**Section 4(1)(b) of RTI Act 2005 Point – 14**

**14. DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR HELD BY IT, REDUCED IN AN ELECTRONIC FORM;**

The following areas/applications have been computerized in BESCOM:

1. Billing of consumer (including ledger, DCB generation)
2. HR & Payroll (Pay Slip, Income Tax Statement)-HRMS
3. Forms-Web self services
4. Finance & Accounting databases
5. Solar Roof Top Online registration
6. Application for H T connection
7. Public Grievance Redressal System
8. Bill Net Software (N-Soft)
9. Customer care and billing Software (CCB)
10. Total Revenue Management Software (TRM)
11. E-procurement
12. Full stack RAPDRP: Integrated application

* GIS based Consumer Indexing & Asset Mapping
* Network analysis
* Energy Auditing
* New Connection, metering, billing, collection module
* Customer care
* Assets and maintenance module
* Meter data acquisition system
* Meter data management module

1. Distribution Automation System and Outage Management System.
2. A. Jana Snehi Vidhyuth Services:

* New Connection
* Name Change
* Tariff Change
* Load Enhancement
* Load Reduction

B. EV Charging Stations:

a. “EV JAGRUTHI”, a web portal for e-mobility in Karnataka <https://evjagruthi.karnataka.gov.in>

b. “EV MITHRA”, a Mobile App for Electric Vehicle Charging.

1. Online Bill Payment Services:

* Bill Desk (Payment Gateway at BESCOM Website)
* Bank of Baroda (Payment Gateway at BESCOM Website)
* Karnataka One Website
* Bharath Bill Payment System (BBPS)
* “BESCOM Mitra” Mobile App
* ECS/NACH
* NEFT/RTGS

1. Implementation of Distribution Transformer Life Cycle Management Software.
2. In-House developed Solar Rooftop Online Portal
3. “ URJA MITRA” web portal and mobile application
4. RTI Online Portal
5. BESCOM has developed 24X7 Helpline for registration of electricity related complaints through different modes:

* 24X7 Helpline – 1912
* Whatsapp message – 9449844640
* Whatsapp Helpline Numbers: 8277884011/8277884021
* Safety related issues Whatsapp-9483191212/ 9483191222
* Facebook – BESCOM
* Twitter - @NammaBescom
* E-mail – [helpline@bescom.co.in](mailto:helpline@bescom.co.in)

[helplinebescom@gmail.com](mailto:helplinebescom@gmail.com)

* Registration of online complaints-www.bescompgrs.com
* District/Circle wise Whatsapp Numbers

|  |  |  |
| --- | --- | --- |
| 1 | South | 8277884011 |
| 2 | West | 8277884012 |
| 3 | East | 8277884013 |
| 4 | North | 8277884014 |
| 5 | Kolar | 8277884015 |
| 6 | Chikkaballapura | 8277884016 |
| 7 | BRC | 8277884017 |
| 8 | Ramanagar | 8277884018 |
| 9 | Tumkur | 8277884019 |
| 10 | Chithradurga | 8277884020 |
| 11 | Davanagere | 8277884021 |

* Artificial Intelligence - <https://bescompgrs.cm/front/chats/aichats>
* Text Chat-https://bescompgrs.com/front/chats