Incremental innovations in existing projects

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Virtual Civic Center (Online Services)

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Main Application Form

NOMINATION FORM FOR
NATIONAL AWARDS FOR E-GOVERNANCE 2014-15

1. Name of the Organization	:	Surat Municipal Corporation
2. Name of the Department	:	Information Systems Department
3. Name of State/UT/Central Government/Others	:	Gujarat
4. Name of the Project	:	Virtual Civic Center (Online Services)
5. Nature of the project	:	Citizen empowerment through electronic service delivery.
6. Category of Award Applying for	:	**Incremental Innovations in existing projects**
7. Objective of the Project	:	To extend the services offered from Physical Civic Centers through Virtual Civic Center (online through www.suratmunicipal.gov.in) with a view to offer easy and convenient channel for service delivery to citizens. To empower the citizen by offering various services at their doorstep.
8. Date of Launch of Project	:	Pilot started with Property Tax Payment on 7th April 2012. Rollout took place between 21st December 2012 to 15th July 2013 **Original project : City Civic Center** Awarded National Award for e-Governance 2007-08 under the category of Outstanding Performance in Citizen Centric Service Delivery (Bronze).
9. Beneficiary of the Project	:	Over 50 lakh citizens of SMC and all those who want to access services of Surat Municipal Corporation.

Details of Head of the nominated project

Name of the Project Head of the project : Milind Torawane IAS
Designation : Municipal Commissioner
Contact Address : Surat Municipal Corporation,
 Mahanagar Seva Sadan,
 Gordhandas Chokhawala Marg,
 Mughalsarai, Surat – 395 003.
E-mail address : commissioner@suratmunicipal.org
Fax : 0261-2422110
Telephone : 0261-2423750
Mobile Number : 09724345000

Details of team for the nominated project

Team Members with their Role Designation (Please mention all key officers/ staff whose contributions were most significant for the success of the Initiative)

| #	Name	Designation
1.	Milind Torawane IAS	Municipal Commissioner
2.	C Y Bhatt	Deputy Commissioner
3.	Devang Patel	Executive Assistant (Information Systems Department)
4.	Jigar Patel	Assistant Engineer (Computer)
5.	Rakesh Rana	Assistant Engineer (Computer)
6.	Manish Tankaria	Assistant Engineer (Electronics)
7.	Chitrang Parmar	Assistant Engineer (Electronics)

Format-I

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization belonging to Central/State Government

This is to certify on behalf of the Organization and all team members involved in the Project that:

a) the particulars furnished above are correct and true to the best of my/our knowledge.

b) I/We have read and understood the information on the Award Scheme Published on

c) the Website of the Department of Administrative Reforms and Public Grievances (http://darpg.gov.in) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.

d) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.

e) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).

f) the organization is not blacklisted/ debarred by any government body.

g) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place: Surat

(Signature)
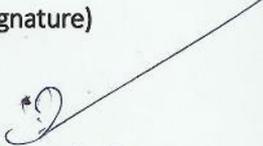
Commissioner,
Surat Municipal Corporation.
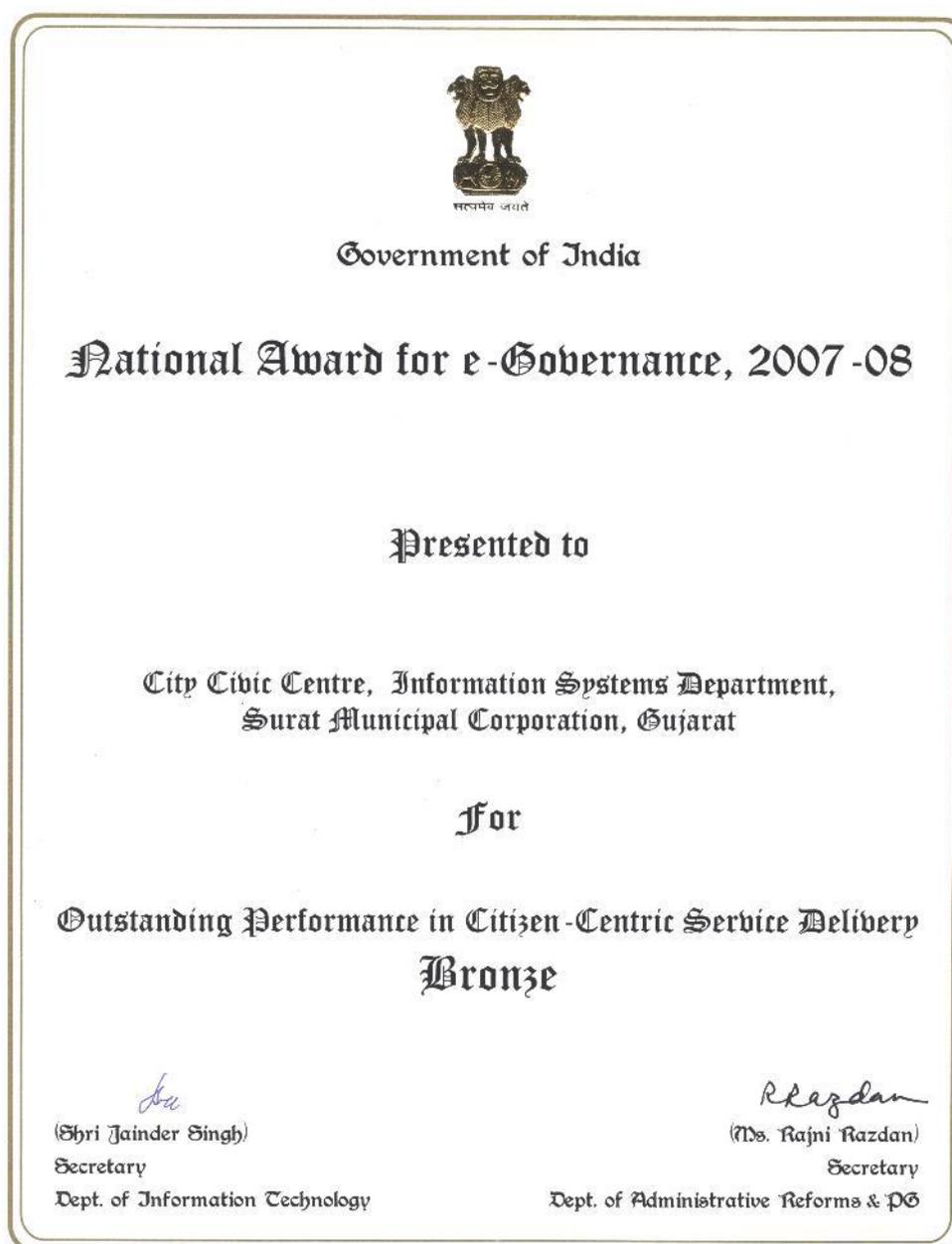
Date: August 29, 2014

Seal of Organisation

Award Specific Form
IV. INCREMENTAL INNOVATIONS IN EXISTING PROJECT

Virtual Civic Center
Incremental Innovation to City Civic Center

1. Year of National Award for e-Governance given to the Project

City Civic Center of Surat Municipal Corporation were awarded the National Award for e-Governance 2007-08 for Outstanding Citizen Centric Service Delivery (Bronze).

Government of India

National Award for e-Governance, 2007-08

Presented to

City Civic Centre, Information Systems Department,
Surat Municipal Corporation, Gujarat

For

Outstanding Performance in Citizen-Centric Service Delivery
Bronze

(Shri Jainder Singh)
Secretary
Dept. of Information Technology

(Ms. Rajni Razdan)
Secretary
Dept. of Administrative Reforms & PG

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

2. Coverage – Geographical and Demographic

Surat Municipal Corporation (SMC) has established City Civic Centers (CFC/CSC) for citizen centric service delivery. The first center was started in May 2003. Subsequently eight more centers started in the same year. Today there are 18 such City Civic Centers. These centers are one stop-shop for citizen centric services. **The City Civic Centers of SMC have been awarded National Award for e-Governance 2007-08 under the category of Outstanding Performance in Citizen Centric Service Delivery (Bronze).**

The reach and access to information technology tools like computers, laptops, smart phones with internet has grown exponentially in recent past. More and more people are having access to such tools and any services delivered through internet is accessible to these sizable portion of society. **The Virtual Civic Center has been implemented with a view to utilise this technology to break geographical, demographical and time barriers.**

(i) Comprehensiveness of reach of delivery centres

The Virtual Civic Center offers services online through www.suratmunicipal.gov.in. It is reachable from anywhere any time from desktop computer, laptop, tablet or smart phone using internet. Thus it overcomes, the geographical barrier in terms of reach.

(ii) Number of delivery centres

The Virtual Civic Center delivers services through www.suratmunicipal.gov.in. Unlike conventional physical channel of service delivery where in one employee can cater to only one person at a time, the Virtual Civic Center has capability to cater many service request at a time.

(iii) Geographical reach

Any citizen with an access to internet from any part of city or outside city/country can access the services provided by the Virtual Civic Center. Thus, with the roll out of online services, the physical civic centers of SMC are now virtually present in the home/offices of citizens.

(iv) Demographic spread

The Virtual Civic Center is beneficial to all sections of society. Any person with minimum computer knowledge or knowledge of browsing internet can utilise the services offered through it.

3. Situation before the initiative

Surat is a city with about 4.46 million population (census 2011) spread across 326 square kms. As per the estimates the current population might be over 5 million. It is the second largest city of Gujarat and eighth largest city of India in terms of population. The city is one of the fastest growing cities globally.

SMC has set up 18 city civic centers for providing various citizen centric services. The city civic centers set up by SMC have a high level of usage and high numbers of transactions are processed through them.

There has been steady rise in the number of transactions. It was also observed that the number of transactions increases substantially during the rebate period and billing period. During this period, citizens need to stand in queue to pay their dues. As a practice, the number of collection counters are increased during this period so as to handle the rush and reduce the transaction processing time. Despite of opening additional counters, the city civic center staff faced difficulty in handling this rush and they face problems in meeting the expectations of the people. Moreover, the working hours of Municipal Corporation and that of business and working employee overlaps, at times this makes it difficult for citizen to visit city civic centers.

4. Scope of Service Covered

To overcome the problems mentioned above and considering the observations made, the idea of exploring alternative channel for service delivery was thought of and it was decided to make the services accessible from Virtual Civic Center in the form of online services through SMC's website www.suratmunicipal.gov.in.

Virtual Civic Center aims to cover as many services that are offered through physical Civic Centers. The following services are offered through Virtual Civic Center

- Payment of Property Tax including Advance Tax
- Payment of Profession Tax for Enrollment Certificate (EC)
- Payment of Profession Tax for Registration Certificate (RC)
    - Deducted from employees as per their salary slab and required to be paid by the employer either on monthly or quarterly basis.
- Payment of Water Meter Bills for residential and non-residential connections (issued on monthly basis)
- Renewal of Shops & Establishment Registration Certificate
- Issuance of Birth Certificate
- Issuance of Death Certificate
- Download of Forms at free of cost
- Grievance Registration & status check
- Feedback regarding services offered
- Booking of auditorium

The service delivery through Virtual Civic Center is electronic in nature and offered through the website of the corporation i.e. www.suratmunicipal.gov.in. The mechanism to deliver above mentioned services through Virtual Civic Center is completely electronic and does not involve any human intervention at any stage. The Virtual Civic Center and physical civic center uses the common database with a view to avoid duplication and time lag in updation. The services of

Virtual Civic Center are integrated with strong communication backbone with a view to keep the user updated about their transaction status.

The exhaustive portfolio of services offered along with various other features makes the Virtual Civic Center one of the best initiative in country.

Payment of Property Tax Including Advance Tax

Potential of Virtual Civic Center
- *Over 15 lakh properties holder*

Benefits of Virtual Civic Center
- *Allows to pay Property Tax online*
- *Allows to pay Advance Property Tax and take advantage of rebate.*
- *Allows to check whether service request pertaining to name change, bhadut kami/entry, etc. complete or not.*

Surat Municipal Corporation collects Property Tax along with various user charges. There are over **15 lakh properties registered under Property Tax System.**

The Virtual Civic Center is useful to the individuals/entities registered under Property Tax to check their registration details and outstanding amount. The citizens can make the payment of Property Tax online without visiting physical Civic Center. Similarly, SMC provides 10% and 7% rebate on property tax if the payment is made in advance in the month of April and May respectively, *Virtual Civic Center can be used to make advance payment* also. Moreover, *Virtual Civic Center is also useful to check whether the service request related to name change, bhadut kami or entry of bhadut if given on rent or updation of any other information* for his/her property is complete or not.

Payment of Profession Tax for Enrollment Certificate (EC) & Registration Certificate (RC)

Potential of Virtual Civic Center
- *2.3 lakh registrations*

Benefits of Virtual Civic Center
- *Allows to pay monthly/quarterly for RC & yearly for EC.*
- *Allows to check their registration details and outstanding details.*

In Gujarat, the municipal corporation are empowered to collect the Tax on Profession for the establishments within their jurisdiction. There are two types of registrations:

- Profession Tax (RC) - Deducted from employees as per their salary slab and required to be paid by the employer either on monthly or quarterly basis.
- Profession Tax (EC) – Required to be paid based on the type of profession and turnover.

In Surat city, there are over **1.67 lakh registrations under Profession Tax (EC) and over 70,000 registration under Profession Tax (RC)**. The Virtual Civic Center is useful to the individuals/entities registered under Profession Tax to check their registration details and pay outstanding as well as advance tax.

