# Revenue

Major part of ULB's revenue comes by means of:

- Collecting property tax
- Issuing trade licenses
- Alloting its land and buildings to carry out business
- Collecting usage charges and service fees for the services it renders



Property tax (PT) is one of the main sources of revenue for a ULB. PT is levied on immovable or tangible real estate such as land, buildings and permanent improvements. Such properties situated within the limits of ULB are assessed for tax. Based on the ULB's assessments, the assesses are expected to pay the tax.

*eGov Property Tax Information System is a web based online system that helps computerize the complete property tax operations of the revenue department. The system captures all data at the point of creation thus ensuring the property and collection data is consistent. The system allows the view of property tax data to a citizen, revenue inspectors and the decision makers leading to transparency, efficiency and accuracy in assessments and collections.*

Issue of trade licenses is another major source of revenue for the ULB. It is mandatory for business establishments desirous of conducting business to obtain a trade license from their respective municipalities. When the ULB issues a trade license, it ensures that the business is being carried out in accordance with the relevant rules, standards and safety guidelines as set by the ULB.

*eGov Trade License is a web based online system that helps computerize the trade license operations of the revenue department. The system maintains master of all the trade categories and sub categories. Licenses can be issued, renewed, modified, transferred using the system. Collection of fees can be made through the application.*

Municipalities own several parcels of land, housing complexes and buildings in their jurisdiction. The ULB allots the same to the citizens for various businesses / purposes.

*eGov Land and Estate Management is a web based online system used to manage shopping complexes, land and housing complexes owned and maintained by the Land and Estate Department of the ULB. This application captures all data available in ULB registers and ensures that the property details, allotment, agreement information are up to date.*

Traditionally, a citizen has to approach various citizen service centers for payment of taxes and other charges for the various services he has availed. For instance, in order to to pay the electricity bill, the citizen has to approach the electricity board office. To pay for a birth or death certificate, he has to approach the respective registration unit. This is a cumbersome and time-consuming process.

*eGov Collection Management System is a web based online system that enables citizens to make all payments at a single collection centre regardless of the mode of payment and the services (property tax, trade license, company tax, water bill, professional tax, building plan approval, electricity bill) they are paying for. The mode of payment could be cash, cheque/demand draft, credit/debit cards and ATM.*

All the revenue applications are integrated with one another and with other modules like Employee Information System, Finance, Property Tax, Land and Estate, Building Plan Approval and more to ensure that data flows seamlessly between them.

# Property Tax Information System

eGov Property Tax Information System is a web based online system to computerize the Property Tax Operations of the revenue department. The system captures the data at the point of data creation ensuring that the property and collection data is consistent and leading to better informed decisions. The system allows the view of property tax data based on the roles to citizen, revenue inspectors and the decision makers leading to transparency and efficiency in collections.

eGov PTIS realizes that each state's property tax collection system is unique in some ways and hence provides an architectural framework to support multiple systems of Property tax based on ARV, CVS and UAS.  The product can be customized easily to support the state specific features. The product supports property transfers, bifurcations and amalgamations and a rich set of MIS, GIS and graphical reports based on property type, property usages and collections.

eGov PTIS is integrated with eGov Financials and passes receipt vouchers to the eGov Financials based on the requirements of the ULB.  eGov PTIS is also integrated eGov GIS based on open source GIS platform to view property cadastral data online for better spatial analysis of the property tax demand, use and collections.

# eGov Property Tax Management System - Overview



**Figure 1:** Property Search

**Figure 2:** GIS Integration with Property Tax

**Salient Features of Property Tax Information System**

- Calculation of the property tax demand based on the ARV, UAS and CVS methods.

- Supports Property Registration with online workflow for approval process
    o Support for multiple owners,
    o Support for Multiple floors
    o Arrears calculation based on occupation date
    o Automatic tax calculation

- Support for Amalgamation
    o Amalgamate existing properties into a Single Property
    o Validation on Land Area for Property during Amalgamation
    o Not allowing Amalgamation if Taxes are due
    o Approval Workflow for Amalgamation
    o Deactivation of Original Property
    o Disallow Transactions on Amalgamated Properties
    o Supports revision of Property tax.

