



SEC:AM:29969

16 November, 2016

The Secretary
BSE Limited
Phiroze Jeejeebhoy Tower
Dalal Street
Mumbai – 400 001

Manager (Listing)
National Stock Exchange of India Limited
Exchange Plaza, 5<sup>th</sup> Floor
Plot No. C/1, G-Block
Bandra-Kurla Complex
Bandra (East)
Mumbai – 400 051

The Secretary
The Calcutta Stock Exchange Limited
7, Lyons Range
Kolkata – 700 001

Dear Sir,

#### Intimation of Schedule of Investors' Conferences

Further to our earlier letter No. SEC:29959 dated November 11, 2016, please find enclosed a copy of presentation to be made by the Company at the Investors' Conferences to be held as per the schedule referred to in our said letter.

**General Manager (Secretarial & Estates)** 

Encl:





# CESC Limited Powering India since 1899





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# RP- Sanjiv Goenka Group

Resources Power & **Natural** 

**Carbon Black** 

Entertainment

Infrastructure

IT & Education



Energising Lives - Since 1899



open media natwork

firstsource

000

Phillips Carbon Black Ltd























	Gross Revenues (FY`16)	EBIDTA (FY`16)	Net Profit (FY`16)	Current Market cap (appx)	Promoter Holding	Institutional Holding
CESC	66.16	17.21	7.07	80	50%	42%
Firstsource Solutions	32.30	4.05	2.65	30	56%	19%
Spencer`s Retail	18.65	(0.53)	(1.42)	•	100%	ŧ
Haldia Energy	17.20	9.01	2.32	1	100%	1
Crescent Power	1.60	0.80	0.43	t	100%	ı
Surya Vidyut	0.45	0.41	0.05		100%	
Quest Properties	0.91	0.45	0.09	ı	100%	ı
DIL – Chandrapur (Not fully operational)	1.15	(0.58)	(5.89)	ı	100%	1





## Indian Power Sector

1200

(MWW)

**Annual Per Capita Consumption** 

1000

90

200

600

900

733

818 8

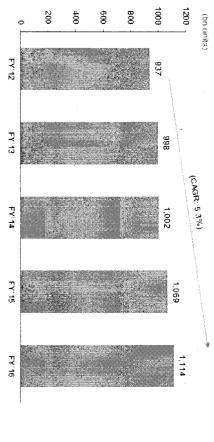
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## **India Electricity Demand Trend**



### Installed Capacity (MW)

300,000

(MAIN)

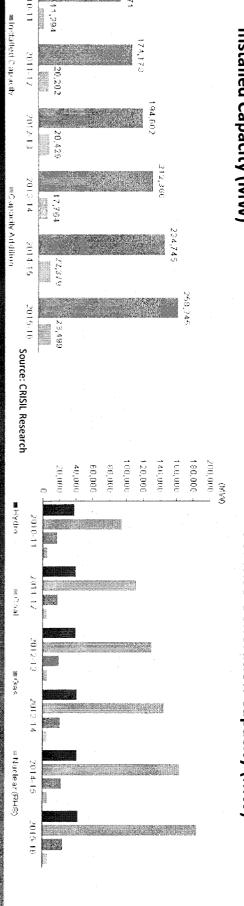
226,000

190,000

28/10-11

153,971







## Indian Power Sector



Trend in PLF (Thermal)

#### **Peak Deficit**

#### (bn Units) 8 7% 1031 1114 10.91 10.0%

8.0%

**AT&C Losses Trend** 

‱ Demand

Supply ....