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Payment of Water Meter Bills for residential & non-residential connections

Potential of Virtual Civic Center

- *Over 7000 users with metered connection*

Benefits of Virtual Civic Center

- *Allows to pay monthly Water Meter bill.*
- *Allows to check their connection details and outstanding details.*

SMC has installed the water meters on the connections to industrial bulk users and also for other users having water connection with size more than certain diameter. For these metered connections, the bills are issued on a monthly basis. The Virtual Civic Center enables to pay the water meter charges online.

Renewal of Shops & Establishment Registration Certificate

Potential of Virtual Civic Center

- *Over 2 lakh establishment owners*

Benefits of Virtual Civic Center

- *Allows to renew Shops & Establishment Certificate online.*
- *Renewal certificate issued on the spot.*
- *Allows to check the status of registration whether active or expired.*
- *Online renewal certificate can be authenticated by scanning QR Code printed on it or by entering Unique Transaction No. on SMC's website.*

The Shops and Establishments located within the jurisdiction of city limit are required to get the Shops & Establishment Registration Certificate as per the Bombay Shops and Establishments Act, 1948. The certificate once issued needs to be renewed yearly with maximum renewal period of three years. There are over **2 lakh establishments** in the city, the Virtual Civic Center eliminates the conventional process and allows the certificate holder to renew the certificate online.

Issuance of Birth & Death Certificate

Potential of Virtual Civic Center

- *To all those citizens whose family member's birth or death registered with SMC*

Benefits of Virtual Civic Center

- *Allows to obtain copy of Birth Certificate or Death Certificate online.*
- *Birth /Death Certificate issued on the spot.*
- *Allows to check whether birth / death is registered with SMC.*
- *Online Birth / Death Certificate can be authenticated by scanning QR Code printed on it or by entering Unique Transaction No. on SMC's website.*

As per statutory provisions, any birth or death which takes place within Surat city boundary is required to be registered at SMC. On successful registration of the birth or death event, citizen can obtain the certificate from SMC. In Surat **on an average over 70,000 births and 20,000 deaths**

are registered on a yearly basis and over 2.5 lakh copies of birth and death certificates are issued on a yearly basis.

The Virtual Civic Center allows to take the copy of the Birth and Death Certificates online without involving the visit to civic center. The Birth & Death Certificates are issued with QR Code which can be used for verification of the authenticity of the certificates.

Download of Forms at free of cost

Potential of Virtual Civic Center
- *Beneficial to all citizens who want to obtain services of SMC.*

Benefits of Virtual Civic Center
- *Allows to download the forms pertaining to various services of SMC at free of cost.*
- *Enables to complete various service requests in single trip (Download forms from convenient place at convenient time, make the same ready and submit to SMC in single trip).*

To avail various services offered by SMC, citizens are required to purchase respective forms from City Civic Centers. At times citizen used to purchase the form in first trip and submit the filled-up form with required documents in second trip. *To eliminate this inconvenience, SMC has decided to make available these forms online at free of cost.* Now, citizen wishing to obtain various services can download the same from Virtual Civic Center, fill the necessary details and submit the same with required supporting documents (if required) in single trip. These downloaded forms are available at free of cost and are also accepted without any charge at physical civic center.

Tremendous response has been seen to this initiative. During last recruitment drive, within a 7-10 days' time period over 50,000 visitors visited the free online form section. In past it has been observed that during recruitment drive lot of people rush to civic center to purchase the recruitment forms, at times it so happened that the forms got exhausted and were required to get printed urgently. Thanks to the availability of free forms from website, this time no rush observed at physical civic center.

Feedback regarding services offered

The end consumers of any municipal corporation's services are the citizens. Citizens consists of people who come from different walks of life with different background and expertise. It is not necessary that they have only complaints, they also have some useful and valuable feedback regarding various services. Using the Virtual Civic Center, citizens can share their feedback very conveniently.

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Complaint Registration & Status Monitoring

Citizens can register their complaint pertaining to any zone or department through SMC's Virtual Civic Center. On submission the Complaint ID is provided. The complaints are auto assigned based on zone and category to respective officer. The citizen is notified through email as and when the status of complaint changes.

S/he can also check the complaint status by entering the complaint ID. The complaint registration interface allows furnishing complaint details in Guajarati as well.

Hall Booking

Virtual Civic Center facilitates to book auditoria of SMC very easily. Interested citizen view the availability details of the auditoria. They can select one of multiple sessions for booking. The hall booking is confirmed on the successful online payment of the rent and deposit amount for selected session(s).

5. Overview of the Original Project

The citizens of the city are required to visit Head Quarter or Zone offices of Surat Municipal Corporation for payment of various taxes, submission of applications, grievance registration, registration & certificates of birth/death and its copies, registration & license of establishment and its renewal, closure and for other services.

Considering large city area and high population, citizens faced many difficulties in accessing above mentioned services as they have to visit particular department or zone office. Also the departments rendering these services faced problems in meeting expectations of people. Citizens need to make frequent trips and spent a lot of time moving from one office to another or from one table to another in the same office for submitting application and documents. Due to all these citizens carry a very wrong impression about the organization and hesitate visits to SMC premises.

To overcome all these problems Surat Municipal Corporation has started City Civic Centers. These are the Centres that act as an outlet for the citizens to have access to the civic services. These Centres have a string of computers on the network and allow the citizens to avail various facilities.

The services that involved the frequent visits of citizens were identified and the same are being offered through these civic centers. The following services are offered through Physical Civic Center.

Services Offered through physical Civic Center

- Birth & Death Registration & Certificates
- Shops & Establishment Registration & renewal of registration certificate

- Payment of
  - Property Tax
  - Profession Tax (EC & RC)
  - Water Meter Bill (residential & non-residential)
- Revenue collection of tenements, EWS houses & shopping complexes
- Grievance Registration
- Part plan of Maps of Town Planning Schemes
- Submission of all types of applications
- Distribution of all types of forms / publications of S.M.C.

6. Innovations to the original project

The Virtual Civic Center completely removes manual interventions of SMC employees for service delivery. The service delivery is **completely automated and electronic** in nature. The **services are offered on-the-spot** from SMC's website. Various measures are taken to make the Virtual Civic Center services easily accessible and popular amongst the citizen without any additional cost attached to it.

ICT Interventions

For the purpose of catering the services through physical Civic Centers, SMC had created the applications and databases for various applications. These desktop based applications are used by SMC employees to render services. To make these services available through Virtual Civic Center the web based portal is created wherein all the transactions related activities are now done directly by the citizen. To enable collection of taxes and charges, the payment gateway is securely integrated with corporation's website and database. Necessary security has been placed at Server, Database and Network level.

Functionalities introduced into the system

To make the Virtual Civic Center popular and to increase the adoptability, it is necessary to keep the citizen informed about the transactions status. To achieve this objective, transaction notification is sent to the email address and mobile number provided during the process for both successful and unsuccessful transaction.

In case of Birth Certificate, Death Certificate and Shops & Establishment Renewal Certificate, the copy of the certificate is issued in the form of PDF. It is made available immediately after successful payment in the same browser window and the copy of the same is emailed to the email address provided during the transaction for future reference and use. The payment receipts for all services provided through Virtual Civic Center are also issued in similar manner.

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Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Identification & Removal of Bottlenecks and Administrative process reforms

Various administration process reforms have been carried out so that the services offered through Virtual Civic Center does not require SMC employee intervention and is offered on-the-spot. Following is the highlight of the same.

The Shops and Establishments located within the jurisdiction of city limit are required to get the Shops & Establishment Registration Certificate as per the Bombay Shops and Establishments Act, 1948. The certificate once issued needs to be renewed yearly with maximum renewal period of three years. At the time of renewal the license holders are required to purchase the renewal form. The filled in application form is required to be produced and necessary renewal fee according to renewal period is to be paid. The Virtual Civic Center eliminates the process and allows the certificate holder to renew the certificate online.

To avail various services offered by SMC, citizens are required to purchase respective forms from City Civic Centers. At times citizen used to purchase the form in first trip and submit the filled-up form with required documents in second trip. To eliminate this inconvenience, SMC has decided to make available these forms online at free of cost. Now, citizen wishing to obtain various services can download the same from Virtual Civic Center, fill the necessary details and submit the same with required supporting documents (if required) in single trip. These downloaded forms are available at free of cost and are also accepted without any charge at physical civic center.

Similarly, citizen having any grievance can lodge the same through Virtual Civic Center and provided the complaint ticket no. along with the name and contact details of the SMC official responsible to resolve the complaint. The citizen is notified through email/SMS at the time of registration of complaint, its compliance and on transfer to other SMC official. The status of complaint can be checked through website and by SMS.

Thus, necessary efforts are made to make sure that the services are delivered instantly without any hassle to the user.

Use of new and emerging technology

SMC has obtained and **integrated Mobile Service Delivery Gateway (MSDG)** offered by Department of Electronics & Information Technology, Ministry of Communication & Information Technology, Government of India to send instant push SMS for transaction status notification. Also SMC has integrated SMS Gateway for information delivery where in citizen can check status of their complaint, outstanding amount for Property Tax and Profession Tax. Under this PULL mechanism, citizen needs to send structured SMS on the Long Code and receives the desired information.

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Project ● Virtual Civic Center - an innovation to Physical Civic Center

7. Comparative with Original Project

The objective of starting the Virtual Civic Center was to offer all the services offered through physical Civic Centers using the alternate channel of service delivery (i.e. internet).

Description	Physical Civic Center	Virtual Civic Center

Services offered	• Registration & issuance of Birth Certificates
	• Registration & issuance of Death Certificates
	• Shops & Establishment Registration & renewal of registration certificate
	• Payment of
	  o Property Tax
	  o Profession Tax (EC & RC)
	  o Water Meter Bill (residential & non-residential)
	• Distribution of all types of forms / publications of S.M.C.
	• Grievance Registration
	• Part plan of Maps of Town Planning Schemes
	
	• Revenue collection of tenements, EWS houses & shopping complexes
	• Submission of all types of applications
		• Issuance of Birth Certificate
		• Issuance of Death Certificate
		• Renewal of Shops & Establishment Registration Certificate
		• Payment of
		  o Property Tax
		  o Profession Tax (EC & RC)
		  o Water Meter Bill (residential & non-residential)
		• Download of Forms at free of cost
		• Grievance Registration
		• Part plan of Maps of Town Planning Schemes available through website's Town Planning Department's section
		• Feedback regarding services offered by SMC
		• Hall Booking

Service Delivery Channel	By visiting any of 18 Civic Centers.	Through internet by visiting www.suratmunicipal.gov.in.
Service Delivery Time	Accessible during all working days from 11:00 am to 5:00 pm (excluding lunch break from 2:30 pm to 3:00 pm)	Accessible all days throughout the year 24*7 (excluding maintenance window of 1 hr. from 23:30 hrs. to 00:30 hrs.)
Mode of service delivery	Delivered through SMC employee.	Obtained through website (self-service mode).
Cost to obtain service	No additional service charge.	No additional service charge and no additional Payment Gateway Transaction Cost.
Application Platform	Through desktop based client-server application.	Through web based client-server application with same backend as for Physical Civic Center.

8. Strategy Adopted

To overcome Strategy was to explore alternate channel of service delivery which provides convenient mode of obtaining services to citizen. So it was thought to start Virtual Civic Center that enables availing of municipal services anytime from anywhere using SMC's website www.suratmunicipal.gov.in. Moreover, to make the facility popular amongst citizens it was thought, not to levy any additional charge for opting services through this mode. And to make the service accessible to larger section of society by covering maximum number of banks, debit cards and credit cards.

The details of base line study done & Problems Identified

SMC already has computerised systems in place for rendering various citizen centric services through city civic centers. The Virtual Civic Center is planned to use the same database and setup. Moreover, to have same user experience, the design of the receipt and certificates were through to be kept similar for both online (virtual civic center) and offline (physical civic center) mode. Other important factor identified was that of larger inclusion. This can be achieved only if the facility is available to all, irrespective of the bank or card they possess. Another important factor in case of online financial transactions, was to ensure the security of the transactions and information flow. It was equally important to make website entity verified to differentiate with phishing sites if any. Proper user communication was equally important.

Roll out/implementation model

To ensure uniformity and avoid duplicity, the Virtual Civic Center is tightly integrated with the existing applications. It uses the same database and business logic that physical city civic center uses.

The design of the receipt and certificate is kept same to ensure uniformity and same user experience.

To ensure maximum inclusion, SMS tied up with leading payment integrator offering maximum number of banks under net-banking facility, debit cards under debit card and master and visa credit cards.

Necessary security measures were also taken. Apart from above, the integration with communication network like SMS and email was established to ensure communication to the user.

Communication and dissemination strategy and approach used

To create awareness regarding the service, various communication channels like print media and electronic media covering, radio channel and TV channel are used. Posters and banners with a punch line "Don't be in Line, be Online" placed at prominent locations. Post transaction

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communication was done using email and SMS. The facility also got good amount of word of mouth publicity from the satisfied citizens.

9. Technology Platform Used

Description

The application is developed in Microsoft .net framework 4.0 with MS SQL 2012 as database. The technology used for both Physical as well as Virtual Civic Center is standardized with common database.

Interoperability

SMC's website and is based on Plugin-oriented Web Service Architecture which offers facility to use common services across multiple applications. Moreover, in the backend, the database and business logic is same for both online and offline mode of service delivery.

