

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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## NAME OF CATEGORY - INNOVATIVE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) BY STATE GOVERNMENT PUBLIC SECTOR UNDERTAKINGS

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

#### (i) Comprehensiveness of reach of delivery centres

*Tamil Nadu Minerals Limited (TAMIN), is a wholly owned company of Government of Tamil Nadu started in 1978. It is engaged in exploitation, processing and marketing of Granite and other major minerals such as Limestone, Vermiculite, Quartz, Feldspar, Indian Standard Sand and Graphite. Geographically TAMIN's activities are spread over all the granite quarries, major mineral mines and factories situated at remote areas throughout the State. This enterprise has entered the international granite market in the year 1979. It has developed a favourable market ambience in the global market with the help of e-Governance and has secured a steady market for dimensional blocks of black and other colour granite materials in countries like Japan, Germany, Italy, Australia, UK, Switzerland, Holland, USA etc.*

#### (ii) Number of delivery centres

*TAMIN has 10 Divisional Offices at Krishnagiri, Kulithalai, Melur, Tiruvannamalai, Villupuram, Metturdam, Tirunelveli, Ariyalur, Pennagaram and Sholingur. Apart from that project offices are functioning at Marakanam in Vilupuram District, Kalidaikuruchi in Tirunelveli District, Thogamalai in Karur District. TAMIN has 8 industrial units. They are located at Sivaganga, Melur, Madhepalli, Manali, Ennore, Ambathur, Sulamalai, Naganoor.*

*The basic units of TAMIN are the minor mineral quarries, major mineral mines and factories. TAMIN has got about 33 live minor mineral quarry leases and 9 major mineral mine leases throughout the State.*

#### (iii) Geographical

- |  |                |
|--|----------------|
| (a) National level – Number of State covered   | -              |
| (b) State/UT level- Number of District covered | - 20 districts |
| (c) District level- Number of Blocks covered   | -              |

Please give specific details:-

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*TAMIN's Head Office functions at 31, Kamarajar Salai, Chepauk, Chennai District. Geographically TAMIN's Head Office, Divisional Offices, granite quarries, major mineral mines and factories are spread over in 20 districts of Tamil Nadu as listed below.*

<b>Sl. No.</b>	<b>Functional Location</b>	<b>District Name (covers 20 districts)</b>
<b>Head Office</b>		
1.	Chepauk, Chennai	Chennai
<b>Divisional Offices</b>		<b>Quarries / mines located</b>
1.	Sholingur	Vellore, Thiruvallur
2.	Krishnagiri	Krishnagiri
3.	Kulithalai	Karur, Namakkal, Trichy
4.	Ariyalur	Ariyalur, Pudukottai
5.	Melur	Madurai, Virudhunagar, Sivagangai
6.	Metturdam	Salem, Erode, Tiruppur
7.	Pennagaram	Dharmapuri
8.	Tirunelveli	Tirunelveli
9.	Tiruvannamalai	Tiruvannamalai
10.	Villupuram	Villupuram, Kancheepuram
<b>Factories</b>		
1.	Exfoliated Vermiculite Plant, Ambattur	Thiruvallur
2.	Indian Standard Sand Unit, Ennore	Thiruvallur
3.	TAMIN Granites, Manali	Thiruvallur
4.	Graphite Beneficiation Plant, Sivaganga	Sivaganga
5.	TAMIN Granites Tile Plant, Madhepalai	Krishnagiri
6.	TAMIN Granites, Melur	Madurai

(iv) Demographic spread (percentage of population covered)

*TAMIN has about 1350 working forces viz., officers, staff and workers working at Head Office at Chennai and its 10 divisional offices, 33 working quarry fields, 9 mine fields, 8 factories.*

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*Since this is a public sector company, the company's profit is the profit of the Government. Hence the employees of the company as well as the general public are the beneficiaries of the benefit achieved by the company.*

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

*Monitoring, follow up and managing the entire network of quarries, mines and factories and men & machinery is a Herculean task. Previously, it was monitored manually from the Head Office and managed locally by the Divisional Managers and Factory Managers. The Head Office administration relied entirely on the manual reports furnished by the Divisional Officers on production, sales and men & machinery. Prior to M Vallalar, IAS, Managing Director joining in the organization ie. in November 2011, only manual based monitoring was being followed. It caused delayed decision making and the reports from the field were to be re-verified by sending another team of officers. Thus the old system followed then was time-consuming, inaccurate, and un-economical. Further lack of proper mechanism for management of men & machinery for optimum utility caused increase in the cost of production and wastage of precious natural wealth and that leads to unnecessary problems. In order to overcome the above problems, this monitoring system through e-Governance called QMS was conceived and introduced.*

### **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 #)**

*TAMIN quarrying / mining various kinds of minerals and processing it. Processing technology of finished products like granite slab / tiles / monument / furniture, graphite, Indian standard sand, exfoliated vermiculite are varying in nature. So monitoring of different kind of processing of minerals and consolidating various products is a big and novel effort. QMS has been developed in such a way to suit to monitor various kind of processing like Graphite flakes from graphite ore, Indian Standard Sand from silica sand, exfoliated vermiculite from raw vermiculite, granite slab / tiles / monuments / furniture from granite blocks. **Monitoring of quantum of various minerals extricated and processed is a need of the hour due to various scams in mining sector.***

#### **Scope:**

- 1. To have a close monitoring of the activities of the granite quarries, factories and major mineral mines to ensure day to day activities to suit the present day circumstance and marketing*

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2. *To have the management an effective control over the quarry, mine and factory operation including the attendance of employees in the field level to ensure optimum utilization of men & machineries to reduce the cost of production*
3. *To have timely reports from the field to facilitate the decision making process of top management by furnishing the right information at right time*
4. *To cut down the time span in generating invoices and issuance of delivery challan to provide better service to facilitate the buyers for timely transport and shipment process.*
5. *To improve the quality of service with optimal effectiveness with accuracy, transparency, accountability and marketability by data sharing across different departments, thus bringing about the efficiency in administrative functions and to improve their quality of service efficiency*
6. *Harness the use of technology and employees including the management to create sense of achievement*
7. *To enable the company to reap the optimum benefit of natural wealth by minimizing the waste and utilizing the wealth to the maximum*
8. *To facilitate every day mine audit to ensure the accuracy of quantity taken and waste generated. Thereby to curtail misuse and illicit movement of mineral*
9. *To make the industry's activities transparent*
10. *Auto generation of daily reports to enable the Divisional Managers, Field workers / operators to know the status of production / sales against target, cost of production, work efficiency, machinery utilization*

*The above scopes are aimed at the activities of TAMIN which are broadly divided into 4 modules as given below:*

### *1. Production Management*

- *Production of granite - Primary cutting, dummy block extricated, finished blocks*
- *Quarry / Mine production*
- *Factory production, utilized ore*
- *Man power utilization*
- *Generation of Waste material*
- *Daily Quarry requirements*

### *2. Sales Management*

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- *Minor Mineral – Raw Granite / Finished Granite Sales – preparation of selection list, proforma invoice, payment receipt, invoice, delivery challan*
  - *Major Mineral - Mine, Factory Sales – preparation of proforma invoice, payment receipt, invoice, delivery challan*
3. *Men & Machinery / Vehicle Management*
- *Shift-wise machinery performance*
  - *Utilized man power, consumable, expenditure*
  - *Drilled feet, material handled, area sawn for development & production work  
Hours spend, idle hours*
  - *Inventory, requirement status discussion board*
4. *Lease Management*
- *New lease, existing, renewal, surrender details*
  - *deposit availability, lease agreement*
  - *dead rent, area assessment calculations*

### **4. Strategy Adopted**

(i) The details of base line study done,

*In order to implement this software, initially the existing system was studied thoroughly and modified and make it simple to suit the present day circumstances. In the first instance, various formats were introduced to record the entire quarry operations. Before introducing the e-Governance System, the views of various field level stakeholders such as Geologists, Mining Engineers, Mechanical Engineers and the buyers of granite blocks and various finished products were sought for and taken into account.*

(ii) Problems identified,

1. *Delay in preparation of local / export invoices for sales of minor mineral, major mineral and finished products*
2. *There was no pre plan to produce big size granite blocks before dressing. This resulted to selling those granite blocks for low price due to its small size.*
3. *Since dressing of granite blocks were done on pick and choose basis, high quality granite blocks are dressed for sale resulted in stagnation of other granite blocks.*

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4. *Measurement of granite blocks was done manually. There was no possibility of cross checking of granite block's measurement. Possibility of inadvertent / advertent error existed.*
5. *Buyer allowed to pick and choose the desired finished granite blocks.*
6. *Quarry working wastes were not tracked or measured which provided scope for illicit activities.*
7. *After booking of granite blocks by the buyer, there was no time limit to make payment. Likewise, there was no time limit for removal of granite blocks from the quarry site even after payment and use the quarry site as his stock yard. All these aspects are leading to illicit activities.*
8. *Cost of production was high due to inefficient management of men & machineries due to non-availability of details of performance and depending on the inaccurate manual reports furnished by the Divisional Office.*
9. *Lack of optimum utilization of men & machinery*
10. *Lack of facility for mine auditing by the management*
11. *There was multiplication of work as reports like selection list, invoice, dispatch challan, tax report were prepared manually by various section / divisional offices.*
12. *Lack of transparency*

### (iii) Roll out/implementation model,

*The entire activities being taken place at quarries, mines and factories are monitored through e-Governance with a help of a system designed to suit the TAMIN called 'Quarry Management System'.*

- *QMS is a centrally managed software that collects data of production / sales / despatches etc. in the quarry / mine / factory on a daily basis*
- *Daily quarry activities such as primary cutting, details of extricated dummy blocks, photographs of finished blocks with its measurements, shift-wise men & machinery utilization, waste generation, sale of blocks to buyers etc., are entered online in the QMS on daily basis at the Divisional Offices using a pre-defined format given to them.*
- *Based on the entries made in Divisional Offices, the MIS reports like daily division-wise production, sales, availability of stock, shift-wise machinery performance, under-utilized machinery list, non-working machinery with its service status, fuel consumption details, important spare part requirements for continuous quarry operation are generated in TAMIN Head Office for review and consequent actions. Decisions are taken swiftly based on QMS data. The surplus men and machineries are identified and shifted to needy places, then and there.*

