

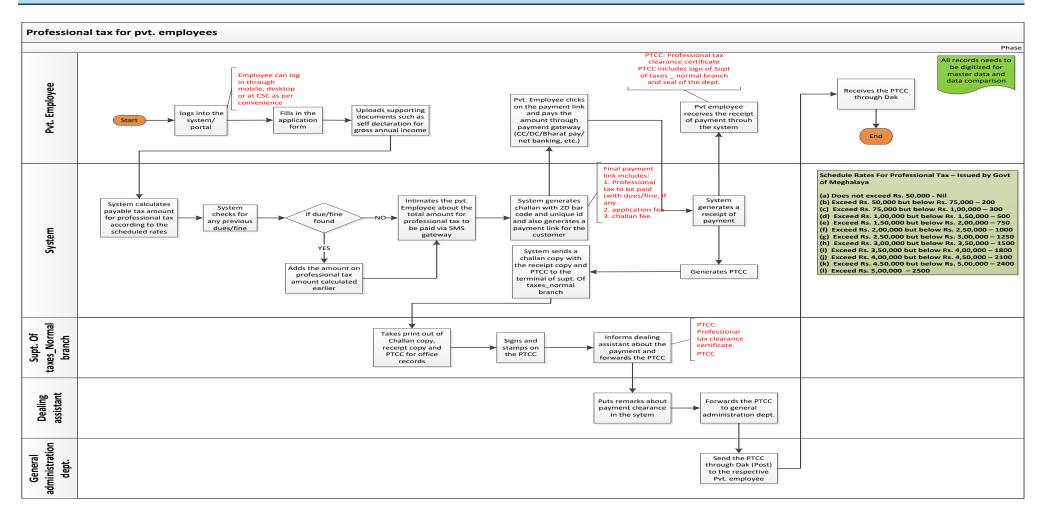
# ANNEXURE: TAXATION DEPARTMENT TO BE PROCESS MAPS AND PROCESS DESCRIPTION

Tender Reference Number: GHADC/2020-21/XX

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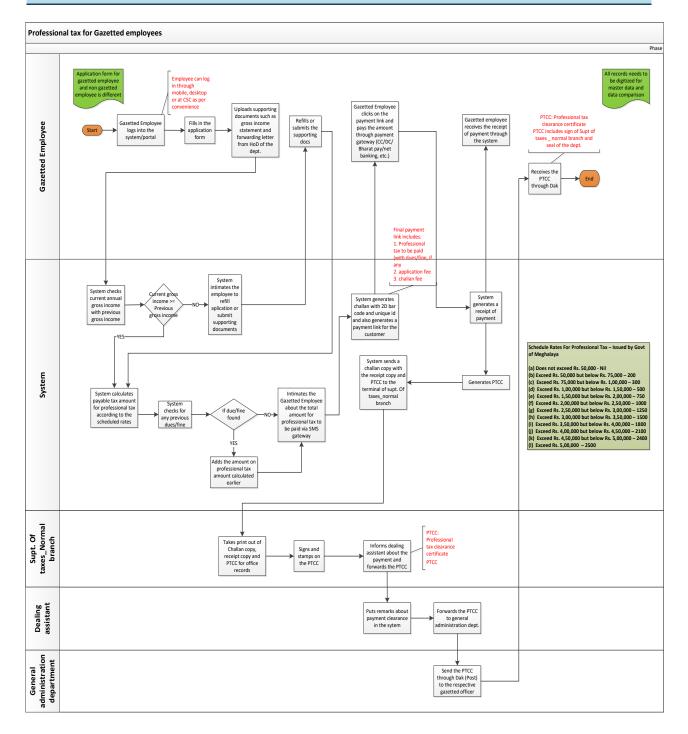
#### 1. Service Name: Professional Tax for Private Employee



| Objective           |   | collect Professional Tax f  | rom Private Emplo   | oyee in Garo Hi             | ills Autonomous                         |
|---------------------|---|---|---|-----------------------------|---|
| Trigger             | District<br>Through SMS / E-Mail / WhatsApp - When Private Employee fills application |   |   |                             |   |
|                     | for   |   |   |                             |   |
| Stakeholders'       |   | Stakeholder   | Input   |                             | Mode of Input                           |
| Inputs              | 1 Private Employee Application Form wi<br>Supporting Documen<br>Self-Declaration for  |   | ments such as   | Proposed On-<br>line System |   |
|                     |   |   | Annual Income   |                             |   |
|                     | 2   | Superintendent of Taxes, Normal Branch  | Signature & Stan  | np on PTCC                  | Physical                                |
|                     | 3   | Dealing Assistant,<br>Normal Branch   | Remarks about P<br>Clearance  | ayment                      | Proposed On-<br>line System             |
| Delivery<br>Channel | Phy   | sical Delivery of PTCC th   |   |                             |   |
| -                   | #   | Activity  |   | Mode                        | Stakeholder                             |
|                     | 1   | Private employee logins<br>(web or mobile applicat<br>Application Form and u<br>supporting documents o<br>Annual Income   | tion), fills up the ploads  | On-line                     | Private Employee                        |
|                     | 2   | Based on the declared i<br>will calculate tax liabili<br>also check for any past<br>exists, it will add the pa<br>tax liability. (Calculatic<br>dues with applicable fir<br>applicable after implem<br>new system.) | ty. System will<br>dues, and if any<br>ast dues to the<br>on of past tax<br>ne will only be | On-line                     | System                                  |
| 3                   |   | System will notify the private employee<br>through mobile app notification / e-<br>mail / SMS / WhatsApp about the tax<br>liability   |   | On-line                     | System                                  |
| Process Flow        | 4   | System generates challa<br>barcode / QR code and<br>private employee with   | sends it to the   | On-line                     | System                                  |
|                     | 5   | Private employee pays<br>through the on-line pay<br>(CC / DC / Net Banking<br>etc.)   | the dues<br>ment gateway  | On-line                     | Private Employee                        |
|                     | 6   | After the payment, syst receipt.  | em generates  | On-line                     | System                                  |
|                     | 7   | System then generates<br>(Professional Tax Cleara<br>Certificate).  |   | On-line                     | System                                  |
|                     | 8   | Superintendent of Taxe of challan, receipt and  |   | Off-line                    | Superintendent of<br>Taxes              |
|                     | 9   | Superintendent of Taxe stamps on the PTCC.  |   | Off-line                    | Superintendent of<br>Taxes              |
|                     | 10  | Dealing Assistant puts d<br>PTCC and other remark   |   | On-line                     | Dealing Assistant                       |
|                     | 11  | General Administration<br>sends PTCC through Dat<br>the private employee  | Department  | Off-line                    | General<br>Administration<br>Department |
| Pre-Requisites      |   | 1. All records need to b  | be digitized for Ma   | ster Data and               | Data Comparison                         |

|               | 2. Scheduled rates of taxes may be varied periodically as per the Client's |  |  |  |
|---------------|--|--|--|--|
|               | decision and system must be able to accept such changes.                   |  |  |  |
|               | 3. Prior notice sent on annual basis to all private employees for their    |  |  |  |
|               | payment of professional tax  |  |  |  |
| Output        | (a) Receipt & (b) Signed and Stamped PTCC                                  |  |  |  |
| Success       | 1. Ease of Use of System by Stakeholders                                   |  |  |  |
| Criteria      | 2. Reduction of Processes & Time Taken                                     |  |  |  |
|               | 3. Ease of Generation of Outputs   |  |  |  |
|               | 4. Stakeholders' Ownership of the Processes                                |  |  |  |
| Recommended   | As follows:  |  |  |  |
| Changes       |  |  |  |  |
| (1) Forms     | Nil  |  |  |  |
| (2) Processes | Payment enabled through payment gateway                                    |  |  |  |
|               | Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App    |  |  |  |
|               | • Automated calculations of tax payables, past dues and fines (if any)     |  |  |  |
|               | <ul> <li>Automatic generation of PTCC &amp; Receipt by System</li> </ul>   |  |  |  |
|               |  |  |  |  |

