	20-05-2019	% CHANGE
Sensex	39,353	3.75
US Dollar	69.74	0.69
Gold	32,720	-0.45
Brent oil	72.69	0.72

NIFTY 50		
		CHANGE
Adani Ports		
Asian Paints		
Axis Bank		
Bajaj Auto		
Bajaj Finserv		
Bajaj Finance		
Bharti Airtel		
BPCL		
Britannia Ind	2801.20	21.95
Cipla	565.45	21.30
Coal India		
Dr Reddys Lab	2589.40	155.60
Eicher Motors	21297.20	360.20
GAIL (India)	345.60	12.55
Grasim Ind	890.30	61.35
HCL Tech	1073.55	10.85
HDFC		
HDFC Bank		
Hero MotoCorp		
Hindalco		
Hind Unilever		
Indiabulls HFL		
ICICI Bank		
IndusInd Bank		
Bharti Infratel		
Infosys		
Indian OilCorp		
ITC		
JSW Steel		
Kotak Bank		
L&T		
M&M		
Maruti Suzuki		
NTPC		
ONGC		
PowerGrid Corp		
Reliance Ind		
State Bank		
Sun Pharma		
Tata Motors		
Tata Steel		
TCS		
Tech Mahindra		
Titan		
UltraTech Cement.		
UPL	1018.85	48.20
Vedanta	167.10.	6.15
Wipro	290.25	3.85

EXCHANGE RATES					
Indicative direct rates in rupees a unit except yen at 4 p.m. on May 20					
CURRENCY	TT BUY	TT SELL			
US Dollar	69.54.	69.86			
Euro	77.63	77.99			
British Pound	88.61	89.02			
Japanese Yen (100)	63.29	63.58			
Chinese Yuan	10.05	10.10			
Swiss Franc	68.93	69.25			
Singapore Dollar	50.53	50.77			
Canadian Dollar	51.79.	52.03			
Malaysian Ringitt	16.64.	16.74			
Source:Indian Bank					

#### Dr. Reddy's to spend \$300 mn on R&D

PRESS TRUST OF INDIA

Dr. Reddy's Laboratories is planning to spend up to \$300 million on research and development (R&D) in FY20, a senior official said.

President, CFO and global head (HR) of Dr. Reddy's, Saumen Chakrabortv. during an 'earnings call', said the drugmaker spent \$226 million in the last fiscal against \$264 million in FY18. The R&D spend for the quarter (January-March FY 19) is ₹366 crore, that is \$53 million, he said.

The spend is lower by 16% year-on-year and is flat on a sequential quarter basis. The spend for FY19 is ₹1,551 crore. That is \$226 million as against \$264 million in FY18, Mr. Chakraborty said.

The company would continue to focus on R&D for some interesting pipeline of proprietary products. But, on an overall basis, the R&D spend would be lower in proprietary products compared to previous year, he added.

## Third party motor insurance premium to get pricier as IRDAI revises rate card

No change in long-term rates for new cars, two-wheelers; 15% discount for private electric vehicles

N. RAVI KUMAR HYDERABAD

A day after polling concluded, insurance regulator IR-DAI proposed an increase in third party (TP) motor insurance premium rates for various categories of automofrom two-wheelers and school buses to trucks. The upward revision proposed for cars is in excess of 14% - for twowheelers it is up to 21.11% and public goods carriers (trucks) over 11%. The increase recommended for school buses is 5.29% in basic rate and 5.34% per licensed passenger.

However, there will be no change in the long-term premium rates for new cars and two-wheelers – such covers come for three years in the case of new cars and five years for new two-wheelers. By issuing an exposure

SPECIAL CORRESPONDENT

State-owned oil marketing

companies BPCL and HPCL

reported a 16.2% and 70%

jump in their fourth quarter

net profits to ₹3,125 crore

and ₹2,970 crore respective-

ly, as inventory gains and ru-

pee appreciation negated

the dip in gross refinery mar-

crease in revenue to

₹83,941.7 crore during the

quarter, while HPCL's reve-

nue went up by 9.8% to

dated net profits fell 13%

For FY19, BPCL's consoli-

BPCL reported 10% in-

gins (GRMs)

₹72,840.5 crore.

