

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

No. 16-02/2023-AS-III/ShortCodes/125

Dated 29.10.2024


To,
All Access Service Providers

Subject: Change in the mapping of short code (19123) of BSES Rajdhani Power Limited, Delhi -Reg.

Considering the request of M/s BSES Rajdhani Power Limited, Delhi, it has been decided to change the mapping of short code '19123' issued vide DoT letter dated 08.07.2016, as follows:

S. No.	Earlier Toll-free number		New Toll-free number	
	Toll-free No.	TSP	Toll- free No.	TSP
1.	1800 1191 23	MTNL	1800 1029 123	Bharti Airtel Ltd.

2. All other features will remain the same.
3. All are requested to take necessary action.
4. This is issued with the approval of DDG (AS).


(Prabha Ji)
Director (AS-III)
Ph 011-23372732

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Nitin Galande, Head IT, BSES Rajdhani Power Limited, BSES Bhawan, Nehru Place, New Delhi – 110019. It's nodal officer may contact Spl. DG Telecom/Addl DG Telecom of Delhi LSA.
4. Director (T), DGT Hq (Delhi LSA may be asked to coordinate with respective Nodal officers and TSPs for implementation, as and when approached)
5. A copy for upload on DoT Website.

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/..30/

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)

Tel: 011-23710488

E-Mail: sanchitk.garg@gov.in

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.