

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

STARRED QUESTION NO:159

ANSWERED ON:10.08.2011

MOBILE NUMBER PORTABILITY

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

- (a) the number of mobile connections in the country, State-wise and operator-wise, as on date;
- (b) the number of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) subscribers ported out and ported in after implementation of Mobile Number Portability (MNP), year-wise and State-wise;
- (c) whether BSNL is the largest loser in respect of consumer base after Reliance- GSM service;
- (d) if so, the details thereof;
- (e) the revenue loss/gain due to MNP to the public sector telecom companies alongwith the reasons for porting out of subscribers from BSNL and MTNL to other operators; and
- (f) the steps taken by both the companies to improve their customer base?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HUMAN RESOURCES DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (f) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF THE LOK SABHA STARRED QUESTION NO. 159 FOR 10TH AUGUST, 2011 REGARDING "MOBILE NUMBER PORTABILITY".

- (a) The number of mobile connections in the country, License Area wise and operator wise, as on 30.6.2011 is given at Annexure 1.
- (b) The Government has launched the Mobile Number Portability (MNP) service on 25.11.2010 in Haryana and on 20.1.2011 in rest of India. The number of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) subscribers ported out and ported in after implementation of Mobile Number Portability (MNP) till 30.6.2011, License Area wise is given at Annexure 2.
- (c) & (d) Though the net ported number of mobile subscribers of BSNL is next to Reliance, yet the net ported subscribers as %age of total mobile subscribers of BSNL is not so. The details of porting in and porting out subscribers of the various operators is given in Annexure 3.
- (e) The exact revenue loss due to MNP cannot be assessed because of the wide variety of profiles and unknown future usage by subscribers.

The main reasons for porting out of subscribers from BSNL and MTNL have been reported to be network/ coverage issues, tariff issues etc.

(f) The major steps taken / being taken by BSNL and MTNL to retain the existing customers and add new customers in the competitive environment are as follows:-

BSNL

- (i) Forgoing porting fees from subscribers coming into BSNL network.
- (ii) Circles have formed Special Cell to contact customers and address their grievances on war footing.
- (iii) Mobile network is continuously optimized to improve upon the coverage and capacity.
- (iv) Competitive prices for all wireless products.
- (v) Wide publicity through media highlighting the advantage of availing services from BSNL namely Trusted Brand, Transparent Billing,

Widest Network, competitive rates etc.

MTNL

- (i) Mobile network is continuously optimized to improve upon the coverage and capacity.
- (ii) Taking care of its customer's conveniences by increasing the points where customers can make payments.
- (iii) Tariff rates have been reduced and made attractive.
- (iv) Bundling schemes with 3G data cards have been introduced
- (v) All 2G mobile connections have been made 3G enabled.
- (vi) In Mumbai, MTNL has waived off MNP porting charges for customer joining to its network.