

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

UNSTARRED QUESTION NO:1704
ANSWERED ON:10.08.2011
RECOVERY OF ARREARS FROM SUBSCRIBERS
Sidhu Shri Navjot Singh

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

- (a) whether many subscribers of Mahanagar Telephone Nigam Limited (MTNL) has defaulted in paying bills/arrears;
- (b) if so, the details of arrears outstanding against the subscribers during the last three years and the current year; and
- (c) the steps taken/being taken by MTNL to recover the arrears from defaulting subscribers?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Yes, Madam.

(b) The details of arrears outstanding against the subscribers during the last three years and the current year are given below:-

(Amount in Rs. Crore)

MTNL outstanding arrears in respect of Basic, CDMA and
GSM services as on

31.03.2009 31.03.2010 31.3.2011 30.6.2011

1173.73 1119.60 1103.49 1127.98

(c) The steps taken by MTNL to recover the arrears from defaulting subscribers are enclosed as Annexure.

Annexure

The steps taken by MTNL for recovering arrears from defaulting subscribers are as given below:-

1. Strong monitoring and fixing of targets for recovering outstanding dues at all levels.
2. Recovery agents are employed for making recoveries.
3. A Revenue Assurance program is also being implemented in MTNL wherein efforts are being made to ensure that maximum Revenue Billing and Revenue Realization takes place.
4. Under TR Action Plan , various schemes are launched from time to time to recover the outstanding. A drive has been initiated to settle the outstanding of disconnected numbers by adjusting their Security Deposits against their outstanding bills.
5. Convergent Billing System is being introduced for achieving further control on Revenue Assurance and realization of outstanding dues.
6. Automated telephonic reminders are sent to subscribers who default in making payments of their bills. If customer's payment is not received by due date, then customer is reminded through IVRS for payment of amount due. However, if Customers' does not pay even after reminder, then the telephone line is disconnected within 35 days from the date of the bill. For first 30 days of disconnection customer's incoming facility is kept open, so that customer can be contacted and persuaded to make payment. If payment is not received even after 30 days from disconnection, then Incoming is also disabled. If subscriber pays the outstanding amount, the

telephone line is reconnected on the same day. If subscriber fails to pay then a recovery procedure is to be followed.

i. The recovery procedure follows by issue of notice and further follow up action. Telephone revenue Inspectors (wherever available) make a visit to the premises of the subscriber requesting him to make the payment. Then the line is permanently closed. Outstanding dues are adjusted against the available deposit. Final Notice is issued after adjusting the outstanding dues.

ii. The external Recovery Agents are also appointed to strengthen the recovery process.

iii. Legal notice is also issued, if there is no response to the notice issued.

In the events of the above efforts not yielding results, recovery suits are filed in the court of law wherever feasible.