

**Dear Sir,**

Paper bill should continue as in many organizations and work places (private and government), paper copy of the bill is required to claim the amount back. To claim any amount back or to make any complaint, the customers anyway have to take the printout of the bill which goes against the idea of saving the papers in the first place. Also, while taking the print out, customers do not select the paper on which the total amount is mentioned, instead they take out the whole copy of the bill in which call/data/SMS details are also provided. In order to redeem the amount spent on any utility, customers have to submit the paper copy of the bill. Service providers, by demanding to change the default option to e-bill, are trying to shift the cost of paper copy of the bill to the customers which should not be the case. In all other cases also e.g credit card, electricity and water bills it is up to the consumer to decided about receipt or non receipt of hard copy and in telecom also the same should continue.