



***CHARACTERIZATION IN ANITA DESAI'S FIRE ON THE MOUNTAIN AND
KIRAN DESAI'S INHERITANCE OF LOSS- STUDY BY COMPARISON***

MRS. NILOFAR RASHID REZA

**HEAD MISTRESS (JUNIOUR PRIMARY SECTION, I.I.S.J & RESEARCH
SCHOLAR)**

BIONOTES

Nilofar Rashid Reza is Head Mistress (J.P.S) in I.I.S.J Al-Jubail, Saudi Arabia and is a Research Scholar. Her area of interest is Indian Writing in English. She has published number of papers in journals, presented Workshops and participated in Webinars&Seminars etc. She is an active member in NISA TOASTMASTER CLUB (AL-JUBAIL) and she has qualified up to District level in Toastmaster:DELIC in March 2019, and also stood 2nd in DELIC 2020 in INTERNATIONAL SPEECH CONTEST. You may reach her at nilofar.rashid@yahoo.com

ABSTRACT

Anita Desai an Indian novelist and short story writer especially noted for her sensitive portrayal of the inner life of the female characters. Several of Desai's novels explore alienation of middle class women. Anita Desai's novel Fire On The Mountain won the National Academy Award in 1978 and the Winfred Holtby Memorial Prize in 1977. Fire On The Mountain (1977) set in Kasuli, a hill station, focused on three woman and there oppressed life.

Kiran Desai, published her first novel, 'Hullabaloo In The Guava Orchard, in 1988. It's a fun-filled tale of a useless fellow who refuses to descend from his perch in a tree and comes to be treated as a sage. Western critics hailed the satirical and playful novel as an imaginative whimsy. Desai said "I wanted to write a more grown up book". Naturally, when she began this more realistic and contemporary novels eight years ago, she drew on her experiences of living both in and between two cultures. She describes this dual life as an imbalance that can profoundly affect a person's feelings, thoughts and ideas.

The media has been positing the incident of Anita Desai being thrice nominated for the Booker with Kiran Desai winning the Man Booker for the year 2006. Those who like the mother's style like the oeuvre of novels find the chit of fledgling incomparable. Then there are those who see Kiran Desai in isolation as a two novel old writer who has begun quite well- just 36 and with a Booker in her kitty. Here I look at Kiran Desai as her mother's daughter by reading 'the inheritance of loss' along with Anita Desai's Fire On The Mountain'. Here are some of the obvious similarities- both the novels were written when the authors were in the 35-40 age period, both the novels consolidate authors ' position in the realm of serious writing in the Indian and world scene. One other similarity are the characters in the two novels- 'Fire On The Mountain' gravitates around a reclusive old woman and her great grand- daughter, The Inheriatnce Of Loss' tells the tale of a retired judge and his grand -daughter.

'Fire on the mountain' is a story of Nanda Kaul, an old widow who has retreated to a reclusive life in the Kasulimountains in Carignano, an old house that looks down at the Punjab plains. She leads a life that is recoil to her hectic and tiring life as the wife of the vice- chancellor whose house she ran as a perfect hostess and a dutiful mother of innumerable children. The starkness and barrenness of Carignano with its three pines reflect the minimalist lifestyle shorn of entanglements, relationships and responsibilities that she has opted for herself. The quietness of Nanda Kaul's life is shattered when her great grand- daughter comes to live with her, she dreads the arrival of the ten years old

child, wondering in what ways she would have to re-arrange her life to accommodate the child in her bare home and life.

If Nanda Kaul is a forced recluse, the child Raka is a natural recluse, she steers away from her grandmother and happy if left alone to explore the valleys and slopes of the hills. The child instantaneously takes to the cook Ram Lal, whose tales and lore of the hills absorb her. The old woman is intrigued by the young girl's self possession and self-absorption. Nanda Kaul has disconnected herself from her world, but Raka has never had a chance to build any connection with the world. A child, who loves solitude, wanders about the mountain and ravines looking for jackals, and churalis, peeks at the night clubs dances, enjoys the wild fire on the mountain, is soon recognized as the crazy one from the Carignano in the neighborhood.

The novel gives a glimpse of Nanda Kaul's past through her friend Ila das, the crass and loud woman whose life has been a roller coaster ride of ups and downs. All through her life Nanda Kaul had baled her out of difficult times with the help of her influential and highly placed husband. Ila das too has come to live in a village close to Kasuli, where she works for the local woman and fights for their rights.

