HGS®
HINDUJA GLOBAL SOLUTIONS

February 09, 2016

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.
Symbol : HGS

Dear Sirs,

Sub: Unaudited Standalone and Consolidated Financial Results of the Company for the quarter and nine months ended December 31, 2015 and Declaration of Third Interim Dividend for the Financial Year 2015-16

This has reference to our letter of even date (copy enclosed). We enclose the following:

- Press Release being issued by the Company
- Earning Presentation

You are requested to kindly put up above documents on your Website.

Thanking you,

Yours truly,
For Hinduja Global Solutions Limited

Makarand Dewal
Company Secretary

Encl: a/a

PRESS RELEASE

For Immediate Release **February 9, 2016**

Hinduja Global Solutions Limited

Q3 FY2016 Consolidated Performance Highlights

Net Sales of Rs. 8,829 million, an increase of 20.5% y-o-y

EBITDA of Rs. 780 million

PAT of Rs. 171 million

As of December 31, 2015, the Company had Net Debt of Rs. 3,834 million and a Net Worth of Rs. 11,342 million

The Board declared third interim dividend for FY2016 of Rs. 3.75 per share

Mumbai, **India, February 9, 2016:** Hinduja Global Solutions Limited (HGS) (Listed on NSE & BSE, India) today announced its Unaudited Third Quarter and Nine Months Ended Results for FY2016.

Commenting on the results, **Mr. Partha DeSarkar, Chief Executive Officer** said:

"HGS continued its strong trajectory in topline growth at 20.5% y-o-y in Q3, led by robust performance in Healthcare, Consumer and Public Sector verticals. Profitability was lower in the quarter due to increased investments in ramp ups and exit costs related to unprofitable clients.

We won seven new logos and added new lines of business from existing clients in Q3, and expect performance going forward to be better.

Our focus on developing value-added solutions such as Digitization, Analytics and Automation to meet the ever-changing customer experience landscape and to make our clients more competitive, is seeing traction.

Keeping in view the capital requirement for future growth, the board has declared an interim dividend of Rs. 3.75 per share."

Consolidated Financial Highlights:

	Q3		y-o-y	Q2	q-o-q	Nine Months		y-o-y
(Rs. Million)	FY2016	FY2015	Growth (%)	FY2016	Growth (%)	FY2016	FY2015	Growth (%)
Net Sales	8,829	7,325	20.5%	7,912	11.6%	24,143	21,008	14.9%
EBITDA	780	904	(13.7)%	829	(6.0)%	2,163	2,479	(12.7)%
Margin (%)	*8.8%*	*12.3%*		*10.5%*		*9.0%*	*11.8%*	
Profit Before Tax (PBT)	276	589	(53.2)%	420	(34.3)%	947	1,567	(39.6)%
Margin (%)	*3.1%*	*8.0%*		*5.3%*		*3.9%*	*7.5%*	
Profit After Tax (PAT)	171	528	(67.6)%	269	(36.5)%	602	1,237	(51.3)%
Margin (%)	*1.9%*	*7.2%*		*3.4%*		*2.5%*	*5.9%*	
Basic EPS (Rs.)	8.25	25.49	(67.6)%	12.99	(36.5)%	29.04	59.90	(51.5)%

Note: EBITDA adjusted for impact of Payment of Bonus (Amendment) Act, 2015 of Rs. 13.6 million

PRESS RELEASE

Consolidated Financial Highlights:

- Net Sales increased by 20.5% y-o-y to Rs. 8,829 million. This growth was primarily driven by an improvement in volume across all key geographies coupled with contribution from recently acquired BPM business in India.
- EBITDA was Rs. 780 million (excluding impact of Payment of Bonus (Amendment) Act, 2015 of Rs. 13.6 million). EBITDA margins were at 8.8%. EBITDA was impacted due to increased ramp-up, softness in profitability of Canada operation and MphasiS BPM consolidation.
- PAT was Rs. 171 million with a margin of 1.9%. Profitability was impacted due to lower operating profit coupled with unfavorable foreign exchange variations.
- As of December 31, 2015, the Company had Net Debt of Rs. 3,834 million and Net worth of Rs. 11,342 million.

