



NUMALIGARH *Numaligarh Refinery Limited*

**REFINERY
LIMITED**

Case Study

Numaligarh Refinery Ltd.

Numaligarh Refinery Ltd (NRL), a subsidiary of Bharat Petroleum Corporation Ltd is located in the North Eastern part of India at Numaligarh in Golaghat District of Assam. Numaligarh Refinery is designed to process 3.00 MMTPA Crude Oil from Assam fields adopting state of the art technology. Numaligarh Refinery Limited was dedicated to the nation by the erstwhile Hon'ble Prime Minister Shri A. B. Vajpayee on 9th July, 1999. NRL has been able to display creditable performance since commencement of commercial production in October, 2000. With its concern, commitment and contribution to socio-economic development of the state combined with a track record of continuous growth, NRL has been conferred the status of Mini Ratna PSU.

Numaligarh Mission & Objective

- Develop core competencies in Refining and Marketing of petroleum products with a focus on achieving international standards on safety, quality and cost.
- Contribute towards the development of the region
- Maximise refinery capacity utilisation and optimise product pattern by efficient refinery operation.
- Achieve highest standards in product quality, safety, and health and environment protection.

Business Process

NRL is one of the finest refineries in the country. For its operations it generates huge number of documents. NRL has to store most of the documents that are generated. These documents are very important and needs to be stored for the legal purpose as well as various departments need to refer the documents for their internal functioning.

NRL had huge problems in record management. Hard copy documents were difficult to manage and retrieving documents from the record room took longer time. There were also situations when different departments needed the same documents at the same time.

Business Process Solutions

- **Healthcare**
- **Manufacturing**
- **Government**
- **Education**
- **Legal & Courts**
- **Telecom**
- **Exports & Imports**
- **Data based Processes in BPO's**

Challenges Faced by Numaligarh Refinery Limited

- ◆ Sharing of documents between different departments was a big problem as paper based documents could not be shared simultaneous between various users
- ◆ The files/documents were physically moved from/to different locations and many a times the files were misplaced.
- ◆ Paper documents were prone to damage with time, moisture, rodents etc.
- ◆ Retrieval of any related document from record room or even in the concerned section took a lot of time. This caused delay in functioning day today operations.
- ◆ Since paper based files/documents were accessible to each and every person, they are liable to be tampered.
- ◆ Lot of valuable space was used for storage of files.

Acyutah's Solution to Numaligarh Refinery Limited

With Acyutah Technologies's Document Management Software "**FineDocs**", NRL was able to automate manual record keeping process. **FineDocs** helped them to create a centralized repository of all their digital documents with proper access control and easy retrieval. Hard copy documents were scanned and converted into digital documents and were then uploaded in the server. Concerned departments/users were given username and password by which they could login and do the necessary operations on the documents.

Benefits to Numaligarh Refinery Limited

Digitization of documents using FineDocs was a big relief to the management. The project is considered to be 100% successful as they reap benefits even till this date. A few of them are:

- A Less-Paper Office. They were able to utilize the same space for the core functions instead of storing records.
- All documents were easily available within seconds at the click of the mouse.
- Document Duplication costs were reduced over by 90%.
- Reduced paper volume and costs, allowing staff to process by exception and become more analytical.
- One Central repository for the archival of all documents.
- Sharing of files between simultaneous users is now possible.
- Extensive Audit Trails for monitoring.
- Security and Integrity of documents are maintained.
- Disaster Management – A copy of all records are now available in CDs/DVDs.