



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

**Tender Reference Number: GHADC/2020-21/XX**

# To Be Process Maps and Process Descriptions

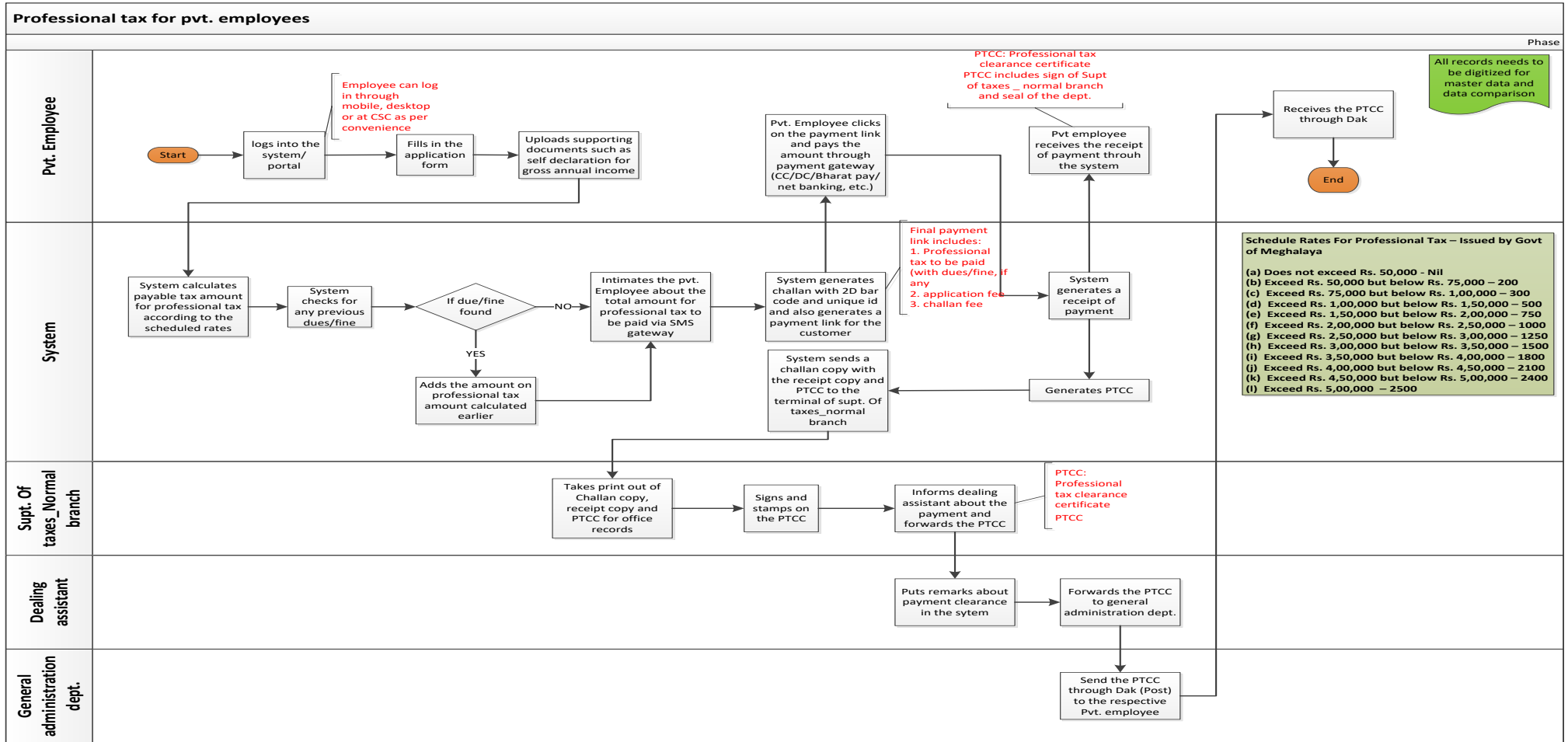
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# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To collect Professional Tax from Private Employee in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp - When Private Employee fills application form			
<b>Stakeholders' Inputs</b>		<b>Stakeholder</b>	<b>Input</b>	<b>Mode of Input</b>
	1	Private Employee	Application Form with Supporting Documents such as Self-Declaration for Gross Annual Income	Proposed On-line System
	2	Superintendent of Taxes, Normal Branch	Signature & Stamp on PTCC	Physical
	3	Dealing Assistant, Normal Branch	Remarks about Payment Clearance	Proposed On-line System
<b>Delivery Channel</b>	Physical Delivery of PTCC through Dak			
<b>Process Flow</b>	#	<b>Activity</b>	<b>Mode</b>	<b>Stakeholder</b>
	1	Private employee logs in to the system (web or mobile application), fills up the Application Form and uploads supporting documents of Self-Declared Annual Income	On-line	Private Employee
	2	Based on the declared income, system will calculate tax liability. System will also check for any past dues, and if any exists, it will add the past dues to the tax liability. (Calculation of past tax dues with applicable fine will only be applicable after implementation of the new system.)	On-line	System
	3	System will notify the private employee through mobile app notification / e-mail / SMS / WhatsApp about the tax liability	On-line	System
	4	System generates challan with 2D barcode / QR code and sends it to the private employee with payment link	On-line	System
	5	Private employee pays the dues through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	Private Employee
	6	After the payment, system generates receipt.	On-line	System
	7	System then generates PTCC (Professional Tax Clearance Certificate).	On-line	System
	8	Superintendent of Taxes takes printout of challan, receipt and PTCC.	Off-line	Superintendent of Taxes
	9	Superintendent of Taxes signs and stamps on the PTCC.	Off-line	Superintendent of Taxes
	10	Dealing Assistant puts details of the PTCC and other remarks on the System	On-line	Dealing Assistant
11	General Administration Department sends PTCC through Dak (Post Office) to the private employee	Off-line	General Administration Department	
<b>Pre-Requisites</b>	1. All records need to be digitized for Master Data and Data Comparison			

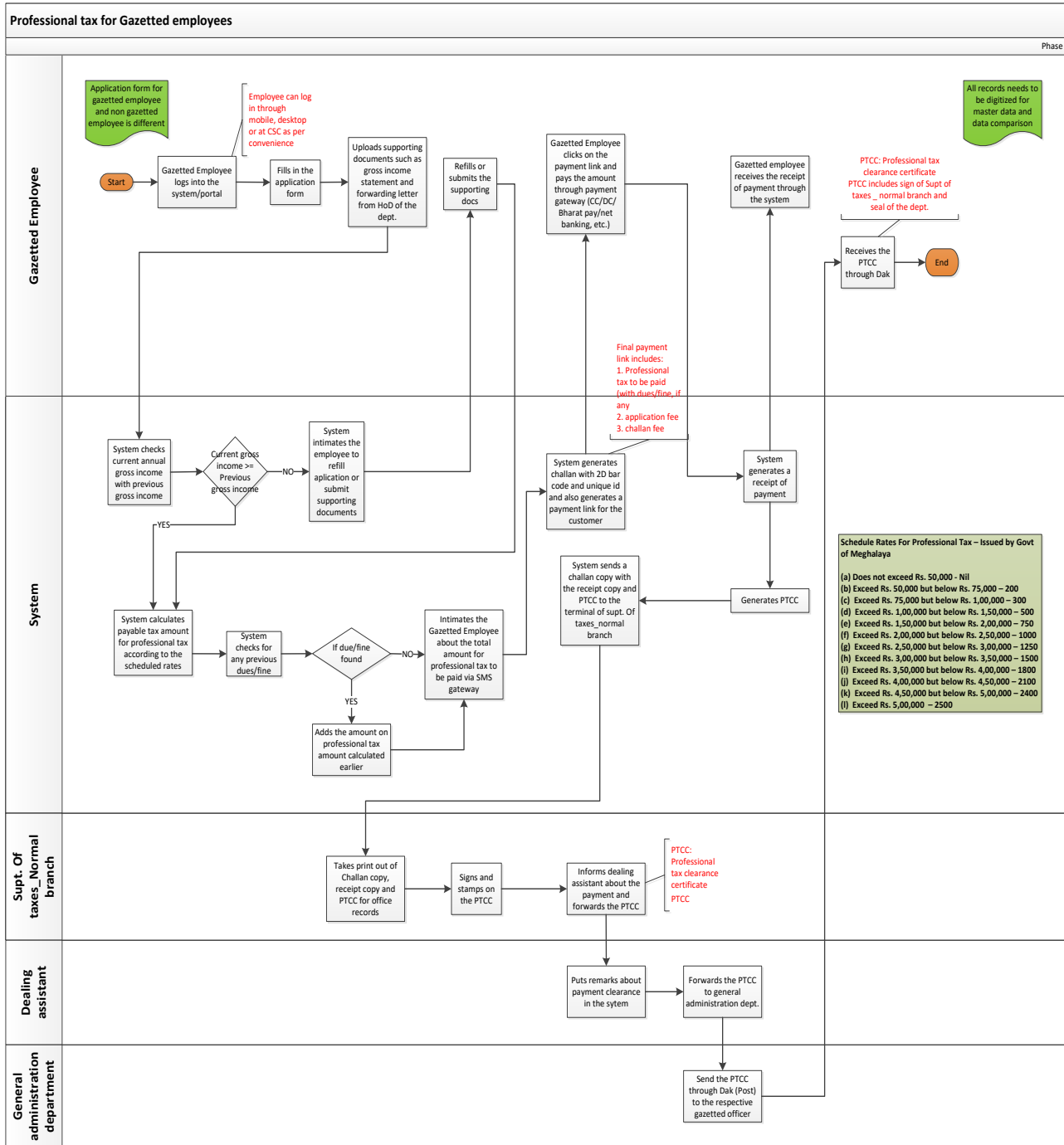
## To Be Process Maps and Process Descriptions