La Deficit

FY'18

2.0%

1.0%

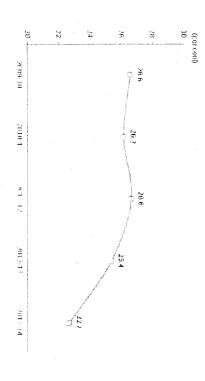
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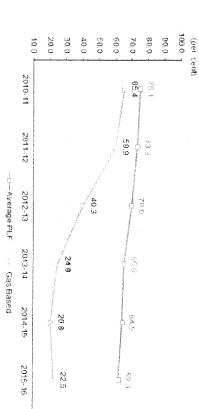
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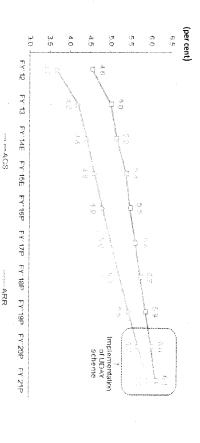


Source: CRISIL Research

# --- Average PLF --- Gas Based

Outlook on ACS-ARR gap



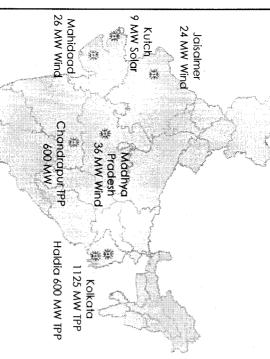




### **Overview of CESC**







- ☐ Private sector power utility company in India
- ☐ Distributing power to city of Kolkata & adjoining areas
- Engaged in Coal mining, Generation and Distribution of electricity
- Almost entire energy requirement met from own / subsidiary's generation, meeting peak demand of 2000+ MW
- ☐ CESC Regulated Business 1125 MW Generation, 567 sq.km. area, 3 mn consumers
- lacksquare Budge Budge Generating Station amongst top performing power plants in the country
- Board represented by independent directors and professionals
- ☐ Shares Listed on BSE , NSE and Kolkata. GDR listed on Luxembourg
- ☐ Access to International Equity & Debt market (FII at 23%)

Map not to scale

Tamil Nadu 18MW Solar



# **CESC Existing Businesses**



#### **Kolkata Distribution Business**

-1125 MW generation **Generation & Distribution** Coal Mining, Power

- 567 sq km area
- 3 mn consumers
- 20,400+ ckt km of network

### Independent Power Project

Maharashtra project in Chandrapur, 600 MW thermal power

project in Haldia, West Bengal (Project cost Rs. 46 billion) 600 MW thermal power entire output to CESC

#### Renewables

(Project cost Rs. 38 billion)

26 MW Wind power plant, Gujarat 24 MW Wind power plant, Rajasthan 9 MW Solar Power Plant in Gujarat. 36 MW Wind power plant in Mandsaur, 18 MW Solar Power Plant in Tamil Nadu -Madhya Pradesh

**Shopping Mall in Kolkata** Owns and operate "Quest'

> (BPM) company in India **Business Process Management**

companies Fortune 500 and 9 FTSE 100 Client base includes 21

stores spread over 30+

mn+ sqft area and 120

Retail player with 1 PAN India Organized

> **Distribution Franchisee** Kota and Bharatpur in 2 cities -(Rajasthan)

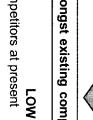


# Key drivers of performance in the industry – CESC Position



## Threat of substitute products/ services

captive power generation, Diesel Gen set or any other means of mitigation of energy requirement No threat of substitutes till economic viability of Roof Top Solar Power,



## Rivalry amongst existing competitors

### No direct competitors at present

to any other player. Potential competition can emerge if parallel license is granted

E.g. In Mumbai, TATA Power and Reliance Energy compete with each other

forums and perception becoming important

Tariff determined by regulators but consumer

Consumers

Direct bargaining power only for Open Access

Bargaining power of buyers



#### \$

### Threat of new entrants

license in CESC's licensed area of 567 sq. km. Threat of new entrants arises in case of a new player applying for parallel



Bargaining power of suppliers



# Advantage CESC -Overall





Diverse

Customer base

119 years of Experience



Strong Balance Sheet

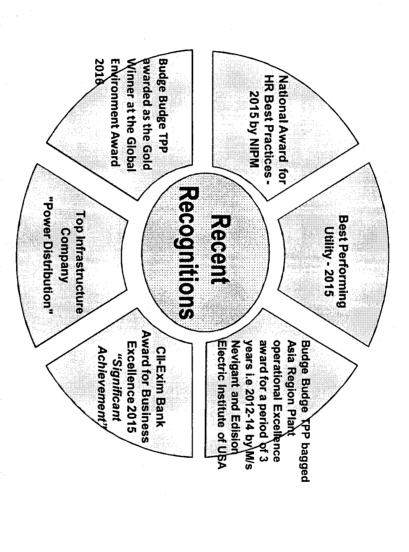


Present in Mining, Generation & Distribution of Electricity



# **Awards & Recognitions**





Corporate Headquarter- "CESC House" is the First Heritage Building in India to get a LEED Gold rating from the United States Green Building Council (USGBC) under Existing Building category





