

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO.4427
TO BE ANSWERED ON 14TH DECEMBER, 2016**

MNP SCHEME

†4427. SHRI HARINARAYAN RAJBHAR:
SHRI RAMSINH RATHWA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the total number of subscribers ported out and ported in BSNL or MTNL;
- (b) the action taken by these PSUs to retain their customer base;
- (c) the number of mobile phone subscribers who have requested for porting out and porting in under the Mobile Number Portability (MNP), operator-wise;
- (d) whether some private cellular operators are not fully complying with the MNP norms and are keeping the subscribers request pending; and
- (e) if so, the details of the complaints received in this regard and the number of requests cancelled/kept pending by each of the operators under the MNP scheme and the action taken/being taken against the guilty operators by Government, operator-wise?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

- (a) A total of 79,75,846 subscribers have ported out and 60,51,215 subscribers have ported-in to the mobile network of Bharat Sanchar Nigam Limited (BSNL). A total of 4,41,879 subscribers have ported out and 1,21,219 subscribers have ported-in to the mobile network of Mahanagar Telephone Nigam Limited (MTNL).
- (b) Following actions have been taken by BSNL and MTNL to retain their customer base:
 - (i) Circles have formed Special Cell to contact customers and address their grievances on war footing.
 - (ii) Competitive prices for all wireless products.
 - (iii) Wide publicity through media highlighting the advantage of availing services, namely, Trusted Brand, Transparent Billing, Widest Network, competitive rates etc.
 - (iv) BSNL has provided the free National Roaming to its customers.
 - (v) BSNL is augmenting its mobile network progressively so as to enhance coverage/capacity.

- (vi) Optimizing their network continuously for its better performance.
- (vii) Continuous surveys for the low signal area and take corrective measures.
- (viii) NodeBip-fication in all circles are being done for improving data speed of mobile network.
- (ix) Quality of Service (QoS) measures like BTSs addition, capacity augmentation and upgradation, antenna titling, optimization of radio network and drive test are being done on continuous basis.
- (x) Introduces/revise tariff plans as per market trend and other conditions from time to time.

(c) Operator wise details of Port-out and Port-in subscribers are at **Annexure-I.**

(d) & (e) A total of 2479 number of complaints have been received by different TERM Cells against various Telecom Service Providers (TSPs) across the country regarding keeping MNP request of subscribers pending or cancelled and thereby not complying with the MNP scheme during year 2015 and current year 2016 (upto 30.09.2016). Out of these complaints, a total of 2320 number of complaints have been received against private cellular operators. The TSP-wise details are at **Annexure-II.**

The complaints received are suitably addressed and resolved within reasonable period of time by TERM (Telecom Enforcement, Resource and Monitoring) Cells of Government.

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Operator wise details of Port-out and Port-in subscriber

Sl.No.	Name of Telecom Operator	Total Number of Subscribers	
		Port-Out	Port-In
1	Bharti Airtel	48,00,890	4,30,36,400
2	Vodafone	48,65,448	4,70,66,964
3	MTNL GSM*	4,41,879	1,21,219
4	BSNL GSM	79,72,608	60,49,358
5	BSNL CDMA**	3,238	1,857
6	Idea	2,75,34,091	4,56,17,841
7	Tata GSM	1,78,34,939	1,50,22,636
8	Tata CDMA	39,90,306	3,51,577
9	Aircel/Dishnet	1,56,62,184	85,03,738
10	Reliance Communication Limited (RCL) CDMA	63,31,933	17,33,408
11	RCL GSM	1,33,28,226	91,68,191
12	Reliance Telecom Limited (RTL)	78,37,515	47,51,185
13	Sistema Shyam CDMA	16,45,784	7,49,097
14	Videocon	35,63,047	10,33,987
15	Quadrant GSM	3,36,046	3,07,916
16	Quadrant CDMA	30,472	56
17	Telenor	70,45,980	23,35,114
18	S Tel	2,92,832	12,622
19	Etisalat	11,57,685	7,147
20	Loop	13,49,918	1,54,004
21	Reliance Jio	580	1,284
	Total	18,60,25,601	18,60,25,601

* GSM – Global System for Mobile Communication

** CDMA – Code Division Multiple Access

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Annexure-II

Operator wise details of complaints received by TERM Cell regarding keeping the MNP request of subscriber pending or cancelled and not complying with the MNP scheme for the period from 01.01.2015 to 30.09.2016

Sl.No.	Name of Telecom Service Provider	No. of Complaints
1	Aircel	195
2	Airtel	651
3	BSNL	110
4	Idea	444
5	MTNL	49
6	Quadrant/HFCL	12
7	Reliance Jio	3
8	Reliance (RCL/RTL)	342
9	Sistema Shyam Telecom Limited	4
10	Telenor	15
11	Tata Telecom Services Limited (TTSL)	84
12	Videocon	15
13	Vodafone	555
	Total	2479
