



No. MOB-45/MNP-2012/45

Dated ~~03.07.2012~~  
04.07.2012

To

Chief General Managers  
All Telecom Circles

**Sub: Analysis of MNP rejections**

- Ref: 1. TRAI Regulations and Directions on MNP  
2. MOB-45/MNP-2011/22 dated 11.07.2011  
3. MOB-45/MNP-2011/26 dated 15.11.2011  
4. MOB-45/MNP-2011/121 dated 19.12.2011  
5. MOB-45/MNP-2012/16 dated 02.04.2012

Kindly refer the above mentioned BSNL CO letter vide which it was time and again reiterated to comply with TRAI Regulations and Directions regarding MNP.

2. The consolidated status of MNP rejections done by Circles under different categories during last 5 months is attached as **Annexure-I**.

3. In this reference, it is specially noted that

a. ***Under Contractual Obligation***

- i. ***UP (West) is rejecting about 30%-40% of total Portout request continuously during last 5 Months***  
ii. ***TN is rejecting about 10%.***

b. ***Under unsettled overdue Category***

- i. ***Karnataka is rejecting about 30%-37% of total Portout request***  
ii. ***while Assam, NE-1 and J&K are rejecting about 10%-16% of total Portout request***

c. ***Under UPC Mismatch***

- i. ***J&K is rejecting about 30%-65% of total Portout request***  
ii. While 13 other circles are rejecting more than 5% of portout requests under this category

d. ***Less than 90 days due to change of plan***

- i. ***16 Circles are rejecting Port out requests under less than 90 days category, considering date of change of plan for this effect.***

4. TRAI has taken a very serious note of this, and in a meeting on 22.06.2012 TRAI has summoned BSNL officers and has asked for details of procedure being followed in porting out requests raised by corporate customers.

5. It is therefore reiterated to comply fully with TRAI Regulations/Directions and submit details of procedure being followed in porting out requests raised by corporate customers to this office via fax on 011-23358924 or via email at **mnpbsnl@gmail.com** latest by 07.07.2012

6. In case of non compliance of TRAI Regulations/Directions, Circles themselves will be responsible if any penal action is initiated by TRAI/DoT.

Sd/-  
(A.K. Misra)  
AGM (CME)

Copy to:

1. PGM (Regulation), BSNL C.O.