**Motor meter** 



₹720

₹985

₹2,323

₹752

₹1,193

₹2,323

BPCL Q4 net rises 16.2%, HPCL's up 70%

Inventory gains, rupee appreciation negate dip in gross refinery margins

SOURCE: IRDAI

75-150 cc

150-300 cc

Above 350 cc

draft for the current fiscal (2019-20), the Insurance Regulatory and Development Authority of India (IRDAI) on Monday put to rest any expectations on continuing with the existing premium rates. Usually, the new rates come into force on April 1. It is preceded by an exposure draft that is placed in the pu-

₹8,527.85 crore as its average

GRMs fell to \$4.58 per barrel

compared to GRMs of \$6.85

profit during FY19 fell 7.3%

to ₹6,690.6 crore as its aver-

age GRMs during the year

fell to \$5.01 per barrel as

against \$7.40 per barrel dur-

ing the corresponding pre-

lower due to reduction in

profits of HMEL & MRPL, re-

sulting in reduction of

HPCL's share of profits.

Further share of profit from

MRPL for FY2018-19 was ₹58

crore as against ₹338 crore

"The consolidated PAT is

HPCL's consolidated net

per barrel in FY18.

vious year.

blic domain seeking comments. The revision proposed in the draft generally becomes the final tariff.

This year, in March-end, IRDAI had extended the validity of the 2018-19 rates, beyond March 31, until further notice. The present exposure draft is open for comtill May

during 2017-18," the compa-

BPCL accounted for budge-

tary support amounting to

₹822.65 crore during the

year compared with ₹719.3

crore in FY18 towards under

recovery on sale of kerosene.

Similarly, HPCL accounted

for ₹957.12 crore compared

BPCL sold 43.07 million

with ₹756.34 crore last year.

metric tonnes (MMT) of pe-

troleum products during the

year, compared to 41.21 MMT

last year due to increase in

sales of petrol, diesel, LPG

and ATF (aviation turbine

ny said in a statement.

**Budgetary support** 

Subramanyam Brahmajosyula, head – Underwriting and Reinsurance of SBI General Insurance - said the increase proposed for most classes of vehicles suggests that premiums have not been keeping pace with the cost of claims in the past and hence further price correction is required.

'Scientific exercise'

The motor TP rates proposed were the result of a scientific exercise and have been arrived at by relying on actuarial methods and after considering premium and claims for a period of seven years, he explained. In revising the rates, IRDAI has opted to maintain status quo for a few category of vehicles and also proposed a discount of 15% on the premium rates for electric private cars and electric two-wheelers.

fuel). HPCL's sales of petro-

leum products also im-

proved to 37.93 MMT during

the year, compared to sale of

36.19 MMT in the year ago

BPCL board has recom-

mended a final dividend of

₹8 per equity share of ₹10

each, while HPCL's board re-

commended a final dividend

of ₹9.40 per equity shares of

close at ₹392.55, while HPCL

shares closed up 6.78% at

₹293.60 in a firm Mumbai

market on Monday. Both re-

sults were announced after

the closure of market hours.

BPCL shares rose 4.44% to

period.

₹10 each.

Shanai Ghosh, chief -Marketing and Commercial Strategy, Edelweiss General Insurance, said as in the past few years, IRDAI had proposed third party motor rate increase on the basis of standard actuarial calculations.

"The increase varies by the vehicle segment and reflects the growing cost of TP claims as experienced by the industry. Overall a positive development for the general insurance industry provided the actual rate increase is in line with the exposure draft," she said. "It is encouraging to see IRDAI create a separate segment for school buses, which has had a favourable claims experience."

IRDAI says school buses are those registered in the name of the school and used only for transporting students to or from a school or on school-related trips.

