

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

**LOK SABHA
STARRED QUESTION NO.356
TO BE ANSWERED ON 10TH AUGUST, 2016**

VIOLATION OF TRAI NORMS

*356. SHRI BHEEMRAO B. PATIL:
PROF. RAVINDRA VISHWANATH GAIKWAD:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the telecom service providers are violating the norms and regulations laid down by Telecom Regulatory Authority of India (TRAI);
- (b) if so, the details thereof along with the number of instances reported/noticed during the last three years and the current year, operator-wise;
- (c) whether some telecom companies have been found to be violating the Mobile Number Portability (MNP) norms and arbitrarily porting the number of the customers without their consent;
- (d) if so, the details thereof and the cases reported so far, operator-wise along with the action taken by the Government for such violations by operators; and
- (e) whether the mobile numbers of foreign customers are also reported to be operating illegally in the country and if so, the details thereof and the action taken by the Government in this regard?

ANSWER

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

- (a) to (e) A Statement is laid on the Table of the House.

Contd...2/-

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 356 FOR 10TH AUGUST, 2016 REGARDING “VIOLATION OF TRAI NORMS”.

(a) & (b) Operator-wise details of non-compliance with respect to different norms and regulations laid down by Telecom Regulatory Authority of India observed during the last three years and current year are as below:-

- (i) Details of non-compliance with respect to the Quality of Service benchmarks laid down by TRAI for Basic (Wire-line)/ 2G/ 3G/ Broadband Services, through Quality of Service Regulations, are enclosed as **Annexure-I**.
- (ii) Details of non-compliance with respect to the Mobile Number Portability Regulations, 2009 are enclosed as **Annexure-II**.
- (iii) Details of violations with respect to the Reporting System on Accounting Separation Regulations, 2012 and Telecommunication Tariff Orders are enclosed as **Annexure-III**.

(c) & (d) TRAI received complaints regarding disputes of ownership of the mobile numbers, consequent to porting from one service provider to another service provider. In order to strengthen the process of verification of the ownership of the mobile number under porting, after due consultation with stake holders, TRAI had issued a direction dated 16.04.2015 to Cellular Mobile Telephone Service Licenses, Unified Access Service License, Unified Licenses (Access Service) and Unified Licenses to incorporate in their porting request form an undertaking, to be obtained from the subscriber seeking porting of his mobile number declaring that “he is the owner of the said mobile number and in case the undertaking is found to be false, the said mobile number shall be disconnected”. All Telecom Service Providers have submitted their compliance to the above said TRAI direction. Further, it has been incorporated in their Customer Acquisition Forms.

(e) No such case has come into notice or reported so far.

Contd...3/-

Details of Instances of Non-compliance to QoS Regulations					
S. No.	Name of Telecom Service Providers	2013	2014	2015	2016(Upto March)
1	Aircel	161	320	281	65
2	Alliance Broadband	0	1	0	0
3	Asianet Satellite Communicatins Ltd.	0	3	0	0
4	Atria Convergence Tech.	13	14	15	4
5	Bharti Airtel Ltd.	32	36	137	41
6	BSNL	535	353	224	26
7	Beam Telecom Pvt. Ltd.	4	8	0	0
8	Broadband Pacenet India Pvt. Ltd.	1	3	0	0
9	Citycom Networks Pvt. Ltd.	1	0	1	0
10	DEN Networks	0	2	2	0
11	D-Vois Broadband	3	0	0	0
12	Five Network Solution (India) Ltd.	4	1	0	0
13	Gutarat Telelink Pvt. Ltd.	2	0	0	0
14	Hathway Cable & Datacom Ltd.	6	17	7	1
15	Home Systems Pvt. Ltd.	1	3	0	0
16	Honesty Net Solutions (I) Pvt. Ltd	1	4	3	0
17	Idea	41	31	38	9
18	IndusInd Media & Communications Ltd.	4	1	0	0
19	Loop	0	1	0	0
20	MTNL	69	61	28	6
21	Meghbela Cable & Broadband	1	2	0	
22	MTS	5	4	3	0
23	Nextra Teleservices Pvt. Ltd.	0	2	1	0
24	Noida Software	1	0	0	0
25	Ortel Communications	0	2	0	0
26	Pioneer Elabs Ltd.	0	0	1	0
27	Quadrant Televentures Ltd.	12	0	1	0
28	Reliance Communication Ltd.	88	83	115	17
29	Reliance Telecom Ltd.	20	20	36	4
30	Rajesh Multichannel Pvt. Ltd.	2	5	0	0
31	Sify	7	0	0	0
32	Siti Cable Network Ltd	1	0	0	0
33	Smartlink Broadband Services Pvt. Ltd.	0	3	2	0
34	Southern Online Bio Technologies Ltd.	1	0	0	0
35	Syscon Infoway Pvt. Ltd.	3	2	0	0
36	Tata Communications Ltd	48	243	224	53
37	Tata Teleservices (Maharashtra) Ltd	0	4	7	0
38	Tata Teleservices Ltd	0	4	6	2
39	Telenor	10	15	15	10
40	Tikona Digital Networks	3	0	0	0
41	Vasai Cable Pvt. Ltd.	0	1	0	0
42	Videocon	0	0	1	0
43	Vodafone	54	44	115	29
44	Wish Net Pvt. Ltd.	0	1	0	0
45	You Broadband & Cable India Ltd.	70	5	4	2
Total		1204	1299	1267	269