The mountain is a metaphor bearing different meaning for different people. It is a fragile piece of land that will itself be destroyed by dust storms and forest fires. The old lady who has cut herself away, is not aware of the hill the way the girl is, Raka sees the cruelty and scars that the mountains have been subjected to by the vaccine industry, repeated forest fires- man made or otherwise. She sets fire to the mountain, have been subjected to by the vaccine industry, repeated forest fires- a man made or otherwise. She sets fire to the mountain revealing the scars of human behavior- hers as well as her grand-mother's and not the least the brutal and animal behavior of the villager who rapes and murders the old woman Ila Das. The fire purges the dark secrets that the characters carry, annuls the pretensions and razes the pretensions and razes the hills to a scarred terrain.

The novel burrows into the personal, exploring the psyche of the old woman throwing a Chiaroscuro with the young girl who blows like a dust storm, racking muck and blackening an already barren landscape.

The novel is political in that it comments on the society, patriarchal and destructive. Women are shored up with the wounds that they have sustained from erring disloyal husbands, selfish brothers, raping men; even the life of the young child is scarred by a demented mother and an indifferent father. All the women have built their own defenses to survive, the fire is a purgatory act when all defenses fall, there is nothing more to hold on to as the fire consumes the mountain. Their fate, in the end as always, is linked to the bare mountain.

The novel centers on the character of Nanda Kaul, the widow of vice-chancellor who is compelled both by choice and circumstances to live in seclusion in an old bungalow in Kasuli. The novel also makes use of fantasy and it is Nanda Kaul who lives in the world of fantasy. In order to engage attention of her grand-daughter Raka she spins several fantastic tales about her father. The use of fantasy in the novel has attracted critical attention and one of the critics has observed that Anita Desai has used fantasy and not only in this novel but in her other novels too.

'...self revelation is not the main thrust of fantasy in 'Fire On The Mountain' which uses it in an entirely different way. It is not bordering on hallucination. Two kinds of fantasy would exist side by side; one which is consciously and deliberately woven by Nanda Kaul to interest her great grand-daughter Raka, the other which is shared by Raka, the other which is shared by Raka and Ram Lal and is based on his belief in the supernatural....

In the very first chapter nature imagery has been used to portray the character of Nanda Kaul. She has had such a busy family life that in the evening of her life she wants to do

nothing with family or society. What she wanted was total withdrawal from society and hating human society so much so as to yearn to be a tree, a part of nature.

‘ she was grey, tall and thin and her silk saree made a sweeping shivering sound and fancied she could merge with the pine trees and be mistaken for one. To be a tree, no more and no less, was all she was prepared to undertake.’(fom,p1)

But human beings cannot be trees however they may yearn for it. This is the only novel of Anita Desai in which nature such a vital role on the level of symbolism and imagery and it has to be accepted that she makes effective use of this technique to portray different characters. The title itself deals with nature. The Fire and the Mountain both are natural phenomenon. We also come across the use of nature symbolism and imagery of wild nature in the context of Raka’s character who is emotionally deprived and comes from a broken home. She is an unnatural child not interested in the fantastic tales of Nanda Kaul and she usually her to herself. She is attracted towards the unpleasant aspects of nature like, the barren spaces of the valley. This attraction is an externalization of her sub-normal nature. The cosy- civilized world does not attract her, rather it is the uncompromising and lawless nature that pulls her.

‘this hill, with its one destroyed house and one unbuilt one, on the ridge under the fire-singed pines, appealed to Raka with the strength of a strong sea-current-pulling, dragging. There was something about it- illegitimate, uncompromising and lawless- that made her tingle. The scene of devastation and failure somehow drew her, inspired her....(fom,p90-91)

Her nature imagery is a device to portray the character of Raka, since she is deprived of parental love, she finds no interest in family or society. She finds more solace and interest in nature and that too in her wilder mood. Like the untamed lawless nature she too is stubborn and does not bother about her Nani. All the efforts on Nanda Kaul ‘s part fail to interest her. The parallel between the untamed nature and her abnormal behavior which culminates in her setting the mountain on fire is made clear when one day after her usual ramblings in the forest she comes back to ‘ Carignano’ the bungalow where Nanda Kaul lives, chanting under her breath definitely and inaudibly, ‘ I don’t care- I don’t care- I don’t care for anything.’ The barren nature that attracts her is suggestive of emotionally barren family background from which she comes.(A Critical Study Of The Novels Of Anita Desai-N.R.Gopal.pg-84-86)

