

To
Shri.Kaushal Kishor,,
From
Advisor,(f&EA-II)TRAI,
Syed Adil Syed Maqдум,
Mahanagar Doorsanchar Bhavan,
T.elephone Bhavan Jalna 431203.
Jawaharlal Nehru Marg,
Date 24.11.2018
New Delhi 110002.

Sub:-Amendment of TRAI ruling of sending printed bills to customers -regarding.
Ref:- Consultation paper released on website dated 15.11.2018

Sir,

I would like to draw to your attention towards the Consultation paper released on 15.11.2018 regarding review of extant provision of sending printed bills to consumers of landline and post paid mobile subscribers.

I appreciate the TRAI for the fact that a green step taken towards digital billing.I have always in favor of green revolution .

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 SMS with a link to facilitate payments or he/she can go to the nearest service centers to make payments,as they have been doing previously.

When e-bill is made default option then the bills to postpaid (a). subscribers of wireline and mobile services with a subscribers of feature phone can be sent an SMS or a whatsapp msg and then they can proceed to pay as earlier (b) Subs who do not have e-mail facility can also get a SMS with a link to facilitate payment or visit their nearest payment center.

with warm regards.

Syed Adil Syed Maqдум,
Jalna 431 203.