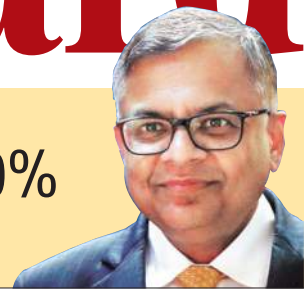


# Business Standard



THE MARKETS ON THURSDAY		
Sensex	41,170.1	▼ 152.9
Nifty	12,080.9	▼ 45.1
Nifty futures*	12,079.0	▼ 1.9
Dollar	₹71.7	₹71.6**
Euro	₹77.3	₹77.5**
Brent crude (\$/bbl)**	50.02**	59.1**
Gold (10 gm)**	₹41,575.0	₹106.0

\* (Feb.) Premium on Nifty Spot; \*\* Previous close; # Over previous close; ## At 9 pm IST; ### Market rate exclusive of VAT; Source: IBIA

## COMPANIES P2 VALUATIONS OF INDIAN UNICORNS STAGNATE

## COMPANIES P2 TATA GROUP M-CAP SOARS 40% IN 3 YRS UNDER CHANDRA

## GOVT TAKES A CALL TO SAVE STRESSED TELECOM SECTOR

After back-to-back parleys this week between the top management of telecom firms and the government, a consensus seem to have emerged on the need to save the financially stressed sector. While Vodafone Idea Chairman Kumar Mangalam Birla and Chief Executive Ravinder Takkar have been doing the rounds in the DoT and North Block over the last few days, Bharti Airtel Chairman Sunil Mittal joined in as well to seek relief for the telecom industry, faced with a bill of ₹1.47 trillion in pending dues linked to adjusted gross revenue.

## Hindujas, Cerberus to place joint bid for YES Bank stake

Hinduja Group is partnering private equity firm Cerberus Capital Management in seeking to pick up a stake in embattled YES Bank, according to people familiar with the matter. Representatives of Cerberus and the UK-based Hinduja group, run by brothers Gopichand Hinduja and Ashok Hinduja, met RBI officials earlier this month regarding the bid.

## COMPANIES P3 GST profiteering: HC stays penalty against Nestlé

Coming to the rescue of fast-moving consumer goods giant Nestlé, the Delhi High Court has again stayed a National Anti-Profitteering Authority order to recover ₹73 crore by March, for not passing on the benefit of a GST rate cut to consumers.

## States get ₹20,000 cr as GST compensation

The Centre has released ₹19,950 crore as GST compensation to states and union territories for October. Generally, the Union government releases compensation for two months and this is the first time it has given compensation for one month.

## ECONOMY & PUBLIC AFFAIRS P4 MPC waits for opportune time for a rate cut

When the Monetary Policy Committee (MPC) members met earlier this month, they decided to keep the repo rate unchanged as they wanted to maximise the impact of future rate cuts, show the minutes of the meeting. The MPC focused on letting the economy show signs of improvement, following the growth-supportive measures of the government.

### MARKETS CLOSED TODAY

Stock, currency, commodities and bond markets will remain closed on Friday on account of Shivratri.

# GMR to sell 49% stake in airport biz to French firm

₹10,780 cr deal values GMR Airports at ₹22,000 cr; pact with Tatas cancelled over airline ownership norms

ARINDAM MAJUMDER  
New Delhi, 20 February

GMR Group has signed an agreement with Groupe ADP of France to sell a 49 per cent stake in its airport-holding company. The group will raise ₹10,780 crore from the deal, which will help it pare debt. The deal values GMR Airports at ₹22,000 crore.

GMR had in March 2019 signed a definitive agreement with a Tata group-led consortium to sell 44 per cent in the company. In January this year, it decided to divest a 49 per cent stake. But despite getting clearance from the Competition Commission of India (CCI), the deal faced hurdles because it violated a clause that prevents airline groups from holding more than a 10 per cent stake in Delhi International Airport Limited (DIAL).

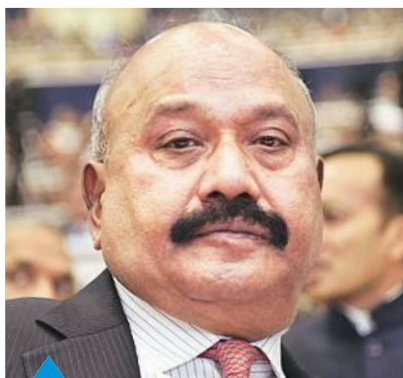
The Tatas hold a majority stake in Vistara and AirAsia India. GMR holds 64 per cent stake in DIAL.

The new deal will give a fresh lease of life to GMR Group's debt-restructuring plan, which was held up due to the regulatory hurdle for the Tata deal. GMR Infra has a debt of ₹25,660 crore in its books.

"The partnership with Groupe ADP is in line with GMR's business direction to become a global airport developer and operator," G M Rao, chairman of GMR Group said. "We have been on a journey of defining airports of the future with key focus on passenger experience by leveraging enhanced technology and offering superior amenities. With Groupe ADP, GMR will have smoother access to global markets, opening up newer avenues for business growth."

