

Business Standard



COMPANIES P2
**DIFFICULT TO RUN BIZ AFTER ME:
K K MODI IN UNPUBLISHED BOOK**

COMPANIES P3
**BIGBASKET EYES IPO
IN NEXT THREE YEARS**



PUBLISHED SIMULTANEOUSLY FROM AHMEDABAD, BENGALURU, BHUBANESWAR, CHANDIGARH, CHENNAI, HYDERABAD, KOCHI, KOLKATA, LUCKNOW, MUMBAI (ALSO PRINTED IN BHOPAL), NEW DELHI AND PUNE

How markets performed last week

	Index on Feb 28, '20	*One-week	% Chg over Dec 31, '19
Sensex	38,297	-7.0	-7.2
Nifty	11,202	-7.3	-7.9
Dow Jones	25,409	-13.0	-11.0
Nasdaq	8,567	-12.1	-4.5
Hang Seng	26,130	-5.4	-7.3
Nikkei	21,143	-10.0	-10.6
FTSE	6,581	-11.5	-12.8
DAX	11,890	-13.0	-10.3

*Change (%) over previous week Source: Bloomberg

GST COLLECTIONS MOVE UP 8.3% TO ₹1.05 TRN IN FEB

The Goods and Services Tax (GST) collection crossed the ₹1-trillion-mark for the fourth month in a row in February, at ₹1.05 trillion. The figure, which grew 8.3 per cent year-on-year (YoY) in the month, was a tad lower than the ₹1.1 trillion mopped up in the previous month. The GST collection had grown 8.1 per cent YoY in January. The mop-up could have been much higher, but tax on imports fell 2 per cent YoY. The earlier collection target for the fiscal year 2019-20 required the mop-up in January and February to be at ₹1.15 trillion each. **6▶**

ON MONDAY

BANKER'S TRUST Have our bankers forgotten to lend?

No and yes. The rules of the game have been changed forever....
TAMAL BANDYOPADHYAY writes

POLITICS & PUBLIC AFFAIRS Hitting two birds with one stone



SATYAVRAT MISHRA explains politics behind Nitish's anti-NRC move and bonhomie with Tejaswini.

STATSGURU India's growth risks

Markets on edge as corona spreads

Weak economic data, rising cases spook investors further

SAMIE MODAK & SUNDAR SETHURAMAN
Mumbai, 1 March

There seems to be little respite in sight for the markets — which have just seen their worst week in a decade — as the impact of coronavirus has started reflecting in economic data.

Factory activity in China, the global engine of growth, has contracted at the fastest pace on record with China's official Purchasing Managers' Index (PMI) falling to a fresh low of 35.7 in February against 50 in January.

Further, China and South Korea continued to report more coronavirus cases over the weekend, while the US, Australia, and Thailand reported their first cases of death.

"It's going to be a tough period," said Shankar Sharma, founder and vice-chairman of First Global. "Coronavirus is a serious problem and can lop off quite a bit from global growth."

The Sensex and Nifty crashed nearly 4 per cent on Friday — the biggest single-day fall since 2015 — to end at 38,297 and 11,202, respectively. Both indices are down nearly 9 per cent from their all-time highs in mid-January.

P10 PERSONAL FINANCE
Virus impact may be short-lived

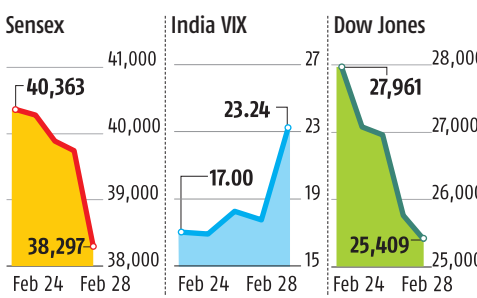
P12 THE SMART INVESTOR
Valuation may fall further

P13 BUSINESS LAW
Accounting for coronavirus

P11 ECONOMY & PUBLIC AFFAIRS
Firms stare at prospect of airlifting raw material



BEARS IN THE RING



FEAR TAKES OVER GREED

India has struggled even when global growth has been robust. With a sharply lower global growth forecast, India's could get softer

SHANKAR SHARMA, Founder & vice-chairman, First Global

A lot of people have gone short, and if markets do not fall further, there could be widespread short-covering

U R BHAT, Director, Dalton Capital Advisors India

Jio seeks govt's nod for trial of self-designed 5G

SURAJEET DAS GUPTA
New Delhi, 1 March

In a first by an Indian telco, Reliance Jio has sought permission from the government to undertake 5G trials based on technology and design developed by it. Sources familiar with the development said that if the 5G technology foray was successful, the design and technology for equipment could be outsourced for manufacturing to third-party players.

The move comes on the heels of Jio deciding to broaden its 5G trial runs with Chinese giant Huawei Technologies, Ericsson, and Nokia Networks — and not limit them to South Korean giant Samsung.

ENTER THE NETWORK



Jio to undertake trial runs, test its own design and tech

Has signed up with top vendors from Europe and China, besides Samsung

Govt pushing for Indian standards in 5G network

Trai had drafted recommendations for incentivising indigenous design, manufacture of equipment

Samsung was earlier the sole supplier for core equipment to Jio for 4G services, despite competition and aggressive bidding by

Chinese gear makers. A Reliance Jio spokesperson declined to comment on the development.

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Car sales remain in slow lane

ARINDAM MAJUMDER
New Delhi, 1 March

Sales of vehicles continued to decline in February, with carmakers shifting focus to disposing of existing stocks, before the transition to a new emission regime. Companies also said confidence was yet to return among buyers, with many holding back their decision to buy cars.

Carmakers focused more on aligning inventories, as dealers wanted to exhaust existing stocks of BS-IV vehicles before pushing new stocks, because the deadline to shift to the BS-VI platform on April 1 is round the corner.

Carmakers also forecast that a continuous shut-down in China due to the spread of coronavirus would start affecting supply chains. **Turn to Page 5▶**



ON ROUGH TERRAIN

Company	Feb 2019	Feb 2020	% change
Maruti Suzuki	148,682	147,110	-1.1
Hyundai	54,518	48,910	-10.3
Tata Motors	57,221	38,002	-33.6
Mahindra & Mahindra	56,005	32,476	-42.0

Source: Companies

Govt, Sebi at the table over RPTs

Centre wants Companies Act and watchdog's regulations on related-party transactions consistent with one another

RUCHIKA CHITRAVANSHI
New Delhi, 1 March



VARYING OPINIONS

MCA	SEBI
Threshold in relation to turnover of the company	Shareholder approval not required for breaching threshold
Under LODR, shareholder approval required	Sebi's limit related to consolidated turnover of the entity
	LODR defines what is related-party transaction, the Act doesn't

The Ministry of Corporate Affairs (MCA) is holding consultations with the Securities and Exchange Board of India (Sebi) to iron out inconsistencies between the Companies Act and the Sebi (Listing Obligations and Disclosure Requirements, or LODR) Regulations over related-party transactions (RPTs). "There is some difference in yardsticks between the Act and LODR, which can lead to a situation where a listed company has to comply with both. It may leave the company in a very awkward situation," a senior government official said. The government wants to remove certain complexities, and make both the guidelines consistent with one another. "Sebi can be the gold standard. But we have to have a common approach," the senior official said. To begin with, the scope of a related party is much larger under Sebi's rules. As an extension to Companies Act norms, LODR states that any person or entity belonging to the pro-

vider or promoter group of the listed entity and holding 20 per cent or more of shareholding in the listed entity shall be deemed to be a related party. The Act itself follows a "principle of arm's length in normal course of business". The MCA is of the opinion that a principle-based approach is better than a definition as it keeps the law simpler. "If anyone is found to be in contravention of the principle, he can be investigated or prosecuted," the senior official said. Last year in November, the MCA in an order revising the rules for RPTs did away with monetary threshold and kept it at 10 per cent of the turnover, to bring the law to parity with Sebi's. Some differences still remain. While Sebi counts the related party share as part of the consolidated turnover, the MCA takes only the share in a single legal entity into account. Moreover, in the Act, transactions on the basis of arm's length and ordinary course of business will not require shareholder approval even if they breach threshold limits. But as per LODR all such transactions require shareholders' nod. Also, the Companies Act prescribes different thresholds for different nature of transactions. Under LODR, a single threshold has been prescribed for all nature of transactions. These loopholes in the current provisions under the Act, experts say, give leeway to corporations to escape approvals. "A particular RPT may require shareholders' approval under LODR, but not under the Act, and vice-versa, therefore there is a need to bring parity... the MCA should also consider reviewing the subjectivity in the board and shareholders' approval process under the Act," said Ankit Singh, partner, Corporate Professionals. Sebi has proposed to tighten the norms governing RPTs at listed companies in order to prevent their misuse, and safeguard the interests of minority shareholders. The regulator has proposed widening the definition of related party and RPTs, changing the threshold for determining RPTs, and tighter disclosures and approvals. A nine-member expert panel led by Ramesh Srinivasan, managing director of Kotak Mahindra Capital, recommended a change in the definition of related party to cover any person or entity that directly or indirectly exercises control, irrespective of shareholding.