	<ol style="list-style-type: none"> <li>2. 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>3. Prior notice sent on annual basis to all private employees for their payment of professional tax</li> </ol>
<b>Output</b>	(a) Receipt & (b) Signed and Stamped PTCC
<b>Success Criteria</b>	<ol style="list-style-type: none"> <li>1. Ease of Use of System by Stakeholders</li> <li>2. Reduction of Processes &amp; Time Taken</li> <li>3. Ease of Generation of Outputs</li> <li>4. Stakeholders' Ownership of the Processes</li> </ol>
<b>Recommended Changes</b>	As follows:
<b>(1) Forms</b>	Nil
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li> <li>• Automated calculations of tax payables, past dues and fines (if any)</li> <li>• Automatic generation of PTCC &amp; Receipt by System</li> </ul>

# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To collect Professional Tax from Gazetted Officers in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp			
<b>Stakeholders' Inputs</b>		Stakeholder	Input	Mode of Input
	1	Gazetted Officer	Application Form with Supporting Documents such as Gross Annual Income Statement & Forwarding Letter from HOD	Proposed On-line System
	2	Superintendent of Taxes, Normal Branch	Signature & Stamp on PTCC	Physical
	3	Dealing Assistant, Normal Branch	Remarks about Payment Clearance	Proposed On-line System
<b>Delivery Channel</b>	Physical Delivery of PTCC through Dak			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	Gazetted Officer logs in to the system (web or mobile application), fills up the Application Form and uploads supporting documents like Gross Annual Income Statement & Forwarding Letter from HOD	On-line	Gazetted Officer
	2	System checks current Gross Annual Income with previous Gross Annual Income	On-line	System
	3	If current Gross Annual Income is greater than or equal to previous Gross Annual Income: System will also check for any past dues, and if any exists, it will add the past dues to the tax liability.	On-line	System
	4	If current Gross Annual Income is less than previous Gross Annual Income: System intimates the Gazetted Officer to either correct the entry or to submit supporting documents for reduction of income	On-line	System
	5	System will notify the Gazetted Officer through mobile app notification / e-mail / SMS / WhatsApp about the tax liability	On-line	System
	6	System generates challan with 2D barcode / QR code and sends it to the Gazetted Officer with payment link	On-line	System
	7	Gazetted Officer pays the dues through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	Gazetted Officer
	8	After the payment, system generates receipt.	On-line	System

## To Be Process Maps and Process Descriptions

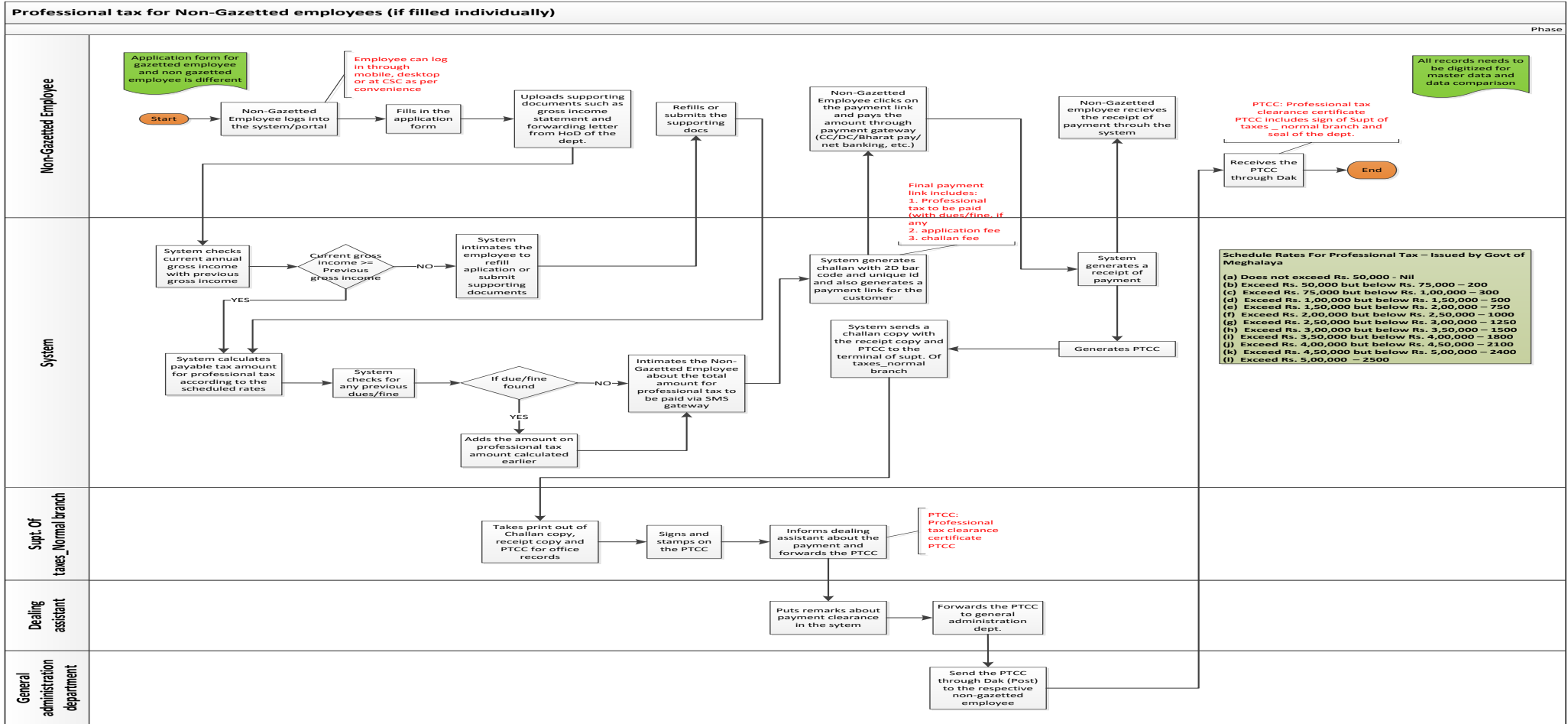
	9	System then generates PTCC (Professional Tax Clearance certificate).	On-line	System
	10	Superintendent of Taxes takes printout of challan, receipt and PTCC.	Off-line	Superintendent of Taxes
	11	Superintendent of Taxes signs and stamps on the PTCC.	Off-line	Superintendent of Taxes
	12	Dealing Assistant puts details of the PTCC and other remarks on the System	On-line	Dealing Assistant
	13	General Administration Department sends PTCC through Dak (Post Office) to the Gazetted Officer	Off-line	General Administration Department
<b>Pre-Requisites</b>	<ol style="list-style-type: none"> <li>1. Current gross income should be greater than or equal to previous year's gross income, else supporting documents will be needed by system</li> <li>2. All past records of taxes due and payments need to be digitized for Master Data and Data Comparison</li> <li>3. 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>4. Prior notice sent on annual basis to all Gazetted Officers for their payment of professional tax</li> </ol>			
<b>Output</b>	(a) Receipt & (b) Signed and Stamped PTCC			
<b>Success Criteria</b>	<ol style="list-style-type: none"> <li>1. Ease of Use of System by Stakeholders</li> <li>2. Reduction of Processes &amp; Time Taken</li> <li>3. Ease of Generation of Outputs</li> <li>4. Stakeholders' Ownership of the Processes</li> </ol>			
<b>Recommended Changes</b>	As follows:			
<b>(1) Forms</b>	Nil			
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li> <li>• Automated calculations of tax payables, past dues and fines (if any)</li> <li>• Automatic generation of PTCC &amp; Receipt by System</li> </ul>			



# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To collect Professional Tax from Non-Gazetted employee in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp			
<b>Stakeholders' Inputs</b>		Stakeholder	Input	Mode of Input
	1	Non-Gazetted employee	Application Form with Supporting Documents such as Gross Annual Income Statement & Forwarding Letter from HOD	Proposed On-line System
	2	Superintendent of Taxes, Normal Branch	Signature & Stamp on PTCC	Physical
	3	Dealing Assistant, Normal Branch	Remarks about Payment Clearance	Proposed On-line System
<b>Delivery Channel</b>	Physical Delivery of PTCC through Dak			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	Non-Gazetted employee logs in to the system (web or mobile application), fills up the Application Form and uploads supporting documents like Gross Annual Income Statement & Forwarding Letter from HOD	On-line	Non-Gazetted employee
	2	System checks current Gross Annual Income with previous Gross Annual Income	On-line	System
	3	If current Gross Annual Income is greater than or equal to previous Gross Annual Income: System will also check for any past dues, and if any exists, it will add the past dues to the tax liability.	On-line	System
	4	If current Gross Annual Income is less than previous Gross Annual Income: System intimates the Non-Gazetted employee to either correct the entry or to submit supporting documents for reduction of income	On-line	System
	5	System will notify the Non-Gazetted employee through mobile app notification / e-mail / SMS / WhatsApp about the tax liability	On-line	System
	6	System generates challan with 2D barcode / QR code and sends it to the Non-Gazetted employee with payment link	On-line	System
	7	Non-Gazetted employee pays the dues through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	Non-Gazetted employee

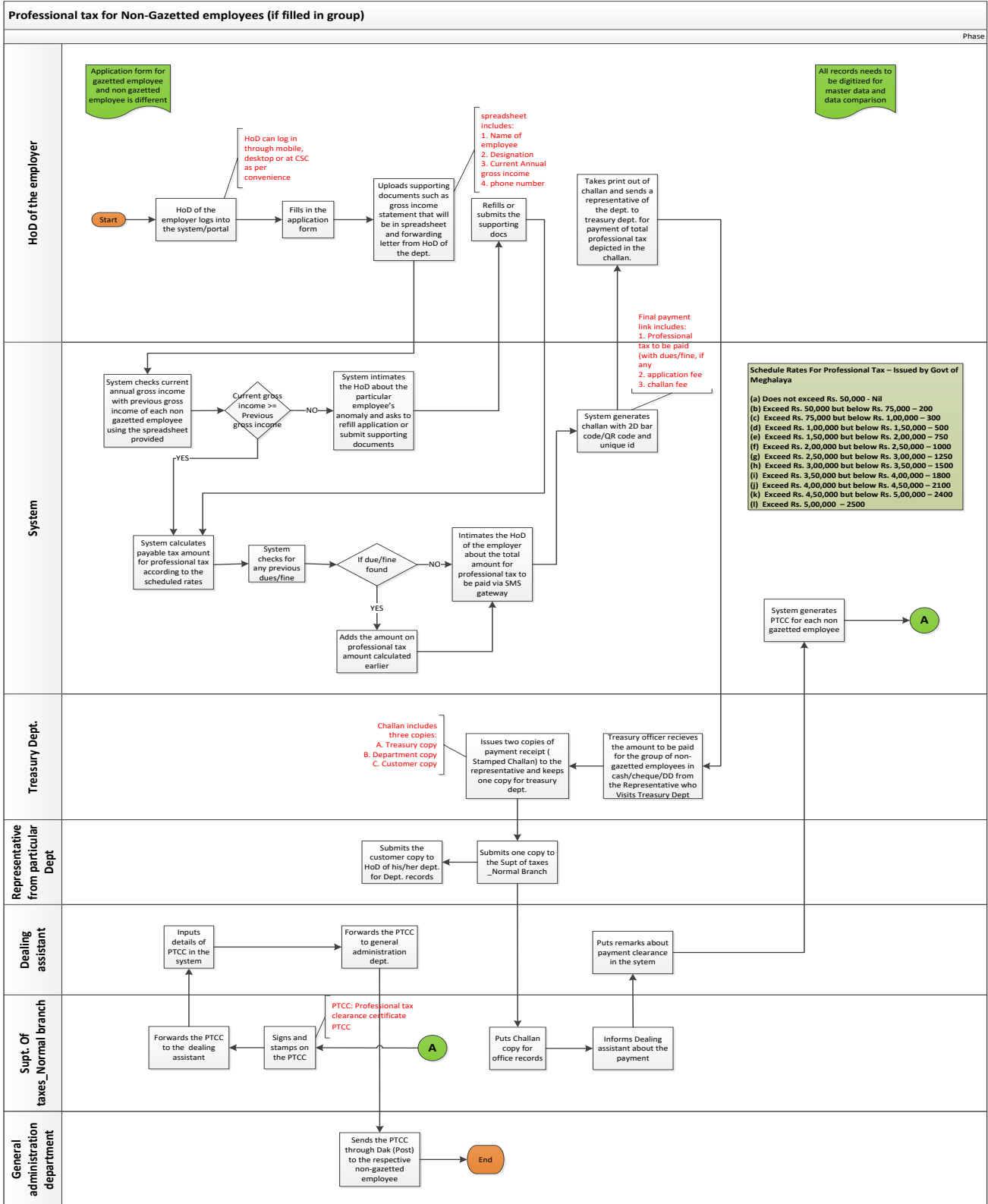
## To Be Process Maps and Process Descriptions

	8	After the payment, system generates receipt.	On-line	System
	9	System then generates PTCC (Professional Tax Clearance Certificate).	On-line	System
	10	Superintendent of Taxes takes printout of challan, receipt and PTCC.	Off-line	Superintendent of Taxes
	11	Superintendent of Taxes signs and stamps on the PTCC.	Off-line	Superintendent of Taxes
	12	Dealing Assistant puts details of the PTCC and other remarks on the System	On-line	Dealing Assistant
	13	General Administration Department sends PTCC through Dak (Post Office) to the Non-Gazetted employee	Off-line	General Administration Department
<b>Pre-Requisites</b>	5. Current gross income should be greater than or equal to previous year's gross income, else supporting documents will be needed by system 6. All past records of taxes due and payments need to be 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 employee for their payment of professional tax			
<b>Output</b>	(a) Receipt & (b) Signed and Stamped PTCC			
<b>Success Criteria</b>	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			
<b>Recommended Changes</b>	As follows:			
<b>(1) Forms</b>	Nil			
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li> <li>• Automated calculations of tax payables, past dues and fines (if any)</li> <li>• Automatic generation of PTCC &amp; Receipt by System</li> </ul>			

# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To collect Professional Tax from Non-Gazetted Employees in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp			
<b>Stakeholders' Inputs</b>		<b>Stakeholder</b>	<b>Input</b>	<b>Mode of Input</b>
	1	Head of Department (HOD) of Employer	Application Form with Supporting Documents such as Gross Annual Income Statement (in Spreadsheet) & Forwarding Letter from HOD	Proposed On-line System
	2	Superintendent of Taxes, Normal Branch	Signature & Stamp on PTCC	Physical
	3	Dealing Assistant, Normal Branch	Remarks about Payment Clearance	Proposed On-line System
	4	General Administration Department	Sends PTCC to Non-Gazetted Employee by Dak (Post)	Physical
	5	Representative of the office (sent by HoD of the employer)	Pays the total amount in cash/cheque/DD at the treasury office	Physical
<b>Delivery Channel</b>	Physical Delivery of PTCC through Dak			
<b>Process Flow</b>	<b>#</b>	<b>Activity</b>	<b>Mode</b>	<b>Stakeholder</b>
	1	HOD of Employer logs in to the system (web or mobile application), fills up the Application Form and uploads supporting documents like Gross Annual Income Statement (in spreadsheet) & Forwarding Letter from HOD	On-line	HOD of Employer
	2	System individually checks current Gross Annual Income of each Non-Gazetted Employee with previous Gross Annual Income using Spreadsheet	On-line	System
	3	If current Gross Annual Income is greater than or equal to previous Gross Annual Income: System will also check for any past dues, and if any exists, it will add the past dues to the tax liability.	On-line	System
	4	If current Gross Annual Income is less than previous Gross Annual Income for any Non-Gazetted Employee: System intimates the HOD about particular employee's anomaly and requests for submitting supporting documents	On-line	System
	5	System will notify the HOD of Employer through mobile app notification / e-mail / SMS / WhatsApp about the tax liability	On-line	System

