

**DEEPALAYA (CAG –Regd under TRAI)
Kolkata (W.B.)**

Counter comments on paper less bill on Mobile, LL, and Broadband of post paid consumers.

We are sincerely read and trying to understanding the comments of the consumers in this issue (paper less - Post Paid Bills) through this Consultation process (comments), most of comments are come from the urban subscribers and they express their sincere views on the issue.

And during this consultation process we discuss with our Consumers (who are situated in rural and urban area of our jurisdiction) and we found some opinion from the grassroots level as follows:

- 1) Maximum no of consumers are agreed with the Non papers bills those are using smart phones and also they are incised to provide a (10%) rebate against the non paper bill like the –electricity and other bills. And they provide a clear justification on that issue- as they said -the services provider will save the money if they not printed the bills, this same will be forwarded as benefit to consumers. And papers less bills also help to protect our environment and saving more trees.
- 2) In the other side few consumers are not agree about the e-bill, mail bill, or paper less bill etc, and they have express their justification- “ they required to examine the all usage details, and charges, and some consumers are provide their hard copy of bills to their company for the reimbursement of their tele calling expenditure.
- 3) Most of the Rural consumers are not agree with the e-bills or SMS bills, paper less bill etc, as their opinion the short format of the bills are not able to understanding the calls, usages and charges details.

Suggestion : From this above assessment we suggest or our opinion – The Authority will issue a direction/Regulation to all the TSP and others for making a voluntary approach before the consumers for e-bills / paper less bill and given a discount/rebate in e-bills/ paper less bill, and not to mandatory to select or received e-bills/ paper less bill against the post paid connection of BB/LL/Mobiles consumers.

Also the TSP’s provide (side by side) to all unwilling consumers (who are not agree with paper less bills) separately a copy of e-bills, SMS bill information, with a social massage for protection of environments – **“Save Tree and making green our country”** etc for behavioral changes amongst the consumers mind (who are not agree with the paper less bills) and also time will habituated the non agreed consumers with the paper less bills systems.

**Sd/-
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