Mobile Apps

Improving Consumer Experience with superior customer service











24x7 Call Centre

**SMS Services** 







Communication – Web chat etc Enriching Consumer Experience



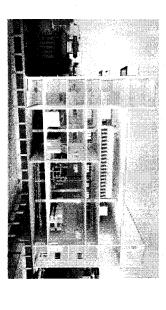
Social Media



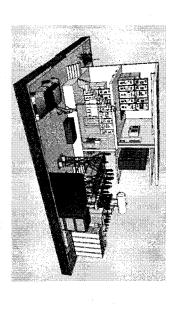


# Leadership in Technology and Innovation

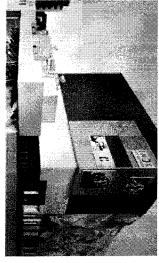




Integrated SS at New Cossipore with 220, 132 & 33 kV GIS



Compact 33 kV Distribution Station



Underground 132 kV SS at `Quest Mall'

### **OP©WER**

Transforming the way Utilities relate to their customers

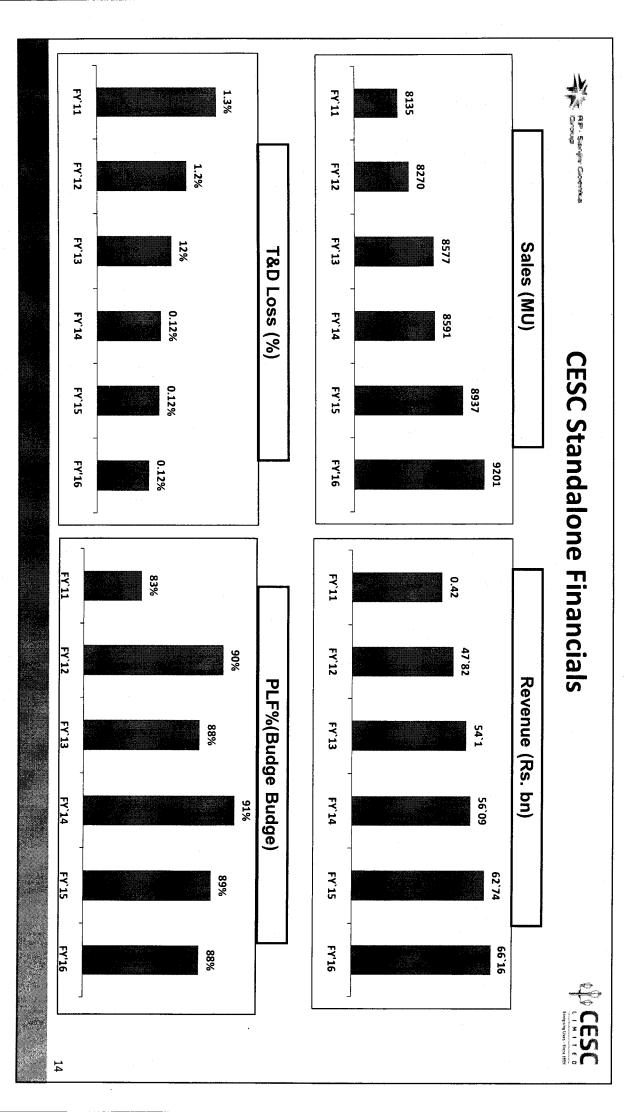
Unlocking Customer Engagement with Digital Platforms