Security Concerns

Necessary backend and frontend security measures were taken apart from installing the SSL with Extended Validation which is useful in imparting trust in the user, regarding the entity of the website they are interacting with.

10.   Adaptability and Scalability

Local Language Support

Some of the applications used in Physical Civic Center are having database in local language. These applications are developed long back and at that time the support for local language Unicode font was not available and hence the data in local language is stored in non-unicode fonts. While offering the services related to these applications through Virtual Civic Center it was essential to overcome the bottleneck of installing non-unicode fonts at client side. Therefore, a real time non-unicode to Unicode conversion algorithm is developed and implemented. As a result citizens are not required to install specific fonts and can view the local language content easily.

In case of issuance of Birth Certificate, Death Certificate and Shops & Establishment Renewal Certificate a QR Code is printed on each certificate for the purpose of authentication and verification of certificate content. Care is also taken to ensure the display of the local language fonts on smart phone, if this QR Code is verified from them.

Ability to leverage NeGP Infrastructure

SMC has obtained and integrated Mobile Service Delivery Gateway (MSDG) offered by Department of Electronics & Information Technology, Ministry of Communication &

Information Technology, Government of India to send instant push SMS for transaction status notification. The MSDG is used for the following:

- Transaction notification for
  - Property Tax Payment
  - Profession Tax Payment
  - Water Meter Charges
  - Renewal of Shops & Establishment Certificate
  - Issuance of Birth & Death Certificate
  - Booking of Auditorium
- Notification on Grievance Registration; compliance and assign/transfer there off.

Apart from above Virtual Civic Center related services, the MSDG is also used for other critical and useful services.

- Under Vaccination Alert System SMS notifications are sent to parents on critical events.
  - The Birth Registration No. of child and from where the first Birth Certificate can be obtained
  - BCG & Polio Vaccination required after birth
  - DPT & Polio Vaccination required after
    - 1.5 months of birth
    - 2.5 months of birth
    - 3.5 months of birth
  - Measles vaccine & Vitamin-A dose required after 9 months of birth
- Surat is prone to floods and heavy rain fall. SMSs are sent to keep the officials updated about the latest rainfall statistics.

Standardization of Technology Used

The Virtual Civic Center offers services through SMC's website and is based on Plugin-oriented Web Service Architecture which offers facility to use common services across multiple applications.

Keeping the rapid growth of IT enabled services in various administrative fields and in various departments, it was decided to design the web based application using a Plugin-oriented Web Service Architecture. One of the most useful feature with such software architecture is separation of concerns. The idea is that everything related to a particular feature is grouped together or concern into a single, self-contained unit. The framework was useful and rolling out various services quickly and it provides scalability for future rollouts without affecting the existing services.

The application is developed in Microsoft .net framework 4.0 with MS SQL 2012 as database. The technology used for both Physical as well as Virtual Civic Center is standardized with common database.

11. Adaptability Analysis

Measures to ensure adaptability and scalability

Necessary care has been taken to keep the user interface as easy as possible so that even the first time visitor can use the services. Also no login or registration is required to access the service as there is general tendency to forget the credentials and people generally avoid such a lengthy process.

The system has been designed in such a manner that other services can be incorporated as and when required without impacting existing services. Also the software and hardware infrastructure has been designed in such a manner that it can sustain the peak load. Moreover it has potential for expansion as well.

Measures to ensure replicability

The service oriented architecture has been put in place so that the same be replicated across various services and across various service delivery mechanism. SMC could successfully launch mobile app utilizing the same setup and architecture that has been put in place for Virtual Civic Center.

12. Efficiency Enhancement

The starting of the Virtual Civic Center has offered multiple advantages to Citizens and SMC.

For Citizens

In the conventional mode, citizens are required to visit municipal corporation's City Civic Centers to pay their dues or obtain other services. The working hours of SMC and other businesses overlaps with each other, due to which at times it becomes difficult for citizen to manage their office timings for visit to SMC. Also the visit involves spending traveling time and fuel consumption. Considering this, the services offered through Virtual Civic Center provides very easy, convenient and cost effective option for opting municipal services.

For SMC

The cost of service delivery for SMC is substantially low (practically nil) for transactions made online through Virtual Civic Center compared to conventional mode. The conventional mode involves deployment of staff, cost related to procurement and O&M of systems and printers, consumption of stationary and other consumables, cost of electricity, etc.

Also the reduced number of foot prints, helps deliver service in a better manner and gives an option to utilize resources for rendering other services / functions.

13.Accessibility

Below mentioned aspects makes the Virtual Civic Center very user friendly and acceptable.

User Accessibility

The services through Virtual Civic Center is accessible to all having an internet connection. Citizen can access it 24*7 except for a small maintenance window of an hour at midnight (23:30 hrs. to 00:30 hrs.). The facility enables availing listed services from any place at any time which is convenient to the citizen.

Transparency in System & Single Window Resolution

The system is very transparent and completely automated. The service is delivered on-the-spot and does not require any intervention of SMC employee for delivery. Citizen is also notified of transaction status by various means like email, SMS. The status can also be checked on the website.

Ease of Navigation

The web interface is very easy and intuitive. Necessary instructions are prompted for wrong input or missing input value. Comprehensive FAQ section covers majority of frequently sought of questions.

The users are not required to register and create user account for availing the services. This makes the process simple and easily accessible.

Impact of Service Response Time & Number of visits required for accomplishing the task

The physical Civic Center delivers the service instantaneously. As the number of service counters are fixed, at times the citizens are required to wait in queue to obtain the service. The waiting period increases during the peak billing period due to rush. Moreover, to access the services of physical civic center, one is required to visit it during the office hours. The Virtual Civic Center removes this bottleneck and delivers services to many citizens concurrently. Moreover the service is accessible from anywhere at any time.

The decision of making available various forms free of cost from Virtual Civic Center has resulted in reduction in trip to physical civic center, as the citizen downloads the form and submit it with relevant documents in one go.

Communication

To increase user acceptability and faith in system, it is important to make sure that the user knows exact status of his/her transaction and does not remains in dark as to what has happened to it. To achieve it, as soon as the transaction is completed through Virtual Civic Center, the user is taken to status page from where s/he can print the receipt and/or certificate. An email along with pdf of receipt and/or certificate is sent for future reference. User is also notified by an SMS regarding the failed or successful transaction status. For all section "Check Status" page is provided which enables checking the transaction status along with printing of receipt and/or certificate. User can view the receipts/certificates online on later date by providing Tenement No. along with either email ID or unique Transaction ID or unique Reference No.

Larger Coverage and No Additional Financial Burden

To enable online payment facility it is must to have payment gateway. The payment gateway facility is offered by various financial institutes. Normally, organisations tie up with one bank to avail the payment gateway and offer it to the customers. But the drawback of such system is that the payment facility using the Debit Card or Net Banking feature is limited to the customers possessing an account with that specific bank. Thus, it cannot serve the larger section of society. Moreover, per transaction charge is required to be borne either by the citizen or by organization.

To overcome these limitations, SMC has tied up with one of the leading banks and one of the leading payment gateway aggregator. Because of which SMC's Virtual Civic Center enables transactions through Net Banking covering over 45 banks, Credit Cards from Visa & Master and 40 different Debit Cards. This ensures maximum coverage. Moreover, the financial model designed in this regard does not have any additional financial impact in terms of per transaction charge either on SMC or citizens.

14.User Convenience

Service Delivery Channels

The Virtual Civic Center is another channel for delivery. It is an add-on to the existing physical Civic Center. It acts as an online service delivery outlet offering host of services though SMC's website.

Completeness of information provided to the users

The Virtual Civic Center is very easy to use with simple user-friendly user interface. FAQs are provided to answer the most sought after questions. The users are required to provide minimum input and provided with all relevant information like the registration no., name, address, usage, status, etc. depending on the type of service being accessed. The information provided are sufficient for the user to carry out the transaction.

Accessibility

The Virtual Civic Center is accessible all days throughout the year 24*7 (excluding maintenance window of 1 hr. from 23:30 hrs. to 00:30 hrs.).

Distance required to travel to Access Points

The Virtual Civic Center eliminates need for physical presence and travel. The services can be accessed from home, office or through tablet /smart phone without travel to SMC offices.

Facility for online/offline download and online submission of forms

Services through Virtual Civic Center can be accessed without enrolling or involving other formalities. The user is required to provide the tenement no. in case of property tax; registration no. in case of Profession Tax and Shops & Establishment Registration; birth/death date or registration no. in case of birth/death certificate, connection no. in case of water meter bill payment, etc.

Moreover, the all the forms pertaining to various services offered by SMC are made available through virtual civic center and the same can be downloaded and used at free of cost.

Status tracking

For all services offered under Virtual Civic Center, "Check Status" page is provided which enables checking the transaction status along with printing of receipt and/or certificate. User can view the receipts/certificates online on later date by providing Tenement No. along with either email ID or unique Transaction ID or unique Reference No. Moreover, the user is also intimated through SMS for successful as well as failed transaction. The receipt and or certificate are also emailed for future reference and archival.

15. Sustainability

Various aspects and features of the Virtual Civic Center makes the initiative sustainable.

Technology Used

The web interface of the Virtual Civic Center is designed with latest .Net framework and is well integrated with existing application which is also designed with Microsoft technology at frontend as well as backend. Due to the popularity of the technology, ample skills are available easily for maintenance as well as future expandability. Moreover, plugin-oriented Architecture offers facility to use common services across multiple applications and also provides flexibility to enroll other services with an ease.

User Privacy

The web interface does not ask for and capture sensitive user information like Credit/Debit Card numbers, CVV numbers, etc. It is being captured and processed by respective banks and issuing

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authority. SMC does not share or reveal the personal information like email account and mobile number with others. The contact number field is also optional and those who wishes to receive SMS notification need to provide it.

Security of Information Shared

To ensure proper security, SMC has taken number of steps which includes, hardening of application, hardening of server, patching and regular upgradation of database and server OS. Placing hardware and software firewall with proper configuration and rights. Installation of SSL with Extended Validation for data encryption and secure communication.

Security of Website

The website of SMC is hosted at Tier III+ datacenter with a highly secure physical infrastructure, including the latest in biometric authentication, video surveillance, and round-the-clock security. Such datacenters are made to eliminate any single point of failure with multiple layers of redundancy in power systems, HVAC, and fire detection and suppression. All systems are monitored 24/7 through a control center. Network security is achieved through measures like deploying firewall, IPS, IDS and VPN technology.

Security of Information Flow with Valid Identity

SMC has implemented SSL, which ensures information traveling over the network is protected by Secure Sockets Layer (SSL) data encryption technology along with Extended Validation (EV) Certificate.

In general, any successful SSL connection causes the padlock icon to appear, users are not likely to be aware of whether the website owner has been validated or not. As a result, fraudsters (including phishing websites) have started to use SSL to add perceived credibility to their websites. By establishing stricter issuing criteria and requiring consistent application of those criteria by all participating Certifying Authorities, Extended Validation (EV) SSL certificates are intended to restore confidence among users that a website operator is a legally established business or organization with a verifiable identity.

Adoption and implementation of SSL with EV certificate provides visible security and confidence to carry out the transaction.

Organisation

Enabling online transaction through website eliminates the intervention of SMC employees. The citizen interacts with the system and carries out the transaction. It reduces the need of deploying manpower to carry out the transaction. The easy web layout and standard process flow eliminates the need to provide specialized training to carry out the transactions. The detailed and comprehensive FAQs provide explanation on most sought questions.

Category ● Incremental Innovation In Existing Project   Nominee ● Surat Municipal Corporation
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Financial

No additional operation expenditure is required to be incurred for enabling Virtual Civic Center as it utilize the same resources (like power, internet bandwidth, etc.) which are required and already available for running the corporation's website. The application maintenance is done in-house.   SMC is not incurring any fixed or recurring charges for integration and offering the payment gateway services.

16. Ease of Transaction

Method deployed to educate user

For all the services provided through Virtual Civic Center, user interface and flow is kept common. Also the interface is self-explanatory and standard in nature. In case of Property Tax, Profession Tax, Water Meter Charge and Shops & Establishment Renewal section sample of input data (tenement no., certificate no., connection no., registration no.) is provided. In case of Birth & Death certificate, user is also provided option to search registration details by providing event date and gender apart from search by registration no. so that information can be retrieved easily. Comprehensive FAQ section provides answers to most sought after questions. Moreover, the facility is backed by email and phone support.

Security of data shared

As mentioned above SMC does not store any sensitive information like credit/debit card numbers, CVV numbers, bank account details, etc. The data transfer between client browser and SMC webserver is encrypted to prevent eavesdropping. Information provided during the transaction like name, email, address, etc. are securely stored at SMC and is not shared with any third party.

17. Appropriateness of context and degree of localization

As mentioned earlier, some of the applications used in Physical Civic Center are having database in local language. These applications are developed long back and at that time the support for local language Unicode font was not available and hence the data in local language is stored in non-unicode fonts. While offering the services related to these applications through Virtual Civic Center it was essential to overcome the bottleneck of installing non-unicode fonts at client side. Therefore, a real time non-unicode to Unicode conversion algorithm is developed and implemented. As a result citizens are not required to install specific fonts and can view the local language content easily.

18. Cost Effectiveness

Delivery of service in a Physical Civic Center involves deployment of SMC employee equipped with desktop computer and printer. The other cost includes the cost of electricity to run the

computer, printer, air-conditioner, etc. along with cost of consumables like toner cartridges and printing stationary. On the contrary, obtaining services through Virtual Civic Center does not require intervention of SMC employee and allied cost.

