INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

IJRCM

IJRCM

CONTENTS

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

ii

FOUNDER PATRON
Late Sh. RAM BHAJAN AGGARWAL
Former State Minister for Home & Tourism, Government of Haryana
Former Vice-President, Dadri Education Society, Charkhi Dadri
Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR
Dr. BHAVET
Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

ADVISOR
Prof. S. L. MAHANDRU
Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR
Dr. NAWAB ALI KHAN
Professor & Dean, Faculty of Commerce, Aligarh Muslim University, Aligarh, U.P.

CO-EDITOR
Dr. G. BRINDHA
Professor & Head, Dr.M.G.R. Educational & Research Institute (Deemed to be University), Chennai

EDITORIAL ADVISORY BOARD

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

iv

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

v

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to the recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography: Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work**/**manuscript** *anytime* in *M.S. Word format* after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. infoijrcm@gmail.com or online by clicking the link **online submission** as given on our website (*FOR ONLINE SUBMISSION, CLICK HERE*).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1.   **COVERING LETTER FOR SUBMISSION**:

         DATED: _____

THE EDITOR

IJRCM

Subject: **SUBMISSION OF MANUSCRIPT IN THE AREA OF** _____ .

(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript titled '_____' for likely publication in one of your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published anywhere in any language fully or partly, nor it is under review for publication elsewhere.

I affirm that all the co-authors of this manuscript have seen the submitted version of the manuscript and have agreed to inclusion of their names as co-authors.

Also, if my/our manuscript is accepted, I agree to comply with the formalities as given on the website of the journal. The Journal has discretion to publish our contribution in any of its journals.

NAME OF CORRESPONDING AUTHOR	:
Designation/Post*	:
Institution/College/University with full address & Pin Code	:
Residential address with Pin Code	:
Mobile Number (s) with country ISD code	:
Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No)	:
Landline Number (s) with country ISD code	:
E-mail Address	:
Alternate E-mail Address	:
Nationality	:

* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation **etc**. *The qualification of author is not acceptable for the purpose.*

NOTES:

a) The whole manuscript has to be in *ONE MS WORD FILE* only, which will start from the covering letter, inside the manuscript. *pdf. version is liable to be rejected without any consideration*.

b) The sender is required to mention the following in the **SUBJECT COLUMN of the mail**:

New Manuscript for Review in the area of (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/Education/Psychology/Law/Math/other, please specify)

c) There is no need to give any text in the body of the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.

d) The total size of the file containing the manuscript is expected to be below **1000 KB**.

e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.

f) *The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours* and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.

g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.

2. **MANUSCRIPT TITLE**: The title of the paper should be typed in **bold letters**, **centered** and **fully capitalised**.

3. **AUTHOR NAME (S) & AFFILIATIONS**: Author (s) **name**, **designation**, **affiliation** (s), **address**, **mobile/landline number** (s), and **email/alternate email address** should be given underneath the title.

4. **ACKNOWLEDGMENTS**: Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.

5. **ABSTRACT**: Abstract should be in **fully Italic printing**, ranging between **150** to **300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA**. *Abbreviations must be mentioned in full*.

6. **KEYWORDS**: Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.

7. **JEL CODE**: Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at www.aeaweb.org/econlit/jelCodes.php. However, mentioning of JEL Code is not mandatory.

8. **MANUSCRIPT**: Manuscript must be in *BRITISH ENGLISH* prepared on a standard A4 size *PORTRAIT SETTING PAPER*. *It should be free from any errors i.e. **grammatical**, **spelling** or **punctuation**. It must be thoroughly edited at your end*.

9. **HEADINGS**: All the headings must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.

10. **SUB-HEADINGS**: All the sub-headings must be bold-faced, aligned left and fully capitalised.

11. **MAIN TEXT**:

THE MAIN TEXT SHOULD FOLLOW THE FOLLOWING SEQUENCE:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESIS (ES)

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

LIMITATIONS

SCOPE FOR FURTHER RESEARCH

REFERENCES

APPENDIX/ANNEXURE

The manuscript should preferably be in *2000 to 5000 WORDS*, But the limits can vary depending on the nature of the manuscript.

12. **FIGURES & TABLES:** These should be simple, crystal **CLEAR**, **centered**, **separately numbered** & self-explained, and the **titles must be above the table/figure**. **Sources of data should be mentioned below the table/figure**. *It should be ensured that the tables/figures are referred to from the main text.*

13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.

14. **ACRONYMS:** These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.

15. **REFERENCES:** The list of all references should be alphabetically arranged. *The author (s) should mention only the actually utilised references in the preparation of manuscript* and they may follow Harvard Style of Referencing. **Also check to ensure that everything that you are including in the reference section is duly cited in the paper**. The author (s) are supposed to follow the references as per the following:

- All works cited in the text (including sources for tables and figures) should be listed alphabetically.

- Use (**ed.**) for one editor, and (**ed.s**) for multiple editors.

- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending order.

- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.

- The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.

- For titles in a language other than English, provide an English translation in parenthesis.

- *Headers, footers, endnotes and* **footnotes** *should* **not be used** *in the document.* However, **you can mention short notes to elucidate some specific point**, which may be placed in number orders before the references.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.

- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

UNPUBLISHED DISSERTATIONS

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

A STUDY ON ORGANISATION-WISE CONSUMER COMPLAINTS WITH THE DIFFERENT CONSUMER PROTECTION BODIES IN HIMACHAL PRADESH

VIJAY KUMARI SHARMA
Ph. D. RESEARCH SCHOLAR (JRF)
DEPARTMENT OF COMMERCE
HIMACHAL PRADESH UNIVERSITY
SHIMLA

Dr. DEVINDER SHARMA
PROFESSOR
DEPARTMENT OF COMMERCE
HIMACHAL PRADESH UNIVERSITY
SHIMLA

ABSTRACT

There is cut throat competition in the market and in order to survive the trader indulge in various kinds of malpractices like; defective goods, overcharging, deficient supply of goods and services, unfair trade practices etc. The Consumer Protection Act, 1986 applies to all goods and services which have been purchased/hired or availed of for consideration. A complaint can be filed under Consumer Protection Act in respect of defective goods and unsatisfactory services. According to section 2 (1)(o) of the Act, services means the services of any description made available to potential user and which include; banking, financing insurance, transport, processing, supply of electrical, board or lodging and entertainment etc. The State and Districts Consumer Disputes Redressal Commissions of Himachal Pradesh are trying to their best to resolve the complaints of the consumers which are related with any kind of deficiency in services and defective goods. In this regard, secondary data have been collected from the official site of Himachal Pradesh State Consumer Commission, analyzed with the help of percentage and ranking method to find out the results of the study. The study concludes that although, the disposal rate related with all organization is good yet, the redressal bodies should speed up the disposal rate further to decrease the pendency of the cases. In addition to this, study recommends that the State Government should keep proper check on insurance and telephone service providers.

KEYWORDS
consumer protection act, 1986, deficiency in services, defective goods.

JEL CODES
D18, K12, K19, K41, K42.

1. INTRODUCTION OF THE CONCEPT

Τhe implementation of Consumer Protection Act 1986 was left to the State Governments and it has been implemented by the Government of different States on different dates. Under this Act of 1986, there is a provision for the formation of Consumer Protection Councils at national as well as State Level and also a provision for the establishment of three tire redressal machinery known as National Commission, State Commission and District Commission. In the first instance, the State Government of Himachal Pradesh has established the State Consumer Disputes Redressal Commission along with a District Forum at State Capital Shimla which started functioning from 1st November 1989 and also the Himachal Pradesh State Consumer Protection Council has been formed. The staffs in the District Forum of Shimla were provided by the Director Food and Supplies. The peculiar jurisdiction of the District Forum was up to 1 lakh and that of the State Commission was from 1 lakh to 5 lakhs at the time of their inception. Since 1997, there are four whole time Districts Forums in the Himachal Pradesh the jurisdiction of all the whole time District Forums is as under:-

➢ **Shimla District Consumer Commission:** It was the first District Consumer Disputes Redressal Forum of Himachal Pradesh which is providing relief to the aggrieved consumers since 1989. Earlier the jurisdiction of the Forum was for Shimla, Solan, Sirmour and Kinnaur Districts. But, after the establishment of Una District Consumer Disputes Redressal Commission the jurisdiction of the forum has been reduced and at present it is limited to the Shimla, Sirmour and Kinnaur Districts.

➢ **Mandi District Consumer Commission:** In addition to one District Forum at Shimla which was already functioning as whole time District Forum, the State Government has established two more whole time District Forums at Mandi and at Dharamshala in the year 1995. It was working for the Districts of Mandi, Kullu, Lahaul Spiti, Bilaspur and Hamirpur. But after the establishment of other Districts Forums, its jurisdiction has been amended and at present, it is working only for three Districts i.e. Mandi, Kullu, and Lahaul Spiti Districts.

➢ **Kangra District Consumer Commission at Dharamshala:** At the time of establishment of this Commission, its jurisdiction was extended to the Districts of Kangra, Chamba and Una Districts. Later on, it has been changed to Kangra, Solan and Chamba Districts.

➢ **Una District Consumer Commission:** During the year 1997, another whole time District Forum has been set up by the State Government, at Una. This whole time Districts Forum was the fourth District Forum which is resolving the complaints of the consumers of Una, Hamirpur and Bilaspur Districts.

These all are the different consumers' protection bodies of Himachal Pradesh State which are providing simple, speedy and inexpensive justice to the consumers. These bodies are resolving the complaints of consumers who have been exploited by different organizations differently. The consumer complaints may be related to defective goods or deficiency in services which have been provided by the organizations like; banking, medical, telephone, insurance, housing etc. In this regard, this research paper makes and attempts to examine the organization-wise performance of Consumer Disputes Redressal Bodies working in Himachal Pradesh.

2. REVIEW OF LITERATURE

Reddy and Murthy (1987)[1] their paper entitled "Consumer Problems in India" found that lower supply of goods and services, false advertisements, high prices, inadequate price control, loopholes in implementation of concerned laws and failure of consumer cooperatives as the major problem faced by the consumers. The Government should make strict laws to check the malpractices of the traders and service providers for the welfare of the common consumers.

Verma (2002)[2] analyzed in "Development of Consumer Protection in India", that with the increasing awareness the inflow of cases in the consumer courts is increasing day by day and a majority of the cases are decided in favour of Consumers complaints. More than 75 percent of the cases are stated to be related with services involving electricity boards, telephone corporations, housing boards, airlines, railways, road transport corporations, banks, finance companies and insurance companies. He found that there is heavy backlog of pending cases in Consumer Courts, particularly in the District forums. The author advocate that

providing justice to large masses is indeed a formidable task, consumer information and education programmers need to be further strengthened, particularly in the rural areas.

