

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

**LOK SABHA
UNSTARRED QUESTION NO.2762
TO BE ANSWERED ON 3RD AUGUST, 2016**

MOBILE NUMBER PORTABILITY

†2762. SHRIMATI KAMLA DEVI PAATLE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of telecom subscribers opted for Mobile Number Portability (MNP) along with the details of subscribers of each telecom company ported in and ported out, State and operator-wise;
- (b) whether complaint has been received for violation of MNP norms;
- (c) if so, the details thereof and the action taken by the Government thereon, operator-wise;
- (d) the details of the losses suffered by public sector telecom companies by the porting out of customers; and
- (e) the remedial measures proposed to be 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) As the telecom licenses are issued by Department of Telecommunications (DoT) on Licensed Service Areas (LSA) basis, the details are being maintained LSA wise. The cumulative number of actual port-in and port-out, LSA wise and operator wise, till May 2016 is enclosed as **Annexure-I** and **Annexure-II** respectively.
- (b) & (c) After implementation of the Mobile Number Portability (MNP) in January 2011, Telecom Regulatory Authority of India (TRAI) received a number of complaints wherein the subscribers had reported that their porting requests were rejected by the donor operators on various grounds. The cumulative number of MNP complaints received in TRAI till December, 2015 is 20560. On examination of MNP complaints, 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 service providers to ensure compliance of 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 9,45,95,000 (Rupees nine crore forty five lakh ninety five thousand only) has been levied on the service providers under these regulations. The details of operator-wise financial disincentive imposed is enclosed at **Annexure-III**.

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Apart from above, a total number of 9613 complaints were also received in TERM Cells (Telecom Enforcement, Resource and Monitoring Cells - a field unit of DoT) till 31st May, 2016 and out of these 9611 complaints stand resolved by TERM Cells till date.

(d) The details of loss of subscribers to public sector telecom companies due to porting out are:

Name of the Service Provider	Total Number of Subscribers		
	Port Out	Port In	Gain/Loss
BSNL (CDMA)	3238	1857	-1381
BSNL (GSM)	7972608	6049358	-1923250
MTNL (GSM)	441879	121219	-320660
Total	8417725	6172434	-2245291

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

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Details of Port-Out & Port-In subscriber, LSA Wise:

Sr. No.	Name of Licensed Service Area	Total Number of Subscribers	
		Port Out	Port In
1	Andhra Pradesh	18,057,488	18,053,511
2	Assam	857,620	850,640
3	Bihar	6,974,539	7,006,383
4	Delhi	6,528,727	6,516,026
5	Gujarat	14,056,910	14,059,679
6	Haryana	7,417,523	7,419,300
7	Himachal Pradesh	661,646	659,549
8	Jammu & Kashmir	58,942	55,527
9	Karnataka	21,032,548	21,072,276
10	Kerala	5,729,134	5,739,439
11	Kolkata	4,476,354	4,210,208
12	Madhya Pradesh	13,129,927	13,108,300
13	Maharashtra	12,068,500	12,038,878
14	Mumbai	8,916,365	8,953,149
15	North East	366,907	361,666
16	Orissa	3,884,852	3,888,243
17	Punjab	6,493,461	6,544,110
18	Rajasthan	16,674,592	16,666,460
19	Tamil Nadu including Chennai	11,467,330	11,442,914
20	Uttar Pradesh East	8,727,034	8,699,316
21	Uttar Pradesh West	8,687,024	8,652,807
22	West Bengal	9,758,178	10,027,220
Total		1,86,025,601	186,025,601

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Annexure-II**Details of Port-Out & Port-In subscriber, Operator Wise:**

Sr. No.	Name of Telecom Operator	Total Number of Subscribers	
		Port Out	Port In
1	Bharti Airtel	4,800,890	43,036,400
2	Vodafone	4,865,448	47,066,964
3	MTNL GSM	441,879	121,219
4	BSNL GSM	7,972,608	6,049,358
5	BSNL CDMA	3,238	1,857
6	Idea	27,534,091	45,617,841
7	Tata GSM	17,834,939	15,022,636
8	Tata CDMA	3,990,306	351,577
9	Aircel/Dishnet	15,662,184	8,503,738
10	RCL CDMA	6,331,933	1,733,408
11	RCL GSM	13,328,226	9,168,191
12	RTL	7,837,515	4,751,185
13	Sistema Shyam CDMA	1,645,784	749,097
14	Videocon	3,563,047	1,033,987
15	Quadrant GSM	336,046	307,916
16	Quadrant CDMA	30,472	56
17	Telenor	7,045,980	2,335,114
18	S Tel	292,832	12,622
19	Etisalat	1,157,685	7,147
20	Loop	1,349,918	154,004
21	Reliance Jio*	580	1,284
Total		1,86,025,601	186,025,601

* Under testing

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Annexure-III

Financial disincentive levied on various service providers till date		
Sr. No.	Name of Service Provider	Total financial disincentive imposed (Rs.)
1	Aircel Ltd.	15,827,000
2	Bharti Airtel Ltd.	46,814,000
3	BSNL	10,985,000
4	Idea Cellular Ltd.	5,482,000
5	Loop Mobile (India) Ltd.	241,500
6	MTNL	28,000
7	Quadrant Televentures Ltd.	25,000
8	Reliance Communication Ltd.	58,500
9	Reliance Telecom Ltd.	47,000
10	SSTL-MTS Ltd.	509,000
11	Tata Teleservices Ltd.	2,333,500
12	Telewing (Uninor) Communication Ltd.	12,500
13	Videocon Telecommunication Ltd.	4,000
14	Vodafone (India) Ltd.)	12,228,000
Grand Total		94,595,000
