NPC PMS Portal

Performance Management System Web Portal

Revenue & Non-Revenue Assignment Tracking |
Cost Estimate & Milestone Planning | Officer Revenue Sharing

National Productivity Council | Phase-1 Implementation

Current Challenges

- Manual compilation of PMS table (5-7 days, error-prone)
- No structured tracking of cost estimates vs actuals per assignment
- Unclear revenue sharing calculation among officers on same assignment
- Finance approvals for invoices scattered across emails and files
- No real-time visibility of assignment progress and milestones
- Tally data and PMS metrics not reconciled automatically

PMS Portal Solution (Phase-1)

- Centralized web-based portal for assignment lifecycle (Enquiry → Closure)
- Structured workflows for Revenue and Non-Revenue activities
- Cost estimate & milestone planning with version control and audit trail
- Phase-I revenue sharing: percentage-based allocation to officers
- Integrated invoice request and finance verification workflow
- Real-time Tally integration for estimate vs actual comparison
- Automated PMS table generation for RD/Group-wise performance review

Feature 1: Assignment Lifecycle (Enquiry → Work Order)

Revenue Activities (4-Stage):

1. Enquiry → 2. Proposal Request → 3. Proposal Submission → 4. Work Order → Invoice → Closed

Non-Revenue Activities (4-Stage):

1. Suggestion → 2. Proposal Request → 3. Proposal Submission → 4. Execution → Closed

Key Data:

- Activity type, office, domain, client, target value
- System-generated unique Enquiry/Proposal Request/Proposal/Work Order numbers
- Officer allocations at each stage with target dates & milestones
- Linked to Tally cost centre (only at Work Order stage)

Feature 2: Cost Estimate (Expenditure)

At Registration, Capture:

- Planned costs by expenditure head: External Manpower, Travel, B&L, Publication, Admin
- Total estimated cost = baseline for comparison with Tally actuals

Versioning & Audit:

- Editable anytime with mandatory "Reason for Change"
- Version history preserved; revenue uses allocation version effective on invoice date

Feature 3: Milestone Plan & Invoice Linkage

- **Milestone Definition:** Name, target date, planned invoice amount/percentage
- **Invoice Mapping:** Every invoice request links to a milestone
- **Planned vs Actual:** Track planned milestone invoicing vs actual invoices raised
- **Version Control:** Like cost estimate, milestones can be revised with reasons and history
- **Foundation for Phase-II:** Enables future milestone-wise revenue allocation

Feature 4: Team Allocation (Phase-I Percentage)

- **Role-Based:** DG (CEO), DDG/Head/Team Leader (admin), Officer (execution only)
- **Multi-Role:** Same person can be DDG + Head + Officer;
    - only Officer role participates in revenue
- **Percentage Allocation:** Each officer assigned %, sum = 100%
- **Editable Anytime:** Change team, percentages with reason; versions tracked
- **Revenue Share Calc:**
    - Invoice amount × Officer % per allocation version = officer's revenue

Feature 5: Invoice Request & Finance Workflow

All invoice requests via Portal Only:

- Team Leader raises request (Advance or Subsequent)
- Finance verifies: cost estimate, milestones, team allocation, progress
- Finance approves and links Tally voucher (company, cost centre, voucher #, amount)

Benefits:

- No scattered e-Files; complete audit trail of approvals
- Finance ensures data completeness before Tally invoicing

Feature 6: TallyPrime Integration (Read-Only)

- **Connection:** ODBC/XML from Tally to PMS (via scheduled batch job)
- **Data Pulled:** Revenue by cost centre, expenditure by cost centre & head
- **Mapping:** Assignment ↔ Tally cost centre; expenditure ledgers ↔ expense heads
- **No Write-Back:** PMS reads Tally; finance manually enters voucher refs in PMS
- **Reconciliation:** PMS validates Tally data consistency; highlights discrepancies

Feature 7: Estimate vs Actual Analysis

Per Assignment Report:

- Expenditure: Estimated vs Actual by head, variance %
- Revenue: Planned assignment value vs actual received
- Margin: Estimated margin vs actual margin
- Milestones: Planned invoice dates/amounts vs actual invoices
- Officer Revenue: Planned % share vs actual revenue share per officer

Purpose:

Performance evaluation:

Did assignment stay within cost?
Was revenue achieved?
Officer contributions accurate?

