



North Delhi Power Limited

(A Tata Power & Delhi Government joint venture)

Mobile Workforce Management (MWM)

By

Samant Nagpaul

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About Me

- Education
 - Bachelor of Information Systems, University of Melbourne
 - Master of Applied Science (Databases), Royal Melbourne Uni
 - PG Diploma in GIS, University of Melbourne
 - PG Diploma in Management, Melbourne Business School
- Experience
 - Worked across a few industries in Australia - Government, Energy, Water, Transportation, Property, Telecommunications & Insurance
 - Associated with NDPL for 2 years

About Me – MWM Experience

- MWM Implementations
 - Solution for PowerCo/Citypower – Survey Assets
 - Solution for Ergon Energy – Workforce Management
 - Solution for SPAusnet, Vic – AMI Meter Rollout
 - CFA (Fire Authority), Australia – Audit Bush Fires
 - Commonwealth Games, 2006 – Directions to Tourists



About NDPL

- Name Change - TATA Power Delhi Distribution Ltd
- Previously North Delhi Power Limited
- Joint Venture between Delhi Government and Tata Power (Majority Stake)
- Started operations on July 1, 2002
- Caters N/NW of Delhi (India) region approx 510 sq kms
- Consumer base of around 12 lakh
- Received ISO 9001, ISO 14001, ISO 27001, OHSAS 18001 certifications
- First implementers in Delhi: SCADA controlled Grid Stations, AMR, Street Lighting system, SMS based Fault Management System, Outage Management System

