



COMFORT INTECH LIMITED

29TH ANNUAL REPORT 2022-23



**BOARD OF DIRECTORS AND KEY MANAGERIAL PERSONNEL**

Mr. Ankur Agrawal	: Non-Executive - Non-Independent Director, Chairperson;
Mrs. Apeksha Kadam	: Executive Woman Director;
Mr. Devendra Lal Thakur	: Non-Executive - Independent Director;
Mr. Milin Ramani	: Non-Executive - Independent Director;
Mr. Anil Agrawal	: Chief Executive Officer;
Mr. Kailash Purohit	: Chief Financial Officer;
Ms. Nidhi Busa	: Company Secretary and Compliance Officer.

CIN: L74110DD1994PLC001678

REGISTERED OFFICE

106, Avkar, Algani Nagar, Kalaria Daman,
Daman & Diu- 396210

CORPORATE OFFICE

A-301, Hetal Arch, Opp. Natraj Market,
S. V. Road, Malad (West), Mumbai - 400064;
Tel: 91-22-68948508/09;
Fax: 91-22-28892527;
Email: info@comfortintech.com;
Website: www.comfortintech.com.

STATUTORY AUDITOR

M/s. A.R. Sodha & Co., Chartered Accountants

INTERNAL AUDITOR

M/s. AHSP & Co. LLP, Chartered Accountants

SECRETARIAL AUDITOR

M/s. Mitesh J. Shah & Associates, Company Secretaries

REGISTRARS AND SHARE TRANSFER AGENT

M/s. Bigshare Services Private Limited
Office No. S6-2, 6th floor Pinnacle Business Park,
Next to Ahura Centre, Mahakali Caves Road,
Andheri (East), Mumbai - 400093, India;
Tel: 022-62638200;
Fax: 022-62638299;
Website: www.bigshareonline.com;
Email ID: investor@bigshareonline.com;

BANKERS

HDFC Bank Limited
Union Bank of India
IDBI Bank Limited

29th ANNUAL GENERAL MEETING

Day & Date	Wednesday, September 27, 2023
Time	11:30 A.M. (I.S.T)
Venue	Through Video Conferencing ("VC") / Other Audio Visual Means ("OAVM")

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CHAIRPERSON'S MESSAGE

Dear Stakeholders,

Warm greetings to all of you as we are presenting the 29th Annual Report of Comfort Intech Limited ("the Company") for the financial year 2022-23. One of the underlying keys to success in the any industry is earning the confidence, respect, and trust of key constituents.

The pandemic not just impacted the economy, but the slowdown increased credit risks. Besides, various regulatory bodies increase vigilance on the Company's operations in order to protect the interests of investors and customers. Despite all financial and political fluctuations, we have achieved significant milestones in our operations. Further, India showcased remarkable resilience in the face of global uncertainties, setting itself apart from numerous advanced economies.

I'm so proud of the work that our talented community of solvers has delivered around the world this year to support our clients and to make positive contributions to the society we all share. I would like to thank each and every one of them for their hard work, enthusiasm and perseverance. Our people, and the wide range of skills and experiences they bring to work every day, are the engine of our success. Managing such tough global challenges is possible only when we come together, when people with diverse skills combine forces to solve complex problems, and when business steps up to take responsibility for its impact on the society of which it is an inseparable part.

Your Company is engaged in the business of manufacturing and distribution of alcoholic beverages under IMFL category. Your Company is also engaged in the businesses of providing several products and services belonging to various sectors of economy such as textiles, consumer durables including electronic applications, intermediary services such as agent, broker, supplier, manufacturer, dealer, distillers, merchandisers, etc. Our financial performance in all segments has been exceptional, and we are proud to have achieved a net profit of Rs. 557.10 lakh in this financial year as compared to Rs. 276.32 lakh in the previous financial year.

We are happy to report another outstanding year, characterised by strong financial performance and the consistent achievement of important scorecard objectives. The Company's loan book is very healthy and we are taking maximum steps to ensure that any kind of defaults or adverse circumstances are handled with due care and are minimum. Company is also capitalising all the digital technologies being developed and utilised across the regions. We are ensuring that the products offered by the Company is available to maximum customers so that we can reach majority of them, thereby improving their lifestyles, businesses, etc.

