

**INFORMATION TO BE PUBLISHED UNDER SECTION 4(1) (b) of THE RIGHT TO
INFORMATION ACT, 2005.**

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED
Corporate Identification Number (CIN) U65991MH1993GOI072051

(i) **Section 4 (1) (b) (i)- The Particulars of its Organizations, functions and duties:**

I. Objective Purpose of the Public Authority

I (a) Mission /Vision Statement of the Public Authority

• **Vision & Mission**

We are committed to total customer satisfaction through efficient technology and high quality services in all domain areas.

This will be achieved through managing and upgrading people and technological assets of the Company.

• **Quality Policy**

We strive to achieve business performance by producing and delivering service that matches the best in the industry.

We will have involvement of quality human input, continual improvement of systems and procedures through efficient technology and high quality services in compliance with statutory and regulatory requirements.

• **Quality Objectives**

- Timely delivery of products and services
- Aiming for zero defects
- Monitoring and improving customer satisfaction

I (b) Brief History of the Public Authority

UNIT TRUST OF INDIA INVESTOR SERVICES LIMITED (UTIISL), which was originally incorporated as a Limited Company under Companies Act, 1956 on **19th May 1993** is a Company registered with Registrar of Companies at Mumbai in the State of Maharashtra. The name of the company was changed to **UTI TECHNOLOGY SERVICES LIMITED (UTITSL)** with effect from 14th October, 2004. The Company having its registered office at Plot No.3, Sector 11, CBD Belapur, Navi Mumbai 400314.

UTI TECHNOLOGY SERVICES LIMITED was a Government of India, Company under Section 617 of the Companies Act, 1956. The 100 % shareholding of **UTI Technology Services Limited** held by the Administrator of Specified Undertaking of Unit Trust of India (**SUUTI**).

Pursuant to the order of Ministry of Corporate Affairs, Government of India, under the scheme of Amalgamation under Section 391-394 of the Companies Act, 1956 dated 22nd June 2010 **UTI Infrastructure and Services Limited** (transferor Company) has been merged with **UTI Technology Services Limited** (Transferee Company).

Consequent upon the merger, the name of **UTI Technology Services Ltd** has been changed to **UTI Infrastructure Technology And Services Limited w.e.f. 24.08.2010**.

Setup

The Specified undertaking of the Unit Trust of India a Statutory Authority of Ministry of Finance, Department of Investment And Public Asset Management (DIPAM) holds the entire paid up share capital of the Company. As per the provisions of Section 2(45) of the Companies Act, 2013, UTI Infrastructure Technology And Services Limited is a Government Company. The total capital of UTIITSL vests in Government of India through SUUTI and therefore the ownership of the Company vests with Government of India.

The Company has its Registered Office at Navi Mumbai and the four Regional Offices are located at Kolkata, Delhi, Chennai and Mumbai. The Company has its presence all over India. The Company has a strategic corporate office at UTI Tower BKC, Mumbai. UTIITSL's Server/Network setup is presently co-located at RaiTel's Data Centre at Secunderabad (Primary Site) and Gurugram (DR site) and its offices across the country are connected over MPLS Network and authorized users are facilitated with access over internet for day to day business transactions.

Information Technology Set up

UTIITSL has proven market leadership in the administration of Mutual funds, PAN Card Issuance and Printing, Medical Bill Processing, e-Governance and Technology. UTIITSL delivers complete customer satisfaction to its retail and institutional customers, by harnessing IT and best practices to achieve growth, competitiveness and productivity.

The Company is consistently enhancing its capabilities and is active in software development/maintenance/Rollout, management of networks/databases/Server (Database/ Application /OS (RHEL and Windows), Managing large and complex databases, migration of data from legacy systems to RDBMS, IT consultancy etc. The Company has a team of skilled in-house IT professionals on its direct roles.

UTIITSL is a CMMi ML5 (High Maturity), ISO/IEC 27001:2013, ISO/IEC 20000-1:2011 & ISO 9001:2015 Certified Company.

The Company also undertakes design, development and implementation of different IT/Web based solutions. The Company had also actively assisted the Government of India in implementing Information and Communication Technology Initiative on Mission Mode (SSDG/MCA etc.) .

