



IPO Note – Easy Trip Planners Ltd.

08-March-2021

Issue Snapshot:

Issue Open: March 08 – March 10, 2021

Price Band: Rs. 186 – 187

*Issue Size: 27,272,727 eq shares
(entirely Offer for sale of 27,272,727 eq sh)

Issue Size: Rs. 510 cr

Reservation for:

QIB	Upto 75% eq sh
Non Institutional	atleast 15% eq sh
Retail	Upto 10% eq sh

Face Value: Rs 2

Book value: Rs. 12.16 (December 31, 2020)

Bid size: - 80 equity shares and in multiples thereof

100% Book built Issue

Capital Structure:

Pre Issue Equity:	Rs. 21.729 cr
Post issue Equity:	Rs. 21.729 cr

Listing: BSE & NSE

Book Running Lead Manager: Axis Capital, JM Financial Limited

Registrar to issue: KFin Technologies Private Limited

Shareholding Pattern

Shareholding Pattern	Pre issue %	Post issue %
Promoter and Promoter Group	100	75.0
Public & Employee	0.00	25.0
Total	100.0	100.0

Source for this Note: RHP

* = assuming pricing at higher end of band

Background & Operations:

Easy Trip Planners Limited ("ETPL") is ranked 2nd among the Key Online Travel Agencies in India in terms of booking volume in the 9 months ended December 31, 2020 and 3rd among the Key Online Travel Agencies in India in terms of gross booking revenues in Fiscal 2020. They have been consistently profitable since incorporation, and according to the CRISIL Report, they were the only profitable online travel agency among the Key Online Travel Agencies in India in Fiscals 2018, 2019 and 2020, in terms of net profit margin. They had the highest CAGR from Fiscal 2018 to Fiscal 2020 in terms of gross booking revenue and operating revenues among the Key Online Travel Agencies in India. Their Gross Booking Revenues increased by 51.04% from Rs. 1,945.06 crore in Fiscal 2018 to Rs. 2,937.78 crore in Fiscal 2019, and by 43.13% from Rs. 2,937.78 crore in Fiscal 2019 to Rs. 4,204.73 crore in Fiscal 2020. The Gross Booking Revenues amounted to Rs. 1,220.76 crore in the 9 months ended December 31, 2020.

Their market share in the total Indian online travel agency industry in terms of gross booking revenues was approximately 4.6%, and gross booking revenues for airline ticketing segment was approximately 5.5% - 6.5%, in Fiscal 2020.

ETPL offers a comprehensive range of travel-related products and services for end-to-end travel solutions, including airline tickets, hotels and holiday packages, rail tickets, bus tickets and taxis as well as ancillary value added services such as travel insurance, visa processing and tickets for activities and attractions. As of December 31, 2020, they provided their customers with access to more than 400 international and domestic airlines, more than 1,096,400 hotels in India and international jurisdictions, almost all the railway stations in India as well as bus tickets and taxi rentals for major cities in India. In addition, as of March 31, 2020, they had 55,981 travel agents registered with them across almost all major cities in India and according to the CRISIL Report they had the largest network of travel agents among Key Online Travel Agencies as of such period. Further, the number of travel agents registered with them increased to 59,274, as of December 31, 2020.

ETPL commenced their operations in 2008 by focusing on the B2B2C (business to business to customer) distribution channel and providing travel agents access to their website to book domestic travel airline tickets in order to cater to the offline travel market in India. Subsequently, by leveraging their B2B2C channel, they commenced operations in the B2C (business to customer) distribution channel in 2011 by primarily focusing on the growing Indian middle class population's travel requirements. Consequently, due to their presence in the B2B2C and B2C channels, they were able to commence operations in the B2E (business to enterprise) distribution channel in 2013 with the aim of providing end-to-end travel solutions to corporates. Their presence in 3 distinct distribution channels provides them with a diversified customer base and wide distribution network.

The company has been providing customers with the option of no-convenience fee, such that customers are not required to pay any service fee in instances where there is no alternate discount or promotion coupon being availed. Between April 1, 2017 and December 31, 2020, they had a repeat transaction rate (calculated as % of transactions by repeat customers, identified by their unique email address) of 85.95% in the B2C channel. Their Registered Customers in the B2C channel increased at a CAGR of 28.24% from 5.87 million customers as of March 31, 2018 to 9.66 million customers as of March 31, 2020, and further increased to 10.32 million customers as of December 31, 2020. Further, their Gross Booking Volumes increased by 54.43% from 2.37 million in Fiscal 2018 to 3.66 million in Fiscal 2019 and by 48.36% from 3.66 million in Fiscal 2019 to 5.43 million in Fiscal 2020. The Gross Booking Volumes were 1.77 million in the 9 months ended December 31, 2020.

