

**GMR Highways**

**GMR Pochanpalli Expressways Limited**



**Corporate Office:**

T&UI Office, Terminal-2, Opp. Departure  
Gate No. 1, IGI Airport, New Delhi-  
110037

CIN U45200KA2005PLC049327

T +91 011 40052455

F +91 011 40052482

E- [highways.secretarial@gmrgroup.in](mailto:highways.secretarial@gmrgroup.in)

W [www.gmrpui.com](http://www.gmrpui.com)

**Date:** July 23, 2024

**To**  
**National Stock Exchange of India Limited**  
**Exchange Plaza, Plot no. C/1, G Block,**  
**Bandra Kurla Complex,**  
**Bandra (E), Mumbai 400 051, India**

Dear Sir/Madam,

**Subject: Submission of Copy of Newspaper Advertisement**

Pursuant to Regulation 52(8) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, it is to inform that the un-audited Financial Results for the quarter ended June 30, 2024 is published on July 23, 2024 in The Hindu Business Line Newspaper and e-copy of that newspaper is enclosed herewith.

This is for your information and record.

**Thanking you**

**For GMR Pochanpalli Expressways Limited**

**Paramjeet Singh**  
**Company Secretary**

CC : Nitul Gala

The Debenture Trustee - Axis Trustee Services Limited  
The Ruby, 2nd Floor, SW, 29, Senapati Bapat Marg,  
Dadar West, Mumbai- 400 028



# Banks, NBFCs must treat customer complaints with due gravitas: RBI

## SLOW RESPONSE. Deputy Governor urges regulated entities to improve customer service

Our Bureau  
Mumbai

Regulated entities' actions on the ground vis-à-vis customer conduct and transparency in operations have fallen short of expectations, said RBI Deputy Governor M Rajeshwar Rao. Rao urged all regulated entities (such as banks and NBFCs) to treat customer complaints with due gravitas and use it as a feedback mechanism to improve their processes and products.

"Despite continuous supervisory and regulatory focus, this (customer conduct and transparency in operations of regulated entities) is one area where the actions on ground by the entities have fallen short of expectations.

"Certainly, we all understand that poor customer service can have significant repercussions on customers' trust and satisfaction," Rao said in his address at a BFSI Summit organised by CareEdge Ratings.

However, RBI continues to observe instances of slow response times to customer



**M RAJESHWAR RAO**  
Deputy Governor, RBI

queries and complaints, lengthy wait times on customer service hotlines and delayed email responses, contributing to customer dissatisfaction.

### LACK OF TRANSPARENCY

The Deputy Governor noted that some entities continue to face criticism for their lack of transparency regarding fees, charges, and penal provisions associated with their products and services.

Customers are often surprised by hidden fees or unclear terms, leading to disputes and complaints. Obviously when such practices have come to our notice,

do not need or understand. "One unique set of complaints relates to customers encountering difficulties when attempting to close accounts or terminate services. "Lengthy and cumbersome account closure procedures, coupled with unclear requirements and documentation, frustrate customers, and prolong their association with the entity against their wishes," the Deputy Governor said.

### ROBUST MECHANISM

Rao underscored that the aforementioned examples highlight the importance of prioritising and implementing robust mechanisms to address customer concerns promptly, transparently, and effectively.

"While automation can help in faster response to the complaints, there is an underlying need for an experienced man in the middle to ensure the human touch and understanding in dealing with customer grievances. The Reserve Bank attaches highest importance to these issues and this is an area of regulatory focus," he said.

we have acted proactively. "The recent instructions on fixation of EMI or providing a Key Fact Statement (KFS) along with Annual Percentage Rate (APR) are examples where probably industry would have taken care of the issue itself without the regulator having to step in," Rao said.

He observed that RBI continues to receive increased volume of complaints regarding misleading sales practices to attract customers including misrepresentation of product features, false promises of benefits, or aggressive sales tactics that pressure customers into purchasing products they

# UCO Bank net jumps 2.5-fold to ₹550.96 cr

Our Bureau  
Kolkata

State-run lender UCO Bank on Monday reported around 2.5-fold year-on-year jump in its net profit to ₹550.96 crore for

the first quarter this fiscal, backed by around 10 per cent y-o-y rise in its operating profit and around 46 per cent y-o-y fall in its provisions during the period.