## To Be Process Maps and Process Descriptions

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

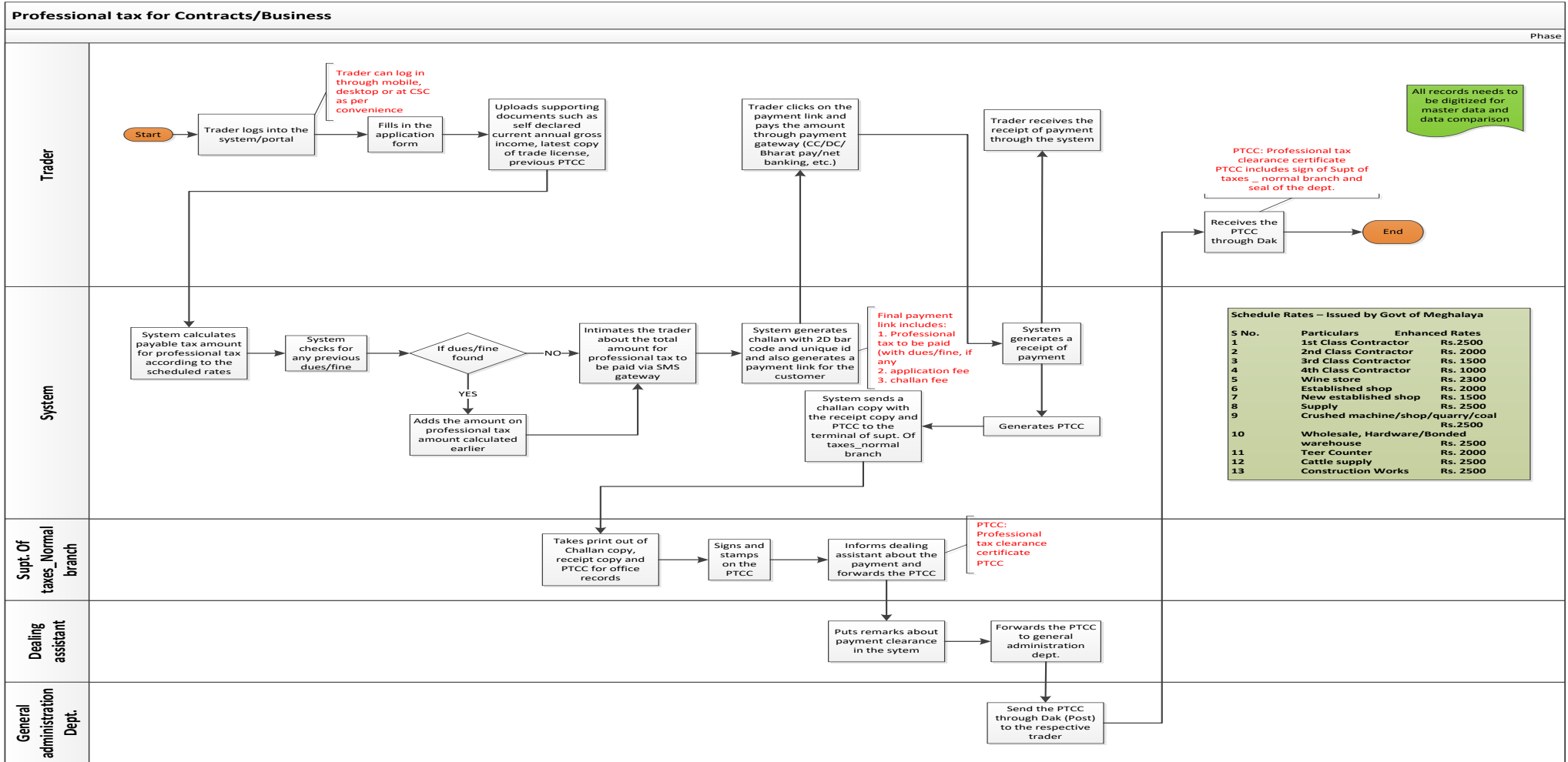
## To Be Process Maps and Process Descriptions

<b>Recommended Changes</b>	As follows:
<b>(1) Forms</b>	Nil
<b>(2) Processes</b>	<ul style="list-style-type: none"><li>• Payment enabled through payment gateway</li><li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li><li>• Automated calculations of tax payables, past dues and fines (if any)</li><li>• Automatic generation of PTCC &amp; Receipt by System</li></ul>

# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map





## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To collect Professional Tax from Contracts/Business in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp – When Private Employee fills application form			
<b>Stakeholders' Inputs</b>		Stakeholder	Input	Mode of Input
	1	Trader (Contracts/Business)	Application Form with Supporting Documents such as Self-Declaration for Gross Annual Income	Proposed On-line System
	2	Superintendent of Taxes, Normal Branch	Signature & Stamp on PTCC	Physical
	3	Dealing Assistant, Normal Branch	Remarks about Payment Clearance	Proposed On-line System
<b>Delivery Channel</b>	Physical Delivery of PTCC through Dak			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	Trader logs in to the system (web or mobile application), fills up the Application Form and uploads supporting documents of Self-Declared Annual Income, latest copy of trade license and previous year PTCC.	On-line	Trader
	2	Based on the declared income, system will calculate tax liability. System will also check for any past dues, and if any exists, it will add the past dues to the tax liability. (Calculation of past tax dues with applicable fine will only be applicable after implementation of the new system.)	On-line	System
	3	System will notify the Trader through mobile app notification / e-mail / SMS / WhatsApp about the tax liability	On-line	System
	4	System generates challan with 2D barcode / QR code and sends it to the Trader with payment link	On-line	System
	5	Trader pays the dues through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	Trader
	6	After the payment, system generates receipt.	On-line	System
	7	System then generates PTCC (Professional tax Clearance Certificate).	On-line	System
	8	Superintendent of Taxes takes printout of challan, receipt and PTCC.	Off-line	Superintendent of Taxes
	9	Superintendent of Taxes signs and stamps on the PTCC.	Off-line	Superintendent of Taxes
10	Dealing Assistant puts details of the PTCC and other remarks on the System	On-line	Dealing Assistant	

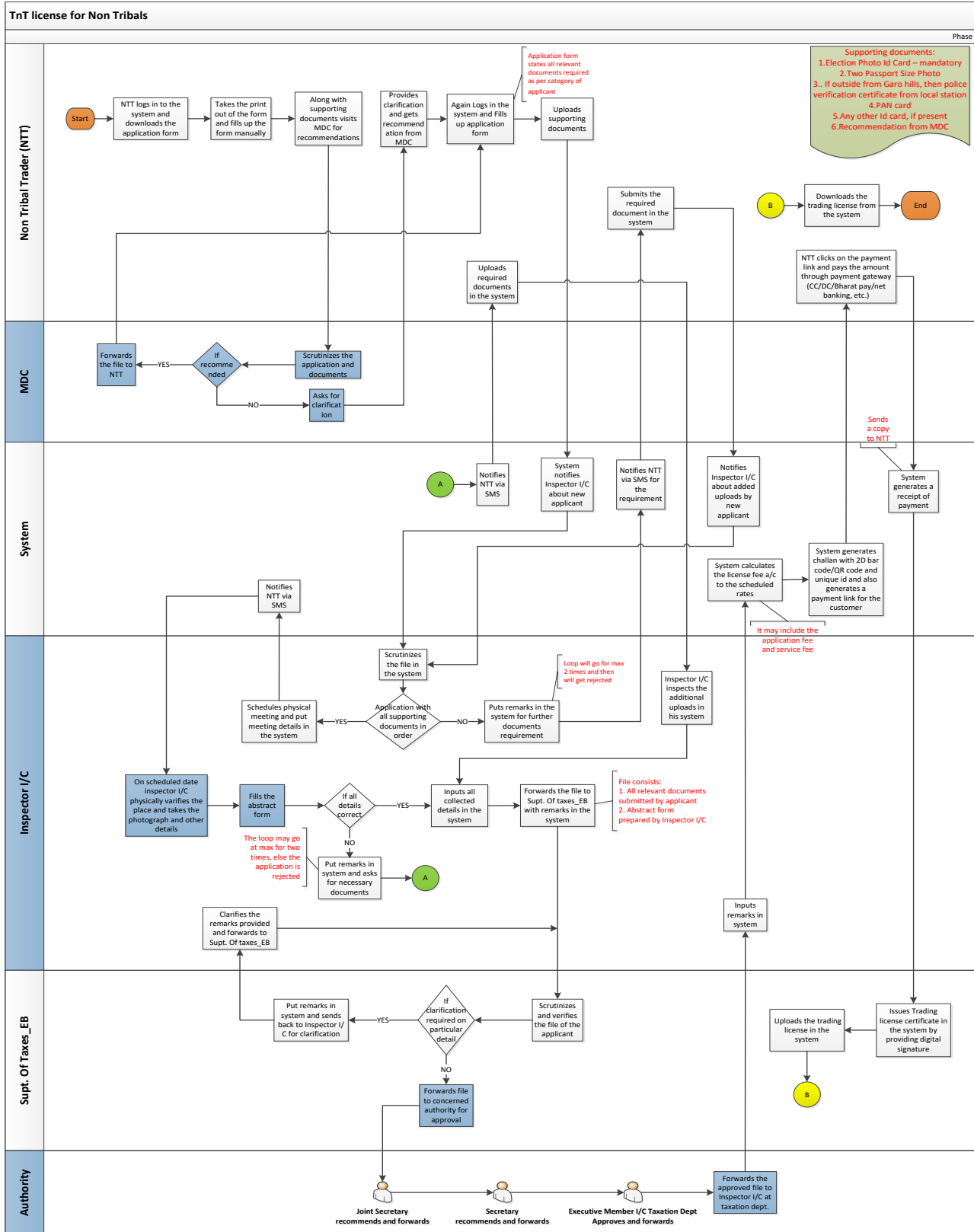
## To Be Process Maps and Process Descriptions

