

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.

Srgaw
24/03/2017

(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), 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.