

MIRA INFORM REPORT

Report No. :	542156
Report Date :	29.11.2018

IDENTIFICATION DETAILS

Name :	SHANTI INSTRUMENTS PRIVATE LIMITED
Registered Office :	Plot A-54, Marol Industrial Area, Opposite Marol Bus Depot MIDC, Andheri (East), Mumbai – 400093, Maharashtra
Tel. No.:	91-22-66420680
Country :	India
Financials (as on) :	31.03.2017
Date of Incorporation :	29.06.1982
CIN No.: [Company Identification No.]	U33129MH1982PTC027678
Capital Investment / Paid-up Capital :	INR 20.000 Million
PAN No.: [Permanent Account No.]	AADCS9690Q
GSTN : [Goods & Service Tax Registration No.]	27AADCS9690Q1ZA
Legal Form :	Private Limited Liability Company
Line of Business :	Subject is engaged in the Manufacturing and Trading of Electrical Measuring Instruments like Analogue Panel Meters, Insulation Testers, Earth Testers, Current Transformers and their Accessories etc. (Registered Activity)
No. of Employees :	Information denied by the management

RATING & COMMENTS

(Mira Inform has adopted New Rating mechanism w.e.f. 23rd January 2017)

MIRA's Rating :

A

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Credit Rating	Explanation	Rating Comments
A	Acceptable Risk	Business dealings permissible with moderate risk of default

Status :	Satisfactory
Payment Behaviour :	Slow but correct
Litigation :	Clear
Comments :	<p>Subject was incorporated in the year 1982 and it is engaged in manufacturing and trading of electrical measuring instruments.</p> <p>As per financials of March 2017, the company has registered decline in its revenue as compared to its previous year's revenue and has reported average profit margin.</p> <p>Rating takes into consideration the company's established track record of business operations marked by sound net worth base along with debt free balance sheet and decent liquidity position.</p> <p>Payment seems to be slow but correct.</p> <p>In view of aforesaid, the company can be considered for business dealings at usual trade terms and conditions.</p>

NOTES:

Any query related to this report can be made on e-mail: infodept@mirainform.com while quoting report number, name and date.

EXTERNAL AGENCY RATING

Rating Agency Name	Not Available
Rating	Not Available
Rating Explanation	Not Available
Date	Not Available

RBI DEFAULTERS' LIST STATUS

Subject's name is not enlisted as a defaulter in the publicly available RBI Defaulters' list.

EPF (Employee Provident Fund) DEFAULTERS' LIST STATUS

Subject's name is not enlisted as a defaulter in the publicly available EPF (Employee Provident Fund) Defaulters' list as of 31-03-2018.

BIFR (Board for Industrial & Financial Reconstruction) LISTING STATUS

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Subject's name is not listed as a Sick Unit in the publicly available BIFR (Board for Industrial & Financial Reconstruction) list as of 29.11.2018

IBBI (Insolvency and Bankruptcy Board of India) LISTING STATUS

Subject's name is not listed in the publicly available IBBI (Insolvency and Bankruptcy Board of India) list as of report date.

INFORMATION DENIED

Management non-cooperative (Tel No.: 91-22-607936629)

91-22-66420641/ 66420652 (Incorrect number)

LOCATIONS

Registered Office :	Plot A-54, Marol Industrial Area, Opposite Marol Bus Depot MIDC, Andheri (East), Mumbai – 400093, Maharashtra, India
Tel. No.:	91-22-66420680
Fax No.:	91-22-66420657
E-Mail :	ashagoliya@shanti-instruments.com abhishek@shanti-instruments.com
Website :	https://www.shanti-instruments.com
Factory :	1st Floor, K.T. Industrial Park 2, K.T. Legend, Building 5, Serial No 15, K.T. Empire, Waliv Vasai (East), Thane – 401208, Maharashtra, India
E-Mail :	marketing@shanti-instruments.com

DIRECTORS

As on 31.03.2018

Name :	Mrs. Asha Narendra Goliya
Designation :	Director
Address :	Rishabh Enclave, Siddhachal, Plot No 5/6/7, S N 42/2, Anandwalli, Nashik-422007, Maharashtra, India
Date of Birth/Age :	22.07.1954
Date of Appointment :	27.11.1990
DIN No:	00020334
Name :	Mr. Abhishek Surendra Goliya
Designation :	Director
Address :	133/3, Akshay Giri Kunj Pali Ram Road, Off S.V. Road, Andheri (West), Mumbai-400058, Maharashtra, India