Business Highlights:

- Won seven new logos in the quarter; Added several new lines of business from existing clients
- Increase in ramp-ups and addition of capacity due to recent large wins, especially in healthcare and public sector verticals
- In advanced stage of closing a contract with an existing client in Canada. New terms expected to improve performance going forward
- Performance in the acquired business portfolio from MphasiS continued to trend upwards
- Automation and Digital solutions such as Digital Natural Assist (DNA) gaining traction with clients
- As of December 31, 2015, HGS had 188 active clients (excluding payroll processing clients).
- As of December 31, 2015, contribution from the Healthcare vertical is 40.8%, Telecom & Technology 29.1%, Consumer Electronics 12.9%, Banking & Financial Services 7.1%, Media 1.9%, Chemicals & Biotech 1.8% and 6.4% from other verticals.
- As of December 31, 2015, total headcount was 38,747: 66.5% in India, 16.4% in Philippines, 7.5% in the US, 6.1% in Canada and 3.5% in Europe.

Key Client Wins:

- A leading audio equipment supplier signed HGS to provide a technical help desk solution to answer product inquiries including audio, home theatre and accessories from our Manila center.
- An online and mobile food ordering firm in the US awarded a contract to HGS to provide 24/7 customer service for all its orders across 900-plus US locations.

- A leading American manufacturer of action cameras has selected HGS to provide technical help desk services in English and Spanish for its latest drone product.
- A large media company in India has engaged HGS to support their customer service communications across multi-channels, including social media, email and voice services from Mumbai. This is our first win in the Unified Customer Experience segment.

Performance Outlook:

- Encouraging sales pipeline, especially in Healthcare, Consumer, Retail, Insurance and Public Sector verticals
- Strong performance projected from existing clientele
- Canada operations expected to normalize in coming quarters
- Acquisition portfolio seen to continue on growth trajectory; MphasiS acquired business expected to be gross margin positive in Q1 FY 2017

Industry Recognitions:

During the quarter, HGS received several awards and accolades from various third party organizations and outsourcing research & analysis firms. These are a testament to the Company's leadership position in the BPM industry.

- HGS USA President Kathy Hamburger won the Silver Stevie® Award in "Female Executive of the Year" category at the 12th Annual Stevie Awards for Women in Business 2015.
- HGS Canada was honored with the Gold Stevie® Award for the "Customer Service Department of the Year" at the 12th Annual International Business Awards.
- At the 2015 Contact Center World (CCW) Awards - Global Finals, HGS was recognized with:
  - Best Large Center: Gold – HGS Preston UK
  - Best Customer Service for Small Center: Gold – HGS Chiswick UK
  - Best Medium Outsourced Contact Center: Silver – HGS Canada
  - Best Outsourcing Partnership: Silver – HGS USA
- HGS was recognized as a Leader in the NelsonHall Vendor Evaluation and Assessment Tool for Customer Management Services for High Tech Sector in the Cost Reduction Market Segment.
- HGS has been included in Everest Group's list of Top 50 BPO Service Providers.
- HGS has been included for the first time as a Breakthrough Sourcing Standout Top 10 vendors by ISG.

PRESS RELEASE

About Hinduja Global Solutions:

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from consumer interaction solutions to platform based back office services and digital enablement solutions. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with around 40,000 employees in 65 worldwide delivery centers providing localized solutions. For the year ended 31st March 2015, HGS had revenues of US$ 458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

www.teamhgs.com

Safe Harbour

Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.

For more information, visit us at www.teamhgs.com or contact:

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Q3 FY2016 Earnings Presentation

February 9, 2016

Cautionary Statement

Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in the BPM industry including those factors which may affect our cost advantage, wage increases, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-timeframe contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hinduja Global Solutions has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. Hinduja Global Solutions may, from time to time, make additional written and oral forward-looking statements, including our reports to shareholders. The company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the company

Highlights

Consolidated Financial Highlights: Q3 FY2016

- Net Sales of Rs. 8,829 million, an increase of 20.5% y-o-y
- EBITDA of Rs. 780 million
- PAT of Rs. 171 million
- As of December 31, 2015, the Company had Net Debt of Rs. 3,834 million and a Net Worth of Rs. 11,342 million
- The Board declared third interim dividend for FY2016 of Rs. 3.75 per share

Management Perspective

Commenting on the results, **Mr. Partha DeSarkar, CEO, Hinduja Global Solutions Limited** said:

"HGS continued its strong trajectory in topline growth at 20.5% y-o-y in Q3, led by robust performance in Healthcare, Consumer and Public Sector verticals. Profitability was lower in the quarter due to increased investments in ramp ups and exit costs related to unprofitable clients.
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Keeping in view the capital requirement for future growth, the board has declared an interim dividend of Rs. 3.75 per share."

