

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

No. 16-3/2011-AS.III/Vol-III/Short Code/189/369/

Dated 04/10/2016

To,

M/s Aircel Ltd.,
5th Floor, Building No. 10-A & B,
DLF Cyber City, Gurgaon-122002 (Haryana).

Subject:- Clarification regarding Charging of Short Code '1912'.

CORRIGENDUM

With reference to your letter no nil dated 14/09/2016 regarding above subject, the undersigned is directed to inform that regarding short code '1912' for "Complaints on Electricity", DoT letter No. 16-3/2013-AS-III/130/278 dated 30/7/2015 (copy enclosed) was issued in supersession to the DoT letter No. 16-3/2011-AS- III/Vol. I/253/822 dated 28/02/2014 (copy enclosed). Accordingly, the charging feature of Short Code '1912' will be as per DoT letter dated 30/07/2015 (metered-called party pays).

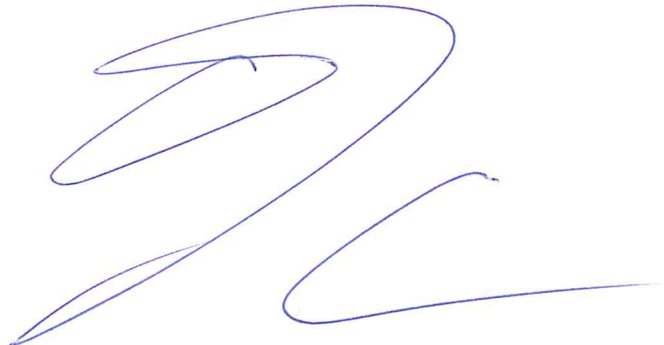
2. All are requested to take necessary action.

Enclosed: as above


(Narayan Ram)
Section Officer (AS-III)
Tel.:23036444

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

1. Secretary, TRAI
2. CMD MTNL /CMD BSNL.
3. Director (TERM-I), DoT (HQ).
4. All Access Service Providers.
5. ADG (IT) with request to kindly upload on DoT Website.



Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No.16-3/2013-AS-III (Short Code)/130/278

Dated 30/07/2015

To

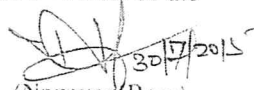
All Access Service Providers.

Subject:- Allocation of Short Code '1912' for "Complaints on Electricity."

On subject mentioned above, kindly refer to attached DoT instructions dated 28/02/2014 (copy enclosed) allocating short code '1912' for "Complaints on Electricity" to all States/UTs with following features:

- (i) Category-I
- (ii) Metered (Called Party Pays).
- (iii) Unrestricted accessibility i.e. available on STD also.

2. In continuation of DoT instructions dated 28/02/2014, the undersigned is directed to convey approval of Competent Authority for allocation of Short Code "1912" for SMS Based Services to "Complaints on Electricity" to all States/UTs with features mentioned above.
3. All are requested to take necessary action. Secretary (Energy) of all States/UTs shall be the coordinating authority for this purpose.


(Narayan Ram)
Section Officer (AS-III)
Tel-Fax :23710488

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

1. Secretary, TRAI.
2. CMD MTNL / CMD BSNL.
3. DG, COAI / SG, AUSPI.
4. Joint Secretary, Ministry of Power, Govt. of India, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001
5. Director (TERM-I), DoT (HQ) with request to circulate the sanction to related TERM Cells.
6. ADG (IT) with request to kindly upload on DoT Website.

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-3/2011-AS.III/Vol.I (Short Code)/253/822

Dated 28/02/2014

To

All Access Service Providers

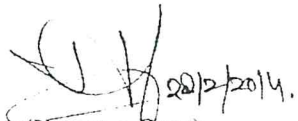
Subject:- Allocation of Short Code '1912' for "Complaints on Electricity".

On subject mentioned above, the undersigned is directed to convey the approval of Competent Authority for proper conduct of Telegraphs for allocation of short code '1912' to all States/UTs. All Earlier allocations of Short Code "155333" for similar purpose are withdrawn with immediate effect.

2. The feature of the Short Code '1912' is as under:

- (i) Category-I: Mandatory service to be provided by all the Access providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Metered: Calling Party Pays.

3. All TSPs are requested to take necessary action.


(Narayan Ram)
Section Officer (AS-III)
Tel.:23036444

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

1. Secretary, TRAI
2. Secretary (Energy), Government of Chhattisgarh, M5-11, 5th Floor, Mahanadi Bhawan, Mantralaya, Naya Raipur-492002 (Chhattisgarh) with reference your D.O. letter No.S/E/CG/2013 dated 01/04/2013.
3. CMD MTNL.
4. CMD BSNL.
5. Joint Secretary, Ministry of Power, Government of India, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001 with reference your D.O. letter No.16/5/2008-APDRP dated 01/11/2013.
6. Director (S-I), DoT (HQ).
7. ADG (IT) with request to kindly upload on DoT Website.