The strength of their brand, the quality of their services, their user-friendly websites (www.easemytrip.com and www.easemytrip.in), android and iOS based mobile applications (EaseMyTrip), their customer centric approach, as well as their efficient marketing programs have enabled them to develop significant market share in the domestic airline ticket business in India. In Fiscal 2019, GoAir and SpiceJet, recognized ETPL

as amongst the top travel partners in terms of revenue and passenger count. The strength of their brand has increased significantly over the years. Visits to their websites (www.easemytrip.com and www.easemytrip.in) have increased at a CAGR of 51.17% from 22.58 million visits in Fiscal 2018 to 51.59 million visits in Fiscal 2020, and they recorded 28.20 million visits in the 9 months ended December 31, 2020. Downloads of their android and iOS based mobile applications increased at a CAGR of 64.13% from 1.57 million downloads as of March 31, 2018 to 4.24 million downloads as of March 31, 2020, and further increased to 5.47 million downloads as of December 31, 2020.

ETPL has a dedicated in-house technology team focused on developing a secure, advanced and scalable technology infrastructure and software. Their technology-enabled infrastructure and systems have enabled them to operate and maintain an efficient and lean organization relative to the size of their operations. As of March 31, 2020, they had 480 full-time employees and they had the lowest number of employees among the Key Online Travel Agencies in India as of such period. As of December 31, 2020, they had 349 full-time employees.

In addition, in Fiscal 2020, ETPL incurred the lowest per employee cost and lowest employee expense as a percentage of gross booking revenues among the Key Online Travel Agencies in India. Further, in Fiscal 2020, they had the lowest marketing and sales promotion expense as a percentage of gross booking revenues and lowest other operating expense as a percentage of gross booking revenues among the Key Online Travel Agencies in India. ETPL ranked 2nd in terms of lowest customer promotion expense as a percentage of gross booking revenues in Fiscal 2020 among the Key Online Travel Agencies in India.

As on the date, the Promoters hold approximately 100% of the issued, subscribed and paid-up Equity Share capital of the company. Further, they have historically financed their working capital requirements and the expansion of their business and operations primarily through funds generated from their operations, equity infusion from Promoters and debt financing. They also experienced significant revenue growth from sale of airline tickets between Fiscal 2018 and Fiscal 2019, of 35.22% and 35% for GoAir and SpiceJet, respectively.

Objects of Issue:

The Offer consists of the Offer for Sale.

Offer for Sale

The proceeds from the Offer for Sale (net of Offer related expenses of the Selling Shareholders) shall be received by the Selling Shareholders and ETPL shall not receive any proceeds from the Offer for Sale.

Competitive Strengths:

One of the leading online travel agencies in India with a customer focused approach, including the option of no-convenience fee: The company offers a comprehensive range of travel-related products and services for end-to-end travel solutions, including airline tickets, hotels and holiday packages, rail tickets, bus tickets and taxis as well as ancillary value added services such as travel insurance, visa processing and tickets for activities and attractions. They are providing customers with the option of no-convenience fee, such that customers are not required to pay any service fee in instances where there is no alternate discount or promotion coupon being availed. They provide customer support at all stages of their customers' trips - before, during and after, through their in-house call centres. They also enable customers to receive e-tickets and flight alerts through text messages and online messaging Platforms.

Consistent track record of financial and operational performance with lean and cost efficient operations: ETPL has historically financed their working capital requirements and the expansion of their business and operations primarily through funds generated from their operations, equity infusion from Promoters and debt financing. They had the highest CAGR from Fiscal 2018 to Fiscal 2020 in terms of gross booking revenue and operating revenues among the Key Online Travel Agencies in India. ETPL has developed a streamlined, efficient and lean organization structure relative to the size of their business operations. As of March 31, 2020, they had 480 full-time employees and they had the lowest number of employees among the Key Online Travel Agencies in India as of such period. Their advanced technology infrastructure and operating systems focused on optimal human resource allocation, minimizing operational and systemic errors and enhancing customer satisfaction have resulted in reducing personnel and administration costs while increasing employee productivity and improving operating efficiencies.