RBI governor to hold meet with bank CEOs today

Rate transmission and coronavirus implication on the agenda

ABHIJIT LELE
Mumbai, 1 March



Reserve Bank of India Governor Shaktikanta Das will meet chief executives of commercial banks on Monday to take stock of monetary transmission. The issue of dealing with the effects of the coronavirus outbreak on the financial sector is also likely to figure during the interaction. Senior public sector bank executives said usually, bank chiefs meet the RBI brass immediately after the monetary policy review. The Monetary Policy Committee met on February 4-6, and kept the repo rate unchanged at 5.15 per cent. One of the issues that will come up for review is how much transmission of policy rate actions to the final customer has happened. In its last monetary policy review, held in early February, the RBI had introduced measures like long-term repo operations (LTRO) and external benchmarking of new floating rate loans by banks to medium enterprises. "The RBI would likely to hear us out on the progress being made in these areas. The assessment of the implications of the coronavirus outbreak may figure in our discussions," a senior PSB official said. The RBI had decided to conduct term repos of one-year and three-year tenors for the fortnight beginning February 15. The overall size of these LTROs is ₹1 trillion. It has already conducted two auctions for ₹25,000 crore each. Since June 2019, the RBI has ensured that comfortable liquidity is available in the system to facilitate the transmission of monetary policy actions and the flow of credit in the economy. This was done to assure banks about the availability of durable liquidity at a reasonable cost based on the prevailing market conditions. The RBI in its February policy review statement had stated: "The monetary transmission across various money market segments and the private corporate bond market has been sizable. The RBI has cumulatively reduced the pol-

icy repo rate by 135 basis points since February 2019. And, the transmission until the end of January was 146 bps in the overnight call money market. The transmission has been of 190 bps for three-month commercial papers of non-banking finance companies." Transmission to the credit market is also gradually improving. The one-year median marginal cost of funds-based lending rate (MCLR) declined by 55 bps during February 2019-January 2020. The weighted average lending rate (WALR) on fresh rupee loans sanctioned by banks declined by 69 bps and the WALR on outstanding rupee loans by 13 bps during February-December 2019. After the introduction of the external benchmark system, most banks have linked their lending rates for housing, personal, and micro and small enterprises (MSEs) to the policy repo rate. The monetary transmission has improved to sectors (retail and MSEs) where new floating rate loans have been linked to the external benchmark. Now, the pricing of loans to medium enterprises will also be linked to an external benchmark, effective from April 1, to strengthen monetary transmission. During October-December 2019, the WALRs of domestic (public and private sector) banks on fresh rupee loans declined by 18 bps for housing loans, 87 bps for vehicle loans, and 23 bps for loans to micro, small and medium enterprises (MSMEs).

VIVAD SE VISHWAS SCHEME

100% target or poor appraisal, taxmen told

DILASHA SETH
New Delhi, 1 March



LITIGATION MANAGEMENT

	FY18	FY19
Cases pending with CIT (appeals) as on April 1	328,173	321,020
Demand involved in appeals at the end of the year (₹ trillion)	6.39	5.71
Demand stayed by ITAT/courts at the end of the year (₹ trillion)	0.87	1.15

Income tax (I-T) officials have been directed to resolve all the tax dispute cases through the Vivad Se Vishwas scheme, and failure to do so will have direct bearing on their appraisals and promotions. In an official communication, field officers have been informed that the performance assessment target under the scheme is 100 per cent of cases, which has given rise to fears of harassment of taxpayers. The assessees have already started to feel the pressure from tax officials to withdraw cases and settle the disputes through the scheme. "The target for assessment of the performance of the field officers in respect of the Vivad se Vishwa" scheme has been fixed at 100 per cent of the cases with disputed tax demand which fulfil the eligibility conditions under the scheme," said the official communication circulated by the Central Board of Direct Taxes (CBDT) last week. The I-T officials argue that the target of 100 per cent cases

is "unreasonable to begin with" and may lead to harassment of taxpayers. Besides, forcing assesses to go for the scheme may mean taking away taxpayers' right to appeal. "How can one have a 100 per cent target in the first place? This indicates that you are taking away an assessee's right to appeal and settle a dispute," said an I-T official. Assessors are facing the heat with calls from the tax officials. A New Delhi-based assessee said he had received at least five calls from the tax official to withdraw the case from Commissioner of Income Tax (Appeals) or Income Tax Appellate Tribunal (ITAT), and settle it through the scheme. Upon refusing to do

so, the taxpayers are being asked to meet tax officials to explain as to why they are not participating. Amit Maheshwari, managing partner, Ashok Maheshwari & Associates said these unrealistic targets may have an unintended effect. "The CIT(A) may either not decide the cases till the time the scheme is going on or may pass negative orders against taxpayers. Also, we don't believe these kinds of targets are achievable, and the scheme may have limited success in the context of large taxpayers," said Maheshwari. Rajat Mohan, senior partner, AMRG & Associates said: "Tax officers are expected to use persuasive as well as coer-

sive methods, asking the taxpayers to opt for this scheme as this will have an effect on their overall performance assessment and evaluation." Arranging for cash and getting timely company approval are among the key challenges assesses are facing. Declarants will need to attach the application on withdrawing cases from the CIT (A), the IATA, High Court, or the Supreme Court, along with the Vivad se Vishwas form. The amended version of Vivad se Vishwas Bill is likely to be tabled in Parliament when the session resumes on Monday after the recess. If passed, it will leave assesses with barely 20 days window to benefit most from the scheme,

which offers a waiver of interest, penalty, and prosecution for settling tax disputes on amounts that were due up to January 31 this year. The scheme also offers a 50 per cent discount on principal tax amount where appeal has been filed by the I-T department. However payments have to be made by March 31, and an additional 10 per cent penalty will be levied if payment is made after March 31 but before June 30. Amendments to the Bill, which was tabled in Parliament last month, expanded the scope of the scheme, and propose to reduce the tax amount by half in cases wherein assesses have won the cases but the I-T depart-

ment has filed appeals. Another officer pointed out that in case an assessee has won a case, there is a high probability of winning it at the next stage too. "How can we force that person to opt for the Scheme?" the official said. There are more than 400,000 such cases pending, involving at least ₹9.3 trillion of taxes in disputes. Incidentally, the Prime Minister's Office is learnt to have asked the revenue department to collect at least ₹2 trillion from the dispute resolution scheme. Disputes related to search and seizure cases where recovery is below ₹5 crore will also be taken up under this scheme. Cases related to undisclosed foreign income/assets and assessment or reassessment made on the basis of information received under the double taxation avoidance agreement are out of the purview of the scheme. Also, cases falling under the Indian Penal Code, Prevention of Money Laundering Act, or Prohibition of Benami Property Transactions Act, or convicted under these Acts, are not part of the scheme.