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- *It converts the data into reports for efficient and transparent management with high accuracy.*
- *It is a unique software, designed and developed based on TAMIN's requirement*
- ***QMS is not mere computerization of office. It was designed to integrate various kinds of mining activities like production, recovery percentage of minerals, mine wastage, sales, mine safety and optimum utilization of men & machinery***
- *Apart from this, QMS is also useful to monitor the mining and sales activities of major minerals like limestone, graphite, vermiculite, Indian standard sand, quartz and feldspar.*
- *QMS automatically reviews the daily performance of each quarry and generates report on daily performance of each quarry. These reports are also automatically sent to the TAMIN Divisional Offices and Head Office through e-mail. These reports help the TAMIN Divisional Managers to fine tune the daily operation of the quarry and also help to the officers at Head Office to take suitable decision swiftly.*

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

*The introduction of QMS software was communicated to all the officers, staff and workers of the company working at the Head Offices, Divisional Offices, Granite Quarries, Major Mineral Mines and Factories. Proper training was imparted to the working force. Demo was conducted at the quarry sites and awareness created. The buyers also made aware of this innovative system.*

*The company workforce was made to understand and feel the QMS system on day to day basis in aiding them to increase production, sales, machinery performance, men performance, inventory management and so on. In a nutshell it was explained to all whoever connected with TAMIN, the usefulness and the need of QMS in the present day situation.*

### 5. Technology Platform used-

#### (i) Description

*QMS was developed in the open source platform. The other details are:*

- *Developed language (front end) – php, java script*
- *Database – Mysql*
- *Webserver: apache*
- *Software used for development: Dreamweaver*
- *Hardware Server: IBM x3400 series*



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- *Internet connectivity for web access: BSNL broadband*
- *Backup: NAS solution and Ftp data backup in onedata account*

### (ii) Interoperability

*This system capable of exchanging data in different formats like xml, xls, csv etc.*

### (iii) Security concerns

- *Role based authentication to various functionalities mentioned in different modules. Rights are given to Individual Users or Groups*
- *Flexibility to define separate Role and Designation to the users.*
- *Unauthorized access to database or application is monitored through firewall*

### (iv) Any issue with the technology used

*We are using bsnl broadband for accessing server available at Head Office. Digital photos of each and every blocks (approx. 6MB) are uploaded daily basis. It takes more time.*

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

*Entered agreement with the developer M/s. SriHema Infotech, Chennai for annual maintenance of the software.*

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

*Due to close monitoring and effective follow-up aided by the QMS system, we have been able to increase the production during 2013-14 as mentioned below:*

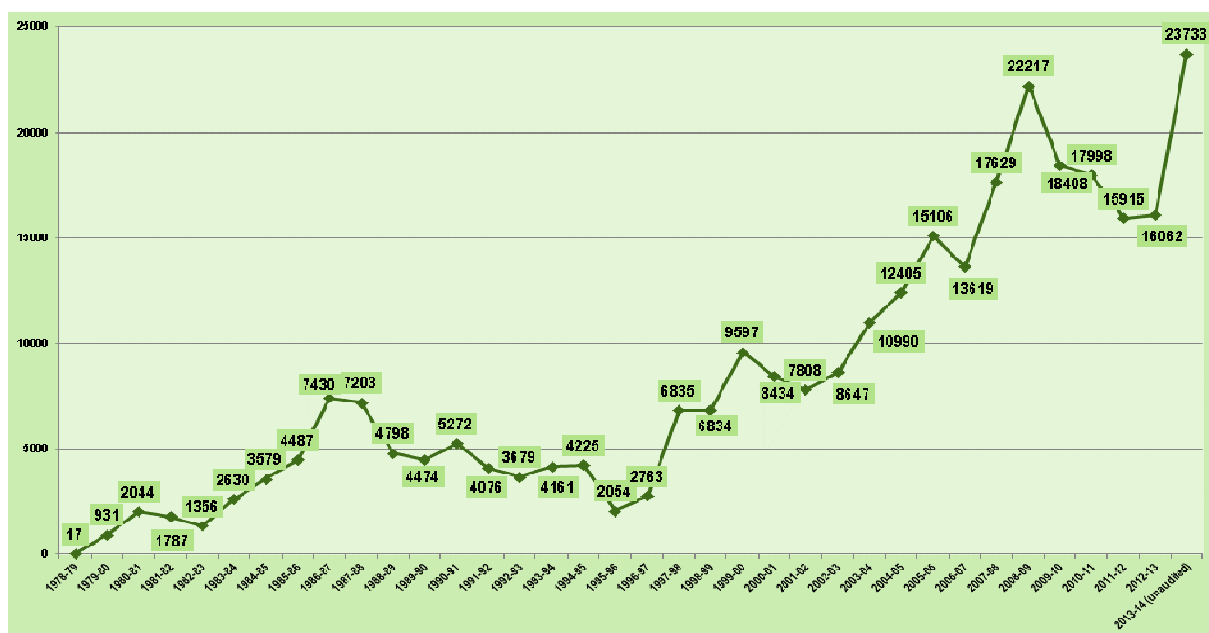
*Highest ever production since inception of the company in the year 1978-79 has been achieved in Black Granite (23733 M3), Graphite Ore (87353 MT), Indian Standard Sand*



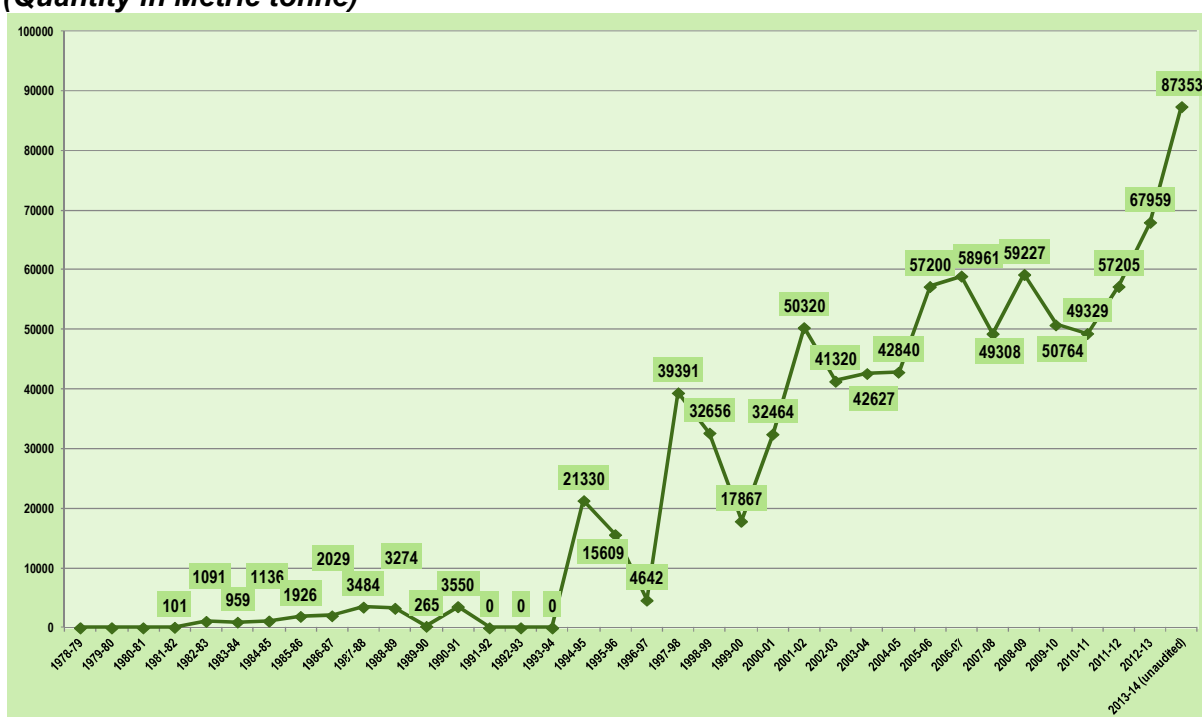
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(3714 MT), Exfoliated Vermiculite (1751 MT), Raw Vermiculite (2201 MT), Limestone (701413 MT) and Cut & Polished Slabs & Monuments (98554 M2)

