

Name:-Mrs Shefali Kanchan Mundle,
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Date:28/11/2018

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 of 15 th November on Amendment of TRAI (Telecom Regulatory Authority of India) ruling of sending printed bills to its consumers. – Regarding.

Respected Sir,

At the outset I would like to state that The earlier TRAI regulation MUST be changed to adopt digital billing as mandatory.

With reference to the Consultation Paper dated 15.11.2018 on Review of extant provision for sending the printed bills to consumers of landline and Post paid Mobile subscribers, following is submitted for kind consideration please.

1. As per the extant provision of TTO (46th Amendment), provision of hard copy of the bill or printed copy of the bill to postpaid subscribers is mandated as a default option. Is there a need to change the extant default option, i.e., provision of paper bill without any charge to postpaid subscribers of Wire line and (ii) Mobile services? Kindly support your answer with rationale.

Reply : The TTO (48th Amendment) was issued on 24/01/2008. Since 2008, Telecom Sector has undergone drastic changes and there is a considerable decrease in charges to be paid towards Telecom Services.

2. As against the existing practice of issue of printed bill to postpaid subscribers of (i) Wireline and (ii) Mobile service, unless a subscriber opts for electronic-bill (e-bill), should e-bill now be made the default option? And if so, why?

Our Hon'ble Prime Minister is pressing hard to implement **Digital Economy** and insisting **Digital Transactions** in order to achieve more transparency.(Dreaming Digital India)

In case of any discrepancy, subscriber can contact his/ her TSP through email with reference to the bill sent and can get the issue resolved. This will again ensure transparency and accountability and there will be a proper record available with the subscriber w.r.t. discrepancies and quality of resolution. Hence, e-bill should now be made the default option.

3. If e-bill is made default option then how the bills would be made available to Postpaid subscribers of (i) Wireline and (ii) Mobile services with (a). Subscribers of Feature phones and (b). Subscribers who do not have e-mail facility.

All other transactions are being done online such as Sales Tax T/ Income Tax / GST etc. This shows that people are adoption technology in the daily life.

Copy of the bill in PDF format may be sent to the subscriber through **WhatsApp** on his registered / desired mobile number if the subscriber does not have e-mail facility.

Also the subscriber can visit nearest office/ customer centre of the service provider and get the copy of bill on paying nominal charges.

4. If a subscriber opts for e-bill and requests for change the option to printed bills, will there be a charge for providing the printed bill? Kindly provide reasons for your answer.

Subscribers not having email facility in today's era of **Digital India**, may be charged some amount towards hard copy of bill or BILL AMT through SMS can be conveyed. Since, opting for paper bill, the subscriber is contributing to environmental degradation and causing irreversible damage to the environment as lot of trees are cut for manufacturing paper. The environmental damage once caused cannot be recovered by paying any amount of money.

5. What could be the safeguards for subscribers who do not wish electronic bills and prefer to get printed bills?

Subscribers do not wish e-bill, may be charged some amount towards hard copy of bill as printed bill carries environmental cost.

6. TRAI has mandated specified set of information to be printed on bills to postpaid subscribers. If the printed bill is not issued, then how the specified set of information will be conveyed to subscribers? Should the same be mandated for e-bills also? Kindly support your comments with justification.

Any regulatory norms/guidelines can be sent along with e-bills. It is easy to make changes in the contents of these guidelines instantly, if required which is not possible in printed bills. Also all relevant information can be prominently displayed on the web site of service provider.

7. Any other issue relevant to the subject discussed in the consultation paper may be highlighted.

Issuing e-bills is Environment friendly, less cutting of trees less threat to the environment. An important step towards **Digital India Mission** of our Hon'ble Prime Minister and **GREEN** initiative.

In view of above, it is suggested that TTO may kindly be amended accordingly in line with today's need and provision of e-bill to postpaid subscribers be mandated as a default option instead of hard copy of the bill or printed copy of the bill.

Nowadays mob handsets are configured for email facilities ,so it will be easier to receive the e-bills on handset ,can be seen immediately & also can be e-paid immediately & easily through mob handset itself .

e-bills for LAND LINES/BROADBAND/FTTH/DATA CCTS etc & POSTPAID mob nos are essential to save trees in turn to save environment hence requesting same.

With regards

Sd/--
Mrs S K Mundle,
EK BHARATIYA

Copy for kind information to :
Shri Narendra Modi Ji, Hon'ble Prime Minister.