

From: V.S.Labhane  
Amravati  
Date: -27/11/2018

To,  
Shri Kaushal Kishore,  
Advisor (F&EA-II),  
TelecomRegulatoryAuthorityofIndia,  
Mahanagar Door Sanchar Bhawan,  
JawaharLal Nehru Marg,  
New Delhi – 110002

Sub: – Consultation Paper on Review of extant provision for sending the printed bills to consumers of Landline and Postpaid Mobile subscribers

Respected Sir,

**Yes, we must change the regulation! Its high time that India adopts digital and green practices.**

In response to your publication of Consultation Paper on Review of extant provision for sending the printed bills to consumers of landline and Postpaid Mobile subscribers, I wish to state the benefits of going digital :

**1. E-Bill Benefits** -Paperless e-bills don't just help the environment – they help consumers, too. Consider these benefits:

**2. Convenience** - Saves paper, stamps and hassle, just click and pay. When we receive all of our bills at a single location, we only have to enter billing information, including our account number, one time. Once our bills are entered into the service, we can pay everyone online in minutes and there's no need to buy stamps or mail bills.

**3. Enhanced Security** - Replacing paper bills and statements with electronic versions allows us to reduce the flow of personal information from unsecured mailboxes, where it can be a target for theft. A document sent to us by electronic billing systems passes through no hands on its way to our e-mail inbox making it difficult for a hacker to access our personal information.

**4. About Preventing Identity Fraud** -Greater Organization - No longer do we have to worry about a stack of bills sitting on the table.

By receiving bills online we can view all of our bills on our computer screen at our convenience – we can even sign up for e-mail reminders so we never forget to pay.

**5. Higher Credit Score** -Using an electronic billing and payment service can help us pay your bills on time, month after month. By doing so, we can maintain good credit or improve our track record.

**6. Efficiency** -As e-billing automates the billing process once we have used a service from a company, we are able to pay off a bill sooner than if it had been sent to us via the post.

**7. Prominence** -By sending our invoice (or notification of our invoice) to our e-mail inbox e-billing makes it harder for us to mislay or accidentally bin our document. Letters can easily get lost in the post, or accidentally thrown away, whereas an e-mail sent to us is harder to miss.

**8. Document Safety** -E-billing stores our statements or dunning letters online in a secure portal which only we can access. This acts as a safeguard against those documents being ruined while in our possession. Paperless statements are good for the environment. If telecom service providers send out

fewer billing statements, there will be less demand for paper, which means less air pollution from paper production.

**9. Less Mail and Paper in Your Home** -The elimination of billing statements means there is less loose paper and clutter in our home. If you download our billing statements, we can save them to your computer or external drive and access later when we need them.

When we sign up for paperless billing statements, we won't get a telecom service providers statement by the mail anymore. Instead, our statement will be available online, often as a PDF file that can be download, save, and print .For our convenience, notification thru' SMS and in the body of the email regarding amount due and the due date can be sent. **Those who are not having e-mail ids, monthly billing details can be sent via messages to every individual subscriber prior to due date regularly.**

I earnestly request you support Modiji's Digital India Mission by allowing service providers to send bills by email/SMS/Digital media. Any customer desiring for printed bills would have to request for the same in writing. To discourage printed bills, such customers should pay a nominal fee.

**This is to ensure also that only those customers who genuinely need a printed bill shall so ask for it. Details in digital format should be given free.**

**Hoping for a favorable response**

Regards,

Thanking you,

Yours truly,

V.S.Labhane

Copy To:  
Hon'ble Prime Minister, Shri NarendraModiji,  
Prime Minister's Office,  
South Block, Raisina Hill,  
NewDelhi-11001