



Press Release

Technical Validation Session on RMS and Bidyut Bandhu Mobile App. Before TERC as on 22.12.2021

Tripura Electricity Regulatory Commission (TERC) received number of complaints from the consumers of electricity against TSECL's newly launched Revenue Management System (RMS) and its Bidyut Bandhu Mobile App. Secretary TERC as per direction of the Commission asked TSECL to organize a Technical Validation Session on it. Accordingly, TSECL arranged the same on 22nd December, 2021 at the Conference Hall of TSECL Corporate Office, Banamalipur, Agartala wherein the officials of the concerned agency namely *BCITS Private Limited* has given a technical presentation.

Earlier TSECL had multiple billing systems for Urban (RAPDRP) and Rural (Non-RAPDRP) areas. And in Rural ESDs there were stand-alone system. Even the Online Billing in Urban areas was on SAP system which was established a decade ago. This online Billing system, SAP was a older version in comparison to other states . As such, TSECL felt it necessary to switch over to a smart, modernized, user friendly uniform Billing and Revenue Management system with the latest technologies for all Urban and Rural consumers with complete ownership and control on System and Database. Against this backdrop, TSECL introduced Comprehensive Integrated Revenue Management system with MDM on Opex model to meet the requirements as on date and the futuristic needs of the Corporation.

Following are the benefits of newly launched Revenue Management System (RMS) to the consumers and utility.

1. Revenue Management System is fully transparent. Geographical location of Consumer is captured at the time of Meter Reading. Consumer will make sure Meter Reader visits the consumer premises for recording Meter Reading. Photo of the Meter will be captured at the time of recording Meter Reading. All photos are accessible to officials at various levels. Bill generated in consumer premises, consumer can verify the Meter Reading, Meter Status and Bill amount instantly.
2. With this new Revenue Management System, TSECL can now provide services to its electricity consumers 24 X 7 through Mobile App and Web-portal to View/ Download Bills, Online payment of Bills and Other service charges, Downloading Money receipts, View Meter details, View Security Deposit details, View Connection details, Lodging and Tracking complaints, Send Meter Photo and get Bill, Self-estimation of Bill, Self-Bill Generation,



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Send pictures of unsafe locations and accident-prone conditions to TSECL for quick resolution, etc. These on-line facilities are in addition to the normal physical facilities that are available in different offices of TSECL.

3. This system is fully transparent as all operations are digitalized at source. Accountability for all officials as all the activities are to be performed in time-bound manner as per standard operating procedure (SOP) like - Audit trail for each & every transaction in System, All transaction's are to be passed through Bio-Metric approval, 3-Tire security system (Password, OTP, Bio-Metric levels) for all operations, Timely escalations to higher officials if any activity is pending beyond permissible timelines and violates SOP, Available of real time information and data to all officials on Mobile App and Videowall Dashboard, Realtime Key Performance Indices (KPI) monitoring of all officials, KPI data available for quick decision making and remedial actions at all levels.
4. All activates like Record Meter Reading with proof, Generate Bill, Deliver Bill instantly, and Collection of Payment (Optional) can be performed by TSECL employee in a single visit which will save time and money of the resources and thus, optimum utilization of resources will be possible to increase operational efficiency.
5. This system allows in real time identification of Defective Meters and its ageing analysis, Defaulters in various and their ageing analysis, Photo based identification of Accident-prone sites, identification of theft of electricity.
6. It will facilitate work-flow based transparent Vigilance System and mandatory to capture theft proofs and system-based calculation of theft assessment charges. No discretion for officials to modify / delete any Vigilance case.
7. In this system, all reports will be system generated thus can readily available for taking immediate actions.
8. Performance matrix monitoring facility is available for all levels of employees in TSECL, i.e., from lowest level (Feeder Manager) to topmost level (MD). Automated time bound escalation to higher level in case of delay or default in completing the activity.

On completion of the presentation, TERC enquired various issues based on complaints received from different consumers . TERC also addressed some modification to incorporate in the App . Officials of the BCITS Private Limited and officers of TSECL jointly addressed the issues before the Commission and they agreed to resolve the issues immediately .

The Commission is in the opinion that consumer grievances now coming basically due to unawareness about the new system. Thus, TERC ordered TSECL to make mass publicity and awareness campaign through print and electronic media as well as TSECL's website frequently on Bidyut Bandhu Mobile App. In future any kind of consumer grievances, complaints received by TERC will be redressed as per Electricity Act 2003 and Regulations of TERC.

Tripura Electricity Regulatory Commission