

# Plan Scheme under Implementation

## Scheme: IT Enabling of Core CVC Process

### 1. Project description:

#### 1. Background:

- i. One of the key areas identified for improvement and IT enablement includes complaints and Vigilance case processing. A complaint that is received moves across desks (and people) within the CVC and in some cases across organization, e.g. CBI for investigations. Lack of visibility compounded with high turnaround time impact speedy closure. CVC needs IT enabled Dashboards and Activity Monitoring Analytics to enhance its operational effectiveness. Simplified processes with minimum number of steps and clear turnaround times need to be defined and implemented. Expected Transaction Closure Times and SLAs (Service Level Agreements) for each step in the process need to be clearly defined.
- ii. All documents that flow as part of the process today are in physical paper form and need errands (and a lot of people) to just move them from one desk to another. In addition to this being a wasteful effort and spend, this leads to an increase in the cycle time of closure of issues. This needs all documents to be digitized and flown from one person to another in a workflow. This also facilitates disaster recovery management of document and also enables easy scrutiny in future.
- iii. Current capture and tracking system of citizen complaints does not provide the citizen complainant any visibility on the progress of his complaint. Also, citizen complaints often cannot be serviced due to inadequate documentation. CVC needs a full featured, citizen friendly, vigilance management system that can address these pain points.
- iv. CVC inspects various government bodies /PSUs and raises non-conformities that need to be addressed / closed by the concerned CVOs (Chief Vigilance Officers). Non availability of an IT enabled mechanism for capturing and tracking Post-Inspection Actions hamper visibility and progress on the closure of such non-conformities. CVC, thereof, needs an effective and efficient scheduling and tracking mechanism for all the inspections it conducts.
- v. CVC is also responsible for providing annual reports on vigilance data to the parliament and answering queries on vigilance and policy matters. CVC conducts regular

meetings with the CVOs and departments within CVC for which the meeting minutes and action items need to be tracked. Monthly and annual reports are also circulated internally and externally and updated on the CVC website as well. These operational activities need to be automated for efficient tracking and transparency.

## 2. Project objective:

- i. Reduce cycle time by completely automating the complaints and vigilance work including administrative and operation activities.
- ii. Strengthen and improve vigilance inspection effectiveness and enhance process adherence.
- iii. Enhance the transparency into the process both internally through visibility to higher ups in terms of progress and timeliness and also to citizens in terms of the progress.
- iv. Establish process level SLAs and provide dashboards to quantify performance metrics and inculcate high performance work ethic and drive process improvements.
- v. Simplify operating procedures by rationalizing the processes (cut down redundant work) and digitizing the documents so that paper forms can avoid which will further reduce the turnaround time for issues resolutions.

3. **Tendering Process:** Tenders were invited for this project giving wide publicity through press and internet. Fourteen companies viz Infogain India, Tata Consultancy Services, Infinite Computer Solution, HCL Infosystems, Mastek Ltd, Mahindra Satyam, KPIT Cummins Infosystems, L&T Infotech, SIEMENS Information System, Persistent Systems, Vayam Technologies, Price Water House Coopers, HCL Technologies, and Wipro participated in the tendering process. The tenders were scrutinized by a committee, comprising of members from CVC, NIC and DoPT. Finally, the work was awarded to the lowest bidder i.e. M/s Tata Consultancy Services at amount of Rupees 5,77,41,206/- including four years AMC. The project cost is 5,16,76,938.00/- excluding AMC. The work was awarded on 2/2/2010. The rates quoted by seven (07) technically qualified firms are as under:

Company	Total price as opend in the price bid without NPV (in ₹)
Tata Consultancy Services	5,77,41,206.00/-
HCL Infosystems	6,07,65,122.35/-
Wipro	10,77,87,254.00/-
HCL Technologies	10,01,32,971.00/-
Mahindra Satyam	9,97,39,947.00/-
Siemens	9,10,22,094.00/-
Mastek	6,69,22,493.00/-

## 4 Project status:

The firm has accomplished following activities.

1. Finalization of URS (Users requirement specification).
2. Supply and Installation of hardware in the DATA CENTRE at CVC.
3. Deliver of Software and trial run of software.

4. Delivery of hardware for DR-Site at Pune.
5. Scanning of current and old record files (90% completed).
6. Installation of hardware and providing software for ten lines call centre setup during the Vigilance Awareness Week.
7. Imparting training to CVC official for software use which is still continuing as per requirement.

**5 Ancillary activities:** The CPWD has also converted two rooms at the ground floor of the Commission in a well furnished data centre. The facility of disaster recovery is being created in consultation with NIC at Pune.

**6 Financial status:**

- a. Tendered cost ₹ 5,16,76,938.00/- (excluding AMC).
- b. Payments released during 2009-10 ₹ 82.49 lacs.
- c. Payment released during 2010-11 ₹ 2.12 crore

**7 Conclusion:** The project when implemented will reduce delivery time in processing of complaints and vigilance cases. It is citizen friendly and citizens would be able to track their complaints online. It will reduce use of paper and therefore would result in energy savings. There would be effective control over the vigilance organizations of different Central Govt. Organization through automated monitoring system.

## Budget and Expenditure of the Commission

<u>All figures in thousands</u>					
<u>S.N</u>	<u>Detailed Head as indicated in the Detailed Demands for Grants</u>	<u>Actual Expenditures</u>		<u>Sanctioned Budget Estimates 2010-11</u>	<u>Actual Expenditures for 2010-11 Upto October 2010</u>
		<u>2008-09</u>	<u>2009-10</u>		
1.	Salary	84342	118076	102000	74912
2.	Wages	600	625	625	506
3.	OTA	75	74	75	46
4.	Medical Treatment	1796	798	1000	<b>589</b>
5.	Domestic Travel	6011	4199	7000	<b>5356</b>
6.	Foreign Travel	869	36	2000	1051
7.	O.E	19461	19796	20700	11834
8.	PP&SS	981	2026	800	<b>787</b>
9.	Publication	620	427	700	29
10.	Other Admn. Ex.	397	297	300	196
11.	IT other Charges	800	785	800	756
12.	Rent, Rate & Taxes	253	253	300	253
13.	Publicity & advertisement	1800	1971	42000	00
14.	Minor work Renovation/Alteration	0	757	1000	167
	<b>Total (Non Plan)</b>	<b>118,005</b>	<b>150,110</b>	<b>179,300</b>	<b>96482</b>
1	Part B- Plan IT Enabling Core CVC processes	0	8249	30000	21166
	<b>Total (Plan+Non Plan)</b>	<b>118,005</b>	<b>158,359</b>	<b>209,300</b>	<b>117648</b>

