



RESERVE BANK OF INDIA
Department of Statistics and Information Management
Services & Infrastructure Outlook Survey (SIOS)
October-December 2020 (Q3:2020-21) (ROUND 27)
Assessment for Oct-Dec 2020 (Current Quarter) &
Expectations for Jan-Mar 2021 (Next Quarter) as well as
for Apr-Jun 2021 and Jul-Sep 2021 (next two successive quarters)

BLOCK 1: Company Profile

101 Name of the company: _____ CIN: _____
 102 Address of the Company (for correspondence) _____

City/District _____ State _____ PIN _____

103 Name of the Respondent: Shri/Smt./Kum _____

104 Designation: _____

105 Respondent's Corporate Email Address: _____

106 Telephone No.: _____ 107 Fax No.: _____

108 Company e-mail: _____ 109 Company web-site Address _____

110 NIC Code for Industry: _____ 111 Industry: _____

112 Status: (Listed/Unlisted) _____

113 Ownership: (Government/Non-Government) _____

114 Type of Company: Public Limited/Private Limited _____

115 Size: Micro A; Small B; Medium C; Large D _____

As per MSME definition: Based on Investment in Plant & Machinery/ Equipment and Annual Turnover.

BLOCK 2: (a) Sector of your company (Please tick the appropriate box): Services: Infrastructure:

(b) Major Business Sector/Activity of your company (Please refer to the Annex for the code):

Activity	Description	Share in total turnover	Code
Major (in terms of share in total turnover)			
Other Major Activity			

(c) Annual turnover(INR) -please put ✓ in appropriate box

Up to 100 lakh	100 – 1 crore	1 – 10 crore	10 - 100 crore	Above 100 crore
----------------	---------------	--------------	----------------	-----------------

(d) Number of full-time employees: _____

Filled-in Survey schedule may be sent to:

- Hansa Research Group Pvt. Ltd , Business Centre, 'A' First Floor, 27 Kirol Road, VidyaVihar(W), Mumbai 400 086; Phone: 022-61798653; Fax: 022- 2511 0932; Email: patil.abhijit@hansaresearch.com, sios@hansaresearch.com
- Director, Division of Enterprise Surveys; Department of Statistics and Information Management; Reserve Bank of India, C-8, 2nd floor, Bandra-Kurla Complex, Bandra (East), Mumbai-400051. Phone-022-26578664 022-26572197, Email dsimsios@rbi.org.in

BLOCK 3: Outlook on Your Business:

Assessment for the current quarter (Oct-Dec 2020) and Expectations for the next quarter (Jan-Mar 2021)

- please put ✓ in the appropriate box.

No	Parameter	Current quarter Q3:2020-21, <i>compared to previous quarter</i>			Next quarter Q4:2020-21, <i>compared to current quarter</i>		
		Better	No change	Worse	Better	No change	Worse
a	Overall Business Situation						
b	Turnover/Sales	Increase	No change	Decrease	Increase	No change	Decrease
c	Full-time Employees	Increase	No change	Decrease	Increase	No change	Decrease
d	Part-time/Contractual/Outsourced Employees	Increase	No change	Decrease	Increase	No change	Decrease
e	Inventories	Increase	No change	Decrease	Increase	No change	Decrease
f	Cost of Finance	Increase	No change	Decrease	Increase	No change	Decrease
g	Availability of Finance	Improve	No change	Worsen	Improve	No change	Worsen
h	Salary/Wages	Increase	No change	Decrease	Increase	No change	Decrease
i	Cost of Inputs* (raw materials, energy, water, etc. other than wages/salary)	Increase	No change	Decrease	Increase	No change	Decrease
j	Selling Price, if applicable	Increase	No change	Decrease	Increase	No change	Decrease
k	Technical / Service Capacity, if applicable	Increase	No change	Decrease	Increase	No change	Decrease
l	Physical Investment, if applicable	Increase	No change	Decrease	Increase	No change	Decrease
m	Profit Margin	Increase	No change	Decrease	Increase	No change	Decrease

*Includes (1) Cost of goods purchased for resale (trading), cost of raw/semi-processed food materials (restaurant), cost of vehicles and fuel (transport) or any other item required for business; (2) payment of rent for use of trading store, hotel/restaurant space, office, warehouse etc; (3) cost of electricity, water;(4) advertising cost, etc.

BLOCK 3(A): Expectations for two quarters ahead (Apr-Jun 2021) and three quarters ahead (Jul-Sep 2021)
(A few critical parameters)

- please put ✓ in the appropriate box.