Your Company's all the activities are carried out in accordance with law as applicable to the Company and ensures that these activities are thereby benefitting suppliers, customers and all other stakeholders. As the future of work is evolving, enterprises globally are also assessing their approach to talent. Today, companies can tap into talent anywhere and leaders need to learn how to harness the global talent pool effectively.

Within the framework of all these factors and our corporate vision, we will maintain our sensitivity to corporate governance. We aim to raise our corporate governance approach to a higher level every year. Further, Company's CSR efforts are well directed towards empowering, strengthening and developing communities. We undertake focused interventions in the area of rural development by providing food and shelter facilities to needy people and much more. CSR projects for community development are taken by the Company by giving back to the society in a very meaningful way. The Company is doing the same by working with Seth Govindram Charitable Trust so as to fulfill its CSR objectives.

Let me conclude my note by expressing our sincere gratitude once again to those who remained our constant companions throughout time. To our business partners, we are looking forward to carrying on the legacy that we have built together with better prospects. And, last but not the least, to our customers, who reposed their faith in us, we shall spare no effort for delivering the best possible, hassle-free and affordable credit solutions to them. Your trust in us is indeed invaluable for us and together we hope to contribute towards building a more dynamic, resilient, inclusive and equitable society.

Thank you for placing faith in the Company. We thank all our business associate, stakeholders including all the Members for their contribution to Company's success and their continued support. I envision greater achievements for the Company in the years to come and look forward to a successful year ahead.

Yours sincerely,
Ankur Agrawal
Chairperson and Director



"I am grateful to all the stakeholders for their support and collective efforts which helped us to reach at this stage!"

CHIEF EXECUTIVE OFFICER'S MESSAGE



"Success of the Company is driven by satisfaction of the Stakeholders!"

Dear Stakeholders,

I really appreciate a lot to all of you for the trust and confidence you have placed till date in Comfort Intech Limited ("the Company").

Your Company is engaged in the business of manufacturing and distribution of Liquors, it is also engaged in business of providing wide variety of products including consumer appliances and durables, home appliances and electronics, textiles, etc., and various services such as financing, agents, brokers, suppliers, processors, vendors, bottlers, distributors, stockists, dealers. All the business of the Company has resulted in growth & better position in market.

The net profit increased to Rs. 557.10 lakh as compared to Rs. 276.32 lakh in the previous financial year. The Management continues to concentrate its efforts to increase the revenue of the Company by identifying new opportunities.

The Company is also looking forward to enter into newer areas and expands its customer base. The management is optimistic about the future outlook of the Company. There is going to be massive development in technology, digitalization, human resource as well. In this regards, the Company has always been focused on knowledge, talent, technology & culture enhancement.

Your Company has highly qualified & dedicated workforce. All employees worked diligently to maintain productivity and deliver exceptional results. In addition to this, currently we are in the process of designing and implementing various programmes aimed at improving performance of each personnel connected with us. This transformation will ultimately result increased proficiency and improved stakeholder experience.

"A responsible business is one who protects and, wherever possible, improves the society and environment". In support of same, your Company undertakes Corporate Social Responsibility ("CSR"). Our CSR initiatives are aligned with the mission of transforming lives and driving positive change in the communities around us. We have identified Rural development, Education, food and shelter facilities to needy people as a CSR Mission. During the year, we could meaningfully touch the lives of several individuals by helping them enhance their capabilities. The CSR initiatives are undertaken by your Company through Seth Govindram Charitable Trust so as to fulfill its CSR objectives.

Before concluding, I would like to sincerely thank all the employees for their hard work, efforts & dedication towards the Company & I express my gratitude to all the stakeholders for their support, well-wishes for the Company & being a part of our success story.

I'm sure that with your good wishes and blessings, your Company will be touching new heights of success in future period.

