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

No. 16-3/2009-AS-III/ Part/81 Dated:13.05.2025

To,

All Access Service Providers.

Subject: - Allocation of short code '19121'as Helpline number for Electricity Consumers of Chandigarh Power Distribution Limited (CPDL), UT Chandigarh.

The undersigned is directed to convey the allocation of short code '19121' as Helpline number for Electricity Consumers of Chandigarh Power Distribution Limited (CPDL), UT Chandigarh, with following features: -

(i) Category-I: Service (i.e. mandatory service to be provided by all the Access providers.
(ii) Accessibility: - Un-restricted i.e. available on STD also.
(iii) Metered service: Calling Party Pays.
(iv) The short code shall be mapped: 9240216666
(v) Details of nodal person: - Mr. Deepak Kumar Mishra, Mob. 9891701258

2. All are requested to take necessary action.

3. This is issued with the approval of DDG (AS).

Digitally signed by
Vaibhav Jain
Date: 13-05-2025
10:53:41

Director (AS-III)
Ph 011-23372488

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

1. Secretary, TRAI.
2. Executive Engineer (HQ), office of the Chief Engineer, Room No. 110 First floor, Deluxe building (old secretariat building) sector 9-D, U.T Chandigarh. The Nodal officer may contact Special DG Telecom/Additional DG Telecom of respective LSA at srddg.pb-dgt-dot@gov.in.
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of helpline)
4. A copy for upload on DoT Website.