

Project Details: NAeG/14-15/00139

Project id -	NAeG/14-15/00139
Name of The Project	Online Property Taxation System
Category of Award Applying for	Outstanding performance in Citizen-Centric Service Delivery
Date of Launch	03-12-2012
Summary/Objective of the project	<p>Introduction: Guwahati Municipal Corporation (GMC) is the Urban Local Body responsible for providing basic civic services to the citizens of Guwahati, Assam. It administers an area of 216.79 km² and collects property tax from the 1.80 Lakhs holdings located in its jurisdiction. For this purpose, assessment/reassessment/holdings, generation and issue of property tax bills, collection of property tax, issue of payment receipts, maintaining demand register are the responsibility of GMC. Situation before the Initiative: Till 2008, GMC maintained a manual system in order to serve these purpose of entire property taxation system and collected the property tax from the owners of the holdings through six zonal office located at different parts of the city. Besides, Collectors of GMC also goes from house to house for collection. Moreover, each zonal office collected taxes only from those holdings which are located within its jurisdiction. The manual system was not convenient, reliable and efficient as people have to come to the concerned zonal office, stand in the queue for payment of property tax. Moreover, it is very difficult for the tax collectors to meet the owner of the holdings for property tax collection in the field. Therefore, GMC has taken the initiative to digitize the entire records of Property Tax and make them available online for public to view bills, make payment and obtain receipts. For this purpose, AMTRON (Assam Electronics Development Corporation) was been engaged by GMC as the developer of Online Property Taxation System of GMC. Challenges faced: Initially when the project for Online System for property tax collection was taken up, the employees resented the move and did not evince interest. Several levels of discussions need to be held with them and the developers had to sit in the zonal offices for many days in order to understand the overall procedure of the property taxation system and allay the apprehension of the employees. Besides, property tax collectors viewed the Online Property Tax System as a threat to their livelihood. Situation after the Initiative: The launch of the Online Property taxation System for GMC has drastically changed the entire scenario of property taxation as it helped in administrative works to move faster apart from maintaining accountability and transparency in the system. Any type of reports can be generated online at any time for administrative purpose. Most importantly, citizens are now able to make property tax payment online and they can view their yearly bills and payment history online. The zonal offices of GMC now can generate holding numbers automatically from the online system. So, all the works related to payment of properties has now become a click away. Related Initiatives: Apart from developing the online system, GMC has recently implemented the following three reforms in E-Governance implementation in property taxation system a)GMC has tied up with State Bank of India for property tax collection through SBI software product Power Jyoti. Tax payers are now able to pay taxes through any branches of SBI across India. This has eliminated the scarcity of kiosks for property tax collection. b)Handheld Digital Terminals have been provided to the tax collectors so that payment can be updated at the field and digital receipts can be issued to the tax payers instead of manual receipts. c)Earlier payment of property tax holding belonging to a particular zone can only be made at the concerned zonal office. This restriction has been removed due to data integration. Now all the zonal offices of GMC have started receiving tax from tax payers irrespective of the fact from which zonal office the tax payers holding belongs. As a result, citizens are now able to pay tax at any of the six zonal offices of GMC.</p>
Beneficiary of the project	Guwahati Municipal Corporation and Citizens of Guwahati
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Supporting documents:-	Award Specific Form Self Certification by the Project Head