

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

**LOK SABHA
UNSTARRED QUESTION NO.4054
TO BE ANSWERED ON 10TH AUGUST, 2016**

OUTSTANDING DUES AGAINST SUBSCRIBERS

4054. SHRI ASADUDDIN OWAISI:
SHRI P.K. BIJU:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether a sizeable amount of dues are outstanding presently against mobile and landline subscribers of MTNL and BSNL in various telecom circles in the country;
- (b) if so, the details thereof, circle-wise;
- (c) the details of dues recovered during the previous year and the current year, circle and State-wise;
- (d) the measures taken/being taken by the Government for recovery of dues and fixing the responsibility for non-recovery so far; and
- (e) the action taken against the defaulters by MTNL and BSNL in their respective service areas?

ANSWER

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

(a)&(b) Circle-wise details of outstanding against Mobile and Landline subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) as on 31st March, 2016 are given in **Annexure-I**.

(c) Circle wise details of dues recovered by BSNL and MTNL from Landline and Mobile subscribers during the previous year and the current year are given in **Annexure-II**.

(d)&(e) BSNL and MTNL take various measures to recover the outstanding dues from customers. These measures include:

- ❖ Payment reminders through IVRS/SMS are issued to persuade the customers to make payment before disconnection of their telephones and in case of non-payment of dues by customers, phones are disconnected as per the schedule.
- ❖ Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues was introduced.

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- ❖ Legal proceedings wherever required are initiated against the defaulters for recovery of dues.
- ❖ 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.
- ❖ Circle-wise and Year-wise target fixed for liquidation of outstanding dues are fixed to get the maximum realization.
- ❖ Procedure for settlement of defaulter cases through Lok-Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
- ❖ In case any official/agency found responsible, action as per departmental guidelines are being taken which is a continuous process.
- ❖ Recovery through Amnesty Scheme.
- ❖ In the most cases outstanding billed are adjusted against security deposit to the extent level.

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Circle-wise Details of Outstanding Dues in respect of Landline and Mobile Services of
BSNL & MTNL as on 31st March, 2016

Sl. No.	Name of the Circle	(Amount in Crores of Rs.)		
		Land Line	Mobile	Total
A	BSNL			
1	ANDAMAN & NICOBAR	3.95	1.92	5.87
2	ANDHRA PRADESH	104.45	27.04	131.49
3	ASSAM	54.16	61.68	115.84
4	BIHAR	243.62	41.29	284.91
5	JHARKHAND	82.08	17.09	99.17
6	GUJARAT	56.15	8.22	64.37
7	HARYANA	21.80	2.64	24.44
8	HIMACHAL PRADESH	8.81	3.11	11.92
9	JAMMU & KASHMIR	56.15	65.26	121.41
10	KARNATAKA	38.29	12.87	51.16
11	KERALA	56.90	4.97	61.87
12	MADHYA PRADESH	57.17	16.94	74.11
13	CHHATTISGARH	31.95	8.21	40.16
14	MAHARASHTRA	210.45	70.24	280.69
15	NORTH EAST-I	44.38	42.73	87.11
16	NORTH EAST-II	213.93	83.53	297.46
17	ODISHA	28.54	26.63	55.17
18	PUNJAB	26.91	7.07	33.98
19	RAJASTHAN	24.54	3.86	28.40
20	TAMIL-NADU	43.70	5.32	49.02
21	UTTAR PRADESH (EAST)	270.18	33.84	304.02
22	UTTAR PRADESH (WEST)	101.14	16.47	117.61
23	UTTARAKHAND	16.19	4.96	21.15
24	WEST BENGAL	89.43	24.38	113.81
25	KOLKATTA T.D.	164.11	18.66	182.77
26	CHENNAI T.D.	19.99	5.53	25.52
B	MTNL			
1	DELHI	458.17	116.15	574.32
2	MUMBAI	209.64	51.35	260.99

Contd...4/-

Circle wise details of dues recovered by BSNL and MTNL from Landline and Mobile subscribers during the previous year (2015-16) and the current year 2016-17
(In Rupees crores)

Sl. No.	Name of the Unit	Amount recovered in 2015-16			Amount recovered in 2016-17			Total Recovery
		Land Line	Mobile	Total	Land Line	Mobile	Total	
A	BSNL							(up to 31.05.2016)
1	ANDEMAN & NICOBAR	3.15	0.51	3.66	0.72	0.03	0.75	4.41
2	ANDHRA PRADESH	78.67	20.76	99.43	7.52	1.49	9.01	108.44
3	ASSAM	13.42	8.48	21.90	1.01	3.27	4.28	26.18
4	BIHAR	35.88	14.77	50.65	1.50	0.56	2.06	52.72
5	JHARKHAND	15.58	6.68	22.26	1.02	0.69	1.71	23.97
6	GUJARAT	19.99	3.81	23.80	12.19	1.02	13.21	37.01
7	HARYANA	8.97	0.86	9.83	3.07	0.52	3.59	13.42
8	HIMACHAL PRADESH	3.44	1.23	4.67	1.11	0.26	1.37	6.05
9	JAMMU & KASHMIR	8.09	9.68	17.77	1.59	9.02	10.61	28.38
10	KARNATAKA	17.45	6.11	23.56	7.98	0.83	8.81	32.37
11	KERALA	25.39	1.73	27.12	11.49	0.62	12.11	39.23
12	MADHYA PRADESH	17.27	5.40	22.67	6.42	4.47	10.89	33.56
13	CHHATTISGARH	4.56	2.31	6.87	1.70	1.22	2.92	9.79
14	MAHARASHTRA	74.07	34.81	108.88	21.65	2.06	23.71	132.59
15	NORTH EAST-I	11.28	9.68	20.96	0.59	1.18	1.77	22.73
16	NORTH EAST-II	107.26	18.53	125.79	0.63	1.23	1.86	127.65
17	ORISSA	8.63	6.86	15.49	1.84	1.57	3.41	18.90
18	PUNJAB	13.46	6.07	19.53	4.89	0.28	5.17	24.70
19	RAJASTHAN	10.65	1.54	12.19	4.20	1.06	5.26	17.45
20	TAMIL-NADU	21.69	1.23	22.92	6.58	0.36	6.94	29.86
21	UTTAR PRADESH(EAST)	66.02	6.51	72.53	3.65	0.75	4.40	76.92
22	UTTAR PRADESH.(WEST)	21.66	2.17	23.83	2.80	1.74	4.54	28.37
23	UTTRANCHAL	4.82	1.88	6.70	1.20	0.87	2.07	8.77
24	WEST BENGAL	16.11	7.76	23.87	2.43	0.68	3.11	26.98
25	KOLKATA	61.18	2.37	63.55	4.88	0.37	5.25	68.81
26	CHENNAI	8.45	2.85	11.30	3.14	0.15	3.29	14.60
B	MTNL							(up to 30.06.2016)
1	DELHI	52.41	21.99	74.40	21.81	20.12	41.93	116.33
2	MUMBAI	57.62	10.01	67.63	24.73	0.34	25.07	92.70