In-house advanced technology and analytics capabilities: The Company has a dedicated in-house technology team focused on developing a secure, advanced and scalable technology infrastructure and software. This has enabled them to better manage their product and service offerings and improve operating efficiencies by integrating their sales, delivery and customer service functions. They continue to focus on developing innovative service offerings and introducing technology driven customer acquisition, service delivery and customer satisfaction initiatives. As of December 31, 2020, their technology team included 64 employees with technology backgrounds and with domain expertise focused on evolving technologies focused on their various product and service verticals. These initiatives have enabled them to develop a large customer base, strengthen customer relationships and improve brand recognition. They have developed a cloud-based scalable technology that can be efficiently upgraded to allow for an increase in customer traffic, transactions and bookings.

Company's technology infrastructure enables them to gather and analyse customer behaviour and related data based on past searches and purchasing history, to continuously improve their marketing and customer acquisition initiatives, as well as their inventory management processes.

Wide distribution network supported by a hybrid platform: ETPL'S distribution channels are supported by a hybrid platform, which is a combination of their websites, mobile applications and network of travel agents across India as well as call centres, particularly for holiday packages. They have developed streamlined software across their distribution channels, which provide them with multiple points of contact for marketing additional travel products and services to existing customers.

Well-recognized brand with a targeted marketing strategy: ETPL believes that its leading market position and operational history has led to recognition of the 'EaseMyTrip' brand in India, enabling it to target new customers and provide better leverage when contracting with airlines and hotel suppliers. According to the CRISIL Report, in Fiscal 2020, it had the lowest marketing and sales promotion expense as a percentage of gross booking revenues among the Key Online Travel Agencies in India. Its advertising and sales promotion expenses accounted for 0.64% and 0.75% of our Gross Booking Revenues in Fiscal 2020 and the nine months ended December 31, 2020, respectively. The strength of its brand has increased significantly over the years. Visits to its websites (www.easemytrip.com and www.easemytrip.in) have increased at a CAGR of 51.17% from 22.58 million visits in Fiscal 2018 to 51.59 million visits in Fiscal 2020, and it recorded 28.16 million visits in the nine months ended December 31, 2020. Downloads of its android and iOS based mobile applications increased at a CAGR of 64.13% from 1.57 million downloads as of March 31, 2018 to 4.24 million downloads as of March 31, 2020, and further increased to 5.47 million downloads as of December 31, 2020.

Experienced management team with an established track record: ETPL's Promoters are actively involved in their operations, and have been instrumental in implementing their growth strategies since incorporation. Their senior management team also has significant experience in the internet and information technology sector and has technical expertise that has helped expand their business through various initiatives including broadening their distribution channels and growing their products and services offerings.

Business Strategy:

Capitalize on travel industry growth opportunities: Some positivity in the travel industry is expected, which is primarily to be driven by development of tourism infrastructure, increase in connectivity across means of transport, rising income levels translating to higher discretionary spending on travel and tourism, reforms in visa and passport allowing easier access to India and other countries and frequency of travel for business and leisure purposes. The increase in the Indian online ticketing market can be attributed primarily to the increasing penetration of internet and smart phones as well as growing share of low-cost airlines, increasing popularity of online railway ticket booking system and convenience that online bookings offer. Accordingly, there are significant opportunities to further expand company's customer base and, at the same time, increase their market share in India. The company intends to specifically invest and upgrade their mobile applications to include more customer support services, products and services, and specific promotional offers and discounts.

Focus on expanding their hotel and holiday packages, and railway ticketing operations: Factors such as strong growth in foreign and domestic travelers, strong GDP growth, emergence of corporate hubs in India, development of smart city programme, growth in online hotel bookings and Government initiatives, are expected to benefit the overall Indian hospitality industry. As of December 31, 2020, ETPL has partnered with 23 APIs for hotels, which has increased their hotel supplier's network and also provided access to more international hotels on a real time basis. In addition, the margins in the hotel and holiday packages business is higher in comparison with the airline ticketing business primarily due to the higher service component associated with hotels and holiday packages. In addition, they endeavour to expand their presence in hotels and holiday packages outside India through partnerships and arrangements as well as by strengthening their relationships with international hotel suppliers. In particular, United Kingdom has been one of the top countries for foreign tourist's arrivals in India during 2014 and 2019 and in order to capitalize on this growth opportunity, ETPL has incorporated a subsidiary in the United Kingdom, Easemytrip UK Ltd. In addition, they also have acquired Singapore Arrivals Pte Ltd. and Easemytrip Middleeast DMCC in Singapore and United Arab Emirates, respectively.