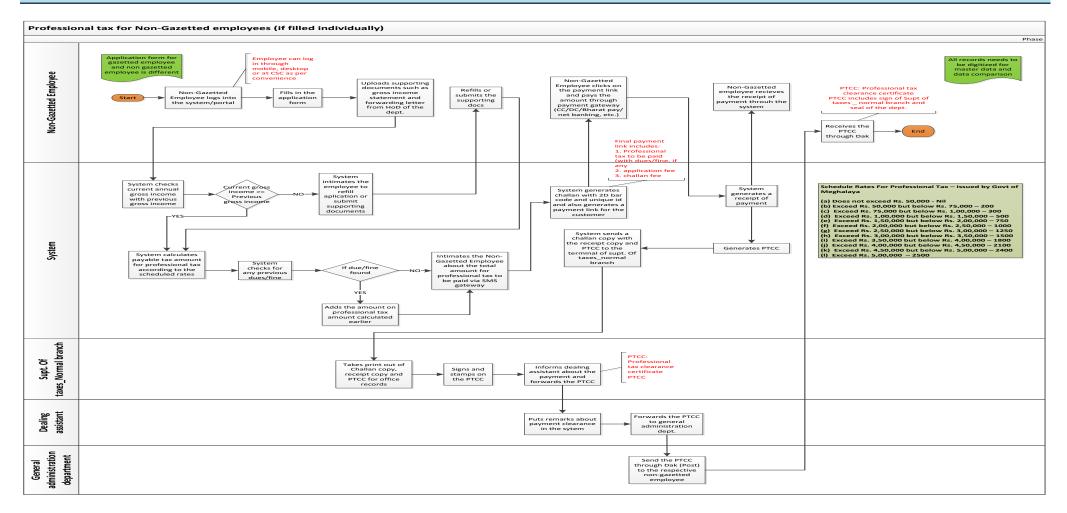
#### 2. Service Name: Professional Tax for Gazetted Officers



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|                       | 9  | System then generates PTCC                 | On-line         | System                |  |  |
|                       |  | (Professional Tax Clearance certificate).  |                 |                       |  |  |
|                       | 10   | Superintendent of Taxes takes printout     | Off-line        | Superintendent of     |  |  |
|                       |  | of challan, receipt and PTCC.              |                 | Taxes                 |  |  |
|                       | 11   | Superintendent of Taxes signs and          | Off-line        | Superintendent of     |  |  |
|                       |  | stamps on the PTCC.                        |                 | Taxes                 |  |  |
|                       | 12   | Dealing Assistant puts details of the      | On-line         | Dealing Assistant     |  |  |
|                       |  | PTCC and other remarks on the System       |                 |                       |  |  |
|                       | 13   | General Administration Department          | Off-line        | General               |  |  |
|                       |  | sends PTCC through Dak (Post Office) to    |                 | Administration        |  |  |
|                       |  | the Gazetted Officer                       |                 | Department            |  |  |
| <b>Pre-Requisites</b> |  | 1. Current gross income should be greate   | er than or equa | al to previous year's |  |  |
|                       |  | gross income, else supporting docume       | nts will be nee | eded by system        |  |  |
|                       |  | 2. All past records of taxes due and paym  | nents need to l | be digitized for      |  |  |
|                       |  | Master Data and Data Comparison            |                 |                       |  |  |
|                       | 3. Scheduled rates of taxes may be varied periodically as per the Client's |  |                 |                       |  |  |
|                       | decision and system must be able to accept such changes.                   |  |                 |                       |  |  |
|                       | 4. Prior notice sent on annual basis to all Gazetted Officers for their    |  |                 |                       |  |  |
|                       |  | payment of professional tax                |                 |                       |  |  |
| Output                | (a)  | (a) Receipt & (b) Signed and Stamped PTCC  |                 |                       |  |  |
| Success               |  | 1. Ease of Use of System by Stakeholders   | ;               |                       |  |  |
| Criteria              |  | 2. Reduction of Processes & Time Taken     |                 |                       |  |  |
|                       |  | 3. Ease of Generation of Outputs           |                 |                       |  |  |
|                       |  | 4. Stakeholders' Ownership of the Proces   | sses            |                       |  |  |
| Recommended           | As f   | ollows:                                    |                 |                       |  |  |
| Changes               |  |  |                 |                       |  |  |
| (1) Forms             | Nil  |  |                 |                       |  |  |
| (2) Processes         | •  | Payment enabled through payment gatew      | ау              |                       |  |  |
|                       | •  | Notifications to the Users through SMS / E | -Mail / Whats   | App / Mobile App      |  |  |
|                       | •  | Automated calculations of tax payables, pa | ast dues and fi | nes (if any)          |  |  |
|                       | •  | Automatic generation of PTCC & Receipt b   | y System        |                       |  |  |
|                       |  |  |                 |                       |  |  |

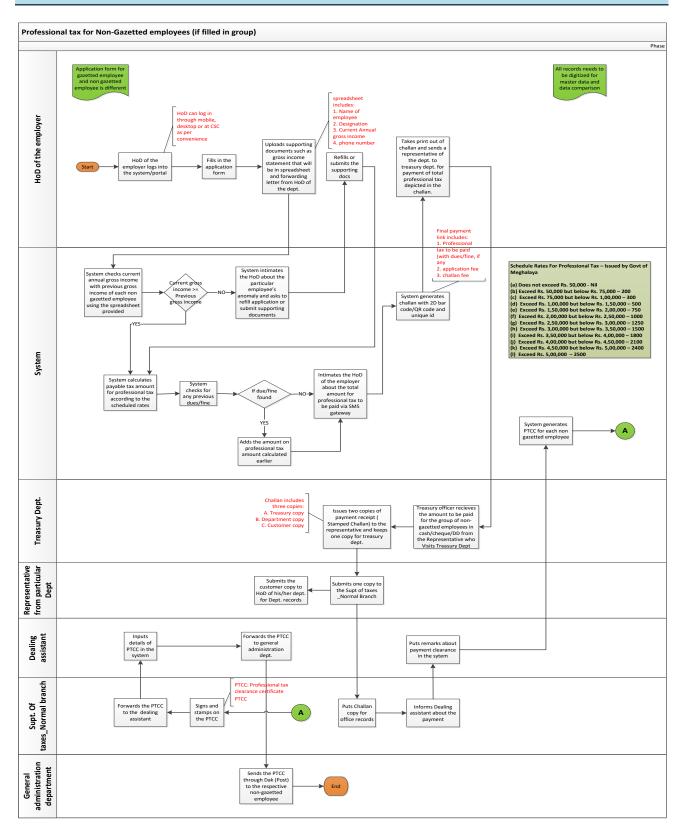
#### 3. Service Name: Professional Tax for Non Gazetted employees (filled individually)



| Objective           | To  | collect Professional Tax fr             | rom Non-Gazetted      | emplovee in G | aro Hills     |  |
|---------------------|---|---|-----------------------|---------------|---------------|--|
| objective           | Autonomous District   |   |                       |               |               |  |
| Trigger             |   | Through SMS / E-Mail / WhatsApp         |                       |               |               |  |
| Stakeholders'       |   | Stakeholder                             | Input                 |               | Mode of Input |  |
| Inputs              | 1   | Non-Gazetted                            | Application Form with |               | Proposed On-  |  |
| •                   |   | employee                                | Supporting Docu       |               | line System   |  |
|                     |   |   | Gross Annual Ind      |               |               |  |
|                     |   |   | & Forwarding Le       | tter from HOD |               |  |
|                     | 2   | Superintendent of                       | Signature & Stan      |               | Physical      |  |
|                     |   | Taxes, Normal Branch                    |                       |               |               |  |
|                     | 3   | Dealing Assistant,                      | Remarks about F       | Payment       | Proposed On-  |  |
|                     |   | Normal Branch                           | Clearance             |               | line System   |  |
| Delivery            | Phy   | vsical Delivery of PTCC thr             | ough Dak              |               |               |  |
| Channel             |   |   |                       |               |               |  |
|                     | #   | Activity                                |                       | Mode          | Stakeholder   |  |
|                     | 1   | Non-Gazetted employe                    | e logins to the       | On-line       | Non-Gazetted  |  |
|                     |   | system (web or mobile                   | application), fills   |               | employee      |  |
|                     |   | up the Application Forn                 | n and uploads         |               |               |  |
|                     |   | supporting documents                    | like Gross            |               |               |  |
|                     |   | Annual Income Stateme                   | ent & Forwarding      |               |               |  |
|                     |   | Letter from HOD                         |                       |               |               |  |
|                     | 2   | System checks current (                 |                       |               | System        |  |
|                     |   | Income with previous G                  | Fross Annual          |               |               |  |
|                     |   | Income                                  |                       |               |               |  |
|                     | 3   | greater than or equal to previous Gross |                       | On-line       | System        |  |
|                     |   |   |                       |               |               |  |
|                     | Annual Income: System will also check<br>for any past dues, and if any exists, it |   |                       |               |               |  |
| <b>Process Flow</b> |   |   |                       |               |               |  |
|                     |   | will add the past dues t<br>liability.  | o the tax             |               |               |  |
|                     | 4   | If current Gross Annual                 | Incomo is loss        | On-line       | System        |  |
|                     | 4   | than previous Gross An                  |                       | On-Inte       | System        |  |
|                     |   | System intimates the N                  |                       |               |               |  |
|                     |   | employee to either corr                 |                       |               |               |  |
|                     |   | to submit supporting do                 | -                     |               |               |  |
|                     |   | reduction of income                     |                       |               |               |  |
|                     | 5   | System will notify the N                | lon-Gazetted          | On-line       | System        |  |
|                     |   | employee through mob                    |                       |               | ,             |  |
|                     |   | notification / e-mail / Sl              |                       |               |               |  |
|                     |   | about the tax liability                 |                       |               |               |  |
|                     | 6   | System generates challa                 | an with 2D            | On-line       | System        |  |
|                     |   | barcode / QR code and                   | sends it to the       |               |               |  |
|                     |   | Non-Gazetted employe                    | e with payment        |               |               |  |
|                     |   | link                                    |                       |               |               |  |
|                     | 7   | Non-Gazetted employe                    | e pays the dues       | On-line       | Non-Gazetted  |  |
|                     |   | through the on-line pay                 | vment gateway         |               | employee      |  |
|                     |   | (CC / DC / Net Banking ,                | / BharatPay etc.)     |               |               |  |