Contd...4/-

Details of non-compliance with respect to the Mobile Number Portability Regulations, 2009

Name of TSP	2013-2014	2014-2015	2015-2016	Total
Aircel	29967	178	4	30149
Bharti Airtel	93550	2	0	93552
BSNL	21970	0	0	21970
Idea	10437	13	0	10450
MTNL	8	3	0	11
Quadrant	50	0	0	50
Reliance Telecom Limited	86	1	0	87
Reliance Communication Limited	17	0	5	22
Sistema Shyam TeleServices Ltd	1018	0	0	1018
Loop	117	27	0	144
Videocon	0	1	0	1
Vodafone	20733	398	0	21131
Tata	3867	100	0	3967
Telenor	17	1	0	18
Total	181837	724	9	182570

2016-17: No case of non-compliance observed so far.

Contd...5/-

Details of violations of norms and regulations noted by F&EA Division

Year	Name of Telecom Service Provider	Regulation	Nature of Violation
2013			
1.	MTNL	The Reporting System on Accounting Separation Regulations, 2012 (ASR)	Delay in submission of reports for 2011-12
2.	Tikona Digital		
3.	BSNL		Delay in submission of reports for 2012-13
4.	BSNL		
5.	Sify Technologies		
6.	Tikona Digital Network Pvt Ltd.	Telecommunication Tariff Orders	Delay in filing of Tariff report (one instance)
7.	Bharti Airtel		Delay in filing of Tariff report & excess charges(three instance)
8.	MTNL		Delay in filing of Tariff report (one instance)
9.	Vodafone		Delay in filing of Tariff report (twelve instances)
10.	Loop Mobile		Delay in filing of Tariff report (one instance)
11.	Aircel		Delay in filing of Tariff report (one instance)
2014			
1.	Tulip Telecom	The Reporting System on Accounting Separation Regulations, 2012 (ASR)	Delay in submission of reports for 2011-12
2.	Tulip Telecom		Delay in submission of reports for 2012-13
3.	Beam Telecom		
4.	BSNL	Telecommunication Tariff Orders	Delay in filing of Tariff report (three instances)
5.	Vodafone		Delay in filing of Tariff report (twenty four instances)
6.	Bharti Airtel		Delay in filing of Tariff report (one instance)
7.	Reliance Communications	Telecommunication Tariff Orders	Delay in filing of Tariff report (one instance)
8.	Reliance Telecom		Delay in filing of Tariff report (one instance)
9.	Aircel		Delay in filing of Tariff report (two instances)
10.	D-Vios Broadband Pvt. Ltd.		Delay in filing of Tariff report (one instance)
2015			
1.	Loop Mobile(India) Ltd.	The Reporting System on Accounting Separation Regulations, 2012 (ASR)	Delay in submission of reports for 2012-13
2.	Reliance Communications Ltd.		Delay in submission of reports for 2014-15
3.	Reliance Telecom Ltd.		
4.	BT Global Communications India Pvt. Ltd.		
5.	Atria Convergence Technologies Pvt Ltd.		
6.	Vodafone	Telecommunication Tariff Orders	Delay in filing of Tariff report (three instances)
7.	Bharti Airtel		Delay in filing of Tariff report (three instances)
8.	BSNL		Delay in filing of Tariff report (one instance)
9.	Idea		Delay in filing of Tariff report & excess charges (two instances)

2016			
1.	You Broadband India Pvt. Ltd	The Reporting System on Accounting Separation Regulations, 2012 (ASR)	Delay in submission of reports for 2014-15
2.	Dishnet Wireless Ltd.	Telecommunication Tariff Orders	Delay in filing of Tariff report (one instance)
3.	Aircel		Excess charged to subscribers than prescribed (one instance)
4.	Tata Teleservices	Telecommunication Tariff Orders	Delay in filing of Tariff report (one instance)
5.	Vodafone		Delay in filing of Tariff report (two instances)
6.	Reliance Communications		Delay in filing of Tariff report (one instance)
7.	BSNL		Delay in filing of Tariff report (two instances)
