

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

UNSTARRED QUESTION NO:2206
ANSWERED ON:10.03.2006
RECOVERY OF UNPAID BILLS
Nikhil Kumar Shri

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

- (a) whether the dues from unpaid telephone bills for BSNL and MTNL has reached in several crores which is increasing day-by-day;
- (b) if so, the facts and details thereof;
- (c) whether the Government have taken any steps to recover such unpaid bills; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) While the outstanding dues, in terms of figures, show an increasing trend, the amounts actually constitute a small fraction of the total amounts of related bills; and show a declining trend in terms of percentages over a period of years.
- (b) Bharat Sanchar Nigam Limited (BSNL) has reported net outstanding dues of Rs.3345 Cores as on 30th November, 2005, including the unpaid bills of November, 2005. The dues constitute about 1.63% of total bills. The similar net outstanding dues of Mahanagar Telephone Nigam Limited (MTNL) are Rs.1174 Crores as on 31-1-2006 and constitute 1.69% of the concerned billed amount.
- (c) & (d) The collection of outstanding dues is the direct responsibility of BSNL and MTNL. The Government, however, monitors the performance of the two PSUs in this regard. BSNL and MTNL are inter- alia taking the following steps to recover their unpaid bills-
 - (i) Reminders/notices are sent to defaulters through Interactive Voice Response System (IVRS) by post.
 - (ii) Telephones whose bills remain unpaid beyond pay-by-date are disconnected within specified time.
 - (iii) Outstanding pursuit cells have been constituted in field units to monitor recovery.
 - (iv) Targets for liquidation of outstanding dues for different billing periods for each Circle/Metro District are fixed and reviewed from time to time.
 - (v) Private Recovery Agents are appointed to recover outstanding dues on commission basis.
 - (vi) In appropriate cases legal remedies are also adopted to realize the dues.