

To,
Mr Kaushal Kishore
Advisor TRAI,
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar 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.

Respected Sir

YES! Let us Go Green! E billing must be made the default option. Printed bills should be chargeable as they have a direct environmental cost. Detailed reply is as under:

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. 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 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 (ebill), 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). Subsribers 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 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.

Its time we each did our bid for making our practices green.

Best Wishes

A. M. Warode

AGM (OP) BSNL Beed.

Date: -28/11/2018