

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

UNSTARRED QUESTION NO:2471
ANSWERED ON:11.03.2015
DUES AGAINST SUBSCRIBERS
Ramachandran Shri Krishnan Narayanasamy

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

- (a) whether sizeable amount of dues is outstanding against certain 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 steps 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 (SHRI RAVI SHANKAR PRASAD)

(a)&(b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have reported that dues are outstanding against certain mobile and landline subscribers. Circle-wise details of outstanding dues in respect of landline and mobile services of BSNL and MTNL as on 31.12.2014 are given in Annexure-1.

(c) Circle wise details of dues recovered in respect of Landline and Mobile services of BSNL and MTNL during the last three years and current year (as on 31.12.2014) are given in Annexure-2.

(d)&(e) BSNL and MTNL have reported that they have taken the following steps for recovery of outstanding dues from the subscribers: Payment reminders through IVRS/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.

Connections remaining disconnected for non-payment are permanently closed after 90 days from the date of disconnection and accounts finalized by adjusting Security Deposit available if any.

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

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

Circle-wise and Year-wise target for liquidation of outstanding dues are fixed to get the maximum realization. Procedure for settlement of defaulter cases through Lok Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.