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Business Highlights

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Highlights

Business Outlook

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- Strong performance projected from existing clientele
- Canada operations expected to normalize in coming quarters
- Acquisition portfolio seen to continue on growth trajectory; MphasiS acquired business expected to be gross margin positive in Q1 FY 2017

Business Update

Region	Geography Highlights
USA and Canada	**US:** ▪ Added three new clients – an audio equipment supplier, online & mobile food ordering company and action camera manufacturer ▪ Significant growth in new business wins from existing clients across verticals - Open enrollment jumpstarted growth; Added 100 FTEs in our El Paso site for a not-for-profit health plan provider ▪ Expect strong performance going forward driven by both existing and new clients, primarily in the insurance and consumer packaged goods verticals **Canada:** ▪ Encouraging improvement in financial performance; managed to reduce operating losses ▪ Started the ramp-up of a recently signed public sector client to 120 FTEs ▪ Financial performance expected to normalize with finalization of contract renewal with an existing client and improved performance of other accounts
UK and Europe	▪ Continued its growth momentum on the back of the recent large contract wins ▪ Large ramp completed for new client in the Consumer vertical ▪ Expect to add capacity in Q1 FY17 to support new client growth ▪ Sales pipeline remains robust

Business Update

Region	Geography Highlights
Philippines	▪ Continued its robust performance, primarily driven by volume growth on account of the Open Enrollment season ▪ Started work for new lines of businesses from existing clients in health insurance and consumer electronics verticals ▪ Launched support for clients in consumer electronics and education services verticals ▪ Expected to continue the growth trajectory, primarily driven by increased momentum from healthcare clients
India	▪ Overall geography impacted by additional provision made for bonus as per The Payment of Bonus (Amendment) Act, 2015 **International:** ▪ Performance was in line with management expectations ▪ Volumes from certain healthcare clients remained soft due to business slowdown; this was offset by higher volumes from other healthcare clients ▪ Won a contract from a healthcare insurance major for providing international claims-related support from India. The program is expected to go live in Q1 FY2017 with about 40-50 FTEs. **Domestic:** ▪ Improved performance in Q3, with steady growth in volumes ▪ Profitability in some of our tier I centers, which were undergoing ramp ups in first half, improved ▪ Performance in the acquired business portfolio from MphasiS continued to trend upwards

Industry Recognition

Recognition from Analyst and Advisor community

- HGS was recognized as a Leader in the **NelsonHall** Vendor Evaluation and Assessment Tool for Customer Management Services for High Tech Sector in the Cost Reduction Market Segment.
- HGS has been included in **Everest Group's** list of Top 50 BPO Service Providers.
- HGS has been included for the first time as a Breakthrough Sourcing Standout Top 10 vendors by **ISG**.

Awards & Accolades

Recognitions

- HGS USA President **Kathy Hamburger** received the **Silver Stevie® Award** in the "**Female Executive of the Year**" category at the 12th Annual Stevie Awards for Women in Business 2015
- HGS Canada was honored with the **Gold Stevie® Award** for the "**Customer Service Department of the Year**" in the 12th Annual International Business Awards
- At the 2015 Contact Center World (CCW) Awards - Global Finals, HGS was recognized with:
  - Best Large Center: Gold – HGS Preston UK
  - Best Customer Service for Small Center: Gold – HGS Chiswick UK
  - Best Medium Outsourced Contact Center: Silver – HGS Canada
  - Best Outsourcing Partnership: Silver – HGS USA
- One of the winners of the **2015 Best Outsourcing Thought Leadership (BOTL) Awards** for **BPO Innovation** by The Outsourcing Institute.

