

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

UNSTARRED QUESTION NO:1245
ANSWERED ON:10.12.2003
AUTOMATIC REFUND SYSTEM
BIR SING MAHATO;MANSUKHBHAID. VASAVA

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

- (a) whether the Automatic Refund System has been introduced by the MTNL for the subscribers where telephones remain out of order and non-functional for more than seven days;
- (b) if so, the details thereof, State-wise; and
- (c) the measures taken to ensure that the scheme is implemented in letter and spirit?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI , PRADHAN)

(a) & (b): Yes, Sir. In MTNL systems of Delhi and Mumbai, the rental rebate is allowed automatically to all those customers whose telephones remain out of order for seven days or more on the basis of fault reports. However, no rental rebate is admissible in the events of disconnection due to non-payment.

(c) Does not arise in view of (a) & (b) above.