

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO.2476
TO BE ANSWERED ON 26TH DECEMBER, 2018**

PENDING BILLS OF MTNL

2476. SHRI SANTOKH SINGH CHAUDHARY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of total bills of various departments of Government and Public Sector undertakings outstanding with MTNL during the last three years;
- (b) the steps taken by the Government to recover the said outstanding amount; and
- (c) the details of MTNL's property which are under occupation of various other Government departments?

ANSWER

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

- (a) Details of total bills of various departments of government and Public Sector Undertakings outstanding with Mahanagar Telephone Nigam Limited (MTNL) for the last three years are as under:

	Total Outstanding bills (in Rs. Crores)
Total outstanding	133.88
Outstanding with Government Departments and Public Sector Undertakings	44.06

- (b) MTNL adopts various measures like Interactive Voice Response System (IVRS) based reminders, legal notices, barring of outgoing calls, disconnection of phones, Lokadalat, and conducting open session for resolving billing related disputes. Personal persuasion by MTNL staff is also adopted for recovery of outstanding bills.
- (c) MTNL property is not under occupation by other Government departments. However, MTNL has given spaces on rent on "Leave and Licence" basis to various Government departments.