Financial Performance Summary

Consolidated Financial Highlights

(Rs. Million)	Q3 FY2016	Q3 FY2015	y-o-y Growth (%)	Q2 FY2016	q-o-q Growth (%)	Nine Months FY2016	Nine Months FY2015	y-o-y Growth (%)
Net Sales	8,829	7,325	*20.5%*	7,912	*11.6%*	24,143	21,008	*14.9%*
EBITDA	780	904	*(13.7)%*	829	*(6.0)%*	2,163	2,479	*(12.7)%*
Margin (%)	*8.8%*	*12.3%*		*10.5%*		*9.0%*	*11.8%*	
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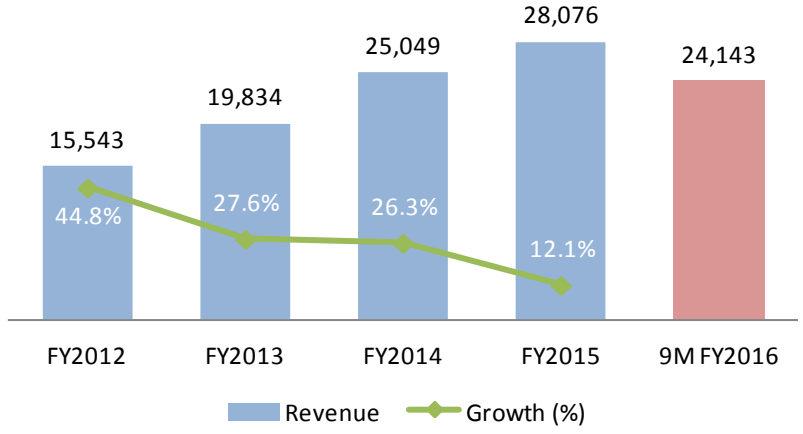
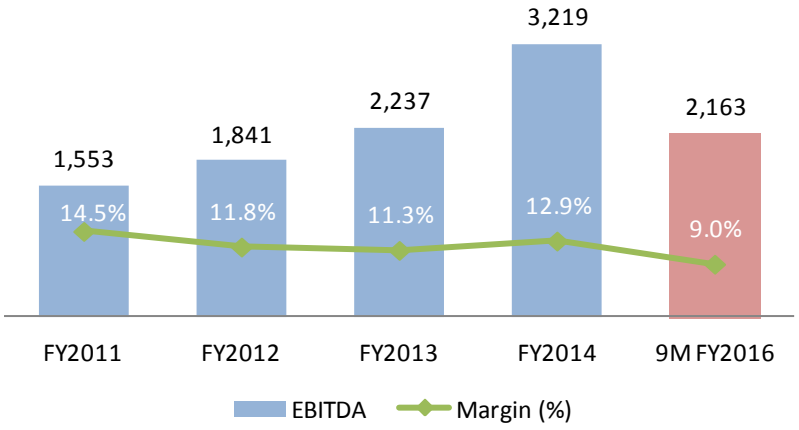
Margin (%)	*3.1%*	*8.0%*		*5.3%*		*3.9%*	*7.5%*	
Profit After Tax (PAT)	171	528	*(67.6)%*	269	*(36.5)%*	602	1,237	*(51.3)%*
Margin (%)	*1.9%*	*7.2%*		*3.4%*		*2.5%*	*5.9%*	
Basic EPS (Rs.)	8.25	25.49	*(67.6)%*	12.99	*(36.5)%*	29.04	59.90	*(51.5)%*

Annual Revenue Trend (Rs. Million)



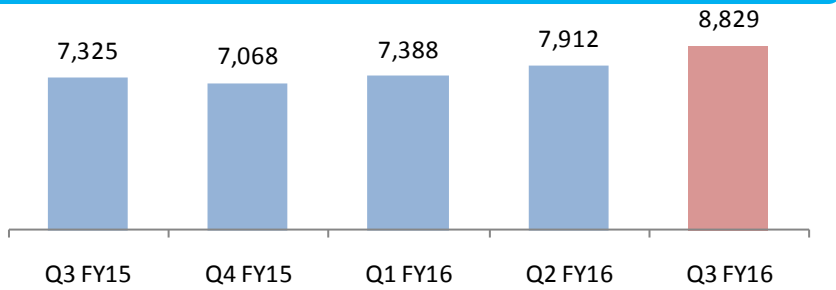
Annual EBITDA Trend (Rs. Million)



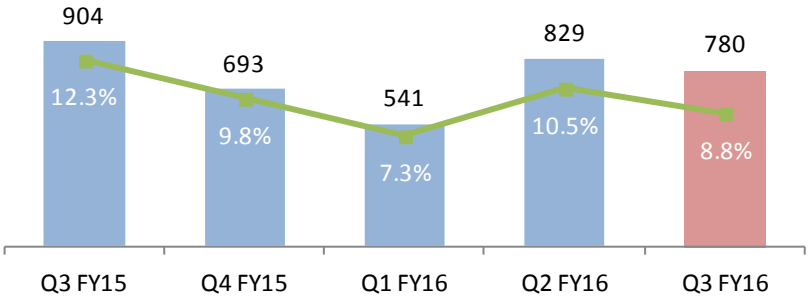
Note: EBITDA adjusted for impact of Payment of Bonus (Amendment) Act, 2015 of Rs. 13.6 million

Financial Performance Summary

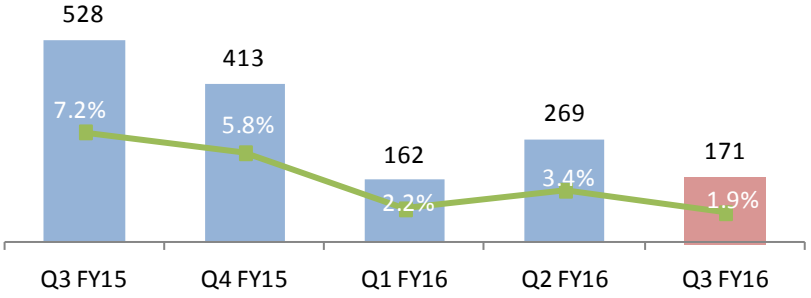
Revenue (Rs. Million) and Y-o-Y Growth (%)



