

Project Details: NAeG/14-15/00146

Project id -	NAeG/14-15/00146
Name of The Project	Online Issue of VAT Registration Certificate
Category of Award Applying for	Excellence in Government Process Re-engineering
Date of Launch	01-05-2013
	<p>Commercial Tax Department, Government of Odisha developed an e-Governance project called VAT Information System (VATIS) for tax administration. The department also provides a host of e-Services through the Departments official website https://odishatax.gov.in. At present, VATIS connects all the field offices under the Commissioner including 12 Range Offices, 45 Circle offices, 6 Border Check posts, 6 Vigilance Units and 6 Enforcement Units through the Intranet. The project was funded under the National e-Governance Programme Mission Mode Project (MMP). The Department has a web portal through which dealers can apply on line registration. The new process of Issue of Online VAT Registration Certificate was adopted from 01.05.2013 after making a rigorous process reengineering and changes in laws. To make it sustainable, stakeholders consultations are made by getting feedback at several levels Online Registration Process of Commercial Tax Department is a breakthrough in G2B services. The process engineering entails citizen centric services by removing redundant activities duplicate data entry points, reducing turnaround time and removing non-value added activities. The features include easy 1.online application, 2.online time slot allocation by the applicant, least documentation, 3.single visit, 4.document processing by Department, 5.On Spot photographs 6. standardization of documents, 7.limitation of visiting time, 8.bench marking disposal time, 9.Automatic dispatch of registration certificate along with download facility for it. 10.Automatic Amendment of Registration Certificate The process reengineering has removed activities like 1.pre-registration enquiry, 2.Court fees, 3.security deposit, 4.multiple stages of enquiry and 5.Document scrutiny. Prior to this for getting a registration Certificate was a cumbersome process. The dealer has to physically apply for registration. After the application is received it was scrutinized at several points. The documents were not standardized .There was a pre registration enquiry by officials. The reports of enquiring officer were further scrutinized by the registering authority. The dealer has to visit other concerns for getting court fees, certificates. The security demand was botheration to the dealer. He has to make multiple visits to the post office. Moreover the cost was high and process was taking much time. The new Registration Process has brought radical changes. People are getting certificate in a time bound manner. A Tax payer Charter is hosted in the website. Odisha Right to Public Service Delivery Act is enforced for this service. Help Desks are opened at each circle having all hardware to facilitate processing and uploading of documents. A toll free Number is in operation to provide further support.SMS integration has been made under Mobile Seva. The step by step process is there in guidelines in the website. The VAT Rules have been modified. A tax Payer Services Unit is in operation at circle level and Head office as well. Grievances are addressed through online mechanism, through telephone and now under cloud telephony to address beyond office hour calls.</p>
Summary/Objective of the project	<p>The process reengineering has removed activities like 1.pre-registration enquiry, 2.Court fees, 3.security deposit, 4.multiple stages of enquiry and 5.Document scrutiny. Prior to this for getting a registration Certificate was a cumbersome process. The dealer has to physically apply for registration. After the application is received it was scrutinized at several points. The documents were not standardized .There was a pre registration enquiry by officials. The reports of enquiring officer were further scrutinized by the registering authority. The dealer has to visit other concerns for getting court fees, certificates. The security demand was botheration to the dealer. He has to make multiple visits to the post office. Moreover the cost was high and process was taking much time. The new Registration Process has brought radical changes. People are getting certificate in a time bound manner. A Tax payer Charter is hosted in the website. Odisha Right to Public Service Delivery Act is enforced for this service. Help Desks are opened at each circle having all hardware to facilitate processing and uploading of documents. A toll free Number is in operation to provide further support.SMS integration has been made under Mobile Seva. The step by step process is there in guidelines in the website. The VAT Rules have been modified. A tax Payer Services Unit is in operation at circle level and Head office as well. Grievances are addressed through online mechanism, through telephone and now under cloud telephony to address beyond office hour calls.</p>
Beneficiary of the project	Business concerns including individual, societies, partnership concerns and companies
Details of Project Head	
Name	Sri Ananda Satpathy
Designation	Additional Commissioner of Commercial Taxes(Admin)
Gender	Male
Address	O/O The Commissioner of Commercial Taxes, Banijyakar Bhawan, Old secretariat Building, Cuttack
Pincode	753001
State	Orissa
Phone Number	6712304661
Mobile Number	9437117521
Email-ID	addlccctadmn@odishatax.gov.in
Details of team members, if any, other than Project Head:-	
Name(1st team member)	Sri Dipankar Sahu
Designation(1st team member)	DCCT(IT&POLICY)

Name(2nd team member)	Sri Krushna Chandra Satapathy
Designation(2nd team member)	OSD II
Name(3rd team member)	Sri Sidhartha Das
Designation(3rd team member)	ACCT (TRU)
Name(4th team member)	Smt. Bhagyalakshmi Jena
Designation(4th team member)	ACCT (IT)
Name(5th team member)	Sri Biswajit Das
Designation(5th team member)	Module Leader, Mastek Ltd.
Name(6th team member)	Sri Susan Kumar Panda
Designation(6th team member)	System Analyst
Supporting documents:-	Award Specific Form Self Certification by the Project Head