Feature 8: Automated PMS Table (RD/Group-wise)

Auto-Generated Columns:

- RD/Group, Annual Target, Period Target (from budget master)
- Revenue Earned (Tally invoices by cost centre)
- Achievement % = Revenue ÷ Period Target × 100
- Own Expenditure (Tally expenses by cost centre)
- Surplus/Deficit = Revenue − Expenditure
- Surplus per Consultant (headcount)

Result:

Similar to existing PMS table, but auto-generated in seconds, not days

Feature 9: Event-Based Data Entry & Officer Grievance

Data Entry Points (Portal Only):

- **Event 1 - Registration:** TL & Admin role only; captures assignment, cost estimate, milestones, team allocation
- **Event 2 - Invoice Request:** TL & Admin role only; linked to milestone, includes FY period & 80-20 revenue recognition

Officer Role (View-Only with Complaint):

- View all assignment data, cost estimates, milestones, personal team allocation %, revenue share calculation
- **Raise Complaint Ticket:** If data inconsistency found OR performance shown not meeting expectation
- Complaint triggers **grievance escalation workflow** (see next slide)

Feature 10: Officer Grievance & Escalation Mechanism

Change Request Types:

Officer can request changes: work allocation %, cost estimation revision, revenue sharing adjustment, milestone target date change

Escalation Timeline (Auto-Escalated if Unresolved):

- Week 1 (Days 1-7): TL → Head discussion & resolution attempt
- Week 2-3 (Days 8-21): Head → DDG review & decision if TL-Head unresolved
- Week 4+ (Day 22+): DDG → DG final escalation if DDG action pending

Portal tracks resolution status & timelines; notifications sent at each escalation level

Feature 11: Revenue Sharing Linked to Finance Year & 80-20 Model

Invoice Request Form Enhancement:

- Mandatory field: **FY Period** (which finance year revenue is allocated to)
- Links officer revenue share to correct financial year for MOM reporting

80-20 Revenue Recognition:

- At Invoice Raising (80%): Officer credited 80% of revenue share immediately
- At Payment Receipt (20%): Finance updates portal with client payment confirmation
- Auto-Allocation: Remaining 20% revenue automatically allocated to officer upon payment update
- Separate tracking: Invoice Revenue vs Payment Realized Revenue per officer

Feature 12: Role-Based Permissions

Role Hierarchy & Permissions:

- DG: View, forward, MIS only (no edits, no revenue)
- DDG: Register, approve, view MIS, resolve grievances (admin role only)
- Head/Team Leader: Allocate, edit estimates, initiate invoices, respond to grievances
- Officer: View all data, accept work, view own revenue share (80% & 20%), raise complaints
- Finance: Verify invoices, link Tally vouchers, update payment receipts for 20% allocation

Key Rule:

- Only Officer role → revenue share; TL/Head/DDG are administrative only
- One person may have multi-role in an assignment and participate in multi-assignment simultaneously

Feature 13: MIS & Performance Reports

- **Assignment-wise:** Assignment, client, status, budget vs actual cost, revenue, margin
- **Officer-wise:** Officer, assignments, roles, total revenue share, period summary
- **Office-wise:** RD/Group, total revenue, expenditure, surplus, % achievement
- **Domain-wise:** Domain, revenue mix, activity types (Consultancy, Training, etc.)
- **Export:** All reports to Excel; optional Power BI dashboards

Data Model Highlights (Enhanced)

Core Tables (22+):

- Assignment, User, Office, Domain, Activity Types, Expenditure Heads
- AssignmentRole (multi-role per user per assignment)
- CostEstimateVersion/Detail (editable, versioned, audit trail)
- TeamAllocationVersion/Detail (% share, audited, FY-linked)
- MilestonePlanVersion/Milestone (planned invoices, versioned)
- InvoiceRequest (80% recognized, links to FY period), InvoicePaymentReceipt (20% realization)
- OfficerComplaintTicket (grievance tracking, escalation status, timelines)
- TallyVoucherLink (read-only invoice mapping)

