

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

STARRED QUESTION NO:239
ANSWERED ON:13.03.2013
OUTSTANDING DUES AGAINST SUBSCRIBERS
Bali Ram Dr.

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

- (a) whether the losses of BSNL and MTNL are mounting and they have to recover a huge outstanding dues from the subscribers;
- (b) if so, the details of dues to be recovered from the customers and the amount so far recovered, separately for landline and mobile telephones during the last three years and the current year, company-wise;
- (c) the details of outstanding of MTNL in Delhi and Mumbai against the Government offices and public representatives;
- (d) whether the MTNL has issued notices to them for disconnection of their telephones for non-payment of dues and if so, the details thereof and if not, the reasons therefor; and
- (e) the steps taken by the Government to recover the balance outstanding from the subscribers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 239 FOR 13TH MARCH, 2013 REGARDING "OUTSTANDING DUES AGAINST SUBSCRIBERS"

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have suffered losses for the last three years. The details of outstanding dues from the customers and the amount so far realized out of these dues, during the last three years and current year are as follows:

Outstanding arrears (in Rs. crores)

Company	As on 31.3.2010	As on 31.3.2011	As on 31.3.2012	As on 31.12.2012
BSNL	4449	5441	5070	3976
(Wireline)				
BSNL	628	1261	1252	1212
(Wireless)				
MTNL	844	829	776	749
(Wireline)				
MTNL	274	273	279	278
(Wireless)				

Amount recovered against Outstanding dues (In Rs. crores)

Company	2009-10	2010-11	2011-12	2011-12 (upto 31.12.2012)
BSNL	1126	1511	1345	1754
(Wireline)				
BSNL	147	441	382	423
(Wireless)				
MTNL	87	45	86	68
(Wireline)				
MTNL	19	10	8	6
(Wireless)				

(c) & (d) MTNL is having outstanding dues Rs. 14.76 crore in Delhi and Rs. 4.24 crore in Mumbai recoverable from Government offices and public representatives. Action under Indian Telegraph Rules, including legal action is taken by MTNL. Normal procedure for issue of notice is also followed.

(e) Steps taken by BSNL and MTNL to recover the outstanding dues from the subscribers are as follows:

Payment reminders through Interactive Voice Response System (IVRS) and Short Message Service (SMS) are being issued to persuade the customers to make payment before disconnection of their telephones.

Graded discount scheme regarding grant of discount to defaulting customers, for clearance of old outstanding dues was introduced.

Incentive scheme to employees of BSNL for recovery of outstanding arrears from defaulters has also been put in place.

BSNL Circles have also been asked to utilize the services of State Government Department in recovery of outstanding dues.

Procedure for settlement of defaulter cases through Lok Adalat has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.