

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

UNSTARRED QUESTION NO:563
ANSWERED ON:14.07.2014
MOBILE NUMBER PORTABILITY SCHEME
Mani Shri Jose K.

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

- (a) whether a large number of subscribers have migrated from one telecom operator to another of their choice since the launch of Mobile Number Portability (MNP) Scheme;
- (b) if so, the details thereof;
- (c) whether there has been any significant addition to the subscriber base of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) since the launch of MNP Scheme in view of their vast network and technical capabilities;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to ensure that BSNL and MTNL provide better customer services and competitive call tariff to the subscribers?

Answer

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

(a) & (b) Since the launch of Mobile Number Portability, 100.05 Million subscribers have ported their mobile numbers to the operator/network of their choice till 31.05.2014.

(c) & (d) Since the launch of Mobile Number Portability, number of subscribers ported in and ported out of BSNL and MTNL till 31.05.2014 are as under:

Name of Service provider	Number of In subscribers	Number of Ported Out subscribers
BSNL	30,57,788	45,59,566
MTNL	69,048	2,78,443

(e) BSNL and MTNL 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.