

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

UNSTARRED QUESTION NO:19
ANSWERED ON:24.11.2014
RECOMMENDATIONS ON MNP
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Telecom Regulatory Authority of India (TRAI) has given any recommendations on Mobile Number Portability (MNP);
- (b) if so, the details thereof along with the response of the Government thereto;
- (c) the total number of subscribers opted for MNP, State-wise and operator-wise, during the last three years and the current year;
- (d) whether the Government has taken note that the public sector telecom companies have lost maximum subscribers due to the said option;
- (e) if so, the details thereof; and
- (f) the corrective steps taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) TRAI had given recommendations on 8th March 2006 regarding implementation of Intra Licensed Service Area (Intra-LSA) Mobile Number Portability in the Country. These recommendations were accepted by the Government and Intra Licensed Service Area Mobile Number Portability was launched across the country on 20th January 2011.

Subsequently, TRAI gave recommendations on 25.09.2013 for implementation of Full (Inter Licensed Service Area) Mobile Number Portability in the Country. These recommendations have been accepted and necessary amendment to the License conditions and certain instructions have been carried out by the Government on 03.11.2014.

(c) Telecom Licenses are issued Licensed Service Area-wise. Accordingly, as per the available records, total number of subscribers opted for Mobile Number Portability, Licensed Service Area wise and Operator wise, for the last three years and the current year are enclosed as Annexure-I & II.

(d) to (f) The Public Sector Companies i.e. BSNL and MTNL have not lost the maximum number of subscribers cumulatively since the launch of MNP in the Country. However, they are taking, inter-alia, the following steps to provide better customer services and competitive call tariff to the subscribers:

(i) BTSs have been augmented in the congested areas, uptime of Base Transceiver Stations (BTSs) is being continuously monitored and network has been optimized for improving the quality of service.

(ii) Porting fee has been waived from customers.

(iii) Special cells have been formed in order to address the grievances of the customers.

(iv) Aggressive Data Plans {General Packet Radio Service(GPRS) & 3 G} are being offered.

(v) Competitive prices for all wireless products are being offered.

(vi) Wide publicity is being done through media highlighting the advantage of availing services from BSNL namely Trusted Brand, Transparent Billing, Widest Network, competitive rates etc.