

Government of India
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2009-AS-III(Part)/133/ 775/

Dated: 14/09/2017

To,

All Access Service Providers.

Subject:- Allocation of Short Code for Electricity Grievances to Discoms in Gujarat.

On the subject mentioned above, the undersigned is directed to convey the approval to allocate below mentioned Short Codes to concerned Discoms in Gujarat:

S. N.	Discom	Short Code to be allocated	Back-end Number
1.	Electricity Department, Daman & Diu	19125	18002705551
2.	Dadra Nagar Haveli Power Distribution Corporation	19126	18002339500
3.	Torrent Power (Dahej)	19127	0261-2551912

These short codes are issued with following features as under:-

- (i) Category-I Service (i.e. mandatory service to be provided by all the Access providers).
 - (ii) Metered (Called Party Pays).
 - (iii) Unrestricted accessibility i.e. available on STD also.
2. This is issued with the approval of DDG (AS-I).
 3. All are requested to take necessary action.

S. K. Garg
14/09/2017

(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725
E-Mail: sanchitk.garg@gov.in

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

1. Secretary, TRAI.
2. DDG (TERM), Gujarat.
3. Executive Director (IPDS), Power Finance Corporation Ltd. (with reference to your letter dated 14-08-2017).
4. CMD MTNL/ BSNL.
5. Director (TERM-I), DoT (HQ).
6. Discoms Electricity Department, Daman & Diu, Dadra Nagar Haveli Power Distribution Corporation and Torrent Power (Dahej). All are requested to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Gujarat.
7. A copy for upload on DoT Website.

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Government of India
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2009-AS-III(Part)/134/ 776 /

Dated:14/09/2017

To,
All Access Service Providers.

CORRIGENDUM

Subject:- Allocation of Short Code for Electricity Complaint regarding.

In partial modification of DoT letter 16-3/2013-AS-III(Part-III)/204/629 dated 24/03/2017 (copy enclosed for ready reference), the undersigned is directed to convey that short code is now allocated as below:

S. No.	Discom	Short code earlier allocated	revised Short Code to be allocated	Back-end Number
1.	Torrent Power (Surat)	19129	19128	0261-2551912
2.	Torrent Power (Ahmedabad)	19125*	19129	079-22551912

All other features specified for the said allocation of short code shall remain unchanged.

2. This is issued with the approval of DDG (AS-I).
3. All are requested to take necessary action.

*short code 19125 is now issued to Electricity Deptt., Daman & Diu vide DoT letter No. 16-3/2009-AS-III(Part)/131/775 dated 14-09-17.

Enclosure: as above

S. K. Garg
(Sanchit Kumar Garg)
Assistant Director General (AS-III)
Tel: 011-23372725
E-Mail: sanchitk.garg@gov.in

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Executive Director (IPDS), Power Finance Corporation Ltd. (with reference to your letter dated 14-08-2017).
4. Director (TERM-I), DoT (HQ). (respective TERM Cell-Gujarat may be asked to coordinate with Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. Manager-Customer Service, Torrent Power Ltd., City Zonal Office, Opp.Jubilee House, Shahpur, Ahmedabad-380001.
6. A copy for upload on DoT Website.