- Support for Bifurcation
    o Creation of New Properties from an Existing Property
    o Validation on Land Area for Property during Bifurcation
    o Not allowing Bifurcation if Taxes are due
    o Approval Workflow for Bifurcation
    o Deactivation of Original Property
    o Disallow Transactions on Bifurcated Properties

- Support for Name Transfer
    o Name Transfer with Support for Sale Deeds / Inheritance / Gift / Will / Settlement
    o Approval Workflow for name Transfer
    o Generation of Transfer Notice

- Support for Property Modification
    o Property Modification leading to ARV/Demand Changes
    o Approval Workflow for Property Modification
    o Support for multiple types of Workflows based on Property and Demand Attributes
    o Modification of Correspondence Address/Email and Contact Numbers

- Collections
    o Can handle Office, Bank and Field payments
    o Citizen friendly, pay anywhere online system
    o Dishonored cheque handling

- o Receipt Cancellation
- o Interest Charges for Delayed Payments
- o Support for Rebate for Early payment
- o Support for Advance Payment
- Maintenance of Demand Collection Balance (DCB) registers.

- Objection
  - o Capturing of Citizen Objections
  - o Support for hearing on objections
  - o Increase/Decrease of tax amounts based on judgement
  - o Memo Generation for revised tax details

- Recovery
  - o Generation of Notice for the initiation of recovery process
  - o Action on Notices Issued
  - o Generation of Warrant
  - o Attachment of Property

- GIS Integration
  - o Integration with the Parcel based GIS
  - o Search and Locate Property on GIS Map
  - o Defaulters reports
  - o Property Usage reports
  - o Display GIS reports based on various combination of Property and Demand Attributes

- Reports:
  - o Demand collection Balance reports at a boundary level i.e. zone/ward etc.
  - o MIS reports at City, Ward, Street levels as decision support tools for the revenue department and citizens (eg. Defaulters Report, Ward-wise collections)
  - o Collection trend analysis based on property type

- Integration with eGov GIS, eGov Financials and eGov collections.

- Creating of notices to be sent from ULB to citizen, with relevant information from the system.

