

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3848

ANSWERED ON:17.04.2002

OUTSTANDING DUES

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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether large number of telephone subscribers have defaulted payment of telephone bills to MTNL and BSNL;
- (b) if so, the details thereof, State-wise;
- (c) the total outstanding dues which are to be recovered from the subscribers as on date as compared with that of the last three years;
- (d) the extent of the amount recovered during the last three months;
- (e) the details of the defaulters category-wise and State-wise;
- (f) whether MTNL/BSNL had written off arrears of telephone bills in certain cases;
- (g) if so, the details thereof and the guidelines if any for writing of the arrears; and
- (h) the steps being taken to recover the arrears ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SH. TAPAN SIKDAR)

(a) & (b): No, Sir. Out of all the subscribers billed in a year, less than about 3% normally default on payment. Between 1.4.01 and 31.12.01, out of 13.03 crore bills issued by BSNL to 2.8 crore subscribers, default in payment occurred only in 2.8% cases. The Circle-wise break up of cases attracting disconnection during 1.4.2001 to 31.12.2001 is given in Annexure `A`.

(c) The total accumulated outstanding for all the past years in the BSNL & MTNL is Rs.4866 cr as on 31.12.01. In the previous three years, it amounted to:

31.12.98 - Rs.2765 cr
31.12.99 - Rs.3486 cr
31.12.00 - Rs.4384 cr

(d) Amount recovered from Oct to Dec 2001 is Rs.6750 crores.

(e) Category-wise details of amount in default for BSNL & MTNL are as under.

As on 30.9.2001 (Rupees in Crores)

State Govt. Central Govt. Deptts. Defence Deptt. Private Parties Total

166.22 45.38 15.67 2932.56 3159.83

Details of amount in default Circle-wise and category-wise are furnished at Annexure `B`.

(f) & (g): Yes, Sir. The amount written off during April to Dec 2001 is Rs.6.36 crore.

The chief criterion for the write off of dues is that they are found to be irrecoverable. These are cases where:

(i) Very petty amounts are outstanding in which pursuit would be uneconomical through lawsuits.

(ii) Whereabouts of subscribers are not known or the subscribers are proved to be insolvent.

(iii) Closure of the subscriber's firms or concerns have occurred.

(h) The steps being taken to recover the arrears are:

(i) Targets for liquidation of outstandings are set and performance monitored against them by BSNL/MTNL HQ each year.

(ii) Incentive to staff has been enhanced for early recovery of dues.

(iii) High Power Committees and Liquidation Boards have been set up in the Circles of BSNL and MTNL to facilitate liquidation of dues.

(iv) The collection efficiency of Circles is monitored each month.

(v) The circles of BSNL/MTNL are being regularly pursued to apply revised tariffs, issue bills promptly and do prompt disconnection for non-payment.

ANNEXURE `A`

Circle-wise break up of cases attracting disconnection during 1.4.2001 to 31.12.2001.

Circle Number of Cases

A&N	2225
AP	393206
Assam	116624
Bihar	73134
Gujrat	208129
Haryana	128672
HP	28553
J&K	43417
Jharkhand	5891
Karnataka	330478
Kerala	339394
MP	148869
Maharashtra	188766
NE - I	11360
NE - II	7460
Orissa	102882
Punjab	171582
Rajasthan	179797
Tamil Nadu	304358
UP (E)	304836
UP (W)	178758
WB	69140
Calcutta	228381
Chennai	11965
Chhatisgarh	26320
Uttranchal	45904

ANNEXURE - B

Circle-wise and category-wise details of amount in default

(Rs. In thousands)

Circle State Govt CentralGovt Defence PrivateParties

Delhi	11484	114022	28816	4936315		
Mumbai	15365	13222	5323	2968174		
A&N		6922		3664	4405	15907
AP	71848	1659	919	2430217		
Assam	115163	57915	28133	503788		
Bihar	134269	15487	312	1026397		
Gujrat	4651	2349	441	1480808		
Haryana	3156	2348	1558	525249		
HP	3126	538	1460	69970		
J&K	103798	11370	3005	327259		
Jharkhand	71688	16531	4281	442867		
Karnataka	15998	3625	0	1177331		
Kerala	6974	1097	0	139687		
MP	107651	32663	1929	701150		
Maharashtra	41860	12323	12873	1942287		
NE - I	33690	3609	813	324315		
NE - II	484612	12507	9552	686081		
Orissa	66372	1111	1186	372412		
Punjab	24933	10518	6021	778516		
Rajasthan	7348	1787	3224	293512		
Tamil Nadu	7807	1954	220	681050		
UP (E)	166997	56755	14108	2744387		
UP (W)	36786	11091	3526	1044777		
WB	73114	46727	17252	746794		
Calcutta	24072	10565	4878	1717889		
Chennai	3461	5418	1855	943796		
Chhatisgarh	6189	254	0	197978		
Uttranchal	13158	2666	621	106655		