	11	General Administration Department sends PTCC through Dak (Post Office) to the Trader	Off-line	General Administration Department
<b>Pre-Requisites</b>		<ol style="list-style-type: none"> <li>4. All records need to be digitized for Master Data and Data Comparison</li> <li>5. 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>6. Prior notice sent on annual basis to all Trader (Contracts/Business) for their payment of professional tax</li> </ol>		
<b>Output</b>		(a) Receipt & (b) Signed and Stamped PTCC		
<b>Success Criteria</b>		<ol style="list-style-type: none"> <li>5. Ease of Use of System by Stakeholders</li> <li>6. Reduction of Processes &amp; Time Taken</li> <li>7. Ease of Generation of Outputs</li> <li>8. Stakeholders' Ownership of the Processes</li> </ol>		
<b>Recommended Changes</b>		As follows:		
<b>(1) Forms</b>		Nil		
<b>(2) Processes</b>		<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li> <li>• Automated calculations of tax payables, past dues and fines (if any)</li> <li>• Automatic generation of PTCC &amp; Receipt by System</li> </ul>		

# To Be Process Maps and Process Descriptions

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

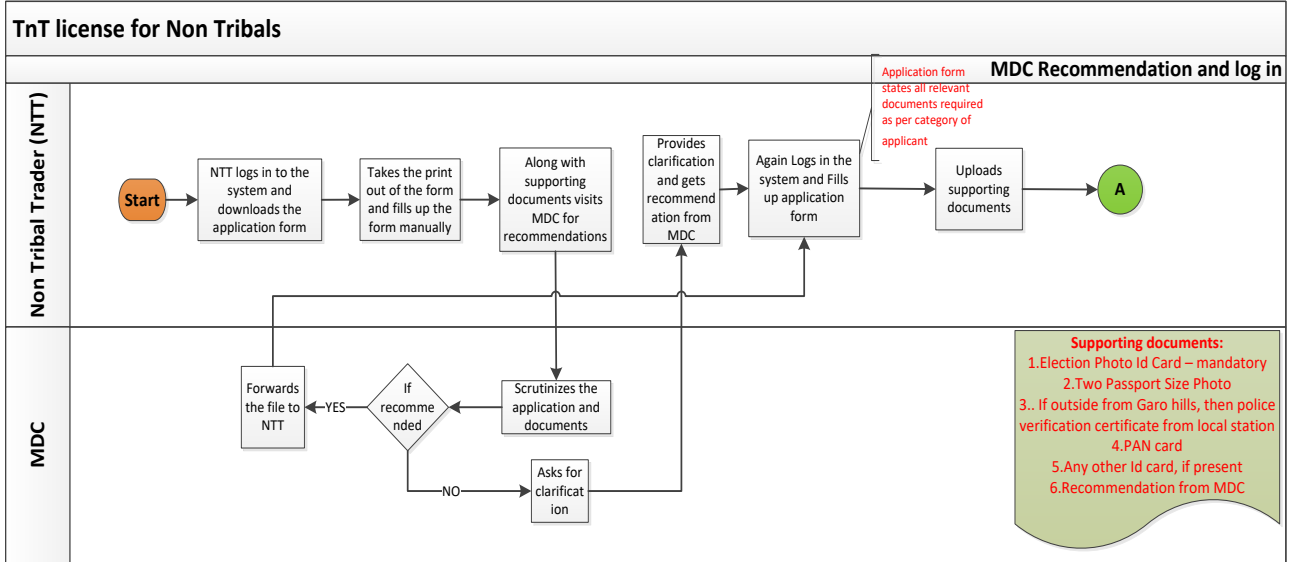
### a. To Be Process Map ( a / e )



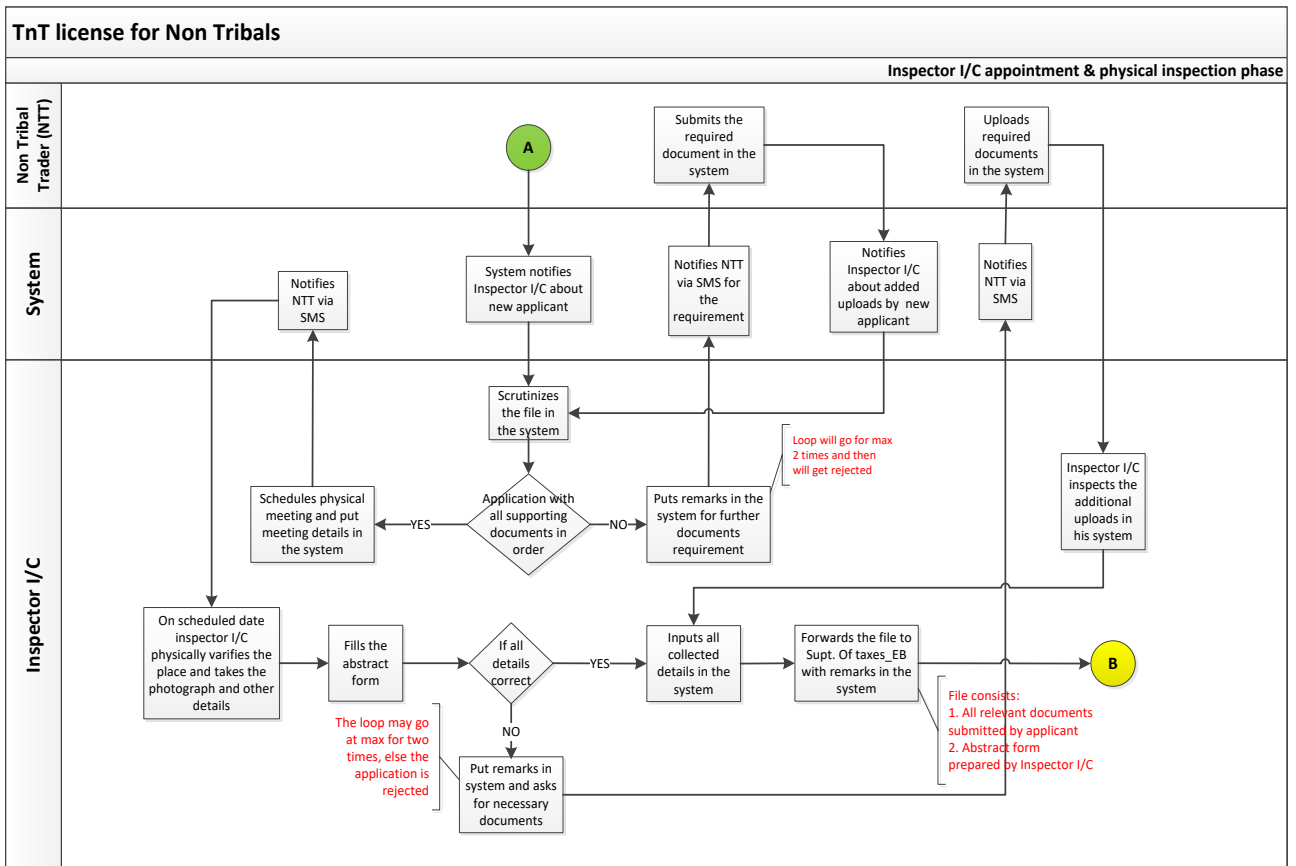
# To Be Process Maps and Process Descriptions