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Date of Birth/Age :	26.10.1978
Date of Appointment :	01.04.2010
DIN No:	00035139
Name :	Mr. Akshay Davendra Goliya
Designation :	Director
Address :	Shanti, Rishabh Enclave, Serene Meadows Anandvalli, Gangapur Road, Nashik-422013, Maharashtra, India
Date of Birth/Age :	31.08.1989
Date of Appointment :	17.07.2008
DIN No:	02260063

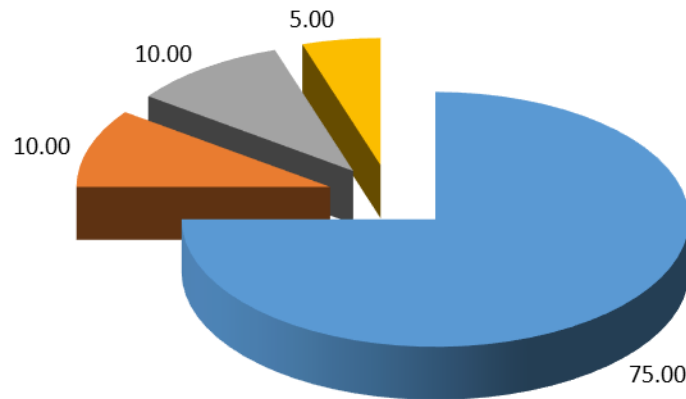
MAJOR SHAREHOLDERS

As on 31.03.2017

Names of Shareholders	No. of Shares	% of Holding
Akshay D. Goliya	150000	75.00
Santosh D. Goliya Jointly with Akshay D. Goliya	20000	10.00
Narendra J. Goliya Jointly with Akshay D. Goliya	20000	10.00
Davendra Goliya HUF	10000	5.00
Through its Kart Akshay Goliya jointly with Jointly with Akshay D. Goliya		
Total	200000	100.00

Share holding pattern

- Akshay D. Goliya
- Santosh D. Goliya Jointly with Akshay D. Goliya
- Narendra J. Goliya Jointly with Akshay D. Goliya
- Davendra Goliya HUF Through its Kart Akshay Goliya jointly with Jointly with Akshay D. Goliya



Equity Share Break up (Percentage of Total Equity)

As on: 29.09.2017

Category	Percentage
Promoters (Individual/Hindu Undivided Family – Indian)	100.00
Total	100.00

BUSINESS DETAILS

Line of Business :	Subject is engaged in the Manufacturing and Trading of Electrical Measuring Instruments like Analogue Panel Meters, Insulation Testers, Earth Testers, Current Transformers and their Accessories etc. (Registered Activity)	
Products / Services :	ITC Code No.	Products/Services Description
	90268090	Analogue panel meters, insulation testers, earth testers, current transformers and accessories
Brand Names :	Not Available	

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Agencies Held :	Not Available
Exports :	Not Divulged
Imports :	Not Divulged
Terms :	Not Divulged

PRODUCTION STATUS – (NOT AVAILABLE)

GENERAL INFORMATION

Suppliers :	Reference :	Not Divulged
	Name of the Person :	--
	Contact No.:	--
	Since How Long Known :	--
	Maximum Limit Dealt :	--
	Experience :	--
	Remark:	--
Customers :	Reference :	Not Divulged
	Name of the Person :	--
	Contact No.:	--
	Since How Long Known :	--
	Maximum Limit Dealt :	--
	Experience :	--
	Remark:	--
No. of Employees :	Information denied by the management	
Bankers :	Banker Name :	Bank of India
	Branch :	Andheri Branch, 28; S. V. Road, Mumbai - 400058, Maharashtra, India
	Person Name (With Designation) :	--
	Contact Number :	--
	Name of Account Holder :	--
	Account Number :	--
	Account Since (Date/Year of Account Opening) :	--
	Average Balance Maintained :	--
	Credit Facilities Enjoyed (CC/OD/Term Loan) :	--
	Account Operation :	--
	Remark :	--

