

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

No. 16-3/2009-AS-III/(Part)/ 147

Dated:04.12.2024

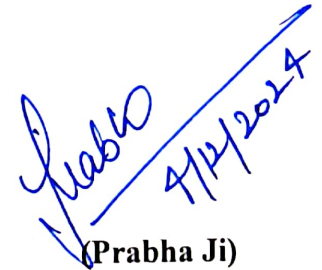
To,
All Access Service Providers

Subject: Change in the mapping of Short Code '19122' of M/s Adani Electricity Mumbai Ltd, for the consumer helpline in Mumbai -regd.

Considering the request of M/s Adani Electricity Mumbai Ltd. it has been decided to change in the mapping of short code '19122' (issued by DoT vide letter dated 08.07.2016) as follows: -

S. No.	Earlier Mapping		New Mapping	
	Terminating Number	TSP	Terminating Number	TSP
1	1800 123 191 22	Vodafone	1800 891 91 22	RJIO

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).


4/12/2024

(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. Adani Electricity Mumbai Ltd. CTS 407/A (New), 408 Old Village Eksar Devidas Lane, Off SVP Road, Borivali (W) Mumbai 400 103, Maharashtra, India CIN:U74999GJ2008PLC107256, with a request to appoint a nodal officer who may contact Spl.DG Telecom/Addl DG Telcom of respective LSA unit for implementation of the above order.
4. Director (T), DGT HQ (respective LSA's may be asked to coordinate with respective Nodal officer and TSPs for implementation as and when approached).
5. A copy for upload on DoT Website.

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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)
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), 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.