Ministry looks to retain 8.6% interest rate on EPF deposits

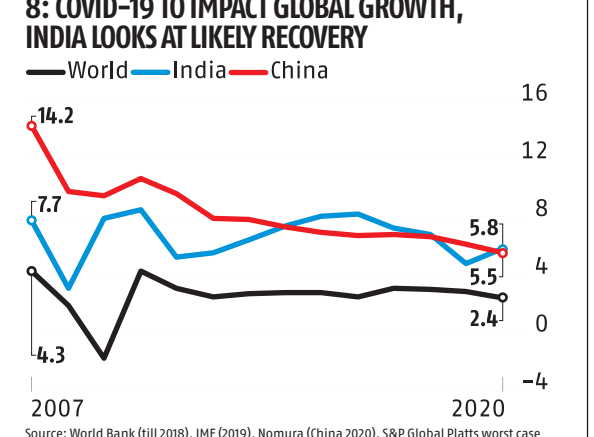
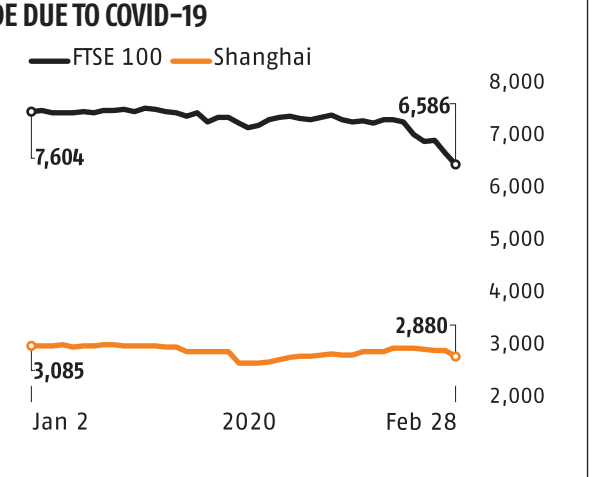
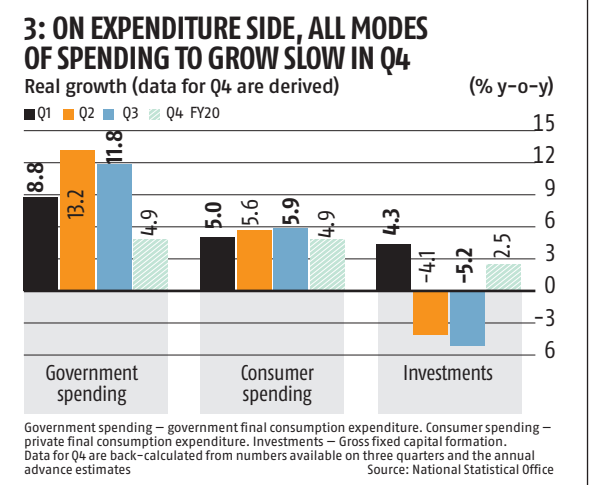
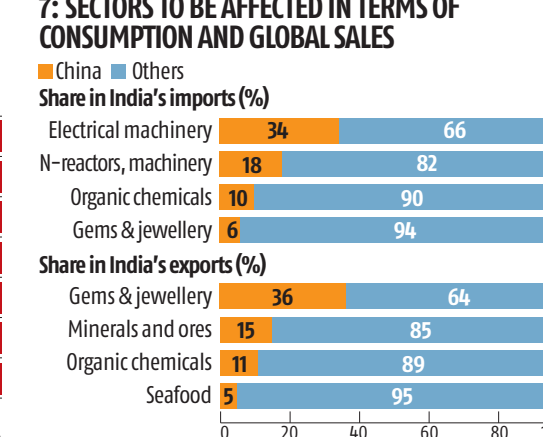
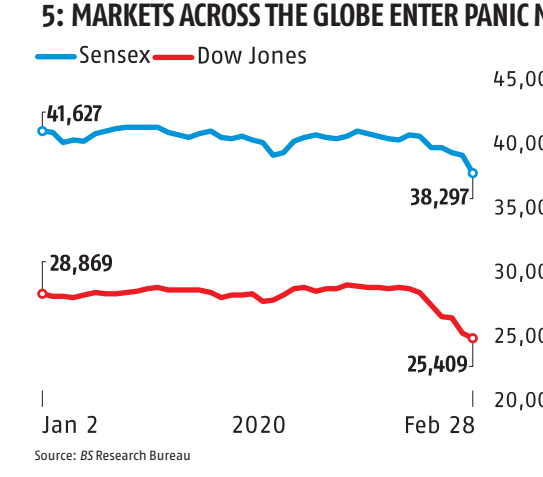
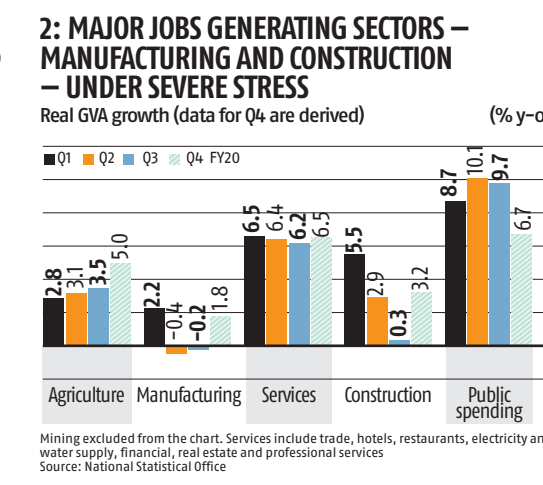
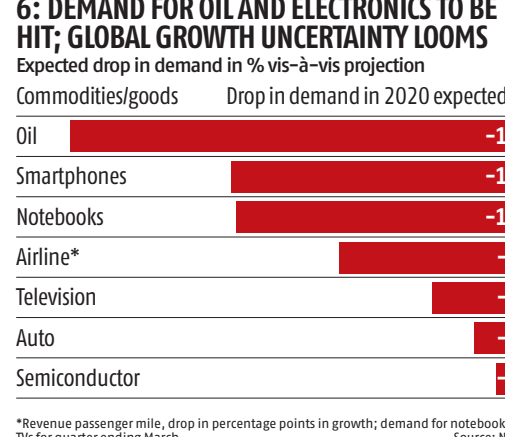
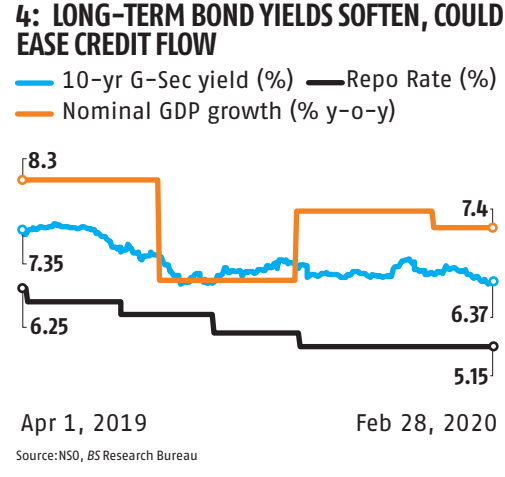
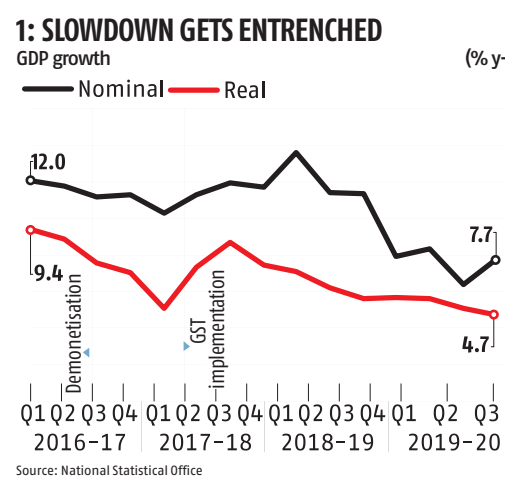
PRESS TRUST OF INDIA
New Delhi, 1 March

The labour ministry is keen to retain an interest rate of 8.65 per cent paid on provident fund deposits to around 60 million subscribers of retirement fund body EPFO for the current financial year, a source said. The apex decision making body of Employees' Provident Fund Organisation (EPFO) — Central Board of Trustees — is likely to consider the rate of interest on EPF (Employees' Provident Fund) deposits in its meeting scheduled on March 5, 2020. "The proposal to provide interest rate on EPF deposits for 2019-20 may come up for consideration and approval in the Central Board of Trustees (CBT) meeting on March 5," a source said. The source further said that the ministry is keen to retain the interest rate at 8.65 per cent, as was provided in financial year 2018-19. Speculations are rife that the interest rate on EPF may be lowered to 8.5 per cent for the current fiscal, a tad lower than 8.65 per cent provided for 2018-19. According to the source, the agenda for the CBT meeting has not yet been finalised and it is difficult to predict EPFO's income projections for the current fiscal, which will be the basis for fixing the interest rate. The finance ministry has been nudging the labour ministry for aligning the EPF interest rate with other small saving schemes run by the government like the public provident fund and post office saving schemes.

STATSGURU India's growth risks



THE LATEST DATA has darkened the outlook for the Indian economy. The National Statistical Office's estimate and projection puts gross domestic product (GDP) growth at 4.7 per cent in the second half of FY20 (Chart 1). The stress lies in the manufacturing and construction sectors (Chart 2), the biggest employers of semi-skilled labour. Farm sector in Q4 could register the best growth in three years, but public spending is likely to moderate (Chart 2). Further, numbers show a deeper collapse in investments. However, the annual estimate of 5 per cent growth has been retained, courtesy a likely uptick in investments in Q4 (Chart 3). The impact on the economy may be visible going forward, as the incentive to borrow is slowly rising with softening longer-term bond yields. (Chart 4). But the outbreak of a deadly virus in China could affect the outlook for growth. The immediate impact has been on stock markets across the world, as Chart 5 shows. Chart 6 shows how the demand for various goods and services are expected to decline due to Covid-19 spread. Pharma prices are rising, auto parts movement could stall, and global trade can suffer, analysts concur. Indo-China trade in heavy machinery, gems and jewellery, and chemicals could get affected the most, a recent CRISIL report noted (Chart 7). China's growth will decline and will be a drag for global growth (Chart 8). However, India's trend growth diverged from global growth after disruptions like demonetisation and the implementation of goods and services tax. Due to low base (lower growth in FY20), India's growth in FY21 could see an uptick despite Covid-19 impact, most forecasts show.



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Jio prepares...

Reliance has been quietly building its telecom R&D design. Rancore Technologies, earlier a subsidiary of RIL, for instance, was working on core software development that included building products and services to suit modern 4G needs.

It was then amalgamated with Reliance Jio. In 2018, RIL bought US-based Radisys for over \$67 million to enhance Jio's capabilities in 5G and the Internet of Things. The Reliance move on designing 5G equipment is significant as this is an area that has always been dominated by foreign companies.

Competitors Airtel and Vodafone Idea are undertaking design of 5G telecom gear with all the three global players: Ericsson, Nokia, and Huawei. Some are tying up with Zte.

The government has been pushing for building local capacity in both the design and manufacturing of telecom equipment. In 2018, TRAI came out with recommendations on encouraging local telecom equipment manufacturing by classifying indigenous products into three categories and suggesting incentives.

These categories comprise products designed in India but manufactured abroad; those both designed and manufactured in India; and equipment designed abroad but manufactured in India. The latter is already being done by companies like Ericsson by setting up plants in the country. Analysts say the Reliance Jio effort could fall into the other two categories.

To push the agenda, the Indian telecom standards body, the Telecommunications Standards Development Society India, which has representatives from the DoT, has been pushing for an Indian standard for 5G rather than global standards.

The standards body has pointed out that it will make some changes and enhancements to the global 5G standards so that they meet India's specific needs. The move has, however, been opposed by incumbent telcos who say that it will lead to product unavailability and problems in roaming interoperability.

All operators are waiting for the government's nod for the trials. Vendors say that based on their discussions with the DoT, they expect telcos to be given a free hand in choosing as many players as they want to undertake trials.

Car sales...

"The coronavirus outbreak has severely affected our European and Chinese supply chains, disrupting production and impacting sales in February, and will continue through March," said Rakesh Sidana, director, sales, MG Motor India. MG Motor India too reported lower retail sales of 1,376 units in February.

Maruti Suzuki reported a 1.11 per cent YoY decline in domestic sales in February to 147,110 units, compared to 148,682 units in the equivalent period last year, as challenges of continued weakness in demand and transition to BS-VI emission norms persisted.

The company posted growth of 11 per cent in its entry-level car category or mini segment, in which it sells the Alto and S-Presso models. The company's mini-car sales were at 27,499 units during February compared with 25,885 units in January.

"Discounts have come down sharply with average ones of ₹15,000-20,000 in Arena outlets while Nexa outlets are not offer-

ing any discounts," said a market analyst. Mahindra & Mahindra (M&M) reported a 58 per cent YoY fall in PV sales in February as the automaker lowered its production of units compliant with BS-IV emission due to difficulties in procuring parts and components from China. The car-maker sold 32,476 units in February compared with 56,005 units last year.

In the utility vehicle (UV) category, which contributes nearly 100 per cent of its PV sales, M&M sold 10,675 units last month against 24,349 units in the corresponding period last year.

"The ramp-down of BS-IV vehicle production has been in line with our plan for February. However, because of the unforeseeable challenges on the supply of parts from China, our BS-VI ramp-up has been affected. This has resulted in high de-growth in our billing volume for February and our dealer inventory is under 10 days," said Veejay Ram Nakra, chief of sales and marketing, automotive division, M&M. Tata Motors reported a 34 per cent decline in domestic sales at 38,002 units in February 2020 as compared to 57,221 units in the same month last year.

