**General Information:**

|  |  |
| --- | --- |
| Meeting No.: | 2 |
| Date & Venue: | 02-09-2025 Main Secretariat, Patna |
| Project Name: | Design, development, hosting and maintenance of PRAAPTI web portal and mobile application. |
| Meeting Start Time: | 10:30 AM |
| Meeting End Time: | 04:30 PM |
| Document Shared: | Nikhil Singh |
| Prepared By: | Aditya Kumar Singh |

**Participant Details:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** | **Name of Participants** | **Role /Designation** | **Organization** |
| 1 | Respected Harish Bhakuni | Deputy General Manager | PFC |
| 2 | Mahendra Meena |  | PFC |
| 3 | Sneha |  | PFC |
| 4 | NetCreativeMind Team members | Software Development | NCM |

**Agenda of the Meeting:**

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 1 | Review of Current PRAAPTI Portal Workflow and Features for Admin, Suppliers & DISCOMs. |
| 2 | Discussion on Proposed Changes and Enhancements for User Management, Invoice Processing, and Dispute Resolution. |
| 3 | Discussion of the new Revenue Management System (RMS) and its implementation. |
| 4 | Brainstorming on UI/UX improvements, new modules, security protocols, and mobile application requirements. |

**Discussed Items:**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.No.** | **Minutes** | **Owner** | **Deadline (if any)** |
|  | **Points Discussed in Meeting:** | NCM & Department |  |
|  | **Part A: Review of Current Flow and Features** |  |  |
| 1 | It was discussed that a comprehensive understanding of the current PRAAPTI portal is essential before finalizing new features. The existing system is divided into four primary interfaces: the Public Landing Page, the Supplier (Genco) Portal, the DISCOM Portal, and the Admin Portal. | NCM & Department |  |
| 2 | 1. **Public Landing Page:** This is the non-secure, public-facing section of the portal. It serves as an informational hub, providing: - **General Information:** An "About Us" section, organizational structure, and contact details.   - **Regulatory Information:** A directory containing the LPS Rules, 2022, and other related regulations.  - **Dashboards & Analytics:** A high-level public dashboard, often featuring a heat map of India, displaying state-wise overdue amounts and other key statistics.  - **Other Resources:** Sections for News & Press Releases, Photo Galleries, FAQs, and site maps | NCM & Department |  |
| 3 | 1. **Supplier (Genco/Transco/Trader) Portal:** This is the secure portal for power suppliers. The workflow is as follows: - **Registration:** A new supplier registers by providing their type (Genco, Transco, etc.), company details, nodal officer information, plant details, and PPA information. The system checks for the availability of the proposed Supplier Code. The registration is then sent to the admin for approval.   - **Dashboard:** The landing page upon login is a comprehensive dashboard summarizing overdue status, invoice statistics (total, paid, unpaid), overdue projections based on trigger dates, and a list of pending actions requiring the supplier's attention.  - **Invoice Management:** The core function is uploading invoices, which must be done within 5 days of the invoice date (DOI) as per SOP. The portal provides modules to view "New Invoices," "Returned Invoices," and "Resubmitted Invoices" and allows filtering by status, date, and DISCOM.  - **Dispute Management:** Suppliers can view the details of any dispute raised by a DISCOM against their invoices. They have the functionality to either "Accept" the dispute or "Object" to it by providing their own comments and supporting documents.  - **Technical Support:** A "Raise a Ticket" feature allows suppliers to formally report technical difficulties or seek clarification on portal functionalities. |  |  |
| 4 | 1. **DISCOM (Utility) Portal:** This is the secure portal for Distribution Companies. The workflow includes: - **Registration:** DISCOMs register by filling a form and uploading a mandatory Letter of Authorization from a competent authority. Registration is subject to verification and approval by the Admin.   - **Invoice Processing:** DISCOMs can view all new invoices submitted by their suppliers. In the "New Invoices" module, they can take one of two primary actions: "Admit" the invoice, confirming its correctness for payment processing, or "Return" it if any discrepancy is found, with mandatory remarks explaining the reason for the return.  - **Payment & Dispute:** DISCOMs are required to update payment details against admitted invoices. If an invoice is contested, they can raise a dispute directly from the invoice list. This requires them to enter the disputed amount, details of any valid stay order from a court or tribunal, and a brief note detailing the nature of the dispute.  - **Reporting:** The portal is equipped with a suite of reporting tools, including a "Payment Report" to track all payments made, a "Dispute Report" to monitor contested invoices, "Analytical Reports" for trigger date analysis, and "MIS Reports" for a consolidated overdue summary. These reports are filterable and can be exported to Excel. |  |  |
| 5 | 1. **Admin Portal:** This is the back-end portal for managing the entire PRAAPTI ecosystem. - **User Management:** Admins are responsible for the complete lifecycle of user accounts. This includes verifying and approving all new Supplier and DISCOM registrations, managing user profiles, and updating their associated Power Purchase Agreements (PPAs).   - **Dispute Moderation:** Admins serve as the first point of moderation for all disputes. They review the disputes raised by DISCOMs and the validity of the attached documents (like stay orders) before the dispute is formally forwarded to the supplier for their response.  - **System Oversight:** Admins have access to global dashboards that provide a bird's-eye view of the platform's health. They monitor key metrics such as total outstanding dues, payment default trends, number of active vs. inactive users, and the overall status of invoice processing across the country.  - **Automated** **Communication:** The portal is configured with an automated email and notification system that alerts all relevant stakeholders at each critical step of the workflow, such as invoice submission, return, dispute initiation, and registration approval, ensuring timely action and communication. |  |  |