Facilities :	Secured Loan	31.03.2017 (INR in Million)	31.03.2016 (INR in Million)
	Long-term Borrowings		
Term loan from SIDBI		1.300	2.400
	Total	1.300	2.400

Auditors :	
Name :	Rajendra P Shah and Company Chartered Accountants
Address :	6, Archit Enclave, Kotwal Park, Near Swimming Pool, Trimbak Road, Nashik – 422002, Maharashtra, India
Tel. No.:	91-253-2581651/ 2315737
Mobile No.:	91-9422249670
Fax No.:	91-253-2315842
E-Mail :	rajendrapshah@gmail.com
Income-tax PAN of auditor or auditor's firm :	AMTPS4861N
Membership No:	034922
Memberships :	Not Available
Collaborators :	Not Available
Associates:	<ul style="list-style-type: none"> • Rishabh Instruments Private Limited • Energy Solutions Lab Private Limited (Erstwhile known as “Rishabh Applied Meters Private Limited)

CAPITAL STRUCTURE

AS ON: 31.03.2017

Authorised Capital :

No. of Shares	Type	Value	Amount
200000	Equity Shares	INR 100/- each	INR 20.000 Million

Issued, Subscribed & Paid-up Capital :

No. of Shares	Type	Value	Amount
200000	Equity Shares	INR 100/- each	INR 20.000 Million

FINANCIAL DATA
[all figures are INR Million]

ABRIDGED BALANCE SHEET

SOURCES OF FUNDS	31.03.2017	31.03.2016	31.03.2015
I. EQUITY AND LIABILITIES			
(1) Shareholders' Funds			
(a) Share Capital	20.000	20.000	20.000
(b) Reserves & Surplus	66.927	64.366	60.476
(c) Money received against share warrants	0.000	0.000	0.000
(2) Share Application money pending allotment	0.000	0.000	0.000
Total Shareholders' Funds (1) + (2)	86.927	84.366	80.476
(3) Non-Current Liabilities			
(a) long-term borrowings	1.300	2.400	0.000
(b) Deferred tax liabilities (Net)	0.557	0.562	0.541
(c) Other long term liabilities	0.874	0.873	0.873
(d) long-term provisions	0.000	0.000	0.000
Total Non-current Liabilities (3)	2.731	3.835	1.414
(4) Current Liabilities			
(a) Short term borrowings	0.000	0.000	0.000
(b) Trade payables	10.696	14.104	18.913
(c) Other current liabilities	6.262	6.389	5.141
(d) Short-term provisions	1.855	3.188	6.039
Total Current Liabilities (4)	18.813	23.681	30.093
TOTAL	108.471	111.882	111.983
II. ASSETS			
(1) Non-current assets			
(a) Fixed Assets			
(i) Tangible assets	12.370	14.387	12.475
(ii) Intangible Assets	0.000	0.000	0.000
(iii) Capital work-in-progress	0.505	0.045	0.045
(iv) Intangible assets under development	0.000	0.000	0.000
(b) Non-current Investments	0.000	0.000	0.000
(c) Deferred tax assets (net)	0.000	0.000	0.000
(d) Long-term Loan and Advances	2.905	2.921	2.464
(e) Other Non-current assets	1.609	1.500	0.000
Total Non-Current Assets	17.389	18.853	14.984

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(2) Current assets			
(a) Current investments	0.000	0.000	0.000
(b) Inventories	22.429	21.088	20.772
(c) Trade receivables	20.617	27.660	29.625
(d) Cash and cash equivalents	41.380	35.397	37.320
(e) Short-term loans and advances	6.416	8.617	9.006
(f) Other current assets	0.240	0.267	0.276
Total Current Assets	91.082	93.029	96.999
TOTAL	108.471	111.882	111.983

