

337-Com (Also com)
27/2/12

Regulation Cell, Corporate Office
5th Floor, Bharat Sanchar Bhawan,
Harish Chandra Mathur Lane, Janpath
New Delhi - 110001
Tel.: 011 - 23739295
Fax: 011 - 23734282



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
BSNL 3G)))) **BSNL LIVE**
Faster than your thoughts 2010

Sub:- Direction under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997 on cancellation/withdrawal of MNP request by Donor Operators.

Kindly find enclosed herewith copy of Directions issued by TRAI on 21st February, 2012 vide No. 116-3/2011-MN in exercise of the powers conferred upon it under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997 (24 of 1997) an regulation 12 of the Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) and to ensure compliance of terms and conditions of license and to protect the interest of consumers hereby has directed all the Cellular Mobile Telephone Service Providers and Unified Access Service Providers, acting as Donor Operator, not to entertain any request from the subscriber for cancellation or withdrawal of porting request and not to reject a porting request except on the grounds mentioned under regulation 12 of the regulations.

You are requested to take urgent necessary action in the matter and issue necessary directions to all the concerned BSNL field units within Forty-eight hours and submit a compliance report to this office within 4 days for onward submissions to TRAI.

Encl: As above.

27/2/12
AGM(Regn-II)

GM(NWO)-CM/GM(S&M)/GM(P&P)/GM(NWP-M-I)/GM (NWP-M-II) /GM(CDN), BSNL C.O.,
New Delhi.

UO No. 317-1/2009-Regln./ 26 / Dated: the 27th Feb., 2012.

URGENT!

1. Enclose this to all circles.
2. Seek inputs along with supporting documents, if Pvt. operators are rejecting BSNL Port ins^{ts} into BSNL 'illegally' for circles so that case may be taken up with TRAI via Regulation cell.

Adam (nwp - cm)

Amendment
28/2/12

Vishwanayan
28/2/12
Amendment



भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
(पुराना मिनटो रोड), नई दिल्ली-110002

TELECOM REGULATORY AUTHORITY OF INDIA
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi-110002
Fax : 91-11-23213294

Dated the 21st February, 2012

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 on cancellation/withdrawal of MNP request by Donor Operators.

No.116-3/2011-MN.--- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority] established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997) has been entrusted with discharge of certain functions, *inter alia*, to ensure compliance of terms and conditions of licence; regulate the telecommunication services; protect the interests of consumers of the telecom sector; ensure technical compatibility and effective inter-connection between different service providers; lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunications service;

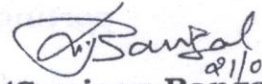
प्रधान महाप्रबन्धक (रेगुलेशन)
O/o TRAI (Regulation)
आदेशी नं./Dy. No. 281
दिनांक/Date 23-2-12

(Signature)

2. And whereas in exercise of the power under section 36, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of TRAI Act, 1997, the Authority made the Telecommunications Mobile Number Portability Regulations, 2009 (8 of 2009) [hereinafter referred to as the regulations] dated 23rd September, 2009 applicable to the Access Service Providers providing Unified Access Services and Cellular Mobile Telephone Service;
3. And whereas the Mobile Number Portability has been launched all over the country on 20th January 2011 and the Authority while reviewing the status of its implementation noted that the percentage of rejections of the porting requests of subscriber is very high;
4. And whereas it has come to the notice of the Authority that as a donor operator, some of the service providers are rejecting the porting request by accepting cancellation request in the form of written request, SMS or voice call from the subscriber;
5. And whereas there is no provision in the regulations permitting the Donor Operators to accept withdrawal or cancellation of porting requests received from the subscribers;
6. Now therefore, the Authority, in exercise of the powers conferred upon it under section 13, read with sub-clauses (i), (iii) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and regulation 12 of the Telecommunication



Mobile Number Portability Regulations, 2009 (8 of 2009) and to ensure compliance of terms and conditions of license and to protect the interest of consumers, hereby directs all Cellular Mobile Telephone Service Providers and Unified Access Service Providers, acting as Donor Operator, not to entertain any request from the subscriber for cancellation or withdrawal of porting request and not to reject a porting request except on the grounds mentioned under regulation 12 of the regulations. The service providers may issue necessary instructions to all the concerned officials within Forty eight hours and submit compliance report of this Direction to the Authority within seven days.


(Sanjeev Banzal)
Advisor (MN)
21/02/12

To,
All the CMTS, UASL