



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)

DO No.02:10:IPDS:Utilities:2016/039286

8 JUN 2016

Sub: Implementation of 1912 – Short code for Electricity complaints

Dear *Sh. Jalan,*

As you are aware that Department of Telecom (DoT) vide order dated 31st July 2015 has allocated "1912" as the short code for Electricity complaints, to be implemented by all the Discoms across the Country, on toll free basis (Called Party Pays), for the convenience of consumers. Accordingly, the Customer Care facility of a given Discom, should be accessible to all the Consumers of the Discom, through 1912, from the services of all the network service providers (BSNL, Idea, Airtel, Vodafone, etc.) available to the Consumers of the Discom.

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We would also like to inform you that, we are planning to launch a large scale Information, Education and Communication (IEC) campaign aiming to bring about behavioral change in the Consumers towards ensuring their participation in reduction of power theft, paying electricity bills on time, and other such initiatives. Consumer connect through 1912 has many benefits and in some Discoms, it has also been used for reporting electricity theft/loss. Thus, it is important to ensure one pan-India number connected to respective Discoms as a single window option for Consumer convenience.

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Thus, we look forward to your kind co-operation and dynamic leadership towards achievement of this goal of connecting with the Consumers at large and for ensuring their active participation towards strengthening of Power distribution sector.

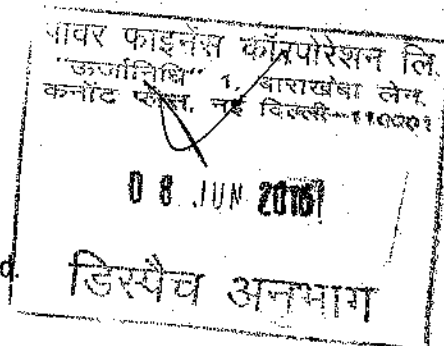
With kind regards,

Your's Sincerely,

Radhika
(Radhika Jha)

OK

Shri Lalit Jalan
Chairman,
BSES Rajdhani and BSES Yamuna Power Ltd.
BSES Bhavan,
Nehru Place
New Delhi 110 019





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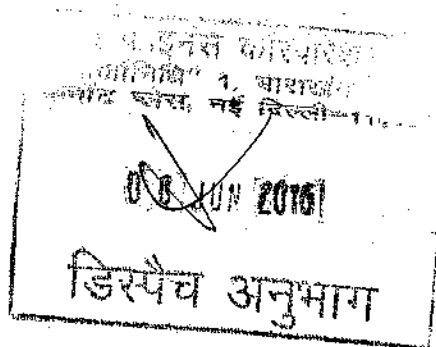
With best regards,

Your's Sincerely,

Radhika
(Radhika Jha)

0/12

Shri Praveer Sinha
CEO & Managing Director
NDPL
NDPL House, Hudson Lines
Kingsway Camp
Delhi-110 009





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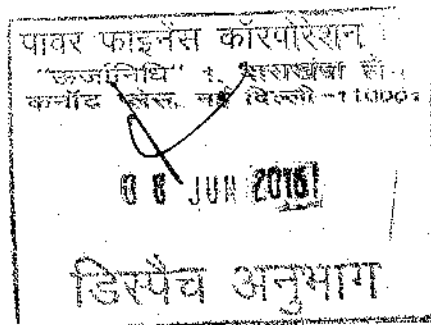
With kind regards,

Your's Sincerely,

(Radhika Jha)

OK

Shri Debasish Banerjee,
CEO
Reliance Infrastructure Ltd.
Devidass Lane, Off SVP Road
Near Devidass Telephone Exchange
Borivali (West),
Mumbai – 400103



ऊर्जानिधि, 1, बाराखम्बा लेन, कर्नाट प्लेस, नई दिल्ली – 110001 दूरभाष : 23456000 फ़ैक्स : 011-23456683
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ई-मेल/E-mail : radhikajha@pfcindia.com वेबसाइट/Website : www.pfcindia.com

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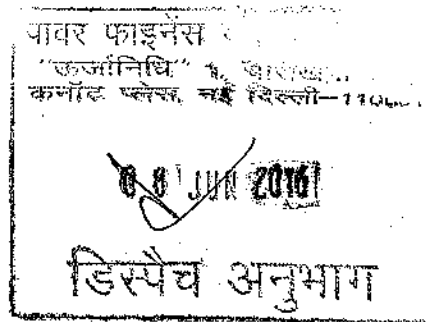
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With kind regards,

Your's Sincerely,

(Radhika Jha)



0/14
Shri Anil Sardana
Managing Director
Tata Power Co. Ltd.
Bombay House
24, Homi Modi Street
Fort, Mumbai – 400 001

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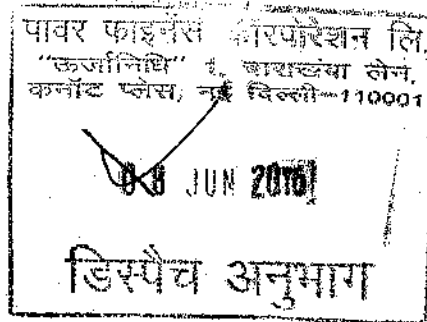
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Dr. Jagdish Patil, IAS
General Manager
Brihanmumbai Electric Supply & Transport Undertaking
BEST Bhawan
BEST Marg, Colaba
Mumbai-400001





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"ऊर्जा निधि" १, बाराखम्बा
कनॉट प्लेस, नई दिल्ली

Your's Sincerely,

(Radhika Jha)

08 JUN 2016
डिस्पैच अनुभाग

ok

Shri Hemant Sharma
Chairman
OPTCL, NESCO, WESCO, SOUTHCO
Odisha Power Transmission Corpn. Ltd.
Janpath
Bhubaneswar

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o/c

Shri Naresh Kumar, IAS
Chairman, NDMC
Palika Kendra, Sansad Marg,
New Delhi-110001

CC:

Ms. Chanchal Yadav, IAS
Secretary, NDMC
Palika Kendra, Sansad Marg,
New Delhi-110001

