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Title: Need to improve the telecom services of BSNL and MTNL.

SHRI B.N. CHANDRAPPA (CHITRADURGA): I would like to draw the attention of the Government towards the Digital Revolution that is taking place in the country. In this connection, I would like to say that though the Government is making all efforts to move towards Digitization, yet the internet penetration in India is dismally low as compared to many other developing countries in the world.

I would like to say that even today most of our people use internet with the help of telephone lines. But, I am sorry to say that the Government sector telephone companies, whether it is MTNL or BSNL are not able to provide hassle-free services to its users. More often than not, the broadband services provided by these Government sector companies are far from satisfactory. This service is still worse in the case of rural areas. Even though, on the one side, the Government claims that the country is getting digitized, but on the other side, the telephone lines remain dead for days together. When such a situation exists in urban areas, we can well imagine the situation in the rural parts of our country.

The pre-requisite to this Digital Revolution is hassle-free basic services to be provided by these Government owned telecom companies. I would urge upon the Government of India and especially the Union Minister for Communications and IT to take necessary steps in this regard.