

# Vodafone's India woes

We need international players, especially in a sector like telecom, for global best practices and the latest in technology, if nothing else



## NOT FOR PROFIT

NIVEDITA MOOKERJI

Balesh Sharma stepping down and Ravinder Takkar taking over as the CEO of Vodafone Idea are not ordinary events in the life of a company. If analysts are to be believed, the latest top-level change will determine where the telecom company is headed. For the UK-based telco, a leading player in the

world in terms of market value and subscriber numbers, India has been an expensive bet and giving Takkar the top job seems to be a final attempt on its part in gaining shareholder confidence. If this doesn't work, exit may be the only way out for the telco, caught in a never-ending tariff war. It's another matter that the top executives of the company have not gone beyond calling the Indian telecom market "unsustainable".

Next October, the Newbury (Berkshire)-headquartered telecom giant will complete 15 years in India. Vodafone's India story began in October 2005, when it acquired a 10 per cent stake in Sunil Mittal-promoted Bharti group. At \$1.5 billion, that was the single largest foreign investment in the country till then, and the deal made headlines. But it wasn't enough being a financial partner to Bharti and soon Vodafone wanted a bigger India play. In February 2007, after months of negotiation, the

British telco announced its decision to pay \$11.1 billion in cash to buy a 67 per cent stake in Hutchison Essar (Hutch) from Hong Kong-based business baron Li Ka-Shing. That again was the single largest foreign investment in the country till then. During the deal talks, whether it was a celebrity-like treatment given to then Vodafone global CEO Arun Sarin, when he made a rare appearance early morning in a luxury hotel, or it was then Hutch Essar head Asim Ghosh, who had to escape media attention by taking the back gate at a conference venue, Vodafone was at the centre of the telecom narrative in India. The Voda-Hutch deal was completed in 2009.

Soon, Vodafone wanted to be on its own, of course, helped by the easing contours of foreign direct investment regulations in telecom. Essar group's Ruias, who became Vodafone's local partner after the Hutch deal, left the entire business in the hands of the UK telco a few

years later. But, this time, reality struck hard. The next local tango for Vodafone, in March 2017, was with Aditya Birla group chairman Kumar Mangalam Birla-led Idea Cellular. The two agreed to merge their Indian operations in a \$23-billion deal. The idea was to create a new giant to take on Jio. The plot clearly didn't work.

Vodafone's merger with Idea was a product of compulsion and didn't yield the desired results. It has been losing subscriber numbers and the losses are widening too. Difference in culture between the two companies and an integration not executed well, only made things worse.

A Vodafone executive familiar with the workings of the multinational had recently pointed out that nowhere else in the world had the telco confronted a situation like this. He was referring to Reliance Jio taking on all others in the market through disruptive pricing.

However, that does not mean Vodafone has not been disenchanted with India before. The UPA-2 decision to retrospectively tax Vodafone has been the biggest setback for the UK-based telco, much before Jio came into the picture. The government at that time had raised a tax demand of ₹11,000 crore

related to Vodafone's acquisition of Hutchison Telecom stake in 2009. The amount had increased to ₹20,000 crore, including interest and penalties. While the Supreme Court subsequently quashed the demand in January 2012, the government amended the IT Act retrospectively, to impose the liability back on Vodafone.

As for its current business, Vodafone Idea has said it won't participate in the 5G spectrum auction at the current price fixed by the Telecom Regulatory Authority of India. Who knows what the next step of the UK partner would be. If at all it's an exit, it won't be a first for Vodafone. New Zealand and Japan are among the geographies that the group exited when the going got tough. There are hurdles in Australia as well as recently the regulator stopped a planned \$77-billion merger of Vodafone's struggling Australian business with TPG Telecom. There are indications that an exit from Australia cannot be ruled out.

If Vodafone indeed decides to quit India, the telecom market in the country, which once had telcos from across the world, will be left poorer. We need international players, especially in a sector like telecom, for global best practices and the latest in technology, if nothing else.