According to the company, the first tranche of ₹5,248 crore will be immediately received by the company.

"This money will help deleverage the group further and result in improved cash flows and profitability," the company said. The structuring of the deal will unfold in two phases: The first phase will be realised in the coming days for a 24.99 per cent stake. The second phase, for 24.01 per cent, is subject to certain regulatory conditions, for obtaining approvals from the Reserve



"WITH GROUPE ADP, GMR WILL HAVE SMOOTHER ACCESS TO GLOBAL MARKETS, OPENING UP NEWER AVENUES OF BUSINESS GROWTH"

G M RAO, CHAIRMAN, GMR GROUP

## FLYING HIGH

**AIRPORTS OPERATED BY GMR GROUP:** IGI Airport (New Delhi), Rajiv Gandhi International Airport (Hyderabad), and Philippines' Mactan Cebu International Airport (in partnership with Megawide)

**AIRPORTS DEVELOPED AND MANAGED BY GROUPE ADP:** Paris-Charles de Gaulle, Paris-Orly, and Paris-Le Bourget

**336.5 million**  
Combined number of passengers handled by GMR Airports and Groupe ADP in 2019, 'the highest across the world'

Bank of India. It will be concluded during the upcoming months, Groupe ADP said.

Analysts said the current deal seemed to be better than the earlier one as it would wipe out additional corporate debt of ₹18 billion and would alleviate all the concerns surrounding the corporate debt.

Turn to Page 13

## AXIS BANK IN TALKS TO BUY STAKE IN MAX LIFE

Axis Bank has entered into an exclusive agreement with Max Financial Services and Max Life Insurance to explore a long-term strategic partnership with the life insurance arm. The deal will involve Axis Bank acquiring a significant stake in the life insurer but the amount has not been finalised yet. The boards of Max Financial Services and Max Life Insurance Company on Thursday gave a go-ahead to both the companies to explore options with Axis Bank.

## CAA PROTEST FALLOUT

# Govt likely to defer key socio-economic survey

SOMESH JHA  
New Delhi, 20 February

In the possible first blow to the country's statistical system arising out of the protests against the Citizenship Amendment Act (CAA), the government may defer a key socio-economic survey because surveyors are facing the wrath of people who see it as a data collection exercise for determining their citizenship.

The decision to recommend the postponement of the National Statistical Office's 78th round of survey on "domestic tourism expenditure" and "multiple indicators", which began last month, was taken at a meeting of an expert committee, known as the working group, according to three persons in the know.

"An expert group met on Wednesday and recommended deferring the survey due to various challenges being faced by field investigators in various parts of the country. The government has to take the final call now," a person aware of the development said.

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## THE FINE PRINT

**78TH ROUND OF NSO SURVEY**  
Domestic Tourism Expenditure and Multiple Indicator Survey

**PERIOD**  
January-December 2020

**TOPICS COVERED**  
Food insecurity, household characteristics and facilities, education and skills, migration, purchase or construction of a residential place, documents such as birth certificate, use of mobile/internet connections

**OBJECTIVES**  
Collect info on tourism expenditure and for developing indicators of Sustainable Development Goals, 2030

**STATUS**  
An expert committee has recommended deferring the survey due to protests against CAA, NRC

## POWER DEMAND GROWTH LOWERED, BUT NOTHING OFFICIAL ABOUT IT

The Ministry of Power has refused to acknowledge a report by the Central Electricity Authority (CEA), its technical arm, which estimates around 20 per cent lower growth in demand than earlier forecast, sources said. This is after the demand estimates were revised and calculated using another 'econometric' methodology to arrive at more accurate results. SHREYA JAI writes

# Every penny counts as GST officers send demand notices to companies

Desperate push to meet collection target; firms receive notices for as low as ₹2

DILASHA SETH  
New Delhi, 20 February

₹5.9858630140000004! This is not a figure from an S Ramanujan-G H Hardy conversation but a demand notice given by tax officials to a company on paying interest because the goods and services tax (GST) return had overshot the deadline.

After directions from the Central Board of Indirect Taxes and Customs (CBIC) to recover goods and services tax interest, totalling ₹46,000 crore, field officials are busy sending notices for recoveries, which sometimes are in single digits.

One such client in equity information services has been asked to deposit ₹5 (after rounding off the liability cited above) as interest, another ₹2.

A company received notice for paying ₹zero, which is the approximate figure for its interest liabilities.

The strong stance regarding interest collection is aimed at meeting the

## TAX MOP-UP WOES

CGST numbers (FY20)

₹5.26trn  
Budget estimate

₹5.14trn  
Revised estimate

₹4.14trn  
Apr-Jan collection

10.4%  
Apr-Jan collection growth

21.0%  
Required growth rate for Feb-Mar

Sources: Budget documents; govt

challenging GST indirect tax revenue target for FY20.

"Records indicate that you have filed your GSTR 3B return for the period ... after due dates in which you have not calculated and paid interest liability under section 50 of CGST Act 2017 ... you are advised to deposit interest amount of ₹5... (else) appropriate legal action for recovery of interest due to delayed filing of return shall be initiated," read one such notice.