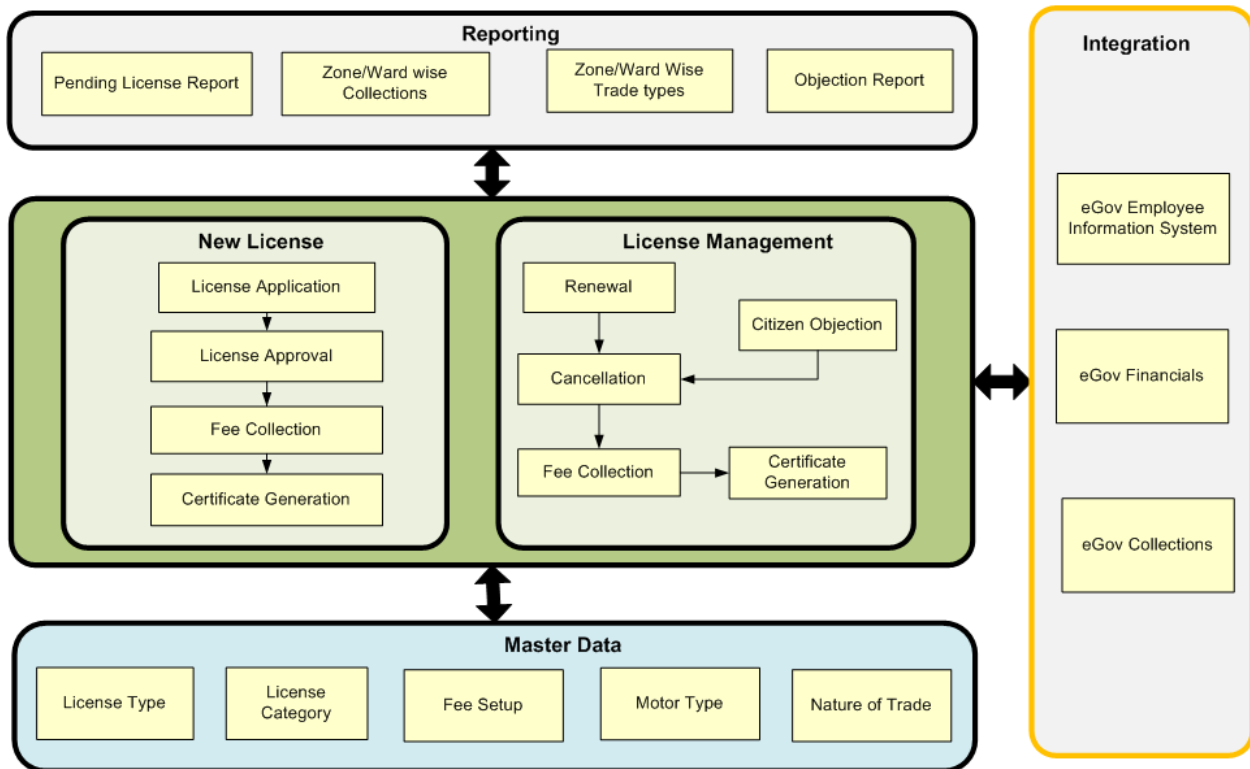- Admin Tool for Maintaining the masters

# **Trade License**

Trade License is a certificate/document, which grants you permission to carry on the particular trade, or business for which it is issued.  It is important for trade within the city to be regulated to ensure that the citizen is not adversely affected by Health Hazard & Nuisance by improper carrying of a trade. The trade license is a means to ensure that the manner in which the business is being carried on is according to the relevant rules, standards and safety guidelines.

eGov Trade License is a web based online system to computerize the Trade License Operations of the revenue department. The system allows maintaining a master of all the trade categories and sub categories. The ULB can go through a workflow for approval process when a new application for a trade license is made. Licenses can be renewed, modified, transferred etc. using the system. Collection of fees can be made through the application.

Different states have different workflows for application of new license, renewal etc. Hence eGov Trade License is developed as a platform, which can be customized for different implementations.

# eGov License Management System - Overview





**Figure1:** Application for new License master

**Figure 2:** Motor Erection Fee

**Salient Features of Trade License**

- Maintains masters of relevant trade categories, sub categories, whether temporary or permanent trade etc.
- Application of new license with workflow for approval
- Specific workflows dependent on the sub category. For e.g. In some states there are specific trades that are allowed a simplification process to hasten issue of license.
- Record objection Notices during the process of application.
- Record responses of Health Inspector or other officials during inspection for new application.
- Renewal of license
- Cancellation of license
- Modification of license
- Transfer of license
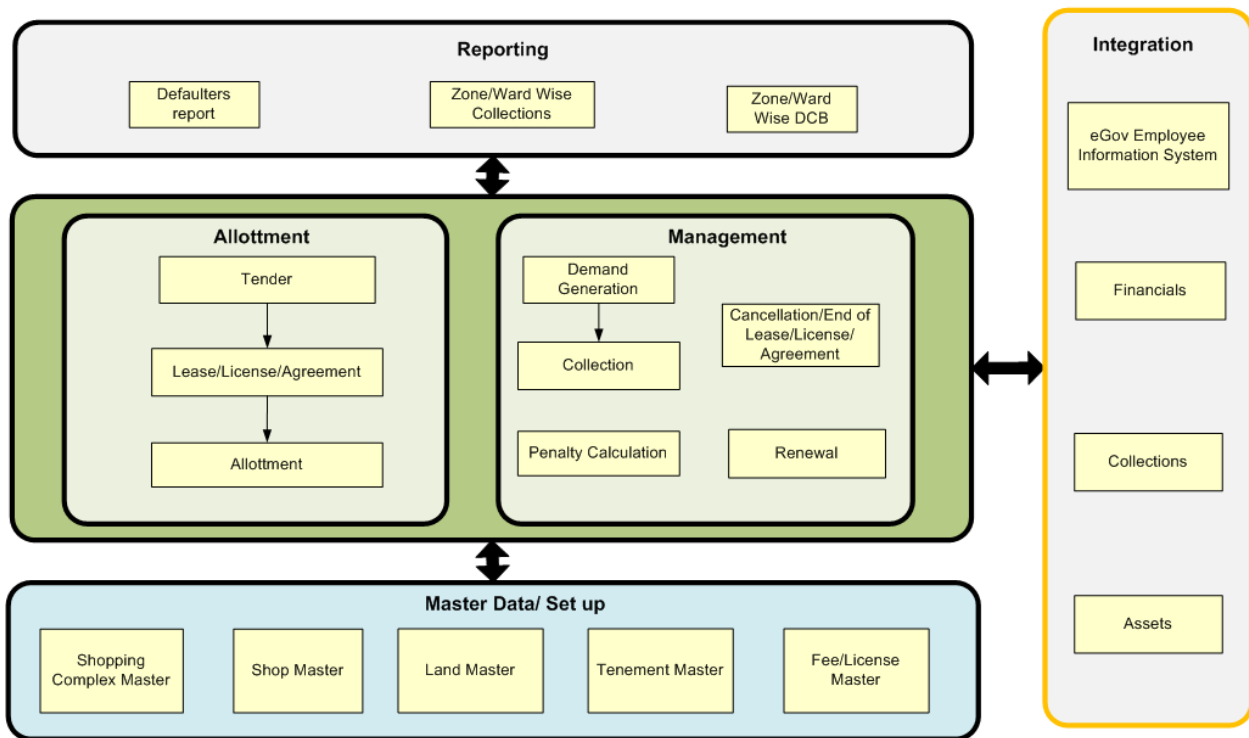- Collection of license fees
- Penalty calculation

# Land and Estate Management

eGov Land and Estate Management is a web-based application used to manage Shopping Complexes, Land details and Housing Complexes owned and maintained by ULB as per the records available with "Land and Estate Department". This application captures all the data available in ULB registers and ensures that the property details, allotment, agreement information are up to date.

