

**Government of India**  
**Ministry of Communication & Information Technology**  
**Department of Telecommunications**  
**Access Services Wing**  
**20, Ashoka Road, New Delhi-110001**

No.16-3/2009/AS-III (Part)/43/...230/

Dated :08/07/2016

To,

**All Access Service Providers.**

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

On the subject mentioned above, the undersigned is directed to convey the approval of competent authority to allocate below mentioned Short Codes to concerned Discoms in Delhi.

S No.	Discom	Short Code to be allocated
1.	New Delhi Municipal Corporation (NDMC)	19121
2.	BSES Yamuna Power Limited (BYPL)	19122
3.	BSES Rajdhani Power Limited (BRPL)	19123
4.	North Delhi Power Limited (NDPL)	19124

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. All are requested to take necessary action.

*Sugary*  
08/07/2016

(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

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

1. Secretary, TRAI.
2. DDG (TERM), Delhi.
3. Executive Director (IPDS), Power Finance Corporation Ltd.
4. CMD MTNL/ BSNL..
5. Director (S-I), DoT (HQ).
6. Discoms New Delhi Municipal Corporation (NDMC), BSES Yamuna Power Ltd (BYPL), BSES Rajdhani Power Ltd. (BRPL) and North Delhi Power Ltd. (NDPL) to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Delhi.
6. ADG (IT) with request to kindly upload on DoT Website.