#### Gold imports rise 54% to \$3.97 billion

PRESS TRUST OF INDIA

Gold imports increased 54% to \$3.97 billion in April, widening the country's trade deficit and fuelling worries about the current account deficit (CAD).

Imports of the precious metal stood at \$2.58 billion in April 2018, according to Commerce Ministry data. Increase in gold imports pushed the country's trade deficit to a five-month high of \$15.33 billion in April. In volume terms, India imports 800-900 tonnes of gold annually.



Google blocks Huawei's

## access to Android

Suspends links with Chinese major

Alphabet In.c's Google has suspended business with Huawei that requires the transfer of hardware, software and technical services except those publicly available via open source licensing, a source familiar with the matter told Reuters, in a blow to the Chinese technology company that the U.S. government has sought to blacklist around the world.

Holders of current Huawei smartphones with Google apps, however, will continue to be able to use and download app updates provided by Google, a Google spokesperson said, confirming earlier reporting by Reuters.

"We are complying with the order and reviewing the implications," the Google spokesperson said.

"For users of our services, Google Play and the security protections from Google Play Protect will continue to function on existing Huawei devices," the spokesperson said, without giving further details.

The suspension could hobble Huawei's smartphone business outside China as the tech giant will immediately lose access to

updates to Google's Android operating system. Future versions of Huawei smartphones that run on Android will also lose access to popular services, including the Google Play Store and Gmail and YouTube apps.

"Huawei will only be able to use the public version of Android and will not be able to get access to proprietary apps and services from Google," the source said.

The Trump administration on Thursday added Huawei Technologies Co. Ltd to a trade blacklist, immediately enacting restrictions that will make it extremely difficult for the company to do business with U.S. counterparts.

On Friday, the U.S. Commerce Department said it was considering scaling back restrictions on Huawei to "prevent the interruption of existing network operations and equipment." It was not immediately clear whether Huawei's access to mobile software would be affected. Details of the specific services affected by the suspension were discussed internally at Google, according to the source. Huawei attorneys are studying the impact of the blacklist, a Huawei spokesman said.

### After elections, oil marketing firms hike petrol, diesel prices

Petrol prices rise 8-10 p, diesel rates climb 15-16 p: IOCL data

SPECIAL CORRESPONDENT

State-owned oil marketing companies (OMCs) creased prices of petrol and diesel across the country on Monday, a day after the last phase of Lok Sabha polls concluded. This could mark the beginning of a rising trend in fuel prices as they are once again aligned to the rising global oil prices. Petrol prices rose 8-10

paise, and diesel price increased 15-16 paise across major cities on Monday, according to data from Indian Oil Corporation (IOCL). In Mumbai, the price of petrol was increased to ₹76.73 per litre from ₹76.64 per litre on May 19, while in New Delhi, the price of petrol has been increased to ₹71.12 from ₹71.03. Similarly, a litre of



diesel now costs ₹69.27 per litre in Mumbai, while in Delhi, it costs ₹66.11 per litre.

In Kolkata and Chennai, petrol rates jumped to ₹73.19 and ₹73.82 per litre respectively, while diesel stood at ₹67.86 and ₹69.88 per litre respectively.

**Crude oil prices** The rise in fuel prices is attributed to the rise in crude oil prices in the international

market. "There has been no official direction to keep fuel orices unchanged, and in fact, the fuel prices have been changed during the election period," an official in state-owned HPCL told The Hindu.

Fuel prices in India usually accommodate a change in crude oil prices with a delay of 15 days to a month, hence the prices during the election period (April 11 to May 19) should ideally respond to the oil prices in the corresponding period prior to that. While crude oil prices in the Indian basket increased 9.8% in the March 11 to April 17 period to \$72.9 per barrel, the price of petrol in Delhi in fact fell 2.36% from April 11 to May 19, indicating an artificial disconnect between the two.

#### Domestic business sees over ₹2,000 cr. annual profit; challenges in China for JLR

SPECIAL CORRESPONDENT

Tata Motors Group has reported a lower consolidated net profit of ₹1,109 crore for the fourth quarter ended March 31, 2019 compared to a net profit of ₹2,175 crore in the same period last year.