I (c) Main activities / functions of the Public Authority

THE ACTIVITIES TAKEN UP BY UTIITSL – SERVICES OFFERED

UTI Infrastructure Technology And Services Ltd., (UTIITSL) provides technology and outsourcing services to the Financial and Government sectors in India. It is primarily assigned with activities like issuance of PAN Card, settlement of claims under CGHS scheme of Ministry of Health & Family Welfare and Ex-Servicemen Contributory Health Scheme (ECHS) for the Ministry of Defence. The Company also processes and issues Smart and other cards in various user categories, Address cards for Department of Post etc.

UTIITSL also offer services in the field of transaction processing for the investors in Equity and Bond holdings, Mutual Funds and Fixed deposits.

The Company also undertakes design, development and implementation of different IT/Web based solutions. The Company is also actively assisting the Government of India in implementing Information and Communication Technology programs through SSDG gateways and State Portals.

The Company is perhaps the only distributor of Mutual Funds in the Government Sector which is also registered with SEBI (Securities and Exchange Board of India) as Category – I Registrar and Transfer Agents.

In addition to above, Company also provides Property related services like acquisition / disposal of Property/ leasing of property, Valuation, Interior works, Facility/ Infrastructure Management.

The detailed write up on activities of UTIITSL is as under:

a) SUUTI SCHEMES

UTIITSL is offering services to investors of Mutual Fund AMC, NABARD, Bonds /Deposit. The Company has dealt with large number of the schemes as a Registrar & Transfer agent for UTI Mutual Fund and is currently associated with providing R & T services for schemes including ARS and US 64 Bonds falling under the purview of the Administrator of Specified Undertaking of Unit Trust of India (SUUTI). R & T activities includes providing services to the holders under SUUTI schemes mainly releasing the maturity and unclaimed amounts on receipt of the requests from the holders after verifying the genuineness of the holders based on documentary evidence provided by them.

b) SUUTI PROPERTIES

The disposal of properties owned by SUUTI is done by UTIITSL as per the guidelines issued by SUUTI Board of Advisors and/or as per the approval of the Administrator. The Property Advisory Committee constituted by the Board of Advisors of SUUTI, advises /recommends on SUUTI related works, i.e. acquisition, disposal, valuation and leasing of properties as also on various technical, commercial, administrative issues, etc.

c) IT /IT ENABLED SERVICES

UTIITSL has identified the following four domains to cover various IT initiatives in the e-governance space.

- IT Consultancy
- Software Development , Maintenance & Rollout
- Facility Management (Database/Sys. Admin (Server maintenance (OS/Applications) / Network etc.)
- Other projects

d) PAN CARDS

This activity is in operation since July 2003. UTIITSL has network of PAN Service Agents (PSAs) all over the India.

e) Bill CLEARING AGENCY (BCA) FOR CENTRAL GOVERNMENT HEALTH SCHEME (CGHS)

The Central Government Health Scheme (CGHS) is providing comprehensive medical care facilities to the Central Government Employees/Pensioners and their dependants residing in cities covered by CGHS. In the process CGHS has empanelled various hospitals/diagnostic centers for providing treatment to its beneficiaries. In order to avoid delays in bill payment, the process of settlement / reimbursement of claims to the private recognized hospitals/diagnostic centres, the Ministry of Health and Family Welfare has engaged UTIITSL for processing the claims of Pensioners and their dependents residing in cities covered by CGHS on behalf of CGHS and make payments directly to the empanelled hospitals/diagnostic centres.

f) BILL PROCESSING AGENCY (BPA) FOR EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (ECHS)

Ex-Servicemen Contributory Health Scheme (ECHS) is providing comprehensive medical care facilities to the Ex-Servicemen and their dependants residing in India. In the process ECHS has empanelled various hospitals/diagnostic centers for providing treatment to its beneficiaries. In order to avoid delays in bill payment, the process of settlement / reimbursement of claims to the private recognized hospitals/diagnostic centres, the Ministry of Defence has engaged UTIITSL for processing the claims on behalf of Department of Ex-Servicemen Welfare (DoESW), Ministry of Defence, Government of India. UTIITSL has been appointed as Bill Processing Agency (BPA) for settlement of claims submitted by ECHS empanelled hospitals/diagnostic centers.

g) DISTRIBUTOR FOR MUTUAL FUND (MF) SCHEMES

The erstwhile UTI Investor Services Ltd. (UTIISL), which was earlier registered with AMFI upto 1st April 2008, became a distributor of the then Unit Trust of India (UTI) for selling their products since 2001. UTIITSL is NISM certified with AMFI Registration Number (ARN) of 4483 which is presently valid upto 31st March 2022. UTIITSL renews the ARN periodically as per AMFI guidelines so as to continue with the role of an authorized Mutual Fund Distributor. UTIITSL in its capacity as a Distributor provides following services to the existing client/prospective clients:

I. Execution only. We perform front office work of receiving applications from the investors and after verification, these are forwarded to the respective R&T Agents or concerned Mutual Fund houses.