Key Constraints:

System Architecture (3-Tier)

Tier 1: Web Portal (Frontend)

Browser-based; assignment forms, dashboards, reports (React/Vue/Angular recommended)

Tier 2: Application Server (Backend)

REST API, workflow engine, authorization, Tally integration service, reporting (Python/FastAPI or Node.js/Express)

Tier 3: Databases

PMS database (PostgreSQL/SQL Server), TallyPrime (separate, read-only ODBC access)

Workflow Stage 1: Enquiry Registration (Revenue)

TL/Admin Registers Enquiry:

- System generates unique Enquiry Number (auto-incremented)
- Data: Client, domain, officer allocated, target date (proposal request from client)
- **Milestone:** Target = Client sends request for proposal

Officer Role: View Only

- Officer views assigned enquiry, target date, milestone
- **No Revenue Attached:** Enquiry handling tracked in MIS only (No. of Enquiries allocated)
- Update progress; signal when client sends proposal request

Workflow Stage 2: Proposal Request Registration (Revenue)

TL/Admin Registers Proposal Request:

- System generates unique Proposal Request Number
- Links to Enquiry; allocate same or different officer; target date (work order from client)
- **Milestone:** Target = Client sends work order

Officer Role: View & Update

- Officer views proposal request, begins proposal preparation
- **No Revenue Attached:** MIS tracks No. of Proposal Requests created per officer
- Signals when proposal submitted to client

Workflow Stage 3: Proposal Submission (Revenue)

TL/Admin Registers Proposal Submitted:

- System generates unique Proposal Number
- Links to Proposal Request; estimated value (target value for potential work order)
- **Milestone:** Target = Client sends work order

Officer Role: View Only

- Officer views proposal submitted, estimated value
- **No Revenue Attached Yet:**
    - MIS tracks No. of Proposals submitted,
    - total estimated value per officer
- Awaits client work order / decision

Workflow Stage 4: Work Order Registration (Revenue Starts)

TL/Admin Registers Work Order:

- System generates unique Work Order Number
- Links to Proposal; captures real revenue from client work order (can differ from proposal)
- **Milestone:** Target = Successful completion of work + receipt of total revenue
- Team allocation: officer assigned %, cost estimate (expenditure by head), milestone plan created

Officer Role: Accept Work & Update Progress

- **Revenue Attached (80-20 Model):**
  - Officer % × Work Order value = revenue share tracking begins
- MIS now tracks: No. of Work Orders received with total value, officer contribution %
- Execution phase begins: TL initiates invoices, Finance approves, Payments tracked

Officer Performance MIS: Pre-Revenue Activity Metrics

No Revenue Attached (Enquiry → Proposal Stages):

- **No. Enquiries Allocated:** Count of enquiries assigned to officer
- **No. Enquiry Conversion:** Count of enquiries that converted to Proposal Request
- **No. Proposals Submitted:** Count of proposals sent to clients
- **Total Proposed Value:** Sum of estimated values in proposals
- **No. Work Orders Received:** Count of proposals converted to Work Orders
- **Total WO Value:** Sum of actual work order values (real revenue)
- **Conversion Rate %:** (WO Count ÷ Proposal Count) × 100

Non-Revenue Activity Workflow (4-Stage)

Stage 1: Suggestion/Idea Registration

- Officer/TL suggests activity (training, research, advisory),
- target date = Detailed proposal from Head/DDG/DG

Stage 2: Proposal Request to Authority

Request sent to Head/DDG/DG, target date = Approval/detailed proposal back

Stage 3: Detailed Proposal Preparation

Head/DDG approves concept, cost estimate, milestones captured, notional value assigned

Stage 4: Execution (Non-Revenue Work Order)

- Activity executes, milestones tracked,
- **notional revenue recorded** in system;