Following similar trends, Hyundai Motor reported a 10.3 per cent decline in sales at 48,910 units in February. The company had sold 54,518 units in the same month last year. Honda Cars India (HCIL) reported a 46.26 per cent drop in domestic sales at 7,269 units in February. The company had sold 13,527 units in the domestic market in February 2019.

Markets on...

On previous occasions, indices have rebounded sharply after a near-10 per cent drop. However, a sharp reversal seems difficult this time as the peak impact of the virus is yet to play out.

The India VIX surged 31 per cent on Friday, a sign that traders expect the markets — which are back to October levels — to remain highly volatile.

Further, most global indices have entered "correction zone", posting a 10 per cent decline from recent highs. Many don't rule out a "bear market" — a fall of 20 per cent from highs — if the World Health Organization's (WHO) warning of a global pandemic comes true.

The US markets fell 4 per cent in intra-day trade on Friday, before paring losses to end 1.4 per cent lower. In addition, the US 10-year Treasury hit a record low of 1.114 per cent, before settling at 1.163 per cent. Market players say such low reading on the 10-year Treasury is a sign of extreme anxiety.

Foreign portfolio investors (FPIs) pulled out close to ₹12,000 crore last week. Domestic investors pumped in an even higher amount, but it did little to stem the fall in share prices.

Sharma said overseas investors typically "chase momentum" and there isn't much predictability to their flows. As regards a recovery, market players have not ruled out a bounce-back on account of technical factors such as short-covering. "Historically, global events that have caused a meltdown in markets have proved lucrative investment opportunities. The key point to remember is that we do not know for how long the current crisis may play out. Therefore, while investing in such times, it is better to make staggered investments," said S Naren, executive director and chief investment officer of ICICI Prudential AMC.

Free voice calls no excuse for poor service, says Trai chief

Telcos are citing free voice calls to duck action on poor quality of service, but that will not pass regulatory muster, The Telecom Regulatory Authority of India (Trai) Chairman R S Sharma said on Sunday, assuring users that the issue of call drops remains on its agenda.

Trai head said the watchdog's earlier provision for a penalty on telcom firms for call drops was successfully challenged in

the Supreme Court, but the regulator will continue to work for improving the quality of service.

Most of the telcos are offering voice free, their argument is that "if something is free, how much can you (Trai) punish me because I am not getting anything for that", which may not be correct because they are essentially cross-subsidising, Sharma said at the Asia

Economic Dialogue.

The comments come amid continuing call drops being experienced by subscribers across the country. After the entry of Reliance Jio in 2016, voice calling has become virtually free as it is getting embedded in the data plans. This has resulted in entrenched operators losing their biggest revenue stream, which has led to financial troubles.

PTI

'Test checks' on assessment of dues may start this week

The "test checks" as promised by the government on AGR-hit telecom companies' dues assessment could start this week for large telcos, according to a senior DoT official. The government also wants Vodafone Idea to

expedite its self-assessment, and Telecom Secretary Anshu Prakash is believed to have communicated DoT's views in this regard to VIL, CEO and MD Ravinder Takkar during a recent meeting on Friday evening.

PTI

Risks to revival

The spread of coronavirus adds to significant uncertainty

Economic activity is not recovering in the second half of the fiscal year, as most analysts initially expected. According to the official data released on Friday, the Indian economy grew by 4.7 per cent in the third quarter, compared with the revised estimate of 5.1 per cent in the previous quarter. Second-quarter growth was earlier estimated at 4.5 per cent. Estimates have also been revised for 2018-19 and the first quarter of the current fiscal year, which now shows growth of 5.6 per cent, compared with the earlier estimate of 5 per cent. Although the full-year growth projection for the current year has been retained, the estimate for output in absolute terms has been lowered by over ₹95,000 crore. This has not disturbed the growth projection because output has also been revised for the previous year by a similar magnitude. Growth in 2018-19 has been revised from 6.8 per cent to 6.1 per cent. As a result of significant revisions, economic activity is estimated to grow at a slower pace in the second half of the fiscal year, though it may be revised at a later date.

While the agricultural sector expanded by over 3 per cent in the third quarter of the current fiscal year, output in the manufacturing sector contracted. Worryingly, investment showed a sharp contraction in the October-December quarter and is expected to remain in negative territory for the full year. The underlying economic weakness and other emerging challenges suggest that growth is unlikely to recover meaningfully in the next few quarters. For instance, as economists at Nomura have noted, net exports and government expenditure contributed 2.7 percentage points to overall growth in the December quarter. While lower imports reflect weak underlying demand, government expenditure will need to be contained in the current quarter. According to the latest data, the fiscal deficit touched 128.5 per cent of the full-year target in January.

Further, the spread of coronavirus across the world poses significant uncertainty. Apart from supply-chain disruptions in China — the epicentre of the crisis — it can lead to demand compression, which may last much longer than expected. Global stock markets fell sharply last week because of the possible impact of the outbreak on economic activity. India depends on China for supplies in sectors such as pharmaceuticals, auto, and electronics. Besides risks to domestic output, lower global growth will further affect the economic outlook. The only positive for the Indian economy perhaps is lower commodity prices.

The economy is also unlikely to get any significant support from monetary policy in the near term. While food prices, which were pushing up headline inflation in recent months, are likely to moderate, risks could emerge from other areas. Apart from supply-chain disruptions, which are reportedly putting pressure on prices, the rate-setting committee would want to see how developments in the telecom sector affect tariffs and headline inflation. The Reserve Bank of India may want to increase the limit for long-term repo to increase liquidity and lower market rates. However, given the inflation and liquidity situation, this option has limitations. Therefore, as things stand today, growth is likely to remain weak in the coming quarters. Longer-term prospects, of course, will depend on how quickly the government addresses some of the more fundamental issues, including its own finances.

Greater transparency

New audit rules more onerous, but useful

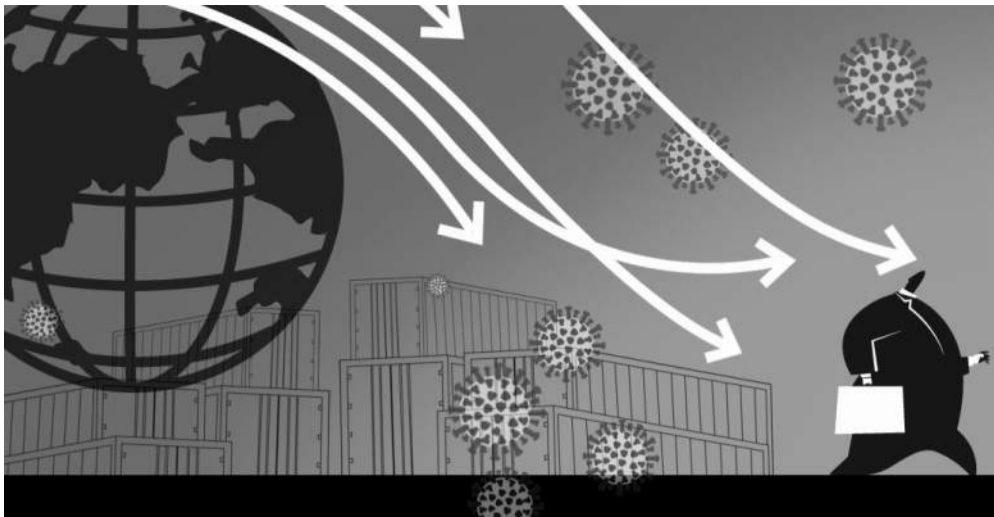
The Union Ministry of Corporate Affairs announced last week the notification of the Companies (Auditor's Report) Order, 2020 (CARO 2020). The order has introduced several changes to the rules governing audit reports of companies, with a view to increasing transparency. This follows a consultation paper that the ministry had put out last month, with several proposals for enhancing the role of auditors and bringing their incentives into more clear alignment. For example, the consultation paper proposed that non-audit services not be provided to audit clients, to prevent revenue from such services impinging upon the decisions taken by the auditor when writing its report. Already two of the big four companies have said they will no longer offer non-audit services to audit clients.

One of the issues that emerged in the consultations that the ministry has been having with audit firms is the fact that auditors can only provide reports that are as factual and as complete as the information they are provided by the company in question. There have been some recent high-profile examples of companies that have knowingly deceived their auditors. Yet a regular audit is not a forensic exercise, and instead relies on the companies to turn over information in a timely and accurate fashion. If they do not do so, the entire process is naturally called into question. The CARO has sought now to transfer greater responsibility for providing complete information to its auditors. Auditors have essentially been forced to demand more information, in what will be a net positive for shareholders and other stakeholders such as financial institutions.

It is true that the paperwork burden will significantly increase. The 2020 CARO, according to a report in this newspaper, requires auditors to comment on 50 matters, including sub-clauses, where the 2016 iteration of the CARO required comment on only 21 matters. This is a significant expansion in scope and it remains to be seen how much it adds to transaction cost and delays in practice. However, many of the new pieces of information appear to be well worth making a requirement for audit reports. For example, auditors are now required to report on how the company is using its connections with subsidiaries and joint ventures — are loans being raised to finance them? Or are loans being taken out against them? The auditor will also have to examine what the auditors of the subsidiary have said in their annual reports, and report them in the holding company's report if they find "adverse" remarks.

Several requirements seem designed to ease the load on banks, such as the requirement to specify the amount of loans that do not have terms for repayment, and whether the company has itself loaned money to related parties. Some provisions may simply go too far — for example, the auditor has been directed to provide an opinion on the main financial ratios of the firm. Yet where the 2020 CARO restricts itself to enhancing the information available to both investors and to financial institutions, it should be considered to be a major step forward for transparency in accounts. It is important that audit companies implement the rules in both letter and spirit.

