



25TH ANNUAL GENERAL MEETING THROUGH VC/OAVM
(8TH AUGUST – 10 AM)

REPLY TO THE QUESTIONS RECEIVED THROUGH THE QUESTION BOX

Name of the Shareholder: Anil Babubhai Mehta (DP/CD ID: IN300513 10127907)	
Question No.1	Please let me know the impact of COVID-19 pandemic on the business, ability to maintain operations including factories/ units/ office spaces functioning and closed down and schedule, if any, for restarting the operations
Reply	<p>The outbreak of Covid-19 pandemic and consequent lockdown has impacted regular business operations since last week of March, 2020. The assessment and outcome of the Covid-19 pandemic is highly dependent on the circumstances/developments as they evolve in the subsequent periods.</p> <p>The Company proactively framed a detailed SOP for safety of its field engineers, employees, factories, Walk-in Centres, branches, Registered Office, Head Office and rendered critical and essential IT/repair services to Hospitals, Banks and other Government Departments, during the lockdown period.</p> <p>Based on the guidelines issued by the Central/State Government and local authorities from time to time, the Company resumed its operations in a phased manner at its manufacturing plants, walk-in centres and field services with effect from 4th May, 2020. The Registered Office and Head Office situated in Chennai partially resumed its operations with effect from 8th June, 2020. Few of the corporate functions are being carried out under the Company's Work From Home Policy and</p> <p>TVS-E has in place a well-defined business continuity plan which permits us to immediately respond to crises in order to shorten recovery time and mitigate impact. During the initial stage of outbreak of Covid-19, we anticipated the likely shortfall in inflow of materials and we procured 100% stocks that were required up to Q1 FY21. However, nationwide lockdown imposed by Government of India entailed reduction in sale during the late March, 2020. The Company has also initiated measures for effective and uninterrupted supply chain by exploring alternate sources for procurement. To ensure the business continuity of our Servicetec segment, we are focusing on digitisation as a key to make the business model agile and scalable. Some of the key initiative taken includes Remote resolution of service calls via Audio and Video DIY, initiated Service on Wheels in phased manner, E-training to our engineers via video etc.</p>



	The Company is also consistently monitoring the developments and taking various measures to minimize the impact of outbreak of Covid-19 on production and volume of business.
Question No.2	As certain products of the Company fall under essential commodities category, whether, the Company is able to continue its production and operation activities with effect from 31 st March, 2020.
Reply	The products of the Company do not fall under the essential commodities category. The Company were able to resume its operations in a phased manner at its factories, walk-in centres and field services with effect from 4 th May, 2020. The Registered Office and Head Office situated in Chennai partially resumed its operations with effect from 8 th June, 2020. Few of the corporate functions are being carried out under the Company's Work From Home Policy.
Question No.3	Please also let me know as the Company/Bank does see any foresee issues relating to servicing its debts or financing arrangements.
Reply	Based on prevailing conditions as on date of AGM, the Company has a strong cash position. As of March 31, 2020: a. The net worth of the Company is Rs. 8,062L. b. The Company had utilized its borrowing limits to the extent of Rs.1,443L. c. The Company had closing cash & cash equivalent of Rs.1,422L (including long term deposit). d. The company's net cash position to be read as Rs. 21L negative. The Company has been regular in servicing the debt and interest thereon.

Name of the Shareholder: Geetha Babubhai Mehta (DP/CD ID: IN300513 10127888)	
Question No.1	Please also let me know as the Company/Bank does see any foresee issues relating to servicing its debts or financing arrangements.
Reply	Based on prevailing conditions as on date of AGM, the Company has a strong cash position. As of March 31, 2020: a. The net worth of the Company is Rs. 8,062L. b. The Company had utilized its borrowing limits to the extent of Rs.1,443L. c. The Company had closing cash & cash equivalent of Rs.1,422L (including long term deposit). d. The company's net cash position is to be read as Rs. 21L negative. The Company has been regular in servicing the debt and interest thereon.
