

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

UNSTARRED QUESTION NO:3061
ANSWERED ON:23.03.2005
DISCONNECTING TELEPHONES
Rajbhar Shri Chandra Dev Prasad

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

- (a) the time taken to disconnect the landline telephone if applied properly and with requisite papers;
- (b) whether on surrender of landline telephone, MTNL makes the payment of security deposit between 50th and 60th days of disconnection positively;
- (c) if so, the number of cases pending or payment made beyond stipulated period where disconnection was done in December, 2004 in Delhi exchange-wise;
- (d) whether the penal interest is paid in case of payment made after 60th day of disconnection; and
- (e) if not, the reasons therefor?

Answer

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

- (a) Disconnections are normally done on the same day on receipt of request with requisite documents.
- (b) Refund is made as per norms except in cases where the outstanding bills are more than security deposit itself and /or the applicant gives incorrect address/details for receiving the refund etc.
- (c) Nil
- (d) As per Telecom Regulatory Authority of India's (TRAI's) directives, the penal interest is payable in case refund is made after 60 days.
- (e) Does not arise in view of (d) above.