The application gives comprehensive information about the vacant, tendered, allotment of properties, rent due from leased property and defaulters who have not made the payment in a given period of time.

eGov "Land and Estate Management" is integrated with the eGov Asset Management, to ensure that the Land, Shopping Complex and Housing Complex information is updated as and when the property is created /modified. It is integrated with eGov Financials and passes receipt vouchers to the eGov Financials based on the requirements of the ULB.

## eGov – Land & Estate - Overview





Figure 1: Create Land Register Process
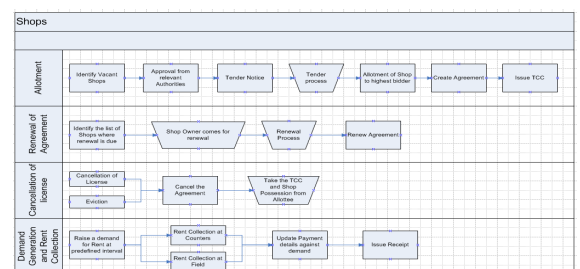


Figure 2: Sample Workflow

**Salient Features of Land and Estate Management**

- Maintenance of all Property details owned and maintained by ULB, like Land, Shopping Complex and Housing Complex
- Supports Registration of Land / Shopping Complex / Housing Complex / Transfers

- Maintenance of allotment and agreement information for individual property
- Supports Modification of existing Land details, Shopping Complex, Housing Complex, Allotment and Agreement
- Support Renewal of Agreement Land / Shopping Complex / Housing Complex
- Periodic revision of Demand by the system, based on individual agreement
- User and citizen friendly process for collection of rent
- Generate periodic demand for the leased and rented properties, i.e. Land, Shopping Complex and Housing Complex
- Facility to collect the Rent and Leased payment through Cash, Cheque, Demand Draft
- Supports payment through Office, Bank and Field Payments
- Generation of Bank Deposit Challans and Daily Collection Report
- Integration with other eGov Products, eGov Financials, eGov Collections, eGov Assets
- MIS reports at City, Zone, Ward and Street level (Ex. : Defaulters Report, Zonewise, Wardwise collections)
- Admin Tool for maintaining the masters

# User Charges and Service Fee

Traditionally, a citizen has to approach various citizen service centers for payment of taxes and other charges for the various services that have been availed. For instance, to pay the electricity bill, the citizen has to approach the electricity board office and to make a payment to obtain a birth or death certificate, he or she has to approach a Registration Unit.

eGov Collection Management System enables customers to make their payments at a single collection centre regardless of the mode of payment and the services they pay for. The mode of payment could be cash, cheque/demand draft, credit/debit cards and ATM.  eGov collection handles Bill-based, challan-based and Miscellaneous payments.

The product is fully internet-enabled thus making it possible to provide the system to users at all locations, giving the entire administration complete visibility of collections. The system handles the entire process of collection - from receipt of payment to remittance to bank.

| | Feature description | | Feature description |
|---|---|---|---|
| 1. | Receipt Generation against bills, challans | 8. | Cancellation of receipts/cheques: bounced cheques, post-remittance cancellations |
| 2. | Cheque Management: Reconciliation and remittance to accounts | 9. | Report generation |
| 3. | Counter Collection through Zonal offices/Collection Centers/Treasury. | 10. | Security with role-based access control and approval workflows |
| 4. | Online field collection through handheld devices | 11. | Additional security levels (IP based) for counters |
| 5. | Bank Collection: Online (bank extension counters) and bulk updates (for ECS/EBPP) | 12. | Integration with eGov EIS, eGov Financials, eGov revenue modules, Legacy systems like electricity and water, phone bills, ATMs |
| 6. | Online Collection: Credit/Debit Card Collection (through 3rd party payment gateways), ATM Integration | 13. | Integration with non-eGov products like building plan approval |
| 7. | Online Generation of receipts | 14. | Integration with third-party payment gateways like Bill Desk to enable online payments |

# eGov Collections - Overview



**Reporting**

| Daily Collection reports | Remittance Report | Receipt Register | Challan/Misc Payment Reports |