Yours sincerely,
Anil Agrawal
Chief Executive Officer

NOTICE

NOTICE IS HEREBY GIVEN THAT THE 29TH ANNUAL GENERAL MEETING ("AGM / THE MEETING") OF THE MEMBERS OF COMFORT INTECH LIMITED ("THE COMPANY") WILL BE HELD ON WEDNESDAY, SEPTEMBER 27, 2023, AT 11:30 A.M. (I.S.T.) THROUGH VIDEO CONFERENCING ("VC") / OTHER AUDIO VISUAL MEANS ("OAVM"), TO TRANSACT THE FOLLOWING BUSINESSES:

ORDINARY BUSINESS:

1. To receive, consider and adopt:
 - a. the Audited Standalone Financial Statements of the Company for the financial year ended March 31, 2023, together with the Reports of the Board of Directors and Auditors' thereon; and
 - b. the Audited Consolidated Financial Statements of the Company for the financial year ended March 31, 2023 and the Report of the Auditors' thereon.
2. To declare a final dividend of Rs. 0.06/- (Six Paise Only) per Equity Share of Face Value of Re. 01/- (Rupee One Only) each for the financial year ended March 31, 2023.
3. To appoint a director in place of Mr. Ankur Agrawal (DIN: 06408167), who retires by rotation and being eligible, offers himself for re-appointment.

SPECIAL BUSINESS:

4. To approve the Related Party Transactions.

To consider and if thought fit, to pass with or without modification(s), the following resolution as **Special Resolution**:

"RESOLVED THAT in supersession to all the resolution(s) passed earlier and pursuant to the provisions of Sections 185, 188 and other applicable provisions, if any, of the Companies Act, 2013 ("the Act") read with the Companies (Meetings of Board and its Powers) Rules, 2014 and Regulation 23 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") (including any amendment, modification, variation or re-enactment to any of the foregoing), and subject to such other approvals, consents, permissions and sanctions of other authorities as may be necessary and pursuant to the consent of the Audit Committee and the Board of Directors vide resolutions passed at their respective meetings, consent of the Members of the Company be and is hereby accorded to the Board of Directors of the Company (hereinafter referred to as "the Board" which term shall be deemed to include any Committee of the Board), to approve all the material related party transactions (including any modifications, alterations or amendments thereto) to be entered into by the Company during the financial year 2023-24 and onwards in the ordinary course of business and on arm's length basis with related Party/ies and / or with a person in whom any of the director of the Company is interested within the meaning of the Act and SEBI Listing Regulations, as per below framework:

Name of the Related Parties	Comfort Fincap Limited	Flora Fountain Properties Limited
Name of the Director(s) or Key Managerial Personnel who are/ may be related	Mr. Ankur Agrawal and Mrs. Apeksha Kadam	Mr. Ankur Agrawal
Nature of Relationship	Common Directors	Common Director
Nature and particulars of the contract / arrangement	Related Party Transaction(s) in the nature of providing of Inter - Corporate loan(s) and / or Inter - corporate deposits / business advance for business purpose only, and/or availing and / or providing guarantee(s), and/ or providing of security(ies) in connection with any loan taken/ to be taken by entities, being entities under the category of 'a person in whom any of the director of the Company is interested' as specified in the explanation to Sub-section 2(b) of Section 185 of the Act, 2013.	Related Party Transaction(s) in the nature of providing of Inter - Corporate loan(s) and / or Inter - corporate deposits / business advance for business purpose only.



Name of the Related Parties	Comfort Fincap Limited	Flora Fountain Properties Limited
Material terms of the contract / arrangement	In Line with prevailing market comparable rates on arms' length basis as may be mutually agreed.	
Monetary value of the contract / arrangement for financial year 2023-24 and onwards	Rs. 40 Crore	Rs. 40 Crore
The indicative base price or current contracted price and the formula for variation in the price, if any	Prices are basis on arm's length having reference of market price.	
Any other information relevant or important for the members to take a decision on the proposed resolution	None	

RESOLVED FURTHER THAT for the purpose of giving effect to this resolution, the Board be and is hereby authorized to agree, make, accept and finalize all such terms, condition(s), modification(s) and alteration(s) as it may deem fit within the aforesaid limits and the Board is further hereby authorized to resolve and settle all questions, difficulties or doubts that may arise with regard to such payment and to finalize and execute all agreements, documents and writings and to do all acts, deeds and things in this connection and incidental as the Board in its absolute discretion may deem fit without being required to seek any further consent or approval of the members or otherwise to the end and intent that they shall be deemed to have been given approval thereto expressly by the authority of this resolution."

