

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

UNSTARRED QUESTION NO:543
ANSWERED ON:14.07.2014
OUTSTANDING DUES IN TELECOM CIRCLES
Biju Shri Parayamparanbil Kuttappan

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 & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Mahanagar Telephone Nigam Limited (MTNL)'s outstanding dues against its subscribers on account of telephone bills are Rs.951.79 crores as on 31.05.2014.

Bharat Sanchar Nigam Limited (BSNL)'s total outstanding dues against its subscribers on account of telephone bills is Rs.2569.76 crores as on 31.05.2014.

Circle wise outstanding dues against subscriber on account of MTNL in respect of Landline and WS (upto 31.05.2014) is placed at Annexure-I.

State-wise outstanding dues against subscribers on account of BSNL in respect of GSM and Landline(upto 31.05.2014) is placed at Annexure-II & III.

(c) The details of outstanding dues recovered in r/o BSNL & MTNL during the last three years and current year (upto May 2014) 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 in respect of permanently closed connections.

(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.