

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

STARRED QUESTION NO:294
ANSWERED ON:28.07.2014
MOBILE NUMBER PORTABILITY PROCESS
Yadav Shri Om Prakash

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

- (a) whether it has come to the notice of the Government that certain cellular telecom operators are not reportedly complying with the Mobile Number Portability (MNP) scheme;
- (b) if so, the details thereof and the reasons therefor along with the number of complaints received in this regard, operator-wise;
- (c) the action taken/being taken by the Government against the defaulting operators and penalties imposed on them, operator-wise;
- (d) whether the Government has fixed any time frame for completing the MNP process and if so, the details thereof; and
- (e) the steps taken/being taken by the Government to ensure easy and convenient mobile number portability for consumers within the stipulated time frame?

Answer

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

(a) to (e) 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 (e) OF LOK SABHA STARRED QUESTION NO. 294 FOR 28TH JULY, 2014 REGARDING "MOBILE NUMBER PORTABILITY PROCESS"

(a) & (b) As per information received from Telecom Regulatory Authority of India (TRAI), 4471 complaints have been received from subscribers during last one year regarding rejection of their porting requests. The operator wise break-up of these complaints is as under:

| S. No. | Name of Service Provider | No. of Complaints received against TSPs in the last one year (June'2013 to May'2014) |
|--------|---|--|
| 1 | M/s Aircel | 221 |
| 2 | M/s Bharat Sanchar Nigam Limited | 112 |
| 3 | M/s Bharti Airtel Ltd. | 1111 |
| 4 | M/s Idea | 710 |
| 5 | M/s Loop | 186 |
| 6 | M/s Mahanagar Telephone Nigam Limited | 25 |
| 7 | M/s Reliance Comm. Ltd. & M/s Reliance Telecom Ltd. | 472 |
| 8 | M/s Sistema Shyam TeleServices Limited | 14 |
| 9 | M/s Tata | 246 |
| 10 | M/s Telewing Com Pvt. Ltd. | 21 |
| 11 | M/s Videocon | 7 |
| 12 | M/s Vodafone | 1346 |

Ltd.
Total 4471

The primary reasons for rejection of porting requests were such as Mismatch of Unique Porting Code, Non-completion of mandatory 90 days, Non-adherence to Contractual Obligations and Outstanding payment dues to the Donor Operators etc. In many cases rejection of porting requests was not in accordance with the provisions of the regulations issued by TRAI.

(c) to (e) Actions taken/ being taken by TRAI in general as well as against defaulting operators in order to ensure easy and convenient mobile number portability for consumers within stipulated time are as follows:

(i) Directions were issued to concerned service providers to ensure compliance of Mobile Number Portability regulations.

(ii) Show cause notices were also issued to service providers who had contravened the Regulations.

(iii) TRAI has also issued Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19th September, 2012 providing imposition of financial disincentives for unjustified rejection of porting request and for violation of prescribed porting timelines. Financial disincentives are levied by TRAI on service providers in case of violation of these regulations. Till now, TRAI has levied following financial disincentives on various service providers:

| S. No. | Name of Service Provider | Financial Disincentive imposed (In Rs.) |
|--------|--|---|
| 1 | M/s Aircel | 1,50,69,000 |
| 2 | M/s Bharat Sanchar Nigam Limited | 1,09,85,000 |
| 3 | M/s Bharti Airtel Ltd. | 4,68,14,000 |
| 4 | M/s Idea | 54,18,000 |
| 5 | M/s Loop | 1,45,500 |
| 6 | M/s Mahanagar Telephone Nigam Limited | 4,000 |
| 7 | M/s Quadrant | 25,000 |
| 8 | M/s Reliance Comm. Ltd. | 8,500 |
| 9 | M/s Reliance Telecom. Ltd. | 43,000 |
| 10 | M/s Sistema Shyam TeleServices Limited | 5,09,000 |
| 11 | M/s Tata | 19,33,500 |
| 12 | M/s Telewing Com Pvt. Ltd. | 8,500 |
| 13 | M/s Vodafone Ltd. | 1,04,92,000 |
| | Total | 9,14,55,000 |

As per Regulations issued by TRAI, in case of eligible subscribers, a porting request has to be completed within maximum time period of 7 working days except in Jammu & Kashmir, Assam and North East service areas where it is 15 working days. In case of corporate mobile number, one more working day has been prescribed for completion of porting process. As a result of these actions, rejections of porting requests by telecom service providers have decreased from 39.39% in March 2011 to 11.38% in June 2014.