

Project Details: NAeG/14-15/00121

Project id -	NAeG/14-15/00121
Name of The Project	SMS BASED FAILED DISTRIBUTION TRANSFORMER INFORMATION AND MANAGEMENT SYSTEM
Category of Award Applying for	Innovative use of mobile technology in eGovernance
Date of Launch	11-08-2012
Summary/Objective of the project	<p>Madhya Pradesh Madhya Kshetra Vidyut Vitaran Company Ltd Bhopal, is a power distribution Company, catering to the needs of consumers in 16 Districts of Madhya Pradesh. Supply of electricity is ensured by stepping down the high tension voltage to 440 volts through distribution transformers (DTRs). Traditionally, the information regarding failure of DTRs reaches the concerning authority very late, especially in rural areas as a result timely action was not possible. The replacement of DTR was also delayed due to prolonged procedure that involved following steps: i.Receiving the complaint. ii.Spot inspection. iii. Preparation and sanction of estimates. iv. Requisition of good DTR for replacement from the store. v. Release order from competent authority. vi.Withdrawal of DTR from Area Stores. vii.Actual replacement. Only after completion of above steps, the replacement of DTR was possible. This traditional procedure largely accounted for public unrest. In order to improve the response time for replacement of failed DTRs, the system of SMS based failed distribution transformer information and management system has been developed. The project has been conceived to reduce the time span between failure of Distribution Transformer and its replacement by the use of modern means of communication, process reengineering, comprehensive monitoring using ICT interface, and minimal manual intervention. During the entire procedure, the consumer is informed about the action taken. The project has benefitted the Company, in terms of: i.Greater revenue realization through reduced breakdown period. ii.Improved efficiency. iii.Streamlining the process work flow. iv.Improved quality of services v.Greater satisfaction to the consumer. A 10 digit unique code has been assigned to each distribution transformer for distinct identification. The standardized codification technique has been applied to ascertain the location ID allocated to a particular Distribution Transformer. The 10 digit location ID contains segments for Circle, Division and Distribution Centre which determines the hierarchy of the concerned offices. The location ID is prominently painted at the support structure of the transformer. As the entire system is based on Short Message Service (SMS) of mobile phones therefore, to facilitate citizens designated SIM number 9039110022 is also painted on the support structure. For various updates on complaint status, Company officials use different predefined key words depending upon the type of update desired. In case of transformer failure, any citizen can lodge complaint mentioning 10 digit transformer code by sending SMS to 9039110022. Upon receiving the SMS, server validates the location ID and registers the complaint against valid location ID only. In case of invalid ID suitable message in predefined template is passed to the complainant. After complaint registration in the system, a unique complaint ID is generated and communicated in the form of SMS along with Location ID, name of Village and Capacity of transformer to concerned officers ranging from Assistant Manager to DGM for initiating action. The complainant is also informed complaint ID and complaint date via SMS. In case of multiple complainants for a single transformer, each of the complainants will be given complaint status updates SMS till complaint is resolved and closed. The officer concerned investigates the DTR and takes action to resolve the complaint. To update the complaint status, Company officers use different predefined key words depending upon the type of update desired. In response to the above complaint status update request, the system updates the status of complaint and revert SMS in predefined template to the Complainant(s) and Company officers concerned confirming the current status of the complaint in the system till complaint is resolved and closed.</p>
Beneficiary of the project	All citizens residing in the geographical jurisdiction of the Company.
Details of Project Head	
Name	Sanjay Shrivastava
Designation	Chief General Manager (IT)
Gender	Male
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Details of team members, if any, other than Project Head:-

Name(1st team member) Anand Shrivastava
Designation(1st team member) Addl General Manager (IT)
Name(2nd team member) Ajoy Jha
Designation(2nd team member) Manager (IT)
Name(3rd team member)
Designation(3rd team member)
Name(4th team member)
Designation(4th team member)
Name(5th team member)
Designation(5th team member)
Name(6th team member)
Designation(6th team member)

Supporting documents:-

[Award Specific Form](#)

[Self Certification by the Project Head](#)