No additional operation expenditure is required to be incurred for enabling Virtual Civic Center as it utilize the same resources (like power, internet bandwidth, etc.) which are required and already available for running the corporation's website. The application maintenance is done in-house. SMC is not incurring any fixed or recurring charges for integration and offering the payment gateway services.

19. Number of users and services

The Virtual Civic Center was started on pilot basis with Property Tax Payment collection facility in April 2012. On successful completion of the same the services were rolled out from time to time up to July 2013.

Total 68,841 transactions were registered on Virtual Civic Center with transaction value amounting to Rs. 22.03 crore upto August 25, 2014.

The comparison of the usage for last two financial year ie. FY 2012-13 vis-à-vis FY 2013-14 is as under.

From below chart it can be seen that the number of transactions that took place during the first quarter of the launch of the service has increased substantially and similarly there is a rise in the value of transactions that are taking place through Virtual Civic Center. **The number of transactions rose by 80% whereas the value of transactions rose by 174%.** Thus, it can be said the service is getting popular amongst the citizens and more and more people are taking advantage of the service.

No. of Transactions

FY 2012-13	16959
FY 2013-14	30469

Transaction Value [Rs. in lacs]

FY 2012-13	368.48
FY 2013-14	1009.14
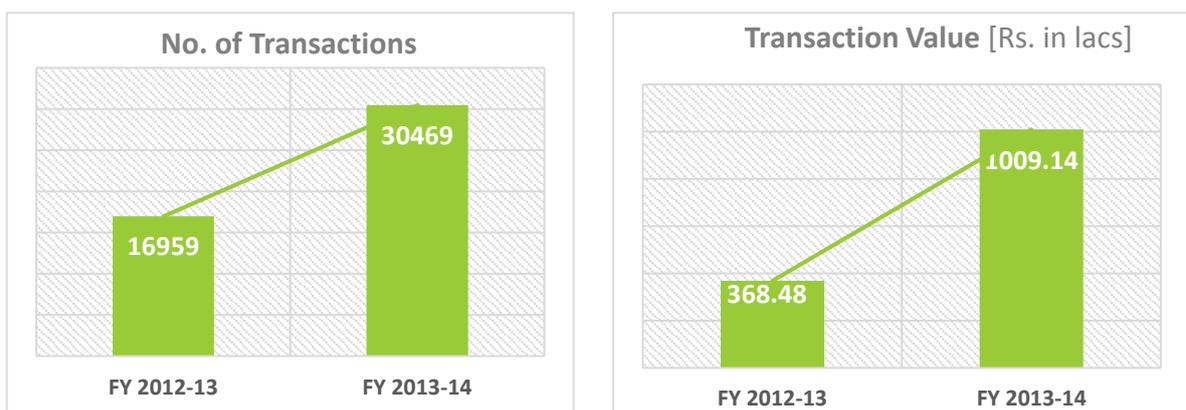
Moreover the following graph depicts the quarter to quarter usage for last two years and current year.

No. of Transactions [1st Quarter]

FY 2012-13	FY 2013-14	FY 2014-15
3265	5565	10336

Transaction Value [1st Quarter]
[Rs. in lacs]

FY 2012-13	FY 2013-14	FY 2014-15
83.92	202.78	443.73
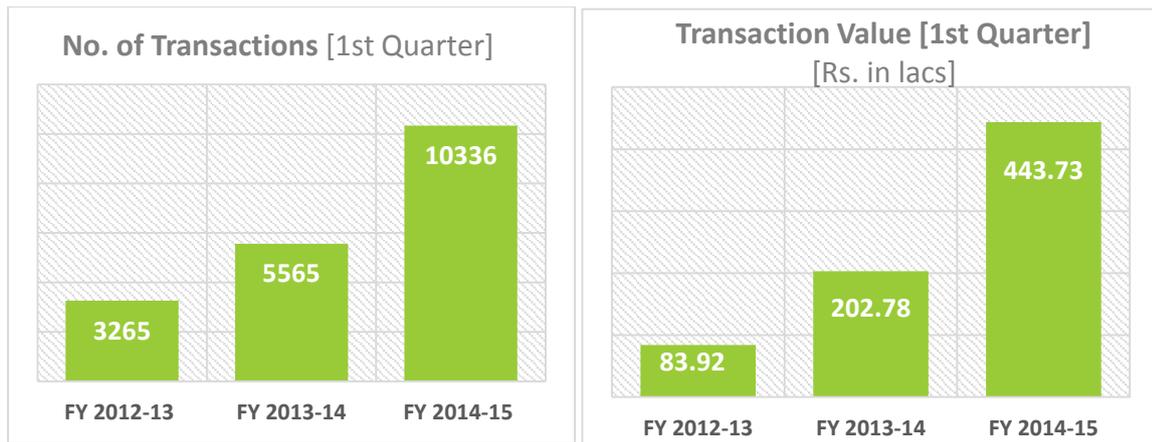
Hour of the day and transactions

Time	Value
00-07	746
07-08	553
08-09	1394
09-10	3271
10-11	5088
11-12	5999
12-13	5816
13-14	4939
14-15	4562
15-16	4239
16-17	4133
17-18	3807
18-19	3256
19-20	2786
20-21	2196
21-22	2084
22-23	1973
23-00	693
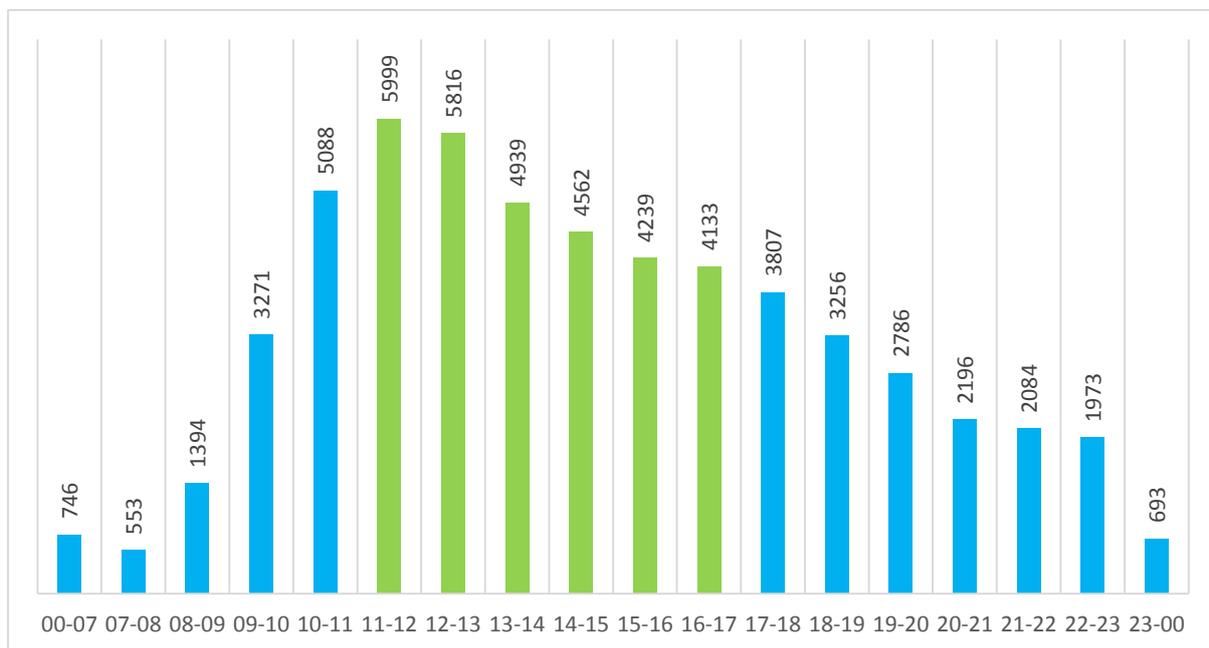
In the graph above the bars with green colour are SMC's working hours excluding lunch break and the bars with blue colour are non-working hours of SMC. It can be seen that **48% of the transactions have taken place outside the SMC's public service hours**, thus lot of people who are not able to visit physical civic centers during working hours are now able to utilise the services beyond it.

The remaining **52% transactions have taken place during the normal working hours, which implies they have saved their productive working hours of their job or business.**

20. Benefits Accrued / Impact assessment

The Virtual Civic Centers have helped in deriving various benefits to citizens and SMC.

Description	Physical Civic Center	Virtual Civic Center
Service Access Points & Mode of Service Delivery	By visiting any of 18 Civic Centers.	Through internet by visiting www.suratmunicipal.gov.in.

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Service Charge paid by user	No additional service charge.	No additional service charge and no additional Payment Gateway Transaction Cost.
Travel Cost	Travel cost is incurred as physical visit is required for obtaining services.	Services are accessible from any place any time, hence no travel cost incurred by user.
Indirect cost incurred by user	Indirect cost is in terms of time. And opportunity cost in terms of time consumed in obtaining service rather than utilization economic activity.	Transaction time is at max is 2-5 minutes. Hence can be performed during free time between working hours or after working hours. Hence, no indirect cost.
Comprehensiveness of services	All citizen centric services are covered.	All citizen centric services offered through Physical Civic Center are covered except a few.
Distance required to travel	The city area is 326 sq.km and there are 18 Civic Centers spread across the city.	No need to travel anywhere to obtain service. Available at the doorstep of the citizen.
Citizen charter	The services are offered instantaneously but one needs to wait in queue in case of rush.	The services are delivered on-the-spot.
Green e-Governance	The receipts are printed on paper with user copy and office copy in single A4 page with perforation in between. The certificates are printed on A4/legal paper.	The receipts and certificates are available in the form of PDF for users' future reference, hence no need to take print.
Capacity Building	Necessary training provided to the operators.	No specialized training is required, intuitive and user friendly application.

21.Conclusion

There has been good response to the Virtual Civic Center by the citizens. Citizens can now obtain various services which were earlier rendered only through physical Civic Center during working hours. **These services are now accessible at citizen's home / office located anywhere within the city, outside city from anywhere in country and out of country at their convenient time. The Virtual Civic Center, an extension to Physical Civic Center has offered an alternate channel of service which is very convenient and completely free having no additional cost attached to it.** Moreover, the service is being offered to large sections of society with extensive coverage of over 60 banks for internet banking, around 50 Debit Cards issued by various institutes/banks and Credit Cards issued by Master and Visa.

The cost of recovery is also considerably low compare to the physical visits as this mode does not require intervention of SMC employees for rendering the service. Moreover, the employees working at the City Civic Center can provide better services due to reduced foot prints or can be utilized for other functions. It has always been an endeavor at SMC to utilise and harness the latest technology for better administration and quicker services. The Virtual Civic Center is part of this ongoing endeavor.

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Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

National Award for e-Governance to existing physical City Civic Center

Government of India

National Award for e-Governance, 2007-08

Presented to

City Civic Centre, Information Systems Department,
Surat Municipal Corporation, Gujarat

For

Outstanding Performance in Citizen-Centric Service Delivery
Bronze

(Shri Jainder Singh)
Secretary
Dept. of Information Technology

(Ms. Rajni Razdan)
Secretary
Dept. of Administrative Reforms & PG

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Home Page - www.suratmunicipal.gov.in

Navigation to Virtual Civic Center (Online Services)

Category	● Incremental Innovation In Existing Project	Nominee	● Surat Municipal Corporation
Project	● Virtual Civic Center - an innovation to Physical Civic Center		

Virtual Civic Center Home Page

Online Property Tax Payment Section

Display of Outstanding Property Tax Amount (option to pay advance tax as well)

Online Property Tax - contact detail capture screen

Online Property Tax – payment confirmation screen

Category ● Incremental Innovation In Existing Project

Nominee ● Surat Municipal Corporation

Project ● Virtual Civic Center - an innovation to Physical Civic Center

Landing page Payment gateway service provider
(option to pay using credit card, debit card and internet banking)

Virtual Civic Center - Debit Card Option (Over 60 Debit Cards)

Virtual Civic Center - Net Banking Option (Over 45 Banks)

Landing page subsequent to payment
(Shows transaction status & allows printing receipt)

Category ●	Incremental Innovation In Existing Project	Nominee ●	Surat Municipal Corporation
Project ●	Virtual Civic Center - an innovation to Physical Civic Center		

Online Proprety Tax - Payment receipt (HTML)

Surat Municipal Corporation	મુખ્ય ઓફીસ: મહાનગર સેવાસદન, ગોપીપુરા ગોપળવાળા માર્ગ, મજગીરાના, સુરત – ૩૯૫૦૦૩ ☎ ૦૨૬૧-૨૪૩૨૩૫૧-૫૬ www.suratmunicipal.gov.in	Payment Receipt Property Tax
સુરત મહાનગરપાલિકા		

Date & Time : 16/07/2013 01:09:01 PM	Tenement No : 16-D-07-0661-0-002	Scroll No : 990/83

Name	MINAXIBEN DILIPKUMAR PATEL
Address	P.NO.69 DATTATRAY SOC. MORABHAGAL CHAR RASTA,RANDER RD SURAT
Nondh No	0119 PAIKI PLOT 69
Occupier	POSS DEVANG DILIPKUMAR PATEL

Sr. No.	Particulars	Rateable Sys. Arrears	Areabase Arrears	Areabase Current Tax	Financial Year 2013-2014
1.	Property Tax			402.86	Transaction ID
2.	Water Charge			960.00	SMCePTax066113G160123
3.	Drainage Charge			480.00	Payment Mode
4.	SW Charge			600.00	ePayment
5.	Street Light Charge			24.00	Reference No.
6.	Education Cess			20.15	MHDF3048469924
7.	Total Property Tax			2487.01	Center
8.	Rounding			0.99	ePay Service
					www.suratmunicipal.gov.in

Total Amount	Amount In Words	VUD1MBB74QOJ
2488.00	Two Thousand Four Hundred Eighty Eight Rupees Only	

Note :- Receipt is subject to realization of amount of instrument.