No	Parameter	Two Quarters Ahead Q1:2021-22, <i>compared to current quarter</i>			Three Quarters Ahead Q2:2021-22, <i>compared to current quarter</i>		
		Better	No change	Worse	Better	No change	Worse
a	Overall Business Situation						
b	Turnover/Sales	Increase	No change	Decrease	Increase	No change	Decrease
c	Full-time Employees	Increase	No change	Decrease	Increase	No change	Decrease
d	Part-time/Contractual/Outsourced Employees	Increase	No change	Decrease	Increase	No change	Decrease
e	Cost of Inputs* (raw materials, energy, water, etc. other than wages/salary)	Increase	No change	Decrease	Increase	No change	Decrease
f	Selling Price, if applicable	Increase	No change	Decrease	Increase	No change	Decrease

BLOCK 4: Factors influencing your business favourably and/or adversely

Please specify codes of up to 3 factors (from the list given below) in descending order of importance/significance

(i) Favourable factors: a _____, b _____, c _____

(ii) Adverse/ Unfavourable factors: a _____, b _____, c _____

List of potential factors codes: (1) Demand; (2) Reduction in purchasing power; (3) Inputs; (4) Skilled Labour; (5) Rising Competition; (6) Cost of finance; (7) Access to finance; (8) Exchange Rate -INR/USD; (9) Land Acquisition; (10) Timely approval(project); (11) Domestic Economic Uncertainty; (12) Global Economic Uncertainty; (13) Environmental clearance; (14) Other (please specify) : _____

BLOCK 5: Outlook on Overall Economy: Assessment and Expectation

Please put ✓ in the appropriate box

No.	Parameter	Assessment for current quarter Q3:2020-21, <i>compared to previous quarter</i>			Expectation for next quarter Q4:2020-21, <i>compared to current quarter</i>		
		Decrease	No change	Increase	Decrease	No change	Increase
a	Annual Inflation Rate (annual percentage change in CPI(Combined))						
b	Annual Growth in Overall Economic Output (i.e. Gross Value Added at Basic Price)						
c	Investment in the economy						
d	Exchange Rate (Value of 1 USD in INR)						
e	Business Constraints*						

*Please specify the Business Constraints:

(1) _____

(2) _____

(3) _____

Comments/suggestions (if any) on any sector-specific sentiments

Name & Designation of Company Official:

Contact details of company official – E-mail:

Phone:

Annex

Code	Nature of Business	
201	Trade	a) Wholesale
		b) Retail
		c) Repair and Maintenance
		d.)Real Estate Service
		e.)Other Brokerage
		f.)Other
202	Transport Services	a.)Road Transport
		b.)Air Transport
		c.)Water Transport
		d.)Transport Supporting Activities (logistics etc.)
203	Storage	a.)Storage & Warehousing
204	Travel, Hotel & Restaurant	a.)Hotel
		b.)Restaurant
		c.)Travel Agency
		d.)Other Travel Services
		e.)Others
205	Entertainment & Communication (except Telecommunication)	a.)Media / Advertising
		b.)Cable Operators
		c.)Entertainment (eg. Radio Stations, channels)
		d.)Courier Services
		e.)Other Communication Services
206	Information technology	a.)Software Development
		b.)Engineering Service
		c.)Transcription Service
		d.)BPO
		e.)Other IT Services
207	Education & Health	a.)Educational Institution
		b.)Coaching Classes
		c.)Career Counselling
		d.)Other Learning Resources
		e.)Hospital/ Clinics
		f.)Fitness, grooming, etc.
208	Commercial Real Estate	a.)Residential b.)Other Office Spaces, IT Parks etc.
209	EPC	a.)EPC (Engineering Procurement Construction)
210	Energy	a.)Electricity Generation
		b.)Electricity Transmission
		c.) Electricity Distribution
		d.) Oil Pipeline
		e.) Oil/Gas/Liquefied Natural Gas (LNG) storage facility
		f.) Gas Pipelines
211	Mining	a.) Petroleum
		b.) Coal
		c.)Other Minerals
212	Water Sanitation	a.)Solid Waste Management
		b.)Water supply pipelines & plants
		c.)Sewage collection
		d.)Irrigation
		e.)Storm Water Drainage
213	Telecommunication	a.)Telecommunication (fixed network)(includes fibre/cable networks which provide internet)
		b.)Telecommunication towers
		c.) Telecommunication & Telecom Services
214	Transport Infrastructure	a.)Railway Track, tunnels, viaducts, bridges
		b.)Roads & Bridges
		c.)Airports
		d.)Ports
215	Social & Commercial Infrastructure	Education Institutions & Hospitals (Capital Stocks); Terminal Markets; Fertilizer(Capital investment); Post harvest storage for agriculture and horticulture; Terminal Markets; Soil-testing laboratories; Cold Chain; Convention Centres

Guidelines for Questions

Block 1: Company Details is collected to authenticate and contact the respondent, if required.

