

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

UNSTARRED QUESTION NO:446

ANSWERED ON:23.02.2011

MOBILE NUMBER PORTABILITY

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

- (a) whether the Government has recently introduced Mobile Number Portability (MNP) Service in the country;
- (b) if so, the salient features of the service and the benefits likely to accrue to the subscribers;
- (c) the deadline fixed to opt for MNP, State-wise;
- (d) the reaction of various stakeholders under MNP Service;
- (e) the number of customers who have left or joined the Government owned Mahanagar Telephone Nigam Ltd. and Bharat Sanchar Nigam Ltd.; and
- (f) the steps taken or being taken by the Government for better consumer care and to attract more consumers to its network?

Answer

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

(a) Yes, Madam.

(b) With Mobile Number Portability (MNP) the subscriber has the choice to change his Mobile Service Provider without changing his mobile number in his Licenced Service Area irrespective of technology (GSM/CDMA).

Salient features of MNP Service:

- (i) Porting charges only upto Rs. 19/-
- (ii) Porting time 7 working days (15 working days in case of J&K, Assam and NE service areas).
- (iii) Subscriber is allowed to move to another Mobile Service Provider only after 90 days of the date of activation of mobile connection in the present network or from the date of last porting of mobile number, whichever is applicable.
- (iv) Post-paid subscribers should ensure to pay all the dues as per the last bill before porting.
- (v) Withdrawal of porting request can be given within 24 hrs. of applying for porting.
- (vi) The prescribed service disruption time is 2 hrs during changeover.

Benefits to the subscriber of MNP Service.

- (i) The subscriber has the choice to change his Mobile Service Provider without changing his mobile number in his Licenced Service Area.
- (ii) The subscriber will be having better quality of service and lower/ competitive rates due to increased competition among Service Providers
- (iii) MNP reduces the subscriber's cost of switching networks because there is no need to circulate new number
- (c) It is the subscriber's choice to move to another service provider at any time. As such there is no deadline fixed for opting for MNP by subscribers.
- (d) There are no formal reactions available, however, as per the media reports the MNP service has been widely welcomed.
- (e) As per reports received from BSNL and MTNL the number of ported-out subscribers is as below:

Service Provider	Port in (customers Joined)	Port out (customers left)
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MTNL (till 15-02-11)	5,735	14,222
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BSNL (till 16-02-11)	92,243	2,23,824
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(f) The steps taken or being taken:

BSNL & MTNL are taking steps for improved customer care quality of service and Competitive pricing etc.