What takes place in the last few pages of the novel catches the reader by surprise. All the signs of the end were present in the novel, in the descriptions and in the tone of the narrator, and in the few chosen words of the characters. This to me is the strongest feature of the novel. There is never a word uttered about the oppression that these have suffered through their lives. The book is a simple portrayal of three women who have a found a way to live in content albeit in seclusion.

Kiran Desai was born in New Delhi, India in 1971. When she was 14 years old, Kiran moved to England with her mother, living there for a year before moving to the U.S.A, where she is currently a resident. She studied creative writings at Hollins University before going on to study at Columbia University. Her first book ‘Hullabaloo In The Guava Orchard’ was published in 1998. The inheritance of loss was published 2006, winning the Man Booker Prize

Kiran Desai has handled several major issues of modern civilization in her second stunning novel, The Inheritance Of Loss(2006), Her first novel Hullaboloo In The Guava Orchard(1998) has presented several perspectives of life. As life is seen from a different angle in the novel, there is different kind of conflict in the plot. But while writing The Inheritance of Loss she has a wider span about life and society. This novel ,therefore reflects all the current issues like- globalization multi-culturalism, immigration,

westernization, post- colonialism, terroristic-violence, racial- discrimination, alienation, exile etc.

The *Inheritance Of Loss* opens with a teenage Indian girl, an orphan called Sai, living with her Cambridge educated Anglophile grandfather, a retired judge Bomanbhai Patel who is living out the last phase of a life of a taciturn man who during his training in civil service and has painful memories of how he mistreated his wife to death, in the town of Kalimpong on the Indian side of the Himalayas. He had sent his wife back home where his daughter was born. This daughter, a scientist, who never met her father lived all her life in hostels married Sia's father, an orphan, who was also a scientist. The couple then goes to work in Russia where Sai was born and both her parents died leaving her grandfather as the only caretaker and relation, Sai has in the world.

Sai is romantically involved with her Math tutor, Gyan, the descendant of a Nepali Gurkha mercenary, but he eventually recoils from her obvious privilege and falls in with a group of ethnic Nepalese insurgents. In a parallel narrative, we are shown the life of Biju, the son of Sai's grandfather's cook, who belongs to the 'shadow class' of illegal immigrants' in New York and spends much of his time dodging the authorities, moving from one ill-paid job to another.

Sai is being tortured by Gyan, in Chou Oyu, who being a Gurkha is sympathetic to the Gurkha national liberation front (GNLF) which is violently demanding a separate homeland in this North-Eastern region. Gyan reports to his friends that the judge has two rifles in his house and one night they come and rob the house and humiliates him and the cook. The judge and the cook have a common bond that runs back to the days when the former was a district collector in a remote area where he went hunting for pat-ridges and would write fake entries in his diary about the number of pat-ridges he killed, whereas the truth was that he was a poor shot and killed none.

What binds these seemingly disparate characters is a shared historical legacy and a common experience of impotence and humiliation. Almost all of Desai's characters have been stunted by their encounters with the west. As a student, isolated in Racist England, the future Judge feels 'barely human at all' and leaps 'when touched on the arm as if from an unbearable intimacy. Yet on his return to India, he finds himself despising his apparently backward Indian wife.

The judge is one of those 'Ridiculous Indians', as the novel puts it 'who couldn't rid themselves of what had broken their souls to learn' and whose Anglophile can only turn into self-hatred. These Indians are also an unwanted anachronism in Postcolonial India, where long suppressed peoples have begun to awaken to their dereliction, to express their anger and despair. For some of Desai's characters, including one of the judge's neighbors in Kalimpong, this comes as a distinct shock; just when Lola had thought it would continue, a hundred years like the past one-Trollope, BBC, a burst of hilarity at Christmas-all of a sudden, all that they had climbed innocence, fun, funny, not really to matter, was proven wrong.'

