



## 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;

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 23<sup>rd</sup> 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 20<sup>th</sup> 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.

  
08/02/12  
**(Sanjeev Banzal)**  
**Advisor (MN)**

To,  
All the CMTS, UASL