Central GST collection grew by 10.4 per cent in the April-January period and has to grow by 21 per cent in the last two months of the current fiscal year to meet the revised estimate, which was scaled down by ₹1 trillion from the Budget Estimates (of 2019-20) in the recent Budget (of 2020-21).

Experts say issuing such notices would make payers fearful and ease of doing business would suffer.

Turn to Page 13

# High-powered meet today to salvage stuck power projects

DEV CHATTERJEE  
Mumbai, 20 February

Lenders, burdened with ₹1 trillion of bad loans in the power sector, are looking forward to a new government scheme, which could salvage stranded thermal power projects and help banks recover their stuck capital.

Senior officials of the power ministry are meeting all stakeholders, including executives of NTPC, distribution companies, and banks, in New Delhi on Friday to take a call on the scheme. Floated by the new and renewable energy ministry, the scheme seeks to bundle supply from renewable power projects with thermal power projects.

"The option being discussed is to bundle renewable power with thermal power, which will help remove difficulties of intermittent power supply by renewable power sources and, at the same time, salvage stalled thermal power plants and our loans," said a banker privy to the discussions. "The bundling will help all stakeholders including consumers, power generators, distribution, transmission companies, and banks," he said.

## FEELING STRESSED

₹2.36 TRILLION

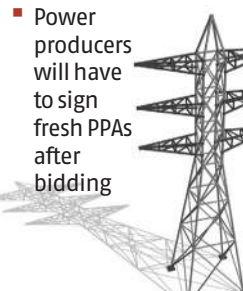
Total value of 34 stressed power projects

₹1.76 tm\* ₹60,489 cr  
Stranded Equity loans value

Note: Figures as of March 2018  
\* A few projects have completed debt resolution; Source: Parliamentary Standing Committee on Energy report/IEFA

## A WIN-WIN DEAL

- New scheme to bundle renewable energy with thermal power
- Scheme to help banks recover debt from thermal firms
- Power producers will have to sign fresh PPAs after bidding





# Car sales continue to slip, down 4.6%

Overall vehicle sales skidded by 7.13% YoY in Jan to 290,879 units

ARINDAM MAJUMDER  
New Delhi, 20 February

Sales of vehicles have continued to decline, with automobile dealers saying that confidence is yet to return among buyers as many customers are holding back their decision to buy cars.

However, green shoots are visible especially in rural areas, with tractor sales showing an uptick. Retail sales of vehicles declined by 7.13 per cent year-on-year (YoY) in January to 290,879 units, according to the data released by Federation of Automobile Dealers Associations (FADA), the apex body of auto dealers on Thursday.

Retail sales are typically subdued in January after a brisk business in December. However, subdued consumer sentiment and persistent slowdown in the economy have added to the drop in demand this year.

"Auto sales continued to be in the negative territory in January, except for three-wheelers, with many consumers not buying any vehicle," said FADA President Ashish Kal, adding that the transition to BS-VI emission norms also delayed purchases.

Retail sales of passenger vehicles, the largest component of the pie, fell by 4.61 per cent YoY in January to 290,879

## VEHICLE REGISTRATION DATA

■ Jan '19 ■ Jan '20

Category	Jan '19	Jan '20	% change
<b>Two-wheelers (in units)</b>	1,389,951	1,267,366	-8.82
<b>Three-wheelers</b>	58,178	63,514	9.17
<b>Commercial vehicles</b>	88,271	82,817	-6.18
<b>Passenger vehicles</b>	304,929	290,879	-4.61
<b>Tractors</b>	43,924	46,170	5.11
<b>TOTAL</b>	<b>1,885,253</b>	<b>1,750,746</b>	<b>-7.13</b>

SOURCE: FADA

units, according to FADA data.

January was the second consecutive month of decline in showroom sales of passenger vehicles after two months of marginal recovery in October and November, when automakers had offered record discounts to entice customers. However, with a dip in economic activity and overcapacity with fleet owners on account of an increase in freight carrying capacity of trucks, sales of heavy commercial vehicles slumped 6.89 per cent to 82,187 units in January.

Most manufacturers witnessed decline in wholesales last month as production was reduced to control inventory of BS-IV emission norm-compli-

ant vehicles and gradual increase in dispatches of BS-VI compliant units at dealerships. The new emission norms will be effective from April 1.

"With weak demand situation, liquidation of inventory of BS-IV vehicles is the top focus for dealers and FADA has already appealed to all manufacturers to switch over completely to BS-VI vehicles.

The past 14 months have seen one of its toughest times in auto sales. Therefore, FADA has requested original equipment manufacturer's (OEM's) that any BS-IV vehicle billed further, which is not against specific customer orders, to be returned to avoid financial loss to dealers," Kale said.

# GST profiteering: Nestlé gets stay from Delhi HC

DILASHA SETH  
New Delhi, 20 February

Coming to the rescue of fast-moving consumer goods giant Nestlé, the Delhi High Court has again stayed National Anti-profiteering Authority's (NAA's) order to recover ₹73 crore by March for not passing the benefits of the goods and services tax (GST) rate cut to consumers.