**BY ORDER OF THE BOARD OF DIRECTORS OF
COMFORT INTECH LIMITED**

Sd/-
ANKUR AGRAWAL
CHAIRPERSON & DIRECTOR
DIN: 06408167

DATE: AUGUST 14, 2023
PLACE: MUMBAI

NOTES:

1. The Ministry of Corporate Affairs ("MCA") vide its circular nos. 14/2020 and 17/2020 dated April 08, 2020 and April 13, 2020 respectively, in relation to "Clarification on passing of ordinary and special resolutions by companies under the Companies Act, 2013 and rules made thereunder and circular nos. 20/2020, 02/2021, 19/2021, 21/2021, 02/2022 and 10/2022 dated May 05, 2020, January 13, 2021, December 08, 2021, December 14, 2021, May 05, 2022 and December 28, 2022 respectively in relation to "Clarification on holding of Annual General Meeting (AGM) through Video Conferencing (VC) or Other Audio-Visual Means (OAVM)" (collectively referred to as 'MCA Circulars') permitted the Companies whose AGMs are due in the year 2023, to conduct their AGMs on or before September 30, 2023 through VC / OAVM, without the physical presence of the members at a common venue and further provided relaxation from dispatching of physical copies of Notice of AGM and financial statements for year 2023 and considering the above MCA Circulars, Securities and Exchange Board of India ("SEBI") vide its circular no. SEBI/HO/CFD/PoD-2/P/CIR/2023/4 dated January 05, 2023 in relation to "Relaxation from compliance with certain provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015" ('SEBI Circular') provided relaxation upto September 30, 2023, from Regulation 36(1)(b) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations") which requires sending hard copy of the Annual Report containing salient features of all the documents prescribed in Section 136 of the Companies Act, 2013 ('Act') to the shareholders who have not registered their email addresses. In compliance with the MCA Circulars and SEBI Circulars, the 29th AGM of the Company is being convened and conducted through VC / OAVM, without the physical presence of the Members at a common venue.
2. The Explanatory Statement pursuant to Section 102 of the Act, setting out material facts concerning the special business to be transacted at the ensuing AGM under item no. 4 are considered to be unavoidable by the Board is annexed hereto. The term Member(s) or Shareholder(s) are used interchangeably in this notice.
3. Further, a brief resume of the Director proposed to be re-appointed at this AGM, nature of his expertise in specific functional areas, names of Companies in which he hold the Directorship and Membership/ Chairpersonship of Board and Committees, Shareholding and relationship between directors inter-se as stipulated under Regulation 36(3) SEBI Listing Regulation and other requisite information as per Secretarial Standard-2 on General Meetings, is mentioned hereunder.
4. In case of joint holders attending the meeting through VC / OAVM, only such joint holder whose name appears as the first holder in the order of names will be entitled to vote.
5. The Company has appointed, Mrs. Ramadevi Venigalla, Practicing Company Secretary (Membership no. FCS 7345 and CP no. 17889) as the Scrutinizer to scrutinize the e-voting process in a fair and transparent manner.
6. Members of the Company under the category of Institutional/ Corporate Shareholders are encouraged to attend and participate in the AGM through VC/ OAVM and vote thereat. Institutional / Corporate shareholders (i.e. other than Individuals/HUF/NRI, etc.) are required to send the scanned copy of the Board Resolution (PDF /JPG Format) authorizing their representatives to attend the meeting through VC / OAVM on their behalf and to vote through remote e-voting. The said Resolution / Authorisation shall be sent to the Scrutinizer by email through its registered email address to ramavenigalla@gmail.com with a copy marked to evoting@nsdl.co.in.
7. **Record Date and Book Closure:** The Register of Members and Share Transfer Books of the Company shall remain closed from Thursday, September 21, 2023 till Wednesday, September 27, 2023 (both days inclusive) for the payment of dividend and AGM. The Record Date for the purposes of the Final Dividend will be Wednesday, September 20, 2023.
8. **Dividend:** If the dividend, as recommended by the Board, is approved at the AGM, payment of such dividend subject to deduction of tax at source ("TDS") will be made within 30 days of AGM as under:
 - a) To all Beneficial Owners in respect of shares held in dematerialised form as per the data as may be made available by the National Securities Depository Limited ('NSDL') and the Central Depository Services (India) Limited ('CDSL'), collectively 'Depositories', as of the close of business hours on Wednesday, September 20, 2023;
 To all Members in respect of shares held in physical form after giving effect to valid transmission or transposition requests lodged with the Company as of the close of business hours on Wednesday, September 20, 2023;
 - b) Shareholders holding shares in demat mode are requested to register their Bank details with the relevant Depository Participant. This will enable the Company to make timely credit of dividend to the Shareholders in their respective

