

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

STARRED QUESTION NO:214
ANSWERED ON:05.02.2014
RECOVERY OF OUTSTANDING DUES
Dubey Shri Nishikant ;Reddy Shri Modugula Venugopala

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

- (a) whether sizeable amount of dues are outstanding against mobile and landline subscribers of Mahanagar Telephone Nigam Ltd. (MTNL) and Bharat Sanchar Nigam Ltd. (BSNL) in various telecom circles in the country;
- (b) if so, the details thereof, circle-wise;
- (c) the details of dues recovered during the last three years and the current year, circle and State-wise;
- (d) the measures taken/being taken by the Government for recovery of dues and fixing the responsibility for non-recovery so far; and
- (e) the action taken against the defaulters by MTNL/BSNL in their respective service areas?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (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. 214 FOR 5TH FEBRUARY, 2014 REGARDING "RECOVERY OF OUTSTANDING DUES".

(a)&(b) Mahanagar Telephone Nigam Limited (MTNL)'s outstanding dues against its subscribers on account of telephone bills are Rs.1187 crores as on 31.12.2013.

Bharat Sanchar Nigam Limited (BSNL)'s total outstanding dues against its subscribers on account of telephone bills is Rs.3211.95 crores as on 30.11.2013

State-wise outstanding dues against subscribers on account of BSNL(upto 30.11.2013) and MTNL(31.12.2013) in respect of Basic services (including PCO,VPT & ISDN) & Mobile Services is placed at Annexure-I, II & III.

(c) The details of outstanding dues recovered in respect of BSNL & MTNL during the last three years and current year (upto Dec.2013) are placed at Annexure IV, V & VI.

(d) Following steps are being taken by BSNL/MTNL to effect recovery of outstanding dues from its customers on regular basis:-

1) Payment reminders through IVRS/SMS are being issued to persuade the customers to make payment before disconnection of their telephones and instructions have been issued to ensure timely issue of telephone bills and to effect disconnection of telephones for non-payment promptly, strong monitoring of outstanding position.

2) Connections remaining disconnected for non-payment are permanently closed after six months from the date of disconnection and accounts regularized by adjusting Security deposit if any available.

3) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.

4) Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues was introduced and incentive scheme to employees of BSNL for recovery of outstanding arrears from defaulters has also been put in place.

5) Circle-wise and Year-wise target for liquidation of outstanding dues are fixed and progress with regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.

6) Circles have also been asked to utilize the services of State Government Departments and Lok Adalats in recovery of outstanding dues and State Govts. have been requested to amend their respective land revenue acts for recovery of BSNL dues as land revenue arrears.

(e) Legal notices are issued and if the same fail to yield fruitful result, recovery suits are initiated in the court of law wherever

considered appropriate.