II. Assist in resolving the service requests with Registrars of Mutual Fund houses.

i) PROPERTY MATTERS

Infrastructure Division is offering services in the field of asset management, design, project management, interior furnishing and allied works, execution of works at site, facility management, property maintenance, valuation of properties, disposal / acquisition and leasing of properties and all associated real estate management works.

j) INTERIOR / ENGINEERING WORKS / FACILITY MANAGEMENT

UTI Infrastructure Technology And Services Limited offers services in the field of asset acquisition, design, project management, interior furnishing and allied works, execution of works at site, facility management, property maintenance, valuation of properties, disposal of properties and all other associated real estate management works. UTIITSL also provides technology and outsourcing services to the Financial and Government Sector of India.

UTIITSL has assignments from Department of Income Tax, Central Board of Excise and Customs, Ministry of Agriculture, New Delhi. Ministry of Corporate Affairs, National Company Law Tribunal (NCLT), Agriculture Insurance Company of India Ltd, Ministry of Finance, Official Liquidator, Competition Commission of India, Directorate of Infrastructure, Indian Oil Corporation, National Fertilizers Ltd., Securities and Exchange Board of India., Steel Authority of India., Life Insurance Corporation of India., LIC Housing Finance Ltd., ASREC India Ltd., Bank of Maharashtra, Engineers India Ltd, Bank of Baroda, Goa Shipyard Ltd., ONGC, MOIL, RCF, Life Insurance Council., The Specified Undertaking of Unit Trust of India, UTI AMC (UTI Mutual Fund.) etc.

It would be observed from the above that the Company is basically offering consultancy and processing services, which are comparatively low risk and low capital investment ventures. The main strength of the Company arises from:

1. Spread of the Company i.e. having offices all over India
2. The interconnectivity between the branches of the Company.
3. Availability of Data Centers and Business Continuity Center.
4. Availability of low cost in-house technical manpower.
5. Low cost manpower
6. High volume transaction processing

Based on the above strengths, the Company is going to step into high volume processing areas as CGHS / ECHS processing, UIDAI and other similar areas.

The Company is poised for further growth, harnessing the use of technology in the services, consultancy and processing areas and looks to the future with confidence.

I (d) List of services being provided by the Public Authority

- Financial Services
- E-Governance
- Processing
- Consultancy
- Distribution
- IT and ITES
- Project Manager
- Real Estate Services

I (e) Organizational Structure Diagram

To view the Organizational Structure of the Company please refer **Annexure-I** "[Organizational Structure Diagram of UTIITSL](#)".

(ii) Section 4 (1) (b) (ii)- the Powers and duties of its Officer and employees;

Powers and duties of officers and employees

The Board of Directors of the Company has authorized Company Officials certain powers for the functioning of the Company. The delegation of financial powers of various grades of officers are decided by the Board of Directors of the Company and which are reviewed and revised from time to time as per the requirement of the Company.

The Company has its own "Internal Audit Manual and Standard Operation Practices" manual, officer circulars etc are used by the employees for discharging of their various functions.

(iii) Section 4 (1) (b) (iii)- the procedure followed in the decision making process, including channels of supervisions and accountability;

Board Procedures

The Board of Directors of the Company usually meets as per the norms specified to discuss inter alia the following:

1. All significant Operational and Financial Matters of the Company.
2. Annual Revenue and Capital Budgets.
3. Formatting business plans and Marketing output.
4. Investments made by the Company.
5. Statutory Compliance made by the Company and any default on compliances.
6. Monitoring of Board Directions.
7. Financial Results and annual accounts.
8. Proceeding of other committee meetings.
9. Departmental initiatives of the Company.
10. Operational and other Activities of the Company.

