

Case Study | National Housing Bank (NHB) implements Nelito Systems' Centralized Online Reporting and MIS Solution



National Housing Bank (NHB), a statutory institution is wholly owned subsidiary of Reserve Bank of India (RBI). The Hon'ble Prime Minister of India, while presenting the Union Budget for 1987-88 on 28 February 1987 announced the decision to establish the National Housing Bank. NHB is an apex financial institution for housing. NHB registers, regulates and supervises Housing Finance Company (HFCs), keeps surveillance through On-site & Off-site Mechanisms and co-ordinates with other Regulators.

The basic function of the NHB is to operate as a principal agency to promote housing finance institutions both at local and regional levels and to provide financial and other support to such institutions.

Nelito was engaged for Development and Implementation of Centralized Online Reporting and MIS Solution (ORS) by National Housing Bank (NHB).

Key facts

- **Organisation:** National Housing Bank
- **Parent:** Reserve Bank of India
- **Headquarters:** New Delhi, India
- **Founded:** 9 July 1988
- **Company Strength:** 110⁺
- **Supplier:** Nelito Systems
- **Solution implemented:** Centralized Online Reporting and MIS Solution

The broad Scope of Work in the project is listed as below: -

- a) System integration for End to End Centralized Online Reporting and MIS solution
- b) Supply, install and maintain requisite infrastructure (Hardware & Software) for implementing ORS which facilitates HFCs in submitting prescribed returns online.
- c) Facilitating in generation of various MIS & Analytic (OLAP – Online Analytical Processing) reports.

Nelito Systems Ltd. is an Indian financial technology company, that provides software technology solutions and services for Banking, Financial Services, Micro-Finance and Government verticals globally. Formed in the year 1995, Nelito has over 400⁺ Banking Clients and 25⁺ Microfinance and Non-Banking Finance Clients in 19 countries across 4 continents.

NHB approached Nelito with a **set of requirements**. Some of the key ones were:

- Implementation and Configuration of Hardware, Software & Databases
- Central Data Repository
- Backup & DRS Strategy
- Data Extraction & Cleansing
- Complete MIS/Analytical solution software with reporting services
- Performance Monitoring
- Alerts Mailing Options
- Setting up online portal for enabling ORS to enable HFCs to submit prescribed returns over Internet

The project had few **implementation challenges**;

- Off-shore Development & Implementation
- Absence of important MIS reports
- Difficulty in compilation of internal and external MIS
- Business Intelligence could not be Implemented due to unorganized data
- Implementation of Macro in 13 excel input return uploads

Some of the **Implementation highlights** of the project were:

- SSL integration with 256 Bit encrypted data transfers
- Technology: ASP.net, SQL 12, Dev Express 11, SAP Business Objects
- Implementation of Digital Signatures
- MIS generation for submission to Ministry
- Developed Open Integration Web Services for sharing information to other
- Government agencies

Following were the **benefits achieved** by NHB;

- Mailing confirmations for registration, submission and rejection of reports
- Better decision making through insights into historical data by monitoring management dashboards & reports
- Implementation of scrutiny module in which different reports submitted by HFC's can be compared by Financial Year wise, Frequency (e.g. Annual, Half Yearly, Quarterly & Monthly), Return type wise (Provisional, Final, Rev-1, Rev-2) and Report Date wise
- Implementation of Legacy Data i.e. One-time Data Upload provision given for previous Financial Year's
- Centralized Report Repository for generation of various MIS/returns/reports