|                       | 8  | After the payment, system generates  | On-line         | System                |  |
|-----------------------|--|--|-----------------|-----------------------|--|
|                       |  | receipt.   | On-line         | System                |  |
|                       | 9  | System then generates PTCC   | On-line         | System                |  |
|                       |  | (Professional Tax Clearance Certificate).  | On mic          | System                |  |
|                       | 10   | Superintendent of Taxes takes printout   | Off-line        | Superintendent of     |  |
|                       |  | of challan, receipt and PTCC.  | off fine        | Taxes                 |  |
|                       | 11   | Superintendent of Taxes signs and  | Off-line        | Superintendent of     |  |
|                       |  | stamps on the PTCC.  | ••••••          | Taxes                 |  |
|                       | 12   | Dealing Assistant puts details of the  | On-line         | Dealing Assistant     |  |
|                       |  | PTCC and other remarks on the System   |                 | C C                   |  |
|                       | 13   | General Administration Department  | Off-line        | General               |  |
|                       |  | sends PTCC through Dak (Post Office) to  |                 | Administration        |  |
|                       |  | the Non-Gazetted employee  |                 | Department            |  |
| <b>Pre-Requisites</b> |  | 5. Current gross income should be greated  | er than or equa | al to previous year's |  |
|                       |  | gross income, else supporting docume   |                 |                       |  |
|                       |  | 6. All past records of taxes due and paym  | ents need to b  | pe digitized for      |  |
|                       | Master Data and Data Comparison  |  |                 |                       |  |
|                       | 7. Scheduled rates of taxes may be varied periodically as per the Client's |  |                 |                       |  |
|                       | decision and system must be able to accept such changes.                   |  |                 |                       |  |
|                       |  | 8. Prior notice sent on annual basis to all  | Non-Gazetted    | l employee for their  |  |
|                       |  | payment of professional tax  |                 |                       |  |
| Output                | (a)  | Receipt & (b) Signed and Stamped PTCC  |                 |                       |  |
| Success               |  | 5. Ease of Use of System by Stakeholders   |                 |                       |  |
| Criteria              |  | 6. Reduction of Processes & Time Taken   |                 |                       |  |
|                       |  | <ol> <li>Ease of Generation of Outputs</li> <li>Stakeholders' Ownership of the Proces</li> </ol> |                 |                       |  |
| Recommended           | Act  | <ol> <li>Stakeholders' Ownership of the Procest<br/>follows:</li> </ol>                          | ses             |                       |  |
| Changes               |  | UIIUWS.  |                 |                       |  |
| (1) Forms             | Nil  |  |                 |                       |  |
| (2) Processes         | •  | Payment enabled through payment gatew  | av              |                       |  |
| (2) 11000303          |  | Notifications to the Users through SMS / E   | •               | Ann / Mohile Ann      |  |
|                       |  | Automated calculations of tax payables, pa   |                 |                       |  |
|                       |  |  |                 |                       |  |
|                       | -  | Automatic generation of PTCC & Receipt by System   |                 |                       |  |

4. Service Name: Professional Tax for Non-Gazetted employee (filled in group)

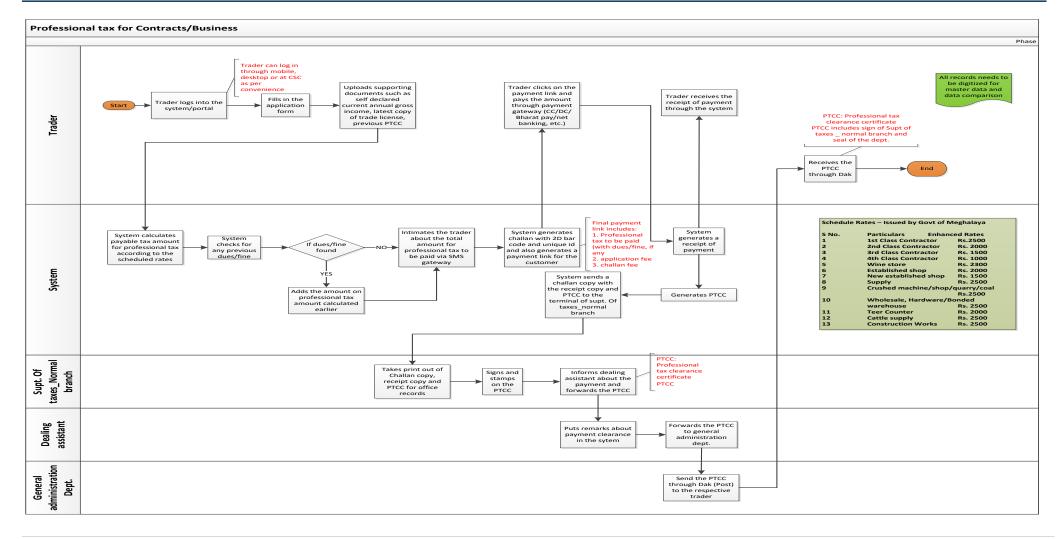


| Objective           | To collect Professional Tax from Non-Gazetted Employees in Garo Hills Autonomous |   |  |   |                                |  |
|---------------------|--|---|--|---|--------------------------------|--|
| Trigger             |  | District<br>Through SMS / E-Mail / WhatsApp   |  |   |                                |  |
| Trigger             | Inrol  | Stakeholder   | App<br>Input   |   | Mode of Input                  |  |
|                     | 1  | Head of Department<br>(HOD) of Employer   | Application Form<br>Supporting Docu<br>Gross Annual Ind<br>(in Spreadsheet)<br>Letter from HOD | uments such as<br>come Statemen<br>) & Forwarding | Proposed On-line<br>System     |  |
| Stakeholders'       | 2  | Superintendent of Taxes, Normal Branch  | Signature & Star   |   | Physical                       |  |
| Inputs              | 3  | Dealing Assistant,<br>Normal Branch   | Remarks about I<br>Clearance   | Payment   | Proposed On-line<br>System     |  |
|                     | 4  | General<br>Administration<br>Department   | Sends PTCC to N<br>Employee by Da  |   | Physical                       |  |
|                     | 5  | Representative of the<br>office (sent by HoD of<br>the employer)  | Pays the total ar<br>cash/cheque/DE<br>office  |   | Physical<br>y                  |  |
| Delivery<br>Channel | Physi  | cal Delivery of PTCC throu  | ugh Dak  |   |                                |  |
|                     | 1  | Activity<br>HOD of Employer logins<br>(web or mobile applicat<br>Application Form and u<br>supporting documents<br>Annual Income Stateme<br>spreadsheet) & Forward<br>HOD | tion), fills up the<br>ploads<br>like Gross<br>ent (in   | Mode<br>On-line                                   | Stakeholder<br>HOD of Employer |  |
|                     | 2  | System individually che<br>Gross Annual Income o<br>Gazetted Employee wit<br>Annual Income using Sp   | f each Non-<br>h previous Gross  | On-line   | System                         |  |
| Process Flow        | 3  | If current Gross Annual<br>greater than or equal to<br>Annual Income: System<br>for any past dues, and i<br>will add the past dues t<br>liability.                        | Income is<br>o previous Gross<br>will also check<br>f any exists, it                           | On-line   | System                         |  |
|                     | 4  | If current Gross Annual<br>than previous Gross An<br>any Non-Gazetted Emp<br>intimates the HOD abou<br>employee's anomaly ar<br>submitting supporting of                  | nual Income for<br>loyee: System<br>ut particular<br>nd requests for                           | On-line   | System                         |  |
|                     | 5  | System will notify the H<br>through mobile app not<br>/ SMS / WhatsApp about  | IOD of Employer<br>tification / e-mail   | On-line   | System                         |  |