The stay, granted through an order issued on February 10, was given on grounds that Nestlé had already paid ₹16.58 crore of the total demand of ₹89.73 crore.

The NAA had in December upheld profiteering allegations on the ground that the firm had not passed on the benefits of reduction in GST in respect of various products. Nestlé had challenged the

order on the ground that the NAA had passed the same suo motu and not on the basis of written complaint, which was impermissible. Besides, it argued that while the matter was heard by four members, the NAA order was signed by only three members and was passed beyond the mandatory period of three months.

The NAA noted that the methodology adopted by Nestlé to pass on GST rate cut was "illogical, arbitrary, and illegal, which has resulted in unfairness and inequality while passing on the benefit of tax reduction".

MS Mani, partner, Deloitte India, said the absence of a prescriptive methodology for determining profiteering had made it difficult for conducting businesses.

"They will hope for some



The stay was given on grounds that Nestlé had already paid ₹16.58 crore out of the total demand of ₹89.73 crore

relief considering the practical challenges faced during the initial period of GST introduction," he said.

According to the anti-profiteering rules under GST,

"benefits of input tax credit should have been passed on to the recipient by way of commensurate reduction in prices". The next date of hearing is May 20.

A Nestlé India spokesperson told *Business Standard* earlier that "...the benefits largely have been passed on by way of reduction of MRP or by way of increase in grammage. On SKUs (stock-keeping units), where it was not practicable to pass on the benefits, say for example Nescafé single-serve packs for ₹2, or Maggi noodles ₹5 packs, the benefit has been passed on other pack sizes within the same product category".

The Delhi HC on Tuesday also stayed a show-cause notice by NAA to Johnson & Johnson for allegedly profiteering by not passing on the benefit of rate cuts. J&J argued that the calculation of profiteering of ₹42.7 crore was based on "arbitrary, unreasonable and capricious methodology".



# Axis in talks to buy stake of Max Life

SUBRATA PANDA  
Mumbai, 20 February

Private sector lender Axis Bank has entered into an exclusive agreement with Max Financial Services and Max Life Insurance to explore a long-term strategic partnership with the life insurance arm.

The deal will involve Axis Bank acquiring a significant stake in the life insurer, but the quantum has not been finalised yet.

The boards of Max Financial Services and Max Life Insurance Company on Thursday gave the go-ahead to both companies to explore options with Axis Bank.

According to Insurance Regulatory and Development Authority (Irdai) norms, any entity holding more than 10 per cent stake in a life insurance company is termed a promoter. If the stake is less than 10 per cent, the entity will hold the status of investor.

Axis Bank already holds 2 per cent in Max Life Insurance. Max Financial, which is the holding company of Max Life, holds 72.5 per cent in the life insurer, with Mitsui Sumitomo holding 25.5 per cent stake in the life insurer. Max Life is the largest non-bank-owned life insurer in the country.

Axis Bank is a bancassurance partner of Max Life Insurance, wherein it sells the latter's products as a corporate agent. The new premium generated through this arrangement has aggregated to over ₹12,000 crore over a period of 10 years, while maintaining high persistency.

Apart from Axis Bank, Max Life's bancassurance partners include YES Bank and Lakshmi Vilas Bank. Axis also has similar partnerships with state-owned life insurance behemoth Life Insurance Corporation and Bajaj Allianz Life Insurance Company.

Amitabh Chaudhry, managing director and chief execu-



**"The strategic interest of Axis Bank in Max Life will allow both companies to work towards an enduring future for policyholders and other stakeholders"**

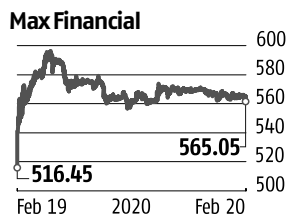
**ANALJIT SINGH**  
Founder and chairman,  
Max Group



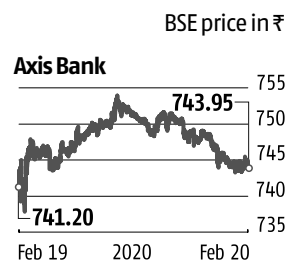
**"We have had a long-standing bancassurance relationship with Max Life and the ongoing discussions are a step further to deepen and strengthen this strategic partnership"**

**AMITABH CHAUDHRY**  
MD and CEO,  
Axis Bank

## TAKING STOCK



Compiled by BS Research Bureau



Source: Bloomberg

utive officer of Axis Bank, said: "We constantly keep assessing strategic opportunities and we see a potential for greater participation in the under-penetrated life insurance space."

He added: "We have had a long-standing bancassurance relationship with Max Life and the ongoing discussions are a step further to deepen and strengthen this strategic partnership. The successful completion of the proposed transaction is expected to create significant value for all stakeholders." Max Group Founder and Chairman Analjit Singh said: "The strategic interest of Axis Bank in Max Life will lead to the much-awaited permanence and allow both companies to work towards an enduring future for policyholders and other stakeholders. We also

believe that the potential transaction will provide a fillip to the life insurance sector overall."