EBITDA (Rs. Million) and Margin (%)



PAT (Rs. Million) and Margin (%)



Y-o-Y Highlights

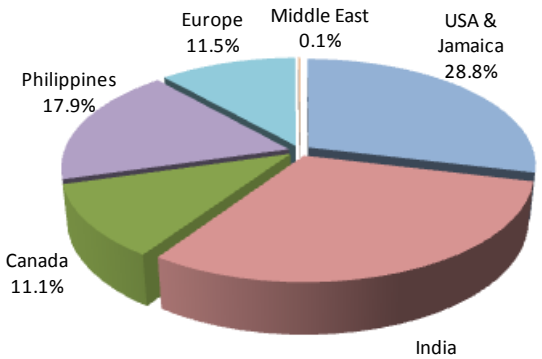
- Revenue growth was primarily driven by an improvement in volume across all key geographies coupled with contribution from recently acquired BPM business in India
- EBITDA was impacted due to increased ramp-up, softness in profitability of Canada operation and MphasiS BPM consolidation
- EBITDA adjusted for impact of Payment of Bonus (Amendment) Act, 2015 of Rs. 13.6 million
- PAT was impacted due to lower operating profit coupled with unfavorable foreign exchange variations

Key Metrics

Revenue by Delivery Centers

(Rs. Million)	Q3 FY2016	Q3 FY2015	y-o-y Growth (%)	Q2 FY2016	q-o-q Growth (%)
USA & Jamaica	2,541	1,959	*29.7%*	2,278	*11.5%*
India	2,706	1,968	*37.5%*	2,298	*17.8%*
Canada	980	1,408	*(30.4)%*	979	*0.1%*
Philippines	1,583	1,210	*30.8%*	1,584	*(0.1)%*
Europe	1,011	778	*30.0%*	768	*31.6%*
Middle East	8	3	*163.8%*	5	*56.4%*
Total	**8,829**	**7,325**	***20.5%***	**7,912**	***11.6%***

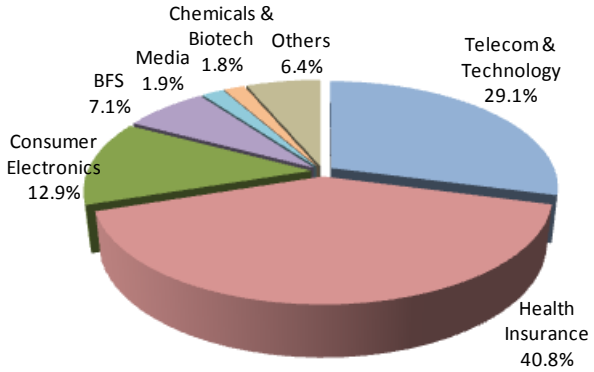
Q3 FY2016



Revenue by Vertical

(Rs. Million)	Q3 FY2016	Q3 FY2015	y-o-y Growth (%)	Q2 FY2016	q-o-q Growth (%)
Telecom & Technology	2,569	2,084	*23.3%*	1,995	*28.8%*
Health Insurance	3,605	2,615	*37.8%*	3,320	*8.6%*
Consumer Electronics	1,138	972	*17.0%*	1,164	*(2.3)%*
BFS	629	594	*6.0%*	553	*13.8%*
Media	169	366	*(53.9)%*	167	*0.8%*
Chemicals & Biotech	159	169	*(6.4)%*	182	*(12.8)%*
Others	561	524	*6.9%*	531	*5.6%*
Total	**8,829**	**7,325**	***20.5%***	**7,912**	***11.6%***

Q3 FY2016

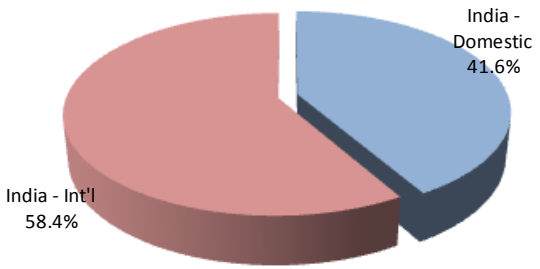


Key Metrics

India Based Exposure

(Rs. Million)	Q3 FY2016	Q3 FY2015	y-o-y Growth (%)	Q2 FY2016	q-o-q Growth (%)
India - Domestic[1]	1,126	605	*86.0%*	783	*43.8%*
India - International	1,580	1,363	*15.9%*	1,515	*4.3%*
Total India	**2,706**	**1,968**	***37.5%***	**2,298**	***17.8%***

