

# VALUE, INTEGRITY, PEOPLE





**Response Informatics**  
TECHNOLOGY SIMPLIFIED

ANNUAL REPORT  
**2021-22**

## INDEX

Board of Directors	
Corporate Information	
What does IT means to us	1
Notice of AGM	9
Explanatory Statement to notice	22
Director's report	26
Secretarial audit report	37
Annexure to the Secretarial Audit Report	39
Annexure -II	40
Annexure-III	41
Annexure-IV	42
Certificate on compliance of corporate Governance	55
Annexure-V	56
Annexure-VI	61
Annexure-VII	62
Annexure-VIII	63
Independent auditor's report	64
Balance sheet	75
Profit and loss statement	76
Statement of changes in equity	77
Cashflow statement	78
Notes to accounts 1-22	79
Accounting policies	87
Notes to accounts 23-36	93



# Board of Directors



**Sri Subramaniam  
Seetha Raman**

Managing Director



**Smt. Bhuvaneswari  
Seetharaman**

Non -Executive Director



**Sri. Chandra Sekhar  
Pattapurathi**

Non- Executive Independent Director



**Sri. Prakash Babu  
Kondeti**

Non- Executive Independent Director

# CORPORATE INFORMATION

## SECRETARIAL AUDITOR:

Mr. VBSS Prasad,  
Practicing Company Secretary,  
Flat No. 209, Kubera Towers,  
Narayanaguda, Hyderabad - 500029

## STATUTORY AUDITORS:

M/s. BRR & ASSOCIATES  
Chartered Accountants  
6-3-596/90, IIPM Lane,  
Naveen Nagar, Road No:1,  
Banjara Hills, Hyderabad-500 034.

## INVESTORS E-MAIL ID:

cs@responseinformatics.com

## REGISTRAR & SHARE TRANSFER AGENTS:

M/s. Aarthi Consultants Pvt LTD  
1-2-285, Domalguda, Hyderabad – 29  
Tel: (040)27642217/ 27638111  
Fax: (040) 27632184  
E-mail: info@aarthiconsultants.com

## BANKERS:

Federal Bank Ltd., Punjagutta, Hyderabad  
HDFC Bank Limited., Karkhana, Secunderabad

## REGISTERED OFFICE ADDRESS:

Plot No. 42, Nagarjuna Hills, Punjagutta,  
Hyderabad – 500082, Telangana.  
Ph. No: 040-40037073.  
CIN: L72200TG1996PLC025871

## LISTED AT:

BSE Limited

## DEMAT ISIN NUMBER IN NSDL & CDSL:

INE401B01010

## WEBSITE:

www.responseinformaticsltd.com

# What Does IT Mean to us?

With the right people and processes in place, technology becomes manageable.

In a rapidly digitized world, tech management's scope of responsibilities is exponentially broader.

Technology can be challenging, confusing, and sometimes even frustrating to deal with. We're here to handle everything tech for your business.

We make Technology Easy for you.

We create simple and innovative tech-based solutions to eliminate performance bottlenecks for our client business. We are obsessive about quality and ensure the work delivered is simple and hiccup-free.



## RESPONSE INFORMATICS

### Our Purpose:

We lead digital transformation in business to make services simple, smart, and user-focused.

### Our Mission :

Is to encourage coordinated investment in digital services, assist to transform the user experience for individuals and businesses, and improve the return on information and technology (IT) and digital investment.

We achieved our planned priorities for the year:

1. Deliver whole-of-educational industry strategies, policies, and advice to support the business digital and IT agenda.
2. Design, deliver and support, cloud platforms and services that enable digital transformation
3. Deliver a program of digital and IT capability improvement, including sourcing, to enhance capability and skills across the world
4. Drive collaboration and partnerships to enable and accelerate the digital transformation of IT services. This year we also responded swiftly to support the Global enterprise's response to the COVID-19 pandemic, which led to an unprecedented need for information, services, and support.

### Our Outcome:

Improve the user experience for all SaaS Based Information Technology and services by leading the design, development, and continual enhancement of IT service delivery policies and standards, platforms, and joined-up services.

### It's Time for the New Digital Age!

COVID-19 reinforced the importance of digital in enabling access to services for all businesses. What we've experienced over the past year has also reminded us of the importance of digital skills. We continued to build digital capability through our emerging talent and women in IT Executive Mentoring Programs. As part of this, we mapped nearly 150 digital careers to help digital professionals navigate their career pathways.