The proposed transaction will be subject to regulatory approvals and corporate authorisations, satisfactory completion of due diligence, and execution of definitive documentations. According to sources, Max Life and Axis Bank had earlier approached Irdai for a deal, but it did not materialise as the insurance regulator had some reservations.

HDFC Life and Max Life had agreed to merge in 2016, but the deal did not go through.

In the first nine months of FY20, the value of new business written by Max Life stood at ₹576 crore, with year-on-year growth of 24 per cent.

More on business-standard.com

# Govt takes a call to save stressed telcos

No relaxation likely on AGR, but ministries fine-tuning plans to offer relief to firms

MEGHA MANCHANDA  
New Delhi, 20 February

After back-to-back parleys this week between the top management of telecom companies and the government, a consensus seems to have emerged on the need to save the financially stressed sector.

While Vodafone Idea Chairman Kumar Mangalam Birla and Chief Executive Ravinder Takkar did their rounds of the Department of Telecommunications (DoT) and North Block over the last few days, Bharti Airtel Chairman Sunil Mittal joined in as well to seek relief for the telecom industry faced with a bill of ₹1.47 trillion in pending dues linked to adjusted gross revenue (AGR).

There's no official word yet from the DoT on what measures were being planned to offer relief, but a senior official on Thursday said, "We are doing everything to save the health of the sector." A source said the DoT and the Finance Ministry were looking at many steps to bring back the sector on track and that a "monopoly" situation was not desirable. A telecom fund to give loans to operators is among the measures being discussed.



**Bharti Airtel Chairman Sunil Mittal at Telecom Minister Ravi Shankar Prasad's office, on Thursday. Mittal said the sector required 'rationalisation' in levies**

PHOTO: PTI

The Union government is of the view that there can be a debate on the quantum of payment and penalty but not on the fact that the companies have to make the payments.

In fact, Tata Teleservices, which paid ₹2,197 crore as full and final in AGR dues on Monday, will be issued a notice seeking full payment of dues as per the Union government's calculation. The company's dues are estimated at around ₹14,000 crore. To press its point,

the DoT is expected to issue notices to all telcos to pay their dues by March 17.

Mittal, who met Telecom Minister Ravi Shankar Prasad on Thursday, said the sector was heavily taxed and required "rationalisation" in levies. He didn't comment on AGR dues issue.

To cross-check the AGR dues claims of the telcos, the government has decided to verify their accounts during the last few years in a random fash-

ion. In the case of Tata Teleservices, DoT would ascertain whether the full payment claims made by the company were genuine or not. On the issue of invoking bank guarantees of the companies in case of payment default, DoT is awaiting legal opinion it sought on the AGR issue. The department, under the unified licence agreement, can invoke bank guarantees and convert it into a cash security if the service provider violates any term of the licence. The ministry has sought views on whether the guarantees should be invoked before March 17 (next date of the SC hearing).

**Unpaid licence fee of telcos amounts to ₹22,589 crore, while interest and penalties took the total liability to ₹92,641 crore, said PTI quoting sources**

"The government has to ensure that the telecom companies comply with the order of the Supreme Court. They have started making payments and have so far paid ₹15,700 crore," the official said. The government has to ensure that the health of the sector is not impacted and that the Union government meets its obligation towards the customers, according to the official.

It is learnt that during the meetings with the government

this week, many telcos conceded they should have paid their dues after 2011, rather than waiting so long. In 2011, the matter was shifted from the SC to the Telecom Disputes Settlement and Appellate Tribunal (TDSAT) for interpretation of the heads and computation thereof.

The AGR dispute started in 2003. On October 24, 2019, the SC ruled that AGR for telcos should include all revenues accrued to carriers, including that from non-core activities, upholding the DoT's stance. The firms paid 90 per cent of the amount due to the government in 2003. They were supposed to pay the remaining 10 per cent to the government, along with interest, penalty and interest on penalty.

On February 14, SC had rejected the modification applications of Bharti and Vodafone Idea seeking relaxed payment scheme for the AGR dues. The top court directed the companies to make payments immediately, prompting the DoT to issue letters to telcos last Friday that payments must be made by the same midnight.

# IL&FS to seek lenders' nod for road asset sales via e-voting

AMRITHA PILLAY  
Mumbai, 20 February

Resolution for IL&FS's five road assets hangs in the balance as bid validity for these projects is set to expire by month-end. In a last-ditch effort to finalise the sale of these assets, the group will now seek lenders' approval through e-voting.

"The bids for the five road projects will expire on February 29. As the next date of hearing for IL&FS at the National Company Law Tribunal is not before that, the group is trying to get lenders' approval through e-voting," said a person privy to the

development. The person added: "The e-voting process for some of these projects commenced earlier this month. For all five, it is expected to conclude before the deadline." An IL&FS spokesperson confirmed the e-voting.

According to an affidavit, the group reached out to bidders, seeking extension of bid validity. However, they rejected the proposal in the absence of clarity on the timeline of issuing letters of intent.