(iv) Section 4 (1) (b) (iv)- the norms set by its for the discharge of its functions;

As stated above, the Company is a Government of India, Company under Section 2(45) of the Companies Act, 2013. Hence, the provisions of the Companies Act, 1956 with new Companies Act, 2013 are applicable to the Company. Further, the Company is functioning as per the overall objectives and framework of rules and regulations of the Company are laid down in the Memorandum and Articles of Association of the Company.

It is Board Managed Company. Therefore, the Board of the Company is time to time setting up the norms, procedure and Rules and Regulation through resolutions for functioning of the Company.

(v) Section 4 (1) (b) (v)-The rules and regulations, Instructions, manuals and records held by the Company and used by its employees for discharging its Functions

The Company has its own "Internal Audit Manual and Standard Operation Practices" manual, officer circulars etc are used by the employees for discharging of their various functions.

As stated above the Company is SEBI approved Category I - Registrars and Transfer Agents and providing the various financial services to our above-mentioned clientele as a Registrars and Transfer Agents. Hence, the circulars and guidelines issued by the SEBI time to time as far as applicable as well as the Instructions and directions given by the respective clients also used by the employees to perform their various functions.

The Company is also issuing the PAN Card on behalf of the Income Tax Department, Government of India. The guidelines, circulars and instructions issued by the Central Board of Direct Tax (CBDT) are also required to follow for issuing of the Pan Card.

The Company is acting as Bill Clearing Agency (BCA) for Central Government Health Scheme (CGHS) and Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS). The guidelines, circulars and instructions issued by the Central Government Health Scheme (CGHS) & Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (ECHS) are also required to follow for processing of claims.

(A) Matters relating to Company Affairs

- Memorandum of Articles of Association.
- Companies Act, 2013 and the provisions contains therein.

(B) Matter relating to Finance & Accounts

- Accounting Policies and Accounting Standards issued by ICAI.
- Income Tax Act, 1961.
- GST.

(C) Human Resources Development

- Staff Rules.
- CDA Rules 2017- Amended.
- Employee Provident Fund Act, 1952
- Payment of Bonus Act, 1965
- Payment of Gratuity Act, 1972
- Minimum Wages Act, 1948
- Payment of Wages Act, 1936
- Professional Tax Act
- Govt. Policy for Reservation & Concessions to SC/ST & Other Backward Class
- ESIC Act
- Contract Labour Act
- The Maternity Benefit Act, 1961

(D) Legal Department

- Civil Procedure Code
- Criminal Procedure Code
- Consumer Protection Act

(E) IT Department

Policies and procedures laid down under:-

- CMMi-ML5 ver 2.0 (For Software Development & Maintenance)
- ISO 27001:2013 certification (For Information Security Management System)
- ISO 20000-1:2011 (For IT Service Management System)
- ISO 9001:2015 (For Quality Management System)

(F) Administration Department

- Shop & Establishment Act

(G) MF Marketing

- AMFI Guidelines
- SEBI Guidelines.

(H) R&T Operations

- SEBI Rules of Regulations.
- Depository Act, 1996
- Circulars and Communications of NSDL and CDSL.
- For SUUTI Schemes, Circulars/ guidelines issued by SUUTI.

As per the applicability of various Laws/Acts/Provisions/Rules/Guidelines/Circulars as stated above are required to follow for performing and executions of various activities of the respective Department.

VI. Section 4(1) (b) (vi)- A statement of the categories of documents that are held by the Company or under its control

UTI Infrastructure Technology Services Ltd is a category – I Registrars to an issue and Share Transfer Agent registered under SEBI (Securities and Exchange Board of India) Act, 1992 and acting as Registrars and Transfer Agents for the schemes of **SUUTI, NABARD** and maintaining the data and the records of unit holders/ bondholders of **SUUTI & NABARD** in fiduciary capacity.

UTI Infrastructure Technology And Services Ltd is also issuing the PAN Cards and maintaining the data and records of PAN Cards on behalf of Income Tax Department, Government of India in fiduciary capacity.

The Company is acting as Bill Clearing Agency (BCA) for Central Government Health Scheme (CGHS) and Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (EGHS). The guidelines, circulars and instructions issued by the Central Government Health Scheme (CGHS) & Bill Processing Agency (BPA) for Ex- Servicemen Contributory Health Scheme (EGHS) and maintaining the data and records of claims processed on their behalf in fiduciary capacity.