## 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

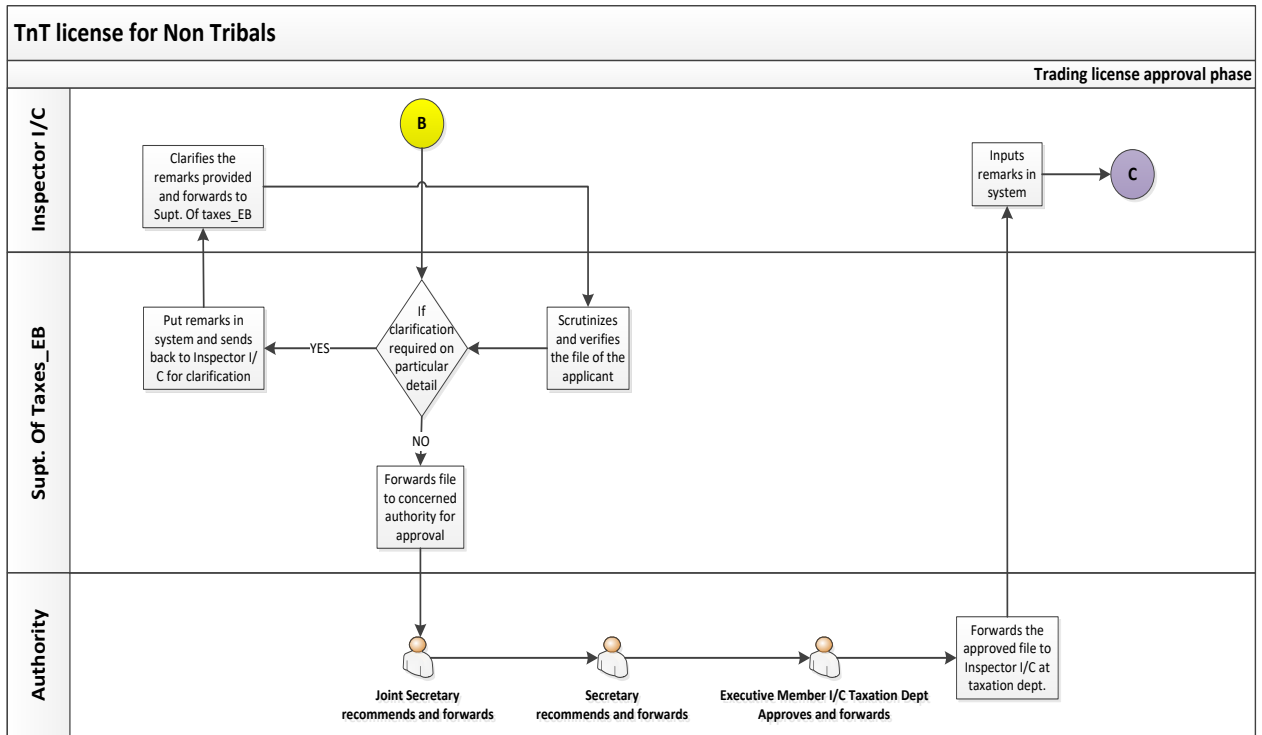


### c. To Be Process (c/e) Inspector I/C appointment & physical inspection phase

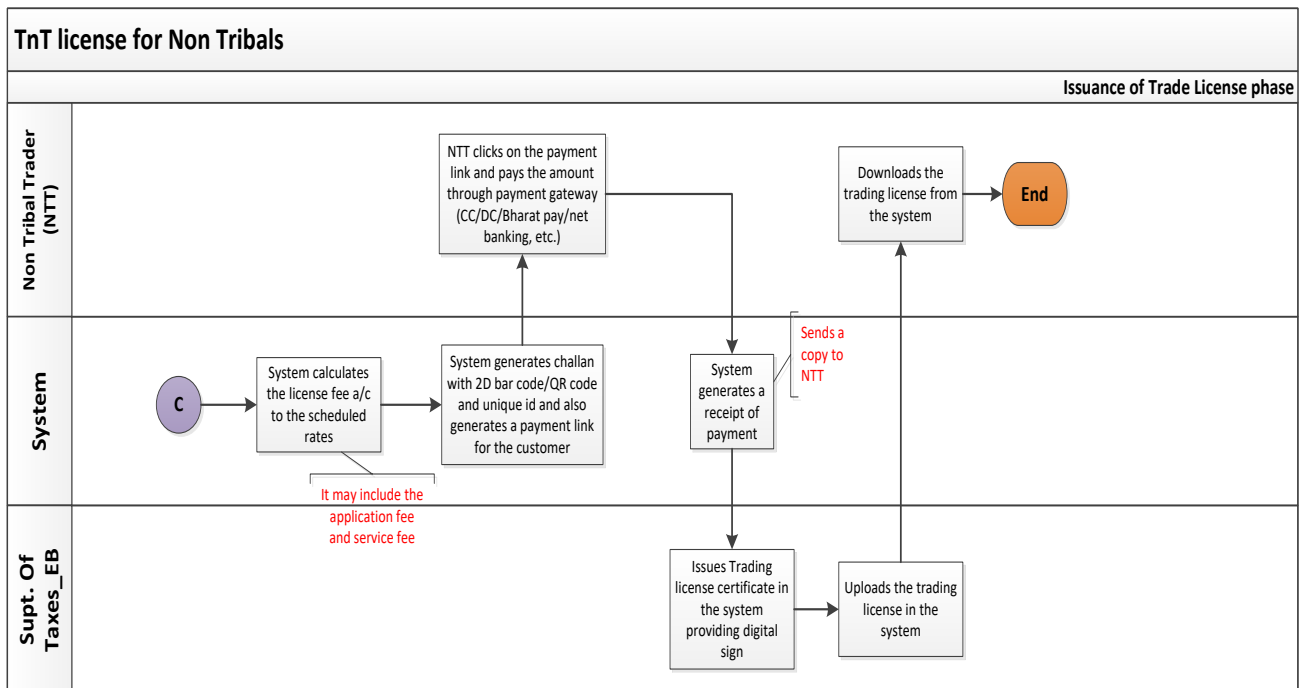


# To Be Process Maps and Process Descriptions

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



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



## To Be Process Maps and Process Descriptions

### f. Process Description

<b>Objective</b>	To provide Trading License to the Non-Tribal Traders in Garo Hills Autonomous District			
<b>Trigger</b>	Through SMS / E-Mail / WhatsApp			
<b>Stakeholders' Inputs</b>		<b>Stakeholder</b>	<b>Input</b>	<b>Mode of Input</b>
	1	Non-Tribal Trader (NTT)	Application Form with Supporting Documents such as Election Photo Identity Card (EPIC), PAN Card, any other ID card, scanned Passport Sized Photos, Recommendation from MDC, Police Verification Certificate from Local Police Station (if NTT is from outside Garo Hills)	Proposed On-line System
	2	Member of District Council (MDC)	Recommendation on Application Form	Physical
	3	Inspector I/C	Scrutinizing of Files Schedule of Physical Meet for Verification Inputs all Collected Details in the system	On-line
			Physical Verification of Trader's Site	Physical
	4	Superintendent of Taxes (EB)	Scrutinizing & Verifying the File of Applicant	Physical
			Digital Signature on Trading License Certificate	On-line
5	Recommending & Approving Authorities (Joint Secretary, Secretary & Executive Member I/C Taxation)	Recommendation of Application Approval of Application	Off-line	
<b>Delivery Channel</b>	On-line Delivery of Trading License			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	NTT logs-in and downloads Application Form	On-line	NTT
	2	NTT takes print-out of Application Form and fills up manually	Off-line	NTT
	3	Along with Supporting Documents, NTT visits MDC for recommendation	Off-line	NTT
	4	MDC scrutinizes the filled-up Application Form & Documents	Off-line	MDC
	5	If Clarification needed: MDC asks NTT for necessary clarifications & additional documents Otherwise: MDC recommends the Application of NTT	Off-line	MDC
	6	NTT logs-in and fills up the Application Form & uploads scanned copy of (1)	On-line	NTT

