



Bangalore Electricity Supply Company Limited

(Wholly owned Government of Karnataka Undertaking)

Proceedings of the 1st Audio Conferencing between BESCOM and ITIA

26th Oct 2013 from 3:00PM to 3:30PM

Participants:

1. Sri Pankaj Kumar Pandey, IAS, MD BESCOM.
2. Smt S V Nagalakshmi, GM(ICT &MIS), BESCOM
3. Smt Jamuna D D, AGM RAPDRP
4. Sri. Satish G P, Infosys Technologies Ltd
5. Sri Phani, Infosys Technologies Ltd

1. Oracle Data Base down and SDO not able to access CCB

- ITIA has informed that the data base of around 1000 block data is corrupted due to which the CCB is not accessible.
- ITIA has informed that severity 1 SR has been raised with Oracle and the same is taken up as a priority.
- ITIA informed the 3 ways of recovery of the data lost.
 - a) The full database back up of the data is available till 13th Oct 2013, the incremental update of the remaining days has to be updated.
 - b) DR Replication which is a 24 hour replication.
 - c) Identification of the tables where the data is lost and correcting the blocks accordingly and replicate the same. This is the quickest way possible as of now.
- ITIA committed that the system would be up by 28th Oct 2013 Morning.
- GM (ICT &MIS) highlighted system has to be up within 24 hours in case of any failure or exception.
- ITIA to submit the root cause analysis for the same once the DB is up and running on the production mode.

2. Simplification of the New Connection Process.

- ITIA presented the sample of Tumkur SDO for 1st Oct 2013.
 - a) The total time taken is 1hr 27 min
 - b) CCB: 36min GIS: 21min WAMS: 30min Total: 1hr 27 min
 - c) Totally involving 149 actions across all 5 users ie AET, AAO, AEE, Section Officer and Cashier
- ITIA have informed the following simplification is in progress to reduce the time

- a) Introducing Tariff wise process
- b) Ready Reckoner: Automatically calculate certain fixed charges etc.
- c) By passing the GIS activity for a load of below 10HP
- MD BESCO highlighted that the software simplification has to be simplified to an extent that the entire New connection process should be completed by 30 min
- MD BESCO also suggested to ease the work at a SDO the New connection to be made mandatory online via WSS from 5th Nov 2013
- ITIA and GM(ICT &MIS) to work towards the same
- GM (ICT &MIS) to get the advertisements and Press Note ready for inaugurations

3. Back end update of the pending new connection back log files at ESCOMs

- ITIA to revert back on the procedure which can be adopted.

4. Oracle version update and Additional licenses for GIS

- ITIA to submit a performance benchmarking report.
- ITIA to submit the WAMS and GIS server sizing report

5. Super User Training

- ITIA to publish the training calendar for Super users and Track leads.
- ITIA to publish a training plan for the following:
 - a) Data base administrator
 - b) Network Administrator
 - c) Hardware and server administrator


 General Manager (ICT &MIS)
 BESCO

Copy To:

1. General Manager Commercial, Revenue, CR, Corporate Office BESCO
2. ITIA via Email
3. ITC via Email
4. PS to Managing Director/ Director Technical/ Director Finance/ CGM(F&C) BESCO to place it before Managing Director/ Director Technical/ Director Finance/ CGM(F&C).