VII. Section 4(1)(b) (vii)- the particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formation of its policy or implementation thereof

The equity shares of the UTI Infrastructure Technology And Services Limited (Formerly known as UTI Technology Services Limited) not allotted to the Public. Hence, there is no participation of the public or its representative. It is Board Managed Company.

VIII. Section 4(1)(b) (viii)- a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public

Information on Boards, Councils, Committee and Other Bodies related to the Company

The following are the Board of Directors of UTI Infrastructure And Technology Services Limited

Sr. No.	Name of Director	
1.	Shri Vijay Kumar Jain	MD & CEO
2.	Shri K P Lakshmana Rao	Director
3.	Shri B Babu Rao	Director
4.	Smt Vasantha Govindan	Director
5.	Shri Sidhil Sasi	Director
6.	Dr. Kishore Sansi	Director

The following are the Members of Audit Committee

Sr. No.	Name of Member	
1.	Shri K P Lakshmana Rao	Chairman
2.	Shri B Babu Rao	Member
3.	Dr. Kishore Sansi	Member

Audit Committee

The Audit Committee of the Company usually meets to review the operations and to deliberate upon the internal controls in the business activities of the Company. After the reviews the Committee placed its recommendations for improving the performance of the operations and the service standards. The Committee has been reconstituted from time to time consequent on the reconstitution of the Board of Directors of the Company.

There are other Committees to help the Company. The list of other Committees, its members and scope of works of the respective Committees etc. are provided in the Annual Reports of the Company uploaded on the website www.utiitsl.com of the Company

IX. Section 4(1)(b) (ix)- a directory of its officers and employees

The Company has 4 Regional Offices and Branches all over India and almost 900 plus numbers of employees and they are subject to transfers. Any person interested in seeking the information about any officer or employee of the Company can approach the Public Information Officer.

The list of Regional Offices and the respective Branch offices with the details of the Regional Head/ Branch In charge and their address, contact Nos. and email addresses are already available in our website <http://www.utiitsl.com/> under the caption "Contacts".

X. Section 4(1)(b) (x)- the monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations

For pay scales of officers/ employees please refer **Annexure-II**" [Annexure-II Pay Scale of Employee.pdf](#)".

XI. Section 4(1)(b) (xi)- the budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made

Not Applicable

XII. Section 4(1)(b) (xii)- the manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

There is no subsidy programmes in the Company.

XIII. Section 4(1)(b) (xiii)- Particulars of recipients of concessions, permits or authorisations granted by it

Nil.

XIV. Section 4(1)(b) (xiv)- Details in respect of the information, available to or held by it, reduced in an electronic form

All the general Information regarding Services offered, Certification, Clients, IT and E-Governance Projects, Forms downloads, Tenders Details and Careers etc of the Company are already available on our website <http://www.utiitsl.com/> under respective the caption. The Information seeker may visit to our said website.

XV. Section 4(1)(b) (xv)- The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

The list of Regional Offices and the respective Branch offices with the details of the Regional Head/ Branch In charge and their address, contact No. and email addresses are already available in our website https://www.utiitsl.com/UTIITSL_SITE/contactUs.do under the caption "**Contacts**". The Information seeker may contact to nearest Regional Offices/ Branch Office or contact through email /on telephone or the Information seeker also approach to the Public Information Officer for information/ documents.

The Information seeker can also refer to the caption "**Write to us**" in our website https://www.utiitsl.com/UTIITSL_SITE/writetous.do for any feedback or queries.

Follow us on facebook and twitter for Information/queries.

XVI. Section 4(1)(b) (xvi)- The names, designations and other particulars of the Public Information Officers

Information about the Public Information Officers, Appellate Authority and Transparency Officer of the Company

Appellate Authority, PIO & Transparency Officer under Right to Information Act, 2005

	Name and Address of the Officer	Telephone No.	Email ID
Appellate Authority	Shri Man Mohan Gupta Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931034	manmohan.gupta@utiitsl.com
Public Information Officer	Shri Sandeep R Rajeshirke Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931029	sandeep.rajeshirke@utiitsl.com
Transparency Officer	Shri Dinesh Tiwari Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931135	dinesh.tiwari@utiitsl.com

XVII. Section 4(1)(b) (xvii)- Such other information as may be prescribed

For any Additional information of the Company please visit to our website https://www.utiitsl.com/UTIITSL_SITE/.