Complete Workflow:
Enquiry → Work Order → Invoice → Payment + Grievance

- Enquiry Registered: TL allocates officer (No. of Enquiries KPI)
- Proposal Request Registered: Client requests proposal (No. Enquiry Conversion KPI)
- Proposal Submitted: Officer submits to client (No. Proposals, Total Proposed Value KPI)
- Work Order Received: Client approves work order with real value (No. WO, Total WO Value, Revenue Sharing Starts)
- Team Allocation & Cost Estimate: Officer %, cost estimate, milestones created; officer reviews
- Officer Can Raise Complaint: If allocation % wrong or data inconsistent → TL-Head→DDG→DG escalation
- Invoice Raised: TL requests invoice (specifies FY period), Finance approves; 80% officer revenue recorded
- Payment Received: Finance updates payment receipt; remaining 20% auto-allocated to officer
- Closed: All milestones achieved, invoices settled, complaints resolved

Security & Audit Features

Authentication & Access:

- Role-based access control (RBAC); SSO/AD integration optional
- Session management, HTTPS encryption, secure credential storage

Audit Trail (Event-Based & Versioned):

- Immutable logs: Registration & Invoice events only; who, what, when, reason
- Version history for cost estimates, milestones, team allocations with change justification
- Grievance workflow: complaint raised, responses, escalation dates & resolution tracked
- Payment receipt updates trigger 20% auto-allocation; tracked with timestamp
- All changes linked to specific FY period for revenue recognition compliance

Implementation Plan

Phase-1 (Current):

- Revenue/Non-Revenue workflows,
- percentage-based revenue sharing,
- estimate vs actual, PMS table

Phase-2 (Future):

- Milestone-wise percentage allocation, auto-billing logic

Phase-3/4 (Future):

- Work-package based allocation, complex revenue mapping

Phase-1 Deliverables (Proposed Timeline)

- Week 1-2: Design & database schema (event-based entry, grievance, 80-20 revenue tables)
- Week 3-6: Core APIs (Assignment Registration, Cost Estimate,
  Team Allocation, Invoice with FY period)
- Week 7-8: Grievance & complaint management APIs (escalation workflow, timelines)
- Week 9-10: Payment receipt & 20% auto-allocation service; Officer view dashboard
- Week 11-12: Frontend UI (Registration, Invoice, Grievance forms; Officer dashboard; reports)
- Week 13: Tally integration, testing, UAT with sample data
- Week 14: Deployment, training, go-live

Expected Benefits

Efficiency

PMS table: 5-7 days → 2 minutes; event-based entry reduces data entry burden

Fairness & Grievance

- Officer complaints tracked, escalated transparently;
- disputes resolved within 1 month; 80-20 revenue recognition ensures clarity

Transparency & Compliance

- Real-time assignment tracking, FY-linked revenue,
- automatic payment realization; Tally reconciliation, immutable audit trail

Next Steps

- ☐ Approval of SRS and design by NPC management & IT
- ☐ Finalize tech stack (backend framework, frontend, database)
- ☐ Vendor/Coder selection for development
- ☐ Project kickoff: design review, architecture finalization
- ☐ Identify pilot group (2-3 RDs)
- ☐ Prepare data migration plan for existing assignments

Key Differentiators of Phase-1 Design

- **4-Stage Lifecycle (Enquiry → Work Order):** Pre-revenue KPIs (enquiry count, conversion %, proposal value) + revenue-based KPIs (WO value, revenue share)
- **Event-Based Entry (TL/Admin only):** Registration & Invoice events only; officer view-only with complaint escalation
- **Officer Grievance Mechanism:** Structured escalation TL→Head→DDG→DG within defined timelines; ensures fairness
- **80-20 Revenue Recognition:** 80% at invoice, 20% at payment realization; linked to FY period; auto-allocated
- **Immutable Audit Trail:** Every stage (Enquiry, Proposal Request, Proposal, WO), Invoice, Complaint, Payment logged with timestamps
- **Tally Integration (Read-Only):** Auto-pulls revenue & expense data; reconciles with PMS; no manual file-opening
- **Automated PMS Table:** Cost centre breakup from Tally fed into MOM-format table; 5-7 days → 2 minutes

Questions & Discussion

Centralized, Fair & Automated Performance Management

4-Stage Lifecycle | Officer grievance escalation |
80-20 revenue | Pre & Post-WO KPIs | Auto PMS reporting