

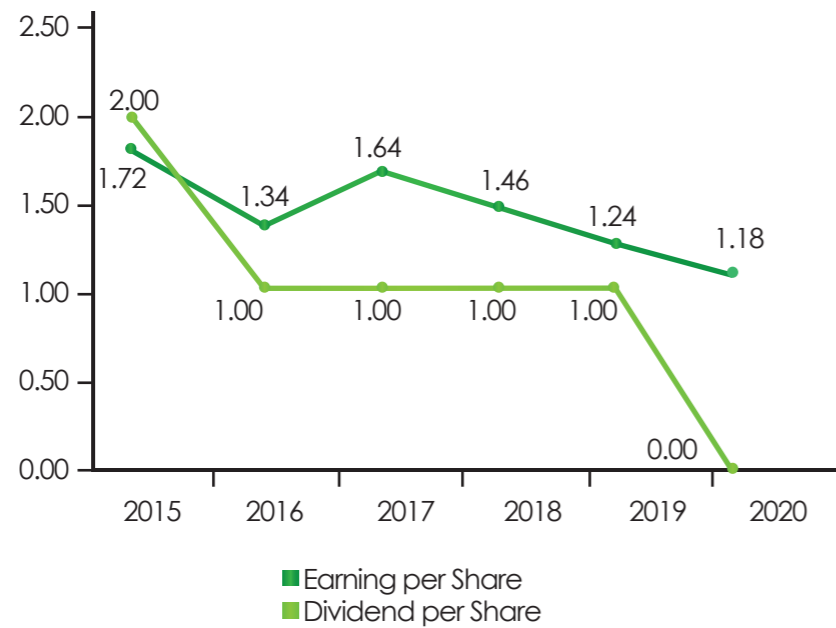
Operating and Financial Highlights

Year ended Dec 31		2020	2019	2018	2017	2016	2015
Key Indicators							
Operating							
Operating profit margin	%	4.80	6.90	9.14	10.31	12.83	11.45
Net profit margin	%	8.40	8.87	10.41	12.02	9.57	11.56
Performance							
Fixed assets turnover	Times	0.69	0.73	0.78	0.79	0.82	0.87
Debtors' turnover	Times	3.31	3.88	4.36	4.60	5.01	5.04
Return on equity	%	6.64	7.41	8.80	9.96	8.08	9.82
Return on capital employed	%	2.72	4.02	5.45	6.13	7.51	6.66
Earnings retention	%	100.00	19.65	31.29	39.05	25.38	(16.44)
Leverage							
Debt:Equity	Ratio	27:73	30:70	31:69	28:72	28:72	32:68
Debt ratio	%	55.45	55.39	53.92	50.76	50.57	49.01
Liquidity							
Current	Times	0.86	0.87	1.00	1.14	1.27	1.55
Quick	Times	0.82	0.80	0.91	1.09	1.23	1.49
Valuation							
Earnings per share	Rs.	1.18	1.24	1.46	1.64	1.34	1.72
Breakup value per share	Rs.	18.43	17.21	16.39	16.69	16.28	16.91
Dividend payout ratio	%	-	80.35	68.71	60.95	74.62	116.44
Price earnings ratio	Times	7.70	7.52	6.60	7.95	12.82	9.60
Market price to breakup value	Times	0.49	0.54	0.59	0.78	1.06	0.98
Dividend per share	Rs.	-	1.00	1.00	1.00	1.00	2.00
Dividend yield	%	-	10.68	10.41	7.66	5.82	12.13
Dividend cover ratio	Times	-	1.24	1.46	1.64	1.34	0.86
Market value per share	Rs.	9.10	9.36	9.61	13.05	17.18	16.49
Historical Trends							
Operating Results							
Revenue	Rs. (m)	71,804	71,548	71,273	69,620	71,420	75,752
Profit before tax	Rs. (m)	8,493	9,331	10,757	12,874	10,201	13,272
Profit after tax	Rs. (m)	6,030	6,347	7,422	8,368	6,835	8,760
Dividend	Rs. (m)	-	5,100	5,100	5,100	5,100	10,200
Financial Position							
Share capital	Rs. (m)	51,000	51,000	51,000	51,000	51,000	51,000
Reserves	Rs. (m)	43,010	36,751	32,571	34,102	32,013	35,218
Shareholders' equity	Rs. (m)	94,010	87,751	83,571	85,102	83,013	86,218
EBITDA	Rs. (m)	19,592	19,986	21,193	22,693	23,673	23,234
Working capital	Rs. (m)	(12,812)	(10,400)	139	8,936	16,213	25,778
Current assets	Rs. (m)	76,744	68,835	68,658	71,250	75,356	72,592
Total assets	Rs. (m)	223,600	209,994	196,523	187,348	182,637	180,378
Non-current liabilities	Rs. (m)	40,035	43,008	44,433	39,933	40,481	47,345
Operational*							
ALIS as on Dec 31	No. (000)	2,454	2,467	2,664	2,959	3,336	4,119
Average ALIS per employee	No.	151	156	170	190	204	229

