JNNURM

Jawaharlal Nehru National Urban Renewal Mission

Department of Urban Development
Government of Maharashtra

ULHASNAGAR MUNICIPAL CORPORATION

Introduction & Scope of work

Software modules :-

Birth & Death, Complaint Redressal System, Water Billing and Accounting Module, Market Trade License Module, Integrated Citizen Facilitation Center (CFC), Accounts Module, Town Planning Department Services Module, Cess Module, Projects monitoring & Works management, Comprehensive GIS.

Hardware :-

For IT Infrastructure Strengthening pertaining to Application, Web, GIS, and Database Servers, Storage Area Network, Backup LTO24, Fiber Backbone, L3 Switches and Managed networking. IT Security includes Firewalls, Antivirus and implementation of security policy across UMC.

Approved Project Cost 5.62 Cr.

Central share   :   1.97 cr
State share   :   0.84 cr
UMC share   :   2.81 cr

STATUS--MODULES UNDER STATE WIDE REPLICATION

Modules	Gap Analysis	SLB Points	SDD	UAT	Training	Data Porting	Implementation	Go live
Birth & Death	✔	✔	✔	✔	✔	✔	✔	✔
Complaint Redressal System	✔	✔	✔	✔	✔	✔	✔	✔
User Workflow & Registry Module	✔	✔	✔	✔	✔	✔	✔	✔
Market Trade License Module	✔	✔	✔	✔	✔	In Progress		
Water Billing and Accounting	✔	✔	✔	✔	✔	In Progress		
Integrated (CFC)	✔	✔	✔	✔	✔	✔	✔	✔
Town Planning services	✔	✔	✔					
Accounts Module	Implemented Tally ERP Software for Accrual based accounting system, and customized several additional features. ✔							

STATUS--MODULES UNDER SYSTEM INTIGRATION TENDER

Modules	Gap Analysis & SRS	SLB Points	SDD	UAT	Training	Data Porting	Imple menta tion	Go live
Cess / LBT Module,	✔	✔	✔	✔	In Progress	NA		
Projects monitoring & Works management	✔	✔	✔	✔	In Progress	NA		
Comprehensi ve GIS	✔	✔	✔	In Progress		Linking of Data		

OVERALL STATUS

1. UNDER SYSTEM INTIGRATION

Hardware Installation	Hardware Implementation	Software Installation	Software Implementation	Scheduled Completion Date
Completed	Completed	In Progress	In Progress	Dec 2012

2. UNDER STATE WIDE REPLICATION

Software Installation	Software Implementation	Scheduled completion Date
In Progress	In Progress	Dec 2012

3. Hardware & software

Software Installation	Hardware Implementation
70%	100%

MODERNISATION

&

E GOVERNANCE

IN

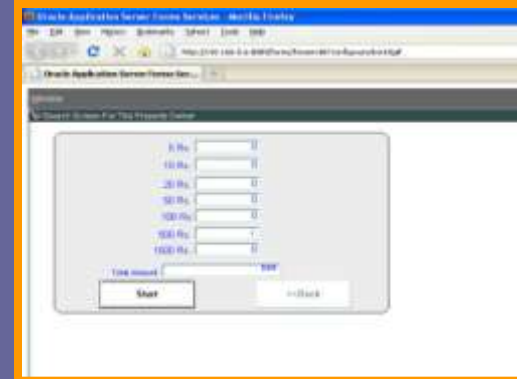# PROPERTY TAX

MANAGEMENT

CFC & KIOSK

KIOSK Interface to Search the Property and Pay dues.

Search

Pay

Get Receipt

CFC SET UP

- ❑ **UMC HEAD QUARTER PREMISES**

- ❑ **SADHU VASWANI GARDEN**
   (GOAL MAIDAN)

- ❑ **YATRI NIWAS**

- ❑ **NETAJI GARDEN**

- ❑ **VTC SPORTS COMPLEX**

KIOSK SETUP

- ❑ **UMC HEAD QUARTER**

- ❑ **SADHU BELA HIGH SCHOOL**

- ❑ **LION (SAPNA)GARDEN**

- ❑ **ULHAS RAILWAY STATION**

- ❑ **VENUS JUNCTION**

- ❑ **SOBHRAJ GARDEN**

- ❑ **KURLA CAMP ROAD**

USE OF KIOSK	CENTER	TAX PAYERS 09-10	TAX PAYERS 10-11	TAX PAYERS 11-12
U S E R S	CFC @ VTC	1723	3363	2835
	CFC @ GOL MAIDAN	1613	3292	3503
	CFC @ YATRI NIWAS	812	2324	2585
	CFC @ NETAJI	2488	5203	4810
	KIOSK @ SOBHRAJ GRDN	193	2452	3024
	KIOSK @ VENUS	1166	3347	3679
	KIOSK @ UNR STATION	1838	708	1098
	KIOSK AT SAPNA	682	2201	2283
	KIOSK AT SADHUBELA	--	1129	1728
	KIOSK AT KURLA CAMP	--	786	815
	KIOSK AT POWAI	--	--	15
	TOTAL	**10515**	**24805**	**26375**

INTRODUCTION OF SMS FACILITY

INFORMATION OF TAX DUES BY PHONE SMS

PAYMENT OF TAX DUES BY PHONE SMS

BY USING itz CASHCARD

INTRODUCTION OF IVRS

TELEPHONE NO.
2708830

INFORMATION OF
TAX DUES
BY PHONE CALL

PAYMENT OF
TAX DUES
BY PHONE CALL

(BY USING CREDIT CARDS)

