

**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)/44/231/

Dated :08/07/2016

To,

All Access Service Providers.

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

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 Mumbai.

S No.	Discom	Short Code to be allocated	Remarks
1.	Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL)	19120	-
2.	BEST	19121	-
3.	Reliance Infrastructure Ltd.	19122	-
4.	Tata Power Company Ltd.	19123	-

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

- (i) Category-I service: 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), Mumbai.
3. Executive Director (IPDS), Power Finance Corporation Ltd.
4. CMD MTNL/ BSNL,
5. Director (S-I), DoT (HQ).
6. Discoms Maharashtra State Electricity Distribution Co. Ltd. (MSEDCL), BEST, Reliance Infrastructure Ltd. and Tata Power Company Ltd. to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Mumbai.
7. ADG (IT) with request to kindly upload on DoT Website.