No. 16/5/2008-APDRP
Government of India
Ministry of Power
Shram Shakti Bhawan, Rafi Marg, New Delhi – 110001
श्रम शक्ति भवन, रफी मार्ग, नई दिल्ली-110001
Telefax No. 23708051

Dated the 21st March, 2014

To,
Sh. Avkash Saxena,
General Manager,
Power Finance Corporation,
1 Urjanidhi, Barakhamba Lane,
New Delhi – 110 001.

Sub: Allocation of Short Code, “1912” for “Complaints on Electricity”.

Sir,

I am directed to enclose herewith Deptt. of Telecommunication’s letter no. 16-3/2011-A5.111/Vol. (short code)/253/8221 dated 22/2/2014 on the above cited subject as to request you to communicate the Short Code to all Utilities.

Yours faithfully,

(G. Swan Za Lian)

Under Secretary to the Government of India
e-mail: lianmop2011@gmail.com
Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/Vol.I (Short Code)/253/8 2.2

Dated 28/02/2014

To
All Access Service Providers

Subject:- Allocation of Short Code '1912' for "Complaints on Electricity".

On subject mentioned above, the undersigned is directed to convey the approval of Competent Authority for proper conduct of Telegraphs for allocation of short code '1912' to all States/UTs. All Earlier allocations of Short Code "15533" for similar purpose are withdrawn with immediate effect.

2. The feature of the Short Code '1912' is as under:

   (i) Category-I: Mandatory service to be provided by all the Access providers.

   (ii) Accessibility: Un-restricted i.e. available on STD also.

   (iii) Metered: Calling Party Pays.

All TSPs are requested to take necessary action.

(Narayan Rain)
Section Officer (AS-Ill)
Tel: 23036444

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

1. Secretary, TRAI
3. CMD MTNL.
4. CMD BSNL.
6. Director (S-I), DoT (HQ).
7. ADG (IT) with request to kindly upload on DoT Website.