In fact Desai's novels seem to argue such multiculturalism, confined to the western metropolis and academe, doesn't begin to address the cause of extremism and violence in the modern world. Nor, it suggests, can economic globalization become a route to prosperity for the downtrodden. 'profit' Desai observes at one point, 'could only be harvested in the gap between nations, working one against the other.'

Unlike Gyan, others try to escape. In scene after scene depicting this process- a boarding house in Kalimpong, immigrant packed basements in New York- Desai's novels seem lit by a moral intelligence at once fierce and tender. But no scene is more harrowing than the one in which Biju joins a crowd of Indians scrambling to reach the visa counter at the United States Embassy; 'biggest pusher, first place; how self-contented and smiling he

was; he dusted himself off, presenting himself with the exquisite manners of a cat, so alive to the foreigners, looked back at his own countrymen and women, immediately glazed over and went dead.’

The situation in Kalimpong is shown to be getting worse as the militancy gains round and the sisters Noni and Lola are coerced into harboring terrorists in their house and they even come and poach on their property, building hutments over it. There are demonstrations where Khukri knives are brandished as the GNLFF men demand a separate homeland. The irony of how they masquerade for what is according to them’ a noble’ cause, using insurgency and murder of innocents is brought out very well by the writer.

Perhaps the most potent message that the novel conveys is of how a brand of youth recruited by Goons can threaten peace in a sleepy and peaceful haven and is only waking up to the new realities of life. These youth are inspired by re-runs of karate movies of Jackie Chan and the violent movies of Rambo. It’s a sad reflection of modern life. The novel’s principal comment, made lucidly clear, according to this writer, is how media can corrupt the youth and sow in them the ideals of violence and mayhem , manipulated by a few misguided individuals.

Desai’s prose has uncanny flexibility and poise. She can describe the onset of the monsoon in the Himalayas and a rat in the slums of Manhattan with equal skill. She is also adept at using physical descriptions to evoke complex states of mind, as when Biju gazes at a park while celebrating the great luck of being granted his American visa; Raw sewage was being to use water a patch of grass that was lush and stinking, grinning brilliantly in the dusk.’ Poor and lonely in New York, Biju eavesdrops on businessmen eating steak and exulting over the wealth to be gained in the new markets of Asia. Not surprisingly, he eventually becomes’ a man full to the brim with a wish to live within a narrow purity.’ For him the city’s endless possibilities for self-invention become a source of pain. Though another part of him had expanded; his self-consciousness, his self pity,’ this awareness only makes him long to fade into insignificance, to return’ to where he might relinquish this overrated control over his own destiny.

Arriving back in India in the climactic scenes of the novel, Biju is immediately engulfed by the local eruptions of rage and frustrations from which he had been physically remote in New York. For him and the others, Desai suggests, withdrawal or escape are no longer possible. ‘ Never Again, ‘Sis concludes,’ could she think there was but one narrative and that this narrative belonged only to herself, that she might create her own mean little happiness and live safely within it’.

The good father Booty who lives with uncle Potty is found to be an illegal alien, though he has lived all his life in Kalimpong, trying to make it into the dairy capital of India. But he is thwarted by the ever present Amul brand of the original dairy capital of India-Anand. Father Booty is sent back to Switzerland for overstaying, and Kalimpong descends into Mayhem with no food available, not even bread, and is overrun by terrorists and the military.

Apart from this abstraction, Desai offers her characters no possibility of growth or redemption. Though relieved by much humor, *The Inheritance of Loss* may strike many readers as offering an unrelentingly bitter view. But then as Orphan Pamuk wrote soon after 9/11, people in the west are ‘scarcely aware of this overwhelmingly feeling of humiliation that is experienced by most of the world’s population,’ which’ neither magical realistic novels that endow poverty and foolishness with charm nor the exoticism of popular travel literature manages to fathom.’ This is the invisible emotional reality Desai uncovers as she decides the lives of people fated to experience modern life as a continuous affront to their notions of order, dignity and justice.

Comparisons especially between mother and daughter, are obvious, and therefore irresistible. As news of Kiran Desai's literary trophy for the Inheritance of Loss flashed across the incredulous wires, readers across the world must have thought, inevitably, of her elegant mother. Kiran Desai has dedicated her prize –winning novel to Anita Desai, and she loses no chance to acknowledge the debt she owes her mother for the unique inheritance-not one of loss but of fine literary tradition. For giving her a child of displacement who has floated between east and west, a green card into the creative,often lonely but ultimately healing world of the writer.