|                  | 6  | System generates challan with 2D              | On-line        | System                 |  |
|------------------|--|---|----------------|------------------------|--|
|                  |  | barcode / QR code and unique ID               |                |                        |  |
|                  | 7  | HOD of Employer takes print-out of the        | Off-line       | HOD of Employer        |  |
|                  |  | challan and sends representative of           |                |                        |  |
|                  |  | Office to the Treasury Department for         |                |                        |  |
|                  |  | payment of total professional tax             |                |                        |  |
|                  |  | depicted in the challan                       |                |                        |  |
|                  | 8  | Treasury Officer receives the amount to       | Off-Line       | Treasury Officer       |  |
|                  |  | be paid for the group of Non-Gazetted         |                |                        |  |
|                  |  | Employees in cash / cheque / DD from          |                |                        |  |
|                  |  | the representative who visits Treasury        |                |                        |  |
|                  |  | Department                                    |                |                        |  |
|                  | 9  | Treasury Officer issues two copies of         | Off-line       | Treasury Officer       |  |
|                  |  | Payment Receipt (stamped challan) to          |                |                        |  |
|                  |  | Representative and keeps one copy             |                |                        |  |
|                  | 10   | Representative submits one copy to the        | Off-line       | Representative         |  |
|                  |  | Superintendent of Taxes (Normal               |                |                        |  |
|                  |  | Branch) and submits one copy to HOD           |                |                        |  |
|                  |  | of Employer for office records                |                |                        |  |
|                  | 11   | Superintendent of Taxes informs               | Off-line       | Superintendent of      |  |
|                  |  | Dealing Assistant of the payment              |                | Taxes                  |  |
|                  | 12   | Dealing Assistant puts remarks about          | On-line        | Dealing Assistant      |  |
|                  |  | Payment Clearance in the system               |                |                        |  |
|                  | 13   | System generates PTCC for each Non-           | On-line        | System                 |  |
|                  |  | Gazetted Employee of Office                   |                |                        |  |
|                  | 14   | Superintendent of Taxes signs and             | Off-line       | Superintendent of      |  |
|                  |  | stamps on the PTCC (for each Non              |                | Taxes                  |  |
|                  |  | Gazetted employee).                           |                |                        |  |
|                  | 15   | Superintendent of Taxes forwards              | Off-line       | Superintendent of      |  |
|                  |  | PTCCs to the Dealing Assistant                |                | Taxes                  |  |
|                  | 16   | Dealing Assistant inputs details of PTCC      | On-line        | Dealing Assistant      |  |
|                  |  | of each non gazette employee in the           |                |                        |  |
|                  |  | system  |                |                        |  |
|                  | 17   | Dealing Assistant forwards PTCC of each       | Off-line       | Dealing Assistant      |  |
|                  |  | Non-Gazetted Employee to General              |                |                        |  |
|                  |  | Administration Department                     |                |                        |  |
|                  | 18   | General Administration Department             | Off-line       | General                |  |
|                  |  | sends PTCC through Dak (Post Office) to       |                | Administration         |  |
|                  |  | the Non-Gazetted Employee                     |                | Department             |  |
| Pre-Requisites   | 9  |   | •              |                        |  |
|                  |  | income, else supporting documents will        | -              | -                      |  |
|                  | 1  | 0. All past records of taxes due and payme    | nts need to be | e digitized for Master |  |
|                  |  | Data and Data Comparison                      |                |                        |  |
|                  | 1  | 1. Scheduled rates of taxes may be varied     |                | •                      |  |
|                  |  | decision and system must be able to acc       | •              | -                      |  |
|                  | 1  | 2. Prior notice sent on annual basis to all H |                | ers for the payment of |  |
|                  | <u> </u>                                     | professional tax by their Non-Gazetted B      | mployees       |                        |  |
| Output           |  | eceipt & (b) Signed and Stamped PTCC          |                |                        |  |
| Success Criteria |  | Ease of Use of System by Stakeholders         |                |                        |  |
|                  |  | 0. Reduction of Processes & Time Taken        |                |                        |  |
|                  |  | 1. Ease of Generation of Outputs              |                |                        |  |
|                  | 12. Stakeholders' Ownership of the Processes |   |                |                        |  |

| Recommended   | As follows:   |
|---------------|---|
| Changes       |   |
| (1) Forms     | Nil   |
| (2) Processes | Payment enabled through payment gateway                                 |
|               | Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App |
|               | Automated calculations of tax payables, past dues and fines (if any)    |
|               | Automatic generation of PTCC & Receipt by System                        |

