

Project Details: NAeG/14-15/00071

Project id -	NAeG/14-15/00071
Name of The Project	ECARE - Portal for Retired BHEL Employees
Category of Award Applying for	Innovative Use of ICT by Central Government PSUs
Date of Launch	16-06-2013
Summary/Objective of the project	<p>Established in 1964, BHEL is Indias largest engineering and manufacturing company of its kind engaged in the design, engineering, manufacture, construction, testing, commissioning and servicing of a wide range of products, systems and services for the core sectors of the economy, viz. Power, Transmission, Industry, Transportation, Renewable Energy, Oil & Gas and Defence. It is now one among seven Maharatna PSEs. It has 17 manufacturing units thought the country, in addition to which has various sites/offices at various parts of the globe. The company introduced pension scheme and scheme for providing financial assistance in case of certain emergency needs to retired employees. The schemes were introduced in terms of DPE guidelines on the subject which were issued during wage revision 2007. The guidelines were issued after 3 years and as such the schemes could only be introduced by the Company in the year 2012 & 2013 respectively. Since no centralized data base of retired employees was available, it was a challenge to approach all eligible employees and process claims within stipulated time and accuracy. Accordingly, the Company created infrastructure facilities for data collection, compilation and maintenance of required Forms and setting up of contact points / locations for educating / clarifying and meeting the eligible ex-employees. The Schemes were to be operated on a year to year basis and amount in case of not claimed during the year was to get lapsed therefore it was also a challenge to process their claims / pension applications within a stipulated time and with accuracy. Since there was requirement to reach out to retired employees settled across the country, it was imperative to develop an internet based application for processing of their claims. Therefore a platform was created for Retired BHEL Employees named http://ecare.bhel.in. The portal draws employee data from SAP HR which is used to extend pension/ financial assistance to retired employees. The objectives of the design of web based portal were as under: 1.To enable retired employees submit on-line claims under Pension and Emergency Needs Mitigation Scheme through internet 2.To enable centralized processing of claims by Unit HR department in respect of employees, who have retired from their Unit and also in respect of those of retired employees who retired from other units but are registered as RECHS beneficiaries with the Unit. 3.To generate reports for Unit wise claims for common & special emergency needs consolidated reports at Corporate level. 4.To create payment advice for release of payments to beneficiaries through NET banking 5.To provide authorization for download of relevant fields from the site by authorized Finance functionaries for remittances through NET banking. 6.On-line access to retired employees for submission of claims 7.Central application registration, processing and release of payments to beneficiaries. 8.Capturing of correct / updated data in respect of beneficiaries at any given point of time. 9.Availability of realistic estimates of financial implications in case of any policy change The portal helps in processing of claims / pension applications by the CPSE without any delay with much higher accuracy levels with enhanced efficiency. The online process has drastically reduced the deployment of human resources and reduced the cycle time to 1/100th level. The process is customer centric wherein retired employees get access to updated information on status of submission of application and approval of claims through Dash Board and reports available on the portal.</p> <p>Approx. 42,000 nos. i.e. 100 % of retired employees of BHEL who are settled across India / abroad are the primary beneficiaries of the Web portal. Further, Unit HR personnel and Management are the other beneficiaries as the system enables them to carry out their task and access reports for decision making respectively.</p>
Beneficiary of the project	
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Supporting documents:-

[Award Specific Form](#)

[Self Certification by the Project Head](#)