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

No. 16-10/2018-AS-III/ShortCodes Dated:07.05.2025

To,
All Access Service Providers.

Subject: Change in the mapping of Short Code'1912' allocated to Bihar State Power Holding Company Limited (BSPHCL) for electricity complaints.

Considering the request of Bihar State Power Holding Company Limited (BSPHCL), it has been decided to change the mapping of short code '1912' as follows: -

S. No.	Earlier Mapping		New Mapping	
	Terminating Number	TSP	Terminating Number	TSP
1	1800-345-6198	BSNL	1800-202-2813	Bharti Airtel Ltd.

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).

Digitally signed by
Vaibhav Jain
Date: 07-05-2025
15:37:40

(Vaibhav Jain)
Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Shri Murtaza Helal, Chief Engineer (STF & Project Monitoring) I/C CE(IT), BSPHCL, 1st floor, Vidyut Bhawan, Jawahar Lal Nehru Marg, Patna 800001. The nodal officer may contact Spl. DG Telecom/Addl DG Telecom of respective LSA unit, for concerned States/UTs. (srddg.br-dgt-dot@gov.in)
3. Director(T), DGT HQ (respective LSA field may be asked to coordinate with respective Nodal officers and TSPs for implementation of helpline.)