The 49% decline was on account of an overall slowdown in the automotive industry and headwinds witnessed by JLR in China, its biggest market. The company reported

consolidated total revenueof ₹86, 422 crore in the fourth quarter, as against ₹89,928 crore in the same period last year, down 3.9%.

For the full year, the company reported a net loss of ₹28,724 crore as compared to net profit of ₹9,091 crore in the previous year. During the year, the company was impacted by an 'exceptional item' amounting to ₹29,600

'Centre must rein in high airfares'



The Turnaround 2.0 strategy is delivering well and I am confident that business is getting building long-term success N. CHANDRASEKARAN,

Metrics	Q4 FY19	Q4 FY18	Growth (%)
<b>Total revenue</b> (₹cr.)	86,422	89,928	3.89
Net profit (₹cr.)	1,109	2,175	(49)
EPS (₹)	3.38	6.24	-

Tata Motors consolidated profit halves in Q4

crore leading to losses. For the fourth quarter, Ta-

ta Motors reported standalone net profit of ₹106 crore, compared to net loss of ₹500 crore in the same period last year. For FY19, Tata Motors reported a standalone net profit of ₹2,021 crore as compared to a net loss of ₹1,035 crore, indicating a turna-

round in the commercial and passenger vehicles business. For the fourth quarter, JLR returned to profitability with a pre-tax profit of £269 before exceptional item, as the transformation programme delivered cash and cost cash improvement, the company said.

Revenues of £7.1 billion

were down £421 million

Chandrasekaran, Chairman, Tata Motors Ltd., said, "Our domestic business delivered a resilient pertor mance in the face of challenging market conditions. We have continued to step up our pace of innovation. improved our market share as well as profitability. The Turnaround 2.0 strategy is delivering well and I am confident that the business is getting the building blocks in place for long term success."

"In JLR, we continue to face challenges in China, which we are addressing on priority. To weather the volatile external scenario, we are taking decisive steps to step up competitiveness, reduce break even and improve cash flows, while continuing to invest in existing products and leading-edge technologies," he said.

#### 'New govt. should liberalise agriculture'

Bhalla favours cut in cost of capital

SPECIAL CORRESPONDENT

The government that comes to power should focus on agriculture by removing all restrictions placed on the sector in terms of sale, purchase, and exports, former member of the Prime Minister's Economic Advisory Council Suriit Bhalla said. He further said that the new government should reduce the cost of capital in the country to boost investment and growth.

"Every country that has conducted large scale reforms, has reformed agriculture first," Mr. Bhalla said, speaking at a FICCI event. "In India, the Agricultural **Produce Market Committee** (APMC) says that farmers can only sell in the mandis and need a licence to sell in the mandis."

Mr. Bhalla said that there were powerful interest groups that ensured this system did not change, and also questioned whether the Minimum Support Price system was helping the poor farmers.

"There should be zero intervention in agriculture," he said. "Farmers should be allowed to buy, sell, and export whatever.'

Mr. Bhalla said that India's potential economic growth rate was 8-8.5%, but several factors had meant that this had not been achieved.

"India has the second highest corporate tax rate in the world. Taxes paid by corporates as a proportion of their profits are 24% in India, compared to 15-16% in large economies around the

#### Pawan Hans sale: govt. may issue fresh bid document

PRESS TRUST OF INDIA

After a botched attempt for sale of Pawan Hans, the government is likely to issue a fresh bid document by the end of this month and provide indemnity to the potential buyers against contingent liability of about ₹500 crore in the helicopter service company.

The government has decided to make the bid document more attractive afdiscussions with investors on their concerns as the sale process of Pawan Hans failed to attract any suitor when bidding ended on March 6.

The Centre holds 51% stake in Pawan Hans, and the remaining 49% is with Oil and Natural Gas Corporation.



the range of 25-30% and in some cases double or triple the usual fare in the summer season has prompted members of the travel trade to demand urgent intervention of the government to ensure additional capacity for protecting the interests of air passengers. The disruption has been

caused by the complete grounding of Jet Airways and of a dozen Boeing 737 Max planes on account of technical glitches.