Our work to improve digital and IT sourcing arrangements helped clients access more cost-effective contemporary solutions. It also created new opportunities for businesses, particularly mid-market to large enterprises and US businesses.

# Our Take on Digital Revolution

Digital technologies are transforming how the business operates at an increasing pace. Modern digital systems can help companies improve efficiency, increase employee productivity and allow companies to better understand their customers.

This year, we clearly demonstrated the power of true user-focused collaboration. Our co-operation across all levels has made us more efficient and effective. In the year ahead, we will build on these successes. We will maintain our focus on better understanding, and improving, user experiences. We will continue to invest in scalable and reusable platforms and capabilities such as digital identity and cloud. We will strengthen our collaboration, both nationally and internationally, and we will continue sharing leading digital practices. We will build on our development of client arrangements and the protected utility blueprint. This is delivering a secure, cloud-based desktop capability, which is helping to improve our cyber posture. Our work on digital and IT strategy, policy, and advice will continue to ensure government services are

well designed and user-focused, and aligned with the Digital Transformation Strategy.

While digital provides enormous opportunities for service delivery improvement, it is more than just technology. Our capacity to consider cultures, business models and processes will allow us to continue to make public services simpler, smarter, and more user-focused. There has never been a more important time to be leading digital in the educational industry. Our operating environment is complex and fluid. The pace of technological change opens up new opportunities to radically re-think how our services are designed and delivered.

COVID-19 has had a profound impact, but it has also accelerated digital delivery. Digital transformation requires high levels of coordination and collaboration across the public and the private sector. We will continue to work effectively to understand our client's operating environment, identify opportunities for improvement, set directions, and actively manage delivery risks.





## RESPONSE INFORMATICS

### Preparing the Business to Succeed in the Digital World :

Response Informatics works with global enterprises to plot the digital next strategy, roadmap, and cloud providers, bringing our experience and expertise to deliver a seamless migration and modernization to the cloud that is cost-effective and secure. We will unlock the promise of the cloud by migrating, modernizing, and optimizing clients' infrastructure and applications to help manage the multi-cloud environments.

Our suite of services transforms businesses by creating engaging client and employee experiences while modernizing digital platforms through partnerships, and digital talent solutions.

We provide technology and business services to accelerate business transformation initiatives. We focus on delivering value while mitigating risk for projects at all levels of complexity and getting our client business future-ready for new business models, streamlining technology processes, and managing changes to any culture, people, and technology.

## Our IT Offerings:

### Project and Managed Services:

Agile, industrial, and innovative, our project and managed services are designed to adapt to the characteristics of client organizations and increase their operational efficiency. Whether they are looking to hand over an IT function or require a partner to deliver a new product or IT initiative, we deliver measurable results based on clients unique requirements.

### Professional Resourcing:

We can quickly deliver in-demand, fully screened, qualified candidates for permanent job opportunities while reducing time-to-hire. Our talented professionals have the experience and skills to immediately contribute to any organization's productivity, innovation, and growth.

### Cloud and Infrastructure :

We bring our technology and industry expertise to assess, plan and deliver cloud and infrastructure strategic roadmaps. Our cloud approach is purpose-built for the client's environment following industry best practices. Our Cloud Architects and Engineers take a purposeful approach to cloud build-out.

# Benefits of Processes Through the Cloud

Enterprise business applications are usually designed to run on custom-configured IT systems. As a result, IT needed armies of administrators just to keep systems updated and running, to manually add new capacity when demand is high, or apply quick fixes for issues such as low performance. During the last decade, the number of IT solutions has increased and thus the overhead necessary for testing, integration, and maintenance has grown. In a typical enterprise, just a fraction of IT personnel is focusing on designing and developing the market-differentiating solutions the business cares about; the rest are working simply to keep the lights on. Standardizing system configurations and automating IT support processes can reverse that ratio by enabling enterprises to better manage their infrastructures, save on costs and shorten times to market while improving service levels.

In the past, adopting different technologies in IT faced a steep learning curve for IT staff, and introducing new processes could be costly and disruptive. With the cloud, companies can automate many of the common IT processes through websites, APIs, and other services, reducing the need for custom coding by systems administrators and reducing the costs of manual data entry. Cloud computing provides more flexibility than on-premises computing with its ability to scale up or down at will. It also increases overall productivity by providing additional services such as big data analytics. By combining self-healing capabilities with smart business information management and integration, it is possible to reduce incidents by 70 percent by using cloud computing as an opportunity to rethink their IT operations. It requires a certain level of remediation to make IT systems more cloud-oriented.

