

Dear Sir

I came across the consultation paper on the subject matter. I strongly feel that we should change the existing provision to **Paperless as default**.

Sir , are you aware that Automobile Industry has been asked to leap frog from current Euro IV norms to Euro VI norm. Nowhere in even developed world this has happened. The kind of hardship that it will cause to refining and Auto Industry is phenomenal, but then this needs to be juxtaposed against the ill effect of the pollution being faced by all of us , including infants and senior citizens. I am attaching a report that says that 2.5 Million people die every year in India due to pollution, and this is 3 time more than the next 3 reasons put together. We have the dubious distinction of being Number 1 In the world on this. Yes this will cause some distress to the consumers, but they pale in front of the above. I am fully convinced that the current Govt is the only one that is capable of taking decision that are in the interest of people, against the earlier ones who's decisions were guided solely by "Compulsions of Collations Politics".

Did the Govt issue similar consultation paper for " Demonetization" ? It deemed fit in public interest and the same was announced in the evening of 8th Nov 2016.

Considering above, in my opinion there is no scope for any consultation paper on this and this should be implemented straight away, However I am giving below my suggestion to all the 7 points mentioned in the paper.

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.

Ans. *Printed copy of the bill to post paid subscribers is a wastage of paper and money and cause heavy and **avoidable damage to the environment** . We can save both of these things by giving e-bill or messages in the mobile. Four Hundred Crore trees are cut down worldwide each year for paper, representing about 35% of all harvested trees. One tree makes around **8000 only** sheets of paper. **On an average around Eighty Thousand Trees are cut per year just to generate printed bills for BSNL customers alone.** It is time that the current regulation of TRAI be changed and e bill be made compulsory.*

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?

Ans. *Now a days ebill is very common for all billing system we can use of wireline and mobile service also thus printed bills can be avoided. It is requested to take up this cause and change the regulation, such that it States each Telecom Provider has to send bills by email/SMS/Digital media only and that it should be mandatory. Any customer desiring for printed would have to request for the same in writing. To discourage printed bills, such customers should pay a nominal fee.*

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.

Ans. *If e-bill is made default option. In today's scenario about 90% of India's population is connected with Mobile. With the overwhelming positive response, for our Hon'ble PM's Digital India Mission and adaptation of the same by the*

people of India, we can further save paper by sending these monthly bills vide email, SMS or any other official digital mode available for promoting paperless working.

The Customer can very easily get an SMS with a link to facilitate payments/or he can go to the nearest service center to make the payments. Details can be worked out.

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.**

Ans. Any customer desiring for printed bills will have to request for the same in writing. To discourage printed bills, such customers should pay a deterrence fee of say Rs 50. (This could be debated) This is so that the person asking for printed bill should understand that his action has an environmental cost.

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

Ans. We must adopt and encourage green initiatives. It is always difficult to bring in change in the habits of people. To reap the benefits of the sweeping changes in the Telecom field, special initiatives are required to encourage people to embrace the new alternatives. An amendment in the above regulation will definitely act as an enabler for ushering in this change. Already said that those demanding printed bill should have to pay for it. They can simply call a toll free number & register their request or send SMS for same.

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.**

Ans. Even e-bills also can convey the specified set of information to postpaid subscribers like printed bills. A switch over to e-bill has numerous benefits – saving the environment, reduction in generation of paper waste, reduction in the cost of paper/printing etc. The customer can easily get an SMS with a link to facilitate payments or he/she can go to the nearest service centre to make payments.

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

Ans. In the end I earnestly request you to make sending bills through digital media mandatory and compulsory. It's time we each did our bid for making our practices green.

I do sincerely hope that the reason will triumph over populism and the orders will be issued.

Regards

Sanjeev Tiwari

Let's Make India the Skill Capital of the World

Mumbai

CC:-

1. Office of the Hon Priminister,
2. Minister of Environment and Forest - Your minsitery has been struggling to contain the environmental degradation. This one decision can go a long way in the cause.

3. Hon Supreme Court:- You are the last resort for the citizens of this country. You have been taking suo motu notice of several important issues, the situation is so bad that you had to regulate crackers on Deepawali, Ban Diesel vehicles, Make CNG compulsory, Your intervention in the matter can save millions of lives specially the infants who too are forced to smoke 15_20 cigarettes a day. This figure went up to 44 fire days back. You and your grand child both are subjected to this every day.