

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

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

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)/204/629/

Dated 24/03/2017

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 of competent authority to allocate below mentioned Short Codes to concerned Discoms in Gujarat.

S No.	Discom	Short Code to be allocated	Back-end Number
1.	Uttar Gujarat Vij Company Ltd (UGVCL)	19121	1800233155335
2.	Pachim Gujarat Vij Company Ltd (PGVCL)	19122	1800233155333
3.	Dakshin Gujarat Vij Company Ltd (DGVCL)	19123	18002333003
4.	Madhya Gujarat Vij Company Ltd (MGVCL)	19124	18002332670
5.	Torrent Power (Ahmedabad)	19125	079-25622909
6.	Torrent Power (Surat)	19129	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. All are requested to take necessary action.

*Sargow*  
24/03/2017  
(Sanchit Kumar Garg)

Assistant Divisional Engineer Telecom (AS-III)

Tel: 011-23710488

E-Mail: [sanchitk.garg@gov.in](mailto: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. (enclosing the copy of the letter issued to access service providers to be used by both Distribution companies in West Bengal vide DoT letter No. 16-03/2013/AS-III/121/265 dated 29.07.2016)
4. CMD MTNL/ BSNL.
5. Director (TERM-I), DoT (HQ).
6. Discoms Uttar Gujarat Vij Company Ltd (UGVCL), Pachim Gujarat Vij Company Ltd (PGVCL), Dakshin Gujarat Vij Company Ltd (DGVCL), Madhya Gujarat Vij Company Ltd (MGVCL), Torrent Power (Ahmedabad), Torrent Power (Surat) to appoint a nodal officer to implement the helpline. The Nodal officer may contact DDG (TERM), TERM Cell, Gujarat.