# Changing optics of the telecom war

Unlike its mobile services, Reliance Jio's fibre-to-the-home business is going to be less disruptive for the industry

SURAJEET DAS GUPTA

The next big battle between the country's two telecom giants, Reliance Jio and Bharti Airtel, is set to be fought on the home broadband front, with both players preparing to grab customers with the triple-play of video, data and voice.

After over a year of testing the waters, Reliance Industries' Chairman Mukesh Ambani announced last week that the group's telecom arm, Reliance Jio, would commercially roll out fibre-to-the-home services (FTTH) from September 5 across 1,600 towns. The proposal makes great sense. But Jio will face a tough competitor in Bharti Airtel, which has been first off the block in this arena. Airtel is currently furiously switching its 2.36 million subscribers to home broadband in 100 cities from copper in the last mile to fibre at no extra cost to consumers, either for the Wi-Fi router or the higher speeds.

Airtel's plan, according to sources in the company, is to connect over five million homes in the next three years. It currently has a fibre network capacity to connect around 10 million homes. According to telcos, on an average only 25 per cent of the homes through which the fibre passes actually take a connection. Airtel, though, is not looking at numbers alone. Its gameplan is to move from average revenue per user (ARPU) to increasing average revenue per

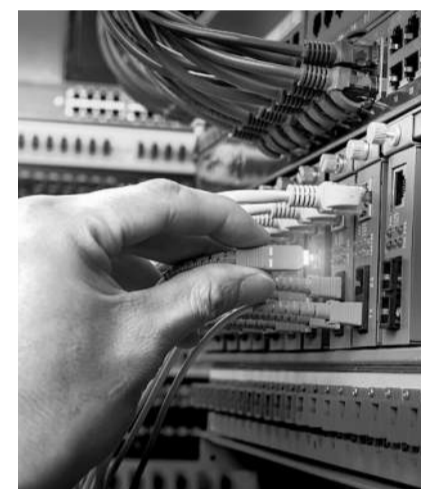
account, or the monthly bill of a household using Airtel services for mobile, DTH, broadband, landline and content.

Going beyond the hype of the Jio launch, this means that the two rivals could be neck-and-neck in terms of acquisition of FTTH subscribers if their plans fructify. This is also because Jio has gone in for a more realistic plan than what it had earlier envisaged to reach: 20 million homes, which translates into five million connections, instead of 50 million earlier.

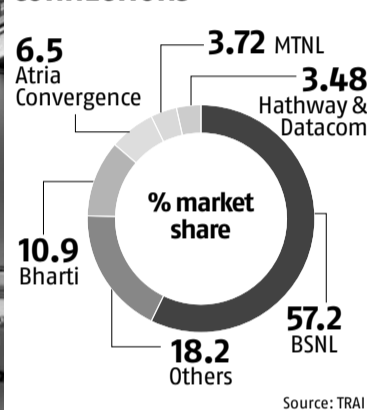
The change in plan, say analysts, could be because of the challenges involved in laying fibre underground, which is not only a slow process, but also expensive because of the high cost to get right-of-way permissions, especially in large cities. Jio launched FTTH in select pockets at an upfront cost of ₹2,500 to ₹4,500 for the instrument and free broadband. But despite the free broadband offer it managed to connect only a modest 0.5 million homes. The freebies, however, will soon be over.

It is clear that this time around, unlike during the launch of mobile services, Jio is not looking at becoming a disruptor. Its 4G LTE services for mobiles came with zero tariffs followed by rock bottom prices. The broadband base price, though, has been set at ₹700 a month for 100 Mbps speeds, only slightly lower than Airtel's minimum base price of ₹799 per month.

Moreover, most telcos admit that



## WIRED CONNECTIONS



the size of the FTTH market at the prevailing price for triple play services is limited. The is so because only 30 million homes in the country currently have an annual salary of over ₹10 lakh, the household income level at which FTTH price tag becomes affordable. If rural area is taken away from this equation, then the number of homes that can afford the service falls to 20 million. Even fixed broadband is available only in 7 per cent of Indian homes and big cities like Mumbai fare no better with just 25 per cent homes connected to fixed broadband.

