

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

UNSTARRED QUESTION NO:2394
ANSWERED ON:15.12.2004
CHEQUES FOR TELEPHONE BILLS
Meghwal Shri Kailash

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

- (a) the number of complaints received by the MTNL, Delhi, Jor Bagh Exchange from subscribers to refund the charges, bank cheques, reconnection charges and rebates during January 2004 to July 2004 after accepting post dated cheques for telephone bills from subscribers;
- (b) whether the MTNL, Delhi accepts post dated cheques for telephone bills from subscribers;
- (c) if so, the reasons for levying penalties on subscribers for their dishonoured post dated cheques following fault on the part of the MTNL; and
- (d) the corrective steps taken/proposed to be taken by the Government to safeguard the interests of subscribers alongwith the action taken against erring authorities for harassing the subscribers?

Answer

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

- (a) Two complaints of a single subscriber were received.
- (b) Post dated cheques are not accepted at payment counters in Mahanagar Telephone Nigam Limited.
- (c) Due to oversight, sometimes, the post dated cheques are accepted at the payment counters. Such cheques get dishonoured later and hence penalty is levied.
- (d) Necessary instructions have been reiterated to the concerned staff not to accept post dated cheques. Regarding case mentioned at (a) above, the disconnection fee of Rs. 100/- charged for Telephone No. 24693360 has been credited in the bill dated 11.08.2004. For this lapse, Accounts Officer (TR), Jor Bagh has been warned and advised to work carefully.