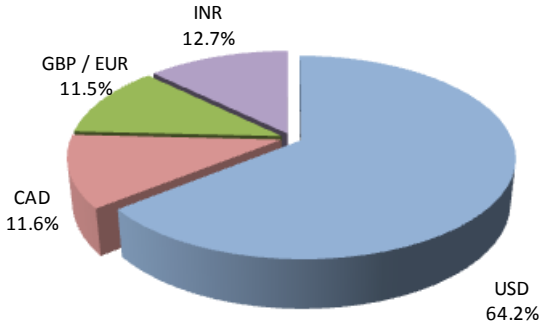
Q3 FY2016



Revenue by Currency Exposure

(Rs. Million)	Q3 FY2016	Q3 FY2015	y-o-y Growth (%)	Q2 FY2016	q-o-q Growth (%)
USD	5,672	4,535	*25.1%*	5,329	*6.4%*
CAD	1,020	1,408	*(27.5)%*	1,032	*(1.2)%*
GBP / EUR	1,011	778	*30.0%*	768	*31.6%*
INR	1,126	605	*86.0%*	783	*43.8%*
Total	**8,829**	**7,325**	***20.5%***	**7,912**	***11.6%***

Q3 FY2016

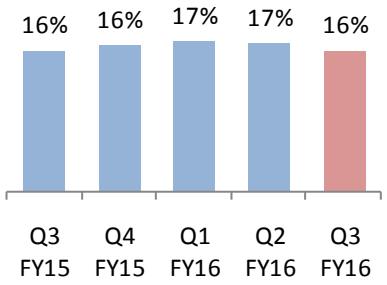


Note(s):

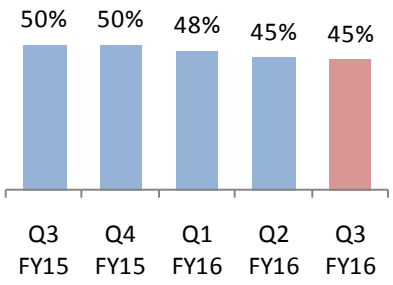
1. Includes revenues from HGS Business Services

Key Metrics

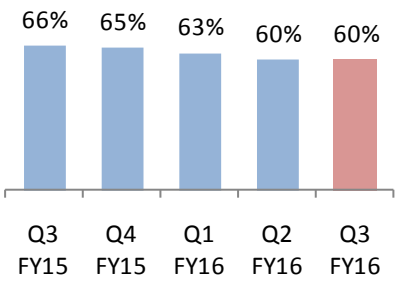
Key Client Metrics



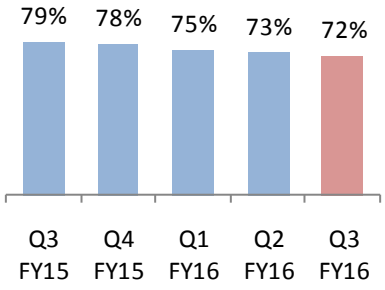
Top Client (%)



Top 5 Clients (%)



Top 10 Clients (%)

