WEBSITE OF ELECTRICITY DEPARTMENT AND HELP LINES ENABLED FOR VARIOUS e-SERVICES.

1. The Electricity Department under the R-APDRP scheme funded by the Government of India, New Delhi has designed, developed and hosted it's website for all required IT applications in online user interface through it's own server installed in the State of the Art full fledged Data Center located at Division XIII, Kadamba Plateau.

2. The Department is fully equipped to manage all applications using more advanced and latest world class applications under the funding of the Government of India and on the guidelines and stipulations of the Power Finance Corporation (PFC). The system is so created to meet the Joint Electricity Regulatory Authority (JERC), Rules & Regulations in force.

3. All relevant IT applications are hosted to meet the mandatory requirements of the DISCOMs.

4. The Department has set up a Data Recovery Centre at Railtel, Hyderabad as per the statutory requirements based on seismic zones.

5. The website is fully equipped to manage all the required IT applications and services on the website which is linked to the huge consumer data base related to the consumers of entire State of Goa.

6. The website is designed and developed to manage IT applications such as billing, collection, disconnection, reconnection, new connection, Load change requirements, tariff changes, consumer attribute changes including consumer grievances and is a sophisticated system covering all the consumers in the entire State of Goa.

7. IT system is enabled for real time data transmission to the Data Centre from all its offices, HT consumers, substations etc., spread across the State of Goa utilizing an integrated and independent connectivity system with remote facility enabled

for inaccessible areas so that there is an uninterrupted and continuous flow of data at all times and with the desired speed stipulated for data flow.

8. The Department has also made available mobile apps for viewing consumer bills, making online payments, consumer login, new application connection, status and other facilities for viewing tariffs, consumption calculator, energy calculator etc.. The consumer will need to have an android enable mobile or tablet with the latest android OS. The app is named as "GED Connect" and is available for safe download and installation on the Google Play Store. The link is also indicated on the Department home page. The consumer need to download the app and install it and then authenticate and later provide the Contract nos. for display of various services available.

9. SMS facilities for intimation to consumers on planned outages and email facility for intimation of bill generation and

other information are also enabled on the department website and the same is available once a consumer registers himself.

10. The website is also designed to link the State of Art Call centre and SLDC for real time information of various processes, status including outages from time to time which are available for viewing to the consumers.

11. The Department is continuously working on developing, upgrading, all its services to keep in line with the latest advancements in IT technology so that an effective and efficient services are rendered to the consumers at all times.

12. The Department is also providing webservices for making available the various services to the citizens through the e-District portal being a the flagship program of the Government of India. The Department however, shall provide Webservices with statutory requirements of the Department which third parties can utilize to push or pull the data to the

Centralized application or from the Centralized application of the Department.