### PRODUCTION – BLACK GRANITE (Quantity in Cubic Metre)

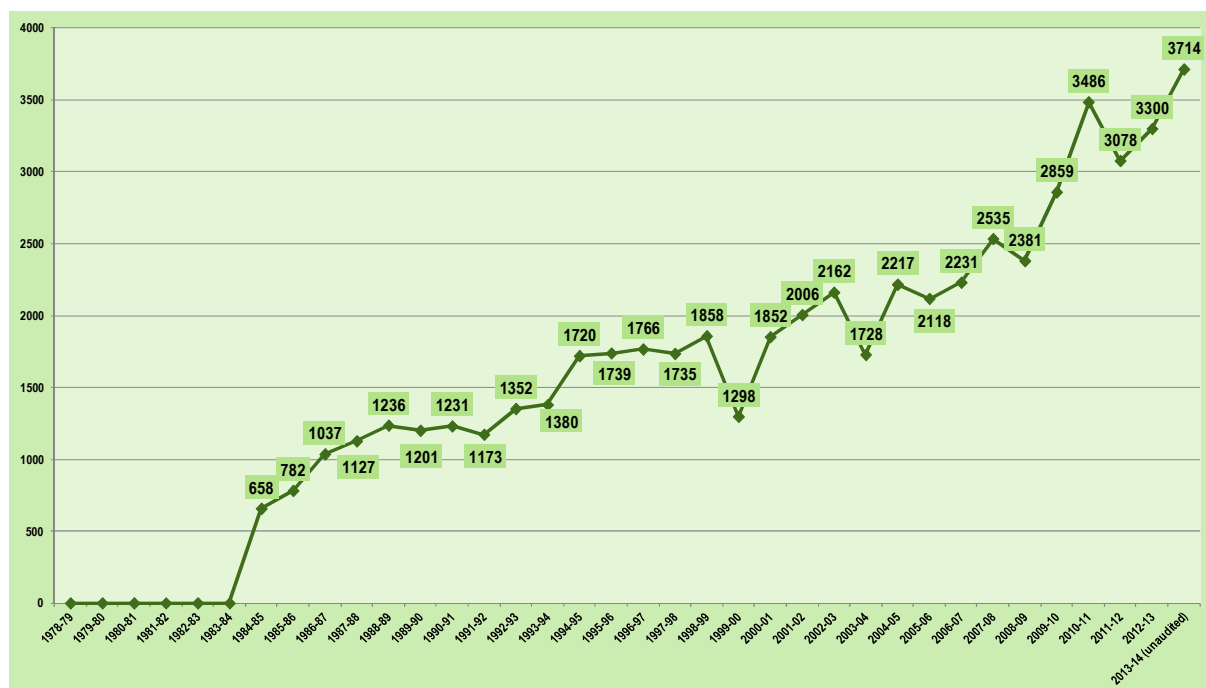


### PRODUCTION – GRAPHITE ORE (Quantity in Metric tonne)

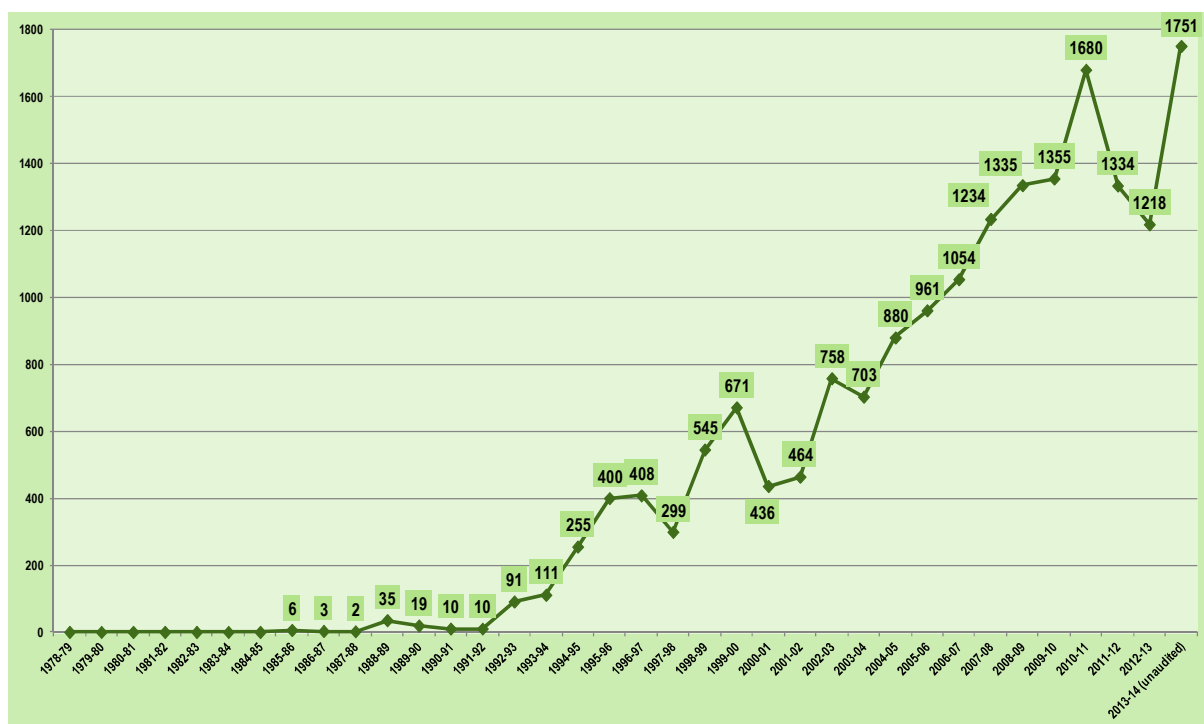


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## PRODUCTION – INDIAN STANDARD SAND (Quantity in Metric tonne)

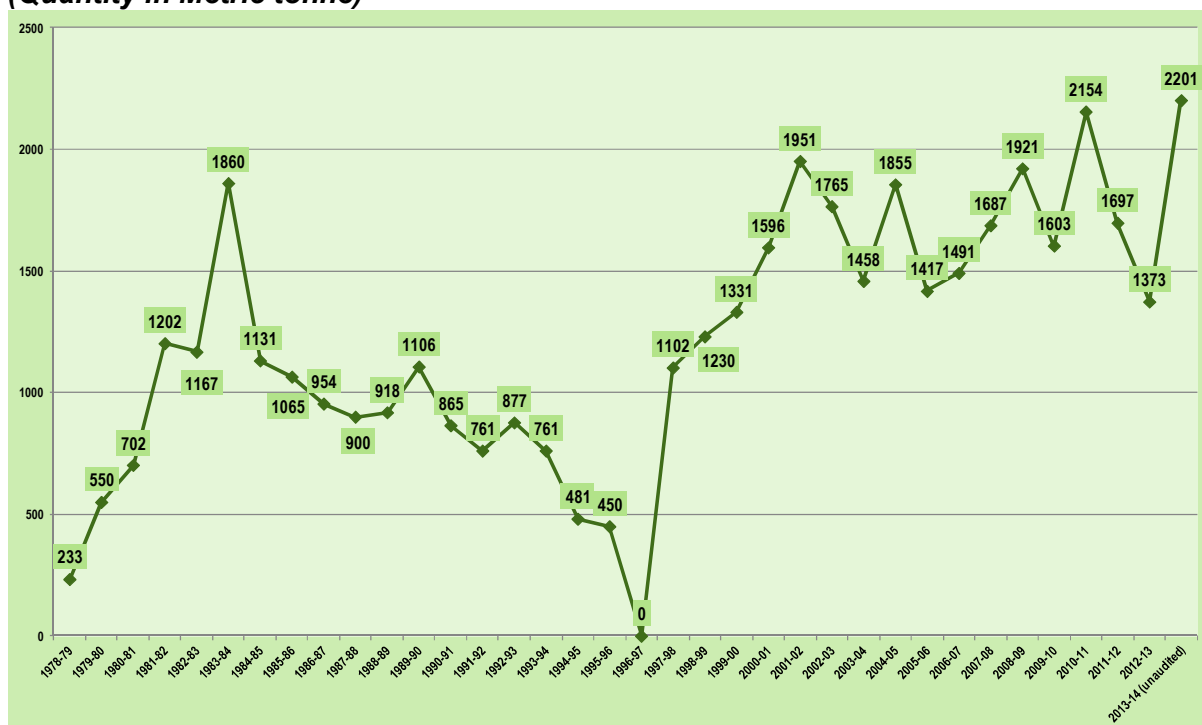


## PRODUCTION – EXFOLIATED VERMICULITE (Quantity in Metric tonne)

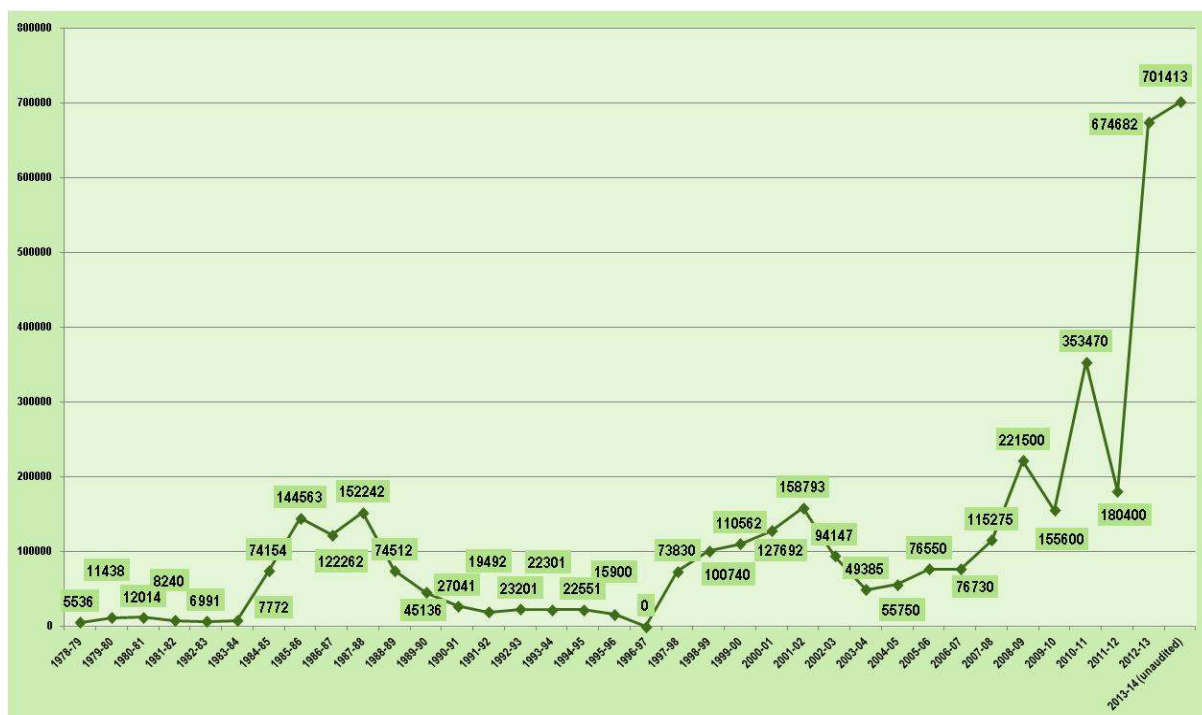


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## PRODUCTION – RAW VERMICULITE (Quantity in Metric tonne)



## PRODUCTION – LIMESTONE (Quantity in Metric tonne)



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*By optimum utilization of the resources of men and machineries with the help of QMS, production has increased and cost of production has reduced.*