So how does one woo more households to home broadband? Interestingly, the two players are pursuing different strategies. Airtel is wooing its 16 million DTH consumers (about 30 per cent live in cities) by offering them an integrated

set-top box that will, apart from broadcast channels (linear TV) through DTH, provide internet, landline telephone as well as OTT channels.

"We think DTH is the most efficient way to deliver linear TV across the country as cable does not reach everywhere and laying it is expensive. For broadband, we have FTTH, through which we will power OTT channels, gaming, conference calls, smart homes, home surveillance and also voice calls," says a source in the company.

To begin with, Airtel has already piloted a triple-play integrated plan for ₹1,399 to ₹1,899 in three cities, which includes postpaid mobile connections, DTH, internet and OTT channels bundled together. Consumers have to pay only one bill for all services from mobile, DTH,

broadband, OTT, landline amongst others, and will have a single customer care number. The company will soon launch an integrated set-top box that will power all these services with no requirement for separate ones.

Jio's strategy in comparison is more diverse, with FTTH being its centerpiece. Mathew Oommen, president of Jio, says "Fibre is full proof and with new technology delivery costs are coming down." Of course, it also offers the highest speeds. So the set-top box given to FTTH customers will offer broadcast TV and OTT channels, while an IP phone will offer voice calls.

But aware of the challenges in rolling out FTTH, Jio has also bought over cable distribution companies. Through the acquisition of Hathway, Den and GTPL they now have access to over 23 million homes, or 12 per cent of all TV households. But merely a little over 2 million of them have broadband, which has been possible through replacement of the cable backbone to fibre or improving the quality of the coaxial cable.

Jio plans to work with the 30,000 local cable operators (LCO) it acquired via the three companies to find new subscribers for its triple-play box for high-speed internet and OTT channels, while leaving the LCOs to offer TV channels as they did before. But that's not all. Jio is working on a new technology to use cable infrastructure to offer voice calls. It also has plans to replace coaxial cable with fibre, and upgrade some of the customers acquired from cable companies. Regardless of whether all this is going to be disruptive for telcos or not, one thing is certain: New standards of broadband speeds are sure to be set in the industry.

## INSIGHT

# A bottoms-up approach to inclusive growth

Counter the growth slowdown with a micro-loan revolution



SOUMYA KANTI GHOSH & S ADIKESAVAN

In the midst of all the noise regarding the current growth slowdown, we have somehow forgotten some of the potentially transformative announcements made in the first Budget of Modi 2.0. One such announcement was the offer of micro loans at an effective rate of 4 per cent per annum for women in self-help groups (SHG) towards income-generating activities in all 272 districts of the country. At present, under the Deen Dayal Antyodaya Yojana (DAY) scheme, these ultra-low interest loans are available only in 250 districts.

Woven around the brilliantly practical theme of *antodaya* (resurgence of the lowliest) articulated first by Pandit Deendayal Upadhyaya, an original socio-economic thinker of the last century, these bank loans for amounts ranging from ₹10,000 to ₹50,000 have helped in demonstrably altering the lives of lakhs of women across the country. A large theoretical and empirical literature in development microeconomics suggests that when credit is routed through women, the household as a whole experiences better outcomes in the form of increased consumption or investment on goods.

The SHGs are typically groups of 10 women in the same neighbourhood pursuing economic activities like food processing, catering, tailoring and tiny local trade like vegetable vending, dairy and backyard poultry. The SHG-led approach differs from traditional micro-finance in several ways. First, it does not exclusively focus on credit or savings but also includes emphasis on social empowerment, outreach, and capacity building. Second, the goal is not to establish a separate micro-finance institution but to use the group to intermediate in dealings with the formal sector and help households create a credit history that will eventually allow them to access regular sources of finance.

