

Payoda Technologies'

Name of the project - Sikkim Electronic Vanijyakar Administration (SeVA), Commercial Taxes Division

Payoda Technologies, an IT company offering software solutions, productised services and IT services to clients across USA, Europe, Middle East and India, has deployed the Sikkim Electronic Vanijyakar Administration (SeVA) Mission Mode Project (MMP) in Commercial Taxes for the government of Sikkim.

The Commercial Taxes Division (CTD) of the government 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 it to administer six Tax Acts.

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 development of cutting-edge software and building network infrastructure and connectivity to far-flung offices and check posts across the entire mountainous state.

This also required the re-engineering of existing complex business processes which would result in early acceptance and minimal effort towards training and change management.

The solution developed by Payoda Technologies incorporated software applications based on Open Source technologies, analytics, wireless handheld devices, biometric identification, secure interfaces and RF and broadband network infrastructure by leveraging principles of connectivity, transparency, efficiency and security.

The result has been a centralised, web-based solution with an emphasis on the user experience through well-defined features addressing end-to-end tax administration workflows and processes. Using analytics capabilities, the solution offers real-time reports for making faster and informed decisions.

The solution has enabled the CTD to reduce Department-Dealer face-to-face meetings, cut transaction costs and increase efficiency. It has also enabled it to improve service delivery, decision making and response times and increased revenue, transparency and accountability.

Customer speak:

“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, Assistant Director (Systems), Commercial Taxes Division, Government of Sikkim

Contact details

Hari Sudhakar
harisudhakar.d@payoda.com
+91-422-2366100 Ext:313
<http://www.payoda.com/>