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**Experience - 20 years of extensive experience in e-Governance domain**

Have been a part of projet team that handled several key and prestegious e-Government Projects. Contributed towards Software design, development, Implementation, Training, Database and Infrastructure Management, Project Management etc.

**Details of Experience**

Installation, configuration& management of of SQLServer,Unixware and Unix based Oracle8i.

Backup and recovery, Capacity Planing, Performance monitoring, Database tuning, trobleshooting, databasedesign, database accessibility , Validation checks on data, Improve query processing performance,decides content of the database. SSRS and RDLC Reports.

* **9 years of experience for e-Gov project for Customs and Central Excise department, Ministry of Finance**

Was part of the NIC/NICSI project team, was involved in implementation & management of e-Governance applications at six divisional offices (Bhopal-I,Bhopal-IIParyavas Bhawan Bhopal, Sagar, Chhindwara, Jabalpur,Satna divisions.Key applications are as under:

1. **System for Excise Revenue Monitoring (SERMON)**

This is a G2G and G2B system designed on **Unix/ORACLE.** It served more than 50,000 service tax providers and more than 10,000 excise return payers. It involves following.

* Management of more than 10 types of excise returns filed by various categories of registered assesses
* Verification, validation & audit of returns filed by the assesses
* Analysis of service tax returns against the set targets
* Generation of the revenue related and other reports for necessary actions by various authorities.

1. **Online SACER Project:S**ystem for **A**llotment of **C**entral **E**xcise **R**egistration number

* Platform: (Oracle, Apcahe, JSP)
* Target beneficiaries: more than 10,000 excise return payers.
* Services: The system allowed the manufacturers/dealers to register themselves online and obtain a 15 digit central excise registration number.

1. **Online SAPS Project**

* Platform: (Oracle, Apcahe, JSP)
* Target beneficiaries: more than 50,000 Service tax return payers.
* Services: The system allowed the service tax providers to register themselves online and obtain a 15-digit central service tax registration number.

1. **Online E-DeCS Project -** Electronic Departmental Communication System

* **Platform**: (Oracle, Apcahe, JSP)
* **Target beneficiaries**: **all staff members of the department.**
* **Services**:

The E-DeCSsystem facilitated internal& closed communication system. Each message generates unique identification number (message id) for future reference.Users can recall and see any message by using the ‘query’ option for message id. E-decs has the facility to codify the subject of communication and can recall all the messages related to a particular subject. All the users have been classified into different user classes.

An E-decs user can send a message to a single user, group of users (i.e. a class of users) or to all users at one go.The outgoing message can be a structured message (or can be a normal message such as an E-mail), and a reply can be sought from the recipients. While sending the message, the sender can frame up to 25 questions. if the sender wishes to receive the replies in a specified format.This helped the sender to monitor the replies in a specified format according to his /her requirement.This feature is very useful in getting replies in the desired formatted form.

The E-decs has a facility that allows the sender to find out whether the recipient has read the message or not.The sender can choose to request for a reply, or not to receive a reply for his message from the recipient.This facility is useful if the higher formations want to just disseminate the messages and do not want to receive acknowledgements and un-necessary replies.The sender can view as to who have replied to his message and who have not replied to the message.The sender can generate reports of ‘defaulters’ and can initiate further action accordingly, like sending a reminder out or escalating the reminder to a higher level etc. When a new user is added at any point of time, the new user will get all the previous messages sent to the ‘user class’ to which he belongs, so that, he will have first hand information about the past communication. When a user has sent a message,it is saved on central server and only one copy of the message is stored irrespective of number of recipients.Thus, even if the message is sent to 1000 users, only one copy of the message is saved on the central server.

1. **Online EASIEST Project -E**lectronic **A**ccounting **S**ystem **I**n**E**xcise and **S**ervice **T**ax.

* Platform: (Oracle, Apcahe, JSP)
* Target beneficiaries: **more than 50000 service tax providers, 20000 central excise duty payers and the Central Excise departmental officers and all banks.**
* **S**ervices: The assesses pays duty in the bank through a document called G.A.R.-7/TR-6 challan.It is proposed to capture the challan data electronically from banks(the data source point) on daily basis using EASIEST.The summary of the scroll along with bundles of challans are manually received in PAO from bank. It is decided that the electronic challan data is verified by PAO with the physical copy of a challan received from focal point bank.

1. **e-REVACTProject** -**e**lectronic **REV**enue**AC**countingSystem in Excise and Service Tax.

* **Target Beneficiaries**: Departmental officers and Pay and Account office of each Commissionerate.
* Services:The systemwas used by Pay& Accounts Office (PAO) for Revenue Accounting of Central Excise,Customs,Service Tax and Foreign Travel Tax etc.at Pay & Account office of each Commissionerate.
* STREMS –Service Tax Revenue Monitoring System

This G2G and G2B system designed on ORACLE served more than 50,000 service tax providers. It offered following services.

