

Automation



NEED FOR NEW AUTOMATION

▪ End of Contract with ECIL

- Original contract with ECIL ended in 2012
- Presently the project is working on extensions
- Nature of Original Contract: BOOR (Infrastructure is owned by ECIL)
- Infrastructure nearing End of Life
- Vendor is not receptive to new requirements which are needed for Ease of Doing Business

....Contd

NEED FOR NEW AUTOMATION

- **Issues with existing system**

- Lack of Integration amongst various functions
 - Returns and annexures not linked
 - Returns and assessments not linked
 - Available Recovery doesn't reflect in the system
 - Manual filing of Appeals
 - Generation of approx 1 Lakh cases per annum for ITC verification
- Lack of Service Oriented Approach
 - *Examples:* Confirmation SMS, Mobile Apps not a part of current system
- No Bilingual Portal (current portal in English alone)

- **Integration with GST**

PARTNERS FOR NEW AUTOMATION PROJECT

SYSTEM INTEGRATOR: NIIT



SYSTEM PLATFORM: SAP



MSTD



CONSULTANT FOR AUTOMATION : ACCENTURE



TECHNICAL INFRASTRUCTURE SALIENT FEATURES

FEATURE	DESCRIPTION
Data Centre	99.50% Uptime
RPO/RTO	0/2 Hours
Peak Load Handling	Provision for virtualization and private cloud service.
Non-core activities	<ol style="list-style-type: none">1. Call Centre2. Helpdesk for Query resolution
Concurrency	60% users - Response time as defined in the SLAs
Key Facilities	<ol style="list-style-type: none">1. Payment Gateway2. SMS alerts through SMS Gateway3. Digital Signed Certificates
Certifications & Specifications	<ol style="list-style-type: none">1. Data Centre Operations - ISO 9001:20002. Information Security - ISO 20000/270013. Operational Integrity & Security Management - ISO 270024. Project Documentation - IEEE/ISO specification5. IT Infrastructure Management - ITIL/ EITM specification

New Automation Functions

TRM	CRM
Registration	Assessment
Returns	Appeals
Collections	Legal
Refunds	Internal Audit, STRA
Recovery	Investigation
Billing Software, MIS, Mobile Application, Help Desk, Correspondence, e-CST.	

BENEFITS OF PROPOSED SYSTEM

DEALERS

- Minimal Visits to Sales Tax Offices
- Billing software for invoice level data capture for small Bus.
- Bring Greater Transparency in the Processes
- Hassle-free and Secured e-Payments and e-Refunds
- Effective Dealer Information System (DIS)
- Mobile APPS & Lite Application

PRACTITIONERS

- To be provided User Accounts on Systems
- Can access approved dealer data directly from the system
- Online appointment system

DEPARTMENT

- Improved Compliance through Self-Policing
- Faster Data Processing and Analysis
- Decision Support System – Improved MIS for Decision Making
- Integrated System so Officers have 360 View of Dealer
- Greater Officer Productivity
- MIS Reports and Dash Boards for Efficient Control
- Management Control System for Improved Control
- Reduced Revenue Leakages
- Appointment management system to schedule or reschedule Dealer Hearings, etc.

Reduced physical interface with department

Registration:

- Online user friendly application for registration
- Automatic selection of cases for post visit registration
- Single application for registration under all Acts
- Act wise application for registration under stand alone Acts
- APIs with NSDL, Power Supply Cos, IGR and UID to reduce visits to POBs
- Application to be kept in Temporary Profile for 90 days
- Defective application to be rejected but no need to apply afresh if defects cured in 90 days
- RC effect from original date of application if defects cured within 30 days

Reduced interface with department

- Returns:
 - Invoice level data capture to reduce mismatches
 - Availability of Nodal Officers for urgent issues
 - Automatic ITC Mechanism
- Assessment:
 - Online appointments
 - Facility to upload statements in standardised templates
 - Auto filling of returns data in assessment order
 - Issue master for identification of disallowances
 - Integration with refunds and recovery