Company Size: Based on Investment in Plant & Machinery/ Equipment and Annual Turnover.

Block 2: (a) Sector of your company: Identify the sector based on the core business of the company, from which major portion (>50%) of revenue is generated.

(b) Major Business Sector/Activity of your company: Select the major activity among the choice of ‘services’ and ‘infrastructure’ given the broad coverage of sub-sectors under two in the Annex.

(c) Annual Turnover: Select the appropriate option for turnover in Indian rupees.

Block 3: Outlook on Your Business: Assessment and Expectation

The respondent should give their assessment and expectation on relevant parameters as compared to the previous quarter, e.g. the sentiments on turnover for assessment quarter (July-Sept 2017) should be given as compared to turnover in previous quarter (Apr-Jun 2017). Similarly, the sentiments on turnover for expectation quarter (Oct-Dec 2017) should be given as compared to turnover in assessment quarter (July-Sep 2017). The respondent should tick from one of the three options provided for each parameter (i.e. Increase/No Change/Decrease; Better/No Change/Worse) as appropriate or tick NA (Not applicable).

a: Overall Business Situation refers to business environment of the company which may be impacted by macro-economic environment, government policies, industrial policies, demand conditions, geo-political conditions, etc.

b: Turnover/sales is the gross revenue generated through selling goods and (or) providing services during the quarter (e.g. in case of trading company, it is gross sales, for companies engaged in hotel/restaurant business, it is the total income generated from lodging, food & other services).

c: Full-time Employees are the regular employees during a designated period.

d: Part-time Employees are the non-regular employees during a designated period.

e: Inventories here means the goods and materials that a business holds for the ultimate purpose of resale.

f: Cost of Finance includes interest paid to banks/financial institutions/business partners, etc. and does not include funds that are ploughed back to business from surplus profit.

g: Availability of Finance of a company is impacted by both internal (e.g., profit) and external (e.g., interest rate, access to finance, exchange rate).

h: Salary/wages: Remuneration paid to the employees.

i: Cost of Inputs includes prices paid by the company for carrying out business which may include (1) cost of goods purchased for resale (trading), cost of raw/semi-processed food materials (restaurant), cost of vehicles and fuel (transport) or any other item required for business, (2) payment of rent for use of trading store, hotel/restaurant space, office, warehouse etc., (3) cost of electricity, water (4) advertising cost, etc., but does not include wages & salaries given to employees.

j: Selling Price, if applicable is the price of the services / goods sold.

k: Technical / Service Capacity, if applicable is the maximum capacity of the company to produce the required goods or services. Technical capacity is mostly applicable to Infrastructure sector companies while services capacity is mostly applicable to services sector.

l: Physical investment, if applicable is the investment done by the company in acquiring items like building, instruments, equipment, etc. it is mostly for infrastructure sector companies however, services like hospital, hotel and education institutes may also need it.

m: Profit Margin = Net Income / Revenue, where Net Income may be taken as the difference between revenue and cost incurred (cost of input, operating expenses, salaries/wages etc.).

Block 4 What factors are affecting your business in current quarter? Pick upto 3 factors, in decreasing order of importance/significance, influencing your business activities favourably or adversely. For example, if Exchange Rate is the most significant factor **favouring** your business followed by Demand and then Inputs, then **4(i)** should be filled as a. 8, b. 1, c. 3

Block 5: Outlook on Overall Economy: Assessment and Expectation

The respondent should give their assessment and expectation about the Overall economy based on relevant parameters as compared to the previous quarter.

a. Annual Inflation Rate (annual percentage change in CPI (combine)): The respondents should refer to the CPI(combine) numbers as published by the Government.

b. Annual Growth in Overall Economic Output (i.e. Gross Value Added at Basic Price): Annual percentage growth in the GVA at Basic Price.

c. Overall Demand for Goods & Services: The respondent should give the demand of goods and services in the overall economy.

d. Investment in the economy: Investment position in the overall economy.

e. Exchange Rate (Value of 1 USD in INR): Exchange rate of US dollar in Indian Rupees.

f. Business Constraints: Constraints faced by the business owner during normal production level. Please specify the most important business constraints in the mentioned space.