



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 02:10: IPDS: III: 2016: Utilities / 47742

27.04.2017

**Sub: Effective usage of 1912 for Consumer Complaints**

Dear Sir/Madam,

As you are aware, DoT had allocated the short code '1912' as the common number for 'Complaints on Electricity'. With the combined efforts of MoP and the States, it is now implemented in 45 Government Discoms across the Country. It is also running on the toll free (Called Party Pay) mode in 37 Govt. Discoms. A summary status of the 1912 implementation across India is as below:

Status	No. of Discoms	Pending in
Implemented in	45	Arunachal, Meghalaya, Mizoram, Nagaland
Toll Free Status	37	Assam, MP (W), Puducherry, Punjab, Sikkim, Tamil Nadu, KESCO -UP, Tripura
Reporting of theft	43	HP, J&K

I would like to request you to implement 1912 in the interest of the Consumers on a Toll free. I further request you to ensure that all complaints are redressed effectively including those of Power theft and are closed properly in the IT system. The URJA App of Ministry of Power also displays the Consumer Complaints redressal data and ranks the States on the same.

You may also like to consider inclusion of short code '1912' for 'Complaints on Electricity' on all Public communications to increase the awareness amongst general public, so that it's usage can be enhanced for better public connect to ensure effective delivery of power services.

A concerted action on this front shall go a long way to contribute in our collaborative endeavor of enhanced Consumer satisfaction across Urban India.

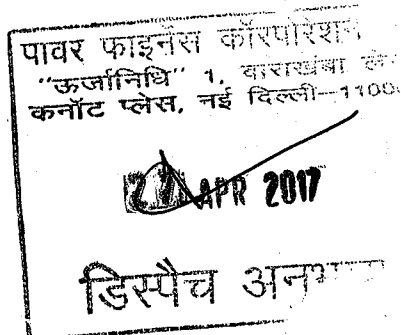
Your's sincerely,

  
(Radhika Jha)

To:  
CMD's/MD's of Discoms & Heads of Power Deptts.  
(As per list)

CC for kind information please, to: -

Dr. Arun Kumar Verma, JS (Dist.)  
Ministry of Power, New Delhi



Name	Utility & Address
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 M M Nayak, IAS	Chairman & Managing Director AP East Power Dist. Co. Ltd. P&T Colony, Near Gurudwara Junction, Seethammadhara Vishakapatnam – 530013
Shri Gopal Rao	Chairman & Managing Director, Northern Power Dist.Co.of Telangana Ltd. House No. 2-5-31/2 Vidyut Bhawan, Nakkalgutta, Hanamkonda Warangal – 506 001
Shri G. Raghuma Reddy.	Chairman & Managing Director Southern Power Dist.Co. of Telangana Ltd. 6-1-50 Mint Compound, Hyderabad-500063.
Sh. Puru Gupta, IAS	Managing Director Assam Power Distribution Co. Ltd. Bijuli Bhawan IV Floor, Paltan Bazar Guwahati-781 001.
Sh. Sandeep Kumar R. Pudakalkatti, IAS	Managing Director, North Bihar Power Distribution Company Ltd . Vidyut Bhawan, Bailey Road Patna-800 021
Sh. R. Lakshmanan, IAS	Managing Director, South 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.

Sh. B.A. Shah, IAS	Managing Director, Uttar Gujarat Vij Company Ltd. Visnagar Road, Mehsana-384001.(Gujarat)
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. Shatrujeet Kapur, IPS	Chairman & Managing Director Dakshin Haryana Bijli Vitran Nigam Ltd. Vidyut Sadan, Vidyut Nagar Hissar-125 005
Sh. Shatrujeet Kapur, IPS	Chairman & Managing Director Uttar Haryana Bijli Vitran Nigam Ltd. Vidyut Sadan, C-16 Sector 6 Panchkula 134109
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, Jammu-180001.
Sh. R.K. Purwar, IAS	Managing Director Jharkhand Bijli Vitran Nigam Ltd., HEC Engineering Building, P.O. DHURWA, Ranchi Jharkhand – 834 004.
Mr Rajendra Cholan, IAS	Managing Director Bangalore Elecy. Supply Co. Ltd. Corporate Office, K.R. Circle Dr. Ambedkar Veedi Bangalore – 560 001.

