Ministry of Housing and Urban Affairs
Government of India

National Urban Digital Mission

Building cities that work for people

Property Tax
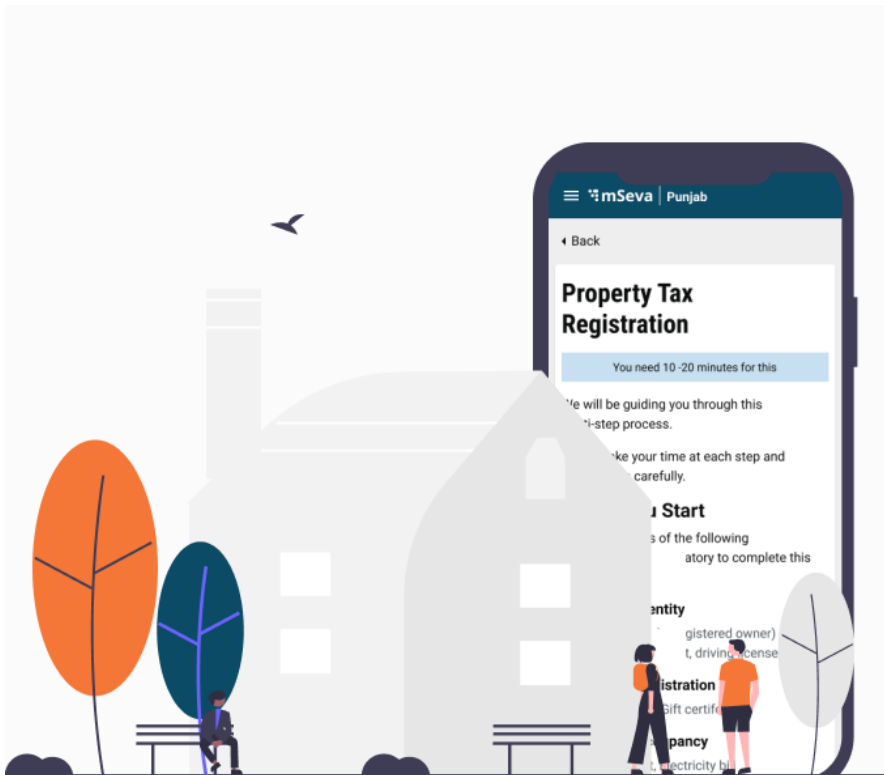
Outline

1. About UPYOG Property Tax
2. UPYOG Property Tax Accessible Via
3. Key Stakeholders and Actions
4. UPYOG Property Tax (Workflows)
5. Primary Configurations
6. Use cases

About UPYOG Property Tax

The Property Tax System(PT) provides a UPYOGal interface to make property assessments, pay property tax, generate payment receipts and monitor tax collection. It can be used by the citizens, Urban Local Body (ULB) counter and field employees and ULB Administrators to accomplish their specific tasks. It is available as a mobile and web-based application.
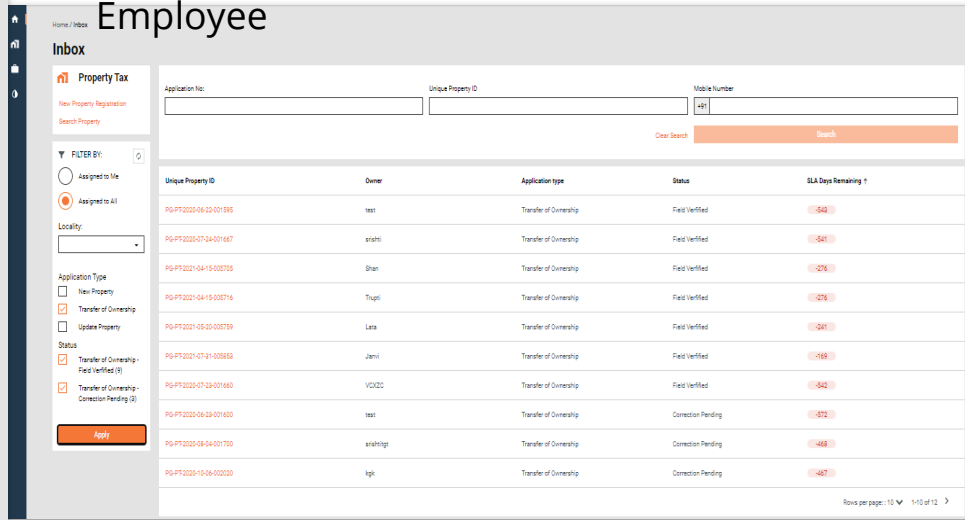
Functional Scope
- User registration and Login
- Registration of property
- Modification of property
- Mutation of property
- Search and view property details
- Assessment of property tax
- Demand, billing and collection of property tax
- Dashboards and Reports

UPYOG Property Tax is Accessible Via :

UPYOG Mobile App

All citizen centric services via mobile with ease

Bill payments via whatsapp with ease and speed

Services on Whatsapp

UPYOG Web Application - Citizen/ Employee

Key Stakeholders & Actions

CITIZEN

- Apply for registration of a property
- Apply for updation of a property
- Apply for mutation of a property
- Pay property tax online (With Login)
- Pay property tax online (Without Login)
- Track applications
- View property detail

EMPLOYEE

- Applications - on behalf of the citizen
  - Apply for property registration
  - Apply for property updation
  - Apply for property mutation
- Process property applications.
- Collect property tax
- Track applications
- View property detail
- Generate collection reports

UPYOG – Property Tax (Workflows)

CITIZEN/ EMPLOYEE
(Citizen/
Counter Employee)

Apply for services
Pay of property tax

EMPLOYEE
(Document Verifier)

Verification of application
Verification of documents
attached

EMPLOYEE
(Field Inspector)

Field verification
Attaching field verification
report

EMPLOYEE
(Application Approver)

Approval of application

✔ Multi Channel Access for Citizens including Whatsapp   ✔ *Employee inbox prioritised as per SLAs*

Primary Configurability

Masters - Supports all the standard masters data

Assessment Methods - Configurability of UPYOG to Annual Rental Value and Unit Area Value methods

Property Tax Heads - All the tax heads which comprises property tax demand, and its calculation including penalty, interest, and rebate (s)

Additional Details - Additional detail which is captured as part of property registry.

Property Tax Calculation - Property tax calculation rules are customizable.

Use cases

1. Citizen Login and overview of features available for citizen
2. Public Search and Pay (Open)
3. Register a property (Citizen)
4. Update a property (Citizen)
5. Transfer of ownership (Citizen)
6. Employee Search and Collect (Employee)
7. Assess a property   (Employee)
8. Employee flow of register a property (Employee)

Thank You

"UPYOGal Transformation is more about humans than UPYOGal"