The Kolkata-based bank had registered ₹223.48 crore net profit for the first quarter last fiscal.

### ASSET QUALITY

Operating profit grew to ₹1,321.23 crore, while provisions decreased to ₹458.76 crore. Net Interest Income was ₹2,253.56 crore, showing a 12 per cent y-o-y growth. Asset quality improved, with gross NPA ratio at 3.32 per cent and net NPA ratio at 0.98 per cent.

# IOB posts 27% rise in Q1 profit on higher income



(From left) Joydeep Dutta Roy, ED; Ajay Kumar Srivastava, MD & CEO, and T Dhanraj, Executive Director of Indian Overseas Bank

Our Bureau  
Chennai

Indian Overseas Bank (IOB) has sustained its growth momentum in the first quarter of this fiscal year, achieving double-digit growth in net profit and improving its asset quality with the lowest quarterly slippages in recent quarters.

The public sector bank also announced that its plan to raise up to ₹5,000 crore capital through QIP, FPO, or other modes this fiscal year is on track, with approvals currently being obtained.

For the quarter ending June 30, 2024, IOB reported a 27 per cent increase in net profit to ₹633 crore (₹500 crore). Ajay Kumar Srivastava, MD & CEO, attributed the strong rise in net profit to the growth in interest income and non-interest income. Interest income increased by 20 per cent to ₹6,536 crore (₹5,424 crore), and non-interest income rose 29 per cent to ₹1,033 crore (₹803 crore). Net interest income grew by 5 per cent to ₹2,441 crore, with a net interest margin (NIM) of 3.06 per cent. While NPA provisions were lower at ₹164 crore (₹809 crore in Q1FY24), total provisions

### MANAPPURAM FINANCE LIMITED

Notice to Shareholders

Notice is hereby given that the Thirty Second Annual General Meeting (AGM) of the members of the Company is scheduled to be held on Wednesday, August 14, 2024 at 11.00 a.m. (IST) at Latha Convention Centre (Formerly known as Anuranga Auditorium), Valadap - 680567, Thrissur, Kerala, India. Further, pursuant to the provisions of Section 108 of the Companies Act, 2013 read with Rule 20 of the Companies (Management and Administration) Rules, 2014 and Regulation 44 of the SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015, including the amendments/substitution thereof, the Company is pleased to provide remote e-voting facility to its members whose names appear in the Register of Members/ Beneficial owners as on the cut-off date i.e. Wednesday, August 07, 2024 to exercise their right to vote by electronic means on the business specified in the Notice convening the Thirty Second (32nd) Annual General Meeting of the Company.

The facility to exercise vote by remote e-voting is arranged through Central Depository Services Limited (CDSL) and the voting facility will be available during the following period:

Commencement of e-voting period : From 08.00 a.m. (IST) on Saturday, August 10, 2024

End of e-voting : Up to 05.00 p.m. (IST) on Tuesday, August 13, 2024

E-voting shall not be allowed after 05.00 p.m. on Tuesday, August 13, 2024 and the e-voting shall be blocked.

Any person, who acquires shares of the Company and becomes member after dispatch of the Notice of the meeting and holding shares on the cut-off date i.e. Wednesday, August 07, 2024, may obtain the User ID and Password by sending a request to the e-mail ID of CDSL (helpdesk.evoting@cdslindia.com) or email id of Link Intime India Private Limited (comintore@linkintime.com).

Members, who did not cast their vote through remote e-voting, during the voting period, will be provided with the electronic voting facility to cast their vote at the venue of the Meeting. Registration for electronic voting shall begin at 09.30 a.m. on Wednesday, August 14, 2024 at the venue and voting shall be completed before the conclusion of the meeting. Members who have voted through remote e-voting can attend the Meeting but cannot vote again through the electronic voting facility.