*Moreover, QMS guide the workforce to use the men & machinery effectively on daily basis in quarry operation which resulted in increase in production.*

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

#### **(i) Volume of transactions processed**

- *Optimum utilization of men & machinery achieved*
- *Improved Quality of service provided to the buyers, delays in service deliveries avoided significantly.*
- *Overseeing and verification of the measurements of the granite blocks lying in a remote quarry from the Head Office is made possible thus reducing the overheads of spot verification and inaccuracy in measurement is avoided. Previously it has been major problem in TAMIN to monitor effectively thus causes revenue loss but QMS made it possible.*
- *A sense of alertness, vigil, vigour, competitiveness, achievement and self reverence was instilled in the minds of the working force and management and falling prey to external force avoided.*

#### **(ii) Coping with transaction volume growth**

*The QMS system enabled the management active the increased in production and sales which resulted in increase in profit of the company.*

#### **(iii) Time taken to process transactions**

*The manual system which was in vogue caused delayed decision making due to non-availability of data readily and reports from the field were re-verified by sending another team of officers. Thus old system followed then was time consuming, in accurate and uneconomical. Now with the use of reports generated through QMS instantly needy decisions are taken swiftly without any delay.*

#### **(iv) Accuracy of output,**

*Earlier, the Head Office administration relied entirely on the manual reports furnished by the Divisional Officers on production, sales and men & machinery. It has to be re-verified for accuracy. Now, since the data are collected day to day basis and entered online on day to day basis, accuracy is ensured and accountability is created as manipulation of entries is made impossible. Moreover, all granite blocks with*

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*measurement tape of length, breadth and width are digitally photographed and uploaded in QMS which can be viewed by the users from anywhere in the globe thereby each granite blocks and other minerals are accounted with accurate measurement and quantity.*



### **(v) Number of delays in service delivery**

*The lengthy and time consuming procedure followed caused delay in service delivery. For example, the following statement narrates the procedure adopted for sale of raw granite in the old system:*

- 1. After production of some blocks, inspection notice is issued to the buyer.*
- 2. Buyer after inspecting the blocks at the quarry site on the date noted in the notice choose the required blocks from the stock.*
- 3. The list of blocks with buyer measurement chosen by the buyer is prepared and sent to Head Office*
- 4. After necessary verification, based on the said approved list, release order is issued from the Head Office to the divisional office for getting approval of AD with his measurement*
- 5. In the meantime, proforma invoice is prepared and sent to the buyer.*
- 6. Buyer pays the amount fully or partially depending upon his immediate requirement*

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7. *After payment, despatch instruction is sent from Head Office to the Divisional Office for the paid blocks*
8. *After getting permit from the collectorate and based on the buyer's convenience, delivery challan is prepared (there is no time limit for the buyer to take the blocks from the quarry site, the blocks remain in the quarry until buyer takes them)*
9. *Based on the delivery challan, invoice is raised from the Head Office and sent to the buyer.*

***This whole process took atleast two months.***

*Likewise, there was delay in sales process of limestone, raw vermiculite, exfoliated vermiculite, Indian standard sand, graphite, granite finished products like slabs, tiles, monuments etc due to complicated procedures.*

**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. #)

*This QMS system helps to improve the quality of customer service by immediate generation of invoices and issue of delivery challan thereby facilitating the buyers for making timely transport of blocks to create an ambience for better marketability. The delay for service delivery to the clients are minimized by adopting the simplified procedure given below.*

1. *After production of blocks, interested buyers are permitted to visit the quarry and select the blocks serially only (not permitted to pick and choose)*
2. *Based on buyer's selection list of selection of blocks is prepared. The validity of the selection list is for 15 days only.*
3. *Proforma invoice is prepared in QMS and sent to the buyer*
4. *Within 15 days, party should pay the full amount. In the meantime, Divisional Office get the approval of AD and updates the AD's measurement in the QMS*
5. *After receiving payment, invoice is raised at the Head Office and sent to the Buyer. Immediately, Divisional Office gets permit from the collectorate and issue it with delivery challan.*
6. *Buyer has to take the granite blocks from the quarry site within 20 days after permit is issued or else demurrage will be collected from the buyer.*

***This whole process is completed approximately within 15 days.***

*In the same way, the delay in sales process of limestone, raw vermiculite, exfoliated vermiculite, Indian standard sand, graphite, granite finished products like slabs, tiles, monuments etc has also been avoided.*



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

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

*The welfare of about 1350 employees and their families are taken care of and they are the direct beneficiaries of the company. Apart from that, about 1000 contract labourers and their families are also beneficiaries of the company. Moreover, it gives indirect employment opportunity to about 30,000 workforce. The company pays the government by means of dividend and royalty. Since the company is a public sector undertaking, the profit of the company is the profit of the government. Hence, the benefits achieved by the company are the benefit of the public.*

#### (ii) Feedback/grievance redressal mechanism,

*Stakeholders such as foreign buyers and companies gave their feed backs and placed their record of appreciation for the benefits they availed due to the introduction of this QMS system. Internally, the Divisional Managers are also stakeholders sent their feedbacks and get the office grievances redressed / requirements fulfilled through this software.*

#### (iii) Audit Trails,

*The QMS was put in to use and functions from the end of 2012. It has generated proven results in terms of production, sales and profit. The Mine Audit Committee audits each mine physically once in two months and cross checks the data in the QMS entered with reference to the actual volume mined.*

#### (iv) Interactive platform for service delivery,

*There is a provision in the QMS to interact end user like our buyers, managers, workers in the field level and interaction with various problems noticed in the field level.*

#### (v) Stakeholder consultation

*The Divisional Managers who are stakeholders sent their feedbacks and get the office grievances redressed / requirements fulfilled through this software.*

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

#### (i) Service delivery channels (Web, email, SMS etc.)

From the primary data fed at one centre we are able to generate many reports needed for decision making to suit the need of the hour. Certain examples of reports are copied below:




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Daily machine / Vehicle wise performance, utilized man power, utilized consumables:

Minor Machinery & Production													
Sl. No.	Quarry Name	Machine Name	Utilized Manpower		Total Hours Worked	Total Km Run	Total Footage Drilled / Total Material Handled/ Total Area Sawn	Machinery Maintenance	Want of Work	Break down - Repair able	Performance	Remarks	Diesel Consumption
			Operators	Workers									
1	Yellikkaradu - I	EX-HIRE-0252	1	1	6:40	-	440 MT	-	01:20 hour	-	440/(06.40*65)*100=105.8%	Utilized optimum level.	-
2	Yellikkaradu - II	EX-DEPT-5732	2	-	7:05	-	375 MT	01:05 hour	00:55 hour	-	375/(07.05*65)*100=81.8%	Utilized optimum level.	200
4	Yellikkaradu - II	PC-DEPT-151984	1	3	5:00	-	35 feet	-	03:00 hour	-	35/(05.00*48)*100=14.6%	Compressor oil service.	30
6	Yellikkaradu - II	PC-DEPT-0370	1	6	7:30	-	201 feet	00:45 hour	00:45 hour	-	201/(07.30*38)*100=72.5%	Utilized optimum level.	60
7	Yellikkaradu - II	PC-DEPT-3812	1	9	7:30	-	290 feet	00:35 hour	00:30 hour	-	290/(07.30*38)*100=104.5%	Utilized optimum level.	55
8	Yellikkaradu - II	PC-DEPT-3154	1	6	7:30	-	190 feet	00:35 hour	00:30 hour	-	190/(07.30*38)*100=68.5%	Utilized optimum level.	40

Quarry-wise recovery percentage report:

<div>  Search:         </div>							
Division	--SELECT--						
From	01-04-2013	to	18-07-2014	Search			
Sl. No	Division	Quarry	Primary Cutting Volume Extricated	Waste Generated	Total Volume Extricated	Production Yeilded	Recovery %
1	METTURDAM						
2		Yellikkaradu - II	10954.339	56921.333	67875.672	1386.042	2.042
4		Vattamalai - I&II	2906	905.556	3811.556	124.937	3.278
5		Yellikkaradu-I	13920.963	50717.111	64638.074	1682.532	2.603
6		Kaveripuram 3(P)	2802.178	4693.778	7495.956	191.667	2.557
	Total		33670.139	123690	157360.139	3,670.29	

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## Performance Analysis Report (Auto generated):

VILLUPURAM	Kommedu (Dept)	Perumbakkam (RCSA)	Siruvalai (Dept)	Udaiyanatham (Dept)
<b>Men &amp; Machinery performance</b>				
a Workers & operators attendance (present / total)	6/27 (22%) (W:4/22, Op:1/3)	39/41 (95%) (W:30/30, Op:4/6)	33/36 (92%) (W:26/28, Op:6/7)	0/45 (0%) (W:./35, Op:./8)
b Excavator Performance(%)	EX-HIRE-00340- 0% (MT/hrs)	EX-HIRE-00002- 69% (360MT/8hrs) EX-RCS-0300-1- 0% (0MT/8hrs)	EX-DEPT-5016- 0% (0MT/3hrs) EX-HIRE-0165- under repair	EX-HIRE-BEMLL- 0% (MT/hrs) EX-HIRE-TATA 210- 0% (MT/hrs)
c PC/HDU performance(in %)	PC-DEPT-2060- 0% (ft/hrs/workers) PC-HIRE-00175- 0% (ft/hrs/workers)	PC-RCS-0140- 69% (210ft/8hrs/6workers) PC-RCS-0600- 52% (315ft/8hrs/9workers) PC-RCS-175- 102% (310ft/8hrs/9workers)	PC-DEPT-3879- under repair PC-DEPT-3896- 0% (ft/hrs/workers) PC-DEPT-4384- under repair	PC-DEPT- 0% (ft/hrs/workers) PC-DEPT-3155- 0% (ft/hrs/workers) PC-DEPT-3645- 0% (ft/hrs/workers)
c Tipper Performance(in %)		TIPP-RCS-1091- 49% (130MT/8hrs) TIPP-RCS-4455- 0% (MT/hrs) TIPP-RCS-5386- 87% (230MT/8hrs) TIPP-RCS-6606- 0% (MT/hrs)	TIPP-DEPT-2581- 0% (MT/hrs) TIPP-DEPT-5708- 0% (0MT/5hrs)	TIPP-DEPT-0424- 0% (MT/hrs) TIPP-DEPT-0426- 0% (MT/hrs) TIPP-DEPT-5704- 0% (MT/hrs) TIPP-DEPT-5707- 0% (MT/hrs)
<b>Production &amp; sales performance</b>				
f Production achieved on 20-08-2014	0.000 out of 6.575 CBM	0.000 out of 1.644 CBM	0.000 out of 1.644 CBM	0.000 out of 4.110 CBM
g Production achieved upto 20-08-2014	65 out of 934 CBM (7%)	143 out of 233 CBM (61%)	57 out of 233 CBM (24%)	129 out of 584 CBM (22%)
h Sales achieved on 20-08-2014	0.000 out of 0.000 CBM	0.000 out of 1.096 CBM	0.000 out of 0.822 CBM	0.000 out of 1.644 CBM
i Sales achieved upto 20-08-2014	0 out of 0 CBM (0%)	193 out of 156 CBM (124%)	0 out of 117 CBM (0%)	190 out of 233 CBM (81%)