In December 2018, a public bid process was initiated for sale of 14 road assets. In August 2019, the group received binding bids for 10 of these assets, for a com-



**The bid validity for 5 projects is set to expire on February 29**

pared bid value of about ₹13,000 crore. Of the 10 projects, IL&FS group decided to go ahead with bids for only five, as the remaining were significantly lower than

the fair market value. In October, the new management decided to consider monetising the remaining nine assets under the Infrastructure Investment Trust (InvIT) model.

The Chenani-Nashri Tunnel, Hazaribagh-Ranchi Expressway, Jorabat Shillong Expressway, Pune Sholapur Road Development Company, and Jharkhand Infrastructure Implementation Company are the five assets for which bids were higher than fair market value.

"The bid value for these five projects is ₹7,489 crore, against a debt of ₹10,500 crore and fair market value of ₹7,200 crore,"

said the person quoted earlier. The group is now seeking lender approval to finalise the sale of these five projects, before the binding bids expire.

In October, the government-appointed management committee for the group said it expected at least half the group's debt to be resolved, recovered, or restructured — and to complete a significant portion of this by March 2020.

A lender approval will help IL&FS's new board to take timely steps to expedite the resolution for these assets, subject to receipt of nod from retired Supreme Court judge DK Jain, and other regulatory approvals.











# Shoppers to shopping

Consumers look for quality, differentiated experiences across categories, finds a Kantar study; Amazon, Flipkart say the focus is on relationships

TE NARASIMHAN  
Chennai, 20 February

What consumers want and how can companies cut down friction at the digital cash counters? These are questions that never go out of fashion in the ever-evolving landscape of Indian e-commerce. However as a new study by Kantar eCommerce On shows, these may not be the best questions to ask; instead, consumers are saying, stop treating online consumers as a discount-seeking universal mass and ask what the category demands in terms of convenience, trust and quality.

"A few years ago, prices and value were the key drivers. Today, quality is as important an expectation," says Sushmita Balasubramaniam, commerce lead, South-Asia, Insights Division. The evaluation of quality (and convenience and intent to purchase) clearly differs by categories, the study showed. For instance, for consumer goods such as 'soft and hot drinks,' Indian shoppers are very similar to their global counterparts and treat it as a routine purchase, while they are highly exploratory when it comes to fashion.

Similarly, the exploratory mode is on for banking and financial products and within the category, the older group of shoppers behaves differently from the rest. Groceries, the next frontier for e-commerce giants, sees consumers seeking freshness (looking for cues such as daily produce, quality checks and freshness of delivery). But for clothes, buyers go by the platform it is sold on and so on.

## Many sizes fit one

It is not just important to treat the mass as a mix of diverse con-



## CUSTOMER SPEAK

- Focus beyond discounts, it all comes down to product quality
- Set up one-stop solutions, but do not treat all consumers the same
- Behaviour changes according to the category of purchase, follow the cues to offer customised solutions for each

Source: Kantar

sumer needs and wants but to also look at each customer as a mix of mindsets and behavioural patterns.

Flipkart and Amazon are the dominant platforms for purchase, the study showed but emergence of specialist players like Nykaa for cosmetics or BigBasket for fresh food is changing the game. In terms of customer satisfaction Pepperfry ranked in between Amazon and Flipkart in home decor space, while Nykaa ranked more than the two e-tail giants in beauty and cosmetics, as per the study.

A spokesperson for Amazon India said the company believes in three pillars of customer experience, building wide selections, enabling the

platform with processes that can make it possible to provide great value, and ensuring fast delivery. The aim is to build lasting relationships.

Balasubramaniam said, after the initial growth, e-tailers faced a challenge getting in the next set of consumers, due to multiple reasons, including the advantages that offline retailers enjoy. The offline retailer plays a focal role in many categories and displacing this relationship will take much more than just wooing consumers (with special offers and sales, for instance).

Amazon and Flipkart agree. The spokesperson for Amazon said that customers will only shop with them until they find a

better experience elsewhere and the platform is focused on continually developing a better experience. The Flipkart spokesperson said they are focusing on improving efficiencies in deliveries, enhancing the search and discovery functions for its diverse customer base and other innovations.

## The voice factor

The relationship with the retailer is important due to shoppers being unfamiliar with online processes and many online portals are now addressing these challenges, said Balasubramaniam. Voice is the game changer in this context.

Many online portals have voice assistants speaking in many tongues, simplifying the process immensely while addressing issues of trust. Flipkart has one that speaks in Hindi and English while Amazon's Alexa too speaks in many tongues. Apart from infusing a sense of familiarity into the retail process, vernacular voice assistants are also able to understand the nuanced needs of the online buyers and relay them back to the e-commerce data teams. This helps fine-tune the process further.

For instance, Amazon India found that almost 80 per cent of the customers who shopped on Amazon.in during the last festive season came from tier two and three towns and over 50 per cent of its sellers are also from tier two and beyond cities.

Hence, Amazon Pay was developed as a one-stop payment counter, from booking gas cylinders to bus tickets, movie tickets, flight tickets, movie recharges and more.

