Case Study

CSR Activity, MIS Portal & Mobile App for Rural Electrification Corporation in India
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The Client

The Client is a Navratna Central Public-Sector entity operating within the Ministry of Power. Its activities include financing projects in the complete power sector value chain involving generation, transmission, or distribution. The Client provides financial assistance to state electricity boards, state governments, central and state power utilities, independent power producers, rural electric cooperatives, and private sector utilities through an extensive network of offices across India.

The Objective

The Client has formed a society to undertake its CSR activities and it strives to achieve a balance of economic, environmental, and social imperatives. Through the CSR initiatives, the Client works to fund and support socially beneficial projects with sustainability as a guiding principle. In order to support these CSR initiatives, the Client wishes to develop a portal for end-to-end management of CSR projects from inception to completion and provide adequate security standards compliance within the app to satisfy CERT IN regulations and requirements.

The Solution

The Elegant MicroWeb team worked in close collaboration with the Client team to define requirements and design, develop and implement solutions for a seamless rollout of new features and functionality.

The Elegant MicroWeb team approach included:

- Coordination with stakeholders to establish detailed requirements
- Involvement with key users to understand existing workflow and suggest improvements
- Collaboration with Client team to automate processes and restructure report output
- Definition and implementation of quality, user acceptance testing and support processes to accommodate upgrades and ongoing maintenance
- Develop and deploy appropriate training program for users

The scope of this project included:

- Requirement gathering and understanding
- System Requirement Study - SRS and technical documentation
- Restructuring existing workflow and processes
- Test and assure compliance with India government application security standards (CERT IN)
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- Design and development of the complete system
- User Acceptance Testing
- Support & Maintenance
- Training

The solution includes:
- Cloud-based application development.
- Branding, look n’ feel configuration and settings
- Responsive interface with similar user experience across various devices, resolutions and platforms
- Role-based access rights and permission to access system
- Implementation of various business rules as per business requirements
- Supports submission of proposals, proposal approval and rejection
- Supports approved proposals through transition into a project and includes project monitoring activities
- Facilitates tracking and input of progress, milestones, etc.
- Manages and tracks activities and provides approval process including clarification as required
- Supports Finance department throughout approval process, tracks milestones and releases payments.
- Provides integration with SAP
- Provides Business Intelligence Analytics and Reports

Core Project Activities for Portal and Mobile Application

**Portal Development:**
- Users and their roles and access rights management
- Budget, funds allocation and expenditure management
- Proposals management with the process and workflow for proposal receipt, categorization, approval and rejection
- Conversion of Proposals to Projects upon approval.
- Projects management
- Monitoring and evaluation of projects with milestones, expenditure and timeline tracking
- Management of activities
- Event recording and tracking
- Project completion and closures
- SMS notification integration

**Mobile App Development:**
- Activities and events tracking
- Recording of events using photos, videos etc.
- Manage task allocation and assignment
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The Technology

- **Server:** PHP Laravel Framework
- **Database:** My SQL
- **Mobile App development:** Ionic Framework for iPhone and Android smartphones
- **Integration:** MSG91 for SMS Notifications
- **Deployment:** AWS Cloud Server

Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill in the following areas and activities:

- Requirement understanding and roadmap planning in close consultation with all stakeholders
- Complex logic, calculations and workflow brainstorming and finalization process
- Technical feasibility
- Graphics, layout and user experience design
- Architecture, development, maintenance and support
- Assure compliance with India government application security standards (CERT IN)
- Continuous enhancement, upgrade and roll out
- Implementation, integration and support
- Training and support to IT team and business users

Conclusion

The Elegant MicroWeb team worked closely with the Client to develop a comprehensive understanding of requirements and workflow and processes and document these appropriately. These detailed requirements became the basis of database and architecture design. Module implementation was planned and executed to accommodate varied user needs with appropriate training and support, and to support all necessary compliance with India government application security standards (CERT IN). This comprehensive process ensured that the Client could satisfy its objectives and its CSR initiatives. The resulting solution provides a centralized view of all core activities, milestones, approvals, workflow, processes and reporting across all units to address the various roles and responsibilities of those participating in each aspect of the overall process.
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