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

No. 16-01/2023-AS-III/SHORTCODES/197 Dated:06.11.2025

To
All Access Service Providers.

Subject: Migration of termination number of short code '1912' in Consumer Care Electricity Helpline for Uttar Pradesh Power Corporation Limited from existing DISCOM-wise toll-free number to single toll-free number 18004191912 -regd.

In continuation of the letters issued by the DoT to all States/UTs for Electricity related complaints vide DoT Order No. 16-3/2011-AS.III/Vol.1(Short Code)/253/822 dated 28.02.2014 and subsequent Order No. 16-3/2013-AS.III (Short Code)/130/278 dated 30.07.2015 (copy enclosed), considering the request of Uttar Pradesh Power Corporation Limited (UPPCL), the undersigned is directed to convey the approval of the competent authority for change in termination number of short code '1912' as per the following table:

S. No.	Short Code	DISCOM	Existing CCC Location	Existing Toll Free Number	New Single Toll Free Number	Nodal Person Contact Details: SPOC (Name, Designation & Mobile No.)
1.	1912	PVVNL	Meerut	18001803002	18004191912	Shri. Anshuman Upreti, SE IT, Shakti Bhawan, UPPCL HQ, Lucknow, U.P. Contact No-+91-8005465774 Email-anshuman.upreti@uppcl.org
2.		DVVNL	Agra	18001803023		
3.		MVVNL	Lucknow	18001800440		
4.		PuVVNL	Varanasi	18001805025		
5.		KESCO	Kanpur	18001801912		

2. All other features remain same.

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

Digitally signed by
VAIBHAV JAIN
Date: 06-11-2025
10:04:25

Director (AS-III)
Ph 011-23372488

Encl: As above.

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

1. Secretary, TRAI.
2. Shri Sourajit Ghosh, Senior Advisor (IT), U.P Power Corporation Ltd., Shakti Bhawan, 14 Ashok Marg, Lucknow-226001, E-mail - senioradvisor.it@uppcl.org
3. Director (T), DGT HQ, DoT (respective LSA field may be asked to coordinate with TSPs for implementation of the above order)
4. A copy for upload on DoT Website.