

Sir,

It is a fact that we are all moving in the new and highly developed technology. This could not be denied. The consumers at Urban areas and semi urban area are having access to receive email bills. The landline consumers at rural areas may not have this facility. Sometimes this may lead to dissatisfaction of the consumer also.

It may be preferred to charge more for a printed bill and the consumers will accept this option. Based on the desire it may be proposed to go according to the thinking of the consumer. This will help to improve the quality of services also.

Thanking you sir.