Banks lend them small sums in doses under a five-year, annually stepped-up credit-support structure. These loans have proved to be extremely popular among the marginalised and have put these women in meaningful economic pursuits resulting in positive changes in their own lives as well as in their neighbourhoods. Over the past 40 years, SHGs across South Asia and Southeast Asia have emerged as a social and financial force to reckon with. In South Asia, the spread of SHGs has been most notable in India. In 1992, the National Bank for Agriculture and Rural Development (Nabard) piloted the concept with 500 groups. Since then, the SHG movement has witnessed tremendous growth that helped build one of the world's largest and fastest-growing networks for micro-finance.

In a form of silent revolution in India, the loans under DAY have grown from ₹23,319 crore to ₹84,790 crore in the last five years and the number of

SHGs that have received this credit support stood at 5.13 million as on March 31, 2019. As a result, the dependence on private money lenders has been reduced for groups that were earlier credit-excluded from the formal banking channels. That a few governments in states like Kerala, Telangana, Andhra Pradesh, Bihar and Odisha have latched on to this opportunity to nurture these women's SHGs is reflected in the higher disbursements under DAY in these states.

Kerala is a striking example of the power and potential of women's SHGs with the state government building up this network and using it to bring women to the forefront of other innovative socio-economic activities. For instance, the government there has recently promoted and used women's SHGs for the construction of houses under the Rebuild Kerala programme, launched after last year's devastating floods.

The opportunity for state governments to tap into this fully Centre-funded low-interest credit-linkage programme is immense. Our experience as the largest lender in the country is that wherever the states have understood the opportunity that DAY affords and entrusted the leadership with efficient bureaucrats, the traction has been immense — with attendant benefits to the lending banks as well.

SHG loans is one segment where delinquencies are lower. Even where defaults are noticed, mostly it does not arise from wilful default — empirically, the credit morality and the "intent to repay" is the highest among women, especially those who borrow relatively smaller sums. It is a tribute to womenhood in general that

## LETTERS

### Significant proposals

As analysed in the editorial "In the right direction" (August 21), the proposals of the task force on the Direct Tax Code to resolve income tax disputes are significant. The idea of a negotiated settlement via mediation by collegiums of commissioners is a better alternative than litigation because there are pending court cases worth about Rs 6 trillion and the success rate of income tax department at courts is very poor. This, together with the suggested legal management unit that will deal with the tax litigation process under the new income tax law, should bring down the number of litigations. Besides, replacement of individual assessment officers by assessment units both for individual and corporate assesses is likely to mitigate their fear of harsh treatment and improve compliance.

Overall, the proposals as reported in the media are helpful. Their effectiveness together with recommended reduction in the tax burden will be proved by increased compliance by tax payers.

Y G Chouksey Pune

### Be flexible

This refers to "Prospects of floating lending rate, fixed deposits spook bankers" (August 21). All commercial financial institutions including banks are backed by five parameters, namely, capital adequacy, functional stability, market competition, costs and profits. Banks, in particular, have to function with adequate caution to prevent capital erosion, protect market image and retain customer confidence. In this

context, a large portion of bank custom traditionally comprises retail depositors who invest for daily operational savings bank accounts or time deposits. Corporate deposits show only an artificial growth with higher cost of deposit. They have less time frame as they adopt a profit-oriented approach with temporary parking of idle funds for short-term returns. They are opened with special rates of interest governed by time and amount that determines the cost. However, interest rates in both the cases have to be linked to liquidity, the quantum of deposits, time span, costs and projected returns from such funds when lent in the market. Conversely, higher interest rates on advances will delay or lead to default in repayment by retail borrowers or stagnate corporate accounts where repayment of instalments is not forthcoming.

Unlike public sector banks, private banks adopt a less flexible approach for market survival, as there is no infusion of capital by the government. Banks have to link their deposit rates to the repo rate. It deters the customer who prefers fixed returns against uncertain floating rate returns. A banking scenario with erosion in deposits, non-recovery of advance instalments and restrictions on the imposition of service charges would lead to pressure on the capital base, impacting liquidity.

C Gopinath Nair Kochi

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## HAMBONE



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