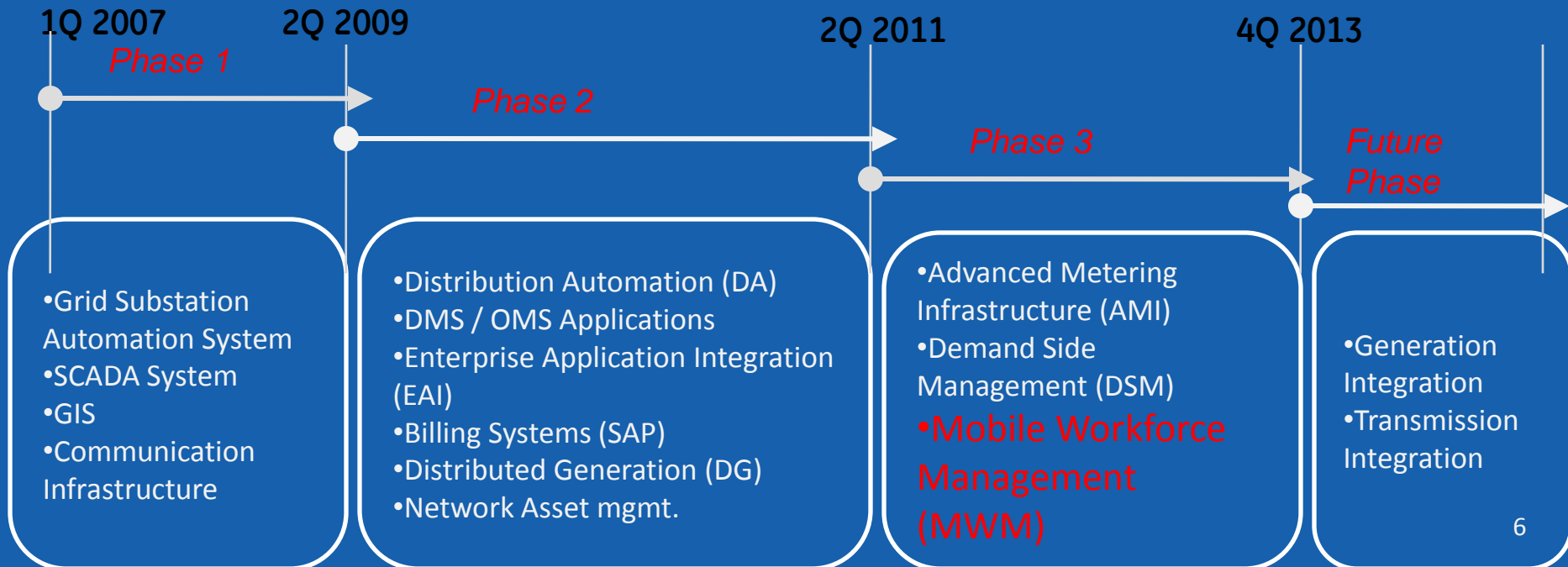


About NDPL - Growth

Particulars	As on Jul'2002	FY 10-11
Turnover	US\$ 200 mn	US\$ 650 mn
Peak Load	850 MW	1400 MW (Jul'11)
Energy Requirement	5,237 MU	7000 MU
Total Registered Consumers	0.8 Million	1.21 Million
Number of Employees	5,400	3,950
Area of Distribution	510 Sq Kms	510 Sq Kms
Population Serviced (approx)	4.2 Million	4.8 Million
Per Capita Consumption (Units)	1,246	1,439
No of Consumers / Sq km	1,568	2,372
Employees / MU input	1.03	0.55
Load / Energy Growth	-	08% / 06%

About NDPL - MWM Journey

- Goals
 - Paperless environment
 - Streamline of Processes
 - To improve Customer Service
 - To improve workforce efficiency



Agenda

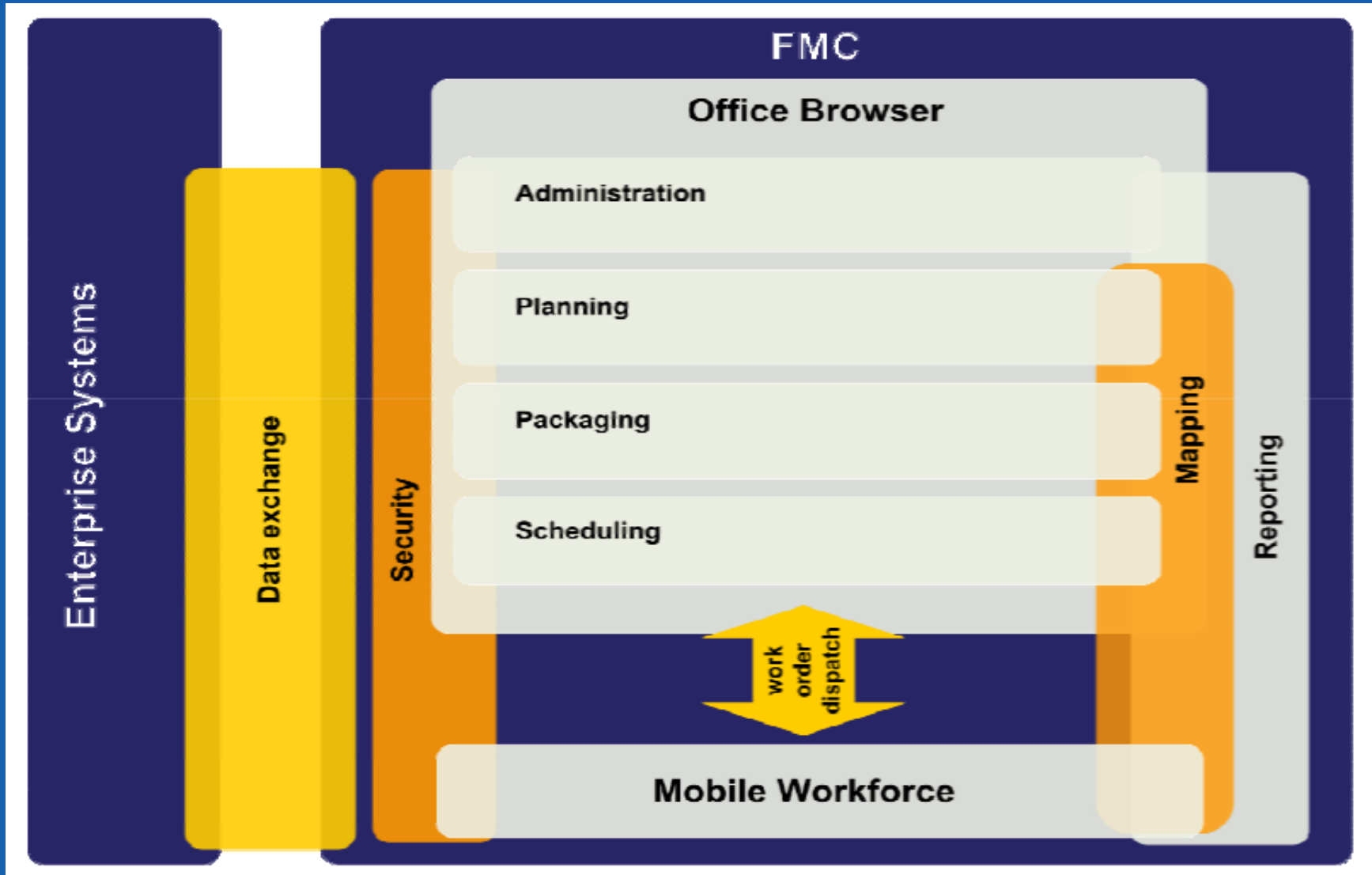
- What is MWM?
- Applications
- Capabilities
- Choosing Criteria
- Companies
- Q & A