Travel agents said high fares will continue till Jet Airways is revived or equal capacity is created by other airlines. "There is no respite to high fares. Air passengers are suffering as fares have gone up in the range of 20-30%," said Sunil Kumar Rumala, president, Travel



industry players.

Agents Association of India. "This trend will continue as other airlines are benefiting at the cost of helpless passengers. That is why we are requesting the government to take urgent steps to revive Jet Airways as the domestic market cannot afford to suddenly lose a large

airline. "Airlines are pocketing 100s of crores by charging

more. There is no initiative from the government to lock fares at a certain level. This has given freedom to airlines to charge as much they like and fleece passengers," he added.

'No new capacity added' John Nair, head, business travel, Cox & Kings, said fares were bound to grow as no new capacity is being added and the additional demand during the summer holiday had aggravated the situation.

Subhash Goyal, chairman, Assocham Expert Committee on Tourism & Hospitality, said, "Fares must be capped to protect passengers from being exploited by airlines." He said if the normal fare between Mumbai and Delhi is ₹4,000, "the highest slab must be capped at ₹8,000. Nothing

process of Essar Steel. The NCLAT is hearing a batch of appeals filed by sev-

#### ₹42,000 cr. for Essar' Includes ₹2,500 cr. for working capital

ArcelorMittal will pay

eral stakeholders challeng-

PRESS TRUST OF INDIA

Global steel major Arcelor-Mittal on Monday told the National Company Law Appellate Tribunal (NCLAT) that it would pay ₹42,000 crore, including a minimum guarantee of ₹2,500 crore as working capital, for acquiring debt-laden Essar Steel under the insolvency process. Senior advocate Harish Salve appearing for Arcelor-Mittal also accused the Ruias, former Essar Steel promoters, of creating hurdles in the resolution process of the bankrupt steel-

According to him, there have been eight attempts by Ruias to create hurdles in the insolvency resolution

ing NCLT's approval to ArcelorMittal's resolution plan for Essar Steel. Countering the allegation

of Standard Chartered bank over valuation of Essar Steel, Mr. Salve submitted that the liquidation value of Essar Steel was ₹15,800 crore and ArcelorMittal India is paying almost three times, which is "fair", "reasonable" and "adequate" to meet the interests of the stakeholders.

the resolution period, Essar Steel had a profit of ₹3,500 crore and the company is already providing ₹2,500 crore as working capital. He further said that Arce-

He contended that during

lorMittal would also infuse ₹8,000 crore additionally in the company after the takeover.

M ND-NDE



Manali Petrochemicals Q4 net profit dips 22%

Manali Petrochemicals Ltd. has reported a 22% dip in standalone net profit for the fourth quarter ended March 2019 to ₹21 crore, on rise in raw materials, power and fuel costs. Total income contracted by 13% to ₹166 crore. Other income included ₹1.61 crore received towards insurance claims for the December 2016 cyclone. The board declared a dividend of 75 paise per equity share of ₹5 each compared with 50 paise paid last year.

#### Centre looking to divest 25% in RailTel

NEW DELHI The government is looking to divest up to 25% stake in RailTel Corporation, and is scouting for merchant bankers to manage the listing process. The government will appoint up to three merchant bankers to manage the listing process and has invited bids from them by June 11. The paid-up share capital of the Railway PSU stands at ₹320.93 crore and profit after tax for 2017-18 was ₹156 crore. PTI

#### IndoStar Capital to raise borrowing limits

CHENNAI
The board of IndoStar Capital
Finance Ltd. has decided to
increase in the aggregate
borrowing limits to ₹25,000
crore, subject to approval by
shareholders at the ensuing
AGM. It was also decided to
issue non-convertible
debentures for ₹10,000
crore on private placement
basis. For the fourth quarter
ended March 2019, the
company's standalone net
profit increased by 53% to
₹70.91 crore.

