



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:2017:Utilities/45674

08 FEB 2017

Subject: Request for Implementing 1912 in Toll Free Mode.

Dear *Sh. Barakakati,*

As you are aware, that 1912, the short code for Electricity Complaints, has been implemented in the toll free (Called Party Pay) mode in 36 Govt. Discoms out of the 45 Govt. Discoms that have implemented it. The progress of implementation of 1912 is being stringently monitored at the highest level in the Union Government for realizing the objective of enhancing consumer convenience. As per the Department of Telecommunication Order, dated, 30.07.2015, 1912 is to be mandatorily implemented in the toll free mode.

We appreciate that 1912 has been implemented in the Calling Party Pay mode in TSECL and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

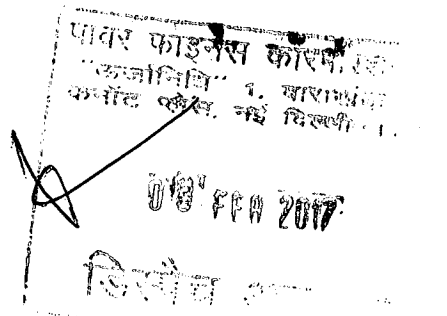
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,

(Radhika Jha)

Sh. Jayanta Barkakati
Chairman cum Managing Director,
Tripura State Electricity Corpn. Ltd.
Vidyut Bhawan, North Banamalipur,
Agartala-799001, Tripura





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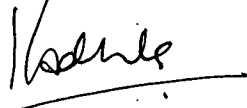
Dear *Selva,*

As you are aware, that 1912, the short code for Electricity Complaints, has been implemented in the toll free (Called Party Pay) mode in 36 Govt. Discoms out of the 45 Govt. Discoms that have implemented it. The progress of implementation of 1912 is being stringently monitored at the highest level in the Union Government for realizing the objective of enhancing consumer convenience. As per the Department of Telecommunication Order, dated, 30.07.2015, 1912 is to be mandatorily implemented in the toll free mode.

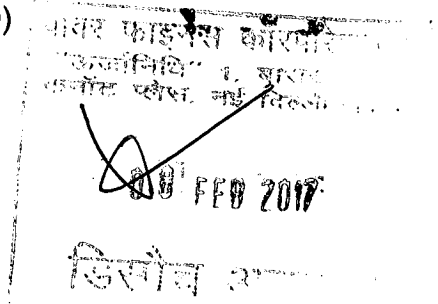
We appreciate that 1912 has been implemented in the Calling Party Pay mode in KESCO and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Yours Sincerely,

(Radhika Jha)

Ms. Selva Kumari J, IAS
Managing Director
Kanpur Electric Supply Co. (KESCO)
14/71, Civil Lines
Kanpur





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08 FEB 2017

Subject: Request for Implementing 1912 in Toll Free Mode.

Dear Sir,

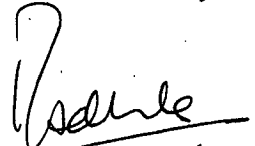
As you are aware, that 1912, the short code for Electricity Complaints, has been implemented in the toll free (Called Party Pay) mode in 36 Govt. Discoms out of the 45 Govt. Discoms that have implemented it. The progress of implementation of 1912 is being stringently monitored at the highest level in the Union Government for realizing the objective of enhancing consumer convenience. As per the Department of Telecommunication Order, dated, 30.07.2015, 1912 is to be mandatorily implemented in the toll free mode.

We appreciate that 1912 has been implemented in the Calling Party Pay mode in Sikkim Power Deptt.. and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

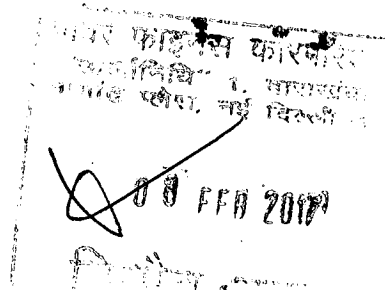
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,


(Radhika Jha)

Sh. N.T. Bhutia,
PCE cum Secretary
Energy & Power Department
Govt. of Sikkim,
Power Secretariat Building, Kazi Road
Gangtok-737101.





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DO No.02:10:IPDS:2017:Utilities (45674)

08 FEB 2017

Subject: Request for Implementing 1912 in Toll Free Mode.

Dear *Sh. Chaudhri,*

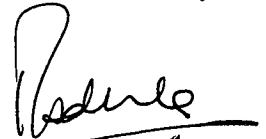
As you are aware, that 1912, the short code for Electricity Complaints, has been implemented in the toll free (Called Party Pay) mode in 36 Govt. Discoms out of the 45 Govt. Discoms that have implemented it. The progress of implementation of 1912 is being stringently monitored at the highest level in the Union Government for realizing the objective of enhancing consumer convenience. As per the Department of Telecommunication Order, dated, 30.07.2015, 1912 is to be mandatorily implemented in the toll free mode.