Dahiru, Nurli & Aspalella's (2015)[3] research paper "Lack of Consumer Awareness: A Major Challenge for Electricity Consumer Protection in Nigeria" explores the challenges for consumer protection in the Nigerian deregulated electricity sector. The study finds several challenges for consumer protection in the Nigerian electricity sector. The authors argue that ignorant and unenlightened consumers are easy prey for exploitation in the marketplace. Emphatically, the participants were unanimous on lack of awareness as the major challenge for the electricity consumers' protection. Educating the consumer minimizes consumer exploitation and enhances consumer protection. This is the responsibility of the government, the business enterprises as well as the consumer organizations.

Majumdar, Prabhu and Hallur (2019)[4] have conducted a study entitled "A Consumer Complaints and Grievances Redressal System in Indian Telecom Sector" to analyse current consumer complaints redressal mechanism adopted by Indian telecom operators and designed by telecom regulator in India. They concluded that currently the authority does not have adequate structure to handle consumer grievances efficiently for sector like telecom. So, effective consumer redressal is needed and the complaints should be categorised according to severity status like high priority, medium priority and low priority.

All the above-mentioned studies have been conducted by the researcher at National as well as International level. There are studies which are related only with electricity and telecom sector. The other sectors or organizations of the economy are also playing significant role for the development of the Nation. Hence, this is the research gap which has been found between the studies conducted by the aforesaid researchers. Keeping this in view, the present study has been conducted.

3. NEED AND IMPORTANCE OF STUDY

Different organizations are playing an important role in the development of the economy by providing number of goods and offering services to the consumers. The success of these organizations depends upon the quality of the goods and services provided by them and on the satisfaction of the consumers. It is assumed that these organizations are working for the welfare of the society. But sometimes, there may be instances when the consumers are not satisfied with their services as desired and committed by these organizations. There is platform at State and Districts levels where the consumers can redress their complaints in case of any kind of exploitation. So, a study is needed to find out organization-wise number of consumer complaints filed, disposed-off and pending with the State and Districts Consumer Disputes Redressal Commissions of Himachal Pradesh which will reflects the organization-wise performance of these redressal bodies. Further, the results of the study will provide information about the exploitation of the consumers in different sectors and insight in to the working of the redrsssal agencies in context to organizations. So, the sufficient action can be taken against the goods and service providers and performance of the redressal bodies can be improved.

4. OBJECTIVES

The study has been conducted to accomplish the following objectives:
1. To study the organization-wise trend of cases filed, disposed off and pending with the Consumer Protection Bodies in Himachal Pradesh.
2. To identify the reasons for pending cases with the different Consumer Protection Bodies in Himachal Pradesh.

5. METHODOLOGY

The present study is based on the analysis of quantitative data. The data related with number of cases filed, disposed-off and pending with the State and Districts Commissions has been collected from the concerned official records and website of Himachal Pradesh State Consumer Commission upto 31st December 2020. The collected data has been arranged and tabulated as per the need and requirements. The study analyzed with the help of percentage as well as rank tools and interpreted accordingly.

6. RESULTS AND DISCUSSION

In order to accomplish the above-mentioned objectives of the study, the collected data has been analyzed, interpreted and results have been recorded as below:

6.1 Organization-wise Performance of State Consumer Disputes Redressal Commission: The different organizations-wise performance of State Consumer Disputes Redressal Commission is mentioned as under:

TABLE A: ORGANIZATION-WISE PERFORMANCE OF STATE CONSUMER DISPUTES REDRESSAL COMMISSION AS ON DECEMBER 31, 2020

Sr No	Organization	Cases Filed Since Inception	% of Total	Cases Disposed off Since Inception	% of Total	Cases Pending Since Inception	% of Total	% of Disposal	Rank	% of Pending
1	Banking	596	1.8	553	1.7	43	5.8	92.79	10	7.21
2	Medical	106	0.3	99	0.3	07	0.9	93.39	9	6.60
3	Telephone	1512	4.6	1504	4.7	8	1.1	99.47	3	0.53
4	Insurance	4180	12.7	3982	12.4	198	26.7	95.26	7	4.74
5	Housing	393	1.3	381	1.2	12	1.6	96.95	5	3.05
6	Electricity	283	0.9	274	0.9	9	1.2	96.82	6	3.18
7	Airlines	11	0.03	11	0.03	Nil	0	100	1	-
8	Railways	24	0.07	24	0.07	Nil	0	100	1	-
9	Others	3750	11.5	3512	10.9	238	32.2	93.65	8	6.35
10	MA/Rev. Pet. &Ex. Pet.	21935	66.9	21710	67.7	225	30.5	98.97	4	1.02
	∑	32790	100	32050	100	740	100	97.74		2.26

Source: Statistics of Himachal Pradesh State Consumer Disputes Redressal commission, https://hpconsumercommission.nic.in/

It is evident from the organization-wise analysis that out of total 32790 cases filed with Himachal Pradesh State Consumer Disputes Redressal commission, two-third (66.8%) are revised and ex-petitions and from the rest number of cases filed, 12 percent are related with the insurance and 11.5 percent are some other cases. It is pertinent to mention that the cases filed as well disposed-off have just recorded to have the similar ratios which indicates that a great majority of consumer cases are the petition addressed by the Commission.

The average disposal rate related with the organizations like telephone, railway, airlines and MA/Rev. Pet. & Ex. Pet. has been found more than the overall average disposal rate (97.74%) and the rest of the organizations have disposal rate lower than the overall average. As per the average pendency rate of 2.26 percent, the airlines and railways have been ranked on 1st position because the disposal rate of these both organizations is hundred percent although the number of such cases is negligible. In addition to this, it has been evidenced form the analysis that the disposal rate of cases under all organizations is above ninety percent.

6.2 Organization-wise Performance of District Consumers Disputes Redressal Commissions: Different organizations-wise analysis of the cases filed, disposed-off and pending with the District Consumers Disputes Redressal Commissions is as below:

TABLE B: ORGANIZATION-WISE PERFORMANCE OF DISTRICT CONSUMERS DISPUTES REDRESSAL COMMISSIONS AS ON DECEMBER 31, 2020

Sr No	Organiza-tion	Cases Filed Since Inception	% of Total	Cases Disposed-off Since Inception	% of Total	Cases Pending Since Inception	% of Total	% of Disposal	Rank	% of Pending
1.	Banking	2722	3.9	2546	3.8	176	7.0	93.53	7	6.47
2.	Medical	231	0.3	202	0.3	29	1.1	87.44	8	12.55
3.	Telephone	10116	14.6	10093	15.1	23	0.9	99.77	2	0.263
4.	Insurance	15225	22.0	14445	21.7	780	31.0	94.88	6	5.12
5.	Housing	2851	4.1	2839	4.3	12	0.5	99.58	3	0.42
6.	Electricity	2633	3.08	2603	3.9	30	1.2	98.86	4	1.14
7.	Airlines	26	0.03	21	0.03	5	0.2	80.77	9	19.23
8.	Railways	31	0.04	31	0.05	Nil	0	100	1	-
9.	Others	35296	51.0	33835	50.8	1461	58.1	95.86	5	4.13
	∑	69131	100	66615	100	2516	100	96.36		3.64

Source: Statistics of Himachal Pradesh State Consumer Disputes Redressal commission, https://hpconsumercommission.nic.in/

The results indicate as per the above-mentioned table that as per the overall average disposal rate of 96.36 percent, the disposal rate of telephone, housing, electricity and railways is more and ranked 1st for the cases settled by the District Consumer Disputes Redressal Commissions. The cases filed and pending with the Districts Commissions which are related with the Insurance are very high though the disposal rate is also high. Unfortunately, out of nine organizational categories in term of disposal rate of cases, Insurance is in the 6th rank and therefore the disposal rate of Insurance related organizations by the District Consumers Disputes Redressal Commissions is not good.

7. FINDINGS

1. The disposal rate of consumer complaints under all organizations is above ninety percent and out of total filed complaints, 98 percent cases have been disposed off by the State Consumer Disputes Redressal Commission of Himachal Pradesh which were related with banking, medical, telephone, insurance, housing, electricity, airlines railway, others and revised petition or ex-petitions. As per the average disposal rate, the airlines and railways have been ranked on 1st position because the disposal rate of these both organizations is hundred percent although the number of such complaints is negligible.

2. Total 96 percent cases have been disposed off under all organizations by District Consumer Disputes Redressal Commissions of Himachal Pradesh. Railways has been ranked 1st for the cases settled by the District Consumer Disputes Redressal Commissions. Out of nine organizational categories in term of disposal rate of consumer complaints, Insurance is in the 6th rank and therefore the disposal rate of Insurance related organizations by the District Consumers Disputes Redressal Commissions is not good.

3. There is one seat of President at State Commission, 2 seats of President and 9 seats of Members at Districts Consumer Disputes Redressal Commissions of Himachal Pradesh were lying vacant as on 31 December 2020. These vacant seats are not filled by the Government on time which may lead to hardship in the working of Commissions. Sometimes the appointed members are not enough qualified to perform their duty which results in delay in disposal of the cases.

4. Further, three Districts Consumer Disputes Redressal Commissions are non-functional at Himachal Pradesh State. This is not the failure at the part of Government, but the cases registered in the Commissions are not sufficient.

8. SUGGESTIONS

1. No doubt, the disposal rate of consumer cases of all the organizations under the State Consumer Commission is good; however, the rate of disposal should be increased further to decrease the pendency of the cases.

2. Government should keep proper check on the service providers' organization especially on insurance and telephone sectors where the numbers of cases are more during the research period.

3. Government should start awareness campaign at panchayat, school, and college and university level to make aware the general masses regarding the provisions of the redressal bodies so that they may come forward to file the complaints. This will result in conversion of non-functional Commissions in to functional Commission.

4. The recruitment process should be started by the Government before the actual position lying vacant. So that the seat of Presidents and Member can be filled timely and the working of the Commissions can be smoothly conducted.

9. CONCLUSION

Consumer Redressal Bodies are playing an important role to protect the interest of the consumers by resolving the complaints related with different organizations and providing justice to the affected consumers as the disposal rate of all the organizations is good. It can be concluded that to achieve the objectives of Consumer Protection Act, the disposal rate should be increased further to decrease the pendency rate. The Government should keep check from time to time on different organizations. There should be more and more awareness programmes to educate the consumers about their rights, malpractices of the organization holder and their privileges.

