

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

UNSTARRED QUESTION NO:1594

ANSWERED ON:06.03.2013

VIOLATION OF MNP REGULATIONS

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

- (a) the total number of mobile subscribers in the country, State-wise and operator-wise;
- (b) whether the increase in mobile tariff and service charges by telecom operators has resulting decline in mobile consumers and porting-out of customers from one operator to other;
- (c) if so, the details of subscribers ported-out and ported-in during the last three years and the current year, operator and State-wise;
- (d) whether the Telecom Regulatory Authority of India (TRAI) has received complaints for violation of Mobile Number Portability (MNP) norms;
- (e) if so, the details thereof, operatorwise and State-wise and the action taken and penalties imposed on such telecom operators, operator-wise; and
- (f) the corrective measures taken by the Government to ensure compliance of MNP norms/ guidelines by telecom operators?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) The License Service Area (LSA)-wise and Telecom Service Providers (TSPs) wise details are enclosed as Annexure-I & II respectively.

(b) & (c) Mobile Number Portability was introduced to allow subscribers to change their service providers on subscriber's request without changing their numbers. There may be various reasons for changing service providers which includes increase in tariff, quality of service etc. The MNP was launched in Haryana in Nov 2010 and in rest of the country in Jan 2011. Year wise breakup of subscriber ported-out and port-in since beginning LSA wise and TSP wise are enclosed as Annexure-III & IV respectively.

(d) to (f) After implementation of the MNP Regulations, the TRAI had received a number of complaints wherein the subscribers have reported that their porting requests have been rejected by the donor operators on various grounds. On examination, it was noted that rejection of porting requests of the subscribers done by the service providers in several cases were not accordance with the regulation. TRAI has issued directions to service providers to ensure compliance of MNP regulations. In addition, TRAI has also issued Telecommunications Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19th September, 2012 providing financial disincentives for unjustified rejection of porting request. These regulations came into force, sixty days from the date of publication in the official Gazette. Under these regulations till date no penalty/fine is imposed on any of the service provider by TRAI.