Message from webpage ✕

❓ Do you want to print receipt ?

OK   Cancel

Online Property Tax Payment Receipt Sent Through Email To Payer

Gmail by Google

Devang Patel <pateldevangd@gmail.com>

SMC - Property Tax Online Payment Receipt

SMC-ePayment <epay@suratmunicipal.org>
To: pateldevangd@gmail.com

Tue, Jul 16, 2013 at 1:10 PM

Dear **Devang Patel**,

Thank you for using Surat Municipal Corporation's ePayment Service.

The details of your transaction is as under:

Tenement No.	16D0706610002
SMC's Transaction ID	SMCePTax066113G160123
Transaction Date	16-07-2013 13:09:01
Amount	2488.00
Transaction Status	Success

Please find the attached pdf file of the receipt for your record and future reference.

With regards,

ePayment Service
Surat Municipal Corporation

DISCLAIMER:
The information contained in this electronic message and any attachments to this message are intended for exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, please notify the sender at Surat Municipal Corporation or epay@suratmunicipal.org immediately and destroy all copies of this message and any attachments. Any dissemination, use, review, distribution, printing or copying of the information contained in this e-mail message and/or attachments to it are strictly prohibited.

📄 MHDF3048469924.pdf
95K

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Online Property Tax Payment Receipt PDF Sent Through Email To Payer

Surat Municipal Corporation
સુરત મહાનગરપાલિકા

Payment Receipt
Property Tax

Date & Time :	16/07/2013 01:09:01PM	Tenement No : 16-D-07-0661-0-002		Scroll No : 990/83

Name	MINAXIBEN DILIPKUMAR PATEL
Address	P.NO.69 DATTATRAY SOC. MORABHAGAL CHAR RASTA,RANDER RD SURAT
Nondh No	0119 PAIKI PLOT 69
Occupier	POSS DEVANG DILIPKUMAR PATEL

Sr. No.	Particulars	Rateable Sys. Arrears	Areabase Arrears	Areabase Current Tax	Financial Year 2013-2014
1	Property Tax			402.86	**Transaction ID**
2	Water Charge			960.00	SMCePTax066113G160123
3	Drainage Charge			480.00	
4	SW Charge			600.00	**Payment Mode**
5	Street Light Charge			24.00	ePayment
6	Education Cess			20.15	
7	Total Property Tax			2,487.01	**Reference No.**
8	Rounding			0.99	MHDF3048469924

Center
ePay Service
www.suratmunicipal.gov.in

VUD1MBB74QOJ

Total Amount	Amount In Words	
2,488.00	Two Thousand Four Hundred Eighty Eight Rupees Only	

Note :- Receipt is subject to realization of amount of instrument.

Online Property Tax- Check Status Page
(allows to checking by providing unique tenement no. With either email or transaction id or reference no.)

Online Property Tax- Result Of Check Status Page
(Shows Transaction Details With Option To View Receipt)

Online Profession Tax (for EC registrants) Payment Section

Display of Outstanding Profession Tax (EC) Amount

Online Profession Tax (EC) Payment Receipt Sent through Email to Payer

ePay Service - SMC <epay@suratmunicipal.org>

SMC - Professional Tax Online Payment Receipt
1 message

SMC-ePayment <epay@suratmunicipal.org>   Mon, Jul 15, 2013 at 9:18 PM
To: yogendratrivedi2000@yhaoo.com

Dear **yogendra r trivedi,**

Thank you for using Surat Municipal Corporation's ePayment Service.

The details of your transaction is as under:

Professional Tax Certificate No.	PEC03CZ88656
SMC's Transaction ID	SMCeProfTax08865613G150022
Transaction Date	15-07-2013 21:17:47
Amount	2000.00
Transaction Status	Success

Please find the attached pdf file of the receipt for your record and future reference.
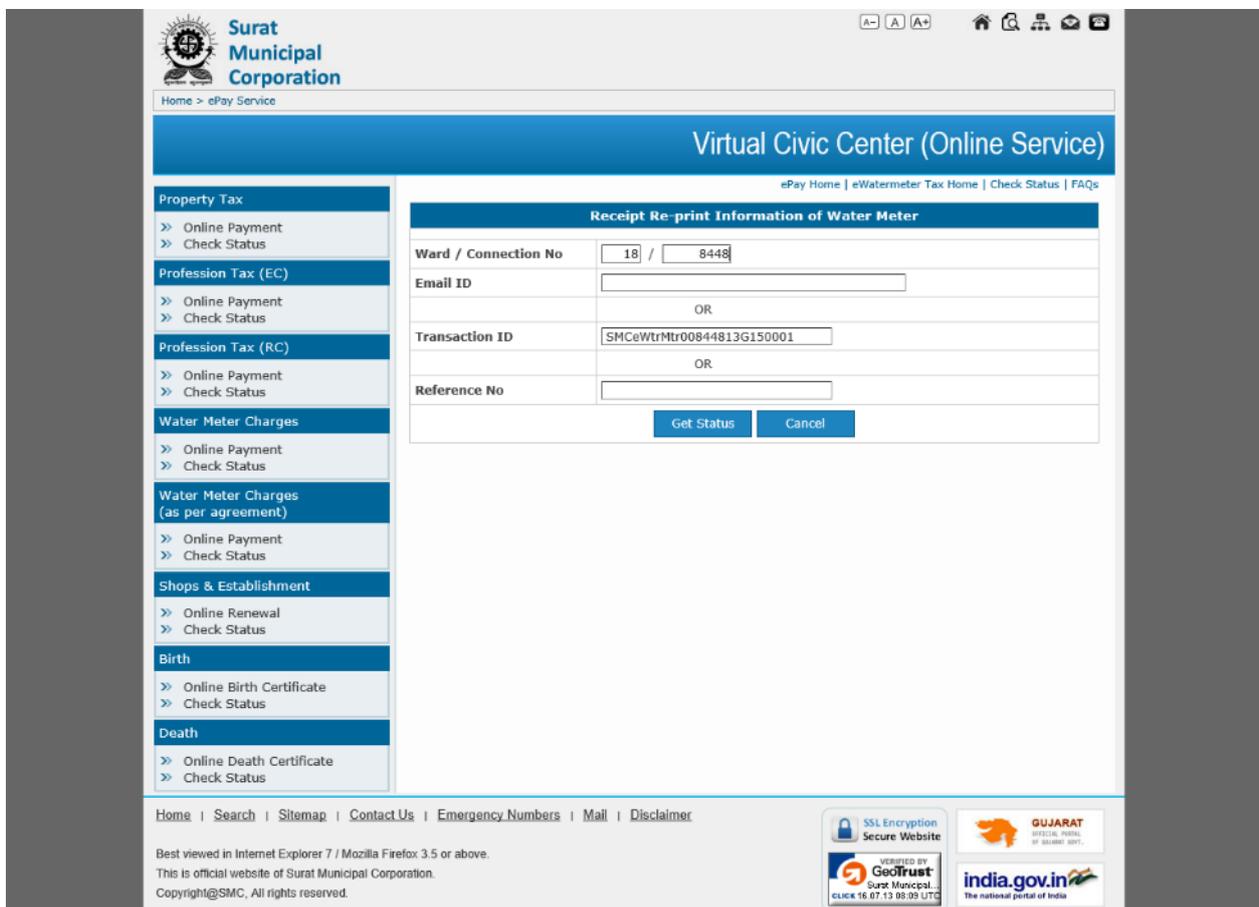
With regards,

ePayment Service
Surat Municipal Corporation

DISCLAIMER:
The information contained in this electronic message and any attachments to this message are intended for exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, please notify the sender at Surat Municipal Corporation or epay@suratmunicipal.org immediately and destroy all copies of this message and any attachments. Any dissemination, use, review, distribution, printing or copying of the information contained in this e-mail message and/or attachments to it are strictly prohibited.

MSPD3048014020.pdf
108K

Online Profession Tax (EC) Payment Receipt PDF sent through email to payer

MSPD3048014020.pdf - Adobe Reader

Surat Municipal Corporation
સુરત મહાનગરપાલિકા

મુખ્ય કચેરીઃ મહાનગર સેવાસદન,
ગ઼ારચન્દ઼ાસ ચોખાવાળા માર્ગ,
મુગલીસરા, સુરત – ૩૯૫૦૦૩
☎ ૦૨૬૧–૨૪૨૩૭૫૧–૫૬
www.suratmunicipal.gov.in

Payment Receipt

Professional Tax

Date & Time :	15/07/2013 9:17:47 PM	Certificate No : **PEC03CZ88656**	Scroll No : 990/11

Name & Address	––,યોગેન્દ્ર રમેશચંદ્ર ત્રિવેદી,
	વોર્ડ નં.૭, ૧૦૬ –૧૦૭, પ્રમુખ દર્શન એપાર્ટમેન્ટ, રામપુરા, પાટીદાર ભવન સુરત

Commencement Date : 01/10/2010

Tenament : 07C-21-2121-0-001

Sr. No.	Particulars	Amount	Financial Year 2013-2014
1	Current Professional Tax	1999.15	**Transaction ID** SMCeProfTax08865613G150022
2	Total Professional Tax	1999.15	
3	Rounding	0.85	**Payment Mode** ePayment
			Reference No. MSPD3048014020
			Center ePay Service www.suratmunicipal.gov.in
Total Amount	**Amount in Words**		MVRYO5IP8NVV
2000.00	Two Thousand Only		

Note: Receipt is subject to realization of amount of instrument.

Online Profession Tax (EC)- Check Status Page
(allows to checking by providing unique tenement no. With either email or transaction id or reference no.)

Online Profession Tax (EC) - Result Of Check Status Page
(Shows Transaction Details With Option To View Receipt)

Online Profession Tax (for RC registrants) Payment Section
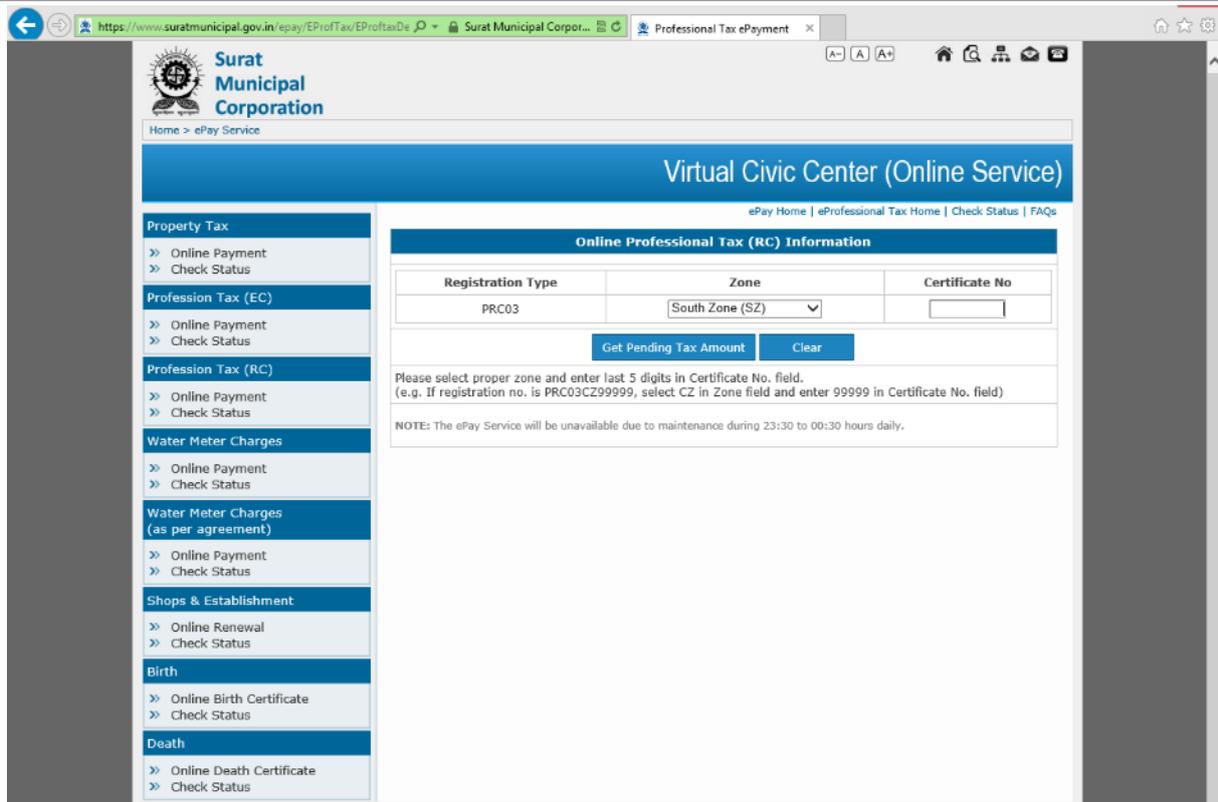
Profession Tax (RC) – month(s) selection option for which payment to be made pay
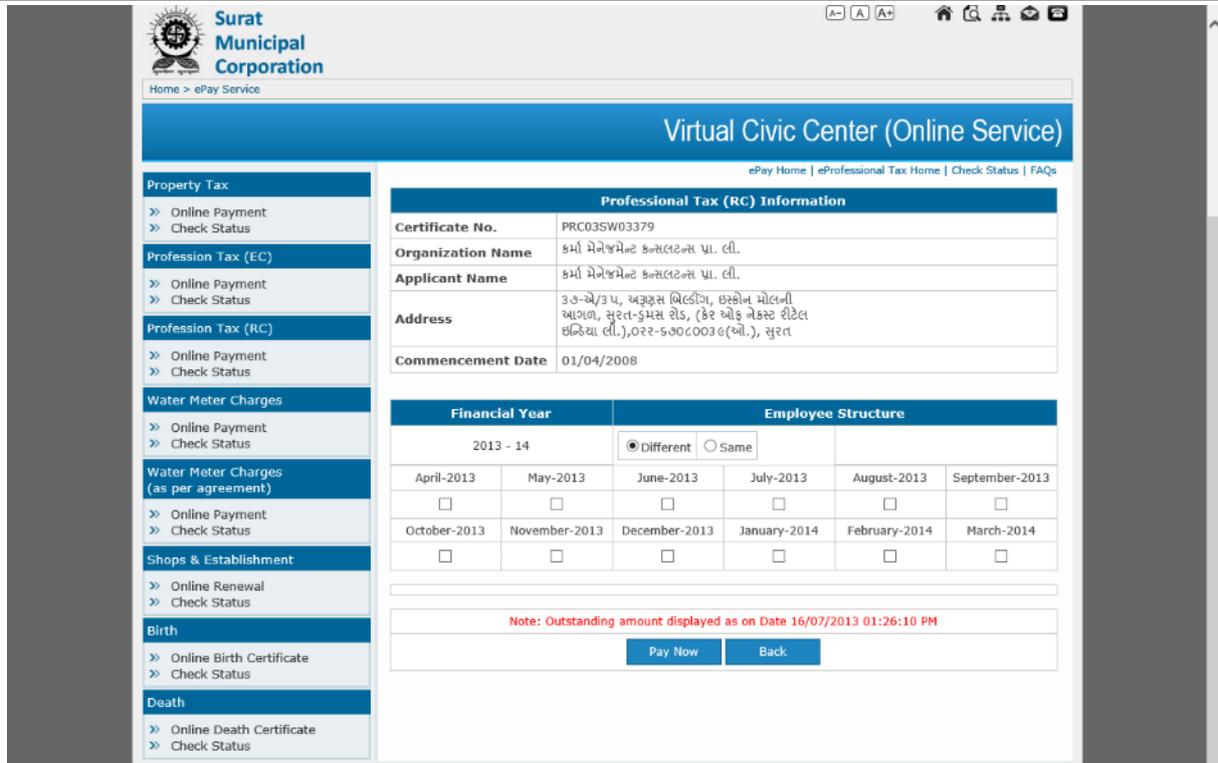
National Award for e-Governance 2014-15

