

Introduction

Directorate of Commercial Taxes is the major revenue earning Directorate of the state of West Bengal. Almost 70% of the state revenue is collected by the Directorate, whose Head Office is located at 14, Beliaghata Road, Kolkata-700015.

This Directorate has offices in all the districts of West Bengal. Besides this, there are road check posts at the remote border areas of the state, dock check posts at different docks, railway check posts at major rail stations and a check post at Dumdum airport. There are also Range Offices at various places within West Bengal.

The Directorate of Commercial Taxes, West Bengal is headed by the Commissioner of Commercial Taxes. Below the Commissioner are two Special Commissioners. There are Additional Commissioners, Senior Joint Commissioners, Joint Commissioners, Deputy Commissioners, Commercial Tax Officers and Assistant Commercial Tax Officers to assist the Commissioner.

The Challenge

Directorate of Commercial Taxes, in order to automate their tax collection processes, wanted a web based application to track the status of goods seized at various check posts, central sections and ranges. They also needed to track the status of books of accounts seized by different anti-evasion agencies such as Central Section (Investigation), Bureau of Investigation, Enforcement Wing, ITC Verification Cell. Additionally, the new application had to automate the workflow in the system.

The system should also have the facility for the dealers and transporters to submit inventory details online, which would greatly reduce the efforts of the officers of the Directorate.

The Solution

UBICS helped Directorate of Commercial Taxes in architecting, developing and deploying a web based application solution to monitor all department processes, the impact of project interventions on the progress of the various applications and ensure that every application is processed and maintained by the concerned department. The system captures data, maintain data and aid in decision-making.

Anti-Evasion is fully compatible with the internal communication and external stakeholder communication versions of the Directorate. The data entered by internal or external stakeholders is visible only to concerned departments and stakeholders.

The basic features of the solution are:

- ✓ Facility for online submission of inventory by dealers and transporters that can be viewed and acted upon by the officers of the Directorate.
- ✓ Proper business validations while submitting/updating information online.
- ✓ Automatic workflow management to reflect offline processing of cases by the Directorate.
- ✓ System generated case numbers that reflect business rules.
- ✓ Generation of PDF forms and notices to be sent to dealer and transporters.
- ✓ Communication mails indicating stakeholders about completion/start of activity.
- ✓ SMS functionality to send username and OTP to dealers and transporters.

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- ✓ Seamless data integration and extraction for generation of MIS reports in the form of spreadsheets.
 - ✓ Dynamic inbox to display information according to each stakeholder's access level.
 - ✓ Separate modules and workflows for each of the three seizures – Godown goods, Vehicle Goods and Books of Accounts.
 - ✓ Consumption of data through web-services.

The Result

The application has been successfully delivered and will go live very soon. The system is expected to significantly improve the process of case allocation and closure by the officers of the directorate in addition to reducing their efforts.