**Bill Based Receipts**

Property Tax | Trade License | Land and Estate | Third Party Systems

Capture Bill Details

**Challan Based Receipts**

Department: Create Challan

Search Challan

**Miscellaneous Receipts**

Capture Payment details

Generate Receipt

**Master Data**

| Instrument Type | Collection Type | Counter | User Counter Mapping |

**Integration**

eGov Employee Information System

eGov Financials

eGov Property Tax Information

eGov Trade License

eGov Land and Estate

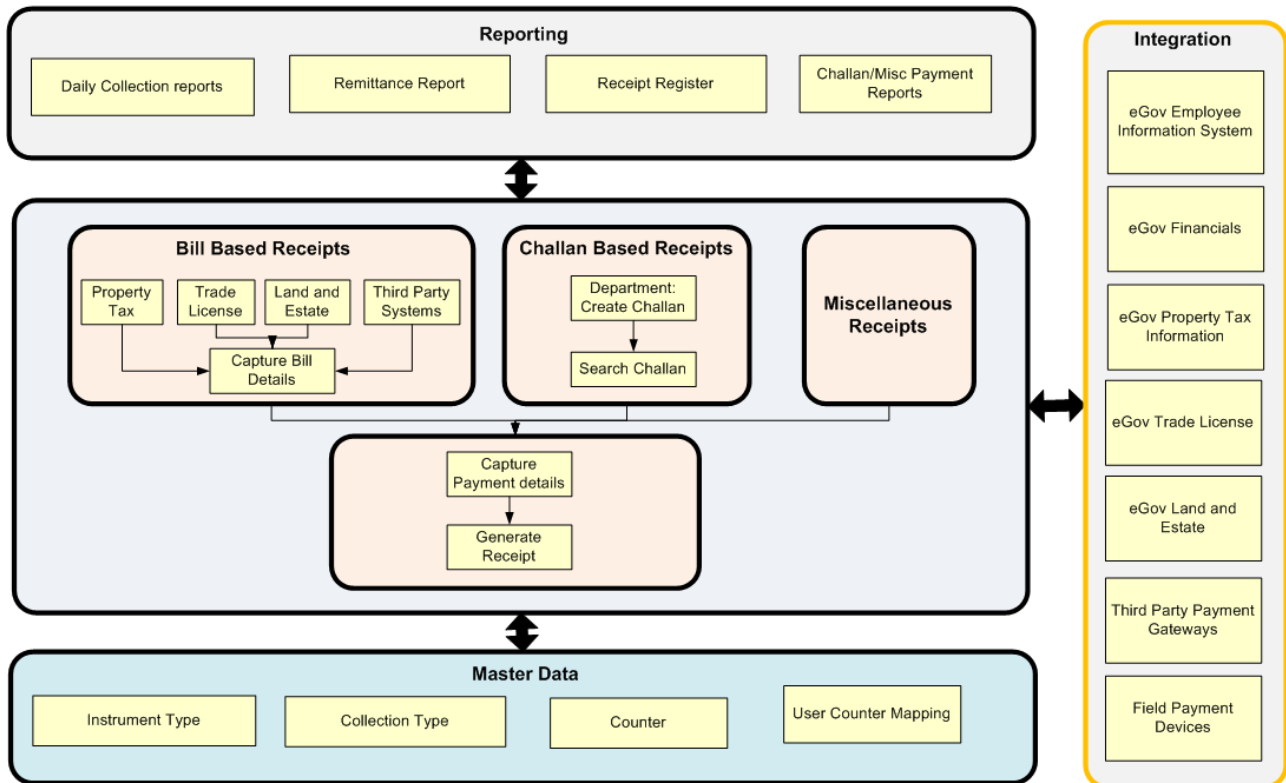Third Party Payment Gateways

Field Payment Devices

**Figure 1:** Create Challan Screen



**Figure 2:** Miscellaneous Receipt Screen

The eGov suite of products is a comprehensive selection of technology based Municipal Governance Applications that integrates the entire operations of a municipal government. These applications include *Financial Accounting System, Property Tax System*, *Birth & Death Registration*, *Public Grievance & Redressal*, *Ward Works Management*, *Asset Management*, *Inventory Management, EIS/Payroll, Building Plan Approval, GIS* as well as comprehensive *City Web Sites* for citizens & administrators.

The suite in entirety and its individual components have been operational across ULBs (Urban Local Bodies) in India.

Our cutting edge, easily operable, scalable technology based solutions leveraged on open-source technologies have been developed exclusively for Indian ULBs with the goal of improving governance.