The railway ticketing segment's share is expected to increase to approximately 22% of the overall Indian travel market in Fiscal 2020. In particular, the online penetration of the railways ticketing segment is expected to increase to approximately 82% to 83% by Fiscal 2023 primarily due to the convenience provided by online channels in comparison to offline channels. They have entered into two agreements with the Indian Railway Catering and Tourism Corporation ("IRCTC") for the sale of train tickets one commencing from December 2018 and valid for a period of 3 years whereas the other, commencing from January 2020, and valid for a period of 2 year.

Leverage its existing travel agent network in Tier II and Tier III cities and focus on corporate business to grow its business:

It intends to leverage its existing travel agents network to cater to this growing demand and also help it with procuring and onboarding local hotels in such cities. Further, it intends to continue to increase the number of travel agents who are provided with access to its customizable B2B2C portal to fulfill the offline travel market's travel requirements. It also intends to provide its platforms in various vernacular languages prominent in such Tier II and Tier III cities.

As of March 31, 2020 and December 31, 2020, it had 11,664 and 12,505 corporate customers, respectively. It believes there is a potential for growth among corporate customers to provide travel related offerings. As a result, it intends to strengthen its presence among corporates by leveraging its existing travel agent network and also by integrating its travel software with its corporate customers IT systems to act a 'one-stop' solution for all of their travel requirements.

Continue to invest in technology and product development capabilities: Technological innovations and developments continue to create new opportunities for travel bookings, and ETPL intend to continue to focus their research and development efforts on optimizing their technology infrastructure to improve reliability and provide enhanced user experience on their platforms. They have also recently developed a new technology, which enables customers to book airline tickets on an online messaging platform as well as 'e-wallets' which contains the refund amount eligible to the customers. In addition, they intend to further develop their search technology and machine learning technology for systematic categorization and labelling of their travel products to enable more accurate and relevant search results and price comparison. Mobile bookings also continue to present an opportunity for incremental growth as they are often completed with a much shorter booking window than ETPL has historically experienced through more traditional online booking methods. The company aims to offer more discounted travel products and services which are exclusive to users of their mobile applications and also plan to expand functionality of their mobile applications to include more location and language-based services and recommendations that facilitate travel planning, provide support to customers during their travels and generally improve user experience and engagement.

Continue to enhance cross-selling opportunities and promote the brand:

Expanding the products and services offerings is an important means of customer acquisition as the diversity of their products and services will improve company's offerings to customers, attract more customers to their platforms and allow them to cross-sell higher-margin products and services to them. The company actively market additional value-added travel products and services to customers, in order to grow their business, such as hotels, holiday packages, rail, bus and taxis, to customers who have booked flight tickets with them. There is significant opportunity to grow their holiday packages, hotels and other travel products businesses through focused marketing and cross-selling initiatives, such as offering exclusive discounts on related products upon checkout, targeted post-sale emails and personalized in-destination mobile marketing with offers for additional travel products that may be relevant to customers' initial purchase. They also intend to introduce facilities, such as, 'book-on-click' option which allow customers to book tickets when the price of the ticket falls and 'instant key at reception' resulting in reduction in wait time for customers.

Industry:

Trends in global travel and tourism industry:

"Tourism industry accounted for 10.3% of the global GDP in 2019, outperforming global economy for ninth consecutive year"

While the overall world economy grew at 2.5%, travel and tourism GDP recorded a 3.5% growth in 2019. As of 2019, domestic travel continued to generate the majority of global travel and tourism expenditure (accounting for 71.3% of total global spending), with the remaining 28.7% coming from international visitors. In leisure and business travel, spending is heavily tilted towards the leisure segment that accounted for 78.6% of the total compared with 21.4% in the business segment in 2019. Travel and tourism is a catalyst for economic recovery and growth and is responsible for 330 million jobs globally. Over the past five years (i.e. 2014-2019), one in four of all new jobs created across the world in all sectors and industries, have been in travel and tourism. The continued rise in the number of middle-class households, sustained low unemployment rates, and visa relaxations in several countries globally enabled travel and tourism growth to reach 3.5% in 2019, surpassing the global economy for the ninth consecutive year.