#### 5. Service Name: Professional Tax for Contracts/Business

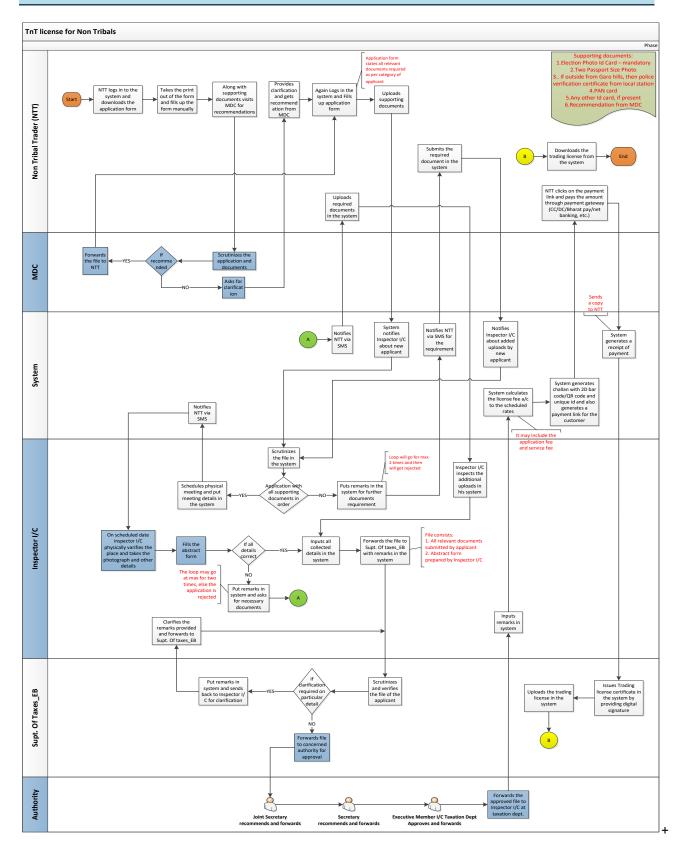


| Objective     | To   | collect Professional Tax from                                  | Contracts/Busin   | ess in Garo Hills |                   |
|---------------|--|--|-------------------|-------------------|-------------------|
| Objective     | To collect Professional Tax from Contracts/Business in Garo Hills Autonomous<br>District |  |                   |                   |                   |
| Trigger       | Through SMS / E-Mail / WhatsApp – When Private Employee fills application form           |  |                   |                   |                   |
| Stakeholders' |  | Stakeholder     Input     Mode of Input                        |                   |                   |                   |
| Inputs        | 1  |  | Application Form  | -                 |                   |
| • • • •       | (Contracts/Business) Documents such as Self-   |  |                   | line System       |                   |
|               |  |  | Declaration for G |                   |                   |
|               |  |  | Income            |                   |                   |
|               | 2  | Superintendent of  | Signature & Stam  | p on PTCC         | Physical          |
|               |  | Taxes, Normal Branch   | -                 |                   |                   |
|               | 3  | Dealing Assistant,   | Remarks about Pa  | ayment            | Proposed On-      |
|               |  |  | Clearance         |                   | line System       |
| Delivery      | Phy  | sical Delivery of PTCC throu                                   | gh Dak            |                   |                   |
| Channel       |  |  |                   |                   |                   |
|               | #  | Activity   |                   | Mode              | Stakeholder       |
|               | 1  | Trader logins to the system                                    | n (web or mobile  | On-line           | Trader            |
|               |  | application), fills up the A                                   | pplication Form   |                   |                   |
|               |  | and uploads supporting do                                      |                   |                   |                   |
|               |  | Declared Annual Income,  |                   |                   |                   |
|               |  |  |                   |                   |                   |
|               | <u> </u>   | trade license and previous                                     | •                 |                   |                   |
|               | 2  | Based on the declared inco                                     | On-line           | System            |                   |
|               |  | will calculate tax liability.                                  | •                 |                   |                   |
|               |  | check for any past dues, and                                   | •                 |                   |                   |
|               |  | it will add the past dues to                                   |                   |                   |                   |
|               |  | liability. (Calculation of par<br>applicable fine will only be |                   |                   |                   |
|               |  | after implementation of th                                     |                   |                   |                   |
|               | 3  | System will notify the Trac                                    |                   | On-line           | System            |
|               |  | mobile app notification / e                                    | -                 | On line           | System            |
| Process Flow  |  | WhatsApp about the tax li                                      |                   |                   |                   |
|               | 4  | System generates challan                                       |                   | On-line           | System            |
|               |  | barcode / QR code and sei                                      |                   |                   | ,                 |
|               |  | Trader with payment link                                       |                   |                   |                   |
|               | 5  | Trader pays the dues throu                                     | ugh the on-line   | On-line           | Trader            |
|               |  | payment gateway (CC / DC                                       | C / Net Banking   |                   |                   |
|               |  | / BharatPay etc.)  |                   |                   |                   |
|               | 6  | After the payment, system                                      | n generates       | On-line           | System            |
|               |  | receipt.   |                   |                   |                   |
|               | 7  | System then generates PT                                       | CC (Professional  | On-line           | System            |
|               |  | tax Clearance Certificate).                                    |                   |                   |                   |
|               | 8  | Superintendent of Taxes ta                                     | akes printout of  | Off-line          | Superintendent of |
|               | <u> </u>   | challan, receipt and PTCC.                                     |                   |                   | Taxes             |
|               | 9  | Superintendent of Taxes s                                      | igns and stamps   | Off-line          | Superintendent of |
|               |  | on the PTCC.   |                   |                   | Taxes             |
|               | 10   | Dealing Assistant puts det                                     |                   | On-line           | Dealing Assistant |
|               |  | and other remarks on the                                       | system            |                   |                   |

|                  | 11General Administration Department<br>sends PTCC through Dak (Post Office) to<br>the TraderOff-lineGeneral<br>Administration<br>Department  |  |  |  |  |
|------------------|--|--|--|--|--|
| Pre-Requisites   | <ol> <li>All records need to be digitized for Master Data and Data Comparison</li> <li>Scheduled rates of taxes may be varied periodically as per the Client's decision and system must be able to accept such changes.</li> <li>Prior notice sent on annual basis to all Trader (Contracts/Business) for their payment of professional tax</li> </ol> |  |  |  |  |
| Output           | (a) Receipt & (b) Signed and Stamped PTCC  |  |  |  |  |
| Success Criteria | 5. Ease of Use of System by Stakeholders   |  |  |  |  |
|                  | 6. Reduction of Processes & Time Taken   |  |  |  |  |
|                  | 7. Ease of Generation of Outputs   |  |  |  |  |
|                  | 8. Stakeholders' Ownership of the Processes  |  |  |  |  |
| Recommended      | As follows:  |  |  |  |  |
| Changes          |  |  |  |  |  |
| (1) Forms        | Nil  |  |  |  |  |
| (2) Processes    | Payment enabled through payment gateway  |  |  |  |  |
|                  | Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App  |  |  |  |  |
|                  | • Automated calculations of tax payables, past dues and fines (if any)   |  |  |  |  |
|                  | Automatic generation of PTCC & Receipt by System   |  |  |  |  |

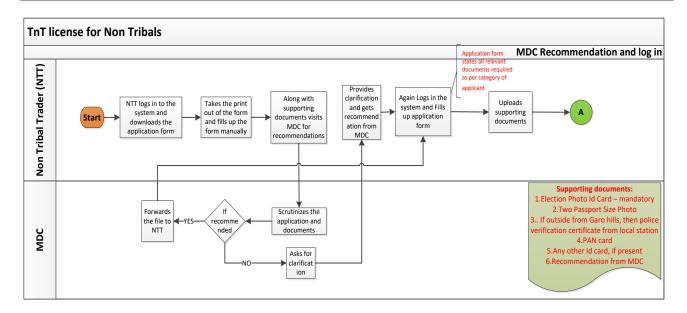
### 6.Service Name: Trading License (TnT) for Non-Tribal

#### a. To Be Process Map (a / e)

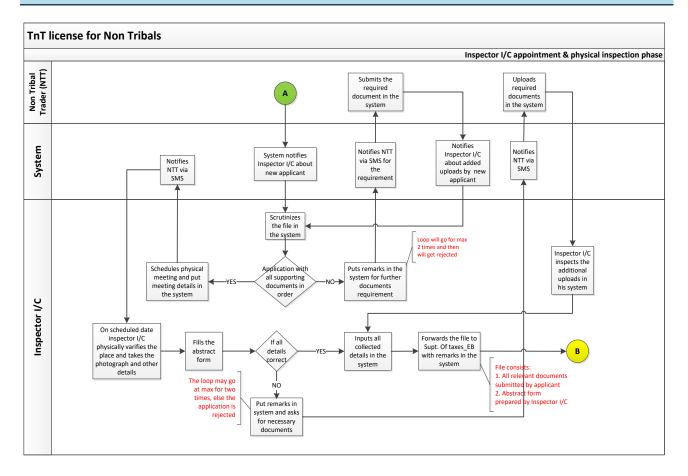


Process flow for To-Be of Trading License (TnT) for Non-Tribal in segments

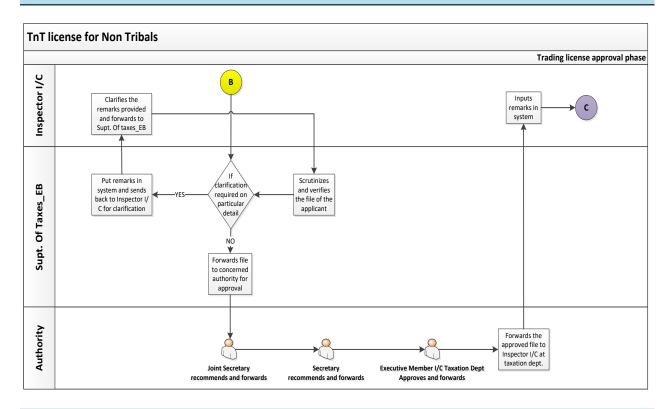
#### b. To Be Process (b/e) MDC Recommendation and Log in



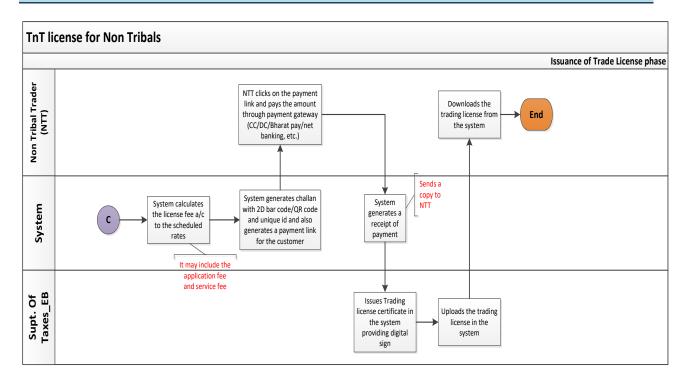
#### c. To Be Process (c/e) Inspector I/C appointment & physical inspection phase



