

**CASE STUDY:**

**Vendor Management System Module under OWMS Project for UPPRD, Lucknow, Uttar Pradesh**

**Overview:**

The Panchayati Raj Department in Lucknow, Uttar Pradesh, initiated an Online Water Management System (OWMS) project to streamline the management of water resources across rural areas. A critical component of this system is the Vendor Management System (VMS) module, designed to manage vendors, beneficiaries, and pump house operators effectively. This case study explores the approach, departmental requirements, challenges faced, and benefits achieved in implementing the VMS module. The VMS module plays a pivotal role in this system by ensuring proper vendor registration, monitoring, and management, thus improving the overall efficiency of water management processes.

**Challenges:**

Challenges for the execution of successful Vendor Management System Module under OWMS for UPPRD, Lucknow, Uttar Pradesh :

- Many end-users, particularly in rural areas, had limited digital literacy, making the adoption challenging.
- Internet connectivity was often unreliable in rural areas, which affected the real-time functionality of the VMS module.
- Integrating existing data from various sources into the new VMS module posed significant challenges, particularly due to inconsistencies and lack of standardization.

**Technologies:**

MS.NET, MVC, ASP.NET, MS-SQL Server, Cloud Based Server etc.

**Benefits Achieved:**

- The VMS module streamlined the vendor management process, reducing the time and effort required for vendor registration, monitoring, and payments.
- Real-time tracking of pump house operations and vendor performance enhanced the overall efficiency of the OWMS.
- The system introduced transparency into the vendor selection and management process, reducing instances of favoritism and corruption.
- Real-time monitoring allowed for quicker response times to issues, leading to improved water supply services to rural areas.
- Automated reminders and notifications ensured timely actions.

**Requirements of the project:**

- A system to register vendors, including verification and approval processes.
- Detailed profiles for each vendor, including certifications, experience, and service history.
- Manage pump house operators, including their assignments, performance tracking, and payment processing.
- Automated alerts and notifications for beneficiaries.

**Approach:**

Approach for the execution of successful Vendor Management System Module under OWMS for UPPRD, Lucknow, Uttar Pradesh:

The solution involved developing a creative web based application (as advised).

- A detailed analysis with stakeholders followed by the planning of system design & development process.
- Surveys were conducted in several rural areas to identify challenges faced in vendor management and to assess the technological capabilities of the end-users.
- Pilot based implementation.