## Flash says Enfield violated patent

Regulator Rectifier device converts AC into DC in motorcycle engines

SPECIAL CORRESPONDENT
NEW DELHI

Electric auto component maker Flash Electronics on Monday said it had filed a lawsuit against motorcycle maker Royal Enfield for patent infringement in the U.S., regarding production of "a vital component" for two wheelers.

In a statement, the company said that Royal Enfield had infringed its patent on "Regulator Rectifier device and method for regulating an output voltage of the same," adding that the patent was issued by the U.S. Patent and Trademark Office on February 20, 2018.

The regulator-rectifier, it said, is an important component that smoothly and efficiently converts alternating current voltage produced in

Merc unveils

E-Class sedans

for BS VI fuel

SPECIAL CORRESPONDENT

Mercedes-Benz India has

launched BS VI Long

Wheelbase E-Class luxury

business sedan. It is now

available in E 200 and E

220 d in two new variants:

Expression and Exclusive.

rolled out India's first

'Made in India, for India'

BS VI vehicle in January

2018. The introduction of

the BS VI Long Wheelbase

E-Class reiterates our com-

mitment towards the new

emission norms from April

2020," the company's MD

and CEO Martin Schwenk

costs ₹58.50 lakh and the E

220 d Exclusive is priced at

The E 220 d Expression

said.

₹62.50 lakh.

"Mercedes-Benz India



**Global reach:** Flash Electronics has also been granted patents for the product in European nations. • GETTY IMAGES/ISTOCK

Phillips Carbon Black

FY19 profit soars 69%

Aided by improved product mix

motorcycle engines into direct current voltage to charge batteries, power headlights, light up the instrument panel and hence drives the motorcycle's electrical systems. Flash Electronics India founder and MD Sanjeev Vasdev said three senior officials of Royal Enfield had

SPECIAL CORRESPONDENT

Phillips Carbon Black Ltd.,

an RP-Sanjiv Goenka Group

company, closed the fiscal

2018-19 with a 69% rise in its

post-tax profit to ₹388.5

crore on the back of a

change in its product mix to

more of value-added and

In a regulatory filing, the

company said the rise in

profit was aided by a shift in

product mix to premium

grades, as well as better geo-

graphical reach of its pro-

ducts and continuous im-

Carbon-black finds use in

rubber (tyres, conveyor

belts) and non-rubber appli-

cations - plastics, coatings,

across

speciality products.

provement

functions.

KOLKATA

approached the firm on October 12, 2018 in New Delhi to settle the issue amicably and requested that no suit be filed.

"Flash waited for the outcome of this meeting but Royal Enfield did not address the issue." he said.

printing inks, fibres and

stood at ₹3,528.6 crore

against ₹2,611.3 crore the

In the March quarter, the

firm posted an operational

revenue of ₹920.9 crore

against ₹755.7 crore in the

corresponding period of the

previous year. Profit after

tax, however, remained flat

the 32,000-tonne capacity

expansion at Palej in Guja-

rat was progressing satisfac-

torily and was likely to be

commissioned by this fiscal.

The state-of-the-art re-

search and development fa-

cility there was also opera-

The company said that

revenue

batteries.

Operational

previous year.

at ₹74.4 crore.

tional now.

Flash Electronics said that

it had also been granted patent for the product in Germany, France, Italy, the U.K., the Netherlands, Sweden, Spain, Austria, Switzerland and Turkey. The firm would file similar suits in respective jurisdictions soon, it said.

In an e-mail, Royal Enfield said the component was supplied to them by an external, proprietary supplier, which 'independently develops and owns the IP rights' in that component. "The supplier denies plaintiff's claims vehemently," it added.

It added that while it has received no official communication, it was aware of the lawsuit "that alleges that one of the components used in some of our motorcycle models sold in the USA infringes on the plaintiff's registered patent."

