



राधिका झा, आई.ए.एस.
कार्यकारी निदेशक (आई.पी.डी.एस.)

Radhika Jha, IAS
Executive Director (IPDS)

पावर फाइनेंस कारपोरेशन लिमिटेड
POWER FINANCE CORPORATION LTD.
(भारत सरकार का उपक्रम) (A Govt. of India Undertaking)

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2nd June, 2016

Sub: Implementation of 1912 – Short code for Electricity complaints

Dear *Sir,*

As you are aware that Department of Telecom (DoT) has allocated "1912" as the short code for Electricity complaints for convenience of consumers on pan-India basis.

Power Finance Corporation, on behalf of Ministry of Power, has been continuously pursuing with DoT/ BSNL to resolve the issues being faced by Discoms to ensure that 1912 is implemented as a toll free number, with full coverage across the State by all service providers. As on date, 1912 has already been implemented in 43 Discoms. A detailed Discom-wise status is enclosed herewith for your ready reference, please.

We would also like to inform you that, we are planning to launch a large scale IEC campaign soliciting active support from people to ensure their participation in reduction of electricity theft and other related initiatives. Some of the States/Discoms already have a provision in the IVRS menu of 1912 where any citizen can conveniently report electricity theft. Commensurate administrative and technical follow-up measures by the Discom's would definitely lead to reduction of AT&C loss and create environment of citizen's involvement against power theft, etc.

In view of the above, in case there are any issues regarding implementation of 1912 in your Discom, you may like to take it up at the local level or inform us so that PFC can also pursue with DoT, accordingly. You may also like to consider introducing a provision of reporting of electricity theft on 1912 in your Discom, if not being done presently, and ensure that effective measures are taken likewise on the same. This will go a long way in connecting to the consumers at large and ensuring their participation in our efforts of AT&C loss reduction.

With kind regards,

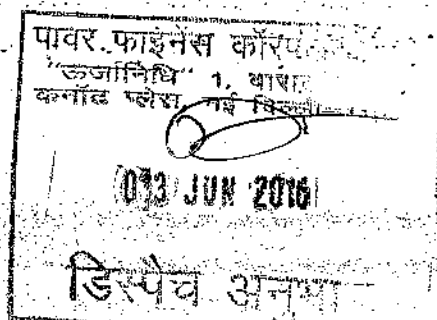
Your's Sincerely,

Radhika
(Radhika Jha)

To:
CMD's/MD's of all DISCOM's (As per list enclosed)

Copy for kind information, please:

1. Dr. A K Verma, JS (Dist.), MoP
Rafi Marg, New Delhi – 110001
2. All State Power Secretaries (As per list enclosed)



All India Status on 1912 Implementation

S.No.	State	DISCOM	1912 Implemented	Service Providers	Toll Free
1	Andhra Pradesh	APEPDCL	Yes	ALL	NO
2		APSPDCL	Yes	ALL	Toll free
3	Arunachal Pradesh	Arunachal PD	NO	NA	NA
4	Assam	APDCL	NO	NA	NA
5	Bihar	NBPDCL	Yes	ALL	Toll free
6		SBPDCL	Yes	ALL	Toll free
7	Chhattisgarh	CSPDCL	Yes	ALL	NO
8	Goa	GoaPD	Yes	BSNL only	NO
9	Gujarat	DGVCL	Yes	ALL	Toll free
10		PGVCL	Yes	ALL	Toll free
11		UGVCL	Yes	ALL	Toll free
12		MGVCL	Yes	ALL	Toll free
13	Haryana	DHBVNL	Yes	BSNL only	Toll free
14		UHBVNL	Yes	BSNL only	Toll free
15	Himachal Pradesh	HPSEBL	Yes	ALL	Toll free
16	J&K	JKPDD	Yes	ALL	Toll free
17	Jharkhand	JBVNL	Yes	ALL	Toll free
18	Karnataka	BESCOM	Yes	ALL	NO
19		CESCOM	Yes	ALL	Toll free
20		GESCOM	Yes	ALL	Toll free
21		HESCOM	Yes	ALL	Toll free
22		MESCOM	Yes	ALL	Toll free
23	Kerala	KSEBL	Yes	ALL	NO
24	Madhya Pradesh	MPPKWVCL-E	Yes	ALL	Toll free
25		MPPKWVCL-W	Yes	ALL	NO
26		MPPKWVCL-C	Yes	ALL	Toll free
27	Maharashtra	MSEDCL	Yes	ALL	Toll free
28	Manipur	Manipur-PD	Yes	BSNL only	Toll free
29	Meghalaya	MePDCL	NO	NA	NA
30	Mizoram	Mizoram-PD	NO	NA	NA
31	Nagaland	Nagaland-PD	NO	NA	NA
32	Odisha	CESU	Yes	ALL	NO
33	Puducherry	Puducherry-PD	Yes	BSNL only	NO
34	Punjab	PSPCL	Yes	ALL	NO
35	Rajasthan	AJVNL	Yes	BSNL only	Toll free
36		JaVVNL	NO	NA	NA
37		JoVVNL	Yes	BSNL only	Toll free
38	Tamil Nadu	TANGEDCO	Yes	ALL	NO
39	Tripura	TSEC	NO	NA	NA
40	Uttar Pradesh	DVVNL	Yes	BSNL only	Toll free
41		MVVNL	Yes		Toll free
42		PaVVNL	Yes	BSNL only	Toll free
43		PoVVNL	Yes	BSNL only	Toll free
44		KESCO	Yes	ALL	NO
45	Uttarakhand	UPCL	Yes	ALL	Toll free
46	West Bengal	WBSEBDCL	Yes	ALL	Toll free
47		CESC	Yes	ALL	Toll free
48	Telangana	TSSPDCL	Yes	ALL	NO
49		TSNPDCL	Yes	ALL	Toll free
50	Sikkim	Sikkim-PD	Yes	BSNL only	NO
	Total Discoms		43	32	30

LIST OF ADDRESSEES

Name	Address
Shri K. Venkata Narayana	Chairman & Managing Director, Northern Power Dist.Co.of Telangana Ltd. House No. 2-5-31/2 Vidyut Bhawan, Nakkalgutta, Hanamkonda Warangal – 506 001
Shri H Y Dora	Chairman & Managing Director AP Southern Power Dist. Co. Ltd. Srinivasa Kalyana Mandampam Backside, Tiruchanoor Road, Kesvayana Gunta, Thirupathi – 517 501
Shri Mutyala Raju, IAS	Chairman & Managing Director AP East Power Dist. Co. Ltd. P&T Colony, Near Gurudwara Junction, Seethammadhara Vishakapatnam – 530013
Shri G. Raghuma Reddy	Chairman & Managing Director Southern Power Dist.Co. of Telangana Ltd. 6-1-50 Mint Compound, Hyderabad-500063.
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Sandeep Kumar R. Pudukalkatti, IAS	Managing Director, North Bihar Power Distribution Company Ltd. Vidyut Bhawan, Bailey Road Patna-800 021
Sh. Ankit Anand, IAS	Managing Director Chhattisgarh State Power Distribution Co. Ltd. Danganiya ,P.O. Sunder Nagar, Raipur-492013
Sh. H.R. Suthar, IAS	Managing Director Paschim Gujarat Vij Co. Ltd. Nana Mava Main Road, Laxminagar, Rajkot-360004.