### Immediate Attention is required in the following areas:

#### In your Departmental Quarries:

- Absentees are huge, i.e. 64%. This may cause increase in un-operative machineries and decrease in production. D.M. should attend immediately.
- As per the norms, excavators available in your division should be handled 2080MT of materials. But yesterday these excavators have handled only 0MT of materials.
- As per the norms, excavators available in your division should be utilized 32 hours. But yesterday excavators have been utilized only 3 hours.
- As per the norms, Hydraulic Driller / Portable Compressors available in your division should be drilled 2032 feet. But yesterday these machineries have drilled only 0 feet.
- As per the norms, Hydraulic Driller / Portable Compressors available in your division should be utilized 48 hours. But yesterday these have been utilized only 0 hours.
- Your division have excess operators, i.e., 18 operators for 12 machineries.
- Due to absence of operators, some machinery / vehicle were not operated, i.e., 7 operators for available 12 machineries.

#### Overall Performance:

- Your overall production performance is 8% (394 CBM out of 5100CBM)
- Your overall sales performance is 29% (383 CBM out of 1300CBM)

## Division / Unit wise production target, achieved production & sales, stock details etc:

Divisionwise Performance (Raw Blocks)													
Sl. No.	Division Name	Production			Sales		Stock-Dummy Blocks		Stock-Finished Blocks		Buyer Performance		D.C not generated more than 20 days from the permit date (CBM)
		Yearly Prodn Target (CBM)	Achieved as on date (CBM)	Achieved on the date (CBM)	Achieved as on date (Rs. in Lakhs)	Achieved as on date (Dollar)	Undressed Blocks more than 15 days in the financial year(CBM)	Total Dummy Blocks in Stock (CBM)	Stock available for Sale(CBM)	Stock ready for Despatch(CBM)	Selected Blocks & not invoiced (paid) more than 15 days (CBM)	Permit Not get more than 7 days from invoiced Dt	
1	KRISHNAGIRI	7200	341(16%)		35.62	-	50(6)	4532(549)	6966(2681)	132(92)	59(12)	125(91)	-
2	KULITHALAI	-	121(0%)		-	-	-	51213(3803)	13953(2401)	645(104)	-	645(104)	-
3	MELUR	-	-		-	-	-	44610(4105)	12363(3716)	407(87)	-	407(87)	-
4	METTURDAM	6700	468(24%)	7	-	3.51	65(7)	6495(609)	1989(1614)	140(178)	84(65)	75(127)	41(14)
5	PENNAGARAM	4080	723(60%)		107.97	2.7	104(14)	670(165)	738(635)	79(80)	211(252)	-	16(32)
6	SHOLINGAR	20760	2652(43%)	45	774.49	-	495(103)	2317(324)	1713(625)	212(57)	1151(371)	185(42)	95(37)
7	THIRUVANNAMALAI	5100	671(44%)	11	165.53	0.97	14(7)	2561(317)	473(188)	102(50)	63(73)	-	15(6)
8	TIRUNELVELI	6600	1248(64%)		78	-	620(35)	26778(1906)	787(91)	582(65)	441(44)	239(26)	241(28)
9	VILLUPURAM	6000	352(20%)	1	121.01	-	-	417(130)	986(2827)	-	63(40)	-	-
				Total	1282.61	7.18							

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

### Highlights of the above statement:

- By clicking the each figure, we can see the detailed reports
- Division-wise production achievement against target
- Monitoring undressed blocks which are not dressed more than 15 days
- Monitoring selected blocks which are not paid more than 15 days
- Invoiced blocks which are not delivered from the quarry within 20 days from the permit date
- Stock of dummy blocks, finished blocks, sold but not dispatched blocks in the quarry site

### Top 10 un-utilized machineries:

Machinery - Top 10 unutilized machineries					
Sl. No	Machine Code	Quarry Name/Mines Name	Division Name	Unutilized Hours	Reason for idleness
1	<a href="#">PC-DEPT-600C</a>	Sivaganga mine	SIVAGANGA	8	Idle due to no drilling work (LD4 drilling)
2	<a href="#">PC-DEPT-160006</a>	Vattamalai - I&II	METTURDAM	8	Shortage of labour
3	<a href="#">EX-HIRE-261-6798</a>	Vattamalai - I&II	METTURDAM	7	Bucket stick pin repair.
4	<a href="#">TIPP-DEPT-8212</a>	Sivaganga mine	SIVAGANGA	5	III rd pit waste loading work and tipper stopped
5	<a href="#">EX-DEPT-5017</a>	Sivaganga mine	SIVAGANGA	4	ore heaping work at mines
6	<a href="#">PC-DEPT-SVG1</a>	Sivaganga mine	SIVAGANGA	4	I pit ore drilling work
7	<a href="#">TIPP-DEPT-9811</a>	Sivaganga mine	SIVAGANGA	2	stockyard boulder loading and diesel supply at mines vehicle
8	<a href="#">TIPP-DEPT-0209</a>	Sivaganga mine	SIVAGANGA	2	Utilized for transport of materials
9	<a href="#">TATA HITACHI EX</a>	Sivaganga mine	SIVAGANGA	2	stockyard ore heaping work
10	<a href="#">TIPP-HIRE-1197</a>	Sivaganga mine	SIVAGANGA	2	III rd pit waste loading work

### The above statement will be helpful to the management for the following aspects:

- Identify the idle machineries and divert to the needy places
- Pre-planning tendency has improved, resulted in increase in production

### Non-working machineries:

Machinery - Nonworking machineries					
Sl. No	Machine Code	Quarry Name	Division Name	breakdown hour	Repair type
1	TIPP-DEPT-0421	Sivaganga mine	SIVAGANGA	8:00	Repair work sent to cws salem
2	TIPP-DEPT-5330	Yellikkaradu II	Metturdam	8:00	Repair work, sent to Salem Workshop
3	TN07 B1591	Sivaganga mine	SIVAGANGA	8:00	Repair work sent to workshop at Madurai
4	ATLAS COPCO PNA 00772 A	Sivaganga mine	SIVAGANGA	8:00	Repair work sent to cws salem
5	ATLAS COPCO PNA-001344	Sivaganga mine	SIVAGANGA	8:00	repair work sent to cws salem
6	TIPP-DEPT-8246	Sivaganga mine	SIVAGANGA	5:00	clutch repair sent to TVS Madurai inspection estimation

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

The above statement will be helpful to the management to follow the repair work which resulted in drastic reduction of break-down days / hours.

Quarry daily requirements:

Requirement details for Quarry			
Sl. No	Proposal Subject	No of days pending	Last comment details
1	<a href="#">svg Purchase of pump spares from M/s McNally Bharat Rs. 7 Lakhs ...</a>	8	Deputy Manager (Purchase), HEAD OFFICE Wrote on 14-07-2014 at 11:07: File processed. Sanction will be given shortly.
2	<a href="#">SVG PURCHASE OF PUMP SPARES M/S PREMIERS RUBBERS MILLS RS.3 LAKHS ...</a>	8	Deputy Manager (Purchase), HEAD OFFICE Wrote on 17-07-2014 at 12:45: File processed. Sanction given on 17-07-2014
3	<a href="#">SVG PROPOSAL FOR CRUSHER SPARES FROM ECOMAN ...</a>	8	Deputy Manager (Purchase), HEAD OFFICE Wrote on 14-07-2014 at 11:09: File under circulation.
4	<a href="#">SVG PROPOSAL FOR PURCHASE OF CRUSHER ROTOR SPARES FROM L &amp; T ODISSA ...</a>	8	Deputy Manager (Purchase), HEAD OFFICE Wrote on 14-07-2014 at 11:14: File under circulation.
5	<a href="#">SVG PROPOSAL FOR STEEL PLATE RS. 80,000/- ...</a>	1	Deputy Manager (Purchase), HEAD OFFICE Wrote on 18-07-2014 at 10:11: Proposal received
6	<a href="#">SVG PROPOSAL FOR CIVIL ESTIMATE PILOT STUDY RS.29,000/- ...</a>	1	Deputy Manager (Purchase), HEAD OFFICE Wrote on 18-07-2014 at 12:14: File being processed.

The above statement is helpful to take immediate action for procurement of materials.

