



**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-११०००१  
Telefax No. 23708051

Dated the 21<sup>st</sup> March, 2014

To,

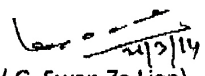
Sh. Avkash Saxena,  
General Manager,  
Power Finance Corporation,  
1 Urjanidhi, Barakhamba Lane,  
New Delhi – 110 001.

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-AS.111/Vol.I(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](mailto:lianmop2011@gmail.com)

*Sanyal on tour*  
*DS (APDRP)*

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)/253/8221

Dated 28/02/2014

*US/APDRP*  
*an*  
*07 March 14*

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 All Earlier allocations of Short Code "155333" for similar purpose are withdrawn with immediate effect.

*6/7/14*  
*SC (APDRP)*  
*[Signature]*  
*10/2/2014*  
*[Signature]*  
*3*

2. The feature of the Short Coc '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.

*[Signature]*  
(Narayan Ram)  
Section Officer (AS-III)  
Tel.:23036444

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

*JS/APDRP*  
*F.T.S. 264/6/12*  
*5/3/14*

- 1. Secretary, TRAI
- 2. Secretary (Energy), Government of Chhattisgarh, M5-11, 5th Floor, Mahanadi Bhawan, Mantralaya, Naya Raipur-492002 (Chhattisgarh) with reference your D.O. letter No.S/E/CG/2013 dated 01/04/2013.
- 3. CMD MTNL.
- 4. CMD BSNL.
- 5. Joint Secretary, Ministry of Power, Government of India, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001 with reference your D.O. letter No.16/5/2008-APDRP dated 01/11/2013.
- 6. Director (S-1), DoT (HQ).
- 7. ADG (IT) with request to kindly upload on DoT Website.