#### d. To Be Process (d/e) Trading license approval phase



#### e. To Be Process (e/e) Issuance of Trade License phase

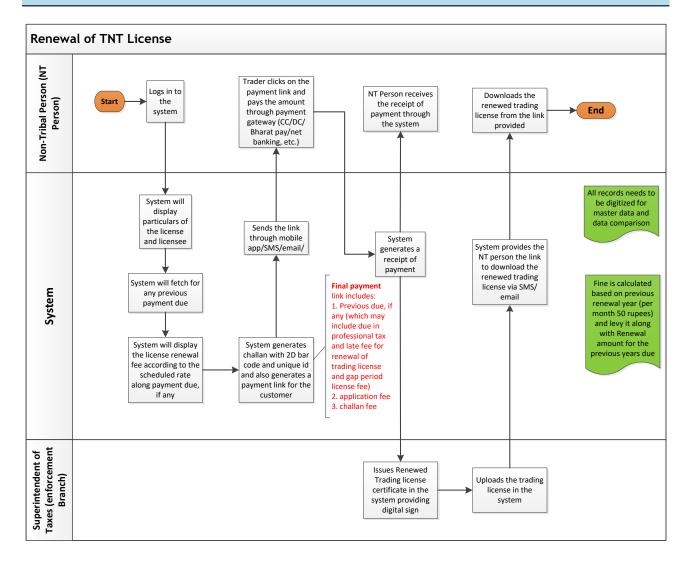


| Objective               | To provide Trading License to the Non-Tribal Traders in Garo Hills Autonomous |   |  |  |             |
|-------------------------|---|---|--|--|-------------|
|                         | District  |   |  |  |             |
| Trigger                 | Through SMS / E-Mail / WhatsApp   |   |  |  |             |
|                         | 1   | Stakeholder<br>Non-Tribal Trader (NTT)  | Input<br>Application Form v<br>Documents such a<br>Photo Identity Car<br>Card, any other ID<br>Passport Sized Pho<br>Recommendation<br>Police Verification<br>from Local Police S<br>from outside Garo | s Election<br>d (EPIC), PAN<br>card, scanned<br>otos,<br>from MDC,<br>Certificate<br>Station (if NTT | line System |
|                         | 2   | Member of District  | Recommendation   | on Application   | Physical    |
|                         |   | Council (MDC)   | Form   |  |             |
| Stakeholders'<br>Inputs |   |   |  |  |             |
|                         |   |   | Physical Verificati<br>Site  | on of Trader's   | Physical    |
|                         | 4   | Superintendent of TaxesScrutinizing & Verifying the File of<br>Applicant  |  | f Physical   |             |
|                         |   |   | Digital Signature on Trading<br>License Certificate  |  | On-line     |
|                         | 5   | Recommending &<br>Approving Authorities<br>(Joint Secretary,<br>Secretary & Executive<br>Member I/C Taxation)         | Recommendation<br>Approval of Applic   |  | Off-line    |
| Delivery<br>Channel     | On-   | On-line Delivery of Trading License   |  |  |             |
|                         | #   | Activity  |  | Mode   | Stakeholder |
|                         | 1   | NTT logs-in and downloads   | Application Form   | On-line  | NTT         |
|                         | 2   | NTT takes print-out of Application Form and Off-line fills up manually  |  |  | NTT         |
|                         | 3   |   |  | NTT  |             |
|                         | 4   | MDC scrutinizes the filled-up Application Off-line N<br>Form & Documents  |  | MDC  |             |
| Process Flow            | 5   | If Clarification needed:<br>MDC asks NTT for necessar<br>additional documents<br>Otherwise:<br>MDC recommends the App |  | Off-line   | MDC         |
|                         | 6   | NTT logs-in and fills up the<br>& uploads scanned copy of   | Application Form   | On-line  | NTT         |

|                     |          | Recommended Application Form & (2) Other  |          |                                 |
|---------------------|----------|---|----------|---------------------------------|
|                     | <u> </u> | Supporting Documents  |          |                                 |
|                     | 7        | System notifies Inspector I/C about new<br>Applicant                                | On-line  | System                          |
|                     | 8        | Inspector I/C scrutinizes the Application in the System                             | On-line  | Inspector I/C                   |
|                     | 9        | If Application is not in order:   |          |                                 |
|                     |          | Inspector I/C puts remarks in the system for  | On-line  | Inspector I/C                   |
|                     |          | further documents required  |          |                                 |
|                     |          | System notifies NTT about further   | On-line  | System                          |
|                     |          | documents required  |          | - /                             |
|                     |          | NTT uploads the further documents required  | On-line  | NTT                             |
|                     | 10       | If Application is in order:   |          |                                 |
|                     |          | Inspector I/C schedules Physical Meet for   | On-line  | Inspector I/C                   |
|                     |          | Verification and puts meeting details in the  |          |                                 |
|                     |          | system  |          |                                 |
|                     | 11       | Inspector I/C physically verifies the NTT's site on scheduled date                  | Off-line | Inspector I/C                   |
|                     | 12       | Inspector I/C fills up the Abstract Form  | Off-line | Inspector I/C                   |
|                     | 13       | If some details are not correct as per physical                                     |          |                                 |
|                     |          | verification:   |          |                                 |
|                     |          | Inspector I/C puts remarks in the system for  | On-line  | Inspector I/C                   |
|                     |          | further documents or corrections required   |          |                                 |
|                     |          | System notifies NTT further documents or  | On-line  | System                          |
| <b>Process Flow</b> |          | corrections required  |          |                                 |
| (Continued)         |          | NTT uploads further documents or  | On-line  | NTT                             |
|                     |          | corrections required  |          |                                 |
|                     |          | Inspector I/C inspects additional uploads by  | On-line  | Inspector I/C                   |
|                     | 14       | NTT in the system   |          |                                 |
|                     | 14       | If all details are correct as per physical verification:                            |          |                                 |
|                     |          | Inspector I/C inputs all collected details in                                       | On-line  | Inspector I/C                   |
|                     |          | the system  |          |                                 |
|                     | 15       | Inspector I/C forwards the file to  | Off-line | Inspector I/C                   |
|                     |          | Superintendent of Taxes (EB) with remarks in  |          |                                 |
|                     |          | the system  |          |                                 |
|                     | 16       | Superintendent of Taxes (EB) scrutinizes &  | Off-line | Superintendent of               |
|                     |          | verifies the File of Applicant  |          | Taxes (EB)                      |
|                     | 17       | If any clarification is required for the File:                                      |          |                                 |
|                     |          | Superintendent of Taxes (EB) put remarks in   | On-line  | Superintendent of               |
|                     |          | system  | Off-line | Taxes (EB)                      |
|                     |          | Superintendent of Taxes (EB) sends back the file to Inspector I/C for clarification | On-line  | Superintendent of<br>Taxes (EB) |
|                     |          | Inspector I/C clarifies the remark and  | Off-line | Inspector I/C                   |
|                     |          | forwards to Superintendent of Taxes (EB) for  | On-line  | inspector i/c                   |
|                     |          | further process   |          |                                 |
|                     | 18       | If all particulars are correct:   |          | l                               |
|                     |          | Superintendent of Taxes (EB) forwards the   | Off-line | Superintendent of               |
|                     | 1        | file to concerned authority for   |          | Taxes (EB)                      |
|                     | 1        | recommendations and approval  |          |                                 |
|                     | 1        |   | 1        |                                 |