A Member entitled to attend and vote at the Meeting is entitled to appoint a proxy to attend and vote instead of himself/herself and proxy need not be a member of the Company. The instrument appointing proxy in order to be valid should be deposited at the Registered Office of the Company not less than 48 hours before the commencement of the Meeting.

All grievances connected with the facility for voting by electronic means may be addressed to Mr. Rakash Davle, Sr. Manager, (CDSL), Central Depository Services (India) Limited, A Wing, 25th Floor, Marathon Futurax, Mahatma Jai Compound, N M Joshi Marg, Lower Parel (East), Mumbai - 400013 or send an email to helpdesk.evoting@cdslindia.com or call at toll free no. 1800 21 09911.

Valadap  
22.07.2024

For Manappuram Finance Limited  
Sd/-  
Manoj Kumar V R  
Company Secretary

# With an eye on IPO and higher margins, Reliance Retail shuts 230 stores in Q1

Janaki Krishnan  
Mumbai

Reliance Retail is rationalising and streamlining its store footprint to improve margins by judicious store closures. In the June quarter, it closed around 230 stores with the aim of tightening its operations and improve performance metrics as it seeks to raise funds from investors and eventually take the company public.

In the first quarter of FY25, the company gross added 331 stores, but the net addition was 82. According to sources, some part of the closures were due to the overlapping of stores it had obtained from the Future Group when it had taken over the leases. The rest of the closures were more strategic either because they were making losses or to



The retailer has been closing down smaller stores in order to give customers a better experience

consolidate or because they were low margin formats.

### FOCUS ON MARGINS

A hint of this was given in the results presentation where it had mentioned 'streamlining of operations with focus on improving margins.'

Apart from closing non-profitable stores the company has also been scaling its premium formats as a way to

improve operating margins. Sources said the retailer has been consciously closing down smaller stores in many places and expanding the floorplates of its outlets in order to give customers a better experience. From Q1 of FY24 onwards, the company has drastically reduced its store additions as it consolidates its operations.

In the June quarter, Reliance Retail's performance was soft with flat profit growth and 7 per cent growth in revenue, partly due to the subdued demand in the fashion and lifestyle segment and weak growth in the Metro business, where it is consolidating operations.

Revenue per square feet also fell 8 per cent on year and this could be one of the reasons for the company to reduce its network.

In fact, per sq ft revenue has been on a declining trend since the third quarter of FY22 when it reached a high of ₹9,956 per sq ft. In the June quarter, it was ₹6,039 per sq ft.

While not strictly comparable since Reliance Retail operates across a range of formats, Avenue Supermarts had a higher revenue per square feet at ₹32,941 in FY24.

### VIKASHPATNAM GMR

Ground Handling Facilities & Services

GMR Visakhapatnam International Airport (GVAL) invites applications from entities with relevant experience to participate in the competitive bidding for grant of concession to design, build, finance, develop, operate, manage, maintain and transfer the Ground Handling facilities & services for Bhogenpuram International Airport at Ghatapuram (near Visakhapatnam), Andhra Pradesh.

For more information, please visit our website [gmvishakhapatnamairport.com/tender.aspx](http://gmvishakhapatnamairport.com/tender.aspx)

VIKASH PATNAM ASSOCIATES

# IDBI Bank's profit up 40% on write-back in NPAs

Our Bureau  
Mumbai

IDBI Bank's first quarter standalone net profit rose 40 per cent year-on-year (y-o-y) to ₹1,719 crore despite decline in net interest income (NII) and other income. The bottomline was supported by write-back in provisions on non-performing assets (NPA) and investments.

The private sector lender had reported a net profit of ₹1,224 crore in the year ago period. LIC and the government are major stakeholders in the bank, with 49.24 per cent and 45.48 per cent stake, respectively.

Net interest income declined 19 per cent y-o-y to ₹3,233 crore (₹3,998 crore).

Operating profit was down 31 per cent at ₹2,076 crore (₹3,019 crore).

