Government of India/ भारत सरकार

Ministry of Communications/ संचार मंत्रालय

Department of Telecommunications/ दूरसंचार विभाग

Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001/

संचार भवन, 20 अशोक रोड, नई दिल्ली – 110001

(Access Services Wing)

No. 16-01/2023/AS-III/SHORT CODE/177 Dated: 26.09.2025

To,

All Access Service Providers

Subject: Change in termination/mapping number of Short Code '1912' for Electricity Complaint Services for Punjab State Power Corporation Limited (PSPCL) - regarding.

In continuation to the letters issued by DoT to all States/ UTs for complaints on electricity through DoT order no. 16-3/2011-AS.III/Vol.1(Short Code)/253/822 dated 28.02.2014 followed by order no. 16-3/2013-AS.III (Short Code)/130/278 dated 30.07.2015 (copy enclosed), Considering the request of Punjab State Power Corporation Limited (PSPCL), it has been decided to change the mapping of short code 1912 for PSPCL, Punjab as follows:

S. No.	Short Code	Existing Terminating Number	New Terminating Number	Details and Contact Number of Nodal Person
1	1912	18001801712	**18001201912**	Name: Kanwalvir Kaur Gill & Contact No. 9646187312

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).

Asst. Director (AS-III)

Encl: As above.

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