

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:3637  
ANSWERED ON:17.04.2000  
INCONVENIENCE TO CONSUMERS BY MTNL  
RAVI PRAKASH VERMA;REENA CHOUDHARY

**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) whether the MTNL disconnect the out-going telephone service of the telephone subscribers on the grounds of non-payment of telephone bills inspite of facts that payments of the bills shown as outstanding in MTNL records has been made well before the due date by the consumers;
- (b) if so, the reasons therefor;
- (c) whether the Government propose to issue directions to MTNL authorities to keep its records up-to-date to avoid inconvenience to consumers; and
- (d) if so, the details thereof?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

- a) & b) No, Sir. Except in the event of genuine/inadvertent error, there is no instruction to disconnect the outgoing telephone facilities if payments have been made.
- c) & d) Instructions already exist to ensure the correctness of the disconnection list. Subscribers also have the facility in MTNL to make payments through pay-in slips where the payment is accounted for on line. New counter equipment has also been procured to speed up the accounting of payments on a real time basis, whereby wrong disconnection can be avoided.