10. LIMITATIONS OF THE STUDY

1. The present study is limited to Himachal Pradesh State only.

2. The results of the study are based on data which has been collected from the records and official website of Himachal Pradesh Consumer Commission. So, the results of the study depend upon the reliability of the data.

3. For the analysis of data only percentage and rank methods have been used.

11. SCOPE FOR FURTHER RESEARCH

1. Comparative study between Himachal Pradesh and Other States.

2. Trend of cases filed, disposed off and pending by taking year-wise data of last 10-15 years.

3. Satisfaction level of the complainants can be measured by collecting primary data from complainants regarding redressal of their complaints.

REFERENCES

1. T. S. Reddy and P. G. K. Murthy, 'Consumer Problems in India", Indian Journal of Marketing, Vol. 8 (1987), Issue No. 9, pp 29-32.
2. Verma D.P.S. (2000): 'Development in Consumer Protection in India', Journal of Consumer Policy, Vol. 25, Issue March 2002, pp. 117-123. https://doi.org/10.1023/A:1014533317418

3. Dahiru Jafaru Usman, Nurli Yaacob & Aspalella A. Rahman, 'Lack of Consumer Awareness: A Major Challenge for Electricity Consumer Protection in Nigeria', Canadian Center of Science and Education Asian Social Science, Vol. 11(2015), Issue No. 24, ISSN 1911-2017 E-ISSN 1911-2025, pp. 240-251.
4. Mugdha Majumdar, Sandeep Prabhu and Giri Hallur, 'A Consumer Complaints and Grievances Redressal System in Indian Telecom Sector', International Journal of Innovative Technology and Exploring Engineering, volume-8 (2019), Issue-11 (September), ISSN: 2278-3075, https://www.ijitee.org/download/volume-8-issue-11/.

IMPACT OF DEMONETIZATION ON INDIAN REAL ESTATE INDICES

Dr. ASHISH C. MEHTA
ASSOCIATE PROFESSOR
MBA DEPARTMENT
G. H. PATEL POSTGRADUATE INSTITUTE OF BUSINESS MANAGEMENT
SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR

ABHA BABULAL MORADIA
Ph. D. RESEARCH SCHOLAR
MBA DEPARTMENT
G. H. PATEL POSTGRADUATE INSTITUTE OF BUSINESS MANAGEMENT
SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR

ABSTRACT
Demonetization has been undoubtedly one of the most talked about topic in the Indian economy since 8 November 2016. It had quite a severe impact on the economy at least in the short-term. Many economists came in favour and many against the demonetization discussing their opinions and expert knowledge on its impact on various sectors of the economy. This paper briefly discusses the impact of demonetization on overall Indian economy and focuses on the impact on real estate sector. Since real estate sector is one of the biggest unorganized sectors in India and it has been one of the sectors which heavily depended on cash transactions, we try to study how it has been impacted after the demonetization. With the introduction of Real Estate Regulation Act as a major regulatory authority in real estate industry and other major policy changes including demonetization, the industry is poised to be more transparent in the long-term. Although demonetization didn't wipe out as much black money as was anticipated, real estate sector went through some major changes which we hope are for the betterment of the industry and the consumers in the long term.

KEYWORDS
Indian real estate industry, OLS regression, demonetization, post-demonetization, Granger causality.

JEL CODES
R30, R39, E51, E59.

1. INTRODUCTION
Indian Prime Minister Narendra Modi announced a landmark policy decision to discontinue the currency notes of Rs. 500 and Rs. 1000 from midnight of 8 November 2016 and replace those with Rs.2000 and Rs.500 notes. The main ideology behind this was to eliminate the counterfeit notes, curb black money, stop terror financing, and corruption.

2. REVIEW OF LITERATURE
There are many research papers on how demonetization impacted the Indian economy in general but very few pertain to specific industry/sector analysis.

2.1. DEMONETIZATION AND INDIAN ECONOMY
Ramdurg and Basavaraj (2016) and Shirley (2017) provided a detailed analysis of the demonetization across the world and in India. Chandrasekhar and Ghosh (2018) opined that severe cash crunch post demonetization diminished demand and overall GDP for a considerable period of time. Singh (2017) discussed that there is short-term negative impact on the economic and public welfare but it has long term benefits like increased digitalization and more transparency among others. Veerakumar (2017) suggested that demonetization had a major impact on Indian people and they study the demographic variables to see how it impacted them. Bhattacharya (2017) stated that rural and semi-urban population were the most affected people who are not connected to the formal banking and financial system and technology. Dash (2017), Chadha and Sharma (2017), Mahajan and Singla (2017) also arrived at similar conclusion. Barkham (2017) suggested that benefits of demonetization would be increase in future tax revenue, more digital and card payments; the negative impact would be decelerated GDP growth rate and millions of job losses. Mohindra and Mukherjee (2018) opined that the demonetization was chaotic, confusing and complex. Singh and Singh (2016) discussed the experience of demonetization from various countries which halted economic growth and triggered high inflation. They suggested that it may be positive for the tax revenues and interest rates in the economy. Mali (2016) discussed the negative impact of demonetization on micro finance institutions for the low income groups, Micro, Small and Medium Enterprises. Shah (2017) concluded that the move was lop-sided and will have wide-ranging impact on Indian economy due to the problems faced by the farmers and rural population. Chopra (2017) analysed the impact of demonetization on Gross Value Added (GVA) in different sectors and concludes that there is a modest decrease in the GVA but the digitization has beneficial impact on the economy as a whole in the long-term.

Aggarwal and Narayanan (2021) provided insights into the slow performance of the agricultural sector in the months immediately after demonetization. Anoop et al. (2018) carried out GARCH analysis and found a statistically significant impact of demonetization of sectoral stock market indices and especially the Nifty realty index. Taqi et al. (2018) found strong correlation between the Indian capital market prices and money supply which signifies that demonetization affected Indian capital markets. Ahmad (2017) found out strong impact on online banking transactions post demonetization. Ganesan and Gajendranayagam (2017) analysed the impact of demonetization on various sectors combined and concluded that there has been a short-term negative impact on agriculture, forestry and fishing sectors. Thakur (2017) discussed the impact on employment and job market and concluded that the unorganized sector MSMEs have been hard hit by the move and anticipated that the job market would improve when the cash crunch would be less severe. Sivathanu (2019) studied the actual use of digital payment systems in India and concluded that the even though the digital transactions increased during the demonetization period it is important to note that it should continue after that too. Balaji and Balaji (2017) said that demonetization pushed India to new heights in cashless transactions. Kishore (2017) said that non-cash transactions saw a spike in growth rate but that lasted for a very short time.

2.2. DEMONETIZATION AND REAL ESTATE
Prasad (2019) surveyed eight real estate firms and found out that their performance has declined post demonetization. Low efficiency firms have become very low performers after demonetization. Chakrabarty (2019) said that demonetization along with Real Estate Regulatory Authority (RERA), Goods and Services Taxes (GST) has affected real estate sector as they brought different challenges in front of the industry. Liquidity crunch also kept the speculative buyers away from the market. Mittal (2019) said that the government has given tax concession to affordable housing and a revival package of 25000 crores to the industry along with

linking home loan base rates to the repo rate all of which are welcome move for the sector in the future. Dave (2019) said that after three years of demonetization cash is still preferred in majority of real estate transactions. Joshi (2018) discussed the benefits of demonetization on the real estate sector like increased transparency, more liquidity in the long term, increased tax revenue from the sector and the negative impacts like the reduction in prices in the short term due to cash crunch. Chand (2017) discussed the apparent impact on real estate sector in India. He suggested that the primary real estate market would not be much affected but the secondary real estate market along-with land transactions would suffer low demand due to the demonetization. Mehta (2007) studied the Indian real estate market in detail. She noted that the real estate sector is growing well due to urbanization and rising household income. These coupled with affordable property prices, easily available and low mortgage rates make a strong case for fast growing sector. "India's property market" report of 2017 commented that real estate sales have been picking up across top nine cities by 19 percent in the Jan-March 2017 quarter post-demonetization. They further state that in the quarter ending December 2016, real estate sales were very low due to demonetization. Major eight cities of India experienced 44 percent drop in sales which is a lowest level since the year 2010. Demonetization and RERA have improved the scenario for the end-buyer. Cash investors have disappeared from the market which was the main cause of inflated real estate prices. Chiang and Tsai (2020) suggest that excess monetary liquidity increases the stock market prices and the money spills into the real estate sector resulting in a rise in real estate prices. They also found that in the times of less monetary liquidity, stock market prices and real estate prices are negatively correlated. Zhou et al. pa (2014) studied the impact of money supply on the real estate prices in China. Their results showed M_0 has a greater influence on real estate prices in the long term than other types of money supply.

3. STATEMENT OF THE PROBLEM

Based on the literature review, we found out that majority of the studies on demonetization follow the discussion method and focus on the whole economy. There exists a gap to analyse the sectoral data post demonetization to find out the actual impact. In this paper we analyse the industry prices and major economic indicators to see how it impacted the industry performance.

4. RESEARCH OBJECTIVES

1. To study demonetization and its impact on major economic indicators of India.
2. To analyse the effect of demonetization on the RBI's Housing Price Index and NHB Residex.

5. RESEARCH HYPOTHESES

H_0: Currency in circulation and real estate indices have no linear relationship
H_1: Currency in circulation and real estate indices have linear relationship

6. DATA AND METHODOLOGY

Quarterly data is used from 2011 Q2 to 2020 Q4 for the times series currency in circulation, Gross Domestic Product (GDP), Inflation-Consumer Price Index (CPI), Index of Industrial Production (IIP), Housing Price Index (HPI) and National Housing Bank (NHB) Residex. India Brand Equity Foundation (IBEF) reports on real estate industry and Knight Frank Research reports on Indian real estate industry are referred. Following statistical tests are done for the analysis: descriptive statistics for the data, graphical analysis for time series analysis, Augmented Dickey–Fuller (ADF) unit root test, Granger causality test and OLS regression. Hypothesis testing is done using OLS regression model. The statistical analysis is done using MS Excel 365 and EViews 11.