Court case hearing details:

Near-by Legal Case Hearing dates					
Sl. No	Case No	Quarry Name	Division Name	Next Date	Court Name
1	O.S.436 OF 2014	Arisiramani	METTURDAM	21-07-2014	City Civil Court, Chennai
2	I.A.7509/2013 in O.S.2933/13	Papankulam	TIRUNELVELI	31-07-2014	City Civil Court, Chennai
3	I.A.7509/2013 in O.S.2933/13	Papankulam	TIRUNELVELI	31-07-2014	City Civil Court, Chennai
4	O.S.No.6261/2011	Thatchampattu	VILLUPURAM	31-07-2014	City Civil Court, Chennai
5	O.S.No.6260/2011	-	KRISHNAGIRI	31-07-2014	City Civil Court, Chennai

To keep track of the court cases and to alert the officers concerned

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

### Mine-wise Performance (Major Minerals):

Minewise Performance (Major Minerals)										
Sl.No	Mines Name	Yearly Prodn Target(MT)	opening balance (MT)	Production		Sales		Factory transfer	Despatch (MT)	closing Stock (MT)
				Achieved as on date (MT)	Achieved on the date (MT)	Achieved as on date (MT)	Financial year invoiced Sales in Rs. (Lakhs)			
1	MUDHALIYARKUPPAM	3000	134.35	924(104%)	-	-	-	666	-	392.35
2	PALLAMBAKKAM	3000		626(71%)	21	-	-	527	-	99
3	PERIYANAGALUR	864000		66918(26%)	418	267000	890.09	-	59217	7701
4	Sevathur Vermiculite Mines	2880	5155.7	241(28%)	24	-	-	100	-	5296
5	Sivaganga mine	72000	65595.315	15768(74%)	819	-	-	9948	-	71415
6	VADA AGARAM	2400	-	-	-	-	-	-	-	-
					Total		890.09			

The above statement is helpful to know the stock details, production & sales performance, pending supply details etc.

### (ii) Completeness of information provided to the users,

*Based on the entries made in Divisional Offices, the MIS reports like daily division-wise production, sales, availability of stock, shift-wise machinery performance, under-utilized machinery list, non-working machinery with its service status, fuel consumption details, important spare part requirements for continuous quarry operation are generated in TAMIN Head Office for review and consequent actions. Decisions are taken swiftly based on QMS data. The surplus men and machineries are identified and shifted to needy places, then and there.*

### (iii) Accessibility (Time Window),

*The system can be accessed through internet 24x7 basis. Instant generation of management reports to analyze the data to take corrective decision across the table.*

### (iv) Distance required to travel to Access Points

*Information collected from quarry site is entered in the concerned Divisional Office situated at nearest point.*

### (v) Facility for online/offline download and online submission of forms

*End user can download various kind of reports online for improvement of quarrying activities and service delivery such as review reports, daily / weekly / monthly / yearly*



## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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*reports, stock details, quantitative statements, proforma invoices, selection list of granite blocks, invoices, delivery challan etc.*

### **(vi) Status tracking**

- *Status of various kind of requirements of men, machinery and materials required by the Divisional Office / factories are possible in the system*
- *Status of produced granite blocks are also traceable*

**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. #)

*QMS was designed in such a way to monitor all kind of operational activities of quarries, mines and factories. This is not just a computerization of office function. The designing of this QMS was done keeping in mind with various factors like production, mine wastage, safety and scientific mining concept and optimum utilization of men & machinery and to increase the recovery percentage of various minerals which is the need of the hour. It integrates various kinds of mining activities and produces required reports. These reports help to take speedy decision by the management and help to prevent unauthorized movement of valuable minerals. Thus, this result oriented software, which is first of this kind in mining sector, is an innovative one.*

*As Managing Director of the Organization, I decided to implement this QMS and firmly executed various measures by motivating the officers & employees and boosting their morale by setting high standards of quality of services aiming continuous and sustainable improvement in the activities of the organization through this QMS, TAMIN in all spheres has been growing by leaps and bounds and achieved all time high production, sales, export and profit in the history of TAMIN.*

*Success of any institution or company mainly depends upon effective monitoring of the operation of its functions. Our Quarry Management System enables the administration to have an effective monitoring and management of quarries, mines and factories. This software with some modification can be utilized in other organizations, who are dealing with minerals. **This Quarry Management System is a prelude to effective monitoring of mineral wealth in the country.***

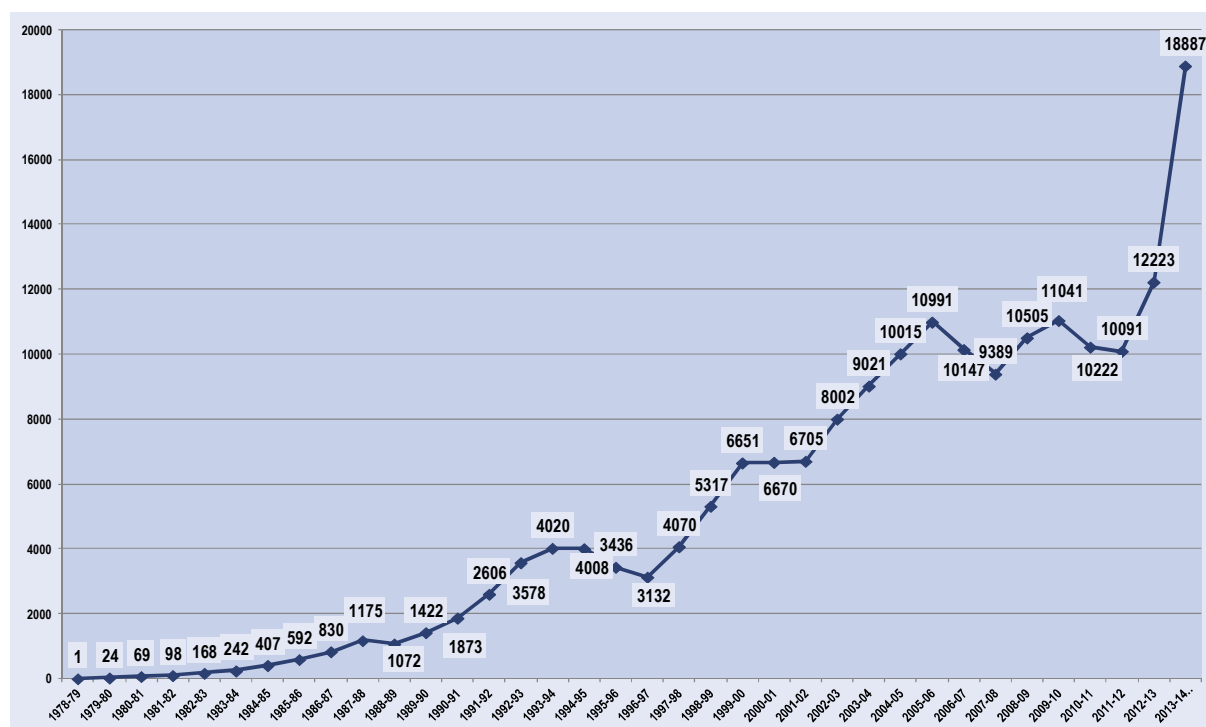
**12. Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

1. *Highest ever production from the inception in the year 1979 of the company has been achieved in Black Granite (23733 M3), Graphite Ore (87353 MT), Indian Standard Sand (3714 MT), Exfoliated Vermiculite (1751 MT), Raw Vermiculite (2201 MT), Limestone (701413 MT) and Cut & Polished Slabs & Monuments (98554 M2)*

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

2. Highest ever sales from the inception in the year 1979 of the company have been achieved in Black Granite Rs.88.78 Crores, Lime Stone Rs.28.54 Crores, Graphite Flakes Rs.28.39 Crores, Indian Standard Sand Rs.6.13 Crores and Exfoliated Vermiculite Rs.1.82 crores during 2013-14.
3. The actual sales for the year 2013-14 was Rs.188.87 Crores against Rs.122.23 crores in the previous year (an increase of about 54%) which is the highest ever since the inception of the company.

### SALES TURNOVER (Rs. in Lakhs)

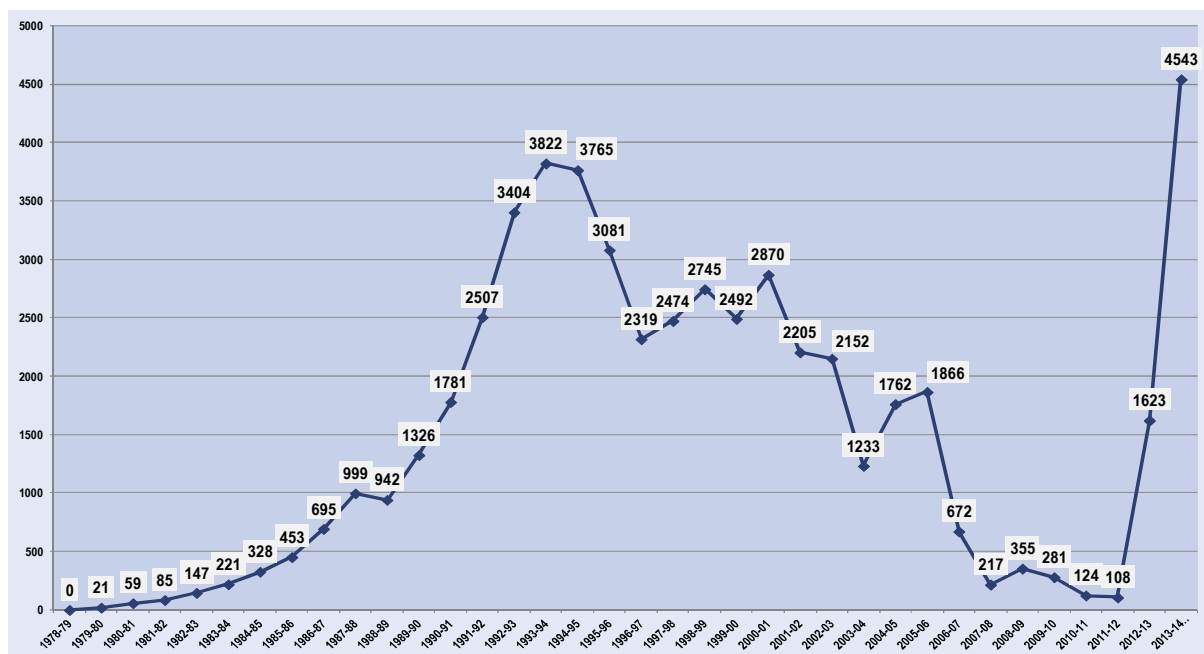


4. Rs.45.43 crores worth of granite blocks were exported to China, USA and other Eastern European Countries which is the highest ever from the inception of the company.