|  | **Part B: Proposed Changes and New Requirements** |  |  |
| 6 | **Public Landing Page & General UI/UX** |  |  |
| 6a | - **Domain Migration:** The portal's domain will be migrated from the current **.in** to a more official **gov.in** domain. |  |  |
| 6b | - **Homepage Redesign:** The landing page will be revamped to include dynamic content such as an **analytics dashboard (with a heat map of India)** showing state-wise dues, a "News & Press Releases" section, a section for official **LPS Rules and Regulations,** and a general **CMS** type lay-out of the website that show-case a professional web presence of PFC department**.** |  |  |
| 6c | - **Performance and Usability:** The new portal must be optimized for **low page load times** and be fully responsive. A **Chatbot** will be integrated to assist users with FAQs and navigation. |  |  |
| 7 | **Supplier Portal & Onboarding** |  |  |
| 7a | - **Streamlined Onboarding:** The registration process will be improved with an **"Onboarding Checklist"** on the supplier dashboard. It will guide new users through pending actions like document uploads (PPA copy, Authorization Letter, GSTIN Certificate) and show a clear status of the verification process. Mandatory fields for **Certificate of Incorporation** and **PPA Copy** will be added to the first registration form.  - There should be categories in the profile section of the Supplier, so that they can change their information as per requirement and only changed sections request is send to the admin for the approval process. |  |  |
| 7b | - **Efficient Invoice Management:** A crucial new feature will be the ability for suppliers to perform **bulk invoice uploads** to save time and reduce manual entry. |  |  |
| 7c | - **Enhanced Communication & Monitoring:** Suppliers will have visibility of the concerned **DISCOM nodal officer's details** for easier communication. The invoice monitoring modules will be made more intuitive and efficient in such a way that it delivers every information related to the statues of an invoice to the supplier. |  |  |
| 7d | - **Profile Management:** A feature to support **data migration** will be introduced to handle cases of supplier mergers and acquisitions, ensuring historical data is not lost. |  |  |
| 8 | **DISCOM Portal** |  |  |
| 8a | - **Bulk Payment Updates:** To improve efficiency, DISCOMs will be provided with a feature to perform **bulk payment updates** against multiple invoices simultaneously. |  |  |
| 8b | - **Intuitive Overdue Monitoring:** The DISCOM dashboard will be redesigned to be more intuitive, requiring fewer clicks to monitor overdue invoices and upcoming trigger dates. |  |  |
| 9 | **Admin Portal & System Governance** |  |  |
| 9a | - **Role-Based Access Control (RBAC):** A granular RBAC system will be established with distinct roles such as **Super Admin, Admin (Operations), Help Desk, and Accounts (RMS)**, each with specific permissions. |  |  |
| 9b | - **Automated Verification:** Manual verification processes will be minimized by integrating **third-party APIs for instant GSTIN and Bank Account verification** during the supplier onboarding flow. |  |  |
| 9c | - **Advanced Dashboards & Reporting:** The admin panel will feature comprehensive dashboards to monitor key metrics, including: - **PRAAPTI KPIs:** No. of active/deactivated users (with reasons), overdue summaries, and dispute statistics. - **RMS KPIs:** Revenue from registration/usage fees. |  |  |
| 9d | - **Data Archival & On-Demand Access:** A scheduler will create **daily data dumps**. Admins will have the ability to access and download historical data (e.g., overdue status on a past date) using calendar-based filters, with options to export in formats like CSV, Excel, or PDF. |  |  |
| 9e | - **Enhanced Dispute Management:** The dispute workflow will be tightened. DISCOMs must upload a **valid documentary proof (stay order)** to substantiate a disputed amount. If no valid proof is provided, the admin will ensure that regulatory action for non-payment proceeds as per LPS rules. The final resolution for complex cases will be handled by a **Nodal Group.** |  |  |
| 9f | - **Enhanced Communication & Monitoring:** Admin will have visibility of the concerned **Supplier’s & DISCOM’s nodal officer's details** for easier communication. |  |  |
| 10 | **Revenue Management System (RMS)** |  |  |
| 10a | - **New Charging Mechanism:** A new fee-based model will be effective in the new developed portal, consisting of: - **One-time Registration Fee:** Based on a slab structure of the supplier's total annual billing value. - **Quarterly Usage Fee:** Calculated per invoice, based on the invoice value slab. |  |  |
| 10b | - **Automated Payment & Penalties:** The system will feature: - **Payment Gateway Integration:** For online collection of fees. - **Automated Invoicing & Reminders**. - **Staged Service Restriction:** A 3-stage process for defaulting on usage fee payments, culminating in the suspension of all portal access after 45 days. |  |  |
| 10c | - **TDS Reimbursement:** A process will be established for suppliers to claim TDS reimbursement by submitting Form 16A or a valid TDS certificate. Claims will not be entertained after July 31st of the following financial year. |  |  |
| 11 | **Mobile Application** |  |  |
| 11a | - **Dedicated Apps:** Mobile applications for both iOS and Android will be developed with tailored features for different user groups. - **Supplier/DISCOM App:** Will support invoice management, dashboards, status tracking, and push notifications for critical alerts (e.g., new disputes, payment confirmations). - **Admin/Ministry App:** Will be a **view-only** application for monitoring dashboards and reports, with no approval functionalities. |  |  |
| 12 | **System Architecture, Security & Integrations** |  |  |
| 12a | - **Security Protocols:** A comprehensive **Vulnerability Assessment and Penetration Test (VAPT)** is mandatory for the new portal. A formal **Data Backup and Disaster Recovery (DR)** policy and infrastructure must be established. |  |  |
| 12b | - **System Integrations:** The platform will be integrated with: - A **Payment Gateway** for RMS. - **GSTIN & Bank APIs** for automated verification. - **SendGrid** or a similar service for reliable email delivery |  |  |