7. RESULTS AND DISCUSSION

TABLE 1: DEMONETIZATION NUMBERS

Particulars	Amount
Demonetized currency as a proportion of total currency in circulation	86.9%
Value of demonetized notes	Rs. 15410 billion
Demonetized notes received back in the system	Rs. 15310 billion
Unaccounted money	Rs. 107.2 billion
Cost of entire demonetization	Rs. 80 billion
Bank notes pumped back to the system (volume) from November 9 to December 31 2016.	23.8 billion
Bank notes pumped back to the system (value) from November 9 to December 31 2016.	Rs. 5540 billion

Source: RBI Annual Report

According to the RBI report, 99.3 percent of demonetized notes have returned to the banking system. The value of money pulled out was about 86.9 percent of the total currency in circulation. This had a very serious impact on Indian economy where majority of the transactions were conducted in cash. The figures related to demonetization have been listed in the Table 1.

GRAPH 1: Time series of Money (lm), GDP (lgdp), IIP (liip), CPI (lcpi), HPI (lhpi), and Residex (lr) (in level)
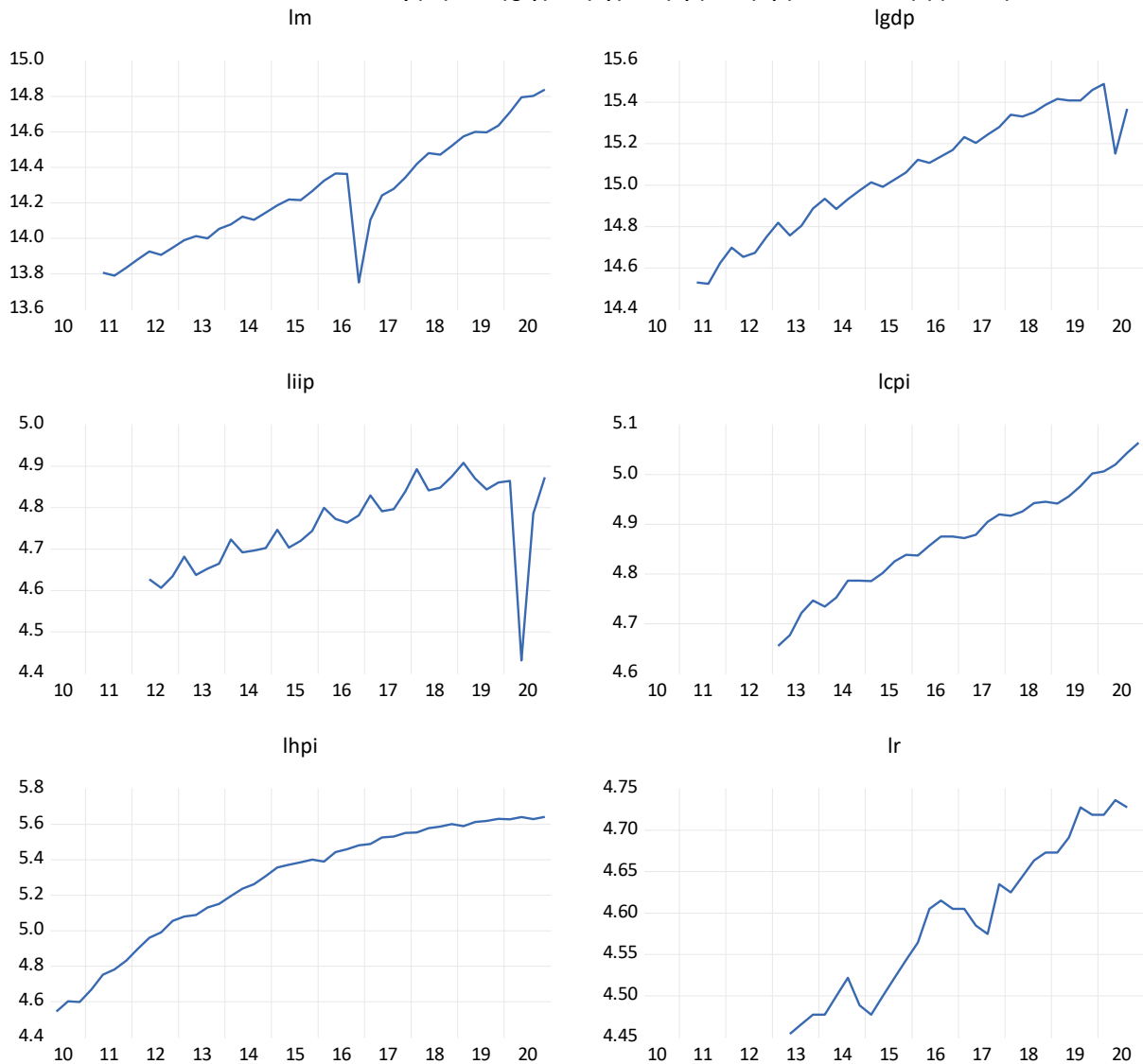
Source: RBI and National Housing Bank

The Graph 1 shows the quarterly values of currency in circulation, Gross Domestic Product of India (GDP), Index of Industrial Production (IIP), Consumer Price Index (CPI) as a measure of inflation, House Price Index (HPI), and NHB Residex data from the year 2011 to year 2020. Overall the linear graph for all the time series show clearly upward trend with seasonality over the sample period and a steep dip in some of the series between the years 2016 to 2020. These series seem to be nonstationary for all the time series.

TABLE 2: DESCRIPTIVE STATISTICS

Variable	Money (Rs. Crores)	GDP (Rs. Crores)	IIP (Index)	CPI (Index)	HPI (Index)	Residex (Index)
N	39	38	35	32	43	30
Mean	1614628	3591711	117.00	131.17	205.62	99.27
Median	1497430	3558203	118.23	131.02	218.20	100
Maximum	2778139	5327693	135.37	158.20	281.86	114
Minimum	938378	2029469	84.03	105.13	94.20	86
Standard Deviation	507931	972951	11.59	13.89	60.87	9.02
Skewness	0.72	0.10	-0.54	0.04	-0.38	0.13
Kurtosis	2.59	1.81	3.05	2.22	1.81	1.74

Source: RBI database

Table 2 exhibits the descriptive statistics for the time series. Some time series are not available for all the quarters from 2010 to 2020 so there are differences among the number of observations in each series. First two series are the price or value series and the rest are Indices. However, the series were modified before undertaking any statistical tests as to fulfill the assumptions of the statistical tests used in the analysis. Time series were modified by taking the first differences of all the time series and the derived graphs are given in Graph 2.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

7

GRAPH 2: Time series of money (dlm), GDP (dlgdp), IIP (dliip), CPI (dlcpi), HPI (dlhpi), and Residex (dlr) (differenced)
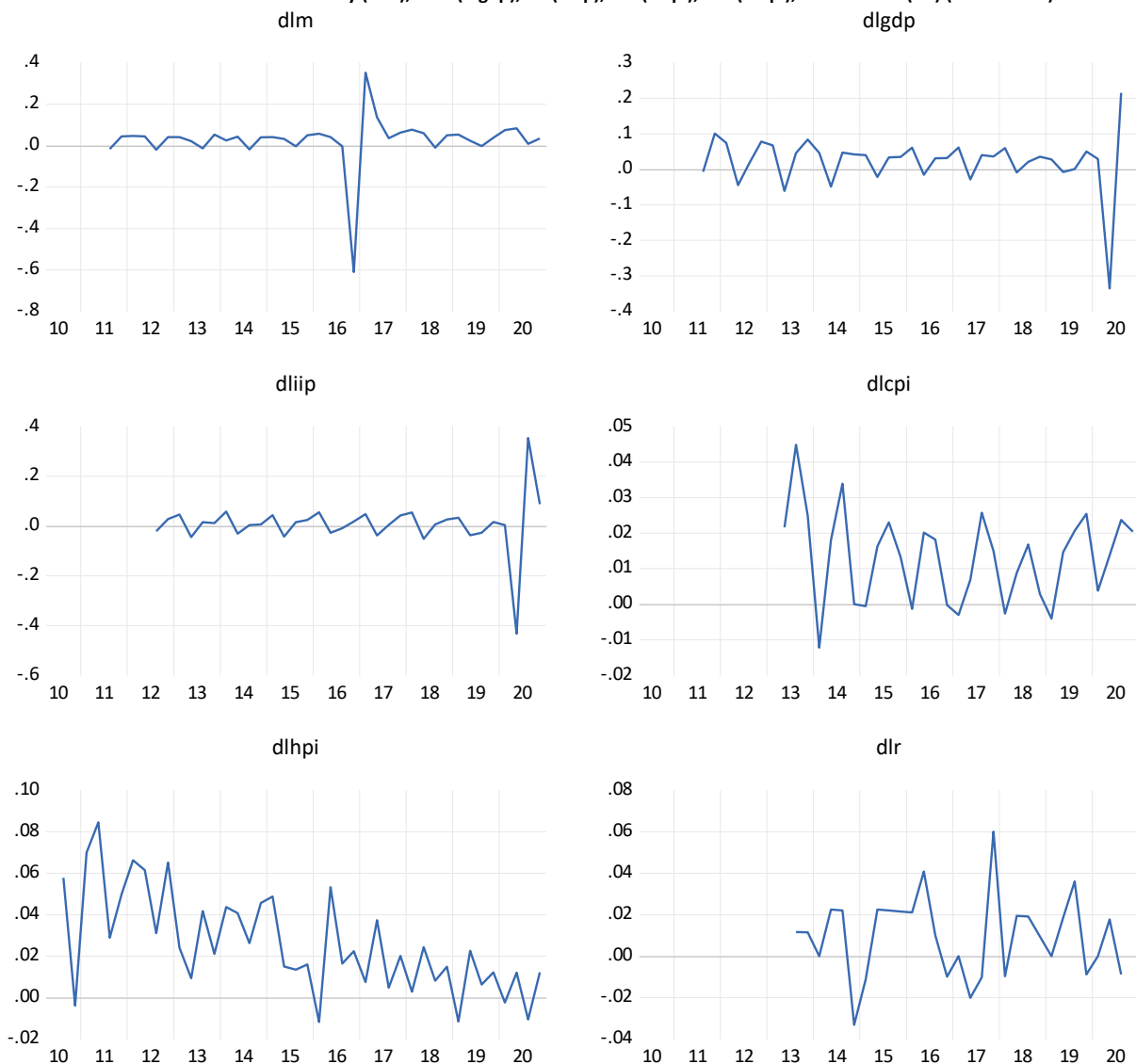
Source: RBI and National Housing Bank

The differenced time series seem stationary in visual check so statistical tests for unit roots were carried out for each of the time series. For the unit root tests, ADF tests were computed to ensure that all the series have stationarity. The results are given in table 3.