ILLUSTRATION: AJAY MOHANTY



Virus vs trade

Till the coronavirus, policymakers and CEOs could ignore how much we are dependent on mainland China

Will future economic historians look back on the first months of the year 2020 as the period in which the advancing tide of globalisation was finally pushed back? The rhetoric of populist leaders across the world, as well as technological changes over the past decade, has certainly meant that globalisation is no longer the all-conquering force that it was a few years ago. Trade growth has decreased in recent years, but the rhetoric has been louder than reality. In spite of tariff increases by several jurisdictions, it is hard to point to any wholesale restructuring of global supply chains. Some companies have sought to move out of mainland China — but, by and large, the structure of global trade had not been affected.

The question is whether the Wuhan coronavirus will change all that. The final effect on humans is hard to predict. The virus may, like the swine flu in 2009, only kill some hundreds of thousands across the world. Or it may live up to what appears to be a higher mortality rate than most such viruses, and approach the death tolls of previous influenza pandemics, such as the Hong Kong Flu of half a century ago (misnamed, since that likely also originated in mainland China). However, after that initial toll, the likelihood according to epidemiologists is that it will become endemic — recur every now and then in a global population that largely has developed immunity to it.

The greatest long-term effect of the new coronavirus, therefore, is likely to be what it reveals about the global economy's dependence upon Chinese activity. The effect of the coronavirus on the mainland's economy is clear. Numbers emerging from

Chinese official statisticians are always open to question, but even photographs taken by NASA and the European Space Agency show a sharp decrease in nitrogen oxide pollutants over the mainland's industrial and commuter hubs over the past eight weeks as the virus rampaged through Wuhan and the rest of the mainland, killing over 2,500 at last count.

The eight- to 10-week mark is a crucial one. Most mainland companies and factories stopped production before the Chinese New Year festival, which began on January 25. The last of those shipments, if packaged and put out to sea, should be arriving at their destinations around the world around now. Arrivals at ports have already decreased 20-30 per cent. Companies have about two weeks or a month of inventory on hand usually, though stocks are often piled up in advance in January precisely because of the Chinese holiday. But, either way, unless shipments resume swiftly, companies across the world will begin to run out of inputs in the middle of March.

Of course, for some, especially car companies, that effect is already being felt. And remember, even companies that do not immediately think they are dependent on mainland China may be affected, because their suppliers may be dependent on an input from the mainland. What happens to confidence in supply chains under such circumstances? In essence, companies all across the world may be forced to pause because of a medical crisis in one particular geography. Since the SARS outbreak in 2002, China has become the factory of the world — and most of us have no real sense of how much we are dependent upon its stability.



POLICY RULES
MIHIR S SHARMA

Weak economy is host to coronavirus attack

The stock markets have crashed, as they do from time to time. Each time it is for a different reason; this time the immediate reason is coronavirus, which started as a Chinese epidemic sometime in December but now has quickly escalated into a global scare. Since the problem is severest in China, it means a simultaneous global demand and supply shock. China not only does a lot of the world's manufacturing for export but is also a big importer. Strong linkages in manufacturing, trade, and travel across economies, following 30 years of globalisation, mean that trouble in one part of the world is easily transmitted across thousands of miles. Hence, from December 19, the S&P has crashed by 12.4 per cent, the Nikkei by 9.65 per cent, and the Nifty by 7.5 per cent.

But the real worry is not the market crash or the impact of coronavirus on India. A far bigger worry is the further weakened state of our economy. Evidence is getting grimmer by the month. On Friday, the government announced that India's GDP growth dropped to a 27-quarter low of 4.7 per cent YoY in Q3 FY20 against 5.1 per cent (revised) in Q2 FY20.

First, the manufacturing sector is already in recession, having registered two consecutive quarters of contraction. Second, the utilities sector posted its first contraction in the new data series. Third, the construction sector recorded no growth. Fourth, exports have contracted for the second consecutive quarter. Fifth, capital investments posted a second consecutive contraction; it was -5.2 per cent YoY in Q3 FY20, a record low. All this will be a shock to market players, who had shrugged off the disastrous Budget and pushed market indices back to nearly their all-time highs. Data revisions of the previous quarter denote further weakening of growth. Set against the virus scare and a global market crash, the latest economic numbers presents a scary scenario, especially since the December quarter in a

given year is one of the strongest.

Weak economic immunity

Clearly, the Indian markets were running on fumes and coronavirus has simply exposed the weak immunity of India's economy to external impact. This weak immunity is due to poor policymaking at the highest levels over the past six years. From the Prime Minister's Office downwards, *netas* and *babus* have not only perpetuated gross errors of the past, but committed egregious new ones. They not only failed to repair the old crumbling superstructure, but made the very structure weaker still. Hence, we stand more vulnerable today than we have had at any time in the past six years. These are what caused the economy to weaken.

One, the Modi government has found no solution for the grossly unproductive public sector. There has been no meaningful disinvestment or significant strategic disinvestment; only sleight-of-hand, such as getting one public sector company to buy the shares of another; meanwhile, billions of rupees have been taken out of government companies as dividend. Some companies don't have the money any more to pay salaries. Within the public sector, the biggest cesspool of corruption — public-sector banks — remain as they were, except for some silly mergers. Their ownership, corruption, and lack of management accountability remain as is, with the result that hundreds of billion rupees of taxpayers' money has to be injected into them just to keep them alive.

Two, there is no end to Budget giveaways. Prime Minister Narendra Modi changed the names of UPA schemes and expanded them; he added a few more of his own to the list of giveaways to various privileged sections. Taking a leaf out of previous Congress governments, the government announced a loan *mela* called MUDRA. The resultant bloated fiscal deficit is hidden by gimmickry.

Three, not only does tax terrorism continue unabated,



IRRATIONAL CHOICE
DEBASHIS BASU

driven by "collection targets", it is now enshrined in the law. The high tax rates, glitch-ridden systems, and the draconian rules of goods and services tax have not helped increase government revenues but have surely created enormous aggravation for businesses. According to a Reuters story of last week, "with revenues falling, taxmen rake up three-year-old demonetisation cases. Jewellers have received tax notices asking them to turn over money they made from gold sales during DeMo ... About 15,000 Indian jewellers have been sent tax demands ..." Remember these words of an ex-director of Infosys? "Tax officials seem to think of everybody as evaders and themselves as vigilantes! We have filed returns in over 30 countries, but no country treats taxpayers as badly as India does."

Besides, the Central government has launched a series of expensive countrywide projects that have caused strife and harassment. One is Aadhaar, which promised to be a miracle identification project to cut wasteful subsidies but is now just another big wasteful scheme, hurting those it was supposed to help — the poor. The second project that has created enormous fear and social tension is the Citizenship Amendment Act and National Population Register (a brainchild of P Chidambaram). Meanwhile, the bureaucratic and flawed bankruptcy architecture has descended into chaos and will soon resemble previous bankruptcy resolution efforts.

Put together, instead of minimum government, maximum governance we got just the opposite: An even more expansive, intrusive government while *Vikaas* and *Achhe Din* have disappeared as vote-catching political slogans. With coercion, bans, tax terrorism, arrogance, and a continued decline of institutions running through most policymaking, the immunity of the economic system has naturally turned weak and, therefore, defenceless against external attacks. If coronavirus hadn't caused a market crash, an anaemic economy would have extracted its price anyway.

The writer is the editor of www.moneylife.in.
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Understanding the Dalai Lama



BOOK REVIEW

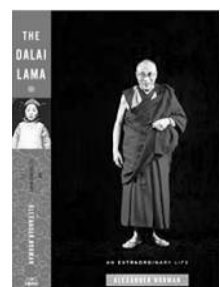
DONALD S LOPEZ

"Dalai Lama" is a foreign title. Tibetans refer to him with names like "Precious Protector," "Wish-Fulfilling Jewel" and "the Presence." The divide between the Tibetan Buddhist world — which often has included China and Mongolia — and the world beyond has rarely been of particular consequence to the Dalai Lamas, until this one, the 14th, who is the first to spend most of

his life in exile; he fled to India in 1959 and has not returned. His biographer, facing the usual problems of recounting the life of a figure still living (the Dalai Lama will be 85 this year), is also faced with the dilemma of describing his life on the world stage (which has been fairly well documented) and his life inside the world of Tibetan Buddhism (which has not). This is the challenge that Alexander Norman, a long-time associate of the Dalai Lama, takes up in his new biography.

Who is the Dalai Lama? Tibet is unique in the Buddhist world for its system of "incarnate lamas," the idea being that advanced spiritual masters are able to choose the place for their next rebirth, returning to the world in lifetime after lifetime to teach the

dharma. There were many such lineages of lamas in Tibet, and the Dalai Lama was just one of them until 1642. It was then that the fifth Dalai Lama was placed on the throne of Tibet by a Mongol Khan, his successors becoming at least the titular head of state. The current incarnation took over the government in 1950 at age 15 when the People's Liberation Army crossed into eastern Tibet. Like the authors of other biographies of the current Dalai Lama,



THE DALAI LAMA: An Extraordinary Life
Author: Alexander Norman
Publisher: Houghton Mifflin Harcourt
Price: \$30
Pages: 410

An Extraordinary Life is strongest on the early period, starting, wisely, not with the 14th Dalai Lama, but the 13th (1876-1933), who faced so many of the

challenges that his successor would inherit and who left a chillingly prescient prophecy of what lay ahead for his country. Mr Norman makes clear that "old Tiber" was no Shangri-La, describing the corruption and intrigue of the Tibetan court and the sclerosis that the 13th and the young 14th tried, and failed, to cure.

The book contains a number of errors, most of the minor variety, especially concerning the admittedly arcane world of Tibetan Buddhism; the Dalai Lama did not debate about colours — a topic for novice monks — during his examination for the highest monastic degree.

Throughout, however, the biography is judicious on topics that often inspire hyperbole and mystification. For example, the Dalai Lama has navigated the modern world while consulting on

all matters of import with oracles possessed by wrathful deities. Mr Norman's description of a crisis over which deity to propitiate, a crisis that began with the thirteenth and continues to the present day, is impressive in its clarity.

