

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

UNSTARRED QUESTION NO:3129  
ANSWERED ON:12.12.2012  
RECOVERY OF OUTSTANDING LANDLINE BILLS  
Singh Shri Yashvir

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

- (a) whether huge landline bills amounted to crores of rupees are due for payment in many telecom circles in the country including East Telecom Circle in Uttar Pradesh of BSNL;
- (b) if so, the details thereof and the reasons therefor, State-wise;
- (c) whether complaints from Members of Parliament have also been received in this regard;
- (d) if so, the details thereof and the action taken by the Government thereon;
- (e) the details of defaulters against whom landline telephone bills of BSNL are pending in various telephone exchanges and the details of outstanding dues recovered during the last three years and the current year from them;
- (f) whether the Government has conducted any inquiry in this regard and filed legal cases against the defaulters in view of huge loss to public exchequer; and
- (g) if so, the details thereof and the action taken by the Government for recovery of dues and fixing the responsibility for non-recovery so far?

**Answer**

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

(a) & (b) An amount of Rs.2397.66 Crores in respect of landline bills for all telecom circles of Bharat Sanchar Nigam Limited (BSNL) was due for payment on 30-09-2012. Out of this, an amount of Rs. 335.26 Crore pertains to Uttar Pradesh (East) Telecom Circle.

The Circle wise breakup of the outstanding dues, of Rs.2397.66 Crores , as on 30-09-2012, is given in Annexure-I.

(c) & (d) Following complaints have been received from Members of Parliament in this regard-

(i) Complaint of Hon'ble MP (LS) Sh. Yashvir Singh:- Telephone No 05498-251001 Sh.Amar Nath Rai for outstanding amount of Rs.30098/- and Tel No. 05498-251233 Sh. Manish Rai for outstanding amount of Rs.19044/-.

(ii) Complaint of Hon'ble MP (RS) Sh. Prabhat Jha:- Telephone No. 05498-25100 Sh.Amar Nath Rai for outstanding amount of Rs.30098/- and Tel No. 05498-251233 Sh. Manish Rai for outstanding amount of Rs.19044/-.

Both these telephones fall under telecom jurisdiction of Ballia Secondary Switching Area(SSA). Notices have been issued by Ballia SSA to the defaulters and the subscribers have also been contacted personally for payment of outstanding dues. Subscribers have been given time upto 18.12.2012 to pay the bills.

(e) The details of outstanding dues and recovery status thereof, in respect of landline bills during previous three years and at the end of 30-09-2012, are as given below:-

Outstanding Status

S.No. Year Amount Outstanding  
(Crore)

|   |         |         |
|---|---------|---------|
| 1 | 2009-10 | 3194.34 |
| 2 | 2010-11 | 2842.51 |
| 3 | 2011-12 | 2420.47 |
| 4 | 2012-13 | 2397.66 |

(Up to Sept.12)

Recovery status

S.No. Year Amount recovered  
(Crore)

|   |         |         |
|---|---------|---------|
| 1 | 2009-10 | 8964.57 |
| 2 | 2010-11 | 6700.05 |
| 3 | 2011-12 | 5975.56 |
| 4 | 2012-13 | 2541.84 |

(Up to Sept.12)

Note-The amount recovered during the years mentioned above is against the outstanding bills of previous years and also against the fresh bills issued every year thereafter.

(f) The defaulter cases are being pursued in each Circle through the pursuit cell and in respect of cases, found fit for litigation, legal process is initiated for recovery of dues from the defaulting customers.

(g) BSNL is taking action to recover the outstanding dues through a number of measures as enumerated in Annexure-II.