PROFIT & LOSS ACCOUNT

	PARTICULARS	31.03.2017	31.03.2016	31.03.2015
	SALES			
	Income	64.430	94.426	99.044
	Other Income	3.230	2.613	2.363
	TOTAL	67.660	97.039	101.407
Less	EXPENSES			
	Cost of Materials Consumed	31.188	30.063	34.143
	Cost of Trading Goods	3.115	28.051	28.377
	Changes in inventories of finished goods, work-in-progress and Stock-in-Trade	0.149	0.848	(3.141)
	Employees benefits expense	16.829	17.867	13.248
	Other expenses	10.388	12.191	12.257
	TOTAL	61.669	89.020	84.884
	PROFIT/ (LOSS) BEFORE INTEREST, TAX, DEPRECIATION AND AMORTISATION	5.991	8.019	16.523
Less	FINANCIAL EXPENSES	0.509	0.162	0.134
	PROFIT / (LOSS) BEFORE TAX, DEPRECIATION AND AMORTISATION	5.482	7.857	16.389
Less	DEPRECIATION/ AMORTISATION	2.171	2.113	2.507
	PROFIT/ (LOSS) BEFORE TAX	3.311	5.744	13.882
Less	TAX	0.749	1.854	4.529
	PROFIT/ (LOSS) AFTER TAX	2.562	3.890	9.353
	EARNINGS IN FOREIGN CURRENCY			

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Export of Installation Testers	0.598	0.696	0.781
Export of Panel Meters, Current Transformers, etc.	0.006	26.716	19.168
TOTAL EARNINGS	0.604	27.412	19.949
IMPORTS			
Raw Materials	4.679	4.877	3.741
Trading	3.444	1.035	0.000
Repairs and Maint.	0.287	0.055	0.433
Office Equipment	0.063	0.000	0.000
TOTAL IMPORTS	8.473	5.967	4.174
Earnings / (Loss) Per Share (INR)	12.81	19.45	46.76

CURRENT MATURITIES OF LONG TERM DEBT DETAILS

Particulars	31.03.2017	31.03.2016	31.03.2015
Current Maturities of Long term Borrowings	1.200	1.200	0.000
Net cash flows from (used in) operations	4.912	1.119	11.146
Net cash flows from (used in) operating activity	5.091	(2.554)	7.577

KEY RATIOS

EFFICIENCY RATIOS

PARTICULARS	31.03.2017	31.03.2016	31.03.2015
Average Collection Days (Sundry Debtors / Income * 365 Days)	116.80	106.92	109.17
Account Receivables Turnover (Income / Sundry Debtors)	3.13	3.41	3.34
Average Payment Days (Sundry Creditors / Purchases * 365 Days)	113.81	88.58	110.42
Inventory Turnover (Operating Income / Inventories)	0.27	0.38	0.80
Asset Turnover (Operating Income / Net Fixed Assets)	0.47	0.56	1.32

LEVERAGE RATIOS

PARTICULARS	31.03.2017	31.03.2016	31.03.2015
Debt Ratio	0.20	0.24	0.27

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((Borrowing + Current Liabilities) / Total Assets)			
Debt Equity Ratio (Total Liability / Networth)	0.03	0.04	0.00
Current Liabilities to Networth (Current Liabilities / Net Worth)	0.22	0.28	0.37
Fixed Assets to Networth (Net Fixed Assets / Networth)	0.15	0.17	0.16
Interest Coverage Ratio (PBIT / Financial Charges)	11.77	49.50	123.31

PROFITABILITY RATIOS

PARTICULARS		31.03.2017	31.03.2016	31.03.2015
Net Profit Margin ((PAT / Sales) * 100)	%	3.98	4.12	9.44
Return on Total Assets ((PAT / Total Assets) * 100)	%	2.36	3.48	8.35
Return on Investment (ROI) ((PAT / Networth) * 100)	%	2.95	4.61	11.62

SOLVENCY RATIOS

PARTICULARS		31.03.2017	31.03.2016	31.03.2015
Current Ratio (Current Assets / Current Liabilities)		4.84	3.93	3.22
Quick Ratio ((Current Assets – Inventories) / Current Liabilities)		3.65	3.04	2.53
G-Score Ratio Financial (Networth / Total Assets)		0.80	0.75	0.72
G-Score Ratio Debt (Debts / Equity Capital)		0.13	0.18	0.00
G-Score Ratio Liquidity (Total Current Assets / Total Current Liabilities)		4.84	3.93	3.22