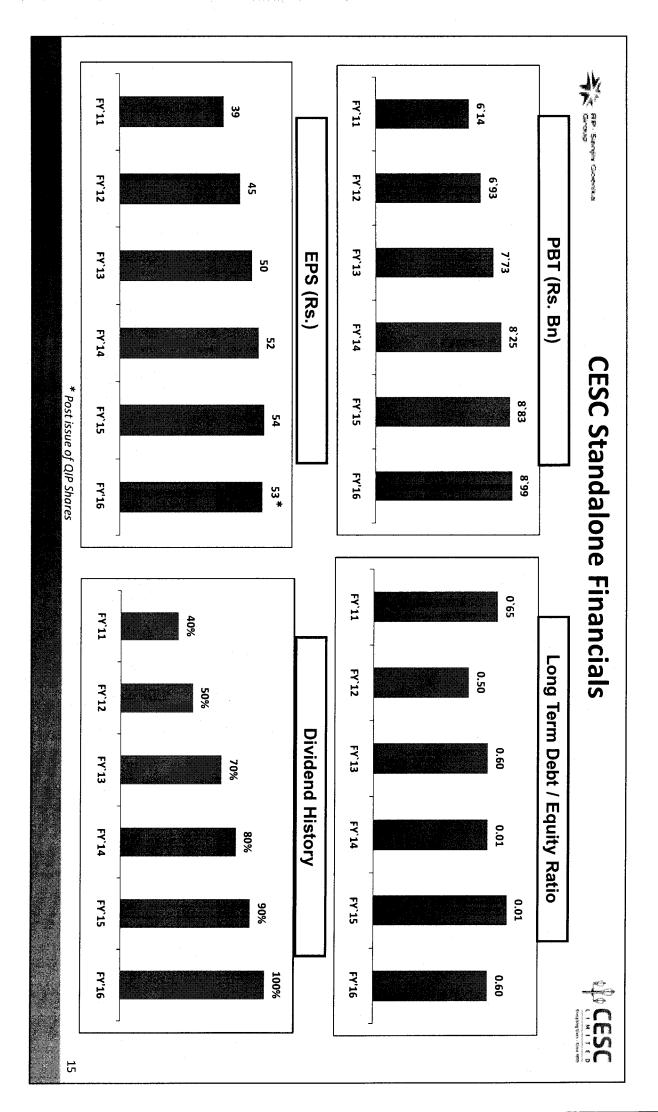


AMI with approx. 25,000 Smart Meters ( and a few RMUs)



1.5 MW Demand Response project with both Demand Side management and DER integration







# **Growth Opportunities**

### Distribution

Participation in privatization of Distribution Franchisee

# Independent Power Projects Acquisition of Generation Assets & fuel security formew projects

New Power Policy

Government Committed to Ensure Affordable 24x7 Power for all

### Renewables

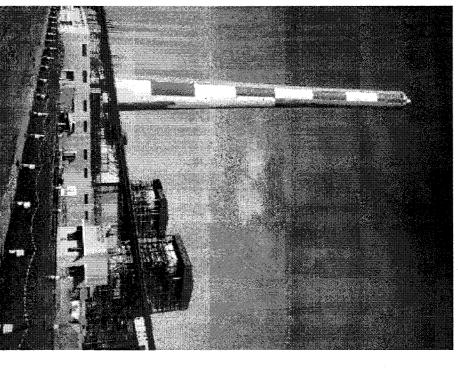
Thruston clean energy generation





# 600 MW Haldia Thermal Power Project, West Bengal



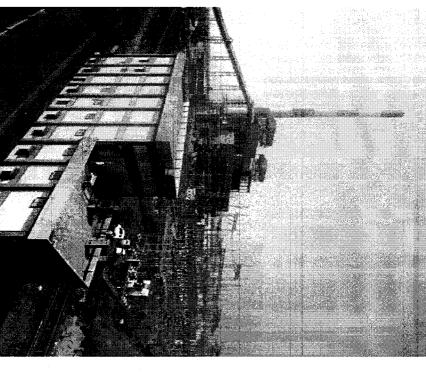


- ☐ Fully regulated project approved by WBERC, entire 600 MW power , PPA approved by WBERC being supplied to CESC to meet the growing need of its consumers
- ☐ Tariff order for Haldia TPP issued by WBERC
- ☐ Project include around 80 kms long dedicated 400 kV Transmission line from Haldia to CESC network
- ☐ Project cost of Rs. 46 billion funded at 75:25 debt equity ratio
- ☐ BTG supplied by Shanghai Electric, BoP undertaken by Punj Lloyd
- ☐ Plant fully commissioned in Feb'15, currently operational at full load
- ☐ Haldia Energy awarded "Global Environment Award 2016" in Platinum Category, at the 7th World Renewable Energy Technology Congress
- ☐ Long term borrowings Credit Rating at "A"