Sh. S.P. Shakkari	Managing Director Hubli Electricity Supply Co. Ltd. (HESCOM), Corporate Office, P.B. Road, Navnagar, Hubli – 580 025.
Sh. M. Muniraju	Managing Director Gulbarga Electricity Supply Co. Ltd., Corporate Office, Main Road Gulbarga-585 102. (Karnataka)
Sh. D. Kiran	Managing Director Chamudeshwari Electric Supply Corpn. Ltd. No. 927, LJ Avenue Commercial Complex New Kantharaja Road, Saraswanthipuram Mysore-570 009.
Dr. K. Ellangovan IAS	Chairman Kerala State Electricity Board Ltd., 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. M. Selvendran, 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, Prakashgadh, Plot No. G9 Station Road, Bandra (E) Mumbai-400 051.
Sh. A Venuprasad, IAS	CMD Punjab State Power Corporation Limited PSEB Head Office, The Mall, Patiala-147001
Er. B . K Dosi	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.
Shri M.R. Bishnoi	Managing Director Ajmer Vidyut Vitran Nigam Ltd. Vidyut Bhawan, Panchheel, 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. Jayanta Barkakati	Chairman cum Managing Director, Tripura State Elecyc Corporation Ltd. Vidyut Bhawan, North Banamalipur, Agartala-799001. Tripura
Sh. Abhishek Prakash, IAS	Managing Director Paschimanchal Vidyut Vitran Nigam Ltd. Victoria Park Meerut – 250 001.
Sh.Arvind Raj Vedi	Managing Director Madhyanchal Vidyut Vitran Nigam Ltd. 4-A, Gokhle Marg, Lucknow – 226 001.
Sh. Anil Kumar	Managing Director Purvanchal Vidyut Vitran Nigam Ltd. Hydel Colony, Bhikhari Pur, Post DLW, Varanasi-221 004.
Sh. S K Verma	Managing Director Dakshinanchal Vidyut Vitran Nigam Ltd. 220 K.V. Vidyut Sub Station Mathura Agra By Pass Road, Sikandra, AGRA-282 007.
Sh. BCK Mishra	Managing Director Uttarakhand Power Corporation Nigam, Urja Bhawan, Kanwali Road, Dehradun- 248 001.

Mr. Rajesh Pandey, IAS	Chairman and Managing Director, West Bengal State Elec. Co. Ltd. Vidyut Bhavan 7th Floor, A-Block, Salt Lake City, Kolkata-700091.
Sh. Sanjay Goel, IAS	Secretary (Power) Govt. of Goa, Secretariat, Porvorim, Goa-403 521.
Sh. Ashish Kundra, IAS	Commissioner & Secretary (Power) Govt. of Arunachal Pradesh Jal Vidyut Bhawan, Dist. Papumpare Itanagar-7911111
Sh. Lalmadchhuana	Commissioner & Secretary (Power) Power & Electricity Deptt. Govt. of Mizoram, New Secretariat, Aizwal, Mizoram-796001
Sh. P.S. Thangkhiew, IAS	Chairman and Managing Director Meghalaya Power Distribution Corporation Ltd. (MePDCL) Lum Jingshai, Short Round Road, Shillong – 793 001.
	Managing Director, Manipur State Power Distribution Co. Ltd. 3rd Floor, New Directorate Building, North AOC, Distt. Imphal-East Manipur-795001
Shri K I Yanger, IAS	Secretary (Power), Department of Power Govt. of Nagaland Kohima, Nagaland
Dr. S. Sundaravadivelu, IAS	Secretary (Power), Chief Secretariat, Govt. of Puducherry Goubert Avenue, Puducherry-605001
Sh Hemant Sharma, IAS	Principal Secretary, Energy Dept. Odisha, Secretariat Building, Bhubaneswar 751001