





PORTRAIT: SHYAM KUMAR PRASAD

## FOOD CAFE: SATYA PRABHAKAR

# Growing by helping small businesses find their feet

The CEO of Sulekha.com shares with **Sushila Ravindranath** how the company's focus on expert service listings has pushed it headlong into competition with Google, and it is fighting a war without fighting to win. It aims to be the largest services marketplace brand for Indians all over the world

**HAVE MORE OR** less met Satya Prabhakar, the CEO of Sulekha.com—which is one of the earliest internet companies to come up in the country—every four years, when he has announced something new. Unlike many other such companies that got started around the same time, in 2007, Sulekha

has survived, kept up with fast-changing technology, and emerged as one of the leaders in its space.

The company's early-mover advantage began to fade with the arrival of specialised digital service players like Housejoy, UrbanClap, CarDekho, Ola, Amazon, Zomato and others, but Sulekha didn't give up. It started rein-

venting itself. Today, Sulekha.com is an AI-enabled platform for expert services. It has 73,000 paid service providers, and 2,05,000 unpaid service providers. All the paid service providers have recently successfully migrated from its platform to a dedicated business app; the company has a separate app for its consumers.

I am meeting Prabhakar to know about the changes he is making and how he is combating the competition for many of the service providers on his platform. We meet for an early morning breakfast at the Eco Cafe at Chamiers, a lifestyle store, as we always do. Chennai businessmen usually like meeting at the crack of dawn for breakfast, their favourite meal. Prabhakar orders a *masala* omelette with a lot of chillies, and I ask for French toast. We are also served fresh fruits and coffee.

Sulekha, when it was launched, was one of the most popular Indian internet media companies, connecting millions of Indians across 24 cities in India and the US. It integrated classifieds and yellow pages. At that point, it was also the largest online ticketer for Indian events and films in North America.

Although successful, it was a low-volume business, and not highly profitable. Prabhakar tweaked the business model several times. Sulekha then became a platform for trading products and services with classified advertisements. "We started focusing on small and medium scale businesses, which presented a huge potential."

Prabhakar tells me what Sulekha is not doing. "There are fulfilment focused vertical solutions such as ordering cabs, food delivery or handy-men providing either products or low-value services. Online information and payment systems like ticketing are low-volume commoditised businesses. C-to-C and ticketing services are online demand-supply brokers. We don't compete in these areas."

He says these are all high-frequency,

need-based businesses. "Here, people are sensitive to price and you don't have pricing power. You have to dominate your space to get attention. It is a global phenomenon."

He sees Sulekha as the provider of market-based expert services. "There are intelligent matchmakers. That's an MSME in the services space that do not have enough capital, enough business, no name recognition, no medium that will help them grow. They just don't have an accountable and marketing-driven channel. Customers who need them don't know whom to trust, don't know how to choose, and they are under time pressure," he says.

Small and medium businesses (SMBs), therefore, are ready for a digital disruption. That is where Sulekha comes in. As we get ourselves more coffee, he explains: "We address diverse needs across the hubs of home accommodation, business, events, training and lifestyle. We decided to focus on defined areas. Our customers' requirements are matched with the services they need. For example, if you want an event manager, we find one specific to your needs."

As we are about to finish our rather substantial breakfast, Prabhakar adds, "Business has to solve problems and people must pay for them. We have a value proposition for MSMEs to grow their business on our platform. They pay us, and it is not an expensive holding. We will tell them that they will get so much response. Sulekha provides verified matched service requests."

On competition, he says the company's focus on expert service listings has pushed it headlong into competition with Google. "In this case, we have to fight a war without fighting to win. We give differentiated higher value for the customer. You scratch a customer's problem, an innovation is hiding. We give an accountable, actionable, simple solution. It is AI-driven matchmaking."

Prabhakar adds the company has to move with the changes in mobile and digital technology. Sulekha's business app provides several advantages to service providers. They can manage their Sulekha account from the app without having to speak with any customer support executive. They can decide the volume and size of the business leads they want, depending on their business capacity and bandwidth at any given time. They can also manage their profile page, which includes contacts.

Due to the feedback system, service providers can give feedback and receive insights that can help in improving their leads into conversion. Payments and renewals have been made easy. Service providers can choose Sulekha campaign packages and opt for a range of payment options, from the app.