Profession Tax (Rc) – Screen To Enter Salary Slab Wise Employee Details To Derive Payable Tax

Virtual Civic Center (Online Service)

ePay Home | eProfessional Tax Home | Check Status | FAQs

Property Tax
» Online Payment
» Check Status

Profession Tax (EC)
» Online Payment
» Check Status

Profession Tax (RC)
» Online Payment
» Check Status

Water Meter Charges
» Online Payment
» Check Status

Water Meter Charges (as per agreement)
» Online Payment
» Check Status

Shops & Establishment
» Online Renewal
» Check Status

Birth
» Online Birth Certificate
» Check Status

Death
» Online Death Certificate
» Check Status

Professional Tax (RC) Information

Certificate No.	PRC03SW03379
Organization Name	કર્મા મેનેજમેન્ટ કન્સલટન્સ પ્રા. લી.
Applicant Name	કર્મા મેનેજમેન્ટ કન્સલટન્સ પ્રા. લી.
Address	૩૭-એ/૩૫, અરૂણાસ બિલ્ડીંગ, ઇસ્કોન મોલની આગળ, સુરત-ડુમસ રોડ, (કેર ઓફ નેકસ્ટ રીટેલ ઇન્ડિયા લી.),૦૨૨-૬૭૦૮૦૦૩૬(ઓ.), સુરત
Commencement Date	01/04/2008

Financial Year	Employee Structure	
2013 - 14	● Different ○ Same	

April-2013	May-2013	June-2013	July-2013	August-2013	September-2013
☐	☐	☐	☐	☑	☐
October-2013	November-2013	December-2013	January-2014	February-2014	March-2014
☐	☐	☐	☐	☐	☐

* Exempted Employee(s): Exemption from profession is applicable only for employees having more than 65 years of age or handicapped person having more than 40% disability. Availing exemption for other cases is subject to legal action as per act.

Range	Rate	Total Employee	Exempted Employee(*)	Remain Employee	Professional Tax
August - 2013					
0-2999.99	0	0	0	0	0.00
3000-5999.99	0	0	0	0	0.00
6000-8999.99	80	0	0	0	0.00
9000-11999.99	150	0	0	0	0.00
Rs. 12000 or More	200	0	0	0	0.00
					0.00

[Calculate Professional Tax To Be Paid]

Note: Outstanding amount displayed as on Date 16/07/2013 01:26:10 PM

[Pay Now] [Back]

Online Profession Tax (RC) Payment Receipt Sent through Email to Payer

https://mail.google.com/mail/ca/u/0/?ui=2&ik=e620620cc7&view=pt&search=sent&msg=13fe1e61cea4a385

ePay Service - SMC <epay@suratmunicipal.org>

SMC - Professional Tax Online Payment Receipt

SMC-ePayment <epay@suratmunicipal.org>
To: dinesh_r_sonawane@yahoo.co.in

Mon, Jul 15, 2013 at 4:05 PM

Dear **Dinesh Sonawane**,

Thank you for using Surat Municipal Corporation's ePayment Service.

The details of your transaction is as under:

Professional Tax Certificate No.	PRC03SW03379
SMC's Transaction ID	SMCeProfTax00337913G150019
Transaction Date	15-07-2013 16:03:39
Amount	1050.00
Transaction Status	Success

Please find the attached pdf file of the receipt for your record and future reference.

With regards,

ePayment Service
Surat Municipal Corporation

MBBR3047707818.pdf
112K

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Online Profession Tax (RC) Payment Receipt PDF sent through email to payer

Online Profession Tax (RC)- Check Status Page

(allows to checking by providing unique tenement no. With either email or transaction id or reference no.)

Online Profession Tax (RC) - Result Of Check Status Page

(Shows Transaction Details With Option To View Receipt)

Online Water Meter Charge (Bill) Payment Section

Display of Outstanding Water Meter Charge Amount

Online Water Meter Charge Payment Receipt Sent through Email to Payer

Online Water Meter Charge - Check Status Page
(allows to checking by providing unique tenement no. With either email or transaction id or reference no.)

Category	● Incremental Innovation In Existing Project	Nominee	● Surat Municipal Corporation
Project	● Virtual Civic Center - an innovation to Physical Civic Center		

Online Water Meter Charge - Result Of Check Status Page
(Shows Transaction Details With Option To View Receipt)

Online Water Meter Charge (Bill) [for high volume user] Payment Section

Display of Outstanding Water Meter Charge Amount

Online Water Meter Charge (as per agreement) Payment Receipt Sent through Email to Payer

Online Water Meter Bill Payment Receipt PDF sent through email to payer

Surat Municipal Corporation
सूरत महानगरपालिका

Payment Receipt
Hydro Water Meter (SZ)

Date & Time : 27/06/2013 12:31:24PM	Zone/Ward/Connection No. : 600 / 30 / 00018	Scroll No : 990/1

Name & Address | AVON CHEM,, PLOT NO. 13 - C
G.I.D.C PANDESARA, SURAT

Nondh No. | 30B-01-0141-0-001

Sr. No.	Particulars	Amount	Financial Year 2013-14
1	Current Water Charge	5536.76	
2	Current Interest	191.17	**Transaction ID** SMCeHydWtrMtr00001813F270001
3	Total Hydro Water Meter Charge	5727.93	
4	Rounding	0.07	**Payment Mode** ePayment

Reference No.
M1623031505401

Center
ePay Service
www.suratmunicipal.gov.in

RPLGK1WK99HQ

Total Amount	Amount In Words	
5728.00	Five Thousand Seven Hundred Twenty Eight Rupees Only	

Note :- Receipt is subject to realization of amount of instrument.

Online Shops & Establishment Registration Certificate Renewal Section

Online Shops & Establishment Registration Certificate Information (epxired/active)

Online Shops & Establishment Renewal Certificate (with QR code to verify authenticity)
[Made available instantly in same browser on successful payment of renewal Fee and also emailed]

Est. ID : 30537   M12K4HQGT3YX

FORM 'C' (See rules 6 and 8)
નમુનો 'સી' (જુઓ નિયમ ૬ અને ૮)

BOMBAY SHOPS AND ESTABLISHMENTS ACT, 1948
સને ૧૯૪૮ નો મુંબઈ નો દુકાનો અને સંસ્થાઓનો અધિનિયમ

SURAT MUNICIPAL CORPORATION
સુરત મહાનગરપાલિકા

REGISTRATION CERTIFICATE OF ESTABLISHMENT(Renewal)
સંસ્થાની નોંધણી અંગેનું પ્રમાણપત્ર (રીન્યુઅલ)

1.	NAME OF ESTABLISHMENT સંસ્થાનું નામ	:	વિનોદ એચ. શાહ એન્ડ કું.
2.	NAME OF THE EMPLOYER માલિકનું નામ	:	શ્રી વિનોદચંદ્ર હસમુખલાલ શાહ
3.	NATURE OF BUSINESS કામકાજનો પ્રકાર	:	એકાઉન્ટીંગ નું કામ
4.	POSTAL ADDRESS OF THE ESTABLISHMENT સંસ્થાનું ટપાલનું સરનામું	:	રબી/૧૯૫૫ પૈકી એફ–એ ૭૪,કૈલાશનગર એપા.સગરામપુરા, સુરત
5.	REGISTRATION NO. નોંધણીનો નંબર	:	CZ / S / 2 / 214682
6.	PREVIOUS REGISTRATION CERTIFICATE NO. નોંધણી અંગેના અગાઉન પ્રમાણપત્રનો નં.	:	

It is hereby certified that the above Establishment has been registered as a

_____ under the Bombay Shops &Establishments Act,

1948, this Dt. _____

આથી પ્રમાણિત કરવામાં આવે છે કે સને ૧૯૪૮ ના મુંબઈના દુકાનો અને સંસ્થાઓના

અધિનિયમ અન્વયે ઉપરની સંસ્થાની **દુકાન** તરીકે તા. **21** માહે **નવેમ્બર** **2008** ના દિને

નોંધણી કરવામાં આવી છે.

sd/-
Shops and Establishments Inspector
દુકાનો અને સંસ્થાઓના નિરીક્ષક,
SURAT MUNICIPAL CORPORATION
સુરત મહાનગરપાલિકા

Last Renewal upto 31/12/2011
Renewal On Date 24/12/2008

RENEWAL OF REGISTRATION
નોંધણી તાજી કરવા અંગે

YEAR વર્ષ	DATE OF RENEWAL નોંધણી તાજી કર્યાની તારીખ	SEAL મહોર	SIGNATURE OF SHOPS & ESTABLISHMENTS INSPECTOR દુકાનો અને સંસ્થાઓના નિરીક્ષકની સહી
તા. 31/12/2014 સુધીનું તાજું કરી આપ્યું Renewal upto Dt. 31/12/2014	08/07/2013 16:53:59 Scroll No : 990/1	S & E INSPECTOR	**Shops and Establishments Inspector** દુકાનો અને સંસ્થાઓના નિરીક્ષક, **SURAT MUNICIPAL CORPORATION** સુરત મહાનગરપાલિકા

Note: This certificate is computer generated and does not require any Seal/Signature in original. The registration details of this certificate can be checked by scanning QR Code or by visiting www.suratmunicipal.gov.in.

Online Shops & Est. Renewal Charge Payment Receipt PDF sent through email to payer

Online Shops & Est. Renewal - Check Status Page

(allows to checking by providing unique tenement no. With either email or transaction id or reference no.)

Online Shops & Est. Certificate renewal - Result Of Check Status Page
(Shows Transaction Details with option to View Receipt and Renewal Certificate)

Online Birth Certificate Section
(allows search by Registration No. or by birth date, gendre, etc.)

