

From: - Shamvunath Prasad  
Asamsol,WB

To,  
Mr. Kaushal Kishore  
Advisor TRAI,  
Telecom Regulatory Authority of India,  
Mahanagar Doorsancharn Bhawan,  
(Next to Zaki r Hussain College)  
Jawaharlal Nehru Marg (Old Minto Road),  
New Delhi: 110 002

Sub: – Consultation Paper on Amendment of TRAI (Telecom Regulatory Authority of India) ruling of sending printed bills to its consumers. – Regarding.

Dear Sir

At the outset I wish to state that we must change the regulation to ensure that telecom companies make digital billing as the default option  
Printed bills should be discouraged.

#### **Issues for Consultation**

- (i) 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.**

Article 48(a) of Constituion of India regarding Protection and improvement of environment and safeguarding of forests and wild life states as follows

The State shall endeavour to protect and improve the environment and to safeguard the forests and wild life of the country.

Article 51(a)(g) of Constituion of India regarding Fundamental duties state as follows  
It shall be the duty of every citizen of Indiato protect and improve the natural environment including forests, lakes, rivers and wild life, and to have compassion for living creatures.

Also various International Conventions for Environment Protection states the urgent need for preserving the environment, forest and its habitat.

Production of paper involves cutting of many trees and so the use of paper should be reduced to minimum. As such in the era of computer and mobile the default option for provision of bill should be through email/sms. Another advantage of sending Bills via email is the instant delivery of bills to the customer.

- (ii) 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 (ebill), should e-bill now be made the default option? And if so, why?**

With reference to Article 48(a) and Article (51) (a) (g) discussed in questionnaire (i) , the e-bill should be made as default options.

- (iii) 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.**

Today almost every Mobile user is having feature phone and Even users of wire line do have at least one mobile connection. If the subscriber is not having facility of email then also the bill can be send via SMS to the Mobile customer and to the registered mobile(by the customer) of the Wireline Customer.

- (iv) 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.**

The change to printed bill should be discouraged and efforts be made to increase awareness among public regarding environment protection. Government of India is also promoting Go Green and e-governance concept to save the environment and wide publicity be given for the same. On the same lines All the Banks are also discouraging printing of Receipt of any transaction.However if required by customer on his visit/requestto callcentre/Customer Service Centre, print can be provided on demand.

- (v) What could be the safeguards for subscribers who do not wish electronic bills and prefer to get printed bills?**

The printed bill should be discouraged and efforts be made to increase awareness among public regarding environment protection. Government of India is also promoting Go Green concept to save the environment and wide publicity be given for the same.

- (vi) 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.**

The same mandatory information can also be given through email bill and various electronic media like website portal, social media etc.

- (vii) Any other issue relevant to the subject discussed in the consultation paper may be highlighted.**

An SMS alert for bill (alongwith last date of payment mentioned) be made mandatory.

Thanks and Regards,

**Shamvunath Prasad**  
Asamsol, WB.