# 600 MW Chandrapur Thermal Power Project, Maharashtra





- ☐ First Independent Power Plant (IPP) of CESC
- ☐ Constructed in Chandrapur, near Nagpur with 2x300 MW configuration
- ☐ Project cost of Rs. 38 billion funded at 75:25 debt equity ratio
- ☐ BTG supplied by Shanghai Electric, BoP undertaken by Punj Lloyd
- ☐ Both units commissioned in 2014
- ☐ Supplying 100 MW to TANGEDCO under long term PPA
- ☐ Fuel Supply Agreement signed with subsidiary of Coal India Ltd in March 2016 – coal movement started
- ☐ PPA approved by UPERC for supply of 170 MW power under Section 62 of Electricity Act 2003, from Chandrapur TPP to NPCL.
- lacktriangle DIL is actively participating in bids for power sale







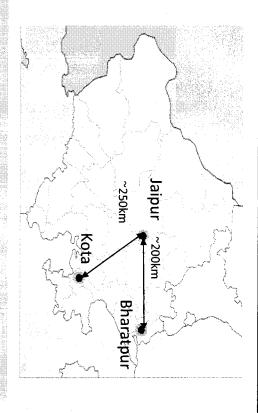
- ☐ Distribution Franchisee Agreement (DFA) signed for both Kota and Bharatpur on 17th June 2016 for distribution and supply of electricity for a term of 20 years each
- ☐ Kota and Bharatpur combined area of more than 200 sq km; 2.3 lakh consumers with a Peak Load of 241 MW
- ☐ Potential to generate combined annual revenue of Rs. 750 crore
- ☐ Handover of Kota Operations done, effective from 1st Sep'16 (Bharatpur expected in Dec'16)
- ☐ CESC has started upgrading the network, improving customer services, removing inefficiencies in billing & collection and improve the IT infrastructure

#### Kota

- 150 sq. km area
- 1.86 lakh consumers
- 314 HT consumers
- 5.4% growth in consumer base

#### Bharatpur

- 50 sq. km area
- 47,641 consumers
- 165 HT consumers
- 2.5% growth in consumer base



Electricity Services Ltd for distributing power in these two cities CESC has formed two wholly owned subsidiaries in Rajasthan - Kota Electricity Distribution Ltd and Bharatpur



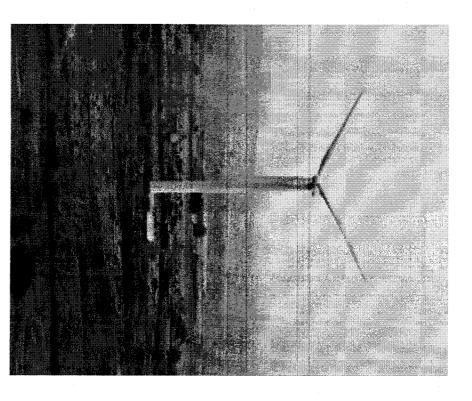
### Renewables



# Renewable portfolio of over 200 MW

- ☐ 24 MW (2x12) Wind project in Jaisalmer, Rajasthan
- ☐ 26 MW (2x13) Wind project in Surendranagar, Gujarat
- ☐ 9 MW Solar PV in Kutch, Gujarat
- ☐ 18 MW Solar PV in Tamil Nadu
- ☐ 36 MW Wind project in Mandsaur, Madhya Pradesh
- ☐ 94 MW wind projects under implementation in Gujarat and Andhra Pradesh

Plans to increase footprints in the wind business, driven by favorable tariff regime and positive long term outlook for renewable energy.



