Sikkim Electronic Vanijyakar Administration (SeVA)

PAYODA>

Business Context

The Commercial Taxes Division (CTD), Sikkim wanted a powerful tool to bridge the digital divide in a geographically challenging and nestled location, with a state-of-the-art centralised tax assessment and collection system, enabling them to administer six Tax Acts. The CTD wanted the solution to transform key processes leading to improved and modern tax administration and service delivery through a service-oriented approach. This required the development of cutting-edge software and building network infrastructure and connectivity to far-flung offices and check posts in the entire mountainous state.

Challenges

The CTD wanted to develop a centralised system and interface of its various services for citizens, business and other government departments that would be universally accepted. This required re-engineering existing complex business processes which would result in early acceptance, minimal efforts towards training and change management. With the need for a mission-critical solution to be used by a large cross-section of users, a razor sharp focus on user experience was required for all modules, including software applications, network optimisation and connectivity over often not easily accessible areas.

Solution

- The solution incorporates software applications based on:

    - Open Source technologies

    - Analytic

    - Wireless handheld devices

    - Biometric identification

    - Secure interfaces

    - RF and broadband network infrastructure

- Leveraging principles of connectivity, transparency, efficiency and security

- Centralised, web-based solution with an emphasis on user experience through well-defined features addressing end-to-end tax administration workflow and processes

Technology does not bring change, but enables it. SeVA has been designed to have a profound and positive impact on doing business in the state.

Bikash Diyali
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- Using analytic capabilities, the solution offers real-time reports for making faster and informed decisions

Key Message

SeVA is an efficient tax administration solution towards a transparent and accountable administration with the goal to generate more revenue for the state of Sikkim with a service-oriented approach.

SeVA, state-of-the-art centralised tax assessment and collection system is a state Mission Mode Project (MMP) in Commercial Taxes for the Government of Sikkim under the Government of India's National eGovernance Plan (NeGP).

Benefits

Reduced Department-Dealer face-to-face meetings, reduced transaction cost and increased efficiency with:

- Simplified 24x7 online self-service portal
- Easier online dealer registration, Way Bills, CST Forms, Returns Filing and Assessment, TDS
- Online tax payment through authorised and integrated banks with automated reconciliation
- Real-time status updates and communication

Faster service delivery, decision making and quicker department response times with:

- Automated workflows with business rules, smart workload analysis and task assignment
- Automatic tax assessment and verification of goods and their classifications by business nature
- Modernised IT infrastructure and secure connectivity to various outposts from headquarters

Increased revenue, transparency and accountability with:

- Handheld devices with secure biometric authentication for paperless and real-time goods monitoring
- Tracking of invoices, returns, liabilities, payments and refunds through a unified system with a 'single source of truth'
- Real-time analytics and revenue forecasting

About Payoda

Payoda is one of the fastest growing IT organisations offering software solutions, productised services and IT services to clients across USA, Europe, the Middle East and India. With a razor sharp focus on delivering superior customer experience, Payoda has consistently been proactive and innovative in delivering value to business owners, IT owners and client's end users. Payoda has been growing at over 200 per cent year-on-year for the past three years by offering differentiated services and solutions addressing client's key business and technology challenges. Today, Payoda is a partner of choice for some of the largest banks, technology, telecom and entertainment organisations in USA.

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