#### ORIX offers to buy out IL&FS wind assets

PIYUSH PANDEY

ORIX Corporation of Japan (ORIX), owner of 49% stake in each of the seven operating wind power plants (SPVs) of the IL&FS Group, has expressed its intent to buy out the remaining 51% stake held by IL&FS Wind Energy Limited (IWEL).

This intent to buy 51% stake is in exercise of ORIX's right under the terms of an existing MoU wherein ORIX can match the price offered by the highest bidder for purchasing IWEL's Stake in the Wind SPVs.

"This development represents completion of a key step in the resolution process for IL&FS Group," said an IL&FS statement.

INTERVIEW | MANISH THAPLIYAL

## 'Millennials ruling the roost'

Brands must strategise on content buyers like to pass on

LALATENDU MISHRA

Millennials (or those born between 1980 and 2000), who constitute a significant part of the consumer base, are virtually forcing brands to change the way they operate, says Manish Thapliyal, head of operationsnorth India, Rediffusion Brand Solutions in an interview. Excerpts:

With millennials taking centre stage, how challenging is it for

marketers and brands to sell products and services?

■ As per some studies, the attention span of the average millennial has dropped from 12 seconds in 2000 to 8 seconds now. So, brands need to keep an eye on ever-shifting trends and have their marketing content adapted.

Given the omnipresence of social networks and ease of access to Internet over mobile devices, millennials are both uni-casting to individual friends and multicasting to masses in groups and social media pages constantly. Thus, brands need to strategise for creation and dissemination of useful, likeable, and shareable content that millennials would like to pass on to their network.

What has changed in marketing over the past 5 to 10 years?

■ Millennials love to be associated with meaningful endeavours. They expect brands to be privy of sensitive subjects that impact everyone such as the environment, gender equality, activism and inclusiveness.

They prefer value and experiences over physicality of a product.

You can't expect them to

fall for just any value propo-

differe between In the building ads a simply the m

You can't expect millennials to fall for just any value proposition

sition a brand may offer.

Why are millennials so important?

• 'Millennials' has become the mainstream term for anyone born between 1980 and 2000. Now, millennials rule the roost and are the apple of the eyes of marketers and brand strategists. Now, the word 'millennial' has become part of every marketer's vocabulary. They are reshaping India's consumption success story and are big on spending, fuelling the economy.

How different are millennials and how difficult are they to deal with? What strategies are being devised for them?

■ Millennials prefer to research on products even before they consider buying them. They read blogs, review posts, YouTube videos and go on Google Search to find all their answers.

They are also extensively and actively seeking ratings and ravings of products they are interested in. So, brands at all times need to know the major touch points of millennials on digital and ensure their positive presence and responsiveness.

What is the fundamental

difference in brand building between now and then?

■ In earlier times, brand building was about creating ads and messaging, then simply broadcasting them to the masses. Now, there are millions of ways to not only disseminate messaging but generate interactions and interest in the brand. Consumers want to talk back and let the brand know what they think about them or an ad. It is no longer a one-way street, it is a two-way expressway.

How has social media changed the way companies or brands deal with customers?

■ Consumers wield almost all of the power today. Social media has given voice to the countless who can sit anywhere on the planet and instantly let a brand know whether they liked a product. Word of mouth spreads much faster than a wildfire in the age of the Internet. Brands can no longer do as they please; consumers' opinion and needs have to be accounted for.

What new tools are brands adopting to stay relevant?

Consumers are big on looking up to their network for recommendations. Social proofing can be done through many forms. Instead of claiming big benefits, get reviews from actual users and utilise them.

Instead of wordplay, use actual photos and testimonials of real people and get them published on the brand website or relevant social media pages. Engage with customers directly instead of sending out automated robotic scripts. Create and foster user communities that are dedicated to your brand.



#### A SPECIAL PUBLICATION FROM THE HINDU GROUP

This coffee-table book opens a window to the practice of Buddhism in Japan, right from its arrival in that country 1,000 years ago to its growth through the worship of deities of Indian origin. Benoy Behl's images illuminate the pages and present an invaluable account of Japan's links with Hinduism and with its Buddhist past

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CM VK

M ND-NDE