The focus is also on increasing affordability through services, the spokesperson said. The Flipkart spokesperson said that they have an array of fintech solutions for the consumer and these serve the larger goal of onboarding the next 200 million customers.

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## GMR...

"We view this as positive as GMR has been able to enter into a deal at a higher valuation and raising higher cash, which will be utilised to eliminate entire corporate debt. Along with sale of GMR Kamalanga, this will wipe out the entire corporate debt. Key risk is the approval of the deal by regulatory authorities. This is a less problematic than the earlier transaction," said Mohit Kumar of IDFC Securities.

Groupe ADP said the acquisition fit within Groupe ADP's strategy. "This will constitute a growth driver in the medium term, and also a transforming position for the group in one of Asia's and the world's fastest growing country," said Augustin de Romanet, chairman and CEO at Groupe ADP.

## Govt likely...

One major challenge faced by surveyors is the lack of cooperation by households, as they are either being shown the door or attacked during their work, putting their lives at risk. People fear that survey officers are collecting data that can be used for determining their citizenship.

The survey, scheduled to be conducted during January-December 2020, is aimed at mapping the multiple indicators of the United Nations' Sustainable Development Goals 2030 for the first time and is collecting information on migration patterns of citizens and purchase of houses, among other things.

What has complicated the matters further are the questions that are being asked

in this round of survey. Sample this: Did the person stay in the same place for at least six months? What was the last place of residence? Are household members planning to move out? Which country did the household member last live in?

Then, there are basic questions which are also seen suspiciously by citizens. For instance, a question on their religion, on whether they possess a birth certificate or about a place of residence purchased after March 31, 2014.

The NSO has received complaints from various states, including Uttar Pradesh, Kerala, Maharashtra, Bihar, and Karnataka. But the most affected state is West Bengal, where no household surveys are being conducted at present.

"The 78th round began in a few places but the resistance started pouring in and safety of field officers became an issue. Surveyors were attacked and gheraoed. Even the district administrations said it was not the right time to conduct any survey," a senior NSO officer in West Bengal said.

## Every penny...

Businesses registered under GST (other than under the composition scheme) are required to file GSTR-1 for outward supplies for a month by the eleventh day of the following month, and GSTR-3B, which is a summary return for sales and input tax credit (ITC), by the 20th.

Besides a late payment fee of ₹100 a day for central GST and a matching amount for state GST, the law provides for a levy of 18 per cent penal interest. The CBIC has clarified that taxpayers can pay part of their liabilities in cash and the rest through adjustments in input tax credit.

Rajat Mohan, partner, AMRG Associates, said: "Tax authorities need to be cautious and concerned at the plight of taxpayers who are burdened with a new law and plethora of technological glitches."

The CBIC, in a letter on February 10, had asked field officials to initiate recovery proceedings against those who had not cleared interest liabilities.

Then there is the issue whether interest would be charged on gross tax liabilities or net cash liabilities, which take into account the ITC of the companies in the system.

M S Mani, partner, Deloitte India, said businesses would appreciate if clear instructions were issued to the tax authorities to compute interest only on the net amount of the GST payable in cash. "This would also be in line with the recent decision of the Madras High Court."

The Madras High Court, in its recent decision in the case of Refex Industries Limited v. The Assistant Commissioner of CGST & Central Excise, held interest could be levied only on the belated cash component of tax and not on ITC.

The CBIC has asked interest to

be collected on gross tax liabilities and not on net cash liabilities despite the decision by the GST Council in December 2018 to this effect.

The board has taken a view that interest liabilities will be calculated on net cash liabilities prospectively and not retrospectively as the change is yet to come into force with amendments from Telangana and West Bengal awaited.

"In this regard, the provisions of Section of Section 50 are very clear that interest liability is required to be paid on the tax liability that is paid belatedly, either through cash or through utilization of input tax credit (ITC). In other words, interest is required to be paid on total tax amount of tax liability as shown in Form GSTR 3B," the CBIC letter said.

## High-powered...

If the scheme takes off, it will help banks to make less provision in the coming quarters for the power sector loans.

According to the new scheme, the unpredictable nature of renewable energy like solar and wind often leads to low capacity utilisation of the transmission system. This often leads to distribution companies buying balancing power for grid stability and meet the shortfall. The scheme will lead to "reverse bundling", wherein high-cost thermal power will be allowed to be bundled with cheaper renewable energy, and provide round-the-clock electricity to the distribution companies.

The scheme mandates the electricity producer to supply 51 per cent of the annual energy supplied via renewable power and the rest from thermal sources.

Banks, who are already taking steep haircuts on power sector loans, are hopeful that the scheme will take off. Last week, State Bank of India-led consortium took a 68 per cent haircut on Suzlon's debt worth ₹11,460 crore. Banks have also sold stranded projects by GVK in Punjab to Deutsche Bank and GMR Chhattisgarh to the Adani group - at a huge haircut after their previous promoters failed to repay debt. Deutsche Bank is also in race to takeover Jindal India Power by offering ₹2,400 crore to banks as against its debt of ₹7,600 crore. At least 34 power projects with 26 GW of electricity producing capacity are currently stranded.