"We get 10 lakh service requests per month. We match them in the cloud with the service provider. Since we moved all our service providers to the app, there has been a significant increase in the conversion rate of service requests. This is due to rising smartphone penetration and greater uptake for business apps in metro cities as well as in tier-2 and tier-3 cities, amongst smaller businesses. In fact, 98% of paid service providers in the metros are using the app, and 93% in smaller cities," he adds.

As a result of all the paid service providers moving onto Sulekha's business app, there has been a surge in the number of paid service providers on Sulekha, a 30% increase was seen last year. "This move is in alignment with Sulekha's core philosophy of helping small businesses grow. We believe that digitally-engaged service providers are more likely to convert service requests," says Prabhakar.

He adds the company is not starved of opportunities. "We have to build scalable, reliable, digitally-deliverable models. We want to be the largest services marketplace brand for Indians all over the world. Moving forward constantly gives you continuous low-burn anxiety," he says as we finish our coffee.

## BUDGET 2020

# Powering up electric vehicles

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Extending the subsidy benefits of FAME-II to e-bikes will help offer more affordable products to consumers

**T**HE 2019 UNION Budget was a landmark one for electric mobility. Not only was GST on electric vehicles (EVs) slashed to 5%, the Budget also offered major incentives for buyers of EVs in the form of income-tax rebates on loan. These measures were designed to push the sale of EVs—on the top of the government's priority in recent years. These were in addition to the FAME-II scheme. However, the sale of EVs has remained largely muted; analysis suggests that 1,309 units of electric cars have been sold between April and November 2019. The industry needs a slew of measures, therefore, to address concerns on the demand and supply side. With finance minister Nirmala Sitharaman set to announce her second Budget, we hope more disposable income will be put in the hands of the consumers and there will be more sops for EVs. More importantly, the finance minister must seriously consider giving a policy push to electric bicycles.

In its annual review, the IMF said that declining consumption and investment accompanied by falling tax revenue have arrested India's once surging GDP growth. The IMF also called for "urgent" policy actions to reverse this slowdown. Cutting income tax rates and readjusting income tax slabs might be a tough call at a time when the government's revenues are shrinking, but it might also be the bitter pill the economy needs. In addition, the Indian economy needs a major fiscal policy push to increase employment and income. Also, revisions in GST slabs to create a low-tax economy need to be considered.

Earlier this year, the finance minister had announced a scrapping policy aimed at shutting out old, polluting vehicles. The policy is aimed at serving the twin objectives of reducing emissions and boosting consumer demand. The government must ensure a quick roll-out and must also lay down positive incentives for customers. The incentives may include exemption on road tax and low interest loan schemes for purchase of new commercial vehicles.

According to industry body SIAM, the commercial vehicle industry suffered a decline of 22% in sales between April and November 2019. A supportive scrapping policy can help revive some of this lost demand.

Electric bicycles have recently been categorised as EVs for tax benefits. However, electric bicycles do not get the benefits designated under the government's FAME-II initiative. We hope the government recognises the need to promote electric bicycles as much as the need to promote electric cars. While electric cars address the problem of pollution, they do not address the rising concern of traffic congestion. Electric bicycles are both eco- and space-friendly. They also offer a viable solution to the problem of range anxiety that comes with lack of charging infrastructure, as they can be easily pedalled in case of battery discharge. Extending the subsidy benefits of FAME-II to electric bicycles will help manufacturers offer more affordable products to consumers.

While the government has already announced a slew of measures to push EV production and sale including subsidies to manufacturers and loan rebates to buyers, more measures might be needed to reduce the viability gap of EVs. For example, an analysis by SIAM in 2017 found that the current viability gap for electric buses is 1.7-2.5 times a regular diesel or CNG bus on account of low battery life and high cost of replacement. Logically, the viability gap is expected to reduce over time as technology evolves, leading to reduction in battery prices. Till then, the government must support the sector in different ways to make EVs more affordable and viable. These measures can include exemption on road tax, lower power tariffs for charging EVs, exemption of parking fees for EV users, exemption of permit costs, among others.

