

# ANNEXURE I

## DETAILED NOTE ON CUSTOMISATION AND IMPLEMENTATION OF SAUDAMINI APPLICATION AT KERALA STATE ELECTRICITY REGULATORY COMMISSION (KSERC)

### 1. About KSERC

The Kerala State Electricity Regulatory Commission (KSERC) is a statutory body established under the Electricity Act, 2003, mandated to regulate the electricity sector in the State of Kerala. The Commission is entrusted with functions such as tariff determination, licensing, adjudication of disputes, and ensuring adherence to applicable laws, regulations, and standards. In carrying out these functions, the Commission handles a significant volume of petitions, cases, and regulatory proceedings on a day-to-day basis, necessitating a robust and efficient digital case management system.

### 2. About the Saudamini Application

The Saudamini application — **System for Adjudication Using Digital Access and Management of Information through Network Integration** — is a comprehensive regulatory case management platform originally developed by the Central Electricity Regulatory Commission (CERC). The platform is designed to digitise and streamline the end-to-end management of regulatory proceedings, including petition filing, case tracking, order management, document management, and hearing scheduling. It has been purpose-built to cater to the specific operational needs of electricity regulatory commissions, providing a structured, transparent, and efficient system for managing regulatory workflows.

### 3. Adoption of Saudamini by SERCs

Recognising the utility and effectiveness of the Saudamini platform, State Electricity Regulatory Commissions across the country have progressively been adopting the application for their regulatory operations. The Maharashtra Electricity Regulatory Commission (MERC) obtained the source code from CERC, issued an RFP for its customisation and upgradation, and successfully completed the implementation. The Saudamini application is currently live and operational at MERC, serving as a strong and proven precedent for adoption by other SERCs. KSERC has obtained the customised source code from MERC and intends to build upon this well-tested foundation for its own implementation.

#### **4. MOU between CERC and KSERC**

A Memorandum of Understanding was entered into between the **Central Electricity Regulatory Commission (CERC)** and the **Kerala State Electricity Regulatory Commission (KSERC)** on **23rd September 2024**. The MOU was executed for the purpose of granting KSERC a license to use the Saudamini application, with copyright of the software being held and reserved by CERC as the first party.

Under the terms of the MOU, CERC has granted KSERC a **limited, perpetual, non-exclusive, non-transferable license** to use the Saudamini application, including its object code and documentation, within KSERC's facility. The MOU further provides that KSERC may customise the software/application to align it with the provisions of the **KSERC (Conduct of Business) Regulations 2023** and its amendments. The intellectual property rights over the software and documentation remain with CERC, and KSERC is bound to protect the contents of the application from unauthorised use or disclosure.

#### **5. KSERC (Conduct of Business) Regulations 2023**

The KSERC (Conduct of Business) Regulations 2023 govern the procedural framework for the conduct of business before the Commission, including the filing of petitions, processing of cases, conduct of hearings, and issuance of orders. The Saudamini application is intended to be customised in alignment with these Regulations so as to ensure that all digitised workflows accurately reflect the procedural requirements prescribed thereunder. The customisation will specifically address the stages of petition filing, admission, hearing scheduling, order management, and archival as envisaged under the said Regulations, thereby ensuring full regulatory compliance in the digital platform.

#### **6. Need for Customisation at KSERC**

KSERC is planning to adopt the Saudamini application to carry on the day-to-day regulatory work of the Commission, thereby streamlining its case management and administrative processes. While the source code obtained from MERC provides a robust and tested base, certain customisations are necessary to align the application with KSERC's specific regulatory processes, workflows, and requirements under the KSERC (Conduct of Business) Regulations 2023. These customisations would include but not be limited to:

- Modifications to case management workflows to reflect KSERC's procedural requirements under the Conduct of Business Regulations 2023
- Customisation of petition filing, admission, and tracking modules
- Integration with KSERC's existing system
- Localisation and configuration of the application to reflect KSERC-specific regulatory functions
- User interface adjustments and role-based access control as per KSERC's organisational structure
- Testing, deployment, and post-deployment maintenance support

## **7. Infrastructure and Facilities Available at KSERC**

KSERC has in place adequate technical infrastructure to support the deployment and operation of the Saudamini application. The following facilities are available at the Commission's premises:

- **Computing Infrastructure:** A sufficient number of computers and workstations available for use by Commission staff for operation of the application
- **Internet Connectivity:** High-speed internet connectivity of **150 Mbps** through a dedicated Internet Service Provider (ISP), ensuring reliable and uninterrupted access to the application
- **Printing Facilities:** Printers are available at the Commission's premises to support document management and output requirements of the application
- **Nodal Officer:** A designated **Nodal Officer** will be appointed by KSERC specifically for this project, who will serve as the primary point of contact for all coordination between KSERC, KSUM, and the selected vendor throughout the customisation, implementation, and go-live process

These facilities ensure that the necessary operational environment is in place for a smooth and efficient deployment of the Saudamini application at KSERC.

## **8. Warranty and Annual Maintenance Contract (AMC)**

In order to ensure the long-term stability, performance, and sustainability of the application post-deployment, the following provisions shall be incorporated in the RFP and the agreement with the selected vendor:

- **Warranty Period:** The selected vendor shall provide a comprehensive **warranty of 1 (one) year** from the date of successful go-live of the application. During the warranty period, the vendor shall be responsible for rectification of all bugs, defects, and issues arising in the application at no additional cost to KSERC.
- **Annual Maintenance Contract (AMC):** Upon expiry of the warranty period, the selected vendor shall provide **Annual Maintenance Contract (AMC) support for a period of 4 (four) years**. The AMC shall cover regular maintenance, bug fixes, security updates, technical support, and minor enhancements required to keep the application fully operational and up to date.
- The terms and conditions of the warranty and AMC, including response time, resolution time, and escalation matrix, shall be clearly specified in the RFP document.

## **9. Role of Kerala Startup Mission (KSUM)**

KSERC has decided to seek the guidance and support of Kerala Startup Mission (KSUM) for facilitating the customisation and implementation of the Saudamini application. KSUM, with its extensive network of technically capable startups and technology firms, is well-positioned to assist KSERC in identifying a suitable vendor through the issuance of a Request for Proposal (RFP) and in overseeing the implementation process. A meeting between officials of KSERC and KSUM was held on **27th February 2026**, wherein the matter was discussed in detail and KSUM expressed its willingness to extend the necessary support.

## **10. Support to be Extended by KSERC**

To ensure the smooth and timely implementation of the application, KSERC commits to extending the following support:

- Provision of the source code obtained from MERC to the selected vendor
- Detailed technical requirements and functional specifications for customisation in accordance with the KSERC (Conduct of Business) Regulations 2023

- Designation of a Nodal Officer for coordination with KSUM and the selected vendor at all stages
- Timely feedback and approvals at each stage of the development and testing process
- Access to available infrastructure including computing systems, 150 Mbps internet connectivity, and printing facilities
- Full administrative and technical support throughout the implementation and go-live process
- Ensuring compliance with the terms and conditions of the MOU executed with CERC dated 23rd September 2024

## **11. Conclusion**

The adoption of the Saudamini application at KSERC will significantly enhance the efficiency, transparency, and effectiveness of the Commission's regulatory operations. With the MOU in place with CERC, the source code obtained from MERC, adequate infrastructure available at the Commission, and MERC's successful live implementation as a reference, KSERC is well-positioned to proceed with the customisation and go-live at the earliest. The Commission looks forward to the active guidance and support of KSUM in achieving this objective.