

Board Meeting Summary - FY 2022 to 2024

- Q1 2022: Regional expansion in East India.
- Q3 2022: Mobile sales contributed 35% of revenue.
- Q4 2022: CRM system implemented company-wide.
- Q1 2023: Recruitment drive for tech support.
- Q2 2023: Launch of customer loyalty program.
- Q4 2023: New B2B channel opened in Pune and Delhi.
- Q1 2024: Customer churn increased due to late deliveries.
- Q2 2024: Major logistics contract signed with ShipX.

Action Items:

- Develop AI chatbot for support queries.
- Reduce delivery time by 20% in metro regions.
- Add multilingual options in mobile app.