"India ranked tenth internationally in 2019 for total tourism spending"

The United States remained the world's largest travel and tourism economy, accounting for 86% of the North American and 21% of the global travel and tourism sector's total contribution to GDP, respectively, in 2019. India ranked tenth internationally in terms of total tourism spending in 2019. Though the total tourism spending as a percentage of GDP has declined to 6.8% in 2019 from 8.1% in 2018, India has experienced a CAGR of 4.3% over the last six years, which is equivalent to the top world economies.

"India's tourism spend recorded a CAGR of 5.8% from 2014 to 2019"

India's tourism spending recorded a CAGR of 5.8% from 2014 to 2019, driven by rising incomes and improved availability and affordability of travel. Traditionally, domestic tourism has accounted for a dominant share in India's overall tourism spend, which has constantly increased since 2013 and was at 86% in 2019. Outbound tourism, in contrast, has grown at a faster rate of 9.7% annually between 2014 and 2019, driven by increasing number of Indians travelling abroad for leisure and business purposes, higher ranking of the Indian passport, and rising awareness about foreign tourist destinations, taking outbound tourism's share to 14% of India's total tourism spend as of 2019.

Indian online travel market:

"Internet subscription trend in India"

Internet subscribers are expected to increase at a CAGR of approximately 4% to 6% from Fiscal 2020 to Fiscal 2025. According to the Telecom Regulatory Authority of India ("TRAI"), India's internet subscriber base (including wireless and wireline) was approximately 740 million as of March 31, 2020. With telecommunication companies expanding 4G services in rural areas in a focused manner, their subscriber base has

grown rapidly in recent times. While urban growth is expected to diminish, rural areas, where penetration remains low, are expected to drive overall growth. Thus, the untapped market presents a significant opportunity for growth in internet penetration and usage in India.

Review of the travel market in India:

The travel industry in India has been considered to include airline ticketing (domestic and international), hotels (room revenues across premium, mid-market and budget accommodations) and railway ticketing (long distance train ticketing) segments. The market size includes tickets booked through offline and online modes and was estimated at the gross bookings level (defined as the total amount paid by customers for travel services and products booked through the company and/or agency, including taxes, fees and other charges, and these are net of cancellations, discounts and/or refunds). Bus bookings have not been included in the Indian travel industry.

Indian travel industry is expected to decrease at a CAGR of 2.0% from Fiscal 2020 to Fiscal 2023. There is some positivity in the travel industry is expected, which is primarily to be driven by development of tourism infrastructure, increase in connectivity across means of transport, rising income levels translating to higher discretionary spending on travel and tourism, reforms in visa and passport allowing easier access to India and other countries and frequency of travel for business and leisure purposes.

The Indian travel market is growing fast and has significantly evolved with digitization. The global distribution system (“GDS”) was introduced for travel and hospitality service providers in India during the 1990s, when internet penetration was low. The trend in online travel bookings was further increased with Indian Railway Catering and Tourism Corporation (“IRCTC”) launching its e-ticketing services in 2002. In addition, the emergence of online travel agencies and online travel aggregators during early 2000s, who initially focused on airline ticketing, also helped in the growth of Indian online ticketing. Ticketing services across travel segments have undergone a significant change due to increased internet penetration, greater affordability of smart phones, user friendliness of online platforms, convenience in terms of comparison and varied modes of payment offered (credit cards, debit cards and net banking) and faster pace of service providers adopting digital platforms for their respective businesses.

Review of the online ticketing market in India:

“Indian online ticketing market is expected to increase at a CAGR of approximately 3% to 4% from Fiscal 2020 to Fiscal 2023”

The increase in the Indian online ticketing market can be attributed primarily to the increasing penetration of internet and smart phones as well as growing share of low-cost airlines, increasing popularity of online railway ticket booking system and convenience that online bookings offer. With COVID-19 pandemic having impacted the industry, it is expected that Indian online ticketing market will increase at a CAGR of approximately 3% to 4% to reach Rs. 1,600 billion to Rs. 1,620 billion in Fiscal 2023. While increasing penetration of internet and smart phones will continue to aid growth in the medium to long term, the after effects of COVID-19 will continue to impact the online ticketing market in India mainly due to the travel fear instilled by the pandemic.