The author also reveals the Dalai Lama to be a sophisticated thinker and consummate scholar, one whose feet remain firmly on the ground, a trait often obscured by his broken English. In keeping with a religion so obsessed with prophecy, the book,

written in an engaging prose, ends with an insightful prediction of the legacy of the 14th Dalai Lama, and a clear-eyed assessment of the challenges that the 15th will face.

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US reports 1st fatality from coronavirus

AGENCIES
1 March

A man in the Washington state of the US with underlying health issues became the country's first fatality from coronavirus, officials said on Saturday, as the Donald Trump administration stepped up efforts to combat the spread of the global outbreak.

The patient, who was in his 50s and chronically ill prior to contracting COVID-19, died at EvergreenHealth Hospital in

Kirkland, near Seattle, and officials are unsure how he was exposed to the virus, said Jeffrey Duchin, head of the Washington health department's communicable disease unit. The state has recorded two other "presumptive" coronavirus cases at a long-term care facility in Kirkland where more than 50 residents and staff could be showing symptoms, he said.

The two cases at the Kirkland facility were a health care worker in her 40s

who is in satisfactory condition, and a woman in her 70s who lived there and is in serious condition.

Vice-President Mike Pence defended the US administration's handling of the epidemic amid rising criticism of the state of America's preparedness.

Pence and Health Secretary Alex Azar made the rounds of Sunday talk shows with the message that risks from the disease remain low for most Americans, while promising to make up for testing shortfalls.

IT companies widen travel curbs; automotive vertical worst affected

DEBASIS MOHAPATRA & NEHA ALAWADHI
Bengaluru/New Delhi, 1 March

As new cases of coronavirus started to emerge in many parts of the world, IT services firms have begun to impose strict travel restrictions, which is likely to result in business disruption in the coming days. Also, the demand from hospitality & travel and automotive verticals is expected to turn weak in the coming months, as tourism has been badly affected in the past two months.

According to company executives, most IT firms have cut down unnecessary travels to countries like Singapore, South Korea, Japan, and Italy. "Wipro has suspended travel to and transit through mainland China, including Hong Kong and Macau, until further notice. Employees have also been advised to avoid non-critical travel to Singapore, South Korea, Japan and Italy," a spokesperson of the firm said. Apart from such advisory, IT biggies such as Tata Consultancy Services (TCS), Infosys and HCL Technologies among others have been pursuing 'remote working' model to overcome the situation.

"Remote working or work from home strategy has been activated to aid social distancing in the impacted regions," said HCL Technologies in an email reply. Industry body Nasscom, however, said apart from non-essential business



TAKING A HIT

- All IT biggies have cut non-essential travel to affected countries
- TCS, Infosys, and HCL are pursuing 'remote working' model to overcome the situation

- Outbreak in the world, especially in Italy and South Korea, to aggravate challenges
- IT industry's exposure to China is less, with only 1% revenue contribution

travel, no business disruption has been reported yet.

"It might be a little too early to comment. The industry is part of a global value chain and if situation persists for a long and the virus spreads, then there is likely to be an impact similar to all countries and sectors," said Sangeeta Gupta, senior vice-president and chief strategy officer, Nasscom.

Experts were of the opinion though Indian IT industry's exposure to China was less, with just 1 per cent revenue contribution, the ongoing disruption to supply chains and emergence of the virus in some key geographies like US, Italy, France, South Korea and Japan was a matter of concern.

"That South Korea and Italy are the big automotive and hi-tech clusters further aggravates the challenge for the automo-

tive vertical, given that Wuhan's biggest industry is also automobile," said Pareekh Jain, an IT outsourcing advisor and founder of Pareekh Consulting.

Industry watchers also opined that the news of virus-infected cases in the US was the most worrisome for the sector. Apart from travel and automotive verticals, segments such as retail and hi-tech have also begun to see early signs of weakness, with some clients deferring outsourcing decisions, sources in the know said. Supply decline in semiconductor and chemicals due to production shortage in China is also going to result in weak outsourcing demand, they said. "Decision making on new discretionary spending is likely to slow down while deal conversion rate is expected to face some pressure," Jain added.

COUNTING THE DEAD

2,870 dead in China, so far; 35 more lives were lost

11 more die in Iran, taking toll to 54

50% surge in new cases in Italy; 34 dead, so far

■ Countries in Europe, West Asia and the Americas have rolled out bans on large gatherings, and stricter travel restrictions as cases of new coronavirus spread rapidly

■ Saudi Aramco, the world's biggest listed firm, dropped 2.1% to 32.65 rupees (\$8.70), its worst performance since listing on December 11



MASKING THE FEAR: Pedestrians in face masks cross a street in Tehran. Iran is preparing for the possibility of "tens of thousands" of people getting tested for coronavirus as the number of confirmed cases spiked again on Sunday



CORONAVIRUS OUTBREAK

Brent Crude
\$49.67/bbl
-\$2.06 (-3.98%)
Till 11:30 pm IST

Firms stare at prospect of airlifting raw items

TE NARASIMHAN, SOHINI DAS & VIVEAT PINTO
Mumbai, 1 March

The growing spread of coronavirus and its impact on production in China have left Indian companies scrambling for options.

While airlifting raw materials from China is a measure that some firms are now considering, others are looking at neighbouring countries such as Taiwan, Vietnam, and Thailand for their sourcing requirements.

Categories where the pressure is felt the most include electronics, apparels, auto, and pharmaceuticals. Almost 70 per cent of pharma raw material comes from China. And 18 per cent of automobile components, 30 per cent of tyres, and 45 per cent of completely built units of consumer durables are imported from China, said CRISIL in a recent report.

Kamal Nandi, business head and executive vice-president, Godrej Appliances, said makers of durables had supplies in place till the end of March. But April will bring in new challenges as supplies will run out by then for most majors.

"From April onwards, companies would have to airlift supplies if production in China is not restored," he said. "The logistical cost would escalate to 2-3 per cent, which would have to be passed on to the consumer," he said.

Compressors for air-conditioners, flat panels for television sets, and mobile phone parts are imported from China. Industry sources said manufacturers had given their list to the government

regarding components that would need to be airlifted from China in the coming weeks.

Sivaramakrishnan Ganapathi, managing director of India's largest apparel exporter, Gokaldas Exports, said: "We do a lot of imports. We have materials to see us out till April. Some factories in China have begun operations and they will be pushing their goods now. But if they miss the supply deadline, they will allow us to airlift raw materials without us having to bear the cost for it."

One of the largest carmakers in the country has begun airlifting components from China. While the freight cost will shoot up significantly as a result, the company, said sources, is prepared to take the hit to ensure domestic production does not suffer.

Pharma industry officials said the aerial route was the best option available to companies right now, given the congestion at Chinese ports.

Sudarshan Jain, secretary general of the Indian Pharmaceutical Alliance (IPA), said a task force formed by the health ministry was coordinating with the commerce ministry.

"The government has assured us of any help required to help import raw material through the aerial route if necessary. This would be a faster process than the sea route," he said.

At least two multinational companies confirmed to Business Standard that their global offices were looking at supply chain issues and how raw materials could be transported quickly to India from China.

Virus forces world to rethink strategy



EXIM MATTERS

T N C RAJAGOPALAN

Coronavirus (Covid-19) has spread to almost 50 countries, with as many as 80,000 confirmed cases and more than 2,800 deaths, a majority of them in China. It is too early to assess its effect on global trade and economy as every day new strains of the virus emerge and more confirmed cases are found outside China, especially in Europe (Italy), West Asia (Iran) and East Asia (South Korea and Japan).

What is certain, however, is that the travel and tourism industry has been severely hit, with many people restricting non-essential travel and cancelling business, sports, cultural, religious, social, and other events. Several businesses that get their finished products made in the affected countries, especially in China, are running down on their inventories. Manufacturing activities of factories around the globe, which rely on supply of inputs or intermediates from China, are severely disrupted, leading to closures. Lockdown of cities, quarantine of people suspected of infection, and precautionary self-quarantine by millions around the world is bound to depress the global demand for goods and services, other than medical care.

In India, the central and state governments have acted with great alacrity in quickly isolating and treating confirmed cases, restricting travel to and from China as well as other nations, and screening and testing thousands of travellers and suspected cases. Thus, the spread of the virus within the country has been contained so far.

The Confederation of Indian Industry has termed the economic impact as moderate and

given a sector-wise analysis to highlight possible impact of the disruptions and remedial measures. Recognising the lurking threats to revival of growth, Finance Minister Nirmala Sitharaman discussed the situation with business leaders.

The commerce ministry banned export of personal protection equipment including clothing and masks on January 31, fearing they might be required within the country. Eight days later, export of surgical/disposable masks and gloves were allowed for export. Last Tuesday, eight more items — breathing appliances, gas masks, surgical blades, etc — were added to the list, signalling, perhaps, lower threat perception. The equity markets, however, did not buy into the optimism, as they followed the global markets and went on a sell-off spree.

In the meantime, a different sort of virus is eating into the vitals of our country, claiming scores of lives and injuring hundreds in communal riots. Vested interests spread this virus without any concern for human rights or fear of law.

In the process, the perception about our country is taking a beating and that can drive away foreign investors. Around the world, the coronavirus emergency has forced governments and businesses to rethink their strategy of depending on a single source for finished goods, inputs, and intermediates based on only the cost of production.

Voices are getting louder in the United States that its significant dependence on China for essential medicines will impair its ability to cope with the spread of the disease. So, developing more sources of supplies to guard against serious disruptions may emerge as the next big trend. But that may not necessarily mean flow of more investments into India, unless investors are assured, besides important economic factors and impartiality of institutions, that social disharmony will not cause unexpected disruptions. Our leaders need to take note.

email: tncradjagopalan@gmail.com



"The latest Oreo campaign urges the consumer to disconnect from the screen world and spend quality time in the real world with your family"

SUDHANSU NAGPAL
Director, marketing (biscuits), Mondelez India



"It is not enough to produce a truck. You have to take care of the entire ecosystem, find like-minded partners and show all this makes sense to the customer"

MARK FREYMUELLER
Chief executive, Hyundai Hydrogen Mobility



"We will not increase prices of our products for now because we want to stay affordable... We are disappointed by the import tariffs"

PETER BETZEL
India managing director, Ikea

The right click?

