CERTIFICATE OF REGISTRATION

Information Technology Service Management System - ISO/IEC 20000-1:2018

The Certification Body of **Gradient Certification Inc.** hereby certifies that the following organization operates an Information Technology Service Management System that conforms to the requirements of ISO/IEC 20000-1:2018

MeritTrac Services Private Limited

BHIVE, Mahalakshmi Chambers, 29, Mahatma Gandhi Rd, Yellappa Garden, Yellappa Chetty Layout, Sivanchetti Gardens, Bangalore -560001, Karnataka, India

Scope of the Certificate

The service management system of MeritTrac Services Pvt., Ltd., to provide IT support services to their customers from Bengaluru, in accordance to the service catalogue

Registration Number: GCI/IT/202601001

Date of Initial Issue	03 January 2026
Surveillance Audit on/before	03 December 2026
Certificate Expiry	02 January 2027
Recertification Due on	02 January 2029

Issued on behalf of Gradient Certification Inc.