What is MWM?

- Extension of Work Management System
- Includes the integrated processes and procedures
- Help an organization schedule work more efficiently,
- Meet consumers' needs,
- Utilize assets and
- Evaluate performance of their field workforce

What is MWM Solution? - Example





Applications







- Planned long duration work orders
 - Inspection
 - Maintenance / Meter Exchanges
 - Audit
 - Mapping
- Planned short duration work orders
 - Maintenance
 - Meter Reading
 - Service Connection / Disconnections
 - Payments - Credit Collections, Shut-off non-pay, extension, payments
- Unplanned work orders
 - Appointments, faults, searching

Application – Meter Exchange Jobs

- Green = complete, Orange = underway, Red = not commenced
- Search, order, filter

Jobs in Package 1084





Sort By   6/6

(1)	201501	Letter Sent	 
Meter Exchange			
Medium			
1 KERANG PL THOMASTOWN			
(2)	201502	Letter Sent	 
Meter Exchange			
Medium			
2 KERANG PL THOMASTOWN			
(3)	201503	Letter Sent	 
Meter Exchange			
Medium			
3 KERANG PL THOMASTOWN			

Job : 105963

Summary




Site Address	1 9 FLINTOFF ST GREENSBOROUGH 3088
Premise Type	COMMERCIAL
Meter Location	Left Wall
Meter IDs	229 7377474
Hazard	
Comments	metal Mb On Left wall In Switchroom With Other Meters

Job : 200272

Site Summary

General Site Info	
Site Notes	
Installation Details	
Meter Access	
Meter Location	<input type="text"/>
Access Details	<input type="text"/>


  

Application – Meter Reading Jobs

- Green = complete, Orange = underway, Red = not commenced
- Search, order, filter




Job : 201506

Existing Meter Details

Meter Num : 094 6159037 

Serial Num : 6159037 1 Register

Pending

Job : 201506

Meter Register

ID

Reading
(e.g. 00000)

Application – Field Audit Jobs

- Search, order, filter
- Audit any field job – maintenance, inspection, theft



Job : new

Field Audit

FMC Job No.

