

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

**LOK SABHA
UNSTARRED QUESTION NO. 1889
TO BE ANSWERED ON 7th MARCH, 2018**

REDUCTION IN THE CHARGES FOR MOBILE NUMBER PORTABILITY

1889. SHRI BIDYUT BARAN MAHATO:
SHRI S.R. VIJAYAKUMAR:
SHRI ASHOK SHANKARRAO CHAVAN:
SHRI A. ARUNMOZHITHEVAN:
KUNWAR HARIBANSH SINGH:
SHRI SUDHEER GUPTA:
SHRI T. RADHAKRISHNAN:
SHRI A. ANWHAR RAAJHAA:
SHRI NARANBHAI KACHHADIYA:
SHRI GAJANAN KIRTIKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has reduced the charges for Mobile Number Portability (MNP) by approximately seventy nine per cent and if so, the details thereof;
- (b) whether the Government has been receiving complaints pertaining to the violation of MNP norms by the Telecom Service Providers (TSPs) and if so, the details thereof along with the action taken by the Government thereon, TSP-wise;
- (c) whether the public sector TSPs are rampantly losing customers due to MNP and if so, the details thereof including the number of customers of these TSPs ported out of the said network during each of the last three years and losses suffered therefrom during the said period, TSP-wise along with the reasons therefor and the remedial measures taken by the Government in this regard;
- (d) whether the number of porting requests has increased substantially during the last three years and if so, the details thereof, year-wise; and
- (e) whether the MNP has helped increase the mobile density in the country and if so, the details thereof?

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

(a) Telecom Regulatory Authority of India (TRAI) has issued "The Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Amendment) Regulations, 2018 (03 of 2018)" on 31st January, 2018.

As per Regulations, Per Port Transaction charge has been reduced from Rs.19/- to Rs.4/-.

(b) After implementation of the Mobile Number Portability (MNP) in January 2011, TRAI had received a number of complaints wherein the subscribers had reported that their porting requests were rejected by the donor operators on various grounds.

The Telecom Service Provider(TSP)-wise details of MNP complaints received for the last three years and current year (till January 2018) are attached as **Annexure-I**.

On examination, it was noticed that in many cases rejection of porting requests of the subscribers was not in accordance with the provisions of the regulations. Accordingly, directions were issued to concerned TSPs to ensure compliance with MNP regulations, so that MNP process is smooth and convenient to the subscribers.

In addition, show cause notices were also issued against those service providers who had contravened the MNP regulations. Further, TRAI had also issued Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19th September, 2012 providing financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations. So far, financial disincentive of **Rs. 9,89,11,000/-** has been levied on the service providers under these regulations. The TSP-wise details of financial disincentive imposed are attached as **Annexure-II**.

(c) The details of Port-outs and Port-Ins of public sector telecom companies viz., BSNL and MTNL, are attached as **Annexure-III**.

The public sector telecom companies have taken number of measures to improve the situation like improving quality of Network by augmentation of Base Transceiver Stations (BTSs) in areas where congestion is being observed, optimizing of network, monitoring of Uptime of BTSs, and wide publicity through media highlighting the advantage of availing services from these telecom companies, etc.

(d) The details of cumulative porting requests of all TSPs for the last three years are attached as **Annexure –IV**.

(e) The facility of MNP allows the mobile subscriber to change its TSP within one Licensed Service Area (LSA) and/or from one LSA to another LSA within the Country while retaining the mobile number. MNP does not have any direct impact on mobile density in the Country.

MNP complaints received during the last three years and current year, TSPs-wise

Telecom Service Provider	2014-15	2015-16	2016-17	2017-18 to till Jan-18
Aircel Ltd.	156	165	97	114
Bharti Airtel Ltd.	976	981	809	755
BSNL	105	65	43	39
Idea Cellular Ltd.	609	562	582	558
Reliance Jio Infocomm Ltd. (RJIL)	0	0	15	43
Loop Mobile (India) Ltd.	90	0	0	0
MTNL	16	8	16	11
SSTL-MTS Ltd.	8	6	1	23
Reliance Communication Ltd./ Reliance Telecom Ltd.	449	319	363	848
Tata Teleservices Ltd.	133	90	48	41
Telewing (Uninor)/Telenor Communication Ltd.	24	10	11	10
Videocon Telecommunication Ltd.	3	10	13	1
Vodafone (India) Ltd.	1330	1006	914	1216
Grand Total	3899	3222	2912	3659

Annexure-II

Financial disincentive levied on various TSPs till December, 2017		
Sr. No.	Telecom Service Provider	Total financial disincentive imposed (in Rs.)
1	Aircel Ltd.	1,58,75,000
2	Bharti Airtel Ltd.	4,69,76,000
3	BSNL	1,12,49,000
4	Idea Cellular Ltd.	70,72,000
5	Loop Mobile (India) Ltd.	2,41,500
6	MTNL	28,000
7	Quadrant Televentures Ltd.	25,000
8.	Reliance Jio Infocomm Ltd. (RJIL)	18,20,000
9	Reliance Communication Ltd.	64,500
10	Reliance Telecom Ltd.	89,000
11	SSTL-MTS Ltd.	5,09,000
12	Tata Teleservices Ltd.	23,95,500
13	Telewing (Uninor)/Telenor Communication Ltd.	12,500
14	Videocon Telecommunication Ltd.	4,000
15	Vodafone (India) Ltd.	1,25,50,000
	Grand Total	Rs.9,89,11,000

Annexure-III**Details of Cumulative Port-Outs and Port-Ins of Telecom PSUs viz., BSNL/MTNL**

Period	BSNL (GSM)		BSNL (CDMA)		MTNL (GSM)	
	Port-out	Port-in	Port-out	Port-in	Port-out	Port-in
As on December, 2015	7282670	4749726	2804	1814	407583	109377
As on December, 2016	9153368	7688308	3695	2026	495602	132402
As on December, 2017	12519819	11001938	4553	2102	654823	140981

Details of cumulative porting requests of all TSPs

Period	Porting requests	
	No. of Port-outs	No of Port-ins
As on December, 2015	191,859,548	194,006,348
As on December, 2016	252,216,948	254,820,682
As on December, 2017	335,207,079	338,408,391