To,

All Access Service Providers.

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

On the subject mentioned above, the undersigned is directed to convey the approval to allocate below mentioned Short Codes to concerned Discoms in Gujarat:

<table>
<thead>
<tr>
<th>S. N.</th>
<th>Discom</th>
<th>Short Code to be allocated</th>
<th>Back-end Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Electricity Department, Daman &amp; Diu</td>
<td>19125</td>
<td>18002705551</td>
</tr>
<tr>
<td>2.</td>
<td>Dadra Nagar Haveli Power Distribution Corporation</td>
<td>19126</td>
<td>18002339500</td>
</tr>
<tr>
<td>3.</td>
<td>Torrent Power (Dahej)</td>
<td>19127</td>
<td>0261-2551912</td>
</tr>
</tbody>
</table>

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. This is issued with the approval of DDG (AS-I).
3. All are requested to take necessary action.

(Signature)
Assistant Director General (AS-III)
Tel: 011-23372728
E-Mail: sanchitk.garg@gov.in

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

1. Secretary, TRAI.
2. DDG (TERM), Gujarat.
3. Executive Director (IPDS), Power Finance Corporation Ltd. (with reference to your letter dated 14-08-2017).
4. CMD MTNL/ BSNL.
5. Director (TERM-I), DoT (HQ).
6. Discoms Electricity Department, Daman & Diu. Dadra Nagar Haveli Power Distribution Corporation and Torrent Power (Dahej). All are requested to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Gujarat.
7. A copy for upload on DoT Website.
To,
All Access Service Providers.

CORRIGENDUM

Subject: Allocation of Short Code for Electricity Complaint regarding.

In partial modification of DoT letter 16-3/2013-AS-III(Part-III)-204629 dated 24-03-2017 (copy enclosed for ready reference), the undersigned is directed to convey that short code is now allocated as below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Discom</th>
<th>Short code earlier allocated</th>
<th>revised Short Code to be allocated</th>
<th>Back-end Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Torrent Power (Surat)</td>
<td>19129</td>
<td>19128</td>
<td>0261-2551912</td>
</tr>
<tr>
<td>2.</td>
<td>Torrent Power (Ahmedabad)</td>
<td>19125*</td>
<td>19129</td>
<td>079-22551912</td>
</tr>
</tbody>
</table>

All other features specified for the said allocation of short code shall remain unchanged.

2. This is issued with the approval of DDG (AS-I).

3. All are requested to take necessary action.

*Short code 19125 is now issued to Electricity Deptt., Daman & Diu vide DoT letter No. 16-3/2009-AS-III(Part)/131/775 dated 14-09-17.

Enclosure: as above

(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725
E-mail: sanchitkgarg@gov.in

Copy forwarded for information and necessary action to, if any, to:
1. Secretary, TRAI.
2. CMD MTNL/BSNL.
3. Executive Director (IPDS), Power Finance Corporation Ltd. (with reference to your letter dated 14-08-2017).
4. Director (TERM-I), DoT (HQ). (respective TERM Cell-Gujarat may be asked to coordinate with Nodal Officers and ISPs for implementation of Helpline, as and when approached).
6. A copy for upload on DoT Website.