bank accounts. For Shareholders who have not updated their bank account details, Dividend Warrants / Demand Drafts will be sent to their registered addresses;

c) Manner of registering KYC including bank details for receiving dividend:

- **Shareholders holding shares in physical mode** who have not provided the information regarding bank particulars, are requested to register/update their Bank details (e.g. name of the bank and the branch, bank account number, 9 digits MICR number, 11 digit IFS Code and the nature of account) online with Bigshare Services Private Limited on its website at www.bigshareonline.com along with the copy of the signed request letter mentioning the name and address of the Shareholder, scanned copy of the Share Certificate (front and back), self-attested copy of the PAN Card, and self-attested copy of any document (e.g.: Driving License, Election Identity Card, Passport) in support of the address of the Shareholder along with a copy of latest cancelled cheque with the Shareholder's name.
- **Shareholders holding shares in demat mode** are requested to register their Bank details with the relevant Depository Participant. This will enable the Company to make timely credit of dividend to the Shareholders in their respective bank accounts.

d) TDS on dividend in accordance with the provisions of the Income Tax Act, 1961("IT Act"), as amended by and read with the provisions of the Finance Act, 2020 and amendments thereof, dividend declared and paid by the Company with effect from April 01, 2020, is taxable in the hands of Shareholders and the Company is required to deduct tax at source from dividend paid to the Shareholders at the applicable rates. The Company shall consider the requests received by it from its shareholders as on the Record date fixed by the Company in relation to its proposed dividend(s);

- A Resident individual shareholder with PAN and who is not liable to pay income tax can submit a yearly declaration in Form No. 15G/15H, to avail the benefit of non-deduction of tax at source by e-mail to tds@bigshareonline.com. Shareholders are requested to note that in case their PAN is not registered, the tax will be deducted at a higher rate of 20% and 10% in case of Members having valid Permanent Account Number ("PAN") or as notified by the Government of India. However, no tax shall be deducted on the dividend payable to a resident individual if the total dividend to be received by them during fiscal 2023 does not exceed Rs. 5,000/- and also in cases where members provide Form 15G (Applicable to any person other than a Company or a Firm) / Form 15H (Applicable to an individual above the age of 60 years) subject to conditions specified in the IT Act.
- For Non-resident shareholders, taxes are required to be withheld in accordance with the provisions of Section 195 and other applicable sections of the IT Act, at the rates in force. The withholding tax shall be at the rate of 20% (plus applicable surcharge and cess) or as notified by the Government of India on the amount of dividend payable to them. However, Non-resident shareholders [including Foreign Institutional Investors (FIIs) / Foreign Portfolio Investors (FPIs)] can avail beneficial rates under tax treaty between India and their country of tax residence, subject to providing necessary documents i.e. No Permanent Establishment and Beneficial Ownership Declaration, Tax Residency Certificate, Form 10F, any other document which may be required to avail the tax treaty benefits by sending an e-mail to tds@bigshareonline.com.

9. Transfer of Unclaimed Dividend Amount and Shares to the Investor Education and Protection fund ("IEPF") Authority:

Pursuant to the Section 124 and other applicable provisions of the Act, read with Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rules, 2016, (including any statutory modification(s) and / or re-enactment(s) thereof for the time being in force), the Company will be transferring the unclaimed and unpaid dividend of the financial year 2015-16 from its Unpaid Dividend Account to Investor Education and Protection Fund (hereinafter referred to as "IEPF") after October 22, 2023. Further, all the shares in respect of which dividend remaining unpaid shall also be transferred IEPF Authority. The Company has published a newspaper advertisement and has sent individual correspondence to the shareholders whose dividend are lying unpaid and unclaimed for 7 years from the date of transfer to Unpaid Dividend Account of the Company and whose shares are due for transfer to IEPF Authority and the same is made available on website of Company at <http://www.comfortintech.com/Investorrelation>.