|   | 19  | Concerned authorities recommends and  | Off-line      | Authority (Joint  |  |  |
|---|---|---|---------------|-------------------|--|--|
|   | 19  | approves the file of the applicant and  | On-line       | Secretary,        |  |  |
|   |   | forwards the approved file to the Inspector   |               | Secretary &       |  |  |
|   |   | I/C   |               | Executive         |  |  |
|   |   | 1/C   |               |                   |  |  |
|   |   |   |               | Member I/C        |  |  |
|   | 20  |   | Online        | Taxation)         |  |  |
|   | 20  | Inspector I/C inputs remarks in the system  | On-line       | Inspector I/C     |  |  |
|   |   | about the approval  |               |                   |  |  |
|   | 21  | System calculates the license fee a/c to the  | On-line       | System            |  |  |
|   |   | scheduled rates. (Final payment may include   |               |                   |  |  |
|   |   | the application fee and service fee)  |               |                   |  |  |
|   | 22  | System generates challan with 2D bar  | On-line       | System            |  |  |
|   |   | code/QR code and unique id, and it also   |               |                   |  |  |
|   |   | generates a payment link for the customer   |               |                   |  |  |
|   | 23  | NTT clicks on the payment link and pays the   | On-line       | NTT               |  |  |
|   |   | amount through payment gateway  |               |                   |  |  |
|   |   | (CC/DC/Bharat pay/net banking, etc.)  |               |                   |  |  |
|   | 24  | System generates a receipt of payment   | On-line       | System            |  |  |
|   | 25  | Superintendent of Taxes (EB) issues Trading   | On-line       | Superintendent of |  |  |
|   |   | license certificate in the system by providing  |               | Taxes (EB)        |  |  |
|   |   | digital signature and uploads in the system   |               |                   |  |  |
|   | 26  | NTT downloads the Trading License from the  | On-line       | NTT               |  |  |
|   |   | system  |               |                   |  |  |
| Pre-Requisites  | 13. The online application and logging in the system can be made by         |   |               |                   |  |  |
|   |   | mobile/web/CSC as per convenience   |               |                   |  |  |
|   |   | 14. All past records of taxes due and payments need to be digitized for Master  |               |                   |  |  |
|   |   | Data and Data Comparison  |               |                   |  |  |
|   | 15. Scheduled rates of taxes may be varied periodically as per the Client's |   |               |                   |  |  |
|   |   | is concurrent factor of taxes may be varied per   |               |                   |  |  |
|   |   | decision and system must be able to accept  |               |                   |  |  |
| Output  | (a) I   |   | such change   |                   |  |  |
| Output<br>Success Criteria                              | (a) I   | decision and system must be able to accept  | such change   |                   |  |  |
| •   | (a)   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N   | such change   |                   |  |  |
| •   | (a)   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders  | such change   |                   |  |  |
| •   | (a)   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken   | such change   |                   |  |  |
| •   |   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs  | such change   |                   |  |  |
| Success Criteria  |   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes  | such change   |                   |  |  |
| Success Criteria<br>Recommended                         |   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes  | such change   |                   |  |  |
| Success Criteria<br>Recommended<br>Changes              | As f  | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes  | such change   |                   |  |  |
| Success Criteria<br>Recommended<br>Changes<br>(1) Forms | As f<br>Nil   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes<br>follows:  | t such change | S.                |  |  |
| Success Criteria<br>Recommended<br>Changes<br>(1) Forms | As f<br>Nil   | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes<br>follows:<br>Payment enabled through payment gateway<br>Notifications to the Users through SMS / E-Mail  | t such change | S.                |  |  |
| Success Criteria<br>Recommended<br>Changes<br>(1) Forms | As f<br>Nil<br>•  | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes<br>ollows:<br>Payment enabled through payment gateway<br>Notifications to the Users through SMS / E-Mail<br>Automated calculations of tax payables | t such change | S.                |  |  |
| Success Criteria<br>Recommended<br>Changes<br>(1) Forms | As f<br>Nil<br>•  | decision and system must be able to accept<br>Receipt & (b) Digitally Signed Trading License (N<br>13. Ease of Use of System by Stakeholders<br>14. Reduction of Processes & Time Taken<br>15. Ease of Generation of Outputs<br>16. Stakeholders' Ownership of the Processes<br>follows:<br>Payment enabled through payment gateway<br>Notifications to the Users through SMS / E-Mail  | t such change | S.                |  |  |

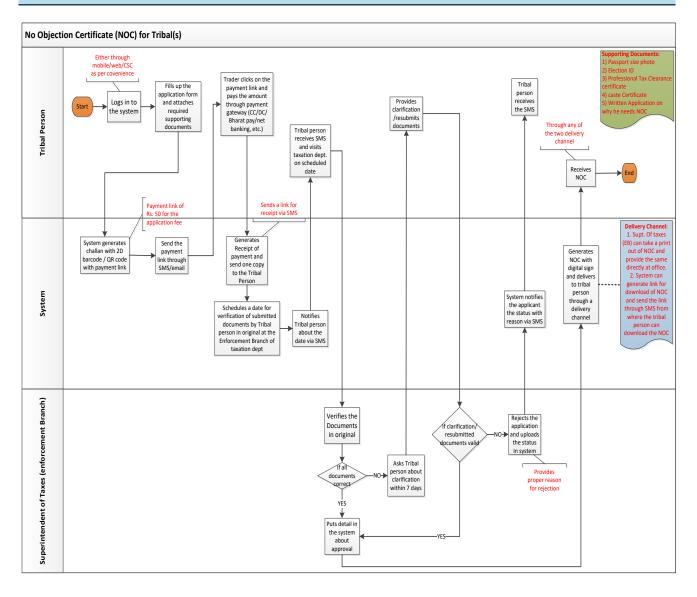
7.Service Name: Renewal of trading license by non-tribal(s) (Renewed TnT)



| Objective     | To issue renewed TnT license (to be renewed every Financial year)   |  |  |                       |                   |
|---------------|---|--|--|-----------------------|-------------------|
| -             |   |  |  |                       |                   |
| Trigger       | Through SMS / E-Mail – When Private Employee fills application form |  |  |                       |                   |
| Stakeholders' |   | Stakeholder  | Input                                      | Mode of Input         |                   |
| Inputs        | 1   | Non-Tribal Person (NT                                      | Logs in the syste                          | m                     | On-line           |
|               |   | Person)  |  |                       |                   |
|               | 2   | Superintendent of Taxes,                                   | Puts digital signa                         | ture in the           | On-line           |
|               |   | Enforcement Branch   | renewed trading                            | license and           |                   |
|               |   | (EB)   | uploads in the system                      |                       |                   |
| Delivery      | On-li   | I<br>ine renewed trading license                           | to be downloaded                           | by NT Person <b>(</b> | Renewed TnT       |
| Channel       | Licer   | nse)   |  |                       |                   |
|               | #   | Activity   |  | Mode                  | Stakeholder       |
|               | 1   | Tribal Person logins to the                                | system                                     | On-line               | NT Person         |
|               |   | (web/mobile application/0                                  | CSC)                                       |                       |                   |
|               | 2   | System will display particu                                | lars of the license                        | On-line               | System            |
|               |   | and licensee   |  |                       |                   |
|               | 3   | System will fetch for any p                                | revious payment                            | On-line               | System            |
|               | due           4         System will display the license renewal fee |  | On-line                                    | C. vata na            |                   |
|               | 4   | according to the scheduled                                 |  | Un-line               | System            |
|               |   | payment due, if any  | a rate along                               |                       |                   |
|               | 5   | System generates challan with 2D barcode                   |  | On-line               | System            |
|               |   |  | on me                                      | System                |                   |
|               |   | / QR code with payment li                                  |  |                       |                   |
|               |   | (Final payment link include                                |  |                       |                   |
|               |   | 1. Previous due, if any (wh                                | •  |                       |                   |
|               |   | due in professional tax, lat<br>renewal of trading license |  |                       |                   |
|               |   | license fee)   | and gap period                             |                       |                   |
|               |   | 2. application fee   |  |                       |                   |
| Process Flow  |   | 3. challan fee)  |  |                       |                   |
|               | 6 System will send the payment link to the                          |  | On-line                                    | System                |                   |
|               |   | tribal person through mobile app                           |  |                       |                   |
|               |   | notification / e-mail / SMS                                | ••   |                       |                   |
|               | 7   | NT person (Trader) pays th                                 |  | On-line               | NT Person         |
|               |   | through the on-line payment gateway (CC                    |  |                       |                   |
|               |   | / DC / Net Banking / Bhara                                 |  |                       |                   |
|               | 8   | After the payment, system generates                        |  | On-line               | System            |
|               |   | receipt and sends to NT pe                                 | erson                                      |                       |                   |
|               | 9 NT Person receives the receipt of payment                         |  | On-line                                    | NT Person             |                   |
|               |   | through the system   |  |                       |                   |
|               | 10  | Superintendent of Taxes (EB) Issues                        |  | On-line               | Superintendent of |
|               |   | _  | Renewed Trading license certificate in the |                       | Taxes (EB)        |
|               |   | system providing digital sig                               | -  |                       |                   |
|               | 11  | Superintendent of Taxes                                    |  |                       | Superintendent of |
|               | <u> </u>  | trading license in the syste                               |  |                       | Taxes (EB)        |
|               | 12  | System provides the NT p                                   |  | On-line               | System            |
|               |   | download the renewed trading license via                   |  |                       |                   |
|               |   | SMS/email  |  |                       |                   |

