

Criteria for Rating of Case Studies in DRUM

- Anupam Chakraborty
PA Consulting
Group

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Case Studies in the ongoing DRUM Program are extremely relevant to ascertain the success of the same. Various studies on the projects implemented successfully have been undertaken in the pilot sites and they have delivered varied degree of benefit to the utilities and to the end-consumers in-turn. So evaluation of a case study is also necessary along with the preparation of the same to encapsulate the degree of benefit that has been derived from it. Additionally, this will encourage and help other utilities under similar situations to enhance their performance by adopting the project that is most relevant and beneficial to them according to the ratings.

A case study on a project can be rated based on the parameters like replicability, return on capital cost employed, degree of complexity involved in training/execution in day to day work by employees, relevance to end consumers and relevance to the utility in its given situation it is in.

A process that can be followed in rating a case study (single star to five stars) is –

Allotting marks to Parameters (on a scale of 1 to 5)

1. Replicability – this can further be subdivided into three components. They are
 - a. Ease of implementation – this would primarily be concerned with the fact that how much effort is required with respect to
 - i. manpower deployment – *1 point (lower manpower deployment will fetch points, with full 1 point in case no manpower from utility side is required)*
 - ii. interruption of supply – *1 point (if supply is not interrupted while execution, it will score 1 point, else it is 0)*
 - iii. clearances required for execution (like municipality etc) – *1 point (clearances not required fetches 1 point, else zero)*
 - iv. time required to execute – *1 point (within 3 months 1 point, more than 3 but less than 6 will fetch 0.5 point, greater than 6 month will fetch 0 point) and*
 - v. standardised execution process – *1 point (if no customization is required at any point, then it gets 1 point, else 0)*
 - b. Availability of equipment and technique –
 - i. whether the product is easily available (locally vs. internationally) – *2 points (in case the product is locally available it gets full 2 points, and in case it requires waiting and going through international protocols of procurement, it will get lesser points according to the degree of protocol and difficulty)*
 - ii. time required to obtain the product – *2 points (obtained within 1 week of order will get full marks, 1 week to 15 days – 1 point, more than 15 days – no point)*
 - iii. compatibility with existing technology – *1 point (if the existing technology / set-up need not be modified to incorporate the new technique, it will get 1 point)*
 - c. Repair, Maintenance and Replacement –
 - i. guaranteed period of service without any failure – *2 points (observed for at least a quarter after implementation, no fail gets 2 points, failure after a month will get 1 point and in case of failure within 1 month of installation it will get zero)*
 - ii. complexity of maintenance, periodicity of maintenance, whether repairable – *2 points (depends upon the user)*
 - iii. how ease is to replace faulty parts or the product as a whole – *1 point (keeping in mind the availability of spare parts, the tentative time involved to get them, and the complexity of process involved)*

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2. Payback Period – It can be classified into
 - i. Less than 1 yr – *5 points*
 - ii. 1-2 yrs – *4 points*
 - iii. 2-3 yrs – *3 points*
 - iv. 3-4 yrs – *2 points*
 - v. Over 4 yrs – *1 point*

3. Expertise Involved (easier the process is, each subheading will get more points) –
 - i. In Implementation process – *1 point*
 - ii. Training requirement – *1 point*
 - iii. In daily operation – *1 point*
 - iv. In maintenance – *1 point*
 - v. In handling unforeseen problems – *1 point*

4. Consumer Relevance
 - i. Are consumers aware of it – *1 point*
 - ii. Whether tangibly benefiting consumers in saving money, time or in any other way – *2 points*
 - iii. Whether acceptable to the consumers – *1 point*
 - iv. Quantum of usage/operations – *1 point*

5. Relevance to Utility
 - i. Is it solving any longstanding problem? (*if yes, score 1, else 0*)
 - ii. Is it giving any added advantage in daily operations? (*if yes, score 1, else 0*)
 - iii. Is it improving the performance of the utility? (*if yes, score 1, else 0*)
 - iv. Is it giving any tangible benefit with respect to cost saving, time saving or any other savings? (*if yes, score 1, else 0*)
 - v. Is it enabling utility to be on the track to get rated with benchmark standards? (*if yes, score 1, else 0*)

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Calculation table

The calculation sheet will be as follows –

Total points scored against each of the parameters will get added up and will be inserted in column B. Column C will give the weighted score for any given parameter. The total score is the summation of all the weighted scores.

Rating Criteria for Case Studies				
S/N	Criteria	Weightage (in %) [A]	Marks (0-5) [B]	Total Score [C = AxB]
1	Replicability			
	- Ease of Implementation	5.00%		
	- Availability of Equipment/Technique	5.00%		
	- Repair, Maintenance and Replacement	5.00%		
2	Pay back Period	30.00%		
3	Expertise Involved	10.00%		
4	Consumer Relevance	15.00%		
5	Relevance to Utility	30.00%		
			Total Score	

And accordingly the star rating will be as follows –

Index	
Score	Star Rating
Upto 2.50	*
From 2.50 to 3.00	**
From 3.00 to 3.75	***
From 3.75 to 4.50	****
From 4.50 to 5.00	*****