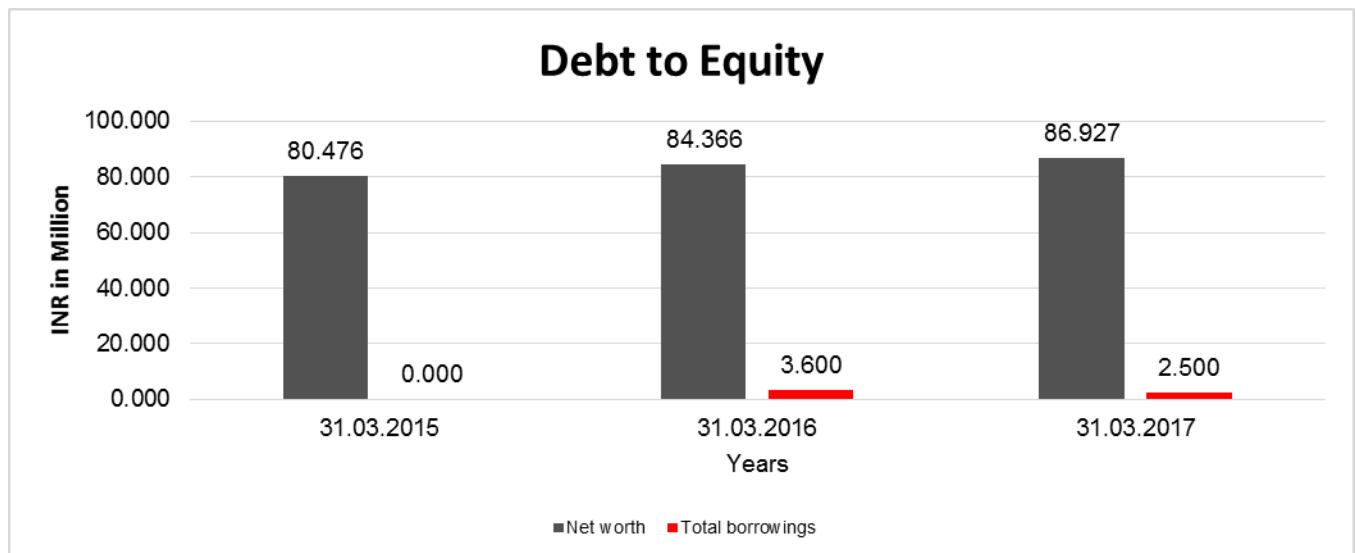
Total Liability = Short-term Debt + Long-term Debt + Current Maturities of Long-term debts

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FINANCIAL ANALYSIS
[all figures are in INR Million]

DEBT EQUITY RATIO

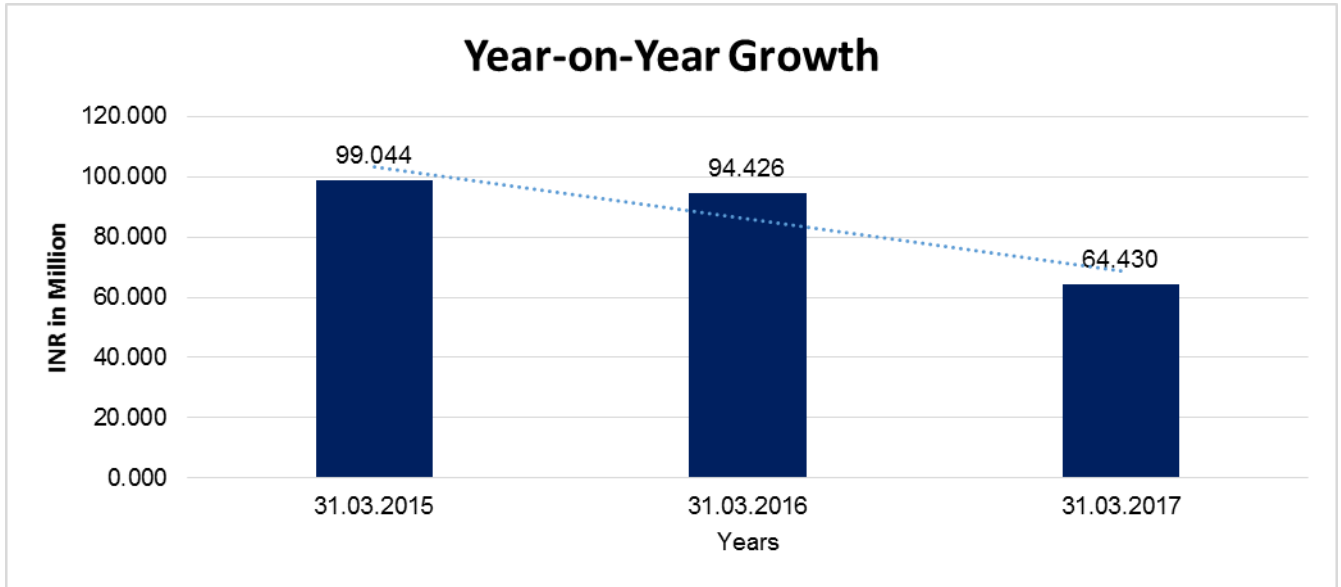
Particular	31.03.2015	31.03.2016	31.03.2017
	INR In Million	INR In Million	INR In Million
Share Capital	20.000	20.000	20.000
Reserves & Surplus	60.476	64.366	66.927
Money received against share warrants	0.000	0.000	0.000
Share Application money pending allotment	0.000	0.000	0.000
Net worth	80.476	84.366	86.927
long-term borrowings	0.000	2.400	1.300
Short term borrowings	0.000	0.000	0.000
Current maturities of long-term debts	0.000	1.200	1.200
Total borrowings	0.000	3.600	2.500
Debt/Equity ratio	0.000	0.043	0.029