The bottomline was supported by write-back in provisions on NPA at ₹1,439 (against ₹581 crore provision in the year-ago period) and sharply higher write-back in provision on investments at ₹358 crore (₹54 crore). Provision for standard assets jumped to ₹839 crore (₹489 crore).

Net interest margin declined to 4.18 per cent against 5.8 per cent in the year-ago period.

The position of GNPA's improved to 3.87 per cent of gross advances as at June-end 2024 against 4.53 per cent at March-end 2024. Net NPAs improved to 0.23 per cent of net advances (against 0.34 per cent).

Slippage ratio declined to 0.81 per cent against 1.16 per cent in the year-ago period. Credit cost was negative excluding accelerated provision of ₹770 crore.

### TAMILNADU INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

19-A, Rukmini Lakshmi Pathi Road, Egmore, Chennai - 600 008.  
Phone: +91-44-2855 4479, 2855 4480 Website: <https://tidco.com>

**NOTICE NO. TIDCO/EOI-FTO-01/Kovilpattil/2024 Dated: 22.07.2024**

Tamilnadu Industrial Development Corporation Ltd (TIDCO), has proposed to establish a Flying Training Organization (FTO) at Kovilpatti, Thoothukudi District. TIDCO intends to assess the interest from operators for operating Flying Training Organization (FTO) at Kovilpatti, Thoothukudi District.

TIDCO invites interested firms to submit their EOI for operating the FTO at Kovilpatti by **9<sup>th</sup> August, 2024** to enable TIDCO to assess the interest and decide on way ahead.

Interested firms can download the EOI from the website <https://tidco.com>, <https://tdfnseccorridor.in>

**MANAGING DIRECTOR**  
TIDCO

### GMR Pochanpalli Expressways Limited

Reg. Off: 25/A, SKIP House, Museum Road, Bengaluru - 560 025, India, T +91 80 40432000 CN: U45209KA2005PLC049127  
Email ID: [Highways.Secretariat@pochanpalli.com](mailto:Highways.Secretariat@pochanpalli.com), [www.pochanpalli.com](mailto:www.pochanpalli.com)

Sl. No.	Particulars	Quarter ended (₹ in Lakhs)		Year ended (₹ in Lakhs)
		30-Jun-24 (Unaudited)	30-Jun-23 (Audited)	
1	Total Income from Operations	3,319.23	2,120.28	11,573.85
2	Net Profit/(Loss) for the period (before tax, Exceptional and / or Extraordinary items)	638.70	458.71	371.87
3	Net Profit/(Loss) for the period (after Exceptional and / or Extraordinary items)	638.70	458.71	371.87
4	Net Profit/(Loss) for the period after tax (after Exceptional and / or Extraordinary items)	442.48	379.75	(69.57)
5	Total Comprehensive Income for the period (Comprising Profit/(Loss) for the period (after Tax) and Other Comprehensive Income (after tax))	448.56	393.67	(61.35)
6	Paid-up equity share capital (Face Value of ₹10 each)	13,800.00	13,800.00	13,800.00
7	Reserves (excluding revaluation reserve) (as per latest audited financials)	15,991.73	15,991.73	15,991.73
8	Securities Premium Account	-	-	-
9	Net-worth (refer note no.4)	20,980.86	20,987.31	20,532.29
10	Paid-up Debt Capital/Outstanding Debt (including interest accrued thereon) (refer note no.4)	12,618.46	17,483.38	15,432.86
11	Outstanding Redeemable Preference Shares (refer note no.4)	3,525.88	3,184.29	3,437.88
12	Debt/Equity Ratio (refer note no.4)	0.54	0.68	0.64
13	Earning Per Share (EPS) of ₹10/- each (for continuing and discontinued operations) - (Not annualised for the quarters)	-	-	-
13.1	Basic	0.32	0.28	(0.05)
13.2	Diluted	0.32	0.28	(0.05)
14	Capital Redemption Reserve	-	-	-
15	Debt Redemption Reserve	9,259.44	9,259.44	9,259.44
16	Debt Service Coverage Ratio (refer note no.4)	0.62	0.56	0.31
17	Interest Service Coverage Ratio (refer note no.4)	3.39	2.14	1.33