Here are the nuts and bolts of Paytm's latest bet to boost merchant retention and revenues

SHUBHOMOY SIKDAR

It's been around a month that digital payments and financial services platform Paytm formally launched its all-in-one payment device for merchants, a subscriber group it has for a while identified as the main driver to its journey towards profitability. Founder Vijay Shekhar Sharma sees this as a strategy wherein his firm offers convenience and flexibility in payment management in exchange of merchant retention and hopes to bring this captive subset under the ambit of Paytm Payments Bank. The representatives engaged in the distribution of the devices are trying to get the adopters to open current accounts in Paytm Payments Bank to help it scale up.

Paytm founder Vijay Shekhar Sharma says the product was developed keeping the unique Indian needs and the current market dynamics in mind

If and when that happens, the revenue would be consolidated. However, the other aspect of the strategy — widening the payment ambit and pocketing more revenues — is replete with challenges even if one takes Paytm's claims on market share on face value (Sharma says it holds a 54 per cent share in peer-to-peer payments and an even skewed 66 per cent in the merchants category.) Sharma sees potential in a huge base and repeated transactions. The company aims to distribute these devices so Paytm enables the merchants to use those for any kind of payment — from wallets and UPI using its own platform or those of rivals such as Amazon Pay and PhonePe, and also credit and debit cards — to a

million merchants (from a total base of 16 million) by the end of this calendar year. "Right now, the digital payment market is evenly distributed among wallets, UPI and credit or debit cards being used through point of sale or PoS machines. Our machine allows them to do all that on a single device and we look to earn commission wherever possible," says Sharma. Raj N Phani, founder of Zaggla, a fintech company, says UPI has almost killed the wallet. "So no one is inclined to make a wallet payment and pay a commission. You (a fintech player) don't make money on UPI transactions. Only cards are left then and hence the possibility of cornering significant revenues is really small."

Sharma explains the card transaction math. For transaction worth every ₹100 via card payment facility added in these devices, Paytm pockets 30 paise (barring RuPay card transactions which are free). "Also, it prevents the entry of our fintech competitors into those outlets for they are not providing an integrated payment solution that we are." Again, the sheer number is where Paytm sees the opportunity but Phani fears it will not affect the coffers significantly as there are chances that the total number of those using PoS machines at present is a fraction of the one million that Paytm has in mind.

Then there is the mammoth challenge of convincing the one million small and medium enterprise (SME) owners to get these machines installed at their outlets



For every transaction worth ₹100 via the PoS facility Paytm pockets 30 paise

replacing the earlier QR codes and in many cases, PoS machines made by other manufacturers. It may be added here that the merchant has to pay a certain amount (₹12,000-15,000) upfront to acquire one such machine. This covers the hardware and cloud software installed and additionally, brings in a subscription fee of ₹500 per month to Paytm. A business owner is given the choice to pay the subscription fee either per month or make bulk payments in advance. Phani sees this as an additional deterrent and believes that the shopkeepers may be unwilling to pay and recommends that

Paytm distributes these machines for free to start with.

Sharma rejects such apprehension. He says that in his initial experience, when as many as 150,000 all-in-one machines were provided to merchants, the merchants readily accepted them for the convenience they offered. "So we found that for those who did not have a PoS machine, we became the default choice. Those who had another, started using our machine because it could be used for all kinds of transactions. So the second machine is expected to die a natural death."

When *Business Standard* asked the

well-travelled Sharma whether he or his research team came across any such device elsewhere on the globe, he said the product was developed keeping the unique Indian needs and the current market dynamics in mind. These machines have been co-developed by Paytm with some international players, says Sharma while withholding the partners' names due to "competitive reasons". "Additionally, since we realise that there is still a lot of cash being used, we have provided the option of a ledger entry which will help them with better accounting. Though that does not bring any mon-

FRESH SWIPE

- Paytm feels that while peer-to-peer transactions widen the base, they don't bring much revenue. It also finds it tough to keep up with discounts offered by new players
- It is offering the all-in-one machine to its merchant base. It aims to distribute machines to 1 million merchants by 2020 end
- Bringing cards, mobile payments and UPI under one umbrella and enabling payments through competing products in the spaces it operates in allows the company to be flexible and adapt to the market demand
- This step, if successful, will help company to open more accounts for its Payments Bank
- Experts see the road to revenue conversion a tough ask because of the continuing dominance by cash, possible reluctance of merchants to invest in new machines and difficulty in maintaining them

ey, we expect to bring in a behavioural change once they see the convenience in digital," he says.

But Phani does not see cash being replaced anytime soon. "Imagine a small shop full of customers during the hot and humid Indian summer. Can you see a machine taking the load of so many repeated transactions? Maintenance would be a huge challenge going ahead. Plus cash is very entrenched in our system. A demonetisation-like factor can spark only a temporary change. I don't see that windfall happening for Paytm again. Revenue goals are not realistic," he sums up.

Trust lies within the network, say millennials

Social commerce, community circles that help with everything from bargain hunts to waste management are among the major factors shaping consumer behaviour: Kantar

YUVRAJ MALIK

How do you reach out to the young, wary shopper in 2020? Talk to their friends and family, get into local community networks and messaging boards and get social. A recent report on consumer behaviour by Kantar, a research and data insight consultancy, indicates that almost every big behavioural trend that will define the year ahead, stems from a growing reliance on trusted cohorts.

The consumer wariness on account of an economic slowdown is evident in the two big top trends the report finds (waiting to spend and waiting for deals to make a necessary purchase). However what is interesting is that almost every other behavioural signs that make the list, show a growing proclivity among Indian consumers, to lean in on friendly networks. Be it choosing

what to buy, when to make the purchase and even resolving daily problems such as managing waste and traffic, community networks are likely to be the big influencers in 2020.

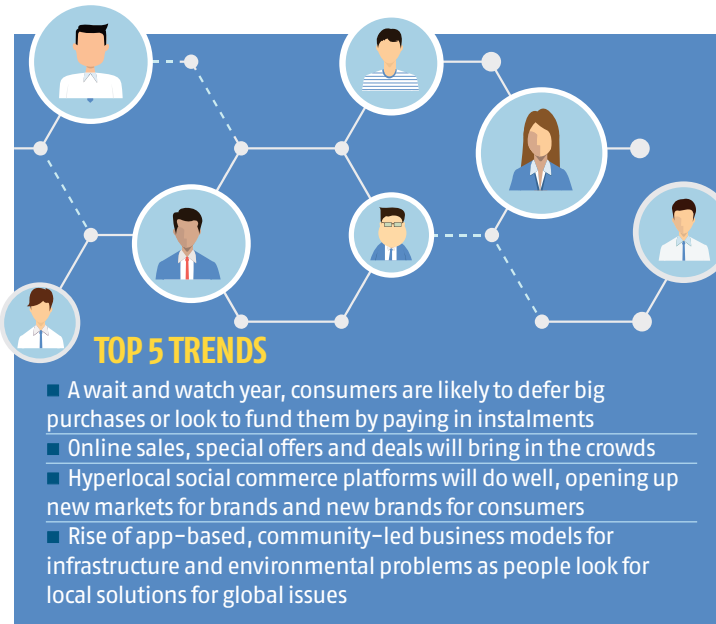
Consider the spate of social commerce apps that have opened shop, in barely two months into the new year, there are four new entrants into the market with Paytm, Sheroes, ShareChat and Instamojo throwing their hat into the ring. Social commerce, as the name suggests, works within the social network of apps such as WhatsApp, Instagram and Facebook to deliver a payments system that uses a combination of methods to acquire and engage customers and it is among the top five trends that Kantar predicts will define customer behaviour in 2020.

Meesho, the top-funded startup in the category and backed by Facebook, uses a referral model. It

lets sellers put up their goods and connect with re-sellers, essentially homemakers who agree to use their own WhatsApp network to sell these items for a commission. It now has two million re-sellers across 700 cities.

"Social commerce is a new way of leveraging a traditional practice in consumer behaviour — personal referrals," said a spokesperson from Kantar. Such engagement creates entirely new purchase behaviour and what social commerce leverages is trust — both in individuals and communities, the report said. It offers small and medium businesses, as well as individuals starting out with their new offerings — a platform to quickly reach a community, and engages them in conversations where referrals play a massive role.

"Regular e-commerce works on search — you type in what you want and it shows up — or scroll through



or click on a picture," says Sajith Pai, a director at Blume Ventures. He believes that social commerce has helped remove some of friction in e-commerce. Now content-commerce will remove some others. "It is almost as if, the expanding e-commerce landmass needs new hooks to connect with audiences," he adds.

Big venture capital (VC) investors such as SAIF Partners, Accel, Omidyar, Naspers and Sequoia are among many others have pitched for social commerce. By some estimates, over \$300 million has been

poured across social commerce investments in the past few years. Apart from a referral system, the apps are also using video and vernacular to expand their user base. Take BulBul.TV and SimSim for example, they use videos to pitch and sell products. Another social commerce platform Mall91 combines live videos-based shopping, local language voice recognition-based catalogue discovery and Whatsapp like chat/messaging checkouts — features it claims directly work with the 'Bharat' audience.

MY FAVOURITE CAMPAIGN

A timeless bond



MY TAKE
It combines hyperbole, juxtaposition and humour

BRAND: FEVICOL
YEAR OF LAUNCH: Continuing
AGENCY: O&M

MEGHNA CHADHA

What is your favourite campaign?