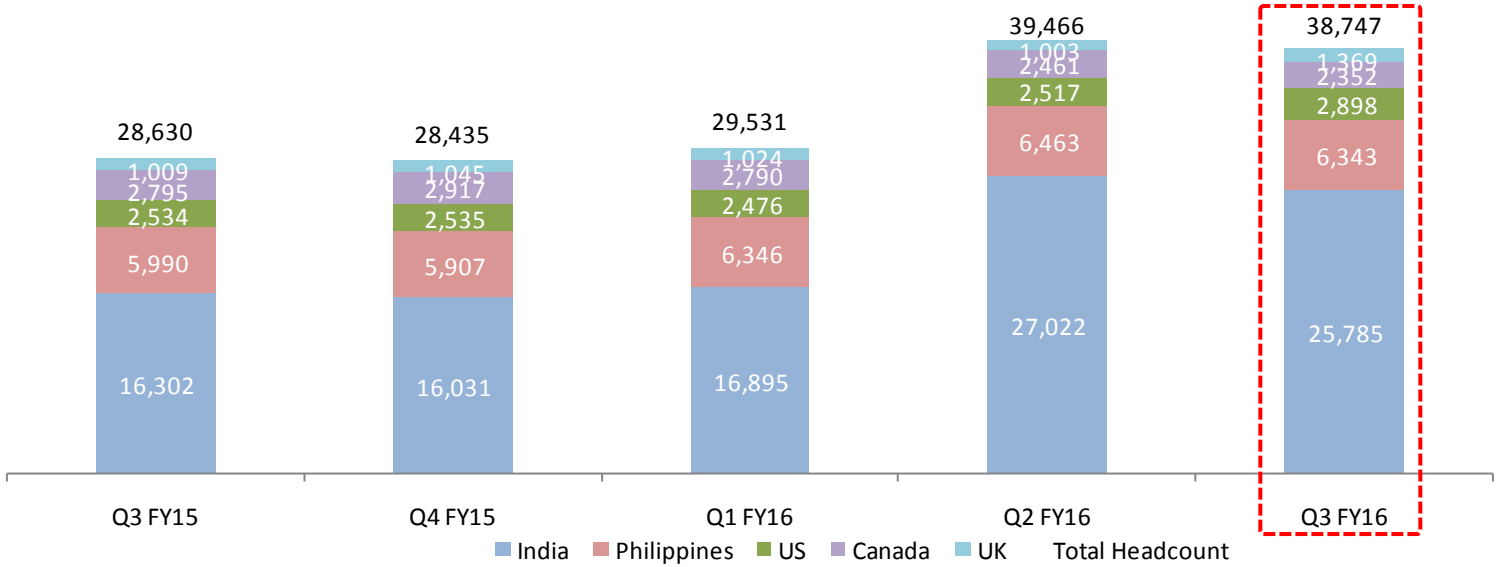


Top 20 Clients (%)

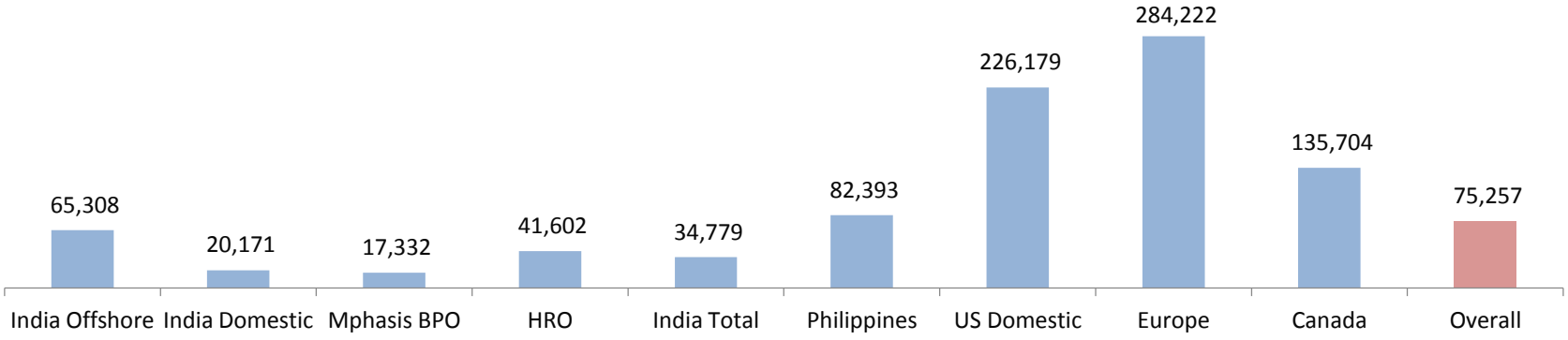
Client contributing revenues	Q3 FY15	Q4 FY15	Q1 FY16	Q2 FY16	Q3 FY16
> Rs. 200 million during the quarter	8	8	8	8	10
> Rs. 150 million during the quarter	9	12	10	10	11
> Rs.100 million during the quarter	13	16	13	16	15
> Rs.50 million during the quarter	27	28	27	29	33
> Rs.10 million during the quarter	56	60	59	59	65

Key Metrics

Employee Trend by Geography



Average Monthly Revenue / Employee (Rs.)



