

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

UNSTARRED QUESTION NO:3041
ANSWERED ON:18.08.2004
DEFAULTERS IN MTNL BSNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of defaulters in MTNL/BSNL;
- (b) the total outstanding dues which are to be recovered from them as on date;
- (c) the loss suffered as on date as a result thereof;
- (d) the steps taken by the Government to recover the dues;
- (e) whether there is any proposal to provide new facilities on the lines of mobile phones on the basic telephones to attract more customers;
- (f) if so, the details thereof; and
- (g) if not, the reasons thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) The total number of defaulter in the Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) as on 30.6.2004 is 12147125.
- (b) The total outstanding dues as on 30.6.2004 in case of MTNL is Rs.1147.63 crore and in case of BSNL, it is 3056 crore.
- (c) Recovery of outstanding dues is a continuous process and these dues cannot be taken as a loss. Moreover, the outstanding figures include current bills issued also, which get recovered in due course. If we compare cumulative outstanding with the cumulative amount billed for during a year, it works out to be less than 3%. However, the loss suffered during 2003-04 in MTNL and BSNL by way of write-off is Rs. 0.64 crore and Rs. 28.07 crore respectively, which is less than 1% of their annual revenue.
- (d) Following steps are taken to recover the dues from the subscribers:

The defaulting phones are disconnected; registered notices are issued; disconnection of other working phones of the defaulters is resorted to; adjustments of deposits is done; Outstanding Pursuit Cells, Liquidation Boards and High Power Committees facilities liquidation of dues; disputed cases are referred to arbitrators under the Indian Telegraph Act, 1885; and where necessary, legal action is also initiated for recovery of the dues.
- (e) & (f) In order to retain/attract fixed line customers, MTNL and BSNL have initiated new value added services (Voice based) like News, Astrology, Sports updates, Contests, Broadband internet service, voice mail, SMS (Short Message Service) facility etc.
- (g) Does not arise in view of (e) & (f) above.