**NAME OF CATEGORY- NOMINATION FOR ERP (e-Urja) IMPLEMENTATION AT Gujarat Urja Vikas Nigam Ltd (GUVNL) and all its subsidiaries IN GUJARAT STATE INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs’**/ **COOPERATIVES/ FEDERATIONS/SOCIETIES**

**1.** **Coverage – Geographical and Demographic** :-

(i) Comprehensiveness of reach of delivery centres,

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| GUVNL and all its six subsidiaries companies & all 1500 offices under each. |

(ii) Number of delivery centres

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| Around 1500 offices of GUVNL and all its six subsidiaries are served. |

(iii) Geographical

(a)National level – Number of State covered

(b) State/UT level- Number of District covered

33

(c) District level- Number of Blocks covered

Please give specific details:-

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| Entire geographical Sq. KMs area of Gujarat State. |

(iv) Demographic spread (percentage of population covered)

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| 1.65 crore consumers, 50000 employees of 07 companies. |

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project) :

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| Legacy systems without integration in decentralized mode. Non uniform & non standard BPs, Consumer grievances, Time & efforts were huge & Delayed MIS etc. |

**3. Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

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| ERP coverage in all business areas of power utilities such Power Generation, Distribution, Transmission and Power Trading. |

4. Strategy Adopted

(i) The details of base line study done,

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| GIPL as an Apex consultant got the project study done by KPMG |

(ii) Problems identified,

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| Non uniform & non standard BPs, no central database, information dissemination to consumers, consumer grievances due to non facilitation. |

(iii) Roll out/implementation model,

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| First implementation at pilot locations like HQ, one Thermal Power Plant, one Transmission Circle and one circle location from each power distribution companies. After successful implementation at pilot locations, the same was then rolled out at rest of the locations. |

(iv) Communication and dissemination strategy and approach used.):

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| Emails, SMSs, telephones audio, video conferences. |

5. **Technology Platform used-**

1. Description,

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| HW: IBM P5 series RISC machines with AIX 5.3 OS, Intel x86 servers. Oracle EBS 11i suite with Oracle OAF, forms6i, Reports 6i, Java, Oracle 9i, 10g DB and many third party custom applications. |

1. Interoperability

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| Applications and other related services deployed on IBM AIX 5.3, RHEL Linux 4.0 OS. |

1. Security concerns

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| External / internal threats though ERP being used in intranet only, defined militarized & de-militerized zones to protect hosts for database & applications’ securities. Also, implemented information securities and monitoring system (ISMS) and implemented appliance based Network intrusion detection and detection systems. |

1. Any issue with the technology used

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| No major issues so far except slowness in performance but planning to keep pace with technology for the aged HW & SW. |

1. Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

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| 1. Severity High problems to be acknowledged in 60 min and to be resolved in 14 hours. 2. Severity Medium problems to be acknowledged in 90 min and to be resolved in 03 business days. 3. Severity Low issues to be acknowledged in 120 min and to be resolved in 06 business days. 4. For emergency, prod down, to be acknowledged in 60 min and to be resolved in 04 hrs. 5. For compromised services, to be acknowledged in 240 min and to be resolved in 24 hrs. 6. For non critical services, to be acknowledged in 24 hrs.   Violating SLA attracts penalty of 0.5 % week of AMC charges limited to maximum of 10% of AMC charges. |

**6. Enhancement of Productivity** (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

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| Transparency, uniformity, consumer facilitation, standardization. 50,000 employees perform their self service transactions on their ownin to the system. |

**7. Efficiency Enhancement** (Give specific details about the following #)

1. Volume of transactions processed,

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| **Avg. Trans. per month of one of the Distribution company .**  AP transactions : 70592  CRM: 1220345  HRMS: 57657  Inventory: 3283651  Projects: 3416  Purchase: 28654 |

1. Coping with transaction volume growth

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| ERP can accept large number of transactions volume growth provided there is sufficient storage space. Limitations are not with the ERP. |

1. Time taken to process transactions,

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| Initially within seconds. However, with the growth in the data, this is little bit affected. |

1. Accuracy of output,

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| With the WF notifications & approvals, human intervention has been reduced and error percentages are also reduced in all our subsidiaries. |

1. Number of delays in service delivery

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| Minimum |

**8. Service Delivery** – Business/ Client Centricity (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

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| Faster rate, many benefits, reduced consumer grievances and there is an improvement in the services to the citizens. |

**9. Citizen Centricity** (Give specific details on the following#)

(i)Impact on effort, time and cost incurred by user,

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| Time taken for connections release to consumers has been reduced to 40 to 45%. Transparency in the process to the consumers is a major benefit. |

(ii) Feedback/grievance redressal mechanism,

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| No. of Consumer Complaints Logged in last fin year: 3133  Total No. of calls to customer care in last fin year: 201029  Total No. of all Complaint Logged in last fin year: 15521 |

(iii) Audit Trails,

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| On a quarter basis. |

(iv) Interactive platform for service delivery,

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| Online availability of the Help Desk system 24 x 7 to the users. |

(v) Stakeholder consultation

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| Review meetings on a bimonthly basis for the actionable points with systems integrator, OEM. Feedback from the companies are also being taken from consumer grievances and facilitations. |

10. **User convenience** (Give specific details about the followings #)

1. Service delivery channels (Web, email, SMS etc.)

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| Emails, SMS, Telephones, Online help desk tool. |

1. Completeness of information provided to the users,

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| Through system as well as status information is also available on the portal. |

1. Accessibility (Time Window),

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| 24 x 7 |

1. Distance required to travel to Access Points

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| Nil |

1. Facility for online/offline download and online submission of forms,

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| Through Web portal |

1. status tracking

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| On real time basis through consumer portal. |

**11. Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

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| Explored new technologies, developed state of art Datacenter & various equipments. |

**12. Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

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| Optimization of resources, manpower, accurate & timely MIS & DSS. |

**13. Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #)

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| The solution can survive longer if proper purging policies are defined and keeping pace with the technology. |

**14. Adaptability Analysis**

1. Measures to ensure adaptability and scalability

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| High Availability of the systems & scalable to some extent |

1. Measures to ensure replicability

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| s/w can be replicable with little changes as per requirements. |

1. Restrictions, if any, in replication and or scalability

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| Not so far. |

1. Risk Analysis

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| External and internal threats are dealt with the Information Securities Monitoring System (ISMS). |

15. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning’s, feedback and stakeholders statements that show a positive difference is being made etc):

1. **To organization**

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| Achieved operational excellence, transparency in working, saved time & energy.   1. New Connection Release/ Addl Load (Non Motive power) in 18 days instead of 33 days. 2. New Connection Release/ Additional Load (Motive power) in 70 to 72 days in place of 122 days. 3. Billing Related Complaints has been reduced from 16 per subdivision to 4. 4. Payment Options are any time & any where instead of at s/dn or specified collection center. 5. Meter related Complaints are resolved in 2 days instead of 15 days. 6. Meter & Sealing Tracking is done in 1 day instead of 3 days. 7. Quality of Power Supply is improved to 99.82 % from 99.74 % |

1. **To citizen**

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| Transparency, ease & comfort, reliability, facilitation , saving of time of citizens. |

1. **Other stakeholders**

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| Improved efficiencies with alertness. Supplier payments are being done timely. Accounting is also reflected accordingly. |

16. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc): G2G, G2C

17. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

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| Realized Improvement as per answer at sr. no. 15. |

18. Other distinctive features/ accomplishments of the project:

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| 1. Improved decision making  2. Accuracy & Savings of time & energy  3. Less paper approach |

# This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.