Leverage Profile

HGS HINDUJA GLOBAL SOLUTIONS

Conservative Leverage Profile

(Rs. Million)	31-Dec-15	30-Sep-15
Total Debt	**8,432**	**7,725**
Less: Cash & Treasury Surplus	4,598	5,134
Net Debt / (Net Cash)	**3,834**	**2,591**
Net Worth	**11,342**	**11,222**
Net Debt / EBITDA[1]	**1.35x**	**0.87x**
Total Debt / Equity	**0.74x**	**0.69x**

Note(s):

1. LTM EBITDA used for computing net debt / EBITDA ratio

Summary Unaudited Balance Sheet

(Rs. Million)	31-Dec-15	30-Sep-15
Shareholder's Funds	**11,342**	**11,222**
Total Debt	8,432	7,725
Other Current and Non Current Liabilities	3,749	3,941
Total Equity and Liabilities	**23,523**	**22,888**
Net Fixed Assets and Intangibles	8,910	8,686
Other Non Current Assets	2,121	2,109
Total Non Current Assets	**11,031**	**10,795**
Trade Receivables and Other Current Assets	7,894	6,958
Cash and Treasury Surplus[1]	4,598	5,134
Total Current Assets	**12,492**	**12,092**
Total Assets	**23,523**	**22,888**

Notes:

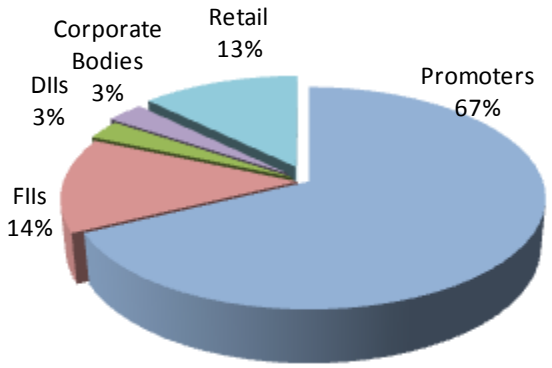
1. Includes $37 million of HGS International, Mauritius deposited with Bank of Baroda London

Summary Unaudited Cash Flow Statement

(Rs. Million)	Nine Months Ended 31-Dec-15
Cash flow from Operations and after working capital changes	408
Cash Flow due to Capex (net)	(1,568)
Consideration paid for acquisition of business	(141)
Cash Flow due other investing activities	245
Total Cash Flow from Investing Activities	**(1,464)**
Proceeds from Share allotment under Employee Stock Option Schemes	3
Proceeds/(Repayment) from Borrowings	1,977
Cash from Interest payment and others	(662)
Total Cash Flow from Financing Activities	**1,318**
Net Increase/ (Decrease) in Cash and Cash Equivalents	**262**
Cash and Treasury Surplus as on April 1, 2015	4,336
Cash and Treasury Surplus as on December 31, 2015	**4,598**

Market Information

Shareholding Pattern



Market Data

Market Cap. (Rs. million) (9-Feb-16)	9,455
Outstanding Shares (Million)	20.7
Book Value /Share (Rs.) (31-Dec-15)	547.2
Bloomberg Ticker	HGSL:IN
Reuters Ticker	HGSL.BO
BSE Ticker	532859
NSE Ticker	HGS

Shareholders	Dec-14	Mar-15	Jun-15	Sep-15	Dec-15
Promoters	67.8%	67.7%	67.7%	67.7%	67.7%
Foreign Institutional Investors (FIIs)	12.0%	12.0%	11.7%	13.4%	13.8%
Domestic Institutional Investors (DIIs)	5.0%	5.0%	5.5%	3.4%	2.8%
Corporate Bodies	4.8%	5.1%	4.8%	3.2%	3.0%
Retail	10.4%	10.2%	10.3%	12.3%	12.7%
Total Shares (Million)	20.68	20.72	20.72	20.73	20.73

Thank You

For further information please contact:

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HGS®
HINDUJA GLOBAL SOLUTIONS

February 09, 2016

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.
Symbol : HGS

Dear Sirs,

Sub: **Outcome of Board Meeting**

Further to our letter dated January 28, 2016, this is to inform that the Board of Directors of the Company at its Meeting held today has approved the Unaudited Standalone and Consolidated Financial Results of the Company for the quarter and nine months ended December 31, 2015. In respect of this, we enclose the following:

1) The Unaudited Standalone and Consolidated Financial Results of the Company for the quarter and nine months ended December 31, 2015.

2) Limited Review Report of the Statutory Auditors of the Company, M/s. Price Waterhouse, Chartered Accountants in respect of Unaudited Financial Results (Standalone & consolidated) of the Company for the quarter ended December 31, 2015.

The Board of Directors has declared Third Interim Dividend of Rs.3.75 per share (37.5% on the par value of Rs.10/- per share) for Financial Year 2015-16 and fixed February 19, 2016 as Record Date for determining the shareholders who will be entitled for the said Dividend. The said Dividend will be paid on or after February 29, 2016.

You are requested to kindly put up above documents on your Website.

Thanking you,

Yours truly,
For Hinduja Global Solutions Limited

Makarand Dewal
Company Secretary

Encl: a/a