Anita Desai says that both she and her daughter have drawn from a shared pool of sources and experiences, and nothing exemplifies this better than the striking similarity between the broad outline of the Inheritance Of Loss and a novel penned by Anita Desai long ago in 1977, the compelling Fire On The Mountain.

Broadly this is the scaffolding of both novels: in Anita Desai's novel an embittered old woman who has spent a lifetime in the service of her family and who wants nothing more than to be left alone retires to an old house in Kasauli where she lives with her cook until her great grand daughter is thrust on her. In Kiran Desai's novel an old judge ossified by hate and a deep self loathing, who wants nothing more to do with the world, retires to an old house in Kalimpong where he lives with his dog and a cook until his grand- daughter is thrust on him. Both the old man and the old woman are desperate seekers of silence and both are violently forced into the chaos of the world that they have shuttered and boarded out by conscious acts of self-will. Yet in the hands of two different writers we get two remarkably different novels. And that indeed is young Kiran's triumph- to be influenced by her mother but to have also crafted her own unique persona. Anita Desai is a quieter writer- her prose is classical, there is a western discipline to it, She is not one to startle you with a flash of sudden flair, something which Kiran does quite often.

The Inheritance Of Loss is Kiran Desai's intimate itch, one that she has scratched, salved and picked doggedly for seven long years. Geographically , the novel switchblades between the kitchen of New York where the cook's son is a migrant worker and the 1980's Gorkha insurgency of Kalimpong, capturing the nativist spite of both regions. Psychologically, it gets its dynamism from the expert exploration of stasis, personified by the judge, a human cavity with his powdered face and tight mouth that hasn't cracked a smile in a century. Emotionally it gets its intimacy from the aches and the storm of crisis in the lives of the small cast of characters, and the adolescent love which consumes the orphaned Sai; she yearns for her Nepali tutor, Gyan, her Momo, who in a fit of machismo has joined the Gurkha misadventure.

CONCLUSION:

In Indian English Literature, sir name Desai's is very notable. Anita Desai and her daughter KiranDesai, are two famous name in English Literature, internationally famous Indian English writers who were taken Indian English literature in complete new direction and grab attention of world English literature.

Anita Desai shortlisted for Booker prize three times, was awarded the sahityaakademi award, in 1978 for her novel, Fire On The Mountain, by SahityaAkademiAnd Kiran Desai, who won the 2006 Man Booker Prize for novel The Inheritance Of Loss and the National Book Critics Circle Fiction Award.

Kiran Desai's Jemubhai Patel in Inheritance Of Loss and her mother, Anita Desai's Nanda Kaul in Fire On The Mountain have some similarities. Both of them want to have a secluded life. They don't want to be disturbed by others. Their grandchild is the first one who disturbs their aloneness. The first, they feel the presence of their grand-child embarrassing. But they gradually understand that there are certain similarities them and

their grand children. In the portrayal of Jemubhai Patel, Kiran Desai must have been inspired by the character, Nanda Kaul of her mother.

Botanical and zoological images occur in clusters to denote the isolation of Nanda. Residing in the mute and desolate milieu of Carignano, she seeks an identity, different from all bewildering passions, the identity of ‘a charred tree trunk in the forest, a broken pillar of marble in the desert, a lizard on a stone wall. A tree trunk could not harbor irritation nor a pillar of annoyance. She would imitate death like a lizard. No one would dare rouse her. Who would dare?’ (fom, 1977p.23)

No one dare rouse her, since she would attract no one’s concern for her tense and trying moments. She would prefer total isolation;’ she asked to be left to the pines and cicades alone...’

The imagery used highlights Nanda Kaul’s longing for a secluded and still life. Nanda despises almost everyone who comes her way: her haughty, complacent daughter, Asha, her pale and fragile grand- daughter Tara, her elusive volatile and cadaverous great grand-daughter Raka and her old decrepit companion Ila Das.

