

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2009/AS-III (Part)/43/..230/

Dated :08/07/2016

To,

All Access Service Providers.

Subject:- Allocation of Short Code for Electricity Grievances to Discoms in Delhi.

On the subject mentioned above, the undersigned is directed to convey the approval of competent authority to allocate below mentioned Short Codes to concerned Discoms in Delhi.

S No.	Discom	Short Code to be allocated
1.	New Delhi Municipal Corporation (NDMC)	19121
2.	BSES Yamuna Power Limited (BYPL)	19122
3.	BSES Rajdhani Power Limited (BRPL)	19123
4.	North Delhi Power Limited (NDPL)	19124

These short codes are issued with following features as under:-

- (i) Category-I Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Metered (Called Party Pays).
 - (iii) Unrestricted accessibility i.e. available on STD also.
2. All are requested to take necessary action.

Sugary
08/07/2016

(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

Tel: 011-23710488

E-Mail: sanchitk.garg@gov.in

Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. DDG (TERM), Delhi.
3. Executive Director (IPDS), Power Finance Corporation Ltd.
4. CMD MTNL/ BSNL..
5. Director (S-I), DoT (HQ).
6. Discoms New Delhi Municipal Corporation (NDMC), BSES Yamuna Power Ltd (BYPL), BSES Rajdhani Power Ltd. (BRPL) and North Delhi Power Ltd. (NDPL) to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Delhi.
6. ADG (IT) with request to kindly upload on DoT Website.

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Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2009/AS-III (Part)/44/231

Dated :08/07/2016

To,

All Access Service Providers.

Subject:- Allocation of Short Code for Electricity Grievances to Discoms in Mumbai.

On the subject mentioned above, the undersigned is directed to convey the approval of competent authority to allocate below mentioned Short Codes to concerned Discoms in Mumbai.

S No.	Discom	Short Code to be allocated	Remarks
1.	Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL)	19120	-
2.	BEST	19121	-
3.	Reliance Infrastructure Ltd.	19122	-
4.	Tata Power Company Ltd.	19123	-

These short codes are issued with following features as under:-

- (i) Category-I service: Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Metered (Called Party Pays).
 - (iii) Unrestricted accessibility i.e. available on STD also.
2. All are requested to take necessary action.

Sugant Joshi
(Sanchit Kumar Garg)

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Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. DDG (TERM), Mumbai.
3. Executive Director (IPDS), Power Finance Corporation Ltd.
4. CMD MTNL/ BSNL,
5. Director (S-I), DoT (HQ).
6. Discoms Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL), BEST, Reliance Infrastructure Ltd. and Tata Power Company Ltd. to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Mumbai.
7. ADG (IT) with request to kindly upload on DoT Website.