"Computerized Property Tax Collection and Data Management System"
UPLETA MUNICIPALITY

Like many other cities in Gujarat, Upleta was also not prompt in recovering its past arrears, mainly due to manual system. A ULB employee of tax department, Mr. Prafulbhai on his own attempted to alleviate the system from prevailing poor performance. Through self-innovation, a simple software with external expert designer's support was developed. This enabled generation of required reports and also provided assistance in ward wise generation of tax bills. It was further improvised to cater to varied needs that kept emerging to facilitate ease and convenience of operating the system.

Initially, the municipality decided to bear the expenditure on its own. It received the hardware (computers and printers) through public contribution. When the state government declared the e-governance scheme, the cost of software and other expenditure was met through the grant of this scheme.

Upleta Municipality

ULB PROFILE

POPULATION (2001 CENSUS)	55438
POPULATION (PROJECTIONS -2009)	64278
NO. OF WARDS	12
CLASS OF ULB	"B" Municipality

Salient features of the Software as follows:

- 1st Nagarpalika in Saurashtra to have introduced user friendly (Oracle based with net platform) computer software as per ULB requirement for tax collection in 2005-06.
- 1st in the state to have commenced area based assessment in 2003-04.
- Lead ULB to have issued all tax related combined bills and its receipt that resulted in considerable saving in staff time and energy.
- Speedily searches account holders details merely on the basis of name/ surname/area, sparing the customers to bring past bill or A/c details.
- Facilities to provide bills for outstation customers.
- Education cess details segregated and its easy retrieval which enables prompt submission of the grant proposal.
- Inbuilt alerts for non fixing of revenue stamps.
- Easy retrieval of non payers list as per the defined amount limits.

Subsequently, the State Government planned to provide all ULBs with computer software for the tax collection.

Achievements/Results

Prior to computerization, the Municipality resorted to manual record keeping for its various taxes. With computerization of operations, a composite bill and receipt of all taxes are issued. The recovery of dues became easy and intensified as a result of this. Further, the tax income of the Municipality increased. Consequently, the Municipality became financially capable for providing basic amenities to the citizens. The major achievement of this approach was that the limitations and gaps of an old system provided an opportunity for change with the result of increased income and optimal utilization of human resources together with a user friendly service to citizens.
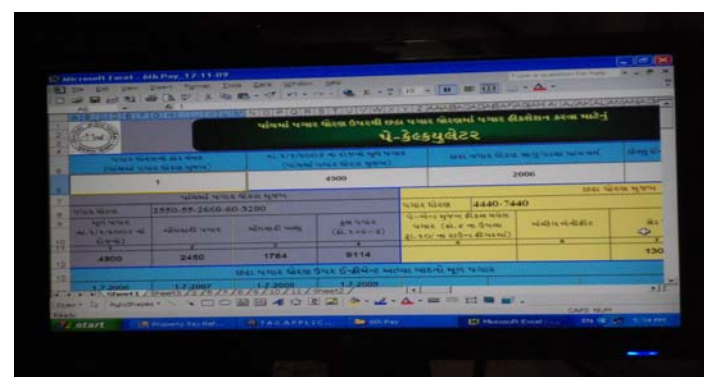

Mr. Prafulbhai: Initiated the unique software for tax collection

Citizen paying taxes at computerized collection centre

UMC
URBAN MANAGEMENT CENTRE