



**CENTRAL WAREHOUSING CORPORATION**  
**(A GOVT. OF INDIA UNDERTAKING)**

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**CIRCULAR**

**Sub.:-Fixing of responsibility if changes are made in the software during User Acceptance Testing or after the software has been made live.**

1. Corporation in its endeavor to leverage IT for its growth, operational efficiency, transparency, competitiveness, visibility and accountability etc. initiated various IT projects viz WMS, e-Office, CCTV Surveillance System, HRMS, Tally ERP, Website and mobile applications, Video Conferencing etc. These projects envisaged linking all the operational units to facilitate faster decision both at the Corporate Office and Regional Office level.
2. Implementing and integrating the IT projects require intensive planning and deep analysis of all the functionalities of all the projects. As can be understood, this demands defining detailed scope of work at the time of tendering process itself and further during approval of System Requirements Specification (SRS), meticulous examination is pre-requisite and all possible scenarios and exceptions should be brought out explicitly, to avoid frequent changes in the software after Go Live. Such a change in the software not only destabilizes the running software but also consumes time and cost of Corporation. However, in case, any new operations come up later, **owing to altogether new business operations or any statutory requirements**, the same can be implemented in the form of a Change Request.
3. A Change Request has financial implications as the same was not envisaged in the original scope of work of the project and thus is an extra effort. Nonetheless, if the requirement is vital to the operations and business of the Corporation, the same can be implemented by defining detailed scope of work including all possible scenarios and exceptions.
4. Lately, it has been observed that stake holding Divisions at Corporate Office and Regional Offices have been asking for changes in the software, **during User Acceptance Testing (UAT) or after the software has been made live**, which has financial implication and delays the implementation.
5. It is to clarify that **any new requirement/change** to be made in any software **during UAT or after the software has been made live** as per the SRS, equates to a financial implication, as the same is not covered explicitly in the original SRS, based on which the software was been designed and thus is an extra task. Apart from the cost and delay in implementation, it also demands an investment of time of the concerned officials which could have been avoided had the changes been done at the initial stage itself.
6. Thus, for future IT project/software, for any **change request in the software during UAT or after Go-Live**, except owing to altogether new business process or any statutory requirements, **the responsibility would be fixed on the official(s) who have approved the SRS.**
7. SRS should be approved by 2(Two) levels. In case of CO, concerned functional division's officials(s) and HoDs and in case of RO, the SRS should be approved by concerned Warehouse

Manager and concerned Business Head at RO, for software to be deployed at warehouse/ICD/CFS/DPE/ACC/ICP etc., and for software to be deployed at RO, the SRS should be approved by concerned Business Head of RO and RM.

8. Further for future IT project/software, changes in the SRS including approval should be communicated to the vendor within a period of 15(fifteen)working days. If no suggestions are received within the stipulated time, then the SRS would be deemed accepted and responsibility shall be fixed as S.No.7.

This issues with the approval of Managing Director, for strict compliance.

**GGM (System)**

**Distribution with request to bring the content of this circular to concerned official under their control:**

1. HoDs, CWC, CO, New Delhi.
2. RMs, CWC, ROs.

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2. MIS Division, CWC, CO, New Delhi, for arranging to upload on CWC's website.