

Dear Sir,

I thank you for providing the opportunity. The issue is very important from consumer's point of view and therefore I had conducted a small survey among the selected crowd of small town where I am located (Jhunjhunu). I am not surprised that about 70 percent of the people are in favour of continuing the paper bills not only for post paid but even for the prepaid categories. The reasons cited by them are as follows :

1. Many people in small towns do not have access to the email or smart phones.
2. Literacy is a big issue. Paper bills enables them to take some one else's help.
3. Paper copy of the bill is required to claim the amount back from government, companies and all others who have made the calls.
4. To claim any amount back from telephone company or to make any complaint, the customers anyway have to take the printout of the bill
5. In order to redeem the amount spent on any utility, customers have to submit the paper copy of the bill.
6. Telephone companies are not keeping the data beyond a period. Jhunjhunu is having every house a person who is working in armed forces or in para military force and the parents wait for their children to come and verify the billing which was often found wrong. Therefore Paper bill is must for post paid bills.
7. The survey also brought out that the TRAI should also make it compulsory to give paper bill to prepaid customers once in a quarter against some nominal charge.

Therefore, Telephone 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. I expect TRAI should act in the interest of consumers and not in favour of telecom companies who have already made big money in last two decades .