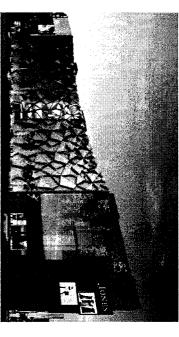
CESC wind sites in Jaisalmer, Rajasthan



# Real Estate – "Quest"







- $\square$  Built on 3 acres of land in Kolkata, this is the 1st Luxury Mall of East India.
- lacktriangle Presently the mall is witnessing strong footfalls of 1 mn+ per month
- 4,15,000 sq.ft retail area, 900+ car parking
- lacksquare Houses volume retailers like Spencer's, Starmark, Lifestyle as well as international luxury labels such Burberry,

Armani, Gucci, Canali, Furla, Tumi, Rolex, Omega and much more

- ☐ Fine Diners include Smoke House Deli, Bombay Brasserie, House, Yauatcha & Serafina lrish
- ☐ Declared 'Best Shopping Mall of the Year East' at the 4th Indian Retail and e-Retail Awards 2015
- lacksquare 1st Shopping Mall to be awarded the **IGBC Platinum** rating under Indian Green Building Council Existing Building Rating System

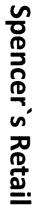




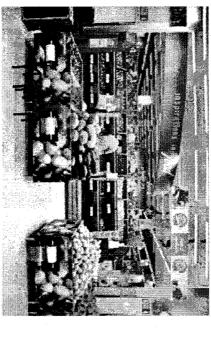
RETAIL BUSINESS

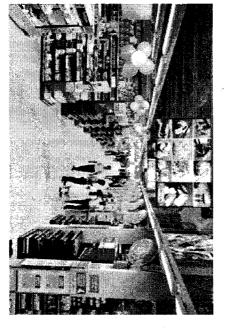












- ☐ Rs 1900+ crs food-first, multi-format retailer since 1996
- ☐ Organized retail business
- ☐ 120 stores spread over 35+ cities and about 1.1 mn sq ft
- ☐ High same store sales growth in last few years
- Private label program across food, fashion, home and general merchandising.
- ☐ Planning to roll out 50-60 Hypermarket stores over next four years
- Spencer's Retail has entered into Grocery ecommerce with the acquisition of www.meragorocer.com
- ☐ Won the 'Most Admired Food & Grocery Retailer of the Year' at Coca Cola Golden Spoon Award, 2015 for efficiency across retail operation
- ☐ Spencer's Retail has been awarded the **Most Admired Retailer of the Year** Hypermarket, at the East India Retail Summit 2016

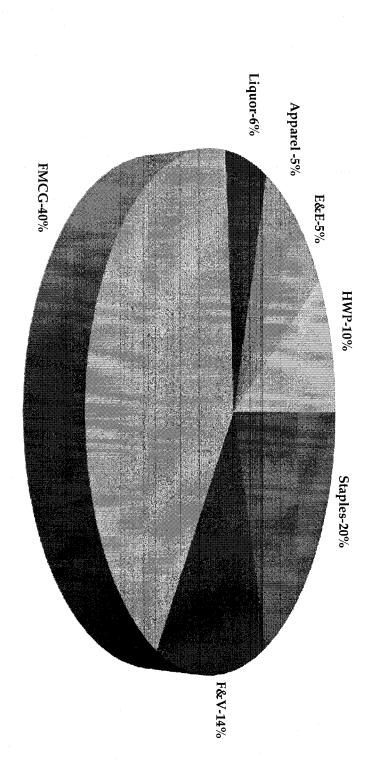
www.spencersretail.com

meragròcer.com



### Sales Mix





Food has highest share ~ 80%



### Store count

	11-12	12-13	13-14	14-15	15-16
HYPERS	26	25	34	34	36
(Avg 23,000 sft)	56%	64%	74%	75%	78%
SUPER	15	14	13	13	12
(Avg 6700 sft)	7%	9%	9%	8%	8%
DAILY	141	92	81	79	70
(Avg 2200 sft)	37%	27%	17%	17%	14%
ALL TOTAL	182	131	128	126	118

