

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

UNSTARRED QUESTION NO:1512
ANSWERED ON:30.11.2011
RECOVERY OF DUES BY BSNL
Das Gupta Shri Gurudas

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

- (a) whether BSNL has huge outstanding against bills to be paid by the customers;
- (b) if so, the details thereof during the last three years and the current year; and
- (c) the measures taken by the Government to recover the dues?

Answer

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

(a) Yes, Madam.

(b) The amount of outstanding dues against customers of BSNL at the end of previous three years and for the current year (as on 30-09-2011), in respect of wired line & wireless mobile services and circuits is as given below:

(Amount in Crore of Rs)

S.No. Year Total outstanding as on
31st of March of the
respective years.

1 2008-09 4635.57

2 2009-10 4749.24

3 2010-11 5340.95

4 2011-12 5475.73
(up to
Sep.2011)

(c) Steps taken by BSNL to recover the outstanding dues are indicated in Annexure.

Annexure

The measures taken for recovery of outstanding are as under:

- 1) Payment reminders through IVRS and SMS are being issued to persuade the customers to make payment before disconnection of their telephones. Phones are disconnected as per the schedule in case of non payment of dues by customers.
- 2) Connections remaining disconnected for non-payment are permanently closed after three months from the date of disconnection and accounts regularized by adjusting Security deposit if any available.
- 3) Graded discount scheme regarding grant of discount to defaulting customers, for clearance of old outstanding dues was introduced.
- 4) Incentive scheme to employees of BSNL for recovery of outstanding arrears from defaulters has also been put in place.

- 5) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.
- 6) The State Governments have been requested to amend their respective land revenue acts so that the defaulted Telephone dues of BSNL can be recovered as land revenue arrears.
- 7) Circle-wise and Year-wise target for liquidation of outstanding dues are fixed to get the maximum realization. The progress in regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.
- 8) Circles have also been asked to utilize the services of State Government Departments in recovery of outstanding dues.
- 9) Procedure for settlement of defaulter cases through Lok Adalat has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
- 10) In addition to the above, during the year 2009-10, a new recovery scheme under the brand name 'Project Kuber' was launched to recover the outstanding dues over 3 months to 3 years old through experienced private recovery agents/agencies in respect of closed connections.