Government of India / भारत सरकार
Ministry of Communications / संचार मंत्रालय
Department of Telecommunications / दूरसंचार विभाग
(Access Services Division)
Sanchar Bhawan, 20, Ashoka Road, New Delhi /
संचार भवन**, 20,** अशोक रोड**,** नई दिल्ली

No. 16-1/2017-AS-III-Vol.I(ShortCodes) Dated:13.08.2025

To
All Access Service Providers.

Subject: Allotment of Short Code '19123' for Electricity Grievance Redressal – India Power Corporation Ltd., West Bengal – reg.

Kindly refer to DoT letters dated 28.02.2014 and 29.07.2016 (copy enclosed) whereby short codes 19121 and 19122 were allotted to Discoms WBSEDCL and CESC in Kolkata for electricity grievance redressal. Considering the request, the short code 19123 is hereby allocated to India Power Corporation Ltd. with the following features:

कृपया दिनांक 28.02.2014 तथा 29.07.2016 के दूरसंचार विभाग (DoT) के पत्रों (संलग्न प्रति) का संदर्भ लें, जिनके माध्यम से विद्युत शिकायत निवारण हेतु कोलकाता स्थित WBSEDCL तथा CESC वितरण कंपनियों को क्रमशः शॉर्ट कोड 19121 एवं 19122 आवंटित किए गए थे। अनुरोध पर विचार करते हुए, शॉर्ट कोड 19123 भारत पावर कॉरपोरेशन लिमिटेड को निम्नलिखित विशेषताओं सहित आवंटित किया जाता है:

i.	**Category-I**	Service (i.e. mandatory service to be provided by all the Access service providers)
ii.	**Accessibility**	Restricted within State only
iii.	**Metered Service**	Called party pays
iv.	**To terminate Short Code at**	1800 102 3783
v.	**Details and contact number of Nodal Person(s)**	Shri Santanu Chakraborty, Vice President-IT & Digital Transformation, M: 9330155540

2. All are requested to take necessary action.
सभी से आवश्यक कार्यवाही करने का अनुरोध किया जाता है।

3. This is issued with the approval of DDG (AS).
यह, उप महानिदेशक (ए.एस.) की स्वीकृति से जारी किया जाता है|

Digitally signed by
VAIBHAV JAIN
Date: 13-08-2025
14:53:58

निदेशक (AS-III)
Ph 011-23372488

Encl: As above.
संलग्न: उपर्युक्त अनुसार।

Copy forwarded for information and necessary action, if any, to:
1. Secretary, TRAI.

2. Shri A K Dasmahapatra, Energy Management, India Power Corporation Limited. (The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA.)
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline, as and when approached)
4. A copy for upload on DoT Website