Bidders for the new scheme will be asked to sign fresh 25-year power purchase agreements either with the Solar Energy Corporation of India or NTPC. They will also sign power supply sale agreements (PSAs) with customers like the distribution companies or bulk consumers

When contacted, Ashok Khurana, director general of the Association of Power Producers, said the scheme would also help with the utilisation of untied thermal power capacity, considering that the new super critical coal based thermal power plants have quite high ramp rate, which can be effectively utilised to provide combined renewable energy blended 24-hour power.

"The emphasis is not only on the green power but also to ensure that combined power generated improves the safety of the grid and provides clean power to the consumer by optimum utilisation of the grid," Khurana said. "It's a win-win deal for all."



# Manufacturers, retailers flock to ministries

ARNAB DUTTA

New Delhi, 20 February

Industry bodies, lobby groups, and key players are flocking to Union ministries and departments amid fears of disruption in business across sectors.

As the government opened its door to the business community, seeking suggestions to minimise the impact of the impending crisis arising out of the coronavirus epidemic, many are using this to peddle their interests.

From a rollback of customs duty on key electronic components to fast-tracking the delivery of goods imported from China, players are looking for incentives.

Several industry bodies like MATT, the Indian Cellular and Electronics Association (ICEA), and the Consumer Electronics and Appliances Manufacturers Association (CEAMA), which represent major electronics, appliances and handset players in the country, have made representations to the government for a rollback of customs duty on electronic components.

With the supply of components from China in shortage now, the groups want higher duties on components postponed.

The finance minister announced in the Budget a change in the duty structure for a range of components for mobile handsets, air conditioners (ACs), refrigerators, and electric vehicles. Customs duty on key mobile parts like



**Daegu, the fourth-largest city in South Korea, being sanitised following an outbreak after 90 people, who worshipped at a church there, showed symptoms of infection** PHOTO: REUTERS, AP/PTI

the printed circuit board assembly (PCBA), the display assembly, and touch panel were raised by 10 percentage points. For compressors and small motors — used in ACs, refrigerators, washing machines, and air coolers, among other appliances — customs duty was raised by 2.5 percentage points.

While some argue, with no local supply chain existing and these items continue to be imported, mostly from China, higher duty on these will further increase production cost. The data from the department of commerce shows during 2018-19 mobile components worth over ₹50,500 crore were imported from China, while those for ACs and AC parts, the figure was ₹4,000 crore.

Kamal Nandi, president of CEAMA, and executive vice-president of Godrej Appliances, said while the intention was good, it would

lead to price escalation in the short run on products like refrigerators, ACs, coolers, washing machines, air purifiers, and chest freezers.

Reduction in goods and service tax (GST) rates on ACs and large-screen TV sets (from 28 per cent to 18 per cent) will help manufacturers and buyers absorb some of the increase in cost and spur demand.

“The government’s approach of levying higher duties on imported components to push players towards local manufacturing is flawed. Rather, it should facilitate creating a robust local ecosystem. Manufacturers are now under pressure and it is obvious they will seek duty cuts,” said Navkendar Singh, research director, IDC.

However, some industry veterans said companies were trying to influence the authorities by using the ongoing cri-

sis as an excuse. A group of electronics manufacturers, for example, are seeking the removal of bureaucratic or operational hurdles for incoming shipments. This, along with logistical incentives from the government, they argue, will help reduce their cost.

According to Avneet Singh Marwah, chief executive of Superplastronics, a brand licensee for Kodak and Thomson TV, they have asked finance ministry officials for fast-tracking component deliveries, avoiding any hurdles at customs. “A smoother transport corridor, along with priority release of shipments from Mumbai port, will reduce travel time by a couple of days. Given the rising cost and crunch in supply, it is imperative the government incentivises local manufacturers,” he said.

Sources said finance ministry officials had given a verbal assurance to manufacturers on the proposal.

The Confederation of All India Traders (CAIT), which represents 70 million traders of the country, is lobbying against e-commerce giants like Amazon and Flipkart. It has approached the prime minister on this.

In a letter to PM Narendra Modi, CAIT has urged close scrutiny of imports of Chinese goods by e-commerce firms.

“Immediate steps are needed to provide a package to Indian traders and small industries to strengthen their production capacity so that the supply chain is not disturbed,” it said.

## India will send third flight to Wuhan to evacuate 100 more

India will be sending a third flight to Wuhan, the epicentre of the coronavirus outbreak in the Hubei province of China, to evacuate nearly 100 Indian citizens.

The country had recently evacuated over 640 of its citizens from Wuhan. Yet, an unknown number of Indians remain in the area and their number is being ascertained,

the ministry of external affairs (MEA) said on Thursday. India is also awaiting a go-ahead from Japan to evacuate its 132 citizens on board the luxury cruise liner

'Diamond Princess', which is docked off the coast of Japan with hundreds of positive cases of coronavirus infection.

**SUBHAYAN CHAKRABORTY**