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- Planning to open 8 new stores in FY'17
   Hyper defined as clear focus area
   New stores to be opened in the existing 5 regions
   Small stores to continue as-is

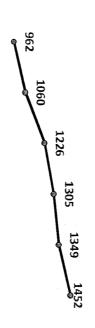




# **Operating Performance:**



### Sales/ sqft (Rs./month)



FY`11

FY`12

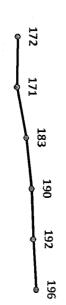
FY`13

FY`14

FY`15

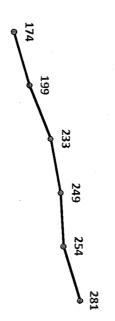
FY'16

## Store Opex/ sqft (Rs./month)



FY`11 FY`12 FY`13 FY`14 FY`15 FY'16

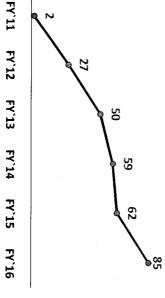
# Gross Margin/ sqft (Rs./month)



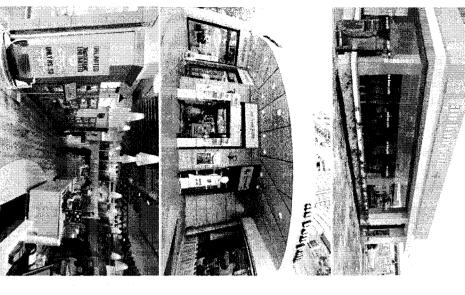
FY`12 FY`13 FY'14 FY`15 FY'16

FY`11

## Store EBIDTA/ sqft (Rs./month)







# Specialty Brands -Au Bon Pain



- $\square$  Au Bon Pain is a fast casual dining concept founded in Boston in 1978 by the late Louis Kane and has over 450 bakery cafes across the world
- ☐ RP-SG group is the master franchisee of Au Bon Pain, USA in India
- Started in 2009, Au Bon Pain Café has 24 cafes & 13 kiosks across offerings Kolkata, Bangalore and Delhi NCR serving more than 100 unique menu
- lacksquare Cafes spread across High Street & Malls, Business & IT Parks, Hospitals and Universities
- Au Bon Pain offers a wide range of menu choices for all day parts consisting goods, beverages, cakes and desserts of scrumptious sandwiches, palatable soups, salads, delectable baked
- ☐ Won the Times Food Awards 2016 in the "Best Breakfast" category
- ☐ Strong roll out plan in 2016-17 incl expansion in Kolkata & NCR



# Firstsource Solutions Ltd.







# Firstsource Solutions Ltd- Pure play BPO services

**Revenue Distribution by Industry** 

Revenue Distribution by Geography



#### **Quick Facts**

- Founded: December 2001
- Revenue: FY16 revenue is Rs. 3230 crs
- Global Clients: 100+
- Countries: 05
- Delivery Centres: 47
- Employees: 24,000+



BFSI

Healthcare



ROW S Ę

#### Awards & Recognitions



























# FSL client base includes 17 Fortune 500 and 10 FTSE 100 companies

- Healthcare: 5 of the top 10 Health insurance / managed care companies in the US and over 650+ hospitals in the US
- Telecom & Media: 2 of the top 10 US telecom companies, leading MVNO in the UK, Largest pay TV companies in India, Largest telecom company in Sri Lanka, Largest pay TV operator in Australia, One of operator in the UK, Global provider of telecom equipment and networks, 2 of the top 5 mobile the world;s largest Media & Entertainment conglomerates, UK's largest News & Broadcasting company
- BFSI: 6 of the top 10 U.S. credit card issuers, leading Irish Bank, largest credit card issuers in the UK, largest bank and mortgage lender in the U.K., One of the Top 3 motor issuers in the U.K, India's leading