TABLE 3: UNIT ROOT TESTS

Variable	Money (Rs. Crores)	GDP (Rs. Crores)	IIP (Index)	CPI (Index)	HPI (Index)	Residex (Index)
Variables in level						
ADF Test	-0.914933	-2.326289	-3.34793	-0.468526	-5.045368	-0.668899
	(0.7726)	(0.1697)	(0.0203)	(0.8837)	(0.0002)	(0.8393)
Variables in differenced						
ADF Test	-7.841938	-8.445546	-6.98663	-8.727087	-12.6314*	-5.249459
	(0.0000)	(0.0000)	(0.0000)	(0.0000)	(0.0000)	(0.0002)
* Statistically significant for the series integrated of order 2.						

Source: RBI database

While analyzing the results from the above table, it is pertinent to note the null hypothesis for ADF is that there are unit roots in the series which means that the series is non-stationary. Most time series exhibit non-stationarity in ADF test in level except IIP and HPI. For all differenced series ADF tests reject the H_0 and confirm that there are no unit roots in the time series. However, the series for the HPI is stationary in level and in integrated of order two but not in integrated of order one.

Next, we carried out causal analysis for the time series using the Granger causality test. Since the focus of the study is whether demonetization had any impact on the other variables we study two-way granger causality for the following pairs of variables: currency-GDP, currency-IIP, currency-CPI, currency-HPI and currency-Residex. H0 for the granger test is that lagged values of variable x do not granger-cause variable y. Granger causality is not actual cause and effect relationship but measuring precedence of a variable before another variable. For the lag values we used the Schwarz information criterion or Bayesian information criterion (BIC) is considered as a maximum lags. However, the lags given by BIC were higher than the usually considered in similar research works so using researcher judgment number of lags was restricted to two.

TABLE 4: GRANGER CAUSALITY TEST RESULTS

Direction of causality	Number of lags	F value	Prob.	Decision
Money → GDP	1	0.55038	0.4633	Do not reject
GDP → Money	1	7.45416	0.01	Reject
Money → IIP	1	2.39929	0.1315	Do not reject
IIP → Money	1	1.23843	0.2743	Do not reject
Money → CPI	1	6.05135	0.0203	Reject
CPI → Money	1	6.31396	0.0180	Reject
Money → HPI	1	0.06677	0.7976	Do not reject
HPI → Money	1	4.58124	0.0394	Reject
Money → Residex	1	3.22701	0.0841	Do not reject
Residex → Money	1	3.75481	0.0636	Do not reject

Source: RBI database

Table 4 provides the results of the Granger causality test. The test was carried out from lag 1 to 4 for all the pairs of the variables – money-GDP, money-IIP, money-CPI, money-HPI, money-Residex. Results of lags other than one were statistically insignificant therefore they haven't been discussed here. Unidirectional granger causality from GDP to money supply and unidirectional granger causality from House Price Index to money supply was also found as a result of the Granger causality test since the null hypothesis is rejected in both the cases as the estimated F values are significant at the 5 percent level. No reverse causation was found for the money to GDP and money to HPI variables. For money supply and CPI bidirectional granger causation was found with the resulting F values statistically significant at 5 percent level. For money-IIP and money-Residex causation was not found from the above results.

The hypothesis money supply affects the real estate industry was tested using regression analysis for the variables – money supply and House Price Index. We take the money supply as independent variable and the HPI as dependent variable. Results of the linear regression are given in table 5.

TABLE 5: RESULTS OF LEAST SQUARES REGRESSION-HPI

Variable	Coefficients	Standard Error	t Stat	P-value
Intercept	-5.534645962	1.066582522	-5.189139939	7.85247E-06
Money supply	0.763490756	0.074837422	10.20199172	2.65254E-12
R-Squared	0.737738635		Mean dependent var	5.344212
Adjusted R-Squared	0.73065049		S.D. dependent var	0.269982
Standard Error	0.1401175		Akaike info criterion	-1.042750
Sum squared resid	0.726417811		Schwarz criterion	-0.957440
Log likelihood	22.33363		Hannan-Quinn criter.	-1.012142
F Statistic	104.0806351		Durbin-Watson stat	0.474897
Prob (F-Statistic)	2.65254E-12			

Source: RBI database

The regression model output confirms the idea that there is a relationship between the variables. The R-squared value of 0.738 confirms that 73.8% of change in dependent variable that is house price index can be explained by the predictor variable which in this case is money supply. It also explains that the relationship between the variables is negative. F statistic 104.08 is statistically significant at 5 percent significance level. Therefore, we reject the null hypothesis and accept the alternative hypothesis that this model fits the data better than the intercept only model. The regression model output specifies the coefficients for the regression equation. Taking the above coefficients we can rewrite the model with actual coefficients as follows: Y = -5.53 + 0.76X + e, where the error term e equals zero thus nullifying any impact on the rest of the model. The t-value is statistically significant since the p-value in the above table is less than 5 percent significance level. We can safely conclude that the house price index had an impact due to reduction in the liquidity in the economy. However, the impact was short lived as per the Granger causality test couldn't confirm the precedence impact in the expected direction of money supply to House Price Index beyond one lag.

TABLE 6: RESULTS OF LEAST SQUARES REGRESSION-RESIDEX

Variable	Coefficients	Standard Error	t Stat	P-value
Intercept	0.260283	0.619629	0.420063	0.6779
Money supply	0.302519	0.043349	6.978721	0.0000
R-Squared	0.651953		Mean dependent var	4.583963
Adjusted R-Squared	0.638567		S.D. dependent var	0.085763
Standard Error	0.051560		Akaike info criterion	-3.023375
Sum squared resid	0.069120		Schwarz criterion	-2.928217
Log likelihood	44.32725		Hannan-Quinn criter.	-2.994284
F Statistic	48.70254		Durbin-Watson stat	0.832645
Prob (F-Statistic)	0.000000			

Source: RBI database

The R-squared value of 0.652 confirms that 65.2% of change in Residex can be explained by the money supply and that the relationship between the variables is positive. F statistic 48.70 is statistically significant at 5 percent significance level. Therefore, we reject the null hypothesis. The regression model output specifies the coefficients. Using them, we can rewrite the model with actual coefficients as follows: Y = 0.260283 + 0.302519X + e, where the error term e equals zero. The t-value is statistically significant since the p-value for the independent variable is less than 5 percent significance level. The regression model shows that the relationship between Residex and money supply is weaker than the relationship between House Price Index.

8. CONCLUSION

Despite all the reasoning for demonetization, it seems that it has failed to deliver on most of its promises. The real estate market seems to be on a revival path after a very long slump of more than five years. The scenario still may not be as good in smaller cities and towns, but the things are looking better already with RERA and introduction of REITs. As Mr. Shishir Baijal, CMD of Knight Frank says, "2016 will go down as a watershed year in the history of Indian real estate. But these developments are projected to augur well for the industry as a whole in the long run."

