

DIGITAL INITIATIVE IN NTPC LTD – AN EMPLOYEE ENGAGEMENT

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Abstract:

NTPC project are spread in various location in India. The organization as a set as a Project level, Regional Level and Corporate Level. Various departments in the projects, regional offices and corporate office are required to be initiates various proposal through paper work for approval and completion in various works in the organization. The movement of paper files from one dept to other dept, one office to other office, one location to other locations i.e., Project to project, Project to Regional office and regional office to corporate office had been taking lot time. NTPC has been introduced paperless office by impletion of PRADIP at all level in the organization 4 years back files used created.

The digitalization of organization helps in preparing /creation of better strategic Human Resource Practices. It will helps in Creation of better job opportunities and career opportunities for the employees. Digitalization of practices also helps in preparing retrenchment or re-deployment employee strategies and survival of insolvency and bankruptcy in organization.

Keywords: Paperless office, Digitalization, PRADIP, Retrenchment, Re-deployment

Introduction:

NTPC is encouraging work environment in which the use of paper is eliminated or reduced by converting documents into digital form. "Going paperless" can save money, boost productivity, save space, make documentation and information sharing easier more secure, and help save the environment. As a corporate citizen NTPC has taken several steps towards Sustainable Development with focus on bio-diversity, promotion of renewable energy, plantation of trees in and around NTPC Stations, installation of rooftop of Solar PV, rain

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water harvesting, rehabilitation of water bodies and installation of air quality monitoring systems in major cities. In 2016-17, NTPC created an additional carbon sink by planting 10 million trees apart from these Approx 22 million trees. Towards completion of various office works in the organization, it was used to create various paper files in large scale.

NTPC project are spread in various location in India. Organization as a set as a Project level, Regional Level and Corporate Level and it was difficult for movement of paper files from one dept to other dept, one office to other office and one location to locations. NTPC has been implemented paperless office PRADIP system as taken step towards paperless office efforts that has led to the digital transformation of the company.

In line with the “Digital India” initiative NTPC steps towards digitization by implementation of companywide paperless office to save on expensive office space and paper use. The initiative will cover all NTPC projects and offices and will be rolled out in phased manner, helping in optimum utilization of the available space, easy retrieval of old records and promote clean office environment. Digitizing records and printed literature make it easy to share documents electronically and lowers the temptation to make photocopies. Company has already introduced e-tender, invoice monitoring system, grievance management and digitized notice boards at all locations.

The digitization process in Legal, Company Secretariat and Corporate Communication has been started in the first phase comprising more than 4 million documents. The NTPC house journal has been digitized and App being developed for internal communication.

Objectives of the Study

1. To examine the Digitalization at NTPC
2. To focus on the key features of Digitalization at NTPC
3. To analyze the Digitalization of work Environment and process in organization

Digitalization in NTPC

Based on the digital solutions discussed during the Round Table Conference as part of GETS 2016 and further follow up presentations and interactions with the vendors by the committee, it has emerged that digitalization initiatives need to be taken up by NTPC in order to fully realize the digital potential. As part of it NTPC has successfully implemented a number of IT initiatives such as PRADIP, Virtual Office platform – M365, Vendor Payment Portal, CLIMS, PI Apps, Suraksha App, RTM (Real Time Marketing) App, DREAMS2.0 etc. The largest integrated power producer is in the process of embracing new technological platforms - AI/ML, RPA, IOT, AR/VR to make the infrastructure more robust and seamless.

The digitalization in the organization helps in creation for prepared a better strategic Human Resource Practices. The digitalization of work environment in the organization will be created a better job opportunities & career opportunity for the employees. Better understanding of employee's skill and work experience with the data available through digitalization help better deployment/ re-deployment & up grading of skill of employees in the organizing. Digitalization of practices in the organization helps for better performance of employees and Organization and work cultural and Delivery of Work Force in the organization. Strategic practices in the organization better implemented & monitoring with the digitalization. The competitive environment within the organization created with digitization and help for facing with understating the competitive strategies and face with external environment. Digitalization of practices also helps in preparing Strategic retrenchment / re-deployment of employee and better downsizing of employees.

Digitalization of Key Features at NTPC

1. Correspondence and File Management system
2. Committee & Meeting Management
3. RTI/Grievance Management
4. Office Note Management
5. Knowledge Management
6. Digitization at Pilot locations (CC, EOC, Netra, PMI, Dadri, Badarpur, Faridabad)
7. Integration with SAP-ERP, Zimbra mail, Microsoft Active Directory, SMS Gateways
8. Hardware/Software setup at Data Center (Noida) and DR site (Hyderabad) with replication
9. Training to core users, power users, and site users.
10. Implementation across all NTPC locations (RHQs, Sites, Inspection offices, etc.)
11. ECM (Enterprise Content Management) for a centralized content repository.
12. 270 plus identified business processes shall be developed and implemented using Workflow Management / BPM (Business Process Management) for 17 functional departments.
13. Responsive Portal: Access / Approval to all processes through centralized graphical and easy-to-use "PORTAL".
14. Approval of processes anywhere, anytime through Mobile Application.
15. Mobile enablement for all the platforms Android, iOS, Windows.
16. Collaboration features like Wikis, Chats, Forums, Blogs, etc.

17. Digital mode of file movement with approvals, thereby enabling faster delivery in ERP processes.
18. Enabling electronic and digital signatures for approvals.
19. E-Office solution catering to the office needs with the following major modules.

Digitalization of work Environment and process in organization

NTPC has been implemented paperless office PRADIP system as taken step towards paperless office efforts that has led to the digital transformation of the company. Digitalization of work environment is created and accessed by cloud computing, Smart Connected devices Smart connected devices primarily refers to device with intelligent communication capabilities and in some cases edge control functionalities i.e., Laptops, Mobiles etc and App Based operation. The evolution of connecting of working environment into intelligent, connected devices - which are increasingly embedded in broader systems - is radically reshaped company work environment and competitive environment in the organization. Digitalization of practices & Process in organizations helps to employees work by remote with flexible work hour. The working files easily access through and speedy communication mode. Paper work in organization has been taking lot of time for completion of tasks and even more tracking file was difficult towards sending of files from one location to another location. Project to project, Project to Regional office, regional office to Corporate it used to take maximum number days to receiving of files and the following break through has given paperless office working environment.

1. Creation of file, accessing offices and forwarding the files at all the time
2. Storage of document is made simplified by digital of work environment.
3. Efficiency of work has been increased in the organization.
4. Virtual model of meetings has reduced time schedules & Time in the organization.
5. Missing of document & files and cost of dispatch is reduced through paperless/digitalization.
6. Sharing of information to many of member at a time with less time period.

Conclusion

Paper less working environment has been created a smoother way of functioning in the organization. The digitalization is created an intelligent way of creation of files and simplification of communication in a PSU environment. The evolution of connecting of

working environment by intelligently connected and accessing with various digital devices i.e., Laptops, Mobile phone is increasingly embedded in broader systems is radically reshaped of companies work cultural & Delivery of Work Force in the organization. Digitalization of Human resource practices in the organization helps for preparing Strategic retrenchment /re-deployment of employee and better downsizing of employees.

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