|                | 13NT Person downloads the renewed tradingOn-lineNT Personlicense from the link providedIncome and the link providedIncome and the link providedIncome and the link provided |  |  |  |  |  |  |
|----------------|---|--|--|--|--|--|--|
|                |   |  |  |  |  |  |  |
| Pre-Requisites | 1. All records need to be digitized for Master Data and Data Comparison   |  |  |  |  |  |  |
|                | 2. Previous due will be automatically calculated, if any which may include Previous   |  |  |  |  |  |  |
|                | due, if any (which may include due in professional tax, late fee for renewal of   |  |  |  |  |  |  |
|                | trading license and gap period license fee  |  |  |  |  |  |  |
|                | 3. Fine is calculated based on previous renewal year (per month 50 rupees) and  |  |  |  |  |  |  |
|                | levy it along with Renewal amount for the previous years due  |  |  |  |  |  |  |
|                | 4. The TnT license is renewed every Financial Year  |  |  |  |  |  |  |
| Output         | (a) Receipt & (b) Signed Renewed TnT license  |  |  |  |  |  |  |
| Success        | 1. Ease of Use of System by Stakeholders  |  |  |  |  |  |  |
| Criteria       | 2. Reduction of Processes & Time Taken  |  |  |  |  |  |  |
|                | 3. Ease of Generation of Outputs  |  |  |  |  |  |  |
|                | 4. Stakeholders' Ownership of the Processes   |  |  |  |  |  |  |
| Recommended    | As follows:   |  |  |  |  |  |  |
| Changes        |   |  |  |  |  |  |  |
| (1) Forms      | Nil   |  |  |  |  |  |  |
| (2) Processes  | Payment enabled through payment gateway   |  |  |  |  |  |  |
|                | <ul> <li>Notifications to the Users through SMS / E-Mail / Mobile App</li> </ul>  |  |  |  |  |  |  |
|                | Automatic generation of Renewed TnT license & Receipt by System   |  |  |  |  |  |  |

#### 8. Service Name: No Objection Certificate (NOC) for trading by Tribal



| Objective     | To issue No Objection Certificate (NOC) for trading by Tribal       |   |   |                |                             |
|---------------|---|---|---|----------------|-----------------------------|
| Trigger       | Through SMS / E-Mail – When Private Employee fills application form |   |   |                |                             |
| Stakeholders' |   | Stakeholder   | Input   |                | Mode of Input               |
| Inputs        | 1   | Tribal Person   | Supporting Docum  |                | Proposed On-<br>line System |
|               |   |   | passport size pho<br>professional tax   |                |                             |
|               |   |   | certificate, caste  |                |                             |
|               |   |   | written applicati<br>person needs NC  |                |                             |
|               | 2   | Superintendent of Taxes,<br>Enforcement Branch          | Verification of th  | e documents    | Physical                    |
|               |   | (EB)  | Puts details in th approval   | e system about | Proposed On-<br>line System |
| Delivery      | Supe  | erintendent Of taxes (EB) ca                            |   | of NOC and pro |                             |
| Channel       |   | ctly at office, OR System can                           | •   |                |                             |
|               |   | through SMS from where th                               | -   |                |                             |
|               | #   | Activity  |   | Mode           | Stakeholder                 |
|               | 1   | Tribal Person logins to the                             | system  | On-line        | Tribal Person               |
|               |   | (web/mobile application/0                               | CSC), fills up the  |                |                             |
|               |   | Application Form and uplo                               | oads supporting   |                |                             |
|               |   | documents such as passpo                                | -   |                |                             |
|               |   | election id, professional ta                            |   |                |                             |
|               |   | certificate, caste certificat                           |   |                |                             |
|               | L   | application on why the pe                               |   |                | _                           |
|               | 2   | System generates challan                                |   | On-line        | System                      |
|               |   | / QR code with payment li application fee)              |   |                |                             |
|               | 3   | System will send the paym tribal person through mot     |   | On-line        | System                      |
|               |   | notification / e-mail / SMS                             |   |                |                             |
| Process Flow  | 4   | Tribal Person (Trader) pay                              |   | On-line        | Tribal Person               |
|               | l .   | through the on-line payme                               |   | • • • • • •    |                             |
|               |   | / DC / Net Banking / Bhara                              |   |                |                             |
|               | 5   | After the payment, system                               |   | On-line        | System                      |
|               |   | receipt and sends one cop                               | y to tribal   |                |                             |
|               |   | person via a link send thro                             | ough SMS  |                |                             |
|               | 6   | System schedules a date for                             |   | On-line        | System                      |
|               |   | submitted documents by Tribal person in                 |   |                |                             |
|               |   | _   | original at the Enforcement Branch of<br>taxation dept<br>System notifies Tribal person about the |                |                             |
|               | L   |   |   |                | _                           |
|               | 7   |   |   |                | System                      |
|               |   | date via SMS  |   | Off line       | Tribal garage               |
|               | 8   | Tribal person receives SMS                              |   | Off-line       | Tribal person               |
|               | 9   | taxation dept. on schedule<br>Superintendent of Taxes ( |   | Off-line       | Superintendent of           |
|               | 9   | Branch) Verifies the Docur                              |   | On-line        | Superintendent of<br>Taxes  |
|               |   | Diancity verifies the Docul                             | nents in original   |                | 10/23                       |

|                |   |  |                  | (enforcement      |  |
|----------------|---|--|------------------|-------------------|--|
|                |   |  |                  | Branch) (EB)      |  |
|                | 10  | If few documents are not   |                  |                   |  |
|                |   | correct/satisfactory:  |                  |                   |  |
|                |   | Superintendent of Taxes asks tribal person   | Off-line         | Superintendent of |  |
|                |   | about required clarification within 7 days   |                  | Taxes (EB)        |  |
|                |   | Tribal person provides   | Off-line         | Tribal Person     |  |
|                |   | clarification/resubmits required   |                  |                   |  |
|                |   | documents  |                  |                   |  |
|                | 11  | If all documents are valid:  |                  |                   |  |
|                |   | Superintendent of Taxes puts detail in the   | On-line          | Superintendent of |  |
|                |   | system about approval  |                  | Taxes (EB)        |  |
|                | 12  | System Generates NOC with digital sign   | On-line          | System            |  |
|                |   | and delivers to tribal person through a  |                  |                   |  |
|                |   | delivery channel   |                  |                   |  |
|                |   | Delivery channel may be:   |                  |                   |  |
|                |   | a. Superintendent Of taxes (EB) can take a   | Off-line         | Superintendent of |  |
|                |   | print-out of NOC and provide the same  |                  | Taxes (EB)        |  |
|                |   | directly to Tribal person at office  |                  |                   |  |
|                |   | b. System can generate link for download   | On-line          | System            |  |
|                |   | of NOC and send the link through SMS   |                  |                   |  |
|                |   | from where the tribal person can   |                  |                   |  |
|                | 12  | download the NOC   | 0.5              | Tribal Danaan     |  |
|                | 13  | Tribal Person receives NOC through any of  | On-              | Tribal Person     |  |
| Dro Roquisitos |   | the two delivery channel   | line/Off-line    | Comparison        |  |
| Pre-Requisites |   | <ol> <li>All records need to be digitized for Master Data and Data Comparison</li> <li>Any one of the delivery channels out of two mentioned can be fixed</li> </ol> |                  |                   |  |
| Output         | (a) Receipt & (b) Signed NOC                |  |                  |                   |  |
| Success        | 1. Ease of Use of System by Stakeholders    |  |                  |                   |  |
| Criteria       | 2. Reduction of Processes & Time Taken      |  |                  |                   |  |
|                | 3. Ease of Generation of Outputs            |  |                  |                   |  |
|                | 4. Stakeholders' Ownership of the Processes |  |                  |                   |  |
| Recommended    | As follows:                                 |  |                  |                   |  |
| Changes        |   |  |                  |                   |  |
| (1) Forms      | Nil   |  |                  |                   |  |
| (2) Processes  | • [   | Payment enabled through payment gateway  |                  |                   |  |
|                | • [   | Notifications to the Users through SMS / E-Ma  | iil / Mobile App | )                 |  |
|                | • /   | Automatic generation of NOC & Receipt by Sys   | stem             |                   |  |