

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/43

Dated: 15.04.2024

To,

All Access Service Providers.

Subject: Change the mapping of Short code (19122) of BSES Yamuna Power Limited-Reg.

The mapping of Short Code '19122' (issued to BSES Yamuna Power Limited Delhi vide letter dated 08.07.2016) may kindly be change as per follows: -

S.No.	Earlier Toll-free number		Modified Toll-free number	
	Tollfree No	TSP	Tollfree No	TSP
1.	1800 1191 22	MTNL	1800 8891 912	RJIO

2. All are requested to take necessary action.
3. This is issued with the approval of DDG (AS).

In/col
15/04/2024
(Trilok Chandra)
Director (AS-III)
Ph 011-23372063

Encl: As above.

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

1. Secretary, TRAI.
2. CMD MTNL/ BSNL.
3. Sh. Ashvani Aggarwal, Head IT & Analytics, BSES Yamuna Power Limited, Shakti kiran Buliding, Karkardooma, Delhi – 110032, with a request to appoint a nodal officer to implement the helpline. The nodal officer may contact Spl. DG Telecom/Addl DG Telcom of respective LSA unit, for concerned states/UTs.
4. Director (T), DGT Hq (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline, 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.