## To Be Process Maps and Process Descriptions

<b>Process Flow (Continued)</b>		Recommended Application Form & (2) Other Supporting Documents			
	7	System notifies Inspector I/C about new 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 further documents required		On-line	Inspector I/C
		System notifies NTT about further documents required		On-line	System
		NTT uploads the further documents required		On-line	NTT
	10	If Application is in order:			
		Inspector I/C schedules Physical Meet for Verification and puts meeting details in the system		On-line	Inspector I/C
	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 further documents or corrections required		On-line	Inspector I/C
		System notifies NTT further documents or corrections required		On-line	System
		NTT uploads further documents or corrections required		On-line	NTT
		Inspector I/C inspects additional uploads by NTT in the system		On-line	Inspector I/C
	14	If all details are correct as per physical verification:			
		Inspector I/C inputs all collected details in the system		On-line	Inspector I/C
	15	Inspector I/C forwards the file to Superintendent of Taxes (EB) with remarks in the system	Off-line	Inspector I/C	
	16	Superintendent of Taxes (EB) scrutinizes & verifies the File of Applicant	Off-line	Superintendent of Taxes (EB)	
	17	If any clarification is required for the File:			
		Superintendent of Taxes (EB) put remarks in system		On-line	Superintendent of Taxes (EB)
		Superintendent of Taxes (EB) sends back the file to Inspector I/C for clarification		Off-line	Superintendent of Taxes (EB)
		Inspector I/C clarifies the remark and forwards to Superintendent of Taxes (EB) for further process		Off-line	Inspector I/C
	18	If all particulars are correct:			
		Superintendent of Taxes (EB) forwards the file to concerned authority for recommendations and approval		Off-line	Superintendent of Taxes (EB)

## To Be Process Maps and Process Descriptions

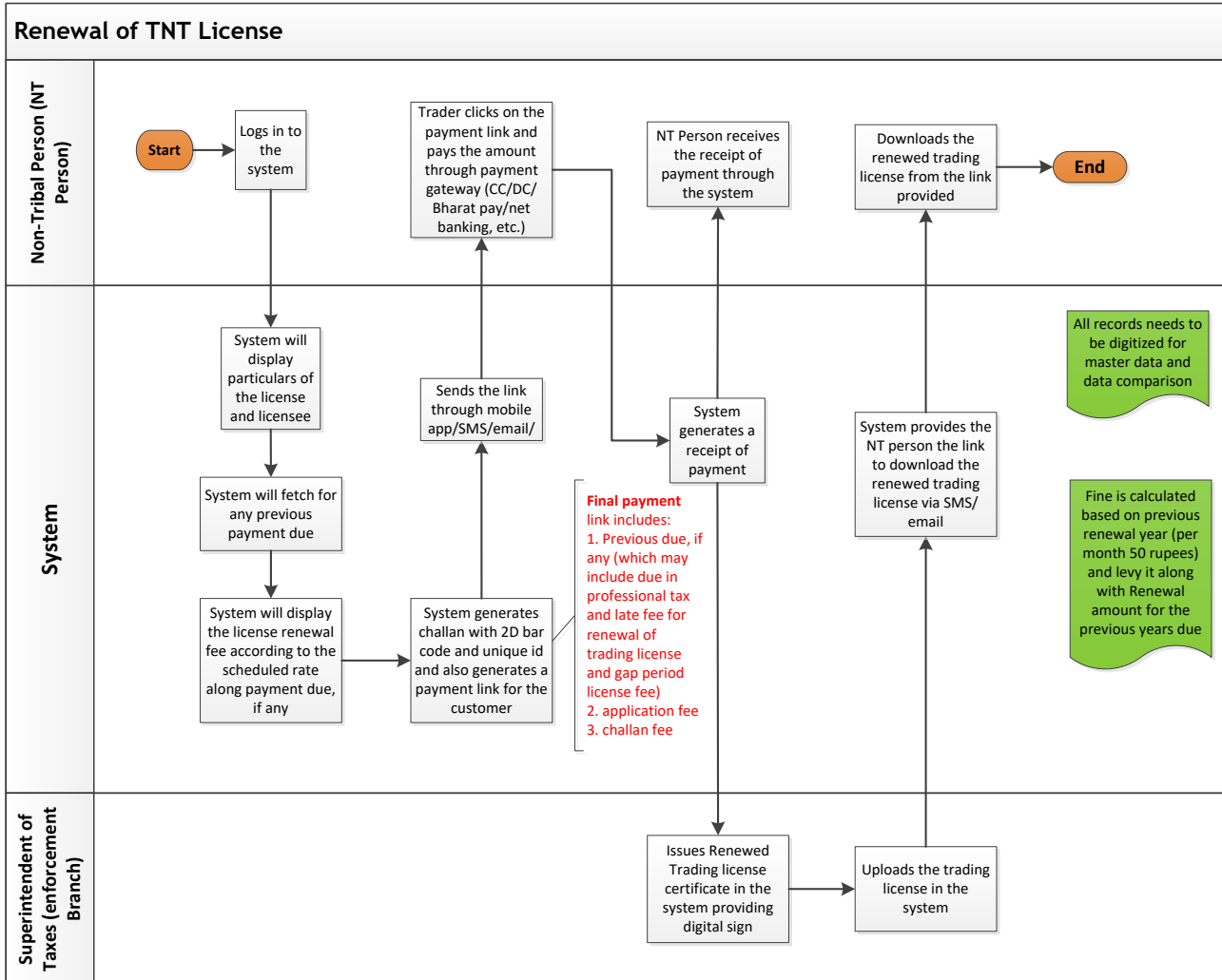
	19	Concerned authorities recommends and approves the file of the applicant and forwards the approved file to the Inspector I/C	Off-line	Authority (Joint Secretary, Secretary & Executive Member I/C Taxation)
	20	Inspector I/C inputs remarks in the system about the approval	On-line	Inspector I/C
	21	System calculates the license fee a/c to the scheduled rates. (Final payment may include the application fee and service fee)	On-line	System
	22	System generates challan with 2D bar code/QR code and unique id, and it also generates a payment link for the customer	On-line	System
	23	NTT clicks on the payment link and pays the amount through payment gateway (CC/DC/Bharat pay/net banking, etc.)	On-line	NTT
	24	System generates a receipt of payment	On-line	System
	25	Superintendent of Taxes (EB) issues Trading license certificate in the system by providing digital signature and uploads in the system	On-line	Superintendent of Taxes (EB)
	26	NTT downloads the Trading License from the system	On-line	NTT
<b>Pre-Requisites</b>	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 decision and system must be able to accept such changes.			
<b>Output</b>	(a) Receipt & (b) Digitally Signed Trading License (NTT)			
<b>Success Criteria</b>	13. Ease of Use of System by Stakeholders 14. Reduction of Processes & Time Taken 15. Ease of Generation of Outputs 16. Stakeholders' Ownership of the Processes			
<b>Recommended Changes</b>	As follows:			
<b>(1) Forms</b>	Nil			
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / WhatsApp / Mobile App</li> <li>• Automated calculations of tax payables</li> <li>• Automatic generation of Receipt by System</li> <li>• Digitally Signed Trading License</li> </ul>			



# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To issue renewed TnT license (to be renewed every Financial year)			
<b>Trigger</b>	Through SMS / E-Mail – When Private Employee fills application form			
<b>Stakeholders' Inputs</b>		<b>Stakeholder</b>	<b>Input</b>	<b>Mode of Input</b>
	1	Non-Tribal Person (NT Person)	Logs in the system	On-line
	2	Superintendent of Taxes, Enforcement Branch (EB)	Puts digital signature in the renewed trading license and uploads in the system	On-line
<b>Delivery Channel</b>	On-line renewed trading license to be downloaded by NT Person ( <b>Renewed TnT License</b> )			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	Tribal Person logs in to the system (web/mobile application/CSC)	On-line	NT Person
	2	System will display particulars of the license and licensee	On-line	System
	3	System will fetch for any previous payment due	On-line	System
	4	System will display the license renewal fee according to the scheduled rate along payment due, if any	On-line	System
	5	System generates challan with 2D barcode / QR code with payment link (Final payment link includes: 1. Previous due, if any (which may include due in professional tax, late fee for renewal of trading license and gap period license fee) 2. application fee 3. challan fee)	On-line	System
	6	System will send the payment link to the tribal person through mobile app notification / e-mail / SMS	On-line	System
	7	NT person (Trader) pays the amount through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	NT Person
	8	After the payment, system generates receipt and sends to NT person	On-line	System
	9	NT Person receives the receipt of payment through the system	On-line	NT Person
	10	Superintendent of Taxes (EB) Issues Renewed Trading license certificate in the system providing digital sign	On-line	Superintendent of Taxes (EB)
	11	Superintendent of Taxes (EB) uploads the trading license in the system	On-line	Superintendent of Taxes (EB)
12	System provides the NT person the link to download the renewed trading license via SMS/email	On-line	System	