Meters stored correctly on installers vehicle? Yes No

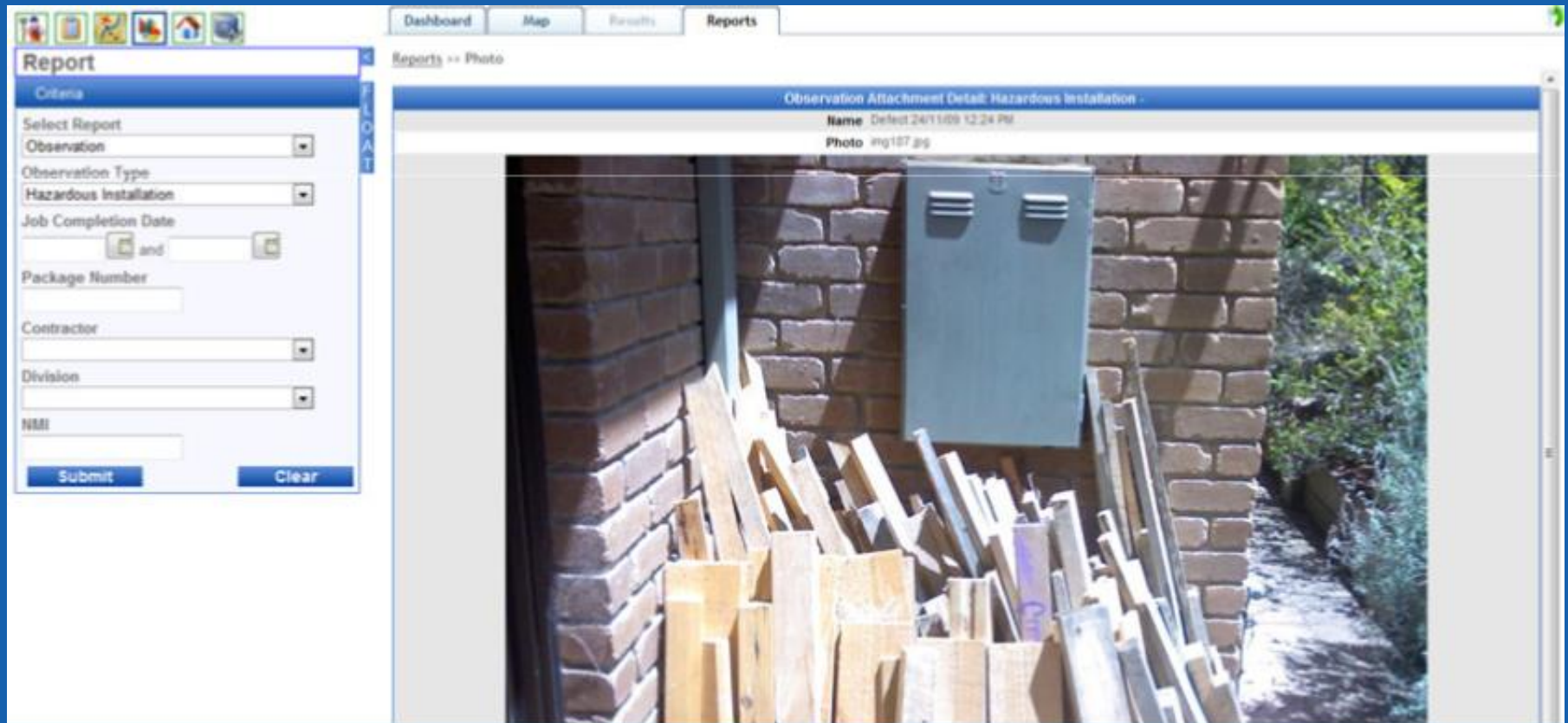
Meters for change over correctly identified? Yes No

