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SUBJECT: VOICE Comments on 'Review of extant provision for sending the printed bills to consumers of landline and Post paid Mobile subscribers'

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Voluntary Organisation in Interest of Consumer Education (VOICE) is a consumer protection group set up by teachers and students of Delhi University in 1983.

We at VOICE as part of our advocacy initiative in Telecommunications continuously raise different issues with Policy makers impacting consumers based on the knowledge through Consumer feedbacks.

As a registered CAG we are in forefront of providing inputs to the Government, Regulatory authorities, consumers and business community at large related to consumer concerns and interests.

In continuation of this effort on behalf of consumers we at VOICE have following COMMENTS –

Requirement of providing Printed Paper Bills for both wireline and wireless services should continue to be mandatory. To help in environment conservation, consumers may opt for E-Bills (express-informed consent) for which they can be incentivised by providing additional (say) 1-week additional grace period in the last due date for payment. AND the consumer will always have the option of demanding printed Paper Bill without charge.