My favourite campaign is Fevicol. It is a 60-year-old brand that was quiet and almost invisible until the Ogilvy campaign made it so famous. Adhesives is a difficult category because you think of adhesives only when you need them. You don't think of them every day like you do with a toothpaste or a soap or your morning cup of tea. That makes the task for advertising all the more difficult. It is therefore the degree of difficulty with the breakthrough creative that makes Fevicol a really great cut through and memorable campaign.

On what parameters did you base your decision?

First, it is a campaign that has stood the test of time. It has an idea that is campaignable in the long term. And it inspires an infinite number of pull-outs although the fisherman film is one of my favourites. I think it is quite a generic product that got transformed into a brand. Also adhesives are not a top-of-mind category, so to raise the awareness of such a product and category is a Herculean task. Not to mention the fact that the advertising makes it come

through as the most unassailable adhesive. I think when advertising makes you feel that this is the numero uno brand in a category, then advertising has succeeded.

What do you think was the key idea the campaign was trying to drive home?

The key idea was the incredible power of the glue and that was demonstrated using vivid metaphors. Another classical ploy in advertising is to use hyperbole which the campaign did effectively. This combined with humour made it a powerful and memorable campaign.

Did this campaign inspire any of your work? What are your takeaways from the campaign?

My takeaway is that the classical tools of advertising are irrefutable. When used properly they can create great campaigns. An advertising idea is either a vivid demonstration of what the brand does, or a vivid metaphor of what the brand stands for. Just like grammar, advertising has its own figures of speech. Using this, advertising can take

a variety of shapes. 1. Personification (make a brand come to life). 2. Parody (humour) 3. Juxtaposition (comparing: black vs white, big vs small) 4. Hyperbole (exaggeration) 5. A moment of captured reality. Ideas that fail are usually called slice-of-life in the advertising business.

The reason the Fevicol campaign is so successful is because it uses parody, hyperbole and juxtaposition all together. That is an extremely powerful combination. In what they call the Fish Catcher film on YouTube, which I prefer to call The Angler, juxtaposition is expressed by the gentleman angler versus the priest who is a casual angler. It is a parody because

the gentleman angler has waited for hours without success. The casual angler beats him with the simple use of Fevicol. And it is a hyperbole because using Fevicol to catch fish is real exaggeration. You can't exaggerate any more than that.



PRABHAKAR MUNDKUR
Brand strategy advisor

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QUIZ

654

- From 2021, this company will not market its foods and beverages products to kids below 12. It has also announced that it won't direct any PoS communications to children below six. For television and other measurable mediums, it won't advertise on platforms/channels where kids constitute more than 25 per cent viewership. Name it.
- Connect Elvis Priestly's *Lonesome Cowboy* and Roberta Flack's *Killing me softly* with a 1970s' bank. What do you get?
- What is a marketing strategy that creates enough buzz to convince consumers to pre-purchase a new product in order to be amongst the first to own it rather than get a discount.
- Connect the companies Bolt Beranek and Newman Inc that was incorporated in 1948 with email addresses.
- This index helps determine how the average citizen is doing economically and is calculated by adding seasonal unemployment rate to annual inflation rate. Name the index and the person who coined it.
- Name the commodity of which India became the largest producer in 1818-19 and which was discovered around 5th century AD during Gupta period. Buddhist monks carried it to Far East and Arab entrepreneurs to West Asia and Europe.
- He studied at University of Milan and Atlanta University. He was a pilot for the Italian air force during WW-II and close to Benito Mussolini's eldest daughter. He was also a member of the Italian Winter Olympics team in the '30s. Name the brand founded by him.
- Connect Caprese Handbags, Philips Hair dryers, PhonePe, Garnier hair care, Sunfeast Dark Fantasy and Havells Standard fans and what do you arrive at?
- On Valentine's day a biscuit brand from India approached Tinder on Twitter and sought its help to find it a match for itself. What was the resultant or consequence and name the brands involved?
- Name the brand and the company from its logo.



COMPILED BY GAURAV SRI KRISHNA, www.facebook.com/gaurav.s.krishna

ANSWERS TO THE STRATEGIST QUIZ 653

- The McDonald's Monopoly, a sales promotion of McDonald's and Hasbro based on the latter's board game Monopoly. The names listed are rare winning pieces. The docuseries is *McMillion's*
- Safe Water Releaser (SWAS), Safe Thermit Cracker (STAR) and Safe Minimal Aluminium (SAFAL) are green fire-crackers invented by CSIR-National Environmental Engineering Research Institute. It impacted the traditional firecracker industry in India.
- Tata SmartFoodz Limited
- Yu'e Bao, managed by Alibaba's Ant Financial
- They were both the inventions of Hero of Alexandria, aka Heron (10 AD to 70 AD)
- The distress signal Mayday. The Mayday button on Amazon's fire devices can be used to seek live help. It was the idea of Frederick Mockford, who was a senior radio officer at Croydon Airport in London
- The tea plantations in Assam follow Baagan time or teatime.
- Kurkure
- Reebok
- Jagatjit Industries Limited, makers of King Henry VIII Scotch whisky

One lucky winner will receive a cheque for ₹2,000. Send your entries to strategist@bmail.in. All entries must carry the postal address of the contestant. Last date for receiving entries is March 3 till 8 pm. Previous winners and employees of *Business Standard* and their families are not eligible to participate. The winner is chosen on the basis of the first correct entry received.

There were two correct entries to Quiz number 653. The winner is V Srinivasa Murthy from Hyderabad

Trump: After India, I might not be excited about a crowd



US President Donald Trump on Sunday

PHOTO:PTI

BARC says the event at Motera had 11.69 billion viewing minutes across India

AGENCIES
Washington, 1 March

US President Donald Trump has said he would "never be excited about a crowd again" after his visit to India where he addressed a rally of more than 100,000 people.

During his maiden visit to India on February 24-25, Trump and First Lady Melania were given a rousing welcome at the Motera stadium in Gujarat's Ahmedabad city.

Addressing a rally in South Carolina, the US President recalled the 'Namaste, Trump' event and said: "In India, I hate to say this to you, they actually have 129,000-seat stadium. Did you see it? The place was packed, and they did better than most. They gave me credit for 100,000. That was not bad. It's 129 (thousand)... The stadium holds 100 (thousand). They had a field that's about three times...it's cricket. It's the biggest stadium..."

"We had an amazing thing. And I went in, and here's the problem. This is a big crowd and normally, I like talking about my crowd because I get the crowds like nobody. But, I just got back from 140 or 50 or 60,000 people and now I am coming here. What does this

'Will be meeting Taliban leaders'

Trump has said he planned to meet Taliban leaders soon, asserting that it was time that the war against terrorism was fought by someone else, particularly the countries in the region. "I will be meeting personally with Taliban leaders in the not-too-distant future. And we will be very much hoping that they will be doing what they say they are going to be doing: they will be killing terrorists. They will be killing some very bad people. They will keep that fight going," Trump said at a White House press conference. **PTI**

place hold, 15? It's hard to be enthused. I may never be excited again about a crowd after going to India."

"Think of this, they have 1.5 billion people. We have 350, so we are doing pretty well, I will tell you what, but I love this crowd and I love that crowd too," he told his supporters amid a rousing applause.

Trump told the rally that Indians "have a great leader, and they have a great love for the people of this country (US)."

According to data by Broadcast Audience Research Council (BARC), the mega event at the world's largest cricket stadium on February 24 had a total of 11.69 billion viewing minutes across India. The BARC estimated that 46 million people watched the event on 180 television channels across the country.

Ram temple's basic structure to be ready before 2024 polls: VHP

Working president of the Vishwa Hindu Parishad's Ram Janmabhoomi Nyas, Ram Vilas Vedanti, on Sunday said he felt that the basic structure of the Ram temple in Ayodhya would be ready before the 2024 general elections.

"After the formation of the (Ram temple)

trust by the Centre, the process of building the grand temple has begun. I feel that the basic structure of the temple will be built before the 2024 elections," he said. "Sixty-seven acres of land at the birth place of Lord Ram campus will prove to be inadequate as it would be the biggest

temple in the world and an international tourist place as well. It is possible that the government-formed trust will have to acquire more land from around for building the grand temple," the former BJP MP said.

Vedanti reiterated that according to the

wishes of saints and seers, the temple should be 1,111-feet high. "The Ram temple should be so high that it is visible in Islamabad, Colombo and Kathmandu. In consonance with our wish, Home Minister Amit Shah announced that the Ram temple will be sky-high." **PTI**

Non-subsidised LPG price cut by more than ₹50



SHREYA JAI
New Delhi, 1 March

The price of non-subsidised liquefied petroleum gas (LPG) cylinder was reduced on Sunday to ₹805.5 in New Delhi, with effect from March 1. The price of a non-subsidised LPG cylinder was ₹858.5 earlier.

The government gives subsidy for 12 refills of 19 kg cylinder to those to those with annual income of more than ₹10 lakh. The price of 14.2 kg non-subsidised LPG cylinder in Delhi, Mumbai, Kolkata, and Chennai will be ₹805.50, ₹776.50, ₹839.50, and ₹826, respectively, from March 1. For the 19 kg commercial cylinder, the new prices will be ₹1,381 in Delhi. For Mumbai, Kolkata, and Chennai, the revised prices of commercial cylinders will be ₹1,331, ₹1,450 and ₹1,501, respectively.

In February, the price of non-subsidised LPG cylinders was increased by ₹144.50, which was the sixth hike in as many months. That hike was the steepest since January 2014, when non-subsidised LPG cylinder prices had gone up by ₹220.

PETROL, DIESEL PRICES CUT



After a slump in global oil prices, the government on Sunday cut petrol and diesel prices sharply. In metros, the petrol rates were lowered by 15-18 paise per litre. Prices were also cut on Saturday. Diesel rates in metros were cut by 20-26 paise. Price revisions are implemented at the fuel stations with effect from 6 am after oil marketing companies review them.