**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. Soura Gruha online registration
7. Application for H T connection
8. Public Grievance Redressal System
9. Bill Net Software (N-Soft)
10. Customer care and billing Software (CCB)
11. Total Revenue Management Software (TRM)
12. E-procurement
13. Full stack RAPDRP: Integrated application

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

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

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

1. Online Bill Payment Services:

* Bill Desk (Payment Gateway at BESCOM Website)
* Bank of Baroda (Payment Gateway at BESCOM Website)
* Bangalore One Website
* Karnataka One Website
* Bharath Bill Payment System (BBPS)
* IMI Mobile App
* “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:

* Safety related issues Whatsapp-9483191212/ 9483191222
* Whatsapp – 9449844640
* 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.bescom.ipgrs.org
* Artificial Intelligence - <https://bescompgrs.cm/front/chats/aichats>
* Text Chat-https://bescompgrs.com/front/chats