Overview of the Indian OTA market:

OTAs are defined as companies that specialize in sale of travel-related products and services, such as, booking of air tickets, hotel rooms, travel packages, bus tickets and railway tickets through their websites and applications. OTAs are typically third-party agents, reselling products and services provided/organised by others, for an agreed commission. OTA platforms are still in their nascent stages in India, OTAs have gained popularity and acceptance due to the rapid spread of internet services and smartphone usage. OTA players have managed to increase their market share by providing a one-stop shop for travel-related bookings at competitive price points. The platforms have invested in technology to become more user friendly, which have helped them increase customer loyalty. Tie-ups with various banking and payment channels have ensured competitive pricing across segments. Going forward, the industry is expected to increase further traction as online bookings across segments will increase due to factors, such as, technological improvements, evolution of travellers and increasing security in case of online payment options.

Growth drivers for the Indian hospitality industry:

The Indian hospitality industry is driven by demand from foreign and domestic travellers, for leisure and business purposes. Both foreign and domestic travel demand are further driven by various factors. Some of the major growth drivers for the Indian hospitality industry are:

1. Strong GDP Growth
2. Increasing Domestic Travel
3. Growing Foreign Tourist Arrivals
4. Emergence of Corporate Hubs in India
5. Government Policies Promoting Tourism
6. Evolution of Traveler Behaviour

Peers operational performance:

Operational performance for Fiscal 2020

Players	Gross Booking Revenues ¹ (₹ billion)	Gross Bookings on-year growth for Fiscal 2020 (%)	Gross Bookings CAGR for Fiscal 2018 to Fiscal 2020 (%)	Operating Revenue ² (₹ billion)	Operating Revenue on-year growth for Fiscal 2020 (%)
Cleartrip Private Limited	NA ³	NA ³	NA ³	NA ³	NA ³
Easy Trip Planners Limited	42.0	43%	47%	1.4	40%
MakeMyTrip Limited	452	18%	27%	38	11%
Yatra Online, Inc	85	(23)%	(4)%	7	(23)%

Note:

1: Gross booking revenue is defined as the total amount paid by customers for travel services and products booked through the OTAs including taxes, fees and other charges, and is net of cancellations, discounts and/or refunds.

2: Operating income or operating revenue is defined as revenue from sale of goods or services less excise duties and other indirect taxes, plus income from activities related to core business.

Financials have been reclassified as per CRISIL Standards.

3: NA – Not available in Ministry of Corporate Affairs ('MCA') filings made by the company

Source: Companies' annual reports, CRISIL Research

Key Concerns:

- The COVID-19 pandemic has and is expected to have a material adverse effect on the travel industry and ETPL's business, financial condition, results of operations and cash flows.
- ETPL is dependent on airline ticketing business, which generates a significant percentage of revenues and is derived from as small number of airline suppliers in India.
- Indian Travel Industry is highly competitive. ETPL's success depends on ability to compete effectively against established and emerging competitors.
- If travel suppliers or service providers reduce or eliminate commission, incentive and other compensation they pay to ETPL for the sale of airline tickets, would adversely affect business and results off operations.
- Limited experience and operating history in certain businesses, would make it difficult to accurately assess future growth prospects and would effect negatively.
- Any failure to comply with certain obligations and restrictive covenants in agreements with travel suppliers, including airlines, channel managers and GDS and API service providers and IRCTC, corporate customers and IATA may have material adverse effect on ETPL's business.
- Material adverse effect can be seen on business, If ETPL fails to maintain the quality of brand and reputation or protect intellectual property.
- Any failure to maintain quality of customer service, products and deal with customer complaints could materially and adversely affect business and operating results.
- ETPL's success depend on maintaining the integrity of systems and infrastructure, and adapting to technological developments, which may suffer from failures, capacity constraints, business interruptions and forces beyond control.
- Any disruption to the supply of air, train and bus tickets, and reduced demand for hotel accommodation and related services or other travel elements, or an increase in the prices of travel elements could adversely affect operation, turnover and profitability.
- ETPL's Business depends on relationships with various travel suppliers and corporate customers as well as with IATA and any adverse changes in these relationships, or inability to enter into new relationships, could negatively affect business and results of operations.
- Successful marketing efforts would lead to significant success and future growth, any failure will affect business and financial results adversely.
- Any failed attempt in implementing growth strategies, would adversely affect business operations, financial condition and cash flows.