YEAR-ON-YEAR GROWTH

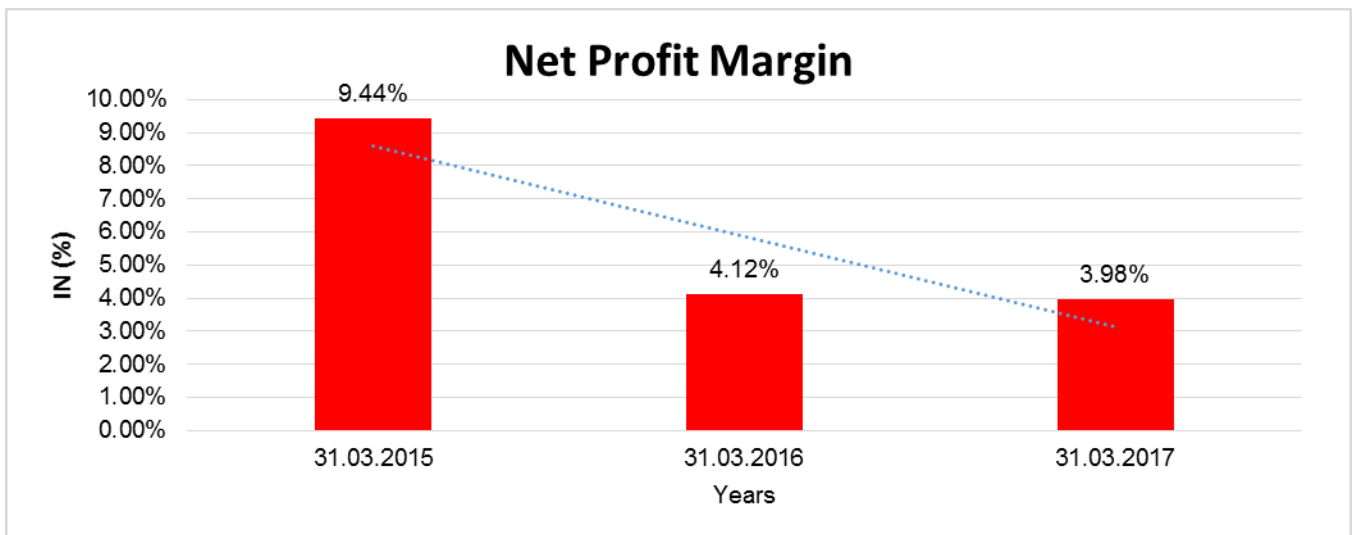
Year on Year Growth	31.03.2015	31.03.2016	31.03.2017
	INR In Million	INR In Million	INR In Million
Sales	99.044	94.426	64.430
		(4.663)	(31.767)

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NET PROFIT MARGIN

Net Profit Margin	31.03.2015	31.03.2016	31.03.2017
	INR In Million	INR In Million	INR In Million
Sales	99,044	94,426	64,430
Profit /(Loss)	9,353	3,890	2,562
	9.44%	4.12%	3.98%



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LOCAL AGENCY FURTHER INFORMATION