* 1. Management of Servicetax returns filed by various categories of registered assesses
  2. Verification, validation & audit of returns filed by the assesses
  3. Analysis of service tax returns against the set targets
  4. Generation of the revenue related and other reports for necessary actions by various authorities.

1. **REVCON**:**REV**nue re-**CON**ciliation.

**Target beneficiaries**: Chief Accounts office and the departmental staffs

**Services**: This system was used by O/o Chief Accounts Offices at each Commissionerate for Reconciliation of Revenue Receipts of Excise Duty and Service Tax.

**ER offline System**: It is quite similar to ER online system but can accept data that can be stored without internet. Once the data is entered into the proper format that could be uploaded to the respective site.

1. **CRRD Project**:**C**yber **R**evenue **R**ealization **D**etails.

-**Target beneficiaries**:All the staffs of Divisions,Hqrs. and higher formation offices at Delhi and Chennai.

-**Services**: Online data capture of fortnightly revenue figures of those assesses who are paying revenue Rs.one crore or more on Internet site at divisional level.Hqrs. Office will monitor divisions data on due date.

**CRRSProject:**Cyber Revenue Realization Summary.

-**Target beneficiaries**:Board members,and office of the higher formations.

-**Services**: Monthly consolidated Revenue is to captured at Hqrs. level. Refunds are also to be entered.Net revenue can be monitored at Board level and report to ministry of Finance.

1. **PAMS Project**:Provisional Assessment Management System.

-**Target beneficiaries**: Board members, and office of the higher formations.

-**Services**: Sometimes excisable duty is paid by the Assesse is improper due to different chapter head. This system look after on every hearing of commissioner is stored. Board members and officers of the higher formations are monitoring on every hearings of Commissioners.

(iii)Faculty at Govt. Womens Polytechnic, Bhopal over four years.Subjects covered DBMS,Computer Network,System simlation, Foxpro. Apart from taking theory classes, Practicals also guided various projects.

(iv) Assitant Professor at Govt. Gitanjali Girls college, Bhopal over two years. Subjects covered DBMS, Computer Network, System simlation, Foxpro. Apart from teaching Practicals and guided various projects.

(v)Programmer at Prema Computers, Bhopal over four years. Development of software in Forest management (year wise no. of tigers, and other animals in the State of Madhya Pradesh) and work of Statistics department Govt. of Madhya Pradesh in foxpro.

**9 years of experience of working with NIC (through agency) for several prestegious e-Governance Projects [2012- 2021]**

Worked with Madhya Pradesh State Centre of NIC, Ministry of Electronics and IT, GoI from 2012-21.

During this term, I worked as a key team member and worked on several key projects. Was employed through the agency of NICSI Services INC. I also worked for Department of Food, Civil Supplies and Consumer Protecttion Department of GoMP through agency. I workled on Public Distribution System and Food Grain Procurement at MSP scheme.

* **MP State Scholarship Portal**
* **Sparsh Portal of Social Justice Department**
* **Just in Time e-Payment Platform ( farmers)**
* **MP State Education Portal**
* **Punjab State Scholarship Portal**
* **Meghalaya State Scholarship Portal**
* **Uttarakhand State Education Portal**
* **MP State Social Security Pension Portal**
* **MP Skill Development Portal**
* **MP Labour Portal**

### Role, responsibilities and Contribution:

* Installation and Maintenance, Installing the latest versions or applying updates and fixes to the system,
* Identifying User Requirements, Database Planning, Designing of database, Developing & Maintaining Data Dictionary, designing Schemas & Tables, developing views, writing and reviewing Stored Procedures
* Job Scheduling, Log management
* Database Administration
* DB Performance Monitoring, DB Optimization, DB Performance Tuning, Monitoring usage, transaction volumes, response times, concurrency levels, etc.
* Monitoring Index and fragmentartion, Reorganization of Indexs for improvement of performance.
* DB Documentation
* Data Extraction, Transformation and Loading (ETL) - importing large volumes of data extracted from multiple systems
* SSRS Reporting, RDLC Reports,
* SoftwareVersion Contro l& Management, Git, SVN (Subversion)
* Application Deployment
* Application Error Log Monitoring & Management,
* Web Server Log Monitoring & Management
* Hyper-V VMManagement, VirtualBox for VM Management
* Team Management
* Project Management, Resource/Manpower Management,
* Troubleshooting
* Data replication
* Knowledge of Structured Query Language (SQL).

The Information provided above is correct to the best of my knowledge.

**(Abhay Kumar Mukherjee)**