We appreciate that 1912 has been implemented in the Calling Party Pay mode in PSPCL, and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

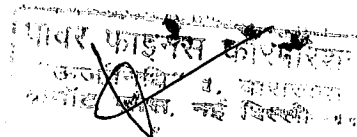
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,


(Radhika Jha)

Sh. K.D. Chaudhri
CMD
Punjab State Power Corporation Limited
PSEB Head Office,
The Mall, Patiala-147001



08 FEB 2017

विद्युत आपूर्ति

ऊर्जानिधि, 1, बाराखम्बा लेन, कनॉट प्लेस, नई दिल्ली - 110001 दूरभाष : 23456000 फैक्स : 011-23456683
Urjanidhi, 1, Barakhamba Lane, Connaught Place, New Delhi-110001 Phones : 23456000 Telefax : 011-23456683
ई-मेल/E-mail : radhikajha@pfcindia.com वैबसाईट/Website : www.pfcindia.com / www.ipds.co.in
सी.आई.एन./CIN - L65910DL1986GOI024862



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08 FEB 2017

Subject: Request for Implementing 1912 in Toll Free Mode.

Dear Sh. Om Prakash,

As you are aware, that 1912, the short code for Electricity Complaints, has been implemented in the toll free (Called Party Pay) mode in 36 Govt. Discoms out of the 45 Govt. Discoms that have implemented it. The progress of implementation of 1912 is being stringently monitored at the highest level in the Union Government for realizing the objective of enhancing consumer convenience. As per the Department of Telecommunication Order, dated, 30.07.2015, 1912 is to be mandatorily implemented in the toll free mode.

We appreciate that 1912 has been implemented in the Calling Party Pay mode in APDCL and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

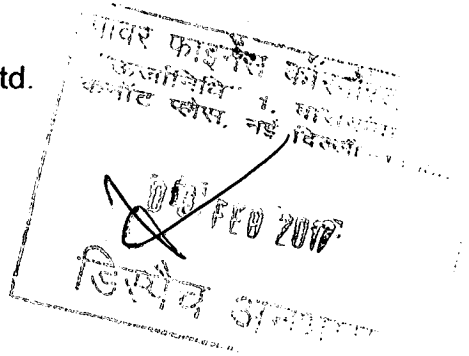
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,

(Radhika Jha)

Dr.Om Prakash, IAS
Managing Director
Assam Power Distribution Co. Ltd.
Bijuli Bhawan
IV Floor, Paltan Bazar
Guwahati-781 001





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DO No.02:10:IPDS:2017:Utilities | 45674

08 FEB 2017

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Dear Sir,

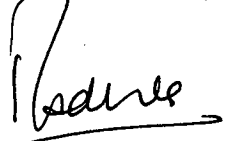
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We appreciate that 1912 has been implemented in the Calling Party Pay mode in TSPDCL and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

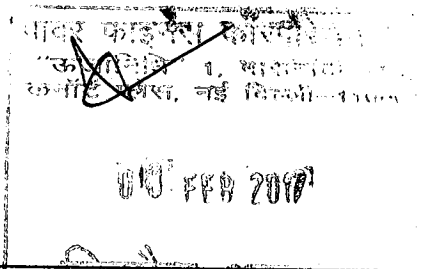
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,


(Radhika Jha)

Sh. G. Raghuma Reddy
Chairman & Managing Director
Southern Power Dist.Co. of Telangana Ltd.
6-1-50 Mint Compound,
Hyderabad-500063



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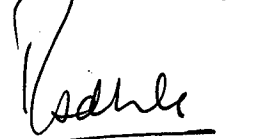
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We appreciate that 1912 has been implemented in the Calling Party Pay mode in TANGEDCO and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

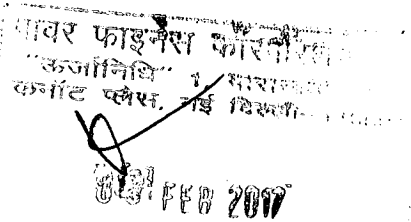
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,


(Radhika Jha)

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





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Dear Sir,

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We appreciate that 1912 has been implemented in the Calling Party Pay mode in Puducherry Power Deptt. and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

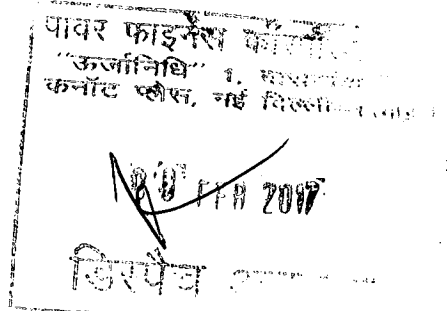
Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,

(Radhika Jha)

Dr. S. Sundaravadivelu, IAS
Secretary (Power),
Chief Secretariat,
Govt. of Puducherry
Goubert Avenue,
Puducherry-605001





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We appreciate that 1912 has been implemented in the Calling Party Pay mode in MPPKVCL and would, further, request you to expedite implementation of 1912 in the Called Party Pay mode, i.e., to make it toll-free.

Thus, we look forward to your dynamic leadership towards ensuring better consumer-connect and consumer services in the Distribution sector.

With regards,

Your's Sincerely,

Radhika
(Radhika Jha)

Sh. Akash Tripathi, IAS
Managing Director
M.P. Paschim Kshetra Vitran Co. Ltd.,
Polo Grounds,
Indore – 452 003

