**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 service
4. Finance & Accounting databases
5. Bill payment and Online service
6. Solar Roof Top 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. Fast Track New Connection.
3. “BESCOM Mitra” Mobile App.