

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO.2325
TO BE ANSWERED ON 30TH NOVEMBER, 2016
OUTSTANDING DUES OF TELECOM PSUS**

†2325. SHRI RAM CHARAN BOHRA:
SHRI HARISH CHANDRA ALIAS HARISH DWIVEDI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the loss of BSNL and MTNL is on the increase and they have to recover a large amount from the consumers;
- (b) if so, the details of the amount to be recovered with regard to landline services and mobile services separately during the last three years and the current year, along with the details of the amount recovered during the said period;
- (c) the details of the outstanding amount of MTNL against Government offices and people's representatives in Delhi and Mumbai;
- (d) whether notices have been issued to the defaulters for non-payment of outstanding amount;
- (e) if so, the details in this regard and if not, the reasons therefor; and
- (f) the steps taken by the Government to recover the outstanding amount from the consumers of both the PSUs and the action taken by the Government to fix the responsibility for such huge outstanding dues?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a)& (b)

BSNL

No Madam, the loss of BSNL is decreasing during the last three years and BSNL have to recover the outstanding from its consumers as per details given below:-

In respect of BSNL Landline and Mobile services outstanding as on 30-09-2016 is as below:-

(Amount in crores of rupees)

Year	Opening Balance of Outstanding	Amount Billed For (ABF) during the year	Gross Outstanding	Amount recovered	Closing balance of outstanding
2013-14	2850.65	6352.25	9202.90	6632.48	2570.42
2014-15	2570.42	6313.77	8884.19	6479.66	2404.53
2015-16	2404.53	6100.85	8505.38	6683.68	1821.70
2016-17 (Upto Sept.16)	1821.70	2896.90	4718.60	2899.94	1818.66

Contd...2/-

MTNL:

The loss of MTNL has declined from Rs. 2,893.40 crs in 2014-15 to Rs. 2,005.74 crs in 2015-16. MTNL has to recover a large amount from its customers. Details of outstanding dues and amount recovered during last three years and current year of MTNL are as per **Annexure-I and annexure-II.**

(c) Details of outstanding amount of MTNL against Government offices and people's representatives in Delhi and Mumbai as on 30.09.2016 is as below: -

(Rs. in Crs.)

Delhi		Mumbai		Total
Basic	Wireless	Basic	Wireless	MTNL
11.17	1.18	5.23	11.78	29.36

(d) & (e) Notices have been issued to the defaulters for non-payment of outstanding amount.

(f) Following steps are taken to recover the outstanding amount from the customers of both the PSUs:-

BSNL:

- 1) Payment reminders through IVRS/SMS are being issued to persuade the customers to make payment before disconnection of their telephones.
- 2) Phones are disconnected as per the schedule in case of non-payment of dues by customers.
- 3) Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues was introduced.
- 4) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.
- 5) The State Governments have been requested to amend their respective Land Revenue Acts so that the defaulted Telephone dues of BSNL can be recovered as land revenue arrears.
- 6) Circle-wise and Year-wise target for liquidation of outstanding dues are fixed to get the maximum realization.
- 7) The progress in regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.
- 8) Instructions have been issued to ensure timely issue of telephone bills and to effect disconnection of telephones for non-payment promptly.
- 9) If no payment is received despite disconnection, registered notices followed by a legal notices if necessary, are sent.
- 10) Circles have also been asked to utilize the services of State Government Departments in recovery of outstanding dues.
- 11) Procedure for settlement of defaulter cases through Lok Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
- 12) In case any official/agency found responsible, action as per departmental guidelines are being taken which is a continuous process.

MTNL:

1. Automated IVRS reminders and manual reminders are being given regularly,
2. Intimation through SMS to subscribers.
3. The disconnection of the Telephone is resorted as per the Standard Operating Procedures.
4. Visits are being made to the subscriber premises wherever necessary.
5. Recovery Agents were appointed.
6. Recovery through LOK NYALAYA.
7. Recovery through Amnesty Scheme.
8. Wide publicity is given to encourage the customer to settle their old dues by offering discounts.
9. Recovery suits are filed in the court of law as per the procedures.
10. Responsibility is being fixed wherever the SOP has not been followed.

Contd....3/-

Details of Amount to be recovered during the last three years and current year					
(Amnt. In Rs. crores)					
Outstanding as on	DELHI		MUMBAI		TOTAL
	Basic	Wireless	Basic	Wireless	
31-03-2014	467.76	207.54	231.46	58.39	965.15
31-03-2015	469.44	209.31	232.23	56.08	967.06
31-03-2016	466.28	192.70	209.64	51.35	919.97
30-09-2016	470.59	172.81	206.21	51.71	901.32

Contd....4/-

ANNEXURE-II

Details of the Outstanding and Recovered Amount with regard to land line and mobile services

(Rs. In Crore)

Services	As on 31-03-2013			Amount recovered During 2013-14			As on 31-03-2014			Amount recovered During 2014-15		
	Delhi	Mumbai	Total	Delhi	Mumbai	Total	Delhi	Mumbai	Total	Delhi	Mumbai	Total
Landline	502.57	272.51	775.08	81.06	83.57	164.63	467.76	231.46	699.22	54.62	48.45	103.07
Mobile	196.33	52.78	249.11	49.22	10.11	59.33	207.54	58.39	265.93	42.06	10.66	52.72
Total	698.90	325.29	1024.19	130.28	93.68	223.96	675.30	289.85	965.15	96.68	59.11	155.79
Services	As on 31-03-2015			Amount recovered During 2015-16			As on 31-03-2016			Amount recovered During 2016-17 (up to Sept'16)		
	Delhi	Mumbai	Total	Delhi	Mumbai	Total	Delhi	Mumbai	Total	Delhi	Mumbai	Total
Landline	469.44	232.23	701.67	59.74	57.62	117.36	466.28	209.64	675.92	36.13	32.25	68.38
Mobile	209.31	56.08	265.39	59.29	7.41	66.70	192.70	51.35	244.05	40.06	3.42	43.48
Total	678.75	288.31	967.06	119.03	65.03	184.06	658.98	260.99	919.97	76.19	35.67	111.86

Note:

1. Recoveries includes Payment, cancellation, write-off and Adjustment.
2. Delhi Mobile Services:- Amount recovered includes collection of current year billing, as debtor ageing is not available since billing and accounting is on customer account basis instead of invoice based.
