

Rajani Patil

Ex. Member of Parliament (Rajya Sabha)

**Member : Parliamentary Standing Committee
Personnel, Public Grievances, Law and Justice**



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To,
Mr. Kaushal Kishore
Advisor TRAI,
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhawan, (Next to Zaki r Hussain College)
Jawaharlal Nehru Marg (Old Minto Road), New Delhi : 110 002

Sub: – Consultation Paper on Amendment of TRAI (Telecom Regulatory Authority of India) ruling of sending printed bills to its consumers. – Regarding.

Respected Sir,

At the outset, I applaud you for taking out this consultation paper on the outdated and archaic Regulation that made mandatory the sending of printed bills to telecom subscribers. Namely para 13 of Telecommunication Tariff (Forty Sixth Amendment) Order, 2008 dated 24th January, 2008.

With the overwhelming positive response for our Hon'ble PM's Digital India Mission and adaptation of the same by the people of India, we can further save paper by sending these monthly bills vide email, SMS in local language or any other official digital mode available for promoting paperless working.

India has progressed in leaps and bounds in the last four years under the able hand of our esteemed PM Shri Narendra Modi Ji and his Digital India Mission. Today most Indians carry a mobile. Certain facts are elucidated here :

Rural Teledensity: 58.45%; (July 2018)
Urban Teledensity: 159.38%; (July 2018)
Teledensity: 90.44%; (July 2018)
Mobile subscribers: 1.157 billion (July 2018)

The above data shows the reach of the mobile and we should use it to further Hon"ble PM Narendra Modi s vision of Digital India.

Those Customers who are not having smart phones or email can very easily get an SMS with a link to facilitate payments/or they can go to the nearest service center to make the payments. Details can be worked out by concerned companies.

I, therefore, earnestly request you to change this regulation(framed in 2008), such that it States **each Telecom Provider has to send bills by email/SMS/Digital media only and that it should be mandatory. Any customer desiring for printed format would have to request for the same in writing.** To discourage printed bills, such customers should pay a nominal fee. This will only make those genuinely desiring a printed copy for valid reasons ask for it.

Four Billion Trees are cut down worldwide each year for paper, representing about 35% of all harvested Trees. One Tree makes around 8000 sheets of paper. On an Average it is seen/studied/observed that around Eighty Thousand Trees are cut per year just to generate printed bills for one telco company alone! This alone is reason enough to immediately switch from printed to digital format!

Thanking you.

Yours truly,
Rajani Patil
Ex-MP