Name	Address
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Sh. Rajesh Manjhu, IAS	Managing Director, Madhya Gujarat Vij Co. Ltd. Vidyut Bhawan, Race Course Road Vadodara – 390 007
Ms. Ardra Agarwal, IAS	Managing Director Dakshin Gujarat Vij Company Ltd. Nana Varachha Road, Near Gajjar Petrol Pump, Kapodara, Surat-395006.
Sh. Arun Kr. Verma	Managing Director Dakshin Haryana Bijli Vitran Nigam Ltd. Vidyut Sadan, Vidyut Nagar Hissar-125 005
Sh. Nitin Kr. Yadav, IAS	Managing Director Uttar Haryana Bijli Vitran Nigam Ltd. C-16, Vidyut Sadan, Sec.-6 Panchkula – 134 109.
Er. P.C. Negi	Managing Director Himachal Pradesh State Elecy Board Ltd., Vidyut Bhawan, Shimla-171004.
Sh. Dheeraj Gupta, IAS	Commissioner/ Secretary (Power) Power Development Deptt. Government of J&K Civil Secretariat, Srinagar-190001.
Sh. Pankaj Kr. Pandey, IAS	Managing Director Bangalore Elecy. Supply Co. Ltd. Corporate Office, K.R. Circle Dr. Ambedkar Veedi Bangalore – 560 001.

Name	Address
Sh. M. Sivasankar, IAS	Chairman Kerala State Electricity Board, Vaidyuthi Bhavanam P.B. No. 5048 Pattom Thiruvananthapuram – 695 004
Sh. Mukesh C. Gupta, IAS	Managing Director M.P. Purvi Kshetra Vidyut Vitran Co. Ltd., Shakti Bhawan, Vidyut Nagar, Jabalpur – 482 008.
Sh. Akash Tripathi, IAS	Managing Director M.P. Paschim Kshetra Vitran Co. Ltd., Polo Grounds, Indore – 452 003.
Sh. Vivek Kr. Porwal, IAS	Managing Director M.P. Madhya Kshetra Vidyut Vitran Co. Ltd., Bijli Nagar Colony, Govindpura, Bhopal – 462 023.
Sh. Sanjeev Kumar, IAS	Chairman & Managing Director Maharashtra State Electricity Dist. Co. Ltd. 6th floor, Prakashgad, Plot No. G9 Station Road, Bandra (E) Mumbai-400 051.
Sh. K.D. Chaudhri	CMD Punjab State Power Corporation Limited PSEB Head Office, The Mall, Patiala-147001
Shri Sunil Mehta,	Managing Director Jaipur Vidyut Vitran Nigam Ltd. Vidyut Bhawan, Janpath, Jyoti Nagar, Jyoti Marg, Jaipur - 302 005.
Ms. Aarti Dogra, IAS	Managing Director, Jodhpur Vidyut Vitran Nigam Ltd., New Power House, Industrial Area Jodhpur – 342 003.

Name	Address
Shri D.K. Sharma	Managing Director Ajmer Vidyut Vitran Nigam Ltd. Vidyut Bhawan, Pancheel, Makarwali Road, Ajmer
Sh. N.T. Bhutia	PCE cum Secretary Energy & Power Department Govt. of Sikkim, Power Secretariat Building, Kazi Road Gangtok-737101.
Dr. M. Sai Kumar, IAS	Chairman & Managing Director Tamil Nadu Generation & Distribution Corporation (TANGEDCO) N.P.K.R.R, Maaligai 800 Electricity Avenue, Anna Salai, Chennai – 600 002.
Sh. S.K. Ray	Chairman cum Managing Director, Tripura State Elecy Corporation Ltd. Vidyut Bhawan, North Banamalipur, Agartala-799001. Tripura
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Sh. S.S. Rathore	Managing Director Dakshinanchal Vidyut Vitran Nigam Ltd. 220 K.V. Vidyut Sub Station Mathura Agra By Pass Road, Sikandra, AGRA-282 007.

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Shri Ajay Jain,	Secretary (Energy) Energy Department Govt. of Andhra Pradesh, FDC Complex, Opposite Mahaveer Hospital, A C Guards, Hyderabad 500 082
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