REFERENCES

1. 99.30% of demonetised money back in the system, says RBI report. (2018, August 29). *ET Online*. Retrieved from https://economictimes.indi-atimes.com/news/economy/finance/after-almost-two-years-of-counting-rbi-says-99-3-of-demonetised-notes-returned/articleshow/65589904.cms
2. Aggarwal, N., & Narayanan, S. (2021). Impact of India's Demonetization on Domestic Agricultural Markets (SSRN Scholarly Paper ID 3066042). *Social Science Research Network*. https://doi.org/10.2139/ssrn.3066042
3. Ahmad, D. S. (2017). Demonetization—Its Impact on Banking Online Transactions. *Sumedha Journal of Management*, 6(3), 4-15.
4. Anoop, P., Parab, N., & Reddy, Y. V. (2018). Analyzing the Impact of Demonetization on the Indian Stock Market: Sectoral Evidence using GARCH Model. *Australasian Accounting, Business and Finance Journal*, 12(2), 2018, 104-116. http://dx.doi.org/10.14453/aabfj.v12i2.7
5. Balaji, K. C., & Balaji, K. (2017). A Study on Demonetization and Its Impact on Cashless Transactions. *International Journal of Advanced Scientific Research & Development*, 4(3), 58-64. Retrieved from https://www.ijasrd.org/admin/uploads/A%20STUDY%20ON%20DEMONETIZATION%20AND%20ITS%20IMPACT%20ON%20CASHLESS%20TRANSACTIONS_1600780312.pdf
6. Bandopadhyay, T. (2017, August 14). The costs and benefits of demonetization. *Mint*. Retrieved from https://www.livemint.com/Opin-ion/o8cViPFVVS3lJVH1xbm7JK/The-costs-and-benefits-of-demonetisation.html
7. Barkham, R. (2017). Demonetization in India: economic and real estate impact one year on. *Ahead of the Curve, CBRE*. Available at https://www.cbre.com/re-search-and-reports/ahead-of-the-curve--demonetization-in-india
8. Bhattacharya, P. (2017, November 7). How demonetisation affected the Indian economy, in 10 charts. *Mint*. Retrieved from https://www.livemint.com/Pol-itics/ySbMKTIC4MINsz1btccBJO/How-demonetisation-affected-the-Indian-economy-in-10-charts.html
9. Chadha, A., & Sharma, R. (2017). Demonetization: Economic impact on different sectors in India. *International Journal of Latest Technology in Engineering, Management and Applied Science*, 6(6), 219-223.
10. Chakrabarty, A. (2019, November 8). 3 years since demonetisation bursts the bubble, real estate still facing demand crunch. *The Financial Express*. https://www.financialexpress.com/money/3-years-since-demonetisation-bursts-the-bubble-real-estate-still-facing-demand-crunch/1759040/
11. Chand, G. (2017). Demonetization and Its Impacts on Real Estate in India. *Journal of Global Research and Analysis*. 6(1). 107-110.
12. Chandrasekhar, C., and Ghosh, J. (2018). The Financialization of Finance? Demonetization and the Dubious Push to Cashlessness in India. *Development and Change*. 49(2). 420-436. https://doi.org/10.1111/dech.12369
13. Chiang, M. C. & Tsai, I-Chun. (2020). Importance of Proper Monetary Liquidity: Sustainable Development of the Housing and Stock Markets. *Sustainability 2020*. 12(21), 8989; https://doi.org/10.3390/su12218989
14. Chopra, R. (2017). Impact of Demonetization on Indian Economy. *Global Journal of Enterprise Information System*, 9(2). https://doi.org/10.18311/gjeis/2017/15857
15. Consumer Price Index. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
16. Dash, A. (2017). A study on socio economic effect of demonetization in India. *International Journal of Management and Applied Science*, 3(3), 13-15.
17. Dave, S. (8 Nov. 2019). Three years of demonetisation: Cash is king in 66% of real estate transactions. *ETPrime - The Economic Times*. Retrieved from https://economictimes.indiatimes.com/industry/services/property-/-cstruction/three-years-of-demonetisation-cash-is-king-in-66-of-real-estate-transactions/articleshow/71965140.cms?utm_source=contentofinterest&utm_medium=text&utm_campaign=cppst
18. Ganesan, G., & Gajendranayagam, B. (2017). Impact of demonetization on Indian Economy. *International Journal of Applied Research*, 3(9), 433-436.
19. Index of Industrial Production. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
20. *India's property market quickly recovering following demonetization*. (2017, May 18). Available at https://www.globalpropertyguide.com
21. Joshi, V. (2018, February). Impact of Demonetization on Indian Economy with Respect to Real Estate Sector. *Interdisciplinary National Seminar on Demone-tization Its Impact on Indian Economy, Society, Politics and Mob Psychology*, Forthcoming. https://dx.doi.org/10.2139/ssrn.3120188
22. Kishore, R. (2017, November 8). One year after demonetization, cash is still king. *Mint.* Retrieved from https://www.livemint.com/Industry/S0AwBRA-YuGbJw0SoXOaUaO/One-year-after-demonetisation-cash-is-still-king.html
23. Mahajan, P., & Singla, A. (2017). Effect of demonetization on financial inclusion in India. *International Journal of Science Technology and Management*, 6(1), 338-343.
24. Mali, V. (2016). Demonetization: A step towards modified India. *International Journal of Commerce and Management Research*, 2(12), 35-36.
25. Mehta, R. (2007). A Study on the Indian Real Estate Market for Investment: A Qualitative Approach. *MA (Finance and Investment) Dissertation,* The University of Nottingham, UK.
26. Mittal, L.C. (25 Nov. 2019). Three years of Demonetisation: The impact on the Indian real estate sector. *99acres.com.* Retrieved from https://www.99acres.com/articles/three-years-of-demonetisation-the-impact-on-the-indian-real-estate-sector.html
27. Modi, N. (2016, November 08). *Prime Minister Narendra Modi's currency revamp: Full speech [video file].* Retrieved from https://www.indiatoday.in/popular-now/video/prime-minister-narendra-modi-currency-revamp-full-speech-448348-2016-11-08
28. Mohindra, K., and Mukherjee, S. (2018). Can Short-term Economic Policies Hurt the Health of the Poor? Demonetization in India. *International Journal of Health Services*. 48(3). 482-494.
29. Money Stock – Components and Sources. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
30. Mukherjee, A. (2018, September 4). Demonetisation: India wrongly blaming Rajan for the failed war on cash. *Business Standard*. Retrieved from https://www.business-standard.com/article/economy-policy/demonetisation-india-wrongly-blaming-rajan-for-the-failed-war-on-cash-118090400413_1.html
31. Payment System Indicators. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
32. Prasad, SVS, Raja. (2019). Measuring the Efficiency of Indian Real Estate Firms During the Pre and Post demonetisation period by Adopting Data Envelopment Analysis. *Baltic Journal of Real Estate Economics and Construction Management*. 7(1), 98-109. Retrieved from https://sciendo.com/article/10.2478/bjreecm-2019-0006
33. Quarterly Estimates of Gross Domestic Product at Factor Cost (Constant Prices) (New Series). *RBI Handbook of Statistics on Indian Economy*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
34. Ramdurg, A. I., and Basavaraj, C. S. (2016). Demonetization: Redefining Indian Economy. *International journal of commerce and management research*. 2(12). 07-12.
35. RBI - Liabilities and Assets. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
36. *RBI Currency Press Releases*. (November 2016 to July 2018). Available from https://rbi.org.in/Scripts/BS_ViewCurrencyPressRelease.aspx
37. RBI to pay Rs 50,000 cr dividend to govt for FY18, in line with Budget estimate. (2018, August 8). Retrieved from https://economictimes.indiatimes.com/in-dustry/banking/finance/rbi-to-transfer-rs-50000-crore-surplus-to-government/articleshow/65325722.cms
38. Realty sector eligible for 100% FDI via automatic route. (2018, January 10). *The Hindu Business Line*. Retrieved from https://www.thehindubusiness-line.com/economy/policy/realty-sector-eligible-for-100-fdi-via-automatic-route/article10024720.ece
39. Residex. *National Housing Bank*. Available at https://residex.nhbonline.org.in/
40. Select Economic Indicators. *RBI Report.* Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
41. Shah, A. Y. (2017). Impact of Demonetization on Rural India. *International Journal of Scientific and Research Publications*, 7(3), 220-223.
42. Shirley, M. A. J. (2017). Impact of demonetization in India. *International Journal of Trend in Research and Development*, 17, 20-23.
43. Singh, A. (2017). Impact of demonetization on Indian economy. *International Journal of Engineering and Management Research (IJEMR)*, 7(3), 785-788.
44. Singh, P., and Singh, V. (2016). Impact of Demonetization on Indian Economy. *International journal of science technology and management,* 5(12). 625-635.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT   10

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

45. Sivathanu, B. (2019). Adoption of digital payment systems in the era of demonetization in India. *Journal of Science and Technology Policy Management*, 10(1), 143-171. https://doi.org/10.1108/JSTPM-07-2017-0033
46. Taqi, M., Ansari, S., & Ajmal, M. (2018). Demonetization and its Impact on Indian Capital Market. *Pacific Business Review International,* 11(3), 51–58.
47. Thakur, U. (2017). Demonetization in India: Impact on employment and job market. *International Journal of Multidisciplinary Research and Development*, 4(4), 188-190.
48. Three years of Demonetisation: The impact on the Indian real estate sector. (n.d.). Retrieved April 25, 2021, from https://www.99acres.com/articles/three-years-of-demonetisation-the-impact-on-the-indian-real-estate-sector.html
49. Veerakumar, K. (2017). A Study on People Impact on Demonetization. *International Journal of Interdisciplinary Research in Arts and Humanities*, 2(1). 9-12.
50. Wholesale Price Index. *RBI Report*. Available at https://dbie.rbi.org.in/DBIE/dbie.rbi?site=home
51. Withdrawal of Legal Tender Status for ₹ 500 and ₹ 1000 Notes: *RBI Notice*. (2016, November 8). Press Release: 2016-2017/1142. Available at https://www.rbi.org.in/
52. Zhou, L. Cheng, X. & Chen S. (2014). Analysis of the Effect of Money Supply on Real Estate Price. *Journal of Applied Science and Engineering Innovation*, 1(7), 412-418; http://www.jasei.org/PDF/1-7/1-412-418.pdf

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT   11

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

CORPORATE SOCIAL RESPONSIBILITY: A COMPARATIVE STUDY OF CSR EXPENDITURES OF SELECTED COMPANIES IN INDIA

LOPAMUDRA BHATTACHARJEE
M. PHIL. RESEARCH SCHOLAR
DEPARTMENT OF COMMERCE
UNIVERSITY OF CALCUTTA
KOLKATA

ABSTRACT

CSR in India has come a long way from being traditionally perceived as a philanthropic activity which some companies voluntarily undertook to being made mandatory following an amendment to the Companies Act, 2013, by virtue of which companies can contribute towards nation building by engaging in activities of social welfare and improvement. It has been found that from the financial year 2014-15, companies both in public and private sector have made significant contributions towards CSR activities by allocating a certain percentage of their profit. Several companies in India have exceeded their prescribed CSR budget for a financial year and have gone ahead with spending on CSR activities like education infrastructure development, healthcare development, ensuring environmental sustainability etc. There has also been a considerable rise in the CSR expenditure of companies over the years after it was made mandatory in 2014. It shows that not only are more and more companies complying with the requirements of the Companies Act, 2013 with regards to CSR but also the recent trends on CSR expenditures indicate the willingness of Indian companies to contribute to address the pressing development challenges faced by our country.

KEYWORDS

corporate social responsibility (CSR), social welfare.

JEL CODE

M14

I. INTRODUCTION

Corporate Social Responsibility or CSR helps companies to be socially accountable to itself, its stakeholders and to the community as a whole. The roots of CSR lie in philanthropic activities but its concept has evolved over time and now includes all related concepts like corporate citizenship, corporate sustainability, business responsibility, shared value etc. According to the United Nations Industrial Development Organization (UNIDO), 'Corporate Social Responsibility is a management concept whereby companies integrate social and environmental concerns in their business operations and interactions with their stakeholders. CSR is generally understood as the way through which a company achieves a balance of economic, environmental and social imperatives, while at the same time addressing the expectations of shareholders and stakeholders.'

In India, the CSR provisions within the Companies Act is applicable to companies with:

a. an annual turnover of Rs. 1000 crore or more.

   or

b. a net worth of Rs. 500 crore or more.

   or

c. a net profit of Rs. five crore or more.

The companies falling under the prescribed criteria are required to spend a minimum 2% of the average net profit for the preceding three financial years on CSR activities mentioned in Schedule VII of the Act or explain why they didn't. Net profit here is the profit before tax as per books of accounts excluding profits arising from branches outside India. These rules were applicable from the financial year 2014-15 onwards and it also requires companies to set up a CSR committee consisting of their board members including at least one independent director.

II. REVIEW OF LITERATURE

V.L.Govindarajan and **S.Amilan (2013)** conducted a study on 12 companies from the Oil and Gas industry included in BSE 200 Index and also ranked by Karmayog to analyze the linkage between their CSR initiatives with the financial as well as market performance. They tested six null hypotheses using one way ANOVA, chi-square test, Karl Pearson's coefficient of correlation and curve estimation regression analysis. The findings of the study rejected all the null hypotheses and showed that there is positive linkage between CSR initiatives score with the financial and stock market performance of the companies.

Nidhi Sharma (2014) has conducted a comparative study of CSR practices of selected public and private sector companies in India. The main area of study are the CSR initiatives, the amount spent on CSR activities and a comparative analysis of the CSR expenditures and CSR initiatives of those companies. The alternative hypothesis states that private sector companies are doing better than public sector companies which is tested using Independent sample T-test and the findings show that the alternative hypothesis is accepted.

Simran Kaur and Nidhi Tandon (2017) stated that CSR has moved from being a social practice to an effective business tool and one of the reasons for the growing importance of CSR is that it forces the leadership to research and implement ways to benefit the society. In India, several companies have realized that it is a sensible move to take up CSR activities and integrate it with their business practices. This is the reason why most of the big corporates are spending a portion of their profits on CSR programmes like education, health, livelihood enhancement, women empowerment etc.