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## BUDGET 2020

**D**ESPITE THE CURRENT slowdown, the India story still remains real and relevant. While a large part of this is attributable to global factors, the dwindling performance of certain internal factors seems to have added to the cause. The economy needs to be careful of not getting into a vicious cycle of decline in investment and retarding growth.

The encouraging part of the story is that the government acknowledges the current demand and supply challenges triggering the fall, and seems undeterred in pulling the levers to revise consumption and drive growth and investment. If one were to go by the current mood in the North Block and the recent prime ministerial consultations with industry and academia, policymakers seem determined to fix structural weaknesses—the genesis of the country's current economic predicament.

On the demand side, the government is on course to boost consumption. From a supply perspective, one can expect higher investment outlay in health, education and infrastructure. A critical growth engine will be direct taxes. One can expect measures to provide additional focus on widening the tax base, ensuring compliance, easing administration and augmenting revenue.

**Corporate tax rate cuts:** It is a welcome step to put India on a competitive

# Fixing India's Achilles heel?

There is a need to rationalise and recalibrate the existing I-T slabs

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level with other global economies. That being said, if taxes payable on shareholder profit distributions are included, on an overall basis, India continues to be a high-tax country. These rate cuts do not actually translate to an effectively low tax rate owing to the levy of the dividend distribution tax (DDT). India levies DDT at an effective rate of 20.56% on the company declaring dividends. After receiving their share of profits, post DDT, the woes of Indian resident shareholders (individuals/trusts) are aggravated by an additional levy of 10% on dividends earned greater than ₹10 lakh. For foreign investors, the 20.56% DDT becomes an additional cost

as the tax is not creditable in most jurisdictions. There is a need to relook rates or replace DDT with withholding tax.

**Cut in individual tax rates?** There is an impending need to look at rationalising and recalibrating the existing income tax slabs to achieve the objective of a more progressive tax rate structure, in line with many developed nations. To this cause, the government should look at raising basic exemption limit from ₹2.5-5 lakh and reintroduce a rate of 10%, while recalibrating other slabs. With escalating costs of education and borrowed capital for homebuyers etc, the government should consider increasing the limits under Sec-

tion 80C. While the challenge of limited fiscal bandwidth remains, the government needs to bite the fiscal slippage bullet.

India is seen as a pioneer in enacting legislative changes such as the introduction of the equalisation levy (EL) in 2016 and Significant Economic Presence (SEP) in 2018. However, these provisions are still plagued with ambiguities. The SEP provisions, instead of limiting to digital transactions, suggest a broader application to physical transactions/goods. Some of the terms used in SEP have an expansive scope and the undefined revenue threshold and user base create uncertainty for investors. That apart, there is also duplicity of taxes



with SEP, EL and software royalty operating simultaneously. The government needs to address some of these ambiguities and consciously align domestic provisions with the ongoing progress in the OECD Unified Approach and the consensus that will emerge eventually.

The ever-burgeoning litigation pendency has shown little signs of abatement. As per the FY20 receipt budget as of March 31, 2018, a total of 4,62,824 direct tax cases were pending before various appellate forums involving a tax demand of almost ₹6.23 trillion. While providing a minimum tax threshold for filing appeals by the I-T department is expected to mar-

ginaly bring down pending litigation, radical measures may be required. Adding rigour to clear the backlog of pendency before the Authority for Advance Rulings (AAR) and advance pricing agreements (APAs), coupled with the introduction of negotiated settlement by way of mediation/conciliation, is expected to go a long way in achieving this objective.

On the back of the success witnessed by the Sabka Vishwas Amnesty Scheme introduced last year for past service tax and excise disputes, the FM may play to popular expectation, and also consider introducing an immunity scheme for direct tax disputes on similar lines.

The government has showed its intent to ease processes by maximising e-filing and minimising taxpayers' physical presence. However, more work is needed on the ground to ensure a seamless experience where routine processes such as rectification of apparent mistakes, appeal effect orders of higher authorities, processing of tax refunds, and lower/nil within reasonable timelines.

In summary, amidst all the burden of a slowing economy, dampened job growth and private investments related challenges, the FM has her job cut out in this Budget to focus her energy and the government's resource to fix the Achilles heel of the Indian economic growth story.