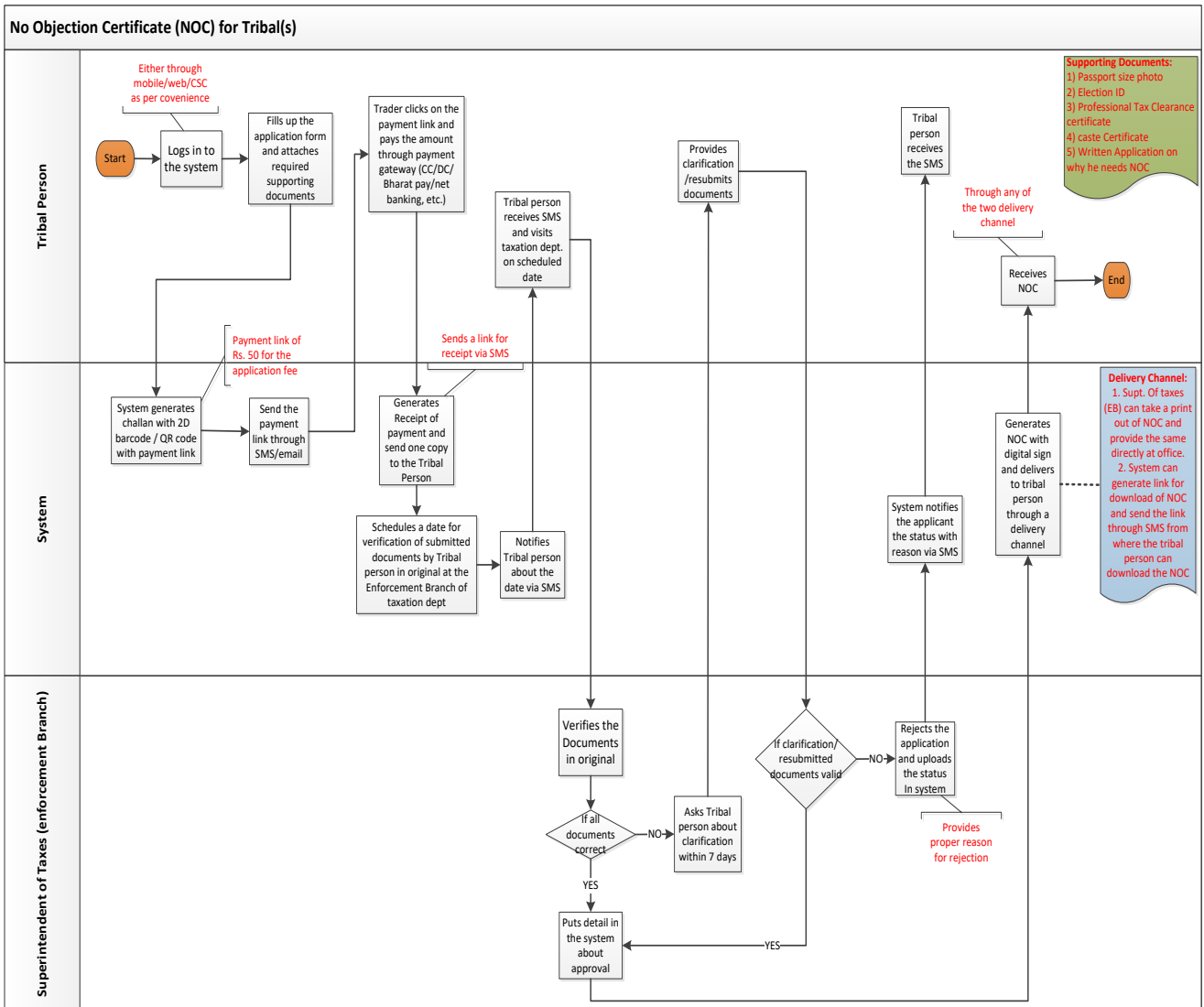
## To Be Process Maps and Process Descriptions

	13	NT Person downloads the renewed trading license from the link provided	On-line	NT Person
<b>Pre-Requisites</b>	<ol style="list-style-type: none"> <li>1. All records need to be digitized for Master Data and Data Comparison</li> <li>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)</li> <li>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</li> <li>4. The TnT license is renewed every Financial Year</li> </ol>			
<b>Output</b>	(a) Receipt & (b) Signed Renewed TnT license			
<b>Success Criteria</b>	<ol style="list-style-type: none"> <li>1. Ease of Use of System by Stakeholders</li> <li>2. Reduction of Processes &amp; Time Taken</li> <li>3. Ease of Generation of Outputs</li> <li>4. Stakeholders' Ownership of the Processes</li> </ol>			
<b>Recommended Changes</b>	As follows:			
<b>(1) Forms</b>	Nil			
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / Mobile App</li> <li>• Automatic generation of Renewed TnT license &amp; Receipt by System</li> </ul>			

# To Be Process Maps and Process Descriptions

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

### a. To Be Process Map



## To Be Process Maps and Process Descriptions

### b. Process Description

<b>Objective</b>	To issue No Objection Certificate (NOC) for trading by Tribal			
<b>Trigger</b>	Through SMS / E-Mail – When Private Employee fills application form			
<b>Stakeholders' Inputs</b>		Stakeholder	Input	Mode of Input
	1	Tribal Person	Application Form with Supporting Documents such as passport size photo, election id, professional tax clearance certificate, caste certificate and written application on why the person needs NOC	Proposed On-line System
	2	Superintendent of Taxes, Enforcement Branch (EB)	Verification of the documents Puts details in the system about approval	Physical Proposed On-line System
<b>Delivery Channel</b>	Superintendent Of taxes (EB) can take a print-out of NOC and provide the same directly at office, OR System can generate link for download of NOC and send the link through SMS from where the tribal person can download the NOC			
<b>Process Flow</b>	#	Activity	Mode	Stakeholder
	1	Tribal Person logs in to the system (web/mobile application/CSC), fills up the Application Form and uploads supporting documents such as passport size photo, election id, professional tax clearance certificate, caste certificate and written application on why the person needs NOC	On-line	Tribal Person
	2	System generates challan with 2D barcode / QR code with payment link (Rs. 50 for the application fee)	On-line	System
	3	System will send the payment link to the tribal person through mobile app notification / e-mail / SMS	On-line	System
	4	Tribal Person (Trader) pays the amount through the on-line payment gateway (CC / DC / Net Banking / BharatPay etc.)	On-line	Tribal Person
	5	After the payment, system generates receipt and sends one copy to tribal person via a link send through SMS	On-line	System
	6	System schedules a date for verification of submitted documents by Tribal person in original at the Enforcement Branch of taxation dept	On-line	System
	7	System notifies Tribal person about the date via SMS	On-line	System
	8	Tribal person receives SMS and visits taxation dept. on scheduled date	Off-line	Tribal person
9	Superintendent of Taxes (enforcement Branch) Verifies the Documents in original	Off-line	Superintendent of Taxes	

## To Be Process Maps and Process Descriptions

			(enforcement Branch) (EB)	
	10	If few documents are not correct/satisfactory:		
		Superintendent of Taxes asks tribal person about required clarification within 7 days	Off-line Superintendent of Taxes (EB)	
		Tribal person provides clarification/resubmits required documents	Off-line Tribal Person	
	11	If all documents are valid:		
		Superintendent of Taxes puts detail in the system about approval	On-line Superintendent of Taxes (EB)	
	12	System Generates NOC with digital sign and delivers to tribal person through a delivery channel	On-line System	
		Delivery channel may be:		
		a. Superintendent Of taxes (EB) can take a print-out of NOC and provide the same directly to Tribal person at office	Off-line Superintendent of Taxes (EB)	
		b. System can generate link for download of NOC and send the link through SMS from where the tribal person can download the NOC	On-line System	
	13	Tribal Person receives NOC through any of the two delivery channel	On-line/Off-line Tribal Person	
	<b>Pre-Requisites</b>	<ol style="list-style-type: none"> <li>1. All records need to be digitized for Master Data and Data Comparison</li> <li>2. Any one of the delivery channels out of two mentioned can be fixed</li> </ol>		
	<b>Output</b>	(a) Receipt & (b) Signed NOC		
	<b>Success Criteria</b>	<ol style="list-style-type: none"> <li>1. Ease of Use of System by Stakeholders</li> <li>2. Reduction of Processes &amp; Time Taken</li> <li>3. Ease of Generation of Outputs</li> <li>4. Stakeholders' Ownership of the Processes</li> </ol>		
<b>Recommended Changes</b>	As follows:			
<b>(1) Forms</b>	Nil			
<b>(2) Processes</b>	<ul style="list-style-type: none"> <li>• Payment enabled through payment gateway</li> <li>• Notifications to the Users through SMS / E-Mail / Mobile App</li> <li>• Automatic generation of NOC &amp; Receipt by System</li> </ul>			