Anupam Singh and Priyanka Verma (2019) discussed about the evolution of CSR in India from philanthropy to mandatory CSR. They have also highlighted the major CSR activities mentioned in Schedule VII of the Companies Act, 2013 and the responsibilities of the Board and CSR committee of companies in relation to CSR. They have further stated the rationale behind making CSR spending mandatory in India.

III. RESEARCH OBJECTIVES

The main objectives of this study are as follows:

1. To show the actual and prescribed CSR expenditures of five selected companies.
2. To make a comparative analysis and examine the relationship between the actual and prescribed CSR expenditures of the selected companies.

IV. RESEARCH HYPOTHESIS

The research hypothesis is as follows:

H_1 : There is no significant difference in the mean values of the actual and prescribed CSR expenditures of the selected companies.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

12

V.   RESEARCH METHODOLOGY

Sample selection: For the purpose of the study, the top 5 companies with the highest spending on CSR in 2019-20 in India have been selected. These companies are either from public or private sector and are also listed in NSE and BSE stock indices.

The selected companies are as follows:
i.   Reliance Industries Ltd. – Private sector
ii.   Tata Consultancy Services Ltd. – Private sector
iii.   Oil & Natural Gas Corporation Ltd. – Public sector
iv.   Indian Oil Corporation Ltd. – Public sector
v.   HDFC Bank Ltd. – Private sector

Source of data: The study is based on secondary data which has been collected from annual reports and business sustainability reports of selected companies and websites.

Period of study: The study covers a time period of six years from 2014-2015 to 2019-20.

Kolmogorov-Smirnov Test / K-S Test: Kolmogorov-Smirnov Goodness of fit test is a non-parametric test used as a test for normality which checks whether the data set follows normal distribution or not. In this study, the data set consists of the actual and prescribed CSR expenditures of the selected companies for a period of six years.

The Kolmogorov-Smirnov test statistic is as follows:

$$D_n = \max_x \left| F_{exp}(x) - F_{obs}(x) \right|$$

The null and alternative hypothesis are given below:

H_0 : The data set follows normal distribution.

H_1 : The data set does not follow normal distribution.

If the value of the calculated test statistic lies outside the range of -1.96 to 1.96, then we reject the null hypothesis which means that the data set does not follow normal distribution. If the value of the test statistic lies within the range of -1.96 to 1.96, the data follows normal distribution. In case the data follows normal distribution, we can apply Paired t-test for equality of means.

Paired t-test: It is used to compare two normal population means where we have two samples in which observations in one sample can be paired with observations in the other sample.

The test statistic is as follows:

$$t = \frac{\bar{d}}{S/\sqrt{n-1}}$$

where

$$\bar{d} = \frac{\sum d_i}{n}$$

$$S^2 = \frac{\sum (d_i - \bar{d})^2}{n} = \frac{\sum d_i^2}{n} - \left(\frac{\sum d_i}{n}\right)^2$$

The null hypothesis is as follows:

H_0 : The true mean difference between the two paired samples is zero.

If the null hypothesis is true, then the statistic known as Paired t follows t-Distribution with (n-1) degrees of freedom.

## VI.   ANALYSIS OF DATA AND FINDINGS

The actual and prescribed CSR expenditures of the selected companies along with the graphical presentations are given in the tables below:

TABLE 1.1: RELIANCE INDUSTRIES LTD.

Year	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Actual CSR (Rs. in crore)	760.58	651.60	659.20	745.04	849.32	908.71
Prescribed CSR (Rs. in crore)	532.96	557.80	620.41	703.08	811.16	874.95

Source: Data compiled from annual reports and business sustainability reports.

FIGURE 1.1: GRAPHICAL PRESENTATION OF THE ACTUAL AND PRESCRIBED CSR EXPENDITURES OF RELIANCE INDUSTRIES LTD. FROM 2014-15 TO 2019-20
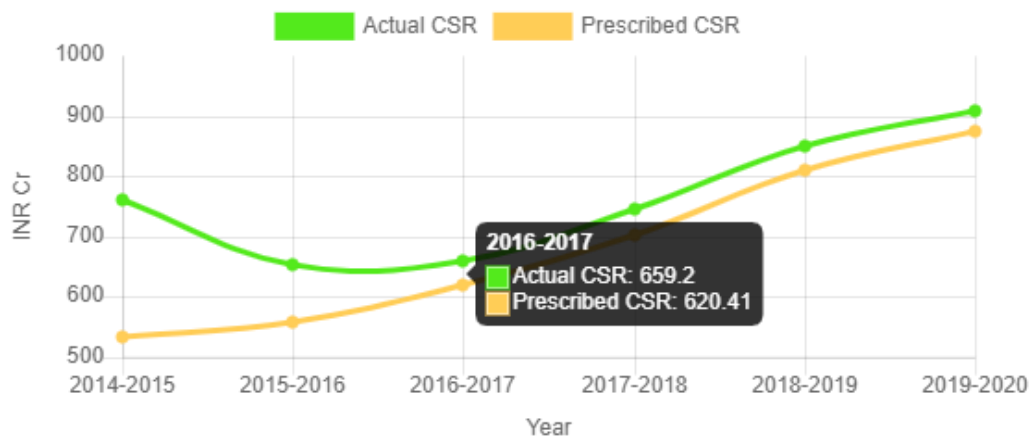
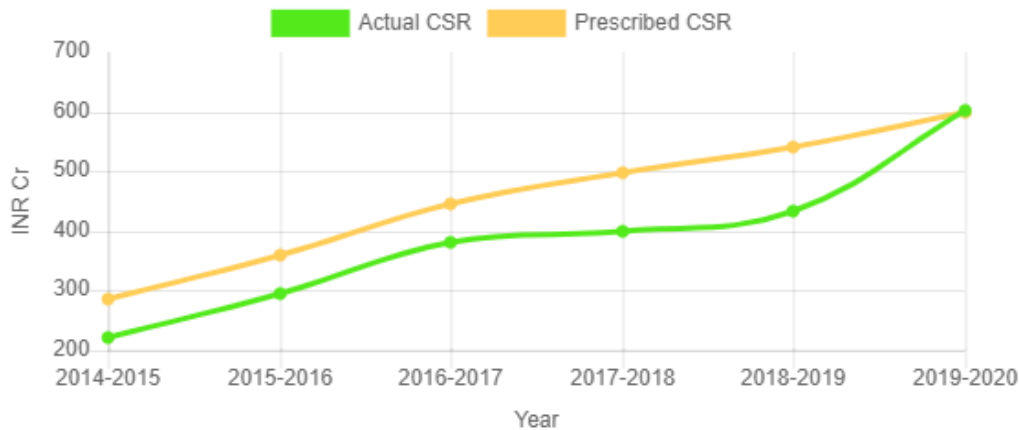Source: Compiled from annual reports and business sustainability reports.

Table 1.1 shows that that in each of the years from 2014-15 to 2019-20, the actual CSR expenditures of Reliance Industries exceeded the prescribed expenditures. There has also been an increase in the percentages of actual and prescribed CSR expenditures over the years. The actual expenditure rose by 19.48% from 2014-15 to 2019-20 while the prescribed expenditure saw a rise of 64.17% from 2014-15 to 2019-20. The graph in figure 1.2 also shows the rising trend in both the actual and prescribed CSR expenditures of Reliance Industries over the span of six years.

TABLE 1.2: TATA CONSULTANCY SERVICES LTD.

Year	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Actual CSR (Rs. in crore)	219.0	294.00	379.71	400.00	434.00	602.00
Prescribed CSR (Rs. in crore)	285.0	360.00	446.00	497.00	542.00	600.00

Source: Data compiled from annual reports and business sustainability reports.

FIGURE 1.2: GRAPHICAL PRESENTATION OF ACTUAL & PRESCRIBED CSR EXPENDITURES OF TATA CONSULTANCY SERVICES LTD. FROM 2014-15 TO 2019-20

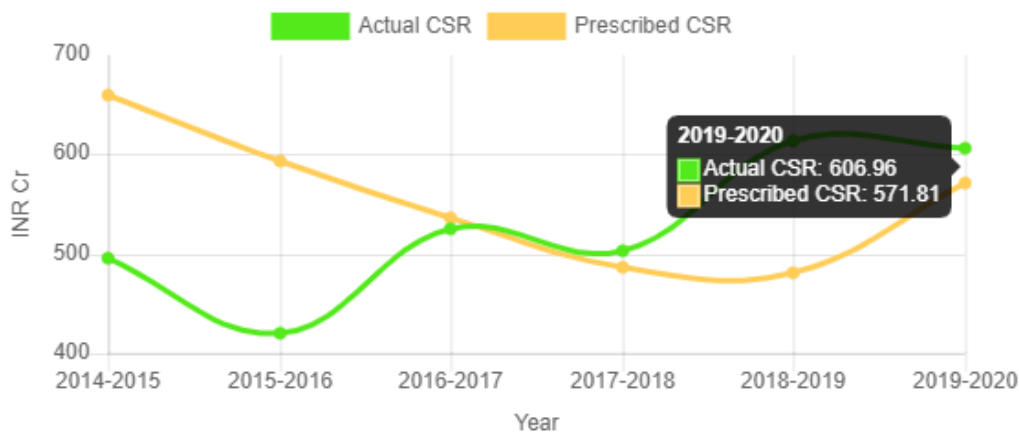Source: Compiled from annual reports and business sustainability reports.

Table 1.2 shows that from 2014-15 to 2019-19, the actual CSR expenditure of Tata Consultancy Services Ltd. was lower than the prescribed expenditures. In 2019-20, the actual expenditure exceeded the prescribed amount Rs. 2 crore i.e. by 0.33%. However, both the actual and prescribed expenditures have shown an upward trend over the years which has been depicted in figure 1.2. The rise in actual and prescribed expenditures from 2014-15 to 2019-20 have been 174.89% and 110.53% respectively.

TABLE 1.3: OIL & NATURAL GAS CORPORATION LTD.

Year	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Actual CSR (Rs. in crore)	495.23	419.06	525.90	503.42	614.63	606.90
Prescribed CSR (Rs. in crore)	660.61	593.70	535.66	487.04	480.21	571.81

Source: Data compiled from annual reports and business sustainability reports.

