

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

UNSTARRED QUESTION NO:285
ANSWERED ON:03.12.2003
REFUND OF SECURITY DEPOSIT
A.P. JITHENDER REDDY

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

- (a) whether the Government are aware that BSNL is delaying inordinately in settling refund of security deposit of surrendered telephone connections;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the remedial measures being taken in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SRI YASHOK PRADHAN)

(a) to (c) Sir, there is some delay in the settlement of refund claims by BSNL. This is on account of large increase in the number of requests received in the regard, many of which relate to old connections for which records may not be readily available in some units. It is submitted that about one third of the pending cases only are over two months old, and BSNL is making all efforts to expedite their settlement. A new software module has already been introduced in billing system to expedite the process of settlement. This module is under implementation across all the Circles. Field units have also been asked to expedite these cases.