

Dear Sir,

I am a small shop owner in rural part of Rajasthan. The ground situation is different and it appears from the comments that mobile companies are not aware. Percentage of population living in rural areas of any state of India is much higher than in urban areas. **Percentage of population residing in rural areas is 68.86% and 31.14% in urban areas.** Although smart phone penetration has gained momentum in India but still many would not know as to how to access e-mail accounts, download a document from e-mail or view the downloaded file from the email. With wide digital rural-urban divide and significant differences in literacy rate as well, India is not yet ready to go completely paperless as consumers are either not educated enough or are not mentally prepared for it.

Yours Faithfully,