

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

UNSTARRED QUESTION NO:1423
ANSWERED ON:26.02.2003
ONLINE BILL PAYMENT
SURESH RAMRAO JADHAV (PATIL)

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

- (a) whether the subscribers who pay their bills using online banking find their telephones disconnected arbitrarily as reported in the Hindu dated November 28, 2002;
- (b) if so, facts thereof;
- (c) the main bottlenecks in settling the telephone bills using online banking facilities; and
- (d) the concrete steps taken to streamline the procedure of online settlement of telephone bills?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHEMATI SUMITRA MAHAJAN)

- (a) & (b) As per the Hindu, datelined Chandigarh the 28th November 2002, the payments were made by the subscribers (whose telephone numbers are not indicated in the report) through the online banking facility of ICICI Bank. The concerned unit of Bharat Sanchar Nigam Limited has however clarified that it had no arrangement with the said Bank for such online payments, and hence cannot be held responsible for the disconnection of a telephone for non-payment if the bill is paid through an unauthorized mode.
- (c) There are no fundamental bottlenecks in settling telephone bills using an online banking facility, provided the same has been duly authorized by the local telephone authority.
- (d) Does not arise in view of (a) to (c) above. However, the Chandigarh unit of Punjab Telecom circle of BSNL has recently entered into Agreements with the Bank of Punjab and the HDFC Bank for online settlement of its telephone bills.