

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

UNSTARRED QUESTION NO:5446

ANSWERED ON:13.12.2010

MOBILE NUMBER PORTABILITY

Majhi Shri Pradeep Kumar;Patel Shri Kishanbhai Vestabhai

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

(a) whether the mobile service providers have upgraded their network and various other resources to implement the orders of Department of Telecom for Mobile Number Portability in the country;

(b) if so, the details in this regard; and

(c) the criteria to be adopted by the customers to change their service providers?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) Telecom Service Providers have made necessary changes in their network for implementation of Mobile Number Portability (MNP). The MNP has been launched in Haryana on 25-11-2010 and it is to be launched in rest of the country w.e.f. 20-01-2011.

(c) The guidelines for criteria to be adopted for MNP services have laid down by TRAI (Telecom Regulatory Authority of India). The consumers will have the choice of selecting their Telecom Service Provider (operator) without changing their number, provided a minimum period of 90 days has elapsed after subscription to the mobile service of the current service provider. For change of service provider i.e. porting, a subscriber has to send a SMS (short message service) from the number he wishes to be ported, to number 1900 whereby a Unique Porting Code (UPC) will be received on SMS from his current service provider. The subscriber will need to apply in the prescribed application form to the chosen new service provider quoting the UPC which will act as a reference while filling up the application form with new service provider. The new service provider will then take action to get the required process completed to enable the subscriber to get connected to his network. Porting has to be completed within 7 working days. TRAI has put a ceiling of Rs. 19/- on porting charges which the new service provider may collect from the subscriber. Post-paid subscribers before making the porting request, have to make sure that their last bill has been paid failing which the request for change to new service provider shall be rejected. In the case of pre-paid subscriber any balance amount left will not be carried forward when the number is transferred to the new service provider.