

Digital Transformation cheat-sheet for DISCOMs

	Value-chain component	Sub-components	Transformation enablers	Impacted KPIs
1	Power portfolio	<ul style="list-style-type: none"> • Load forecasting • Green power mix • Power purchase / trade 	<ul style="list-style-type: none"> • AI / ML based forecasting • DERs, microgrids, storage • Blockchain 	<ul style="list-style-type: none"> • UI reduction • RPO • Payable days, EoDB
2	Design & planning	<ul style="list-style-type: none"> • System stability studies • Network design • Project planning 	<ul style="list-style-type: none"> • Network simulators • GIS, BIM • PM tools 	<ul style="list-style-type: none"> • Quality, reliability • Cycle time reduction • Cost, quality, timelines
3	Supply infrastructure	<ul style="list-style-type: none"> • Project monitoring • Statutory compliances • Testing & commissioning 	<ul style="list-style-type: none"> • IoT, e-Workflow • Cloud computing • Asset management apps 	<ul style="list-style-type: none"> • Project CTQ • Compliance • Reliability
4	Maintenance & upkeep	<ul style="list-style-type: none"> • Preventive maintenance • Breakdown maintenance • Equipment monitoring 	<ul style="list-style-type: none"> • AI / ML based prediction • OMS • SCADA, ADMS, IoT 	<ul style="list-style-type: none"> • Reliability • Restoration time • Quality, reliability
5	Commercial & Revenue	<ul style="list-style-type: none"> • Metering & Billing • Collection • Revenue protection 	<ul style="list-style-type: none"> • Smart meters • Payment gateways • Advanced analytics 	<ul style="list-style-type: none"> • T&D loss, quality • Receivable days • T&D loss
6	Customer Relations	<ul style="list-style-type: none"> • Complaint management • New connections • Customer engagement 	<ul style="list-style-type: none"> • Chatbots, AR / VR • Self-service portals • Advanced analytics 	<ul style="list-style-type: none"> • Customer satisfaction • Cycle time reduction • Customer satisfaction
7	Supply Chain Management	<ul style="list-style-type: none"> • Indents & tendering • Vendor management • Inventory management 	<ul style="list-style-type: none"> • e-Procurement • Blockchain, analytics • RFID, IoT 	<ul style="list-style-type: none"> • EoDB, transparency • Productivity • Cycle time
8	Human Resources	<ul style="list-style-type: none"> • Recruitment • QSHE • Training & development 	<ul style="list-style-type: none"> • Onboarding portals • Workforce analytics • AR / VR, Learning Mgmt. 	<ul style="list-style-type: none"> • Workforce satisfaction • Quality • Productivity
9	Finance & accounting	<ul style="list-style-type: none"> • Budgeting • Compliances, payments • Documentation 	<ul style="list-style-type: none"> • ML, visualisation • Blockchain • Digital accounting 	<ul style="list-style-type: none"> • Cost control • EoDB, credibility • Productivity
10	Corporate affairs	<ul style="list-style-type: none"> • Strategy • Regulatory & MIS • Research & development 	<ul style="list-style-type: none"> • AI & analytics • ML-based dashboards • Collaborative portals 	<ul style="list-style-type: none"> • E&I, dynamics • Productivity • Innovation