

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4372  
ANSWERED ON:24.04.2000  
TELEPHONE BILLS  
RAGHUNATH JHA

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

- (a) whether the telephone bills used to be despatched by MTNL through post have been discontinued and are being distributed through private courier agencies;
- (b) if so, the reasons for appointing couriers agencies by MTNL for distribution of bills;
- (c) whether some of the courier agencies have been blacklisted by the MTNL due to the said system failed;
- (d) if so, the reasons therefor; and
- (e) the details of the system proposed to be followed by the MTNL in the despatch of bills in Delhi?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) No, Sir.

(i) In MTNL Mumbai, excepting Navi Mumbai, bills are being sent only through the post. In Navi Mumbai, the fortnightly bills for STD PCOs and the bills of high-calling subscribers are being sent through couriers. Here, too, the bills for other subscribers are being delivered through post offices.

(ii) On an experimental basis, in MTNL Delhi, for the South-1, South-2, Trans-Yamuna and West-2 Areas, bills are being reached to subscribers through couriers. For the other Areas, bills continue to be sent through the post.

(b) In cases of dispute alleging non-receipt of bills, since there was no proof of delivery of bills in the existing system, alternative methods, such as their despatch through couriers, was tried experimentally. Proof of delivery is insisted upon from all couriers.

(c) In the 14 years of MTNL's existence, only the services of four couriers in Mumbai were terminated.

(d) The reasons for termination of their services were non-delivery or the delayed delivery of bills.

(e) Due to some complaints received about the non-delivery of bills even by existing couriers, MTNL Delhi is considering despatching bills either through courier agencies of a higher standard or a specialized mailing agency of the Department of Posts which can furnish proof of delivery. A proposal in the matter has been sent to the Department of Posts.