Online Birth Certificate Section
(shows search result based on parameters provided – registration done in Gujarati language)

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Online Birth Certificate Section
(shows search result based on parameters provided – registration done in English language)

Online Birth Certificate – shows registration details for selected child
(allows to obtain certifcate in Gujarat or English)

Online Birth Certificate – contact details and payment confirmation screen

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Landing page subsequent to payment
(Shows transaction status & allows printing receipt & Birth Certificate)

Payment Receipt for obtaining Online Birth Certificate

Online Birth Certificate - Payment Receipt & Certificate sent through Email to Payer

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Online Birth Certificate in Gujarati (With QR Code to Verify Authenticity)
[Made available instantly in same browser on successful payment of Certificate Fee and also emailed]

SURAT MUNICIPAL CORPORATION	સુરત મહાનગરપાલિકા
GOVT. OF GUJARAT	ગુજરાત સરકાર
PUBLIC HEALTH DEPARTMENT	જાહેર આરોગ્ય વિભાગ

BIRTH CERTIFICATE / જન્મનું પ્રમાણપત્ર
(Issued under Section 12/17 of the Registration of Birth and Death Act. 1969)
(જન્મ અને મરણ નોંધણી અધિનિયમ ૧૯૬૯ની કલમ ૧૨/૧૭ મુજબ)
Form No. - 5 / નમુનો ક્રમાંક ૫

Y8CCQLV1RVR0

આથી પ્રમાણપત્ર આપવામાં આવે છે કે નીચેની માહિતી જન્મનાં મૂળ રેકર્ડમાંથી લેવામાં આવી છે જે ગુજરાત રાજ્યનાં સુરત જિલ્લાનાં સીટી તાલુકાનાં સુરત શહેરનાં અથવા ઝોનનાં રજીસ્ટરમાં છે.

નામ :	વેદાંત
જાતિ :	પુરૂષ
જન્મ સમયે બાળકનું વજન :	૨.૮૦૦ કિ.ગ્રા.
જન્મ તારીખ :	૧૩/૦૭/૨૦૦૪
જન્મ સ્થળ :	વસંત કલીનીક
પિતાનું નામ :	દેવાંગકુમાર દિલીપકુમાર પટેલ
માતાનું નામ :	ઉર્જા
સરનામું :	૬૯,દત્તાત્રેય સોસા.મોરાભાગળ સુરત
નોંધણી ક્રમાંક :	AZ ૨૦૦૪ ૩૬૨૪
નોંધણી તારીખ :	૧૪/૦૭/૨૦૦૪
નોંધ :	

મે. રજી. ની મંજૂરી તા. ૧૧/૦૧/૨૦૦૫ બાળકનુ નામ દાખલ કર્યું.(ગુ.બ.ડે. રજી. રૂલ્સ. ૨૦૦૪ નાં નિયમ (૧૦) પ્રમાણે)

સબ રજીસ્ટાર   રજીસ્ટાર

Note: This certificate is computer generated and does not require any Seal/Signature in original. The authenticity of this certificate can be verified by scanning QR Code or by entering Unique Transaction No. **SMCBirth0392413G160003** on www.suratmunicipal.gov.in.

Category ● Incremental Innovation In Existing Project

Nominee ● Surat Municipal Corporation

Project ● Virtual Civic Center - an innovation to Physical Civic Center

ONLINE BIRTH CERTIFICATE IN ENGLISH (WITH QR CODE TO VERIFY AUTHENTICITY)
[MADE AVAILABLE INSTANTLY IN SAME BROWSER ON SUCCESSFUL PAYMENT OF CERTIFICATE FEE AND ALSO EMAILED]

SURAT MUNICIPAL CORPORATION
GOVT. OF GUJARAT
PUBLIC HEALTH DEPARTMENT

સુરત મહાનગરપાલિકા
ગુજરાત સરકાર
જાહેર આરોગ્ય વિભાગ

BIRTH CERTIFICATE / જન્મનું પ્રમાણપત્ર
(Issued under Section 12/17 of the Registration of Birth and Death Act. 1969)
(જન્મ અને મરણ નોંધણી અધિનિયમ ૧૯૬૯ની કલમ ૧૨/૧૭ મુજબ)
Form No. - 5 / નમુનો ક્રમાંક ૫

8595AHZSM4SY

This is to certify that the following information has been reproduced from the original record of Birth which is in the register of Central Zone for SURAT MUNICIPAL CORPORATION of tehsil city of District Surat of State Gujarat

Name :	PURAV
Gender :	Male
Birth Weight :	3.900 kg.
Birth Date :	03/11/2010
Place of Birth :	Me & Mummy Hospital,Surat
Father's Name :	JIGAR HIRABHAI PATEL
Mother's Name :	RIKITA
Address :	14-Mangalmurti Apt.,Kadampalli Rd.,Nanpura,Surat
Registration No. :	CZ 2010 10332
Date of Registration :	08/11/2010
Remarks :	

Sub Registrar

Registrar

Note: This certificate is computer generated and does not require any Seal/Signature in original. The authenticity of this certificate can be verified by scanning QR Code or by entering Unique Transaction No. SMCBirth1033213G160005 on www.suratmunicipal.gov.in.

Category ● Incremental Innovation In Existing Project   **Nominee** ● Surat Municipal Corporation
Project ● Virtual Civic Center - an innovation to Physical Civic Center

ONLINE DEATH CERTIFICATE SECTION
(ALLOWS SEARCH BY REGISTRATION NO. OR BY DEATH DATE, GENDRE, ETC.)

Online Death Certificate Section
(shows search result based on parameters provided)

Online Death Certificate – shows registration details for selected deseased
(allows to obtain certifcate in Gujarat or English)

Online Death Certificate – contact details and payment confirmation screen

Landing page subsequent to payment
(Shows transaction status & allows printing receipt & Death Certificate)

Surat Municipal Corporation

Home > ePay Service

Virtual Civic Center (Online Service)

ePay Home | App Home | Check Status | FAQs

Property Tax
» Online Payment
» Check Status

Profession Tax (EC)
» Online Payment
» Check Status

Profession Tax (RC)
» Online Payment
» Check Status

Water Meter Charges
» Online Payment
» Check Status

Water Meter Charges (as per agreement)
» Online Payment
» Check Status

Shops & Establishment
» Online Renewal
» Check Status

Birth
» Online Birth Certificate
» Check Status

Death
» Online Death Certificate
» Check Status

Transaction Response	
Registration No.	WZ-2012-1297
SMC's Transaction ID	SMCDeath0129713G170009
Transaction Date	17-07-2013 14:38:39
Amount	Rs. 10.00/-
Transaction Status	Success

Print Receipt | Print Death Certificate

Home | Search | Sitemap | Contact Us | Emergency Numbers | Mail | Disclaimer

Best viewed in Internet Explorer 7 / Mozilla Firefox 3.5 or above.
This is official website of Surat Municipal Corporation.
Copyright@SMC, All rights reserved.

SSL Encryption Secure Website — VERIFIED BY GeoTrust Surat Municipal... CLICK 17.07.13 09:10 UTC

GUJARAT OFFICIAL PORTAL OF GUJARAT GOVT.

india.gov.in The national portal of India

Payment Receipt for obtaining Online Death Certificate

Surat Municipal Corporation
सुरत महानगरपालिका

Payment Receipt
Birth

Date & Time : 16/07/2013 14:26:32 — Scroll No : 990 / 2

Registration No. 300-2013-2281

Name	Ravi
Address	Bardoli

Sr. No.	Particulars	Remark	Amount	Financial Year 2013-14
1	Birth & Death			**Transaction ID** SMCDeath0228113G160002
	A. Death Certificate Fee (Gujarati)	16/07/2013	5.00	
	B. Administration Charges	------Do------	5.00	**Payment Mode** ePayment

Reference No.
MICI3048548279

Center
ePay Service
www.suratmunicipal.gov.in

K857CN0OR2VY

Total Amount	Amount In Word	
10.00	Ten Rupees Only	

Note :- Receipt is subject to realization of amount of instrument.

Online Death Certificate in Gujarati (With QR Code to Verify Authenticity)

[Made available instantly in same browser on successful payment of Certificate Fee and also emailed]

SURAT MUNICIPAL CORPORATION
GOVT. OF GUJARAT
PUBLIC HEALTH DEPARTMENT

સત્યમેવ જયતે

સુરત મહાનગરપાલિકા
ગુજરાત સરકાર
જાહેર આરોગ્ય વિભાગ

DEATH CERTIFICATE / મરણનું પ્રમાણપત્ર

(Issued under Section 12/17 of the Registration of Birth and Death Act. 1969)
(જન્મ અને મરણ નોંધણી અધિનિયમ ૧૯૬૯ની કલમ ૧૨/૧૭ મુજબ)

Form No. - 10 / નમુનો ક્રમાંક ૧૦

K857CN0OR2VY

આથી પ્રમાણપત્ર આપવામાં આવે છે કે નીચેની માહિતી જન્મનાં મૂળ રેકર્ડમાંથી લેવામાં આવી છે જે ગુજરાત રાજયનાં સુરત જિલ્લાનાં સીટી તાલુકાનાં સુરત શહેરનાં સેન્ટ્રલ ઝોનનાં રજીસ્ટરમાં છે.

મરનારનું પુરૂ નામ : પ્રજાપતિ સુરેશભાઈ ભીખુભાઈ.

જાતિ : પુરૂષ

મરણ તારીખ : ૨૮/૦૬/૨૦૧૩

મરણ સ્થળ : નિર્મલ હોસ્પીટલ પ્રા.લી., સુરત

નોંધણી ક્રમાંક : CZ ૨૦૧૩ ૨૨૬૧

નોંધણી તારીખ : ૦૧/૦૭/૨૦૧૩

સરનામું : ૨૨૧, જલારામ હુડકો સોસાયટી, તા. બારડોલી, જી. સુરત.

નોંધ :

મે.આ.અ.ની મંજુરી નં– તા ૦૮/૦૭/૨૦૧૩ મરણ ની નોંધમાં સુધારોકર્યો છે. (ગુ. બ. ડે. રજી. રૂલ્સ ૨૦૦૪ નાં નિયમ ૧૧(૧) પ્રમાણે)

સબ રજીસ્ટાર

રજીસ્ટાર

Note: This certificate is computer generated and does not require any Seal/Signature in original. The authenticity of this certificate can be verified by scanning QR Code or by entering Unique Transaction No. **SMCDeath0228113G160002** on www.suratmunicipal.gov.in.

Category ● Incremental Innovation In Existing Project

Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Online Death Certificate in English (With QR Code to Verify Authenticity)
[Made available instantly in same browser on successful payment of Certificate Fee and also emailed]

SURAT MUNICIPAL CORPORATION
GOVT. OF GUJARAT
PUBLIC HEALTH DEPARTMENT

सत्यमेव जयते

સુરત મહાનગરપાલિકા
ગુજરાત સરકાર
જાહેર આરોગ્ય વિભાગ

DEATH CERTIFICATE / મરણનું પ્રમાણપત્ર
(Issued under Section 12/17 of the Registration of Birth and Death Act. 1969)
(જન્મ અને મરણ નોંધણી અધિનિયમ ૧૯૬૯ની કલમ ૧૨/૧૭ મુજબ)
Form No. - 10 / નમુનો ક્રમાંક ૧૦

WB0J6YYRM04N

This is to certify that the following information has been reproduced from the original record of Birth which is in the register of West Zone for SURAT MUNICIPAL CORPORATION of tehsil city of District Surat of State Gujarat

Name of Deceased	BHAGWANDAS MANCHHARAM KUNDALIA
Gender :	Male
Death Date :	2012-09-25
Place of Death :	69-Dattatraya Soc.,Morabhagal,Rander,Surat
Address :	69-Dattatraya Soc.,Morabhagal,Rander,Surat
Registration No. :	WZ 2012 1297
Date of Registration :	2012-09-25
Remarks :	

Sub Registrar

Registrar

Note: This certificate is computer generated and does not require any Seal/Signature in original. The authenticity of this certificate can be verified by scanning QR Code or by entering Unique Transaction No. SMCDeath0129713G170009 on www.suratmunicipal.gov.in.

SMS Notification for Property Tax Transaction	SMS Notification for Birth Certificate	SMS Notification for Death Certificate
Today 1:10 pm Thank you for online payment of property tax. Your transaction details: Tenement : 16-D-7-661-0-2 Amount : 2488 Ref. No : MHDF3048469924	4:27 pm Thank you for using online Birth Certificate System. Your transaction details: Reg. No : AZ-2004-3924 Amount : 10.00 Ref. No : SMCBirth0392413G160003	Today 2:40 pm Thank you for using online Death Certificate System. Your transaction details: Reg. No : WZ-2012-1297 Amount : 10.00 Ref. No : SMCDeath0129713G170009

SMS Notification for Shops & Est. Certificate Renewal	SMS Notification for Porfessional Tax Transaction	SMS Notification subsequent to Grievance Registration
May 24, 13 Thank you for online renewal of Shops and Est. Reg. Cert.. Your transaction details: Reg. No : CZ / S / 1 / 116 Amount : 120.00 Ref. No : MHDF3002944550	Mon 7:06 pm Your online Professional Tax transaction for Cert. No : PRC03CZ00001 Ref. No : SMCeProfTax00000113G150021 was not successful. If the amount is debited, it will be credited back within 7-10 working days.	Today 3:22 pm, ISD Jigar: Comp.Id: 888/320133846; Desc.: Insufficient supply pressure; Assigned to B H Jadeja,DE (09724345571); **Thanks for using SMC Help Line**

Birth Certificate QR Code varification (Gujarati Certificate)
[shows current registration details along with that of at the time of issue]

Category	● Incremental Innovation In Existing Project	Nominee	● Surat Municipal Corporation
Project	● Virtual Civic Center - an innovation to Physical Civic Center		

National Award for e-Governance 2014-15

Birth Certificate QR Code varification (Gujarati Certificate)
[shows current registration details along with that of at the time of issue]

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National Award for e-Governance 2014-15
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Now, pay property tax online

TNN Apr 8, 2012, 03.51AM IST

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Tags: Surat Municipal Corporation | property tax payers | Online payment facility | Diamond city

SURAT: With a view to facilitate property tax payers in the diamond city, Surat Municipal Corporation (SMC) launched 'online payment facility' on Saturday.

