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20th October 2023

To,

**Shri Akhilesh Kumar Trivedi,
Advisor (Networks, Spectrum and Licensing),
TRAI**

Sir,

Sub:- TELECOMMUNICATION MOBILE NUMBER PORTABILITY (NINTH AMENDMENT) REGULATIONS, 2023

We are a CAG of TRAI.

We are pleased to attach our comments and suggestions on the above subject for your consideration.

Yours Sincerely

GOPAL RATNAM V
Secretary
Consumer Care Society
M:8618226492

**Comments on
Draft Telecommunication Mobile Number Portability
(Ninth Amendment) Regulations, 2023**

Issues for consultation:

Q1. Whether it would be appropriate to introduce an additional criterion for rejection of the request for allocation of Unique Porting Code (UPC) in respect of any mobile connection, which has undergone the process of SIM swap/ replacement/ upgradation? Kindly provide a detailed response with justification.

YES. With increasingly sophisticated and numerous frauds being perpetuated using SIM swaps, any steps to deter or defeat the actions of the *fraudsters* is welcome. The DOT and the TSPs, as mentioned in the consultation paper, opine that the addition of this criterion for the rejection of the request for allocation of the Unique Porting Code (UPC) will be helpful in this regard. Hence, we endorse this amendment to the Mobile Number Portability Regulations.

Further, with the addition of the amendment, there is a possibility that there could be minor difficulties for subscribers, however, it will be insignificant in number and so it need not be a factor to be considered, in our opinion.

Q2. If your response to the Q1 is in the affirmative, kindly provide detailed inputs on the draft amendment regulations given above.

We believe that the draft amendment as proposed is quite adequate and hence we do not make suggestions on it.

Q3. Stakeholders are requested to provide detailed inputs with justification on the DoT's proposal that –

(a) after the generation of UPC code, at an appropriate stage, the demographic details of the subscriber such as Name, Gender, Date of Birth and Photograph, etc., or scanned copy of Customer Application Form (CAF)/ Digital CAF may be transferred from Donor Operator to Recipient Operator. To avoid time delays, such transfers may preferably be done through electronic means; and

(b) the recipient operator should match the demographic details of the subscriber with those details received from Donor Operator. If the subscriber's demographic details match, then only further steps in MNP process may be allowed otherwise, the porting process may be terminated.

These proposed clauses are necessary to be incorporated and we support them. However, while the matching of the demographics in the original CAF with the details provided in the porting requests, abundant precautions should be exercised to ensure that the number of false negatives be kept low, especially with respect of those requests which are rejected and the porting process terminated, especially on the basis on a mis-match of the photographs. Such occurrences are likely due to the poor quality of scanned photographs.

To ensure that the menace of SIM swaps be curbed and, if possible, eliminated, there is a need to ensure that the *fraudsters* are brought to justice. So porting requests that terminated due to the mis-match of demographics should be flagged and further investigated.

Q4. Are there any suggestions /comments on any other issues for improving the process of porting of mobile numbers? Please provide a detailed explanation and justification for any such concerns or suggestions.

In the case of Post Paid connection, currently the process is that the Recipient Operator is liable to disconnect the connection, if there are any dues pending with the Donor Operator. This causes difficulties for the subscriber. To avoid such a situation, it is suggested that the Unique Porting Code be generated by the Donor Operator only after the payment of all dues. Once the UPC is generated, then the subscriber should not be inconvenienced by claims of any dues.

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