Reduced interface with department

- Appeals:
 - Online uploading appeals
 - Issue master from assessment order useful while filing appeals
 - Option to obtain Automatic stay order
 - Automatic allocation of appeals

Efficient ITC Mechanism

- Availability of ITC Report
- Availability of ITC Register
- ITC claimed for return period to be allowed in full
- Float of ITC according to supplier's return periodicity
- Automatic denial of ITC in case of supplier's default
- Automatic allowance of ITC if supplier clears return default

Single compliance for return filing

- No change in return forms
- Filing of returns of different form types through a single annex of sales and single annex of purchases.
- Filing of return in a single session

Billing software for small Businesses

- Auto preparation of annexures from billing software
- Shareware, no cost
- User friendly
- Additional useful functionalities

Hassle-free, Secured e-Payments and e-Refunds

- Payment can be made from any bank through payment gateway
- Eligible Refund calculation at the time of submission of application

Effective Dealer Information System (DIS)

- Dealer can view all information related to its TIN
- Pending compliance
- Issued notices
- Pending recovery
- Assessment or any proceeding on line compliance

Mobile APPS & Lite Application

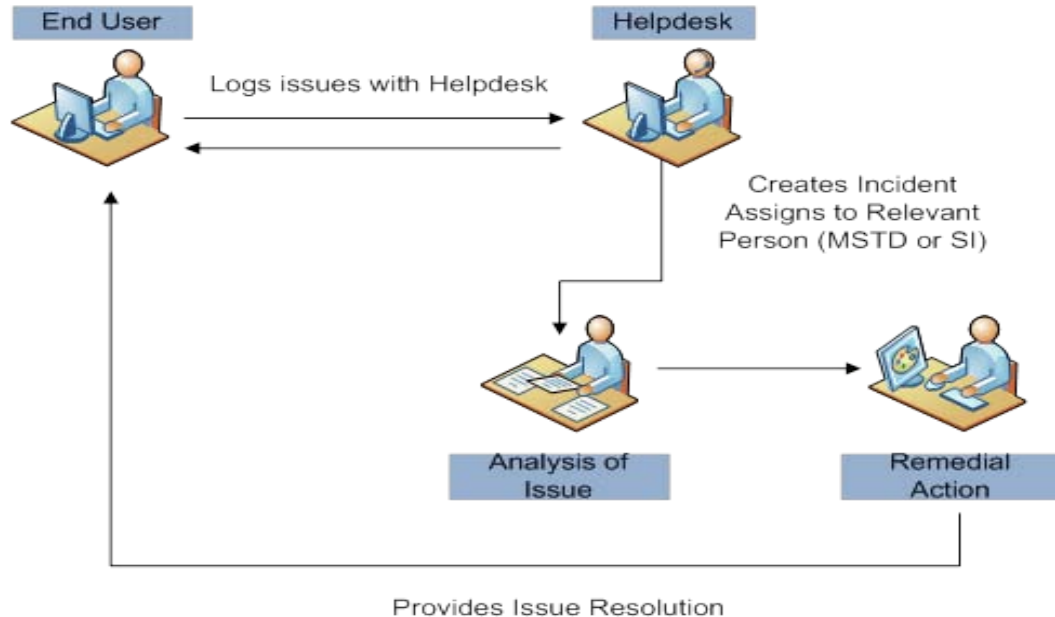
- User friendly Mobile application
- Availability of useful information
- Payment can be made through APP
- Accessible on the move

HELPDESK

ISSUES TO BE RESOLVED THROUGH HELPDESK

- IT Infrastructure Issues for Officers (routed to other SI)
- Dealer Technical Queries (routed to other SI)
- Dealer Functional Queries (routed to MSTD Officer / desk)

CALL FLOW OF MSTD - HELPDESK



Google

Any Queries?

Google Search

For Printing Layout



**Thank
You!!!**

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