The shareholders are once again requested to claim their un-paid/unclaimed dividend to avoid the transfer to IEPF Authority.

Members who have not yet en-cashed their Final Dividends from financial year 2015-16 and thereafter are requested to make their claims to the Company/ Registrar and Share Transfer Agent ("RTA"). Members are requested to quote folio numbers / DP ID – Client ID in all their correspondence.

In case the members have any queries on the subject matter and Rules, they may contact the Company's RTA. The members / claimants whose shares and / or, unclaimed dividend, etc., have been transferred to IEPF Authority may claim the shares and unclaimed dividend by making an application to IEPF Authority in IEPF Form-5 (available on www.iepf.gov.in). The member / claimant can file only one consolidated claim in a financial year as per the IEPF Rules. The member's has to claim any un-encashed dividends from IEPF and for future dematerialization of their shares and opt for Automated Clearing House (ACH) mode, so that dividends paid by the Company are credited to the investor's account on time.

10. Members holding shares in physical mode are requested to intimate changes, if any, pertaining to their postal address, e-mail address, telephone/mobile numbers, Permanent Account Number (PAN), specimen signature, bank details such as name of the bank and branch details, bank account number, etc to the Company's RTA in prescribed Form ISR-1 and other forms pursuant to SEBI Circular No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2021/655 dated November 03, 2021. The said forms can be downloaded from the Company's website: <http://www.comfortintech.com/Investorrelation>. The Company has sent letters to members holding shares in physical mode for furnishing the required details.
11. Nomination Facility: As per the provisions of Section 72 of the Act read with Rule 19(1) of the Companies (Share Capital and Debentures) Rules and SEBI Circular, the facility for making nomination is available for the Members in respect of the shares held by them. Members who have not yet registered their nomination are requested to register the same by submitting Form No. SH-13.

If a member desires to opt out or cancel the earlier nomination and record a fresh nomination, he/ she may submit the same in Form ISR-3 or SH-14 as the case may be. The said forms can be downloaded from the Company's website <http://www.comfortintech.com/Investorrelation>.

Members are requested to submit the said details to their Depository Participants in case the shares are held by them in dematerialised form and to the Company's RTA in case the shares are held in physical form.

12. SEBI has mandated that any service request from members holding securities in physical mode shall be entertained only upon registration of the PAN, KYC details and nomination. Further, all members holding shares in physical mode are required to compulsory link their PAN Card and Aadhaar Card to avoid freezing of folios. The folios wherein any one of the said document/ details are not updated and/or PAN Card and Aadhaar Card are not linked on or after October 01, 2023 shall be frozen by the RTA. The security holder(s) whose folio(s) frozen shall be eligible:
 - i. To lodge any grievance or avail of any service request from RTA, only after furnishing the complete documents/ details as mentioned above;
 - ii. To receive any payment including dividend, interest or redemption amount (which would be only through electronic mode w.e.f. April 01, 2024) only after compliance with the above stated requirements.

Such frozen folios shall be referred by RTA/Company to the administering authority under the Benami Transactions (Prohibitions) Act, 1988 and/or Prevention of Money Laundering Act, 2002, if the securities continue to remain frozen as on December 31, 2025.

13. Pursuant to SEBI Notification No. SEBI/HO/MIRSD/MIRSD_RTAMB/P/CIR/2022/8 dated 25 January, 2022, the Company shall issue securities in dematerialise form only while processing service requests viz. issue of duplicate securities certificate; claim from Unclaimed Suspense Account; Renewal/ Exchange of securities certificate; Endorsement; Sub-division/ Splitting of securities certificate; Consolidation of securities certificates/ folios; Transmission and Transposition. Accordingly, members are requested to make service requests by submitting a duly filled and signed Form ISR – 4, format of which is available on the Company's website at: <http://www.comfortintech.com/Investorrelation>. Further, members holding shares in physical form are requested to take action to dematerialise the Equity Shares, promptly to avoid inconvenience in future.
14. In compliance with the aforesaid MCA circulars and SEBI circular, Notice of the AGM along with Annual Report for the financial year 2022-23 is being sent only through electronic mode to those members whose email addresses are registered