JSA being used? Yes No

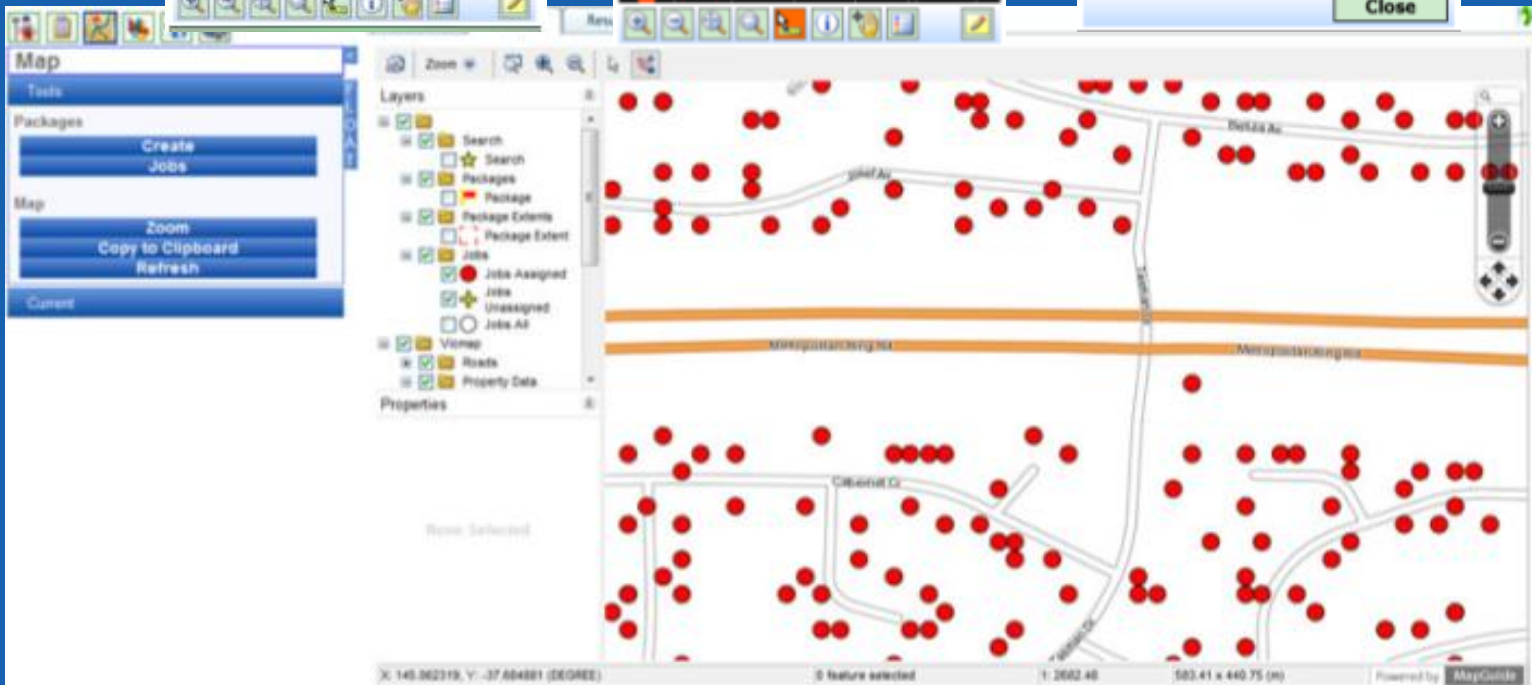
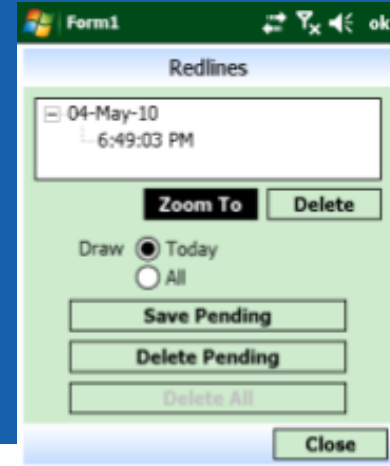
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Application – Observations

- Defects, hazards etc
- Take photo and upload to server



Application – Mapping / Surveying



Capabilities - 1

- Mapping – capture, correct, navigate
- Enforcing data quality and integrity
- Low skilled workforce
- Platform plus Application
- Photos
- GPS Tracking
- Multiple device types
- Crews / shared devices



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Capabilities - 2

- Contractor management
- Device management
- Data management
- Spatial capabilities

Choosing Criteria

- Communication Technologies Supported
- Connectivity Supported
 - Offline (remote locations or unreliable communications) / Online
 - Occasional Connection
 - Always connected
- Integration Required
 - Business rules / logic
 - Real time
 - Standards based
- Scalability / Flexibility
- Multi platform Support – devices & O/S
- Hosted vs Deployed
- Security



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Companies





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Questions

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