

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

STARRED QUESTION NO:123

ANSWERED ON:30.11.2011

MOBILE NUMBER PORTABILITY

Angadi Shri Suresh Chanabasappa;Swamygowda Shri N Cheluvaraya Swamy

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

- (a) the details of mobile phone subscribers ported out and ported in since the launch of number portability service in the country, operator-wise;
- (b) whether the Telecom Regulatory Authority of India (TRAI) has received complaints against the telecom operators for flouting norms and delaying/preventing subscribers from availing the facility;
- (c) if so, the details thereof, State-wise and the action taken by the Government against the erring operators, operator-wise; and
- (d) the other measures taken/being taken by the Government to improve mobile service to the satisfaction of the consumers?

Answer

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

(a) to (d) 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 (d) OF LOK SABHA STARRED QUESTION NO. 123 FOR 30.11.2011 REGARDING "MOBILE NUMBER PORTABILITY"

- (a) The details of mobile phones subscribers ported out and ported in since the launch of number portability service in the country, operator-wise is given at Annexure-I
- (b) TRAI has received number of complaints regarding rejection of Mobile Number Portability (MNP) requests by mobile companies.
- (c) The State-wise details of the complaints are not maintained in TRAI. Based on the complaints received, information was sought from the service providers on the MNP rejections from time to time and wherever violations were observed in respect of compliance on MNP regulations / directions, showcauses notices were issued by TRAI to the concerned service providers. So far the show cause notices have been issued to the following service providers:-

Bharti Airtel

Idea

Loop

Reliance

Vodafone

Further, TRAI has taken a number of steps to bring down the porting rejections, Some of these steps are:-

- (a) A direction was issued to all Service Providers simplifying format of 'Unique Porting Code' to minimize errors in presenting the code in the process of placing MNP request to the Recipient Operator so as to minimize the MNP rejections under the category UPC mismatch.
- (b) A direction was issued on 24th May 2011 to all Service Providers regarding rejections of requests for porting on the ground of "contractual obligation" and "outstanding payment dues."
- (c) A direction was also issued on 31st October 2011 to a Service Provider regarding rejections of requests for porting on the ground of "contractual obligation".
- (d) Based on sample of MNP rejections and the complaints received in TRAI, TRAI analysed the genuineness of rejections based on information received from MNP Service Providers and concerned Service Providers. Wherever violations of MNP Regulations &

Directions observed, TRAI issued showcause notices to the concerned Service Providers. The replies received from the service providers have been examined and in the cases where TRAI reached the conclusion that the Telecom Service Providers (TSPs) has violated the provisions of MNP Regulations and Directions, TRAI is in the process of taking legal action as per the provisions of TRAI Act 1997 (as amended).

(d) Regarding other measures taken/being taken by TRAI to improve mobile service to the satisfaction of the consumers, TRAI has been taking various steps to ensure quality of service by Cellular Mobile Service Providers. Some of these steps are given below:-

1. TRAI has been monitoring the performance of Cellular Mobile Service against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, Point of Interconnection (POI) congestion is also being monitored on monthly basis.
2. TRAI also undertakes objective assessment of the Quality of Service of Cellular Mobile Services through an independent agency. A customer satisfaction survey is also conducted quarterly through this agency. The results of these audit and survey were widely published for public/Stakeholders knowledge.
3. TRAI has been following up with the Service Providers for addressing deficiencies in Meeting the Quality of Service benchmarks.