

ABOUT TUMUKURU CITY



Government of Karnataka
Department of Urban Development



TUMAKURU CITY SUMMARY

1	Population as per 2011 Census	305821
2	Area	48.21 Sq Kms
3	Number of Properties	104199
4	Number of Wards	35
5	Length of Roads	575 Kms
6	Total Water Supply	46-47 MLD
7	Per Capita Water Supply	115-120 LPcd
8	Summer Temp & Winter temp	32-40° C & 17-30C

Past Scenario

- Manual demand notices were given to citizens.
- Tax payers had to pay tax in Bank and give challan in Corporation office to update tax paid details.
- Inconvenient to public due to long queues .
- Encouraged Mediators and Brokers.
- Lack of enthusiasm from public to pay tax on time.
- Difficulties in reconciliation of tax paid details.
- Loss of revenue once property is transferred without clearing dues.



Objectives



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• Objective 1

- **Promote digital India initiatives by bringing e-gov and m-gov concept.**

• Objective 2



- **Ease and Automate Administrative Activities to enable citizen services on their finger tips**



• Objective 3

- **Integrated approach to generate reliable data of demand from each ULB**

Objectives

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• Objective 4



- Ensuring a periodical, statistical, analytical & accurate data for effective administration

• Objective 6



- To enhance revenue optimization and self sustainability for ULBs.
- Transference in processing citizens application in stipulated time frame

Objectives

• Objective 5



- Easing & improvising the process of tax collection support system for ULBs

• Objective 7



- Innovative technologies to streamline uninterrupted process for quick results

SOLUTIONS PLANNED

BACK OFFICE
WEB
APPLICATION
TO
ADMINISTER
THE OVERALL
OPERATIONS



DIGIFILE
INTEGRATED
WITH m-FILE
(MOBILE
APPLICATION
BASED) SYSTEM
TO PROCESS
CITIZENS
APPLICATIONS



INTRODUCTION
OF ALL IN ONE
EDC(ELCTRONIC
DATA CAPTURE)
MACHINE



ADROID BASED MOBILE APPLICATIOIS FOR

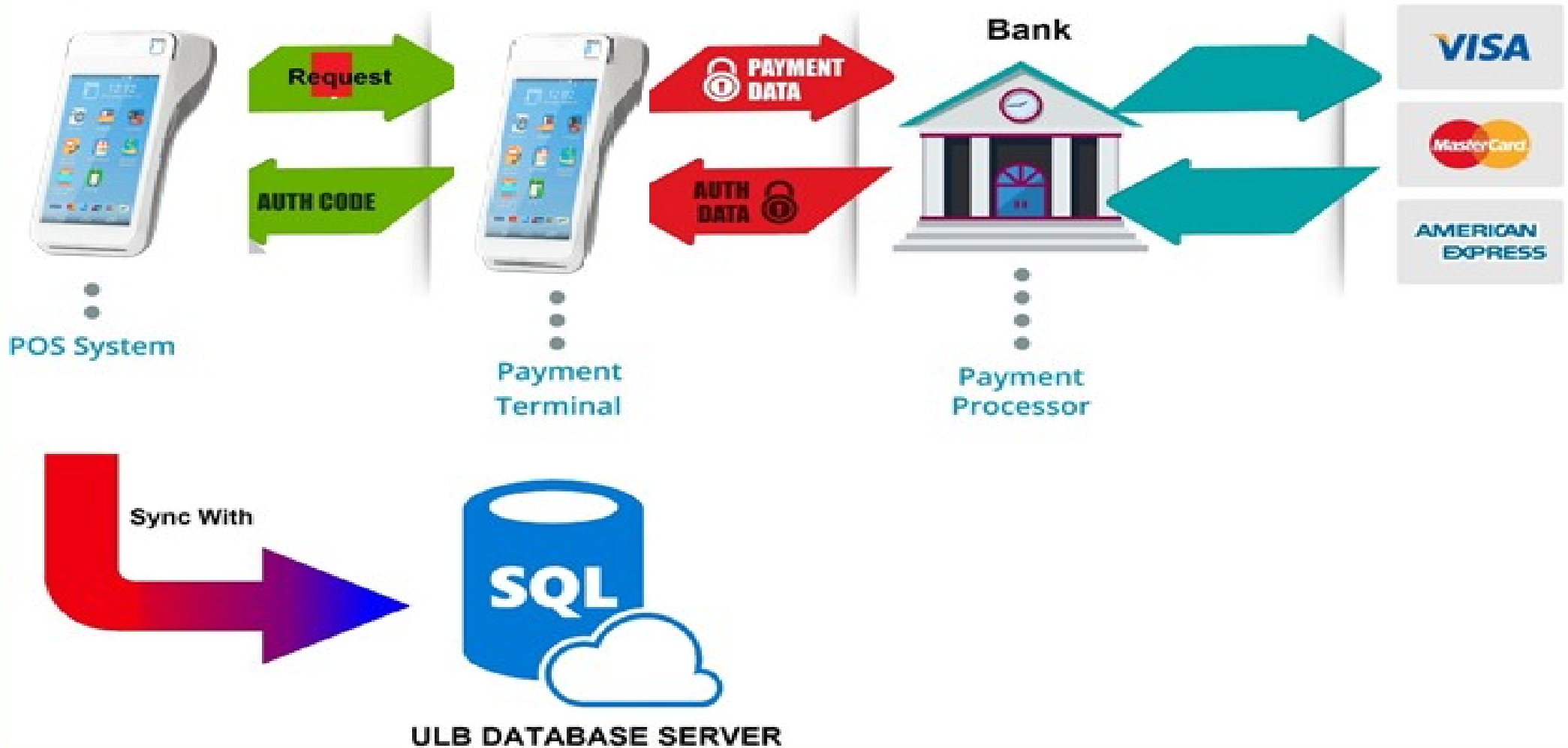
- ON THE SPOT IMPOSING FINE TO PROMOTE SWATCH BHARAT ABHIYAAN.
- ON THE SPOT DEMAND GENERATION.
- ON THE SPOT RECIPT GENERATION.
- ON THE SPOT RENEWAL.
- ON THE SPOT REGULARISATION.
- SURVEY OF PROPERTY, WATER TAP CONNECTION, UGD CONNECTION , TRADE LICENSE AND ADVERTISEMENT HOARDINGS



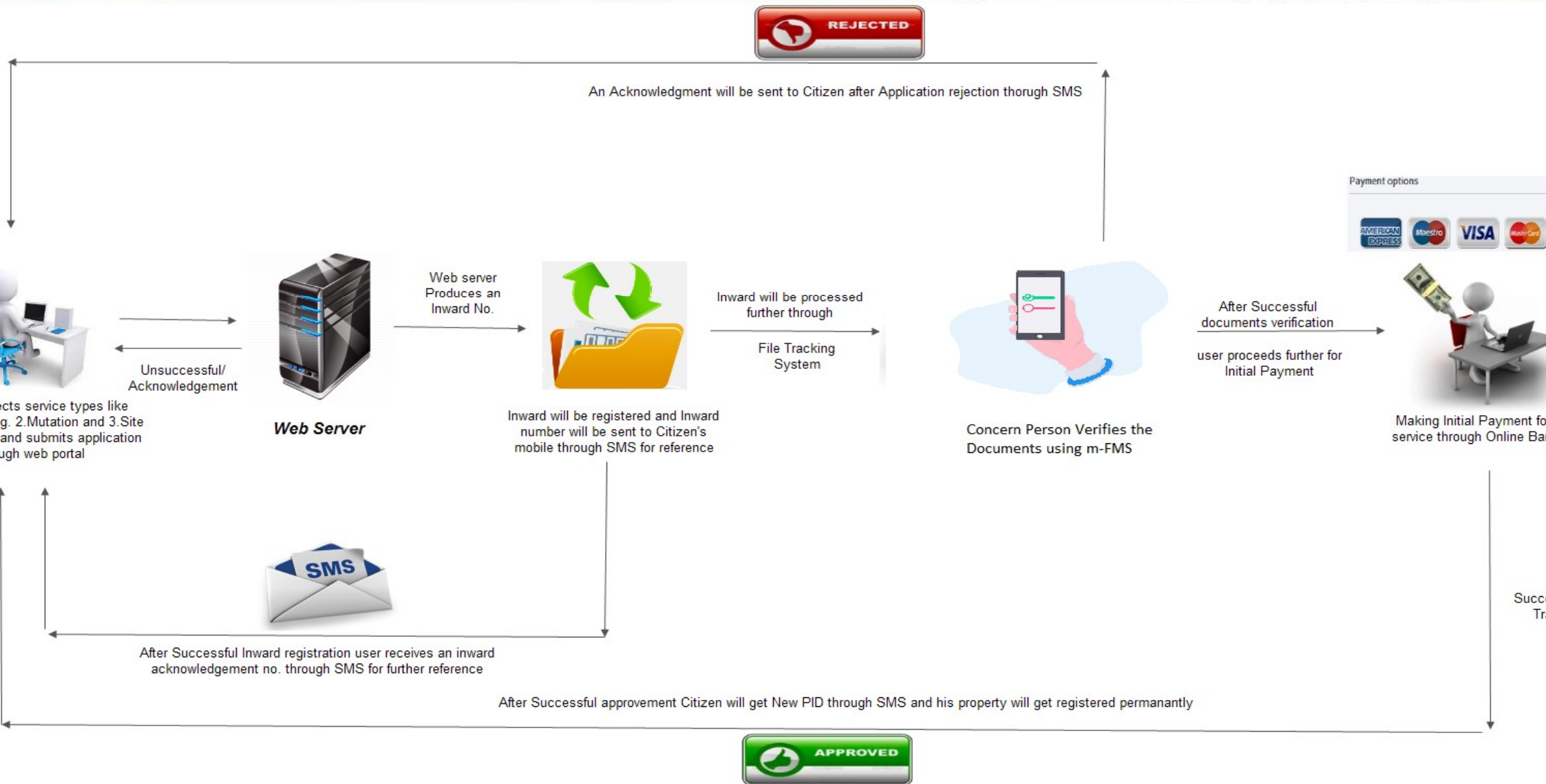
All-in-one Smart Device



Smart POS(EDC) System Architecture



File Tracking (m-FMS) System Architecture





UNIQUENESS

SMART MONITORING BY
CO COORDINATES

ALL THE FIELD LEVEL
ACTIVITIES UNDER
ONE UMBRELLA

PROCESSING
APPLICATIONS USING
SMART MOBILE APPS

ALL REVENUE
TAXES/FEEES IN SINGLE
APPLICATION

08

01

02

03



04

PROPERTY SURVEY
MODULE USING SAME
DEVICE

07

06

05

ALL MODES OF PAYMENT
THROUGH SAME DEVICE

ANDROID BASED ALL
IN ONE SMART
DEVICE

REAL TIME
DASHBOARD

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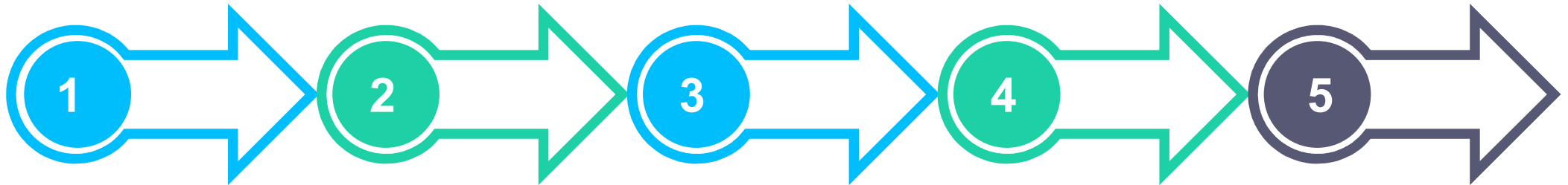
IMPACT WITH STATISTICS



EASE OF
ADMINISTRATION



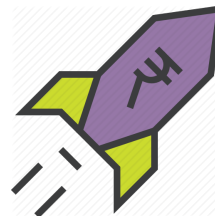
REAL TIME
MONITORING



TRANSPARENCY
TO CITIZENS



REVENUE
OPTIMISATION



GOVERNANCE SERVICE
TO DOOR STEP






Web Dashboard

Mobile Dashboard

Property Tax		Mobile Dash Board	
Property Details		PTAX Coll. (Tdy's) (in Rs.)	
Total Properties	98459	Total Collection	3,05,910
Assessed	95939	By KAR-1	2,78,254
Unassessed	2520	By Online	6,991
Residential	50253	By Fill Challan	3,05,910
Commercial	2999	Last 3 days Collection	
Res./Comm.	1604	29/03/2017	3,283
UnDefined	22	28/03/2017	5,02,247
Public Service	296	27/03/2017	4,96,413
Temple	124		
Hotel & Nursing	0		
Open Land	43159		
Total Prop. Blocked	422		
Total Prop. GeoStamped	74		



Recognition


Dr. G Parameshwara  @DrPara... · 3m

People of #Tumakuru no longer have to struggle to pay various taxes. Tumakuru Mahanagara Palike now collects tax at your doorstep using all-in-one machines, a first in K'taka.

Kudos to entire team that envisioned & executed this. You have set an example!



Tumakuru Smart City Limited and 2 others

1   3 

Tumakuru City Corporation officials visit citizens' homes to collect taxes

Rakesh.Prakash@timesgroup.com

Bengaluru: At a time when city corporations across the state are struggling to step up tax collections, a young IAS officer, T Bhoobalan