**Notes:**

- The aforesaid financial results have been reviewed by the Audit Committee and subsequently approved by the Board of Directors at its meeting held on July 19, 2024. The above financial results have been prepared as per the format prescribed in Regulation 52(b) of the SEBI (Listing Obligations and Disclosures) Regulations, 2015 as amended.
- The above is the extract of the detailed format of quarterly financial results filed with Stock Exchange under Regulation 52 of the Listing Regulation. The full format of the quarterly financial results are available on the websites of the National Stock Exchange ([www.nseindia.com](http://www.nseindia.com)) and listed entity ([www.pochanpalli.com](http://www.pochanpalli.com)).
- For the other line items referred in regulation 52(b), 52(b), 52(b) and 54(3) of the Listing regulations, pertinent disclosures have been made to the National Stock Exchange and can be accessed on the [www.nseindia.com](http://www.nseindia.com) and listed entity [www.pochanpalli.com](http://www.pochanpalli.com).
- The Company has computed the following ratios based on financial statements prepared and certified by the management of the Company as per Generally Accepted Accounting Principles (GAAP) without giving effect to any adjustments. Formulae used for computation of ratios are as follows:
  - Net worth: Share Capital plus other equities less Debenture Redemption Reserve. As per GAAP workings, the Net worth shall be ₹26,694.73 Lakhs for the period year ended June 30, 2024 (March 31, 2024: ₹24,510.53 Lakhs).
  - Paid-up debt capital: redeemable preference shares (secured debt) including accrued interest thereon.
  - Unaudited Outstanding Redeemable Preference Shares: are disclosed only to the extent of liability portion of outstanding preference shares as per Ind AS Financial statements.
  - Debt / Equity Ratio: ((Debt means secured debt + Interest accrued on secured debt / liability portion of preference shares + lease liability) / (Equity Share Capital plus other equities including debenture redemption reserve and equity component of preference shares).
  - Debt / Equity Ratio as per ICAAP Financials: ((Debt means secured debt + Interest accrued on secured debt) / (Equity Share Capital plus other equities)).
  - As per ICAAP workings, the Debt/Equity ratio shall be 0.40 times for the period year ended June 30, 2024 (March 31, 2024: 0.53 times).
  - Interest Service Coverage Ratio (ISCR): ((Earnings before tax + Depreciation + Interest on secured debt and lease liability) / Interest on secured debts and lease liability). As per ICAAP workings, the ISCR shall be 13.27 times for the period year ended June 30, 2024 (March 31, 2024: 6.30 times).
  - For the purpose of debt coverage and interest service coverage ratio, liability portion of preference shares and outstanding interest on liability portion of preference shares are not considered.
- Previous quarter/year figures and ratios are recalculated where applicable.

For and on behalf of the Board of Directors of GMR Pochanpalli Expressways Limited

**Ramadevi Bommalida**  
Whole Time Director - (DIN: 00575031)

Place : New Delhi  
Date : July 19, 2024

GMR GROUP - PE / 35 / PREM ASSOCIATES

### Speaking good English doesn't have to be this hard!

### Get it at Rs. 6,999/-

### Rs. 1,999/-

### New batch begins TODAY

**A 60-day course that offers you:**

- 8 one-on-one Coach Calls: 30-minute interactive class with complete focus on the learner's needs and his/her weaknesses without a fixed syllabus
- 8 LIVE classes: 1-hour each focusing on conversational English and public speaking
- 218 short self-learning webisodes: 30-hour online learning content covering various aspects of speaking
- 1 unit per week covering: Introducing yourself (Week 1) | Everyday English conversations (Week 2) | Formal communication-I (Week 3) | Formal communication-II (Week 4) | Informal communication (Week 5) | Daily conversations (Week 6) | Everyday grammar-I (Week 7) | Everyday grammar-II (Week 8)

Scan the QR code

To know more, visit:  
<https://bit.ly/conadv>

**STEP**