Alienated from her great grandmother, Raka begins to listen “to the wind in the pines and the cicades all shrilling incessantly in the sun with her unfortunately large and protruding ears, and thought she had never before heard the voice of silence”(40). The sighing of the Pines and Cicades inspires in her the urge for isolation silence and serenity. Raka’s isolation is instinctive and unexposed. It is spontaneous and natural. It is the isolation of a roe , playful and fanciful. (The Novels Of Anita Desai-Manmohan kr. Bhatnagar.pg 134-135)

The book, ‘ Inheritance Of Loss’ discussed a number of deep divisions in this particular part of India and at this time. The divisions were ethnicity, territory, religion, and education to name a few. Different characters felt different divisions differently, whilst some of the divisions affected everyone in the region. One division that at first found humorous, only later realized the significance of was one of a general preference for England or the U.S.A and where an individual have been educated or have connections to. In the book, Indian and Nepali nationalism are flared up. As a result, those who have ties to the colonial days or maintained connections to England were, though once elevated, now scorned and then targeted. However, for some reason, America was still a respected aspiration, even an encouraged one.

Appropriately enough, the best way to approach *The Inheritance of Loss* is to consider it under the rubric of postcolonial diaspora fiction. Even as the story is set, for the most part, in the lush and exotic surroundings of Kalimpong, India, in the shadow of mighty Kanchenjunga, many of its characters are displaced individuals who struggle to invent a life out of place, away from their ancestral homes and homelands. The novel features a colonial era judge, once an impoverished student in England, who returns to India to a life of colonial service. In the process, he morphs into the figure of an anglicized Babu, someone who rejects his family and native heritage, choosing instead a life based on an obsessive pursuit of false colonial ideals. Another character Biju, is an illegal immigrant, living among other immigrants in New York, trying to eke out a difficult living in the basements of one shady restaurants after another. Then there are a handful of European expatriates, who are gloriously out of place in the same city the judge calls home. It is clear from this cast of uprooted characters that a certain sense of alienation and loss, said to be an integral part of the diasporic condition, is at the heart of the novel’s inheritance.

The novels criticism of the Gorkhaland insurgency is fraught with difficulties. Historically, the Subas Ghising –Led insurgency was not really about throwing out non-Nepali residents of the hills inspite of the adoption of violent tactics the novel justly criticizes. Instead its

agenda included self-empowerment of a marginalized community by demanding access to state institutions and resources.

Desai is superb in its formidable aesthetic powers, among which should count its superb mastery of the novelistic craft, its imaginative use of ordinary language, and above all, its self-assured intelligence and wit. The author is keenly aware that she lives and writes in a divided world- divided by nationalism and colonialisms, but also by gender, class and ethnic affiliations.

Kiran's triumph sadly contrasts her novelist mother Anita's repeated failure to win the coveted award despite being short-listed three times. In a remarkable display of filial devotion Kiran turned her mother almost a joint winner by acknowledging before the distinguished gathering at the award ceremony, "the debt I owe my mother is so profound that I feel the book is hers as much as mine." Her nervous and thrice spurned mother avoided the glare and the stress of the award announcement by sequestering herself in a Tibetan refugee center in a small mountain town in North East India, cut off from all communications links. She came to know of the joyous news only on the following day.

The Inheritance Of Loss offers a sharp view of globalization, multi-culturalism, economic disparity and the immigrant dilemma over identity. In the words of Kiran, "I never set out to be political, but yes, politics does sometimes come into any look at issues such as immigration....I think there are many experiences that people have. They deal with the journey to the west in different ways. But this trying to fit in, trying to be someone else can lead to strange stories....for each the journey and the loss is different."

Commenting on the award, India's Prime Minister Manmohan Singh said, "Kiran Desai's award shows the exceptional dominance and quality of Indians writing in English."

PRIMARY SOURCES:

- 1)N.R.Gopal-A Critical Study Of The Novels Of Anita Desai.pg84-86.
- 2)Manmohan Krishna Bhatnagar-The Novels Of Anita Desai.pg.134-135
- 3) Anita Desai-Fire On The Mountain, New Delhi: Allied publishers (Ed.1977)pg.1,23.
- 5)Ibid-90-91

SECONDARY SOURCES:

- 6)gather.com
- 7)ishatiya.com
- 8)gavni-gavni.blogspot.com
- 9)www.sawnet.org
- 10)www.isrj.net
- 11)www.nytimes.com
- 12)www.wamantai.com
- 13)www.bookreporter.com
- 14)www.indebound.com
- 15)reidreadings.blogspot.com
- 16)marywhiplereviews.com
- 17)reviewnessays.blogspot.com