

it is with reference to your notification of 15 Nov. 2018 inviting comments from stake holders about sending printed or electronic bills. As a subscriber of BSNL land line phone service for a very long service I have to make the following comments:

The current billing system of sending hard copy and Intimation via SMS is quite satisfactory and useful to the consumer in that

- hard copy is a permanent record with the consumer and useful to him as a residence proof and to settle any dispute with regard to anomalies.

-many consumers don't have internet connectivity so how they will access the bill send electronically'

In my considered view the above two reasons should be more than enough for continuing with the current billing practice by your esteemed organisation working in public interest.

Regards,

Dr N Kumar