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KERALA WATER AUTHORITY

Jalabhavan
Thiruvananthapuram – 695033
Kerala - India

No KWA-JB/5847/2025-DA3(AUDIT)

Date: 25-08-2025

From

The Managing Director

To

The Additional Chief Secretary,
Water Resources (P.S) Department ,
Government of Kerala,
Thiruvananthapuram.

Sir,

Sub: KWA-Audit Wing -Public Undertaking Committee -(2023- 26) 47th Report -
Report submitting reg.

Ref: Govt.Letter No.WRD-PS/174/2025-WRD Dated.22-05-2025.

As per the letter cited,Government have called for reports on paras 1 - 16.
The reports in respect of para **1,2,5,6,8,9,10 and 12** are forwarded herewith.Reports
on the remaining paras will be submitted soon.

Yours faithfully,

Jeevan Babu K. IAS
MANAGING DIRECTOR

Acc: Action taken report

| ACTION TAKEN REPORT OF INFORMATION SYSTEM AUDIT ON 'ENHANCED ADVANCED BILLING, ACCOUNTING AND COLLECTION UTILITY SYSTEM' (EABACUS) PUT TO USE IN KERALA WATER AUTHORITY | |
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| <u>Conclusions/Recommendations</u> <u>of the committee</u> | <u>Action taken</u> |
| <p>1.The Committee observes that the project signing-off was not done while implementing eABACUS project in KWA because SRS was prepared by the IA without a well documented URS which has resulted in the preparation of an ad-hoc software which is not flexible and could not fulfil the business requirements of KWA. The Committee suggests that signing off must be done while revamping the eABACUS software after testing its utility.</p> | <p>All the formalities will be satisfied including sign off in the process of new billing software.</p> |
| <p>2. The Committee observes that though the percentage of training given to the staff of KWA at the time of audit was very low, KWA now imparts training to majority of the staff. But the complaints which were recieved through the telephone number of KWA about the leakage of pipes that run across the panchayath roads, remains unresolved. So the Committee recommends to ensure the efficiency in resolving</p> | <p>After receiving the recommendation, training has been imparted to the staffs around 300.</p> |

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| the complaints and thereby assuring drinking water to ordinary people. | |
| 5. The Committee observes that the KWA had invited a tender for the implementation of palmheld machine for recording meter reading. So the Committee recommends to furnish a report regarding the present status of implementation of palm held machines. | KWA requires 2000 palm held machines statewide for meter reading.As a first phase, KWA has procured 1000 nos of palm held machines through tender and distributed to 12 divisions covering corporations, major municipalities and rest of the machines will be procured having insight about workload of the implemented machines. For the last two months bills are generating successfully |
| 6. The Committee observes that it would be difficult to incorporate the provision for the calculation of renewal fee in the existing software. So the Committee recommends to incorporate the provision in the new software and to report the same to the Committee. | Present software has no provision for further module for adding changes. It needs NIC support as KWA don't have software support staff. New billing software has been tendered work awarded and in Software Requirements Specification finalization stage. The recommendations will be incorporated in the new billing software which is on User Accepting Stage which is scheduled to be rolled out soon. |
| 8. The Committee observes that some faults are still prevailing in the eABACUS software such as difficulty to record the history of flats. So the Committee recommends to take appropriate action to make the software flawless. | The software has been developed and supported by NIC till 2010.After that KWA inhouse team is doing some change management and support. However it is difficult to include monitoring systems with architectural changes in the base system, Hence such scope has been included in the proposed new billing software which is under development. |
| 9. The Committee observes that the RBI had clear guidelines for fund transfer through NEFT, RTGS, IMPS etc, yet the Department fails to provide a clear explanation on settling amounts remitted via NEFT. | We have made the system fool proof by incorporating VAN ID to all consumers.Now consumers who remitted the amount through NEFT & RTGS can be identified using this VAN ID. |

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| Hence, the Committee recommends to identify the consumers who successfully remitted funds through NEFT and those who defaulted on payments and to prevent future discrepancies, the Committee urges to make the system foolproof. | |
| 10. The Committee observes that multi-factor authentication is yet to be implemented and directs the Department to provide a progress report regarding the same after its implementation. | Multi factor authentication can be implemented in the new billing software which is under UAT stage and will be rolled out soon. As it is an old framework, it is very difficult to include the multi factor authentication in the existing software. |
| 12. The Committee observes that the problems in updating the meter reading has not yet been resolved. So the Committee recommends that the meter reading procedure may be automated and it should be in sync with billing procedures and mobile application should be implemented throughout Kerala by June 2024. | The automation of meter reading procedure is partially done by KWA by implementing the Palm held machines in 12 divisions out of 36 divisions covering major municipalities and corporation. The rest of the machines will be procured having insight about workload of the implemented machines. For the last two months bills are generating successfully. |

Jeevan Babu K. IAS

Signed by
Jeevan Babu K

MANAGING DIRECTOR

Date: 25-08-2025 18:41:54