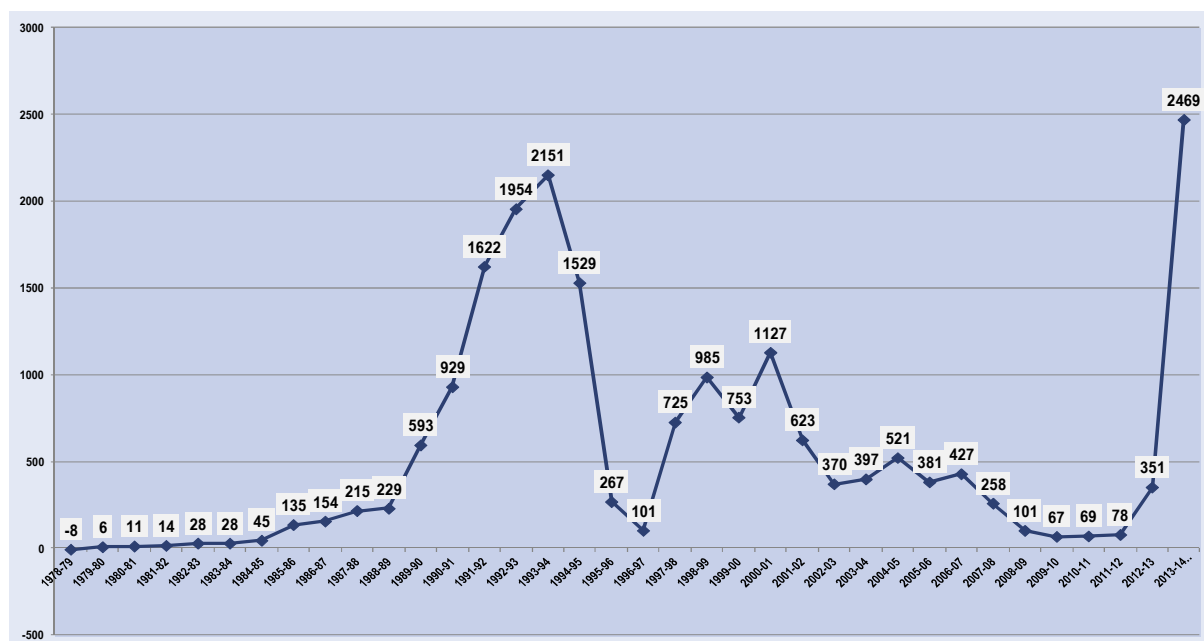
## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

### EXPORT SALES (Rs. in Lakhs)



5. The profit before tax at the estimated level of sales comes to Rs.24.69 Crores for 2013-2014, an increase of Rs.21 Crores (595%) over the previous year, which is the highest ever profit since the inception of the company.

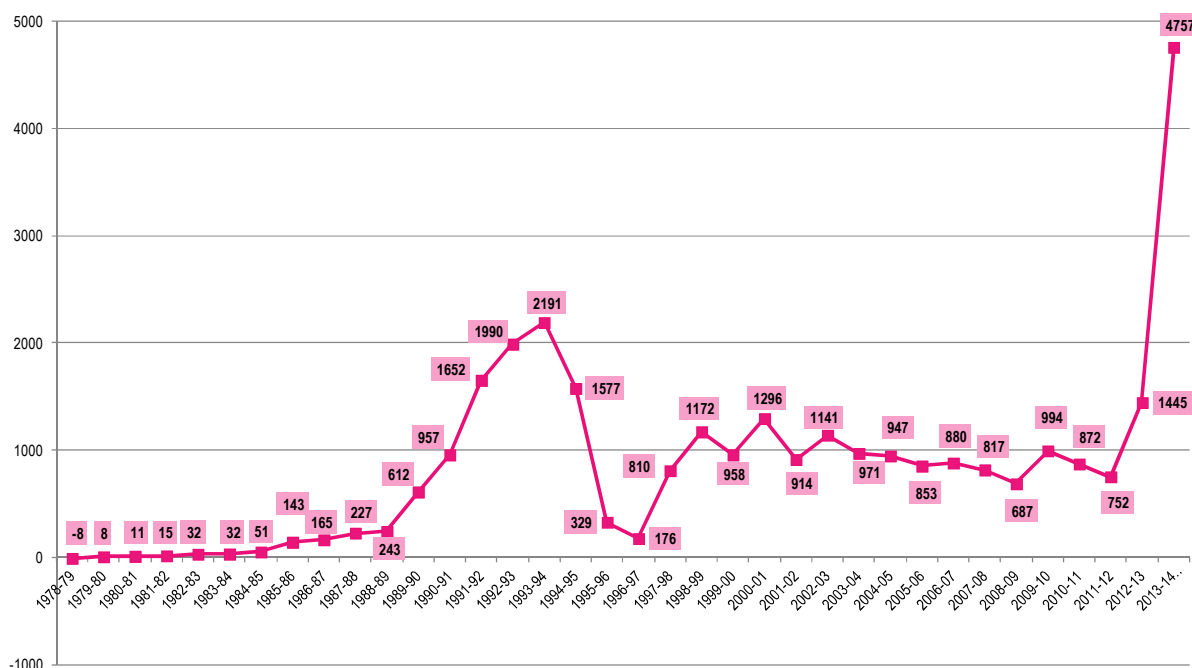
### PROFIT BEFORE TAX (Rs. in Lakhs)



6. Profit before Tax, EPF, Gratuity is Rs 47.57 crore which is highest ever since the inception of the company in the year 1978.

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## **PROFIT BEFORE GRATUITY, EPF, TAX (Rs. in Lakhs)**



**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. #)

- *PHP & Mysql are open source software and these are sustainable one*
- *Accuracy of physical stock maintenance with book records are verified by the Mine Audit committee bi-monthly.*
- *Data storage is being managed with adequate backup records.*

## **14. Adaptability Analysis**

(i) Measures to ensure adaptability and scalability

*Needy customization is being done on a day today basis to facilitates the management. This system can be adapted with suitable modifications to suit the needs of other organizations in the mining sector.*

(ii) Measures to ensure replicability

*Since the data are collected day to day basis and entered online on day to day basis, accuracy is ensured and accountability is created as manipulation of entries is made*

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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*impossible. Moreover, all granite blocks with measurement tape of length, breadth and width are digitally photographed and uploaded in QMS which can be viewed from anywhere in the world. The QMS with some modification can be replicated in any organization who are dealing with minerals.*

(iii) Restrictions, if any, in replication and or scalability

Nil

(iv) Risk Analysis

*NAS solution and Ftp data backup in onedata account is implemented for data recovery*

**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):

**(i) To organization**

*The introduction of the innovative system has yielded tremendous results and its impact is explicit in all aspects of quarrying / mining procedure. This system provide the scope for corroboration of facts and figures registered in the registers with those recorded in the system. Hence accuracy of facts and figures and transparency were ensured. Because of the close monitoring and effective follow-up by means of this QMS system we have achieved the following benefits:*

- **Highest ever production** from the inception in the year 1979 of the company has been achieved in Black Granite (23733 M3), Graphite Ore (87353 MT), Indian Standard Sand (3714 MT), Exfoliated Vermiculite (1751 MT), Raw Vermiculite (2201 MT), Limestone (701413 MT) and Cut & Polished Slabs & Monuments (98554 M2)
- **Highest ever sales** from the inception in the year 1979 of the company have been achieved in Black Granite Rs.88.78 Crores, Lime Stone Rs.28.54 Crores, Graphite Flakes Rs.28.39 Crores, Indian Standard Sand Rs.6.13 Crores and Exfoliated Vermiculite Rs.1.82 crores during 2013-14.
- The actual **sales turnover** for the year 2013-14 was Rs.188.87 Crores against Rs.122.23 crores in the previous year (an increase of about 54%) which is the **highest ever** since the inception of the company.
- Rs.45.43 crores worth of granite blocks were exported to China, USA and other Eastern European Countries which is the **highest ever export** from the inception of the company.
- The profit before tax at the estimated level of sales comes to Rs.24.69 Crores for 2013-2014, an increase of Rs.21 Crores (595%) over the previous year, which is the **highest ever profit** since the inception of the company.
- Manipulation of records at a later date is made impossible and this scope of unlawful and illicit mining was curtailed.

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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- *Optimum use of natural mineral wealth is ensured*
- *Optimum utilization of men & machineries achieved*
- *Envisages quality service to the buyers without any loss of time*

### (i) To citizen

*The company pays the government by means of dividend and royalty. Since the company is a public undertaking, the profit of the company is the profit of the government only. Hence, the benefits achieved by the company are the benefit of the public.*

### (ii) Other stakeholders

*Envisages quality service to the buyers without any loss of time.*

*About 1350 direct employees of TAMIN and more than 30,000 indirect employees are the beneficiaries of this great achievement.*

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):

*Quarry Management System aimed to have an effective monitoring and management of quarries, mines and factories by the administration. On implementation this project has yielded on hand results of increased production, sales and profit. This software with some modification can be utilized in other organizations / industries, who are dealing with minerals. **This Quarry Management System is a prelude to effective monitoring of state mineral wealth.***

*Buyers are benefited by issue of invoices and delivery instructions without any unwanted delay.*

*This helped the employees of the organization to improve their technology knowledge by attending the training offered and got self confidence of achieving goals by setting target to enable the company to reap the optimum benefit.*

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

*Comparative analysis in respect of production, sales, export sales and profit are given in the statements below:*

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

### Production:

Sl. No.	Mineral Name	Measurement	2011-12	2012-13	2013-14
1	Black Granite	CBM	15915	16183	23733
2	Limestone	MT	180400	674682	701413
3	Graphite Ore	MT	57205	67959	87353
4	Vermiculite ore	MT	1370	1373	2201
5	Silica Sand (Raw)	MT	3206	4212	7500
6	Granite Finished Products	SQM	15031	15725	98554
7	Graphite Flakes	MT	5634	5701	5793
8	Indian Standard Sand	MT	3078	3300	3714
9	Exfoliated Vermiculite	MT	1195	1218	1751