FIGURE 1.3: GRAPHICAL PRESENTATION OF THE ACTUAL AND PRESCRIBED CSR EXPENDITURES OF OIL & NATURAL GAS CORPORATION LTD. FROM 2014-15 TO 2019-20

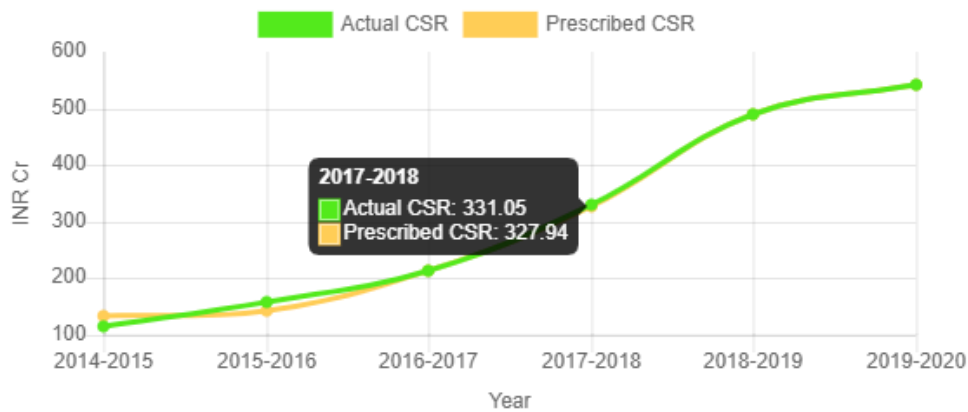Source: Compiled from annual reports and business sustainability reports.

Table 1.3 shows that till 2016-17, the actual CSR expenditure of Oil & Natural Gas Corporation Ltd. was below the prescribed amounts. From 2017-18 onwards, the actual amounts of CSR expenditure exceeded the prescribed amounts. Also, the prescribed amount started falling from 2014-15 to 2018-19 finally rising in 2019-20. The actual amounts have also fluctuated by showing either a rise or fall in different years. This has been depicted in figure 1.3 where the graph initially slopes downward showing a decreasing trend and then starts rising. The fall in the prescribed amount from 2014-15 to 2018-19 is 27.25% while its rose in 2019-20 by 19.07% as compared to 2018-19.

TABLE 1.4: INDIAN OIL CORPORATION LTD.

Year	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Actual CSR (Rs. in crore)	113.79	156.68	231.99	331.05	490.60	543.38
Prescribed CSR (Rs. in crore)	133.40	141.50	212.67	327.94	490.60	543.38

Source: Data compiled from annual reports and business sustainability reports.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

14

FIGURE 1.4: GRAPHICAL PRESENTATION OF THE ACTUAL AND PRESCRIBED CSR EXPENDITURES OF INDIAN OIL CORPORATION LTD. FROM 2014-15 TO 2019-20

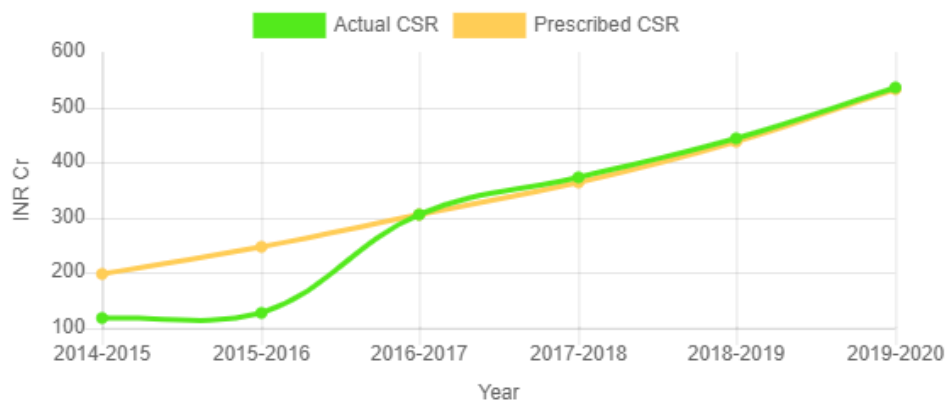Source: Compiled from annual reports and business sustainability reports.

Table 1.4 reveals that there has been a rise in both the actual and prescribed CSR expenditures of Indian Oil Corporation Ltd. with both the actual and prescribed amounts being equal in the final two years. The actual expenditure was lower than the prescribed amount in 2014-15 but from 2015-16 onwards, the actual amounts exceeded the prescribed amounts by 246.61%. This has been shown in the graphical presentation in figure 1.4 which shows a rising trend.

TABLE 1.5: HDFC BANK LTD.

Year	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Actual CSR (Rs. in crore)	118.55	127.28	305.42	374.54	443.78	535.31
Prescribed CSR (Rs. in crore)	197.13	248.00	304.00	365.00	439.20	534.00

Source: Data compiled from annual reports and business sustainability reports.

FIGURE 1.5: GRAPHICAL PRESENTATION OF THE ACTUAL AND PRESCRIBED CSR EXPENDITURES OF HDFC BANK LTD. FROM 2014-15 TO 2019-20

Source: Compiled from annual reports and business sustainability reports.

Table 1.5 shows a rise in both actual and prescribed CSR expenditures of HDFC Bank Ltd. over the period of 6 years. The actual expenditure was below the prescribed amount in the first two years finally overtaking the prescribed amounts from 2016-17 onwards which is clearly shown in Figure 1.5. The rise in the actual expenditure from 2014-15 to 2019-20 is 351.55%.

TABLE 1.6: DESCRIPTIVE STATISTICS

Company Name	Mean		Standard deviation (S.D.)		Skewness	
	Actual	Prescribed	Actual	Prescribed	Actual	Prescribed
Reliance Industries Ltd.	762.41	683.39	102.17	138.40	0.372	0.395
Tata Consultancy Services Ltd.	388.12	455.00	130.78	116.93	0.565	-0.373
Oil & Natural Gas Corporation Ltd.	527.52	554.84	73.86	68.58	-0.121	0.477
Indian Oil Corporation Ltd.	308.25	308.25	178.17	176.88	0.393	0.445
HDFC Bank Ltd.	317.48	347.89	168.85	124.82	-0.138	0.417

Source: Computed by author using SPSS

Table 1.6 shows the mean values, standard deviation and skewness of the selected companies with respect to their actual and prescribed CSR expenditures. The difference in mean value is the highest for Tata Consultancy Services Ltd. while the mean values for Indian Oil Corporation Ltd. is equal.

TABLE 1.7: TEST FOR NORMALITY KOLMOGOROV-SMIRNOV TEST (at 5%level of significance)

Company Name	Statistic		df		Sig. (p-value)	
	Actual	Prescribed	Actual	Prescribed	Actual	Prescribed
Reliance Industries Ltd.	0.177	0.175	6	6	0.200	0.200
Tata Consultancy Services Ltd.	0.196	0.140	6	6	0.200	0.200
Oil & Natural Gas Corporation Ltd.	0.192	0.172	6	6	0.200	0.200
Indian Oil Corporation Ltd.	0.202	0.206	6	6	0.200	0.200
HDFC Bank Ltd.	0.203	0.137	6	6	0.200	0.200

Source: Computed by author using SPSS

Table 1.7 shows the results of Kolmogorov-Smirnov test for normality. Since the p-values of all the companies are greater than 0.05, the null hypothesis is accepted at 5% level of significance and the distribution is normal.

TABLE 1.8: PAIRED t-TEST (at 5% level of significance)

Paired Samples	Statistic	df	Sig. (2 tailed)
Pair 1 – Reliance Industries Ltd. (Actual and Prescribed CSR expenditures)	2.541	5	0.052
Pair 2 – Tata Consultancy Services Ltd. (Actual and Prescribed CSR expenditures)	-4.275	5	0.008
Pair 3 – Oil & Natural Gas Corporation Ltd. (Actual and Prescribed CSR expenditures)	-0.554	5	0.604
Pair 4 – Indian Oil Corporation Ltd. (Actual and Prescribed CSR expenditures)	0.000	5	1.000
Pair 5 – HDFC Bank Ltd. (Actual and Prescribed CSR expenditures)	-1.346	5	0.236

Source: Computed by author using SPSS

Table 1.8 gives the results of the Paired sample t-test. We have 5 pairs each comprising the actual and prescribed CSR expenditures of every selected company. The p-values Pair 1, Pair 3, Pair 4 and Pair 5 are greater than 0.05 which implies that the null hypothesis is accepted at 5% level of significance, i.e. the true mean difference between the sampled pairs is zero. In other words, it means that there is no significant difference in the mean values of the actual and prescribed CSR expenditures of these pairs. However, for Pair 2, the p-value is less than 0.05 which implies that the null hypothesis is rejected at 5% level of significance. This means that there is significant difference in the actual and prescribed CSR expenditures of Tata Consultancy Services Ltd.

VII. CONCLUSION

The findings and results stated above show that with each passing year, more and more top companies in India are increasing their CSR expenditures. Out of the five selected companies in this study, there is no significant difference between the mean values of actual and prescribed CSR expenditures of four companies which in turn indicates that these companies are going as per their plans and programmes with regards to CSR. CSR is no doubt a noble initiative in which the entities, that reap the benefits of resources available to society, helps to fill the gap of socio-economic inequality prevalent in our country and address the problems faced by the society at large. Since CSR has made various companies take on extensive projects addressing the socio-economic concerns, this has supplemented the government's efforts of sustainable development and engage the corporate world with the country's development.

REFERENCES

1. Bhalla, R. (2013), "Corporate Social Responsibility and Reporting by selected Indian Companies", *Prabandhan: Indian Journal of Management*, Vol.6, No. 1, pp. 40-48.
2. CSRBox (2020), Top 20 Companies with CSR Fund in India, Viewed on March 15, 2021, http://www.csrbox.org
3. Govindarajan, V.L. and Amilan, S. (2013), "A Study on linkage between Corporate Social Responsibility initiatives with financial performances: Analysis from Oil and Gas Products Industry in India", *Pacific Business Review International*, Vol.6, No.5, pp.81-93.
4. Jain, R. and Winner, L.H. (2016), "CSR and sustainability reporting practices of top companies in India", *Corporate Communications: An International Journal*, Vol.21, No.1, pp. 36-55.
5. Sharma, N. and Kundu, B. (2014), "A Comparative Study of Corporate Social Responsibility Practices of selected Public and Private Sector Companies in India", *Periodic Research*, Vol.2, No. 4, pp. 1-5.
6. Singh, A. and Verma, P. (2014), "From Philanthropy to Mandatory CSR: A Journey towards Mandatory CSR in India", *European Journal of Business and Management*, Vol.6, No. 14, pp.142-146.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT 16

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, Economics & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as, on the journal as a whole, on our e-mail **infoijrcm@gmail.com** for further improvements in the interest of research.

If you have any queries, please feel free to contact us on our e-mail **infoijrcm@gmail.com**.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-
Co-ordinator

DISCLAIMER

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT   III

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/