

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

UNSTARRED QUESTION NO:2216  
ANSWERED ON:05.03.2003  
NON-PAYMENT OF TELEPHONE BILLS  
ASHOK NAMDEORAO MOHOL;RAMSHETH THAKUR

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

- (a) whether a number of telephone subscribers have defaulted in payment of telephone bills to MTNL and BSNL;
- (b) if so, the details thereof alongwith the total outstanding dues which are to be recovered from the subscribers as on date;
- (c) the details of loss suffered by the MTNL and BSNL as a result thereof; and
- (d) the steps taken by the Government to recover the arrears?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b) The amount involved in the cases of default constitutes about 3% of the amount billed by Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL), the two public sector telephone providers. The total 3-month old arrears of MTNL and BSNL against various Government and Private subscribers as on 31.12.2002 is as under:

Govt. Depts.      Private

MTNL	18 crores	857 crores
BSNL	306 crores	2349 crores

(c) The amount written off by MTNL and BSNL in 2002-2003 is Rs. 26.02 Lakhs and Rs. 12.49 Crores. The annual revenue of MTNL & BSNL are in excess of Rs. 6000 crores and Rs. 20000 Crores respectively. Thus the amount written off each year is even less than 0.06% of the total amount billed.

(d) Recovery of outstanding dues is a continuous process and following efforts are made to realise the arrears.

1. The defaulters are disconnected when their dues are unpaid.
2. Targets for liquidation of outstandings is set and performance monitored against them each year.
3. High Power Committees and Liquidation Boards have been set up to facilitate liquidation of dues.
4. The collection efficiency is monitored each month.
5. Outstanding Pursuit Cells are functioning at Headquarters level and also at the Circle level.
6. Where necessary, after disconnection of telephones, legal action is also initiated for recovery of the dues.