* Exclusive of Primary and Basic Rate interface.

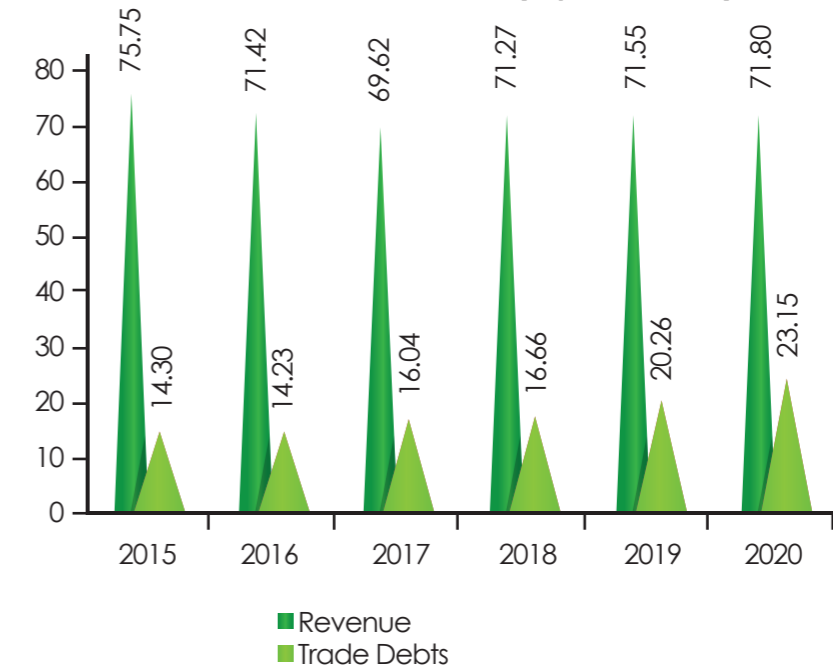
Operating and Financial Highlights

Dividend Payout Per Share (Rupees)