### Sales: (Rs. In Lakhs)

Sl. No.	Mineral Name	2011-12	2012-13	2013-14 (unaudited)
1	Black Granite	4513.23	5240.01	8878.00
2	Limestone	429.35	2239.68	2854.47
3	Granite Slabs, Tiles & Monuments	600.52	531.09	1318.57
4	Graphite Flakes	2546.67	2590.13	2838.75
5	Indian Standard Sand	346.12	456.63	613.44
6	Exfoliated Vermiculite	111.88	123.90	182.00

Sl. No.	Before QMS	After QMS
1.	<i>There was no mechanism to monitor the size of the granite blocks produced from primary cutting stage (splitting from mother rock) which resulted in low level production of higher size blocks which cause revenue loss.</i>	<i>Now, every granite blocks are monitored from the stage of primary cutting to finished product with the help of QMS which enabled production of bigger size granite blocks and reduction in cost of production and high cost realization</i>
2.	<i>Granite blocks are selected by the buyers as their wish rejecting most of the blocks which resulted revenue loss</i>	<i>The Granite blocks cannot be chosen as the blocks are sold in chronological order only. Hence we are able to sell all the blocks without omission.</i>
3.	<i>The Head Office cannot see the measurement of the granite blocks and we had to fully depend upon the statements of the field officers working in the granite quarry. There was chance for malpractices, inaccuracy in measurement and other compliant.</i>	<i>Every granite blocks are digitally photographed with measurement tape and uploaded in the QMS which can be seen in HO with measurement. This transparent method helps to avoid malpractices.</i>
4.	<i>Men &amp; machinery were not effectively utilized due to poor Management Information System as the quarries / mines / factories are remotely situated.</i>	<i>QMS sets standard for effective utilization of men &amp; machinery and any shortfall in utilization of men &amp; machinery is clearly indicated in the next day report which help the management to take immediate action for effective</i>

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

		<i>redeployment of men &amp; machinery to needy places.</i>
5.	<i>There was no possibility for auditing the mining daily which caused mis-management</i>	<i>Mine auditing taking place every day thereby any omission / commission is immediately brought to the notice of the Management for proper decision.</i>

Changes effected in the procedures are as follows:

<i>Old Procedure:</i>	<i>Simplified Procedure:</i>
<ol style="list-style-type: none"> <li>1. After production of granite blocks, inspection notice is issued to the buyer.</li> <li>2. Buyer after inspecting the granite blocks at the granite quarry site on the date noted in the notice choose the required blocks from the stock.</li> <li>3. The list of blocks with buyer measurement chosen by the buyer is prepared and sent to Head Office</li> <li>4. After necessary verification, based on the said approved list, release order is issued from the Head Office to the divisional office for getting approval of Assistant Director(A.D.), Commissionarate of Geology and Mining (C.G.M.) Department with his measurement</li> <li>5. In the meantime, proforma invoice is prepared and sent to the buyer.</li> <li>6. Buyer pays the amount fully or partially depending upon his immediate requirement</li> <li>7. After payment, despatch instruction is sent from Head Office to the Divisional Office for the paid blocks</li> <li>8. After getting permit from the collectorate and based on the buyer's convenience, delivery challan is prepared(there is no time limit for the buyer to take the blocks from the quarry site, the blocks remain in the quarry until he takes them)</li> <li>9. Based on the delivery challan, invoice is raised from the Head Office and sent to the buyer.</li> </ol>	<ol style="list-style-type: none"> <li>1. After production of granite blocks, interested buyers are permitted to visit the quarry and select the blocks serially only (not permitted to pick and choose)</li> <li>2. Based on buyer's selection list of selection of blocks is prepared. The validity of the selection list is for 15 days only.</li> <li>3. Proforma invoice is prepared in QMS and sent to the buyer</li> <li>4. Within 15 days, party should pay the full amount. In the meantime, Divisional Office get the approval of A.D., C.G.M. Department and updates the A.D.'s measurement in the QMS</li> <li>5. After receiving payment, invoice is raised at the Head Office and sent to the Buyer. Immediately, Divisional Office gets permit from the collectorate and issue it with delivery challan.</li> <li>6. Buyer has to take the granite blocks from the quarry site within 20 days after permit is issued or else demurrage will be collected from the buyer.</li> </ol>

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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18. Other distinctive features/ accomplishments of the project:

1. *The QMS was demonstrated to the Principal Secretary to Government, Industries Department with the aid of PowerPoint presentation with online demo in the presence of Thiru. T.N.Venkatesh, I.A.S., Managing Director i/c, Tamil Nadu Magnesite Ltd, Thiru. Atul Anand, I.A.S., Commissioner i/c, Geology & Mining Department, Officers from Finance Department and Commissionerate of Geology and Mining. The Principal Secretary has appreciated the sincere effort taken by Managing Director, TAMIN in bringing transparent management system through this QMS software. The Principal Secretary suggested that similar type software may be introduced in Tamil Nadu Magnesite Ltd / Tamil Nadu Cements Corporation Ltd and instructed Managing Director, TAMIN, to render all support to Tamil Nadu Magnesite Ltd / Tamil Nadu Cements Corporation Ltd. The Principal Secretary congratulated the Managing Director, TAMIN for its efforts on e-governance.*
2. *Other stakeholders such as foreign buyers and companies have also recorded their appreciation of the benefits they gained due to the introduction of this system. We have received good response from the workforce of the company through their feedback.*



# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES



TAMIL NADU MINERALS LIMITED, CHENNAI – 600 005.

## FEEDBACK FORM

1. Name: Mr.R.Shankar
2. Designation: Director
3. Company Name with Address: M/s. Ace Granites Pte Ltd.,  
No.116, Middle Road, # 06-01,  
Singapore - 188972

(Please indicate your experiences with a newly introduced QMS.)

We observed the following experiences before the implementation of QMS. In this connection, we give below our feedback as a comparison on 'before QMS' and the improvements after implementation of QMS for your kind reference.

### Before QMS

1. After inspection, the Divisional Office shall prepare the Approval List and the same shall be approved by us in the quarry itself. Then the same will be forwarded to Head Office. This process will take approx., one week time.
2. Based on the Approval List received from the Divisional Office, the Head Office will raise Proforma Invoice.
3. On receipt of Proforma Invoice at our end, we will be making payment according to the Proforma Invoice including the taxes payable by us.
4. Once the payment is made, Head Office will issue Release Order to Divisional Office. Based on the release order, Divisional Office will remit necessary seniorage fee to get the Transport Permit from the Department of Mines & Geology. This process will take maximum of 10 to 12 days. Subsequently, the blocks will be moved from the quarry site to stockyard.

Before implementation of QMS, for each and every step, we have to follow with your people and coordinating with them. Hence, we were put in a very difficult situation to answer our customers on the transportation of marked blocks.

### After QMS

1. After doing marking, we are getting 'inspection report'. Without any follow-up at the Head Office, we are getting the Proforma Invoice.
2. After making payment, the process has been simplified by issuing of original invoice. Now the process has become very clear and quick.

Against the lengthy process of 45 days approx. for every shipment, after the implementation of QMS, now the total process has been simplified to receive the original invoice within one week time, and thus enabling us to do shipments quickly.

**For ACE GRANITES PTE. LTD.**

  
**Director,**

Signature with Seal

116 Middle Road, #06-01, Singapore - 188972  
E-mail : imports@acesing.com

# AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

## A V GRANITES

Old No. 23, New No. 113, Weavers Colony, IInd Street, DHARMAPURI - 636 701. Tamil Nadu, India.

TIN No. : 33113285324  
CST No. : 945444/Dt : 04-05-2012  
e-mail : avgranitesdpi@gmail.com

Mobile : +91-98427 61102  
+91-94431 11888  
Qry : +91-98427 12287  
Office : +91-97506 28555  
Phone : +91-4342 268555  
Fax : +91-4342 267555

TAMIL NADU MINERALS LIMITED, CHENNAI-600 005.

### FEEDBACK FORM

1. Name P.K.Ravichandran
2. Designation Proprietor
3. Company Name with Address Old No:23,New No:113, Weavers Colony, IInd Street,  
Dharmapuri – 636 701.  
(Please indicate your experience with the Newly Introduced Quarry Management System.)

#### Before QMS:

1. The process for collecting the Invoices are much delayed. Because the Procedures like Release Order, Despatch Instructions, Delivery Notes and at last the Invoices are processed. The waiting period is too long.
2. The activities in the quarry will consume more time to reach the Management.
3. For any information and clarifications we have to wait for a long duration.

#### After QMS;

1. The Highly Diplomatic Implementations taken by Higher Managements for introducing the QMS system is a "GOLDEN ERA" in the history of Tamin.
2. QMS Intranet is very much USER FRIENDLY for all. QMS acts very much as a bridge between Rcs, Buyers and TAMIL MANAGEMENT.
3. Now we are getting Invoices on the same day when we make payment. This system reduces waiting period, and any queries and clarifications are cleared immediately.
4. The QMS system "TRANSPORTING US WITH PEACE OF MIND TO ATTAIN OUR GOAL AND TARGET" with the help of TAMIL.

For A.V. Granites.

  
(P.K.Ravichandran)  
Proprietor

## AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

TAMIL NADU MINERALS LIMITED, CHENNAI – 600 005.

### FEEDBACK FORM


1. Name: : K. MAHENDRAN
2. Designation: : ASST. MANAGER (MINES)
3. Division / Factory / Quarry / Mines: PONNERIMALAI B.S. QUARRY,  
Name with Address: PENNAGARAM DIVISION.

(Please indicate your experience with a newly introduced QMS)

Before QMS: Day to Day Quarrying operations was not scrutinized by the H.O. on daily. Such circumstances immediate requirements, permissions and interventions from H.O. for any problems not reached to the field at the moment.

After QMS:

Qms immensely help us to overcome the hurdles we face previously thereby historic achievement in production, sales and optimum utilization of Machinery.

  
Signature with Seal  
TAMILNADU MINERALS LTD  
PONNERIMALAI.



(M. VALLALAR, I.A.S.)