Sr. No.	Check list by info agents	Available in Report (Yes/No)
1	Year of establishment	Yes
2	Constitution of the entity -Incorporation details	Yes
3	Locality of the entity	Yes
4	Premises details	No
5	Buyer visit details	--
6	Contact numbers	Yes
7	Name of the person contacted	No
8	Designation of contact person	Yes
9	Promoter's background	Yes
10	Date of Birth of Proprietor / Partners / Directors	Yes
11	Pan Card No. of Proprietor / Partners	No
12	Voter Id Card No. of Proprietor / Partners	No
13	Type of business	Yes
14	Line of Business	Yes
15	Export/import details (if applicable)	No
16	No. of employees	No
17	Details of sister concerns	Yes
18	Major suppliers	No
19	Major customers	No
20	Banking Details	Yes
21	Banking facility details	Yes
22	Conduct of the banking account	--
23	Financials, if provided	Yes
24	Capital in the business	Yes
25	Last accounts filed at ROC, if applicable	Yes
26	Turnover of firm for last three years	Yes
27	Reasons for variation <> 20%	--
28	Estimation for coming financial year	No
29	Profitability for last three years	Yes
30	Major shareholders, if available	Yes
31	External Agency Rating, if available	No
32	Litigations that the firm/promoter involved in	--
33	Market information	--
34	Payments terms	No
35	Negative Reporting by Auditors in the Annual Report	No

OPERATIONS AND FUTURE OUTLOOK

During the year, the Company's revenue from operations was INR 64.430 million as compared to INR 94.426 million in the last year.

The Company is devising plans to expand its market and is aiming to escalate revenue of its products in the coming years. It is also focusing on strengthening its infrastructure to enhance productivity.

CORPORATE INFORMATION

Subject the Company is a private company domiciled in India and incorporated under the provisions of the Companies Act, 1956. The company is engaged in the manufacturing and trading of electrical measuring instruments like analogue panel meters, insulation testers, earth testers, current transformers and their accessories etc. The company caters to domestic as well as international market.

INDEX OF CHARGES

SN o	SRN	Charge Id	Charge Holder Name	Date of Creation	Date of Modification	Date of Satisfaction	Amount	Address
1	C79129201	10620338	Small Industries Development Bank of India	08/02/2016	-	-	3600000.0	Second Floor, The Capital, Thakkar Lane, Sharapur Road Nashi kmH42200 2IN
2	A57967267	90218957	BANK OF INDIA	30/04/1993	15/10/1994	09/03/2009	2750000.0	ANDHERI BRANCH 28; S. V. ROAD BO MBAYMH4 00058IN
3	A57967176	90217176	BANK OF INDIA	02/11/1987	19/01/1991	09/03/2009	800000.0	ANDHERI BRANCH 28; S. V. ROAD BO MBAYMH4 00058IN
4	A57967135	90216895	BANK OF INDIA	25/11/1983	10/09/1984	09/03/2009	507488.0	ANDHERI BRANCH 28; S. V. ROAD BO MBAYMH4 00058IN
5	A579670	902161	BANK OF	02/08/1999	28/10/1999	09/03/2009	2750000.0	ANDHERI

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	93	90	INDIA	3	94	009		BRANCH2 8; S. V. ROADBO MBAYMH4 00058IN
6	A579672 26	902176 78	BANK OF INDIA	30/04/199 3	15/10/19 94	09/03/2 009	1350000.0	ANDHERI BRANCH2 8; S. V. ROADBO MBAYMH4 00058IN

CONTINGENT LIABILITIES:

PARTICULARS	31.03.2017 (INR in Million)
Government Labour officer in Industrial Court for Minimum Wages	1.600
Case filed in Industrial court towards, increment in basic wages, reimbursement of casual leaves and difference of traveling allowance.	0.023
Demand raised by Assistant Commissioner of sales tax for FY 2009-10	22.054
Demand raised by Assistant Commissioner of sales tax for FY 20011-12	0.918

FIXED ASSETS

Tangible Assets

- Land
- Building
- Furniture and Fixture
- Computer
- Plant and Machinery
- Vehicle
- Office Equipment
- Computer Accessories

CMT REPORT (Corruption, Money Laundering & Terrorism)

The Public Notice information has been collected from various sources including but not limited to: **The Courts, India Prisons Service, Interpol, etc.**

1] INFORMATION ON DESIGNATED PARTY

No records exist designating subject or any of its beneficial owners, controlling shareholders or senior officers as terrorist or terrorist organization or whom notice had been received that all financial transactions involving their assets have been blocked or convicted, found guilty or against whom a judgement or order had been entered in a proceedings for violating money-laundering, anti-corruption or bribery or international economic or anti-terrorism sanction laws or whose assets were seized, blocked, frozen or ordered forfeited for violation of money laundering or international anti-terrorism laws.

