on our Board since the incorporation of our Company.
Relationship between Directors inter-se	Spouse of Mrs. Nisha Asrani, Director
Directorship held in other listed Companies	NIL
Membership/Chairmanships of committees of other public companies (Includes only Audit Committee and Stakeholders Relationship Committee)	NIL
Shareholding in the Company	1,13,32,040 Equity Shares (64.81%)

**For and on behalf of the Board of Directors  
CRP Risk Management Limited**

**Registered Office:**

B - 208,209 Classique Centre, Off Mahakali Caves,  
Andheri - (East), Mumbai - 400093

**Date: 28<sup>th</sup> August, 2018**

**Place: Mumbai**

**Sayyed Mohammed  
Raza Managing Director  
DIN: 02497549**