

# **EIH Associated Hotels Limited**

A MEMBER OF THE OBEROI GROUP

CIN: L92490TN1983PLC009903  
Corporate Office: 7, Sham Nath Marg, Delhi-110 054  
Telephone: 91-11-2389 0505  
Website: [www.eihassociatedhotels.in](http://www.eihassociatedhotels.in). email: isdho@oberoigroup.com

1<sup>st</sup> April 2023

<b>The National Stock Exchange of India Limited</b>  Exchange Plaza, 5 <sup>th</sup> Floor, Plot No. C/1,G Block Bandra Kurla Complex, Bandra (East) Mumbai - 400 051 <b>Code- EIHAHOTELS</b>	<b>BSE Limited</b> Corporate Relationship Department 1 <sup>st</sup> Floor, New Trading Ring, Rotunda Building, Phiroze Jeejeebhoy Towers, Dalal Street, Fort Mumbai- 400 001 <b>Code: 523127</b>
--	--

## **SUB: COMPLETION OF DISPATCH OF NOTICE OF POSTAL BALLOT AND NEWS PAPER ADVERTISEMENT**

Dear Sir/Madam,

Intimation is given pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations), that the Company has completed the dispatch of Notice of the Postal Ballot through e-mail sent by Central Depository Services (India) Limited on 31<sup>st</sup> March 2023 to those shareholders whose email id is registered with the Company / depositories.

Newspaper Advertisement to this effect has been published in ‘Business Standard’ (all editions) in English and ‘Makkal Kural’ in Tamil on 1<sup>st</sup> April 2023. Copy of the advertisement are enclosed.

Please take this on record.

Thank you,

Yours faithfully,  
**For EIH Associated Hotels Limited**

**Tejasvi Dixit**  
**Company Secretary**

# Why Irdai's flexible rules are significant



ILLUSTRATION: BINAY SINHA

## AGENTS IN PLACE

Insurer types	Numbers as on March 31, 2022
LIC	1,346,232
Private life	1,116,177
Govt owned non-life	299,886
Private non-life	387,890
Stand alone health	963,593

Source: Irdai annual report

## Share of the pie (in %)

Distribution channel	LIC's new business	Private non-life	Govt non-life Cos	Private non-life
Individual agents	96.26	22.87	36.76	14.72
Banks etc	2.63	54.79	1.57	14.19
Brokers	0.05	3.41	30.77	41.26
Others (including online)	1.06	18.93	30.09	29.83

Source: Irdai Annual report

By removing the limit for agents, the regulator has provided insurers greater scope to build their businesses

SUBHOMOY BHATTACHARJEE

New Delhi, 31 March

This week, when the insurance regulator, Insurance Regulatory and Development Authority of India (Irdai), offered freedom to companies to set the rules for the payment of commission to agents, the stocks of most listed insurance companies rose.

Irdai Chairman Debasish Panda has notified that all insurance companies can now decide the commission rates they will pay an agent, for securing any type of business. Earlier, the regulator had placed a limit on different commission payments within an overall board-approved cap on expenses.

The liberalised rules mean that insurers could get more flexibility to synchronise their business goals and expenses. This could mean that an agent that brings in small ticket-size but large volume business, such as third-party motor insurance, could now get the same commission rates as those bringing in, say, pricier mediclaim policies that are less frequent. These commissions will be decided by the company boards from now.

As Ankur Nijhawan, CEO, Axa France Vie India Reinsurance, notes, "By leaving competitive dynamics to market forces, private insurers can now offer higher commission to agents that could potentially lead to a shift in business from the state-owned insurers. Agile companies will be able to target the profitable business of rivals".

The changes are expected to impact the non-life insurance business more, since life policies are relatively straightforward and the agency commissions are

relatively uniform.

But the reason this rule change will impact newly-listed state-owned Life Insurance Corporation (LIC) most is that its agency force exceeds the total of all private life insurers by a large margin. LIC has 1.3 million, they have 1.1 million. LIC's agency force accounts for over 96 per cent of the new business generated for the company. For the private life insurance companies, it is the banks that generate the most business at 54.79 per cent via the bancassurance channels.

Yet, as the Irdai annual report notes, "The individual agents continue to be the dominant distribution channel in procuring individual new business. The new business premium procured by them is 55.01 per cent for FY22".

What is the share of business procured by agents in the non-life business? Here, the data is more nuanced. Brokers — who represent clients, unlike agents who represent the insurance company — are the largest marketing channels for private insurers at 41.26 per cent of the new business. But for the public sector companies, more than a third (37 per cent) of their business comes from individual agents. For the private companies, individual agents account for less than 15 per cent. Here, too, this number will surely rise with the liberty offered by Irdai.

Why? In the non-life business, except for New India Assurance, the other three government-run companies are in no financial condition to offer extra benefits to their agents to bring in more business. Yet, they, like LIC, have the largest share of agents in the industry. So the competition to poach their agency force will again be at their expense.