INTRODUCTION OF e-payment

OTHER WEB SITE FACILITIES

www.umc.gov.in

WE CAN VIEW BILL DETAILS

WE CAN PRINT BILL

WE CAN PRINT LAST PAYMENT RECEIPT

WE CAN PAY PROPERTY TAX

NEW BILL FORMAT

- 4 PAGES BILL FORMAT

- AREA, TYPE OF CONSTRUCTION,USE OF PROPERTY,LAST PAYMENT AMOUNT,LAST PAY DATE, LAST PAY RECEIPT NO. & OTHER DETAILS MENTIONED ON BILL

- IMPORTANT PROVISIONS OF ACT & RULES MENTIONED ON BILL TO EDUCATE TAX PAYERS

- ADDRESSES & TIMINGS OF CFC & KIOSK MENTIONED

- INF. REGARDING VARIOUD OPTIONS FOR MAKING BILL ENQUIRY & PAYMENT

**COLLECTION
BY
PERSONAL
DIGITAL ASSISTANCE
(PDA)**

First ever effort by

URBAN LOCAL BODY

in Maharashtra

THE INSTRUMENTS

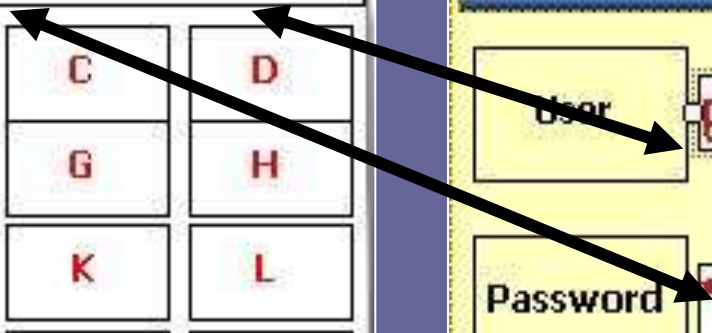**Used for the Tax Collection System**

THE PROCESS

Login Screen

Advantages

- LEDGER OF THE PROPERTY HOLDER GETS UPDATED IMMEDIATELY
- ENHANES THE TRUST OF TAX PAYER

- COLLECTION REPORT OF CONCERNED COLLECTOR GETS UPDATED IMMEDIATELY WITH CASHIER AT HEAD OFFICE

- SYSTEM ELIMINATES THE POSSIBILITY OF MISAPPROPRIATION

- SYSTEM IS SECURE, SUSTAINABLE & also REPLICABLE

THE
RESULT

RESULT - (INCREASE IN RECOVERY)

YEAR	YEARLY DRECOVERY	REMARKS
08-09	32.51 cr	
09-10	33.06 cr	
10-11	53.65cr	**+62%**
11-12	53.38 cr	

Efforts recognized by media

Going high-tech

UMC's INITIATIVE EARNS Rs 54 CRORES IN THE CURRENT YEAR 2010-11. UMC IS FIRST IN ENTIRE STATE TO USE TECHNOLOGY FOR REALIZING TAXES ON PROPERTIES

Dr Sunil Sharma *ULHASNAGAR*

UMC has introduced an IT-enabled system for realizing property taxes––a first in the entire state so far and has been successful in recovering 62 percent of taxes in the current fiscal year 2010-11.

"It is a huge number for any corporation and a big challenge to collect the property taxes. Many are not numbered and scattered in multi-locations like high-rises, barracks, government land and even slums. Earlier, in the 60s, there were only 2126 barracks being taxed by the UMC. Now, it is a mammoth exercise for the tax department to locate the properties, service the bills and recover the dues," says Ashok Kumar Rankhambh, commissioner. As the taxes on properties form a major chunk of the overall revenue for the corporations everywhere, realization and recovery of taxes is important for the fiscal health of the urban bodies. High technology helped the UMC do this job for them easily and more efficiently.

"We could recover a total of Rs 54 crores in the current financial year, up by 62 percent compared with last year's recovery of Rs 33 crores," says a pleased Rankhambh. Computerization and reforms made them locate and recover the taxes from these properties fast. "The property tax department is completely computerized. A nine-digit number is assigned to each property as a unique identity number that can be stored in a cell phone or elsewhere for quick recall and the same is printed on the tax bill as well in bold," says Haresh Idnani, deputy commissioner (tax), UMC, explaining the simple operation. "There are other modes of accessing the information on your tax bills. The website of UMC can be visited. Then there is SMS facility where you type your unique ID number and send it to 57575. In seconds, you will get all the details," elaborates Idnani. Another option Integrated Voice Response System (IVRS) can be activated by dialing 2708830, selecting the language known and pressing nine-digit number ID and details will get conveyed to the user. Four citizen facilitation centers (CFCs) and personal digital assistance––a blue-toothed, high-tech mobile device given to door-to-door tax collectors that has online connectivity and printing facility are other reforms. Tax payers' education and audio-video promotion of this new regime on cable TV are also part of the aggressive campaign to get the dues on the properties. Soon, the clutch of computerized and on-line services will be available on 24X7 basis, instead of the present 10 am - 8 pm format. The user-friendly system can be replicated in all the urban bodies, claims Rankhambh.

THANKS