2] Court Declaration :

No records exist to suggest that subject is or was the subject of any formal or informal allegations, prosecutions or other official proceeding for making any prohibited payments or other improper payments to government officials for engaging in prohibited transactions or with designated parties.

3] Asset Declaration :

No records exist to suggest that the property or assets of the subject are derived from criminal conduct or a prohibited transaction.

4] Record on Financial Crime :

Charges or conviction registered against subject: **None**

5] Records on Violation of Anti-Corruption Laws :

Charges or investigation registered against subject: **None**

6] Records on Int'l Anti-Money Laundering Laws/Standards :

Charges or investigation registered against subject: **None**

7] Criminal Records

No available information exist that suggest that subject or any of its principals have been formally charged or convicted by a competent governmental authority for any financial crime or under any formal investigation by a competent government authority for any violation of anti-corruption laws or international anti-money laundering laws or standard.

8] Affiliation with Government :

No record exists to suggest that any director or indirect owners, controlling shareholders, director, officer or employee of the company is a government official or a family member or close business associate of a Government official.

9] Compensation Package :

Our market survey revealed that the amount of compensation sought by the subject is fair and reasonable and comparable to compensation paid to others for similar services.

10] Press Report :

No press reports / filings exists on the subject.

CORPORATE GOVERNANCE

MIRA INFORM as part of its Due Diligence do provide comments on Corporate Governance to identify management and governance. These factors often have been predictive and in some cases have created vulnerabilities to credit deterioration.

Our Governance Assessment focuses principally on the interactions between a company's management, its Board of Directors, Shareholders and other financial stakeholders.

CONTRAVENTION

Subject is not known to have contravened any existing local laws, regulations or policies that prohibit, restrict or otherwise affect the terms and conditions that could be included in the agreement with the subject.

FOREIGN EXCHANGE RATES

Currency	Unit	INR
US Dollar	1	INR 70.69
UK Pound	1	INR 90.14
Euro	1	INR 79.88

INFORMATION DETAILS

Information Gathered by :	JRL
Analysis Done by :	VVK
Report Prepared by :	MTN

SCORE FACTORS

DEMERIT POINTS		
--BANK CHARGES	YES/NO	YES
--LITIGATION	YES/NO	NO
--OTHER ADVERSE INFORMATION	YES/NO	NO
MERIT POINTS		
--SOLE DISTRIBUTORSHIP	YES/NO	NO
--EXPORT ACTIVITIES	YES/NO	NO
--AFFILIATION	YES/NO	YES
--LISTED	YES/NO	NO
--OTHER MERIT FACTORS	YES/NO	YES

RATING EXPLANATIONS

Credit Rating	Explanation	Rating Comments
A++	Minimum Risk	Business dealings permissible with minimum risk of default
A+	Low Risk	Business dealings permissible with low risk of default
A	Acceptable Risk	Business dealings permissible with moderate risk of default
B	Medium Risk	Business dealings permissible on a regular monitoring basis
C	Medium High Risk	Business dealings permissible preferably on secured basis
D	High Risk	Business dealing not recommended or on secured terms only
NB	New Business	No recommendation can be done due to business in infancy stage
NT	No Trace	No recommendation can be done as the business is not traceable

NB is stated where there is insufficient information to facilitate rating. However, it is not to be considered as unfavourable.

This score serves as a reference to assess SC's credit risk and to set the amount of credit to be extended. It is calculated from a composite of weighted scores obtained from each of the major sections of this report. The assessed factors are as follows:

- Financial condition covering various ratios
- Company background and operations size
- Promoters / Management background
- Payment record
- Litigation against the subject
- Industry scenario / competitor analysis
- Supplier / Customer / Banker review (wherever available)

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