#### Overview

## CESC acquired majority stake in FY`13

PAT increased by 74% between FY'13 and FY16

Repaying debts on time from cash flow

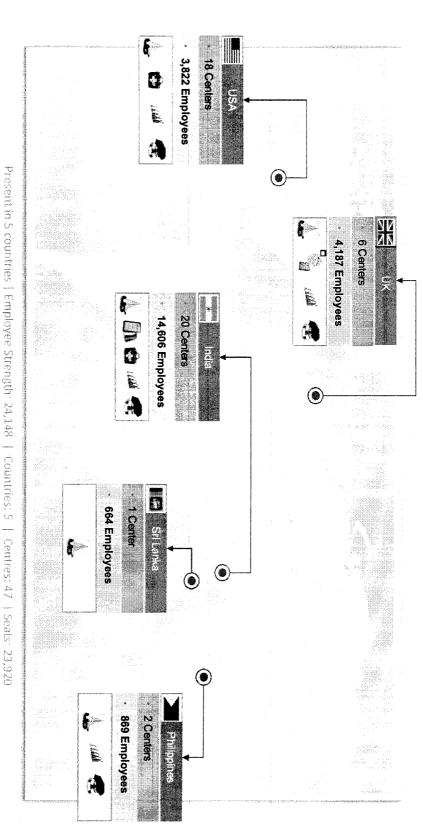
Strong rigour in fiscal governance

over the last 3 years Increased shareholder value by nearly 3.0x









Right-shore Delivery Model | Proximity to Clients | Enhanced Business Continuity Capability

Ranked #6 in NASSCOM's Top 10 BPM Exporters in India in 2016 | Over 100 Global Clients Including 17 Fortune 500 And 10 FTSE 100 Companies | Publicly Traded:

NSE: FSL, BSE: 532809, Reuters: FISO.BO. Bloomberg: FSOL@IN |



# Firstsource Solutions – Business Verticals





#### Segments

- Broadband / High Speed Internet (ISP)
- Wireless / Mobile
- Cable and Satellite TV (Pay TV)
- Wire line / Fixed

#### Service Offerings

- Research and Analytics
- Receivables Management and Collections
- Sales, Provisioning & Fulfillment
- Customer Service / Tech Support/ Billing / Retention

#### BANKING, FINANCIAL SERVICES & INSURANCE

#### Segments

- Credit Cards
- Mortgage
- Retail Banking
- Insurance

#### Service Offerings

- Loan Processing and Reconciliation
- Check and Item Processing
- Customer service and Fulfillment
- Collections and Recoveries
- Complaints Management



#### Segments

Healthcare Services

#### Service Offerings

#### Provider Services:

- Eligibility Services

#### Payer Services:

- Mailroom Operations
- \* Receivables Management \* Transaction Processing
- Claims Processing
- Claims Adjudication
- Enrollment Services
- Correspondence Mgt.







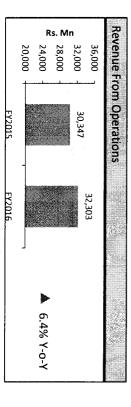


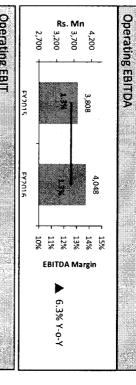


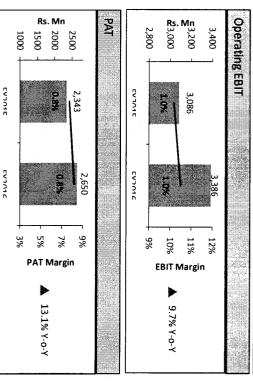


# Financial Performance - FY2016

(IN INR Million)	FY2015	FY2016
Income from services	30,034	31,747
Other operating Income	313	556
Revenue from operations	30,347	32,303
Personnel and Operating Expense	26,539	28,255
Operating EBITDA	3,808	4,048
Operating EBITDA %	12.5%	12.5%
Depreciation / amortization	722	662
Operating EBIT	3,086	3,386
Operating EBIT %	10.2%	10.5%
Other Income / (expense)	11	76
Interest Income / (expense), net	(656)	(506)
186	2,440	2,956
PBT (% of total income)	8.0%	9.2%
Taxes and Minority Interest	97	306
PAT	2,343	2,650
PAT (% of total income)	7.7%	8.2%











# Thank You

