

Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No.16-3/2013-AS-III (Short Code)/130/2781

Dated 30/07/2015

To

All Access Service Providers.

**Subject:- Allocation of Short Code '1912' for "Complaints on Electricity."**

On subject mentioned above, kindly refer to attached DoT instructions dated 28/02/2014 (copy enclosed) allocating short code '1912' for "Complaints on Electricity" to all States/UTs with following features:

- (i) Category-I
- (ii) Metered (Called Party Pays).
- (iii) Unrestricted accessibility i.e. available on STD also.

2. In continuation of DoT instructions dated 28/02/2014, the undersigned is directed to convey approval of Competent Authority for allocation of Short Code "1912" for **SMS Based Services to "Complaints on Electricity"** to all States/UTs with features mentioned above.
3. All are requested to take necessary action. Secretary (Energy) of all States/UTs shall be the coordinating authority for this purpose.

  
30/7/2015

(Narayan Ram)  
Section Officer (AS-III)  
Tel-Fax :23710488

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

1. Secretary, TRAI.
2. CMD MTNL / CMD BSNL.
3. DG, COAI / SG, AUSPI.
4. Joint Secretary, Ministry of Power, Govt. of India, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
5. Director (TERM-I), DoT (HQ) with request to circulate the sanction to related TERM Cells.
6. ADG (IT) with request to kindly 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. 16-3/2011-AS.III/Vol.I (Short Code)/253/822

Dated 28/02/2014

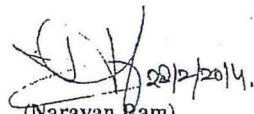
To

All Access Service Providers

**Subject:- Allocation of Short Code '1912' for "Complaints on Electricity".**

On subject mentioned above, the undersigned is directed to convey the approval of Competent Authority for proper conduct of Telegraphs for allocation of short code '1912' to all States/UTs. All Earlier allocations of Short Code "155333" for similar purpose are withdrawn with immediate effect.

2. The feature of the Short Code '1912' is as under:
  - (i) Category-I: Mandatory service to be provided by all the Access providers.
  - (ii) Accessibility: Un-restricted i.e. available on STD also.
  - (iii) Metered: Calling Party Pays.
3. All TSPs are requested to take necessary action.

  
(Narayan Ram)  
Section Officer (AS-III)  
Tel.:23036444

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

1. Secretary, TRAI
2. Secretary (Energy), Government of Chhattisgarh, M5-11, 5th Floor, Mahanadi Bhawan, Mantralaya, Naya Raipur-492002 (Chhattisgarh) with reference your D.O. letter No.S/E/CG/2013 dated 01/04/2013.
3. CMD MTNL.
4. CMD BSNL.
5. Joint Secretary, Ministry of Power, Government of India, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001 with reference your D.O. letter No.16/5/2008-APDRP dated 01/11/2013.
6. Director (S-I), DoT (HQ).
7. ADG (IT) with request to kindly upload on DoT Website.