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

No.16-3/2013/AS-III (Part III)/121/265

Dated :29/07/2016

To.

All Access Service Providers.

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

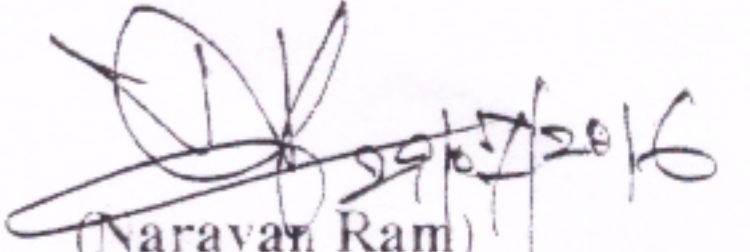
On the subject mentioned above, the undersigned is directed to convey the approval of competent authority to allocate below mentioned Short Codes to concerned Discoms in Kolkata.

S No.	Discom	Short Code proposed to be allocated
1.	WBSEDCL	19121
2.	CESC	19122

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.


(Narayan Ram)

Section Officer (AS-III)
Tel.:23036444

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

1. Secretary, TRAI.
2. DDG (TERM), Kolkata.
3. Executive Director (IPDS), Power Finance Corporation Ltd.
4. CMD MTNL/ BSNL.
5. Director (S-I), DoT (HQ).
6. Discoms WBSEDCL & CESC (to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Kolkata).
7. ADG (IT) with request to kindly upload on DoT Website.

