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)/44/231  
Dated :08/07/2016

To,

All Access Service Providers.

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

<table>
<thead>
<tr>
<th>S No.</th>
<th>Discom</th>
<th>Short Code to be allocated</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL)</td>
<td>19120</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>BEST</td>
<td>19121</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Reliance Infrastructure Ltd.</td>
<td>19122</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Tata Power Company Ltd.</td>
<td>19123</td>
<td></td>
</tr>
</tbody>
</table>

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.

(Sanchit Kumar Garg)  
Assistant Divisional Engineer Telecom (AS-III)  
Tel: 011-23710488  
E-Mail: sanchitkgarg@gov.in

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. Discos 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.