

**Press Information Bureau
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Ministry of Communications & Information Technology**

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Mobile Number Portability

Shri Kapil Sibbal, the Union Minister of Communication and Information Technology today informed Lok Sabha in reply to a question that the Government has launched the Mobile Number Portability (MNP) service on 25.11.2010 in Haryana and on 20.1.2011 in rest of India. The number of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) subscribers ported out and ported in after implementation of Mobile Number Portability (MNP) till 30.6.2011, License Area wise is given at Annexure 1.

Though the net ported number of mobile subscribers of BSNL is next to Reliance, yet the net ported subscribers as percentage of total mobile subscribers of BSNL is not so. The details of porting in and porting out subscribers of the various operators is given in Annexure 2.

The main reasons for porting out of subscribers from BSNL and MTNL have been reported to be network / coverage issues, tariff issues etc.

The major steps taken / being taken by BSNL and MTNL to retain the existing customers and add new customers in the competitive environment are as follows:-

BSNL

- (i) Forgoing porting fees from subscribers coming into BSNL network.
- (ii) Circles have formed Special Cell to contact customers and address their grievances on war footing.
- (iii) Mobile network is continuously optimized to improve upon the coverage and capacity.
- (iv) Competitive prices for all wireless products.
- (v) Wide publicity through media highlighting the advantage of availing services from BSNL namely Trusted Brand, Transparent Billing, Widest Network, competitive rates etc.

MTNL

- (i) Mobile network is continuously optimized to improve upon the coverage and capacity.
- (ii) Taking care of its customer's conveniences by increasing the points where customers can make payments.
- (iii) Tariff rates have been reduced and made attractive.
- (iv) Bundling schemes with 3G data cards have been introduced
- (v) All 2G mobile connections have been made 3G enabled.
- (vi) In Mumbai, MTNL has waived off MNP porting charges for customer joining to its network.

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Annexure-1

S.No.	Operator	Licence Area	No. of subscribers ported in till 30.6.2011	No. of subscribers ported out till 30.6.2011
11	BSNL	Andhra Pradesh	1,04,987	50,293
2		Assam	1,616	3,070
3		Bihar	5,048	26,816
4		Gujarat	12,072	64,391
5		Haryana	19,937	1,19,062
6		Himachal Pradesh	2,798	6,939
7		Jammu & Kashmir	158	177
8		Karnataka	15,103	86,046
9		Kerala	59,217	48,422
10		Kolkatta Telecom District	3,416	19,784
11		Maharashtra	9,214	75,069
12		Madhya Pradesh	9,687	38,311
13		North East	429	1,074
14		Orissa	16,376	15,468
15		Punjab	10,446	1,17,144
16		Rajasthan	28,838	78,459
17		Tamil Nadu including Chennai Telecom District	25,543	57,039
18		UP East	12,454	38,371
19		UP West	6,845	59,936
20		West Bengal	5,305	27,879
21	MTNL	Delhi	7,766	31,317
22		Mumbai	3,186	30,762

Annexure 2

Wireless Subscriber base & Porting status as on 30.6.2011

S.No.	Company	Wireless subscriber base	No of Subscribers Ported in	No of Subscribers Ported out	No of Subscribers Net Ported	Net porting as %age of wireless subscribers
1	Idea mobile communication	9,51,08,818	19,14,057	10,89,212	8,24,845	0.87
2	Vodafone	14,15,19,840	21,83,120	14,71,985	7,11,135	0.50
3	Bharti Airtel Ltd	16,91,86,247	23,29,405	16,78,806	6,50,599	0.38
4		1,17,25,080	19,512	15,075	4,437	0.04

	SISTEMA SHYAM TELESERVICES LTD					
5	Uninor	2,63,30,211	1,33,344	1,31,795	1,549	0.01
6	Stel	33,17,414	8,909	8,463	446	0.01
7	Loop Mobile	31,50,308	11,894	13,292	-1,398	-0.04
8	Etisalat DB Telecom	13,58,535	132	9,213	-9,081	-0.67
9	Quardrant Televentures Ltd (Formely HFCL Ltd)	14,06,147	15,826	30,882	-15,056	-1.07
10	Aircel	5,79,80,752	3,58,471	3,98,427	-39,956	-0.07
11	MTNL	55,05,640	11,104	51,470	-40,366	-0.73
12	Videocon	71,29,886	20,113	92,516	-72,403	-1.02
13	TATA Teleservices Ltd	9,09,92,684	8,12,010	11,88,717	-3,76,707	-0.41
14	BSNL	9,37,27,825	3,44,789	9,17,931	-5,73,142	-0.61
15	Reliance	14,32,65,158	5,21,116	16,87,759	-11,66,643	-0.81