

ಮಾಹಿತಿ ಹಕ್ಕು ಅಧಿನಿಯಮ 2005 ರ ಸೆಕ್ಷನ್ 4(1)(ಎ) ಪ್ರಕಾರ 2021-22 ನೇ ಸಾಲಿಗೆ ಸಂಬಂಧಿಸಿದಂತೆ ಗ್ರಾಹಕ ಸಂಬಂಧ ಶಾಖೆಯಿಂದ ನಿರ್ವಹಿಸಲ್ಪಟ್ಟ ಕಡತಗಳ ವಿವರಗಳು
ಈ ಕೆಳಕಂಡಂತಿವೆ:-

ಕ್ರ.ಸಂ	ಕಡತ. ಸಂಖ್ಯೆ	ವಿಷಯ	ಕಡತದಲ್ಲಿರುವ ಪುಟಗಳ ಸಂಖ್ಯೆ	ಕಡತ ಪ್ರಾರಂಭಿಸಿದ ದಿನಾಂಕ	ಕಡತ ಮುಕ್ತಾಯಗೊಳಿಸಿದ ದಿನಾಂಕ	ಕಡತ ವರ್ಗೀಕರಣ	ಕಡತ ನಾಶಗೊಳಿಸಿದ ದಿನಾಂಕ	ಪರಾ
1	BESCOM/ GM(Proc)/ DGM(Proc)/ BC-10/ 2022-23/ 9139-44 dated 10.03.2023	Provided the service of Customer Support Executives, Team Leaders and Team Managers at 24x7 BESCOM 1912 Helpline, Centre of Excellence Building, HSR Layout, Bangalore	30	04.04.2013	-	-	-	Running
2	BESCOM/BC-48/GM(CR)/2018-19	Development and Deployment of Real Time System for Integration of Outage management System (OMS) of DAS with Integrated Public Greivance Redressal System (IPGRS) using Multi-Speak Interface Standards work for BESCOM Integrated Control Center-2 (BCC2) to DAS at Rajajinagar, BESCOM, Bangalore	95	13.02.2019	-	-	-	Running
3	BESCOM/ BC-48/ GM(CR)/ 2018-19	Tender for Providing Manpower Services to 45 seater 24x7 Customer Helpline at Corporate Office, BESCOM, Banaglore	392	13.07.2017	-	-	-	Running
4	BESCOM/BC-47/ GM(CR)/ 2713/ENQ-2/2018-19	Setting up and Managing the Integrated (24x7) Call Centre by providing quaified personnel with necessary infrastructure for the 13 seater circle control room for tumakuru and davanagere circles of CTAZ and BRC, Kolar and Ramanagara Circles of BRAZ of BESCOM in a single premises to be located in Bangalore.	386	12.02.2018	-	-	-	Running
5	BESCOM/BC-47/2017-18/3598	Designing, Printing, Binding and Supply of BESCOM in House Magazine for every quarter in a year	302	11.04.2017	-	-	-	Running
6	BESCOM/BC-48/ GM(CR) / 2713/ ENQ-1/2018-19	Providing Manpower Services for Circle Control Rooms of North, South, East and West Circle 5 seater each at their respective Circle offices (Total 20 seater) pertaining to BMAZ (North) and BMAZ (South) areas of BESCOM.	205	17.02.2016	-	-	-	Running
7	BESCOM/BC-48/ GNL/ GNL-033/ 15-16	Feeder Based Line Clear System (FBLCS)	365	28.12.2015	-	-	-	Running
8	-	BESCOM and KPTCL Line clear pertaining to BMAZ North and South, BRAZ and CTAZ	65	01.09.2023	-	-	-	Running
9	BESCOM/BC-48/ 3624/ GM(CR)/ 2018-19	Social Media (Twitter/Facebook/Instagram)	85	09.07.2021	-	-	-	Running
10	-	Consumer interaction meeting (CIM)	60	11.08.2015	-	-	-	Running
11	-	RTI Complaints pertaining to South, North, West, East, Bangalore Rural, Ramanagara, Kolar, Tumkur and Davanagere Circles	95	02.07.2016	-	-	-	Running

12	-	Electricity Rights of Consumer Compliant file-2022 (KERC) -pertaining to South, North, West, East, Bangalore Rural, Ramanagara, Kolar, Tumkur and Davanagere Circles	112	25.09.2013	-	-	-	Running
13	-	Consumer Grievance File (CPGRMA)- pertaining to South, North, West, East, Bangalore Rural, Ramanagara, Kolar, Tumkur and Davanagere Circles	410	04.09.2021	-	-	-	Running
14	-	Consumer Grievance File (Janaspandana)- pertaining to South, North, West, East, Bangalore Rural, Ramanagara, Kolar, Tumkur and Davanagere Circles	510	04.09.2021	-	-	-	Running
15	-	BSNL land line and Mobile Phone numbers and bills of Officers and 24X7 Helpline	240	12.04.2015	-	-	-	Running
16	-	Vodafone Mobile Phone numbers and bills of 24X7 Helpline	70	12.04.2015	-	-	-	Running
17	-	Shift duties and Double wages of AE/JE working 24X7 Helpline	400	06.04.2015	-	-	-	Running