The online payment service, launched by mayor Rajendra Desai at a function organized at SMC headquarters, will enable citizens to pay their property tax at the click of the button from the official website of the civic body 'suratmunicipal.org'.

g+1

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Surat Municipal Corporation (SMC) introduced online tax payment facility has met with great response. In first two days more than 280 tax payers paid Rs 6 lakh as their advance tax online .

Himanshu Bhatt,TNN | Apr 10, 2012, 06.06 PM IST

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SMC e-governance a success

TNN Jul 15, 2013, 10.52PM IST

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Tags: Surat Municipal Corporation | online services | e-governance initiative

SURAT: Surat Municipal Corporation (SMC) has registered an increase of more than 500 per cent in users of its online services. This the civic body sees as success of its e-governance initiative. Google Inc had also taken note of this and notified SMC on Monday.

SMC website registered over 5 lakh hits from April 2013. Around 47,000 people had downloaded the application forms free-of-cost for 22 vacant posts in different categories for which SMC had recently advertized, sources said.

g+1

Category ● Incremental Innovation In Existing Project
Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

THE TIMES OF INDIA

Surat gets best living environment award

TNN | Apr 26, 2014, 08.23 AM IST

SURAT: Surat Municipal Corporation (SMC) was adjudged the best city in the country on Friday in the field of improving living environment in urban areas at a function held at Habitat Centre, New Delhi.

SMC was given the award for best practices in improving the living environment in urban areas by Anita Agnihotri, secretary, housing and poverty alleviation, Government of India. The award included a trophy, a certificate and Rs 1 lakh in cash.

Among 89 entries received from major cities of the country, Surat was adjudged the best as it has a virtual civic centre, M governance and other IT initiatives, a release said.

Gujarat Mitra

સુરત મનપાને 'બેસ્ટ પ્રેકટીસ ટુ ઈમ્પ્રુવ લિવિંગ એન્વાયરોન્મેન્ટ'નો એવોર્ડ અપાયો

■ હુડકોના ૪૪માં સ્થાપના દિને નવી દિલ્હી ખાતે આયોજિત સમારોહમાં એવોર્ડ તેમજ રૂપિયા એક લાખના ચેકનો કમિ. દાસ દ્વારા સ્વીકાર કરાયો

સુરત,શુક્રવાર: સુરત મહાપાલિકા દ્વારા શહેરીજનોની સુવિધા માટે આઈટીનો મહત્તમ ઉપયોગ કરીને પોતાના નાગરિકોને ઈ-ગવર્નન્સ હેઠળ વેક્સીનેશન એલર્ટ સીસ્ટમ, એસએમએસ મારફત ઈન્ફોર્મેશન, હેલ્પલાઈન સહિતની સુવિધા શરૂ કરવામાં આવી છે. આ ઉપરાંત ઘરે બેઠા નાગરિકો મનપાની સુવિધાનો લાભ લઈ શકે તે માટે વર્ચ્યુઅલ સિવિસ સેન્ટર પણ શરૂ કરવામાં આવ્યું છે.

આ સેન્ટર દ્વારા શહેરીજનો મનપાની વેબસાઈટ મારફત મિલકત વેરો, પ્રોફેશન ટેક્ષ, વોટર મીટર ચાર્જનું પેમેન્ટ, ગુમાસ્તાધારા રજીસ્ટ્રેશન, જન્મ-મરણના સર્ટિફિકેટ, ઓડિટોરીયમ બુકીંગ વિગેરેનો પણ લાભ લઈ શકે છે. આ ઉપરાંત વિવિધ પ્રકારના ફોર્મ ડાઉનલોડ પણ કરી શકે છે. મોબાઈલ ફોનના વધતા વપરાશને જોતા

મનપા દ્વારા મોબાઈલ એપ્લીકેશન પણ શરૂ કરવામાં આવી હતી. મનપાએ વિવિધ સેવાઓ સંબંધિત કચેરીઓ જેવી કે નાગરિક સુવિધા કેન્દ્ર, સ્વીમીંગ પુલ, ફાયર સ્ટેશન, ઓડિટોરીયમ વિગેરેનું એડ્રેસ તેમજ ત્યાં જવાનો રૂટ પણ ગુગલ મેપ સાથે ઈન્ટીગ્રેટ કરીને ઉપલબ્ધ કરવામાં આવ્યો છે.

મનપાનું વર્ચ્યુઅલ સિવિસ સેન્ટર તેમજ મોબાઈલ એપને હુડકો એવોર્ડ ફોર બેસ્ટ પ્રેકટીસ ટુ ઈમ્પ્રુવ લિવિંગ એન્વાયરોન્મેન્ટ ૨૦૧૩-૧૪ માટે નોમીનેટ કરવામાં આવ્યું હતું. નિયત સમય મર્યાદામાં મળેલા ૮૯ નોમીનેશનને સ્ક્રૂટીનાઈઝ કર્યા બાદ સુરત મનપાની આ સિધ્ધિને એવોર્ડ માટે સીલેકટ કરવામાં આવ્યું હતું અને આજે નવી દિલ્હી ખાતે હુડકોના ૪૪માં સ્થાપના દિન નિમિત્તે યોજાયેલા કાર્યક્રમમાં ભારત સરકારના હાઉસીંગ એન્ડ અર્બન પોવર્ટી એલીવેશનના સેક્રેટરી અનીતા અઝિહોત્રીના હસ્તે સુરતના મ્યુનિ.કમિ. દાસને એવોર્ડ તેમજ રૂપિયા એક લાખનો ચેક પણ આપવામાં આવ્યો હતો.

National Award for e-Governance 2014-15

Sandesh

ઈમ્પ્રુવ લીવિંગ એન્વાયરમેન્ટ કેટેગરીમાં હુડકોનો એવોર્ડ મળ્યો

પાલિકાના વર્ચ્યુઅલ સિવિક સેન્ટર - મોબાઈલ એપને એવોર્ડ

સુરત, તા. ૨૫

લોકોની સગવડ અને સરળતા માટે સુરત મહાનગરપાલિકાએ ઈ ગવર્નન્સ અને એમ ગવર્નન્સના ક્ષેત્રમાં સંખ્યાબંધ પ્રોજેક્ટ શરુ કર્યા છે જે પૈકી વર્ચ્યુઅલ સિવીક સેન્ટર અને મોબાઈલ એપની રાષ્ટ્રીય કક્ષાએ નોંધ લેવામાં આવી છે. આ બે સેવાઓને બેસ્ટ પ્રેકટીસ ટુ ઈમ્પ્રુવ લિવીંગ એન્વાયરમેન્ટ કેટેગરીમાં હુડકોનો એવોર્ડ મળ્યો છે. નવી દિલ્હીમાં પાલિકા કમિશનર મનોજકુમાર દાસે આજે આ એવોર્ડ સ્વીકાર્યો હતો.

આ અંગે પાલિકા કમિશનર મનોજકુમાર દાસે જણાવ્યું હતું કે સુરત મહાનગરપાલિકા દ્વારા તેના વર્ચ્યુઅલ સિવીક સેન્ટર અને મોબાઈલ એપને હુડકો એવોર્ડ ફોર બેસ્ટ પ્રેકટીસ ટુ ઈમ્પ્રુવ લિવીંગ એન્વાયરમેન્ટ માટે નોમીનેટ કરવામાં આવ્યું હતું. આ કેટેગરીમાં નિયત સમયમર્યાદામાં ૮૯ નોમીનેશન આવ્યા હતા જેની સ્ક્રુટીની બાદ

નવી દિલ્હીમાં કમિશનર મનોજકુમાર દાસે એવોર્ડ અને એક લાખનો ચેક સ્વીકાર્યો

પાલિકાના વસ્ચ્યુઅલ સિવીક સેન્ટર અને મોબાઈલ એપને એવોર્ડ માટે સિલેકટ કરવામાં આવ્યા છે. આજે નવી દિલ્હી ખાતે હુડકોના ૪૪માં સ્થાપ્ના દિવસ નિમીત્તે યોજાએલા સમારોહમાં કેન્દ્ર સરકારના હાઉસીંગ વિભાગના સેક્રેટરી અનીતા અગ્નિહોત્રીના હસ્તે એવોર્ડ અને એક લાખનો ચેક અર્પણ કરવામાં આવ્યો હતો.

કમિશનર દાસે જણાવ્યું હતું કે પાલિકાએ ઈ ગવર્નન્સ અંતર્ગત સિટી સિવીક સેન્ટર, વેકસીનેશન એલર્ટ, એમએમએસ મારફત માહિતીઓ, સિગન નંબર હેલ્પલાઈન જેવી સુવિધા શરુ કરવામાં આવી છે. નાગરિકો ઘર

બેઠા બેઠા પોતાના અનુકુળ સમયે વિવિધ સેવાઓનો લાભ લઈ શકે તે માટે પાલિકા દ્વારા વર્ચ્યુઅલ સિવીક સેન્ટર શરુ કરવામાં આવ્યું છે. વર્ચ્યુઅલ સિવીક સેન્ટર થકી પાલિકાની વેબસાઈટ મારફત વિવિધ સેવાઓ જેવી કે મિલકતવેરો, પ્રોફેશનલ ટેકસ, જન્મ અને મરણ સર્ટીફીકેટ, ઓડીટોરીયમ બુકીંગ ઉપલબ્ધ કરવામાં આવ્યા છે.

આ ઉપરાંત પાલિકાની વિવિધ સેવાઓના ફોર્મ વિનામુલ્યે ઉપલબ્ધ કરાવવામાં આવ્યા છે. સ્માર્ટ ફોનના વઘતા જતા ઉપયોગને પગલે પાલિકાની આ સેવાઓ લોકોને હાથવગી રહે તે માટે મોબાઈલ એપ પણ શરુ કરવામાં આવ્યું છે. મોબાઈલ એપ મારફત વિવિધ માહિતી તથા પેમેન્ટ સહિતની કામગીરી થઈ શકે છે. પાલિકાને લગતી ફરિયાદ અને સ્ટેટસ ચેકીંગ, ફીડબેક, વિવિધ વિભાગોની સંપુર્ણ માહિતી મોબાઈલ એપ પર ઉપલબ્ધ છે.

Category ● Incremental Innovation In Existing Project

Project ● Virtual Civic Center - an innovation to Physical Civic Center

Nominee ● Surat Municipal Corporation

Gujarat Guardian

સુરત મનપાને ઈમ્પ્રૂવ્ડ લિવિંગ એન્વાયર્નમેન્ટ માટે 'હુડકો' દ્વારા એવોર્ડ એનાયત કરાયો

સુરત, તા.૨૫ કેન્દ્ર સરકારના હુડકો (હાઉસિંગ એન્ડ અર્બન ડેવલપમેન્ટ કોર્પોરેશન) દ્વારા સુરત મનપાને 'બેસ્ટ પ્રેક્ટિસ ટૂ ઈમ્પ્રૂવ લિવિંગ એન્વાયર્નમેન્ટ ૨૦૧૩-૧૪'નો એવોર્ડ શુક્રવારે દિલ્હી ખાતે એનાયત કરવામાં આવ્યો હતો. દેશનાં ૮૯ જેટલાં શહેરો વચ્ચેની સ્પર્ધામાં સુરત મનપાને અર્બન ગવર્નન્સ કેટેગરીમાં આ એવોર્ડ એનાયત કરાયો હતો.

મનપાના વર્ચ્યુઅલ સિવિક સેન્ટરો તથા મોબાઈલ એપ(એમ ગવર્નન્સ)ને લોકભોગ્ય બનાવવા બદલ 'બેસ્ટ પ્રેક્ટિસ-અર્બન ગવર્નન્સ કેટેગરી'નો પ્રથમ ક્રમનો એવોર્ડ મનપાને મળ્યો છે, જે મ્યુ. કમિ. દાસે કેન્દ્રના હાઉસિંગ એન્ડ અર્બન પોવર્ટી એલિવેશનનાં સેક્રેટરી અનિતા અગ્નિહોત્રીના હસ્તે સ્વીકાર્યો હતો. આજરોજ હુડકોના ૪૪મા સ્થાપના દિવસ નિમિત્તે નવી દિલ્હી ખાતે યોજાયેલ કાર્યક્રમમાં જ ઉપરોક્ત એવોર્ડ સમારોહનું આયોજન કરવામાં આવ્યું હતું.

મનપા દ્વારા લોકોની સગવડ અને સરળતા માટે વખતોવખત ઈ-ગવર્નન્સ અને એમ-ગવર્નન્સ અંતર્ગત શરૂ કરવામાં આવેલી વિવિધ ઓનલાઈન સેવાઓ, ઓનલાઈન ટેક્સ પેમેન્ટ ઉપરાંત ઓનલાઈન કમ્પ્લેઈન સહિત સિવિક સેન્ટરમાં ઉપલબ્ધ તમામ સેવાઓ ઓનલાઈન કરતાં સ્માર્ટ ફોનના યુગમાં લોકોને સરળતાથી સેવા મળી છે, જેની રાષ્ટ્રીય કક્ષાએ પણ નોંધ લેવામાં આવી છે.

દેશનાં ૮૯ જેટલાં શહેરો વચ્ચેની સ્પર્ધામાં સુરત મનપાની અર્બન ગવર્નન્સ કેટેગરીમાં કરાયેલી પસંદગી

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Category ● Incremental Innovation In Existing Project	**Nominee** ● Surat Municipal Corporation
Project ● Virtual Civic Center - an innovation to Physical Civic Center	