- Adverse effect would be seen on business, financial condition, cash flows and results of operations, if fragmented travel industry in India becomes consolidated.
- ETPL rely on third party service providers for a significant portion of operational services and business, which would affect adversely if they fail to meet ETPL's requirement or face operational disruptions.
- Exposure to processing risks, storage, use and disclosure of customer data of our customers and visitors to website and mobile app.
- Travel industry in India, as well as globally, is susceptible to extraneous events. Declines or disruptions in the travel industry could adversely affect our business and financial performance.
- ETPL could be negatively affected by changes in internet search engine algorithms and dynamics, or search engine disintermediation or changes in the internet browser functionality.
- New international operations involves additional risks.
- ETPL's business and results of operations could be adversely affected by disruptions in global economic conditions and the Indian economy in particular.
- Changing laws, rules and regulations and legal uncertainties, including in India and globally, may adversely affect business, results of operations and prospects.
- Political, economic or other factors that are beyond control may have an adverse effect on business and results of operations.
- The cyclical nature of the travel market could adversely affect revenues, financial condition, cash flows and result of operations.

Balance Sheet

(Rs in million)

Particulars	9MFY21	FY20
Assets		
Non-current assets	856.3	367.5
Property, plant and equipment	76.86	77.58
Intangible assets	1.69	1.26
Goodwill	15.96	15.96
Investment property	23.15	23.21
Intangible assets under development	3.3	3.3
Financial assets		
<i>Loans</i>	25.3	65.3
<i>Other financial assets</i>	675.88	150.23
Deferred tax asset	34.12	30.59
Current Assets	2884.3	2531.3
Financial assets		
<i>Loans</i>	187.7	132.3
<i>Investments</i>	10.11	9.99
<i>Trade receivables</i>	196.44	581.92
<i>Cash and cash equivalents</i>	448.53	134.14
<i>Other bank balances</i>	965.03	1177.95
<i>Other financial assets</i>	210.65	204.27
Other assets	865.82	290.73
Total Assets	3740.6	2898.7
Equity & Liabilities		
Equity	1321.4	1012.5
Equity share capital	217.29	217.29
Other equity		
<i>Retained Earnings</i>	1101.62	793.21
<i>Capital Reserve</i>	2.97	2.97

Other Reserves	-0.52	-0.96
Non-Current Liabilities	285.7	404.4
Contract liability	268.04	386.82
Long term provisions	17.63	17.53
Current Liabilities	2133.5	1482.0
Financial Liabilities	171.0	67.6
Total outstanding due to creditors other than micro enterprises and small enterprises	189.39	266.39
Contract liability	335.6	229.9
Other financial liabilities	1121.5	717.31
Provisions	4.86	2.94
Current tax liabilities (net)	213.06	114.77
Other current liabilities	98.11	83.12
Total Equity & Liabilities	3740.5	2898.8

Profit & Loss

(Rs in million)

Particulars	9MFY21	FY20
Revenue from Operations	492.7	1413.6
Other Income	321.96	396.51
Total Income	814.7	1810.1
Total Expenditure	397.1	1344.2
Service Cost	0	37.54
Finance Costs	16.02	33.02
Employee benefits expense	147.63	301.96
Other expenses	233.41	971.7
PBIDT	417.6	465.9
PBDT	417.6	465.9
Depreciation and Amortization Expense	4.89	7.07
PBT	412.7	458.8
Exceptional items	0.0	0.0
Tax (incl. DT & FBT)	107.3	129.0
Tax	111.84	132.52
Deferred Tax	-4.54	-3.53
Reported Profit After Tax before Minority Interest	305.4	329.8
Re-measurement losses on defined benefit plans	4.0	1.8
Tax (income)/ expense of discounted operations	0.0	0.0
Income tax relating to items that will be reclassified to profit and loss	-1.0	-0.5
Exchange loss on transactions of foreign operations	0.4	-1.3
Income tax relating to items that will be reclassified to profit and loss	0.0	0.3
Adj. Profit	308.8	329.9
EPS (Rs.)	2.84	3.0
Equity	217.29	217.29
Face Value	2	2
OPM (%)	19.4	4.9
PATM (%)	62.7	23.3

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