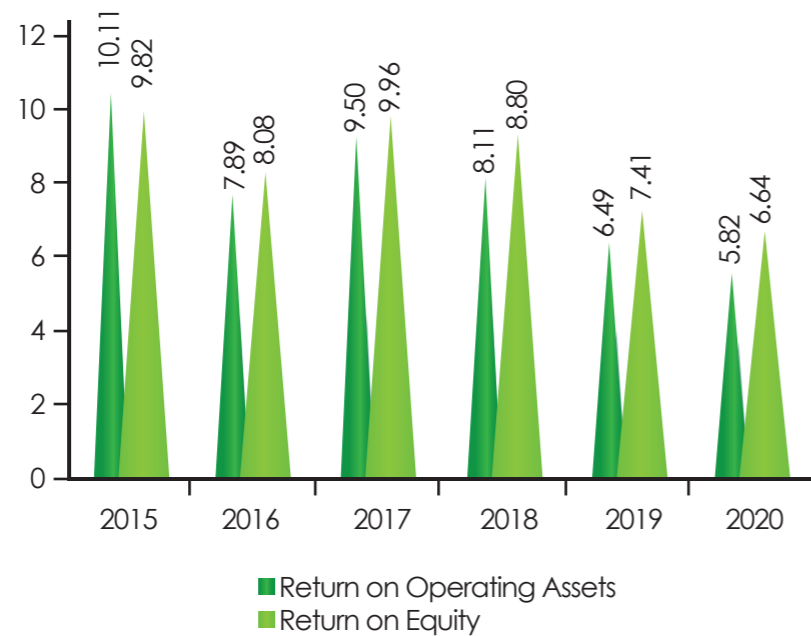


Operating and Financial Highlights

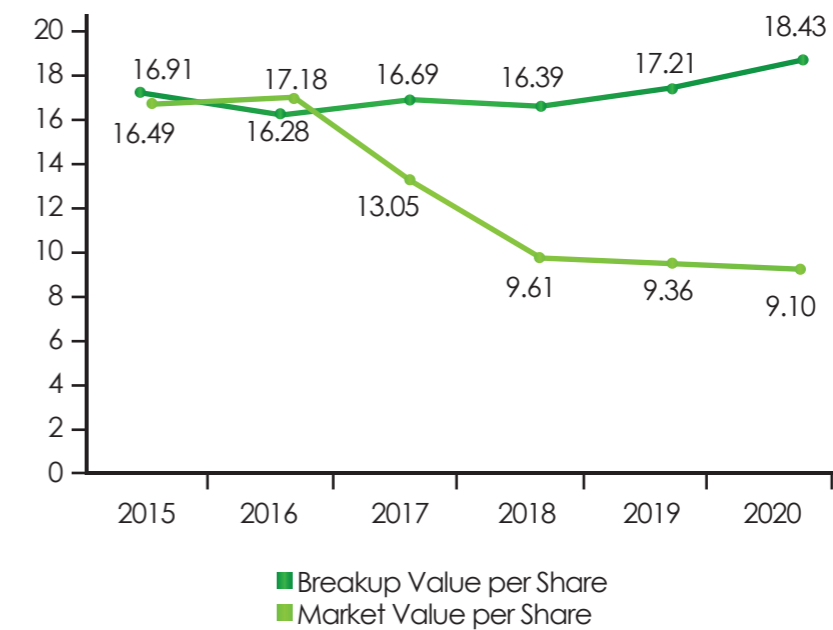
Revenue and Trade Debts (Rupees in Billion)



Return on Operating Assets and Equity (Percentage)

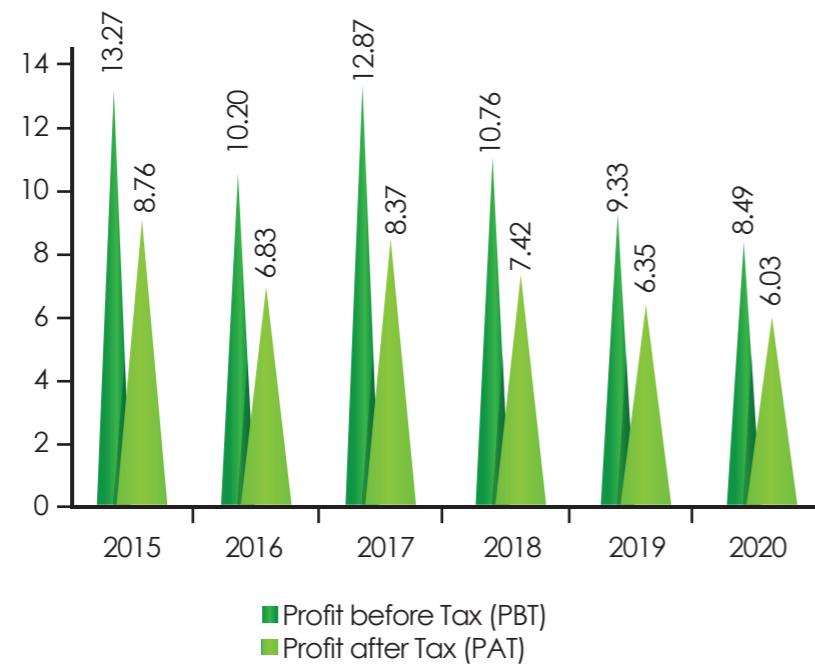


Breakup Value vs Market Value (Rupees)



Operating and Financial Highlights

Profit Before Tax and Profit After Tax (Rupees in Billion)



Operating and Financial Highlights

Current Assets and Current Liabilities (Rupees in Billion)



Total Assets vs Shareholder's Equity (Rupees in Billion)

