

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

UNSTARRED QUESTION NO:1322

ANSWERED ON:10.12.2003

COLLECTION OF ARREARS

HARIBHAI PARTHIBHAI CHAUDHARY;MADAN PRASAD JAISWAL;RAM TAHAL CHOUDHARY;SHIVAJI MANE

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

- (a) whether a number of subscribers and companies have not paid their telephone bills to MTNL and BSNL;
- (b) if so, the details thereof and the amount outstanding as on October 31, 2003; and
- (c) the steps taken by the Government to recover the said amount including the amount recovered during the last three months?

**Answer**

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

(a) & (b): Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL), the two public sector telephone providers, maintain information on the arrears on telephone dues telephone number-wise, and not Company-wise. However, the total outstanding amount against the defaulting subscribers as on October 31, 2003 is being collected and will be laid on the Table of the House.

(c) After corporatization of the operational arm of the Government w.e.f. 1.10.2000, the Government no longer handles operations, including the recovery of outstanding dues. It is Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited, which are responsible for recovery of these dues.

For recovery of the outstanding dues, all necessary actions, as indicated below, are taken by MTNL and BSNL:

1. The defaulter telephones are disconnected when the dues continued to be unpaid.
2. High Power Committees and Liquidation Boards have been set up to facilitate liquidation of dues.
3. Targets for liquidation of outstanding is set and performance monitored against them each year.
4. The collection efficiency is monitored each month.
5. Outstanding Pursuit Cells are functioning at Corporate level and also at Circle level.
6. Where necessary, after disconnection of telephone, legal action is also initiated for recovery of the dues.
- 7 Disputed cases are referred to Arbitrators under the Indian Telegraph Act, 1885.

Amount recovered during last three months is being collected and will be laid on the Table of the House.