The poaching game will now be led by

the richer insurance companies. One of the benefits these companies can offer the agents is the ability to sell both life and non-life policies from the same stable.

In the league of insurance companies, the top spots are held by companies from financial groups — ICICI, HDFC and Bajaj, which write both types of business.

The announcement has seemingly perked up the shares of the insurance companies, which had slumped big time after the Budget announcements by Finance Minister Nirmala Sitharaman. She decided to remove the tax benefits from insurance policies where the annual premium is ₹5 lakh and above. Life insurance companies had so far offered such policies to their high net worth clients — a PolicyBazaar estimate said that every fourth group mediclaim policy was offered for a premium of ₹5 lakh or more after the Covid pandemic.

The minister had also decided not to increase the tax discounts for life policies from the current limit of ₹1.5 lakh premium or that for health policies for above ₹25,000.

Overall, these measures had deflated the industry. The companies were looking for momentum to revive growth and while Irdai data up to the end of January 2023 projects an 18 per cent business growth rate for life and 17 per cent for non-life, these numbers are expected to come down once the year-end figures are reconciled.

A week ago, BNP Paribas held a discussion with the leading insurance companies on these issues. A note issued by the bank after the discussion noted it was meant to "contextualize recent policy and regulatory developments that have created significant stock price ero-

"In the past three months, the stock price of HDFC Life has slipped by 19 per cent. Other listed ones have slipped by similar margins.

The critical point made in the note was that the downward move was not like a spiral and could be arrested. "The shift in stance between the pre-Budget commentary and now appears minuscule in relation to stock price reactions".

In this context, the regulator's announcement is most significant. There is a good reason why an army of agents is needed by insurance companies. At the recently concluded Bima Manthan (March 18 & 19) organised by the regulator, the key push on the companies was to expand their reach.

"Furthering the mission of maximum insurance inclusion, the progress of industry under the State Insurance Plan was deliberated. The insurance industry displayed enthusiasm for the flagship programme and committed to actively engage in taking insurance to every nook and corner of the country", a release issued after the meeting noted. Reaching every nook and corner of the country as the government and the regulator demands, needs a sales force on the ground. They were told to "formulate a five-year plan to increase footprints of lead insurers in their respective states".

In the Indian insurance sweepstakes, grabbing the high performing segments of LIC's agency force has always been the big prize. The scope for grabbing those men and women has now increased. At the BNP Paribas event, the five participating companies, HDFC Life, ICICI Prudential, Max Life, ICICI Lombard and Star Health all agreed that agency forces were critical to expand their business. The regulator has just shown how.

**The poaching game will now be led by the richer insurance companies. One of the benefits these companies can offer the agents is the ability to sell both life and non-life policies from the same stable**

## NCLAT order on Google could hobble CCI

RUCHIKA CHITRAVANSHI  
New Delhi, 31 March

The recent order of the National Company Law Appellate Tribunal (NCLAT) in the case on Google's market dominance, calling for "effect-based analysis", could be restrictive for other big-tech investigations by the Competition Commission of India (CCI), such as those relating to Amazon, Apple, and WhatsApp, currently underway.

The NCLAT said: "For proving abuse of dominance under Section 4, effect analysis is required to be done and the test to be employed in effect analysis is whether the abusive conduct is anti-competitive or not."

This is not the first time that the CCI has been told to do effect-based analysis. The Parliamentary Committee of Finance in its report on the Competition Amendment Bill had suggested it mandatory.

The panel had said the CCI should study factors such as impacts on consumers, innovation, and competition before adjudicating a piece of conduct



and is exploitative, when the consumer is bearing the brunt.

Conducting effect-based analysis would mean letting anti-competition practices continue and then taking action once they have created adverse effects," a policy expert said.

This is not the first time that the CCI has been told to do effect-based analysis. The Parliamentary Committee of Finance in its report on the Competition Amendment Bill had suggested it mandatory.

The panel had said the CCI should study factors such as impacts on consumers, innovation, and competition before adjudicating a piece of conduct

to be in violation of competition law.

The CCI had rejected the proposal because it could "delay" corrective action and create an anti-competitive environment.

It is hard to predict the outcome of effect-based analysis vis-a-vis the other ongoing investigations. However, from a competition standpoint, effect-based analysis should not cause any detriment to any party. The CCI has adopted this approach in the past as well though it varies from case to case," said Kanika Chaudhary Nayar, Partner, DSK Legal.

In December 2021, the CCI

had launched a probe into Apple's policies on allegations by Together We Fight Society, an organisation not for profit, regarding high commissions charged by Apple and the lack of third-party payment options. The antitrust watchdog is also looking into WhatsApp's updated privacy policy of 2021.

In the case of cartels, there is a presumption of adverse effect on competition, so the CCI is not expected to get into the question of effect-based analysis. For vertical agreements, such as between manufacturer and distributor, the onus is on the CCI to prove that there is an appreciable adverse effect on competition. In cases of abuse of dominance, such analysis has been a subject of debate.

"Since this is a direction of the NCLAT, the CCI will have to pursue or follow an effect-based approach. The CCI has all along been inconsistent in its approach. This will set a precedent and may lead to enhanced litigation," said G R Bhatia, partner, Luthra and Luthra Law Offices.

"This is a direction of the NCLAT, the CCI will have to pursue or follow an effect-based approach. The CCI has all along been inconsistent in its approach. This will set a precedent and may lead to enhanced litigation," said G R Bhatia, partner, Luthra and Luthra Law Offices.

## Start-ups see apex tribunal's order against Google as a win

But fees charged by the search engine for app purchases remain a concern

SOURABH LELE & ARYAMAN GUPTA  
New Delhi, 31 March

Indian start-ups and app developers appeared to be content with the recent National Company Law Appellate Tribunal's (NCLAT's) judgment that upheld the findings of the Competition Commission of India (CCI) against Google on misusing dominant position in the Android mobile device ecosystem, even as it set aside four key directives of the competition watchdog to the tech giant.

They are now keeping a watch on the implementation of the CCI's directive concerning fees levied by Google for services and digital items sold via apps on Android devices. In a partial relief to Google, the NCLAT on Wednesday reversed four of the 10 key non-monetary directives that would have forced Google to allow uninstalling of its pre-installed apps on Android devices. The directive that asked the tech giant to allow individual app store developers to distribute their app

store via Google Play Store was also quashed. This CCI order was a major concern for Google as it technically allowed other app stores on Play Store.

Still, Indian app developers largely welcomed the ruling which upheld the penalty of ₹1,337.76 crore on Google, as it would stop mandatory pre-installation of Google's proprietary apps, such as Chrome, G Pay, Gmail, and Maps on Android smartphones. Another contentious part of the CCI's directives that OEMs should be permitted to manufacture or develop Android phones-based smart devices was also allowed.

Snehil Khanor, co-founder & CEO of TrulyMadly.com, said while there is a breather for Google, the tone and tenor of the verdicts are against it and prove abuse of dominance by Google. The CCI directed Google to allow app developers to use a user-choice billing system. While Google has com-

plied with this order, it charges 11.26 per cent service fees on payments made through an alternative billing system. Leading stakeholders of the Indian start-up ecosystem — including Paytm, Bharat Matrimony and Sharechat — are likely to raise their objections on an "appropriate" platform, *Business Standard* has learnt.

The NCLAT has observed that the ties between Play Store and Google Search have been used by Google to achieve and perpetuate its dominance. Pavan Nanda, co-founder of social gaming platform WinZO Games, believes: "This is a landmark development."

He said: "It notes that while Google terms its Android mobile OS offering as 'free', it also imposes several apps and services on the same device, whose traffic Google itself monetises. So, the mandatory pre-installation of the GMS suite under agreements with OEMs has been held as an unfair condition."

"For all the issues framed

**The Indian app developer community is more concerned about the implementation of the other part of the CCI's findings, which are related to third-party billing**

More on business-standard.com



Reliance Industries Limited  
Growth is Life  
Regd.office: 3rd Floor, Maker Chambers IV, 222, Nariman Point, Mumbai - 400 021.  
Phone: 022-2555 5000. Email: investor.relations@ril.com  
CIN: L17101MH1973PLC019786

### NOTICE

NOTICE is hereby given that the following certificate(s) issued by the Company are stated to have been lost or misplaced and Registered Holders thereof have applied for the issue of duplicate certificate(s).

Sr. No.	Folio No.	Name / Joint Names	Shares	Certificate Nos. From - To	Distinctive Nos. From - To
1	9629238	Arun R Sanghavi Nayana R Sanghavi	400 80	5733770-770 12274274-275	110707309-708 251461811-190
2	1406647	Ceara De Souza Yvette De Souza Edgar De Souza	25 45 127	373142-142 13001508-508 58269003-003	14179489-13 1616828084-210 16166404240-16
3	84067555	Huzefa Neemuchwala	54	59576319-319 66635382-382	1588177200-253 687259789-289
4	9629246	Nayana A Sanghavi Arun R Sanghavi	200 40	5733771-771 12267065-065	11070709-708 25392123-252
5	31210364	Ramji Pathak Premlata Pathak Anupam K Pathak	240 800	54801477-482 6643571-711	132776207-246 685604407-874
6	49034946	Sanjeev Lal	400	6220850-506	218503518-917
7	49478402	Sanjeev Lal	200	6220851-514	218503582-081
8	82823185	Smita B Jariwala	220	66615516-518	6869584598-817
9	82647732	Sujit Pal	236	6687125-620	6894174368-603
10	9428585	Suman Dsouza	400	5483167-174	1329138080-728
11	102014084	Veeva Kumarai Shankar Lal Dokania	63 66901620-620	1614792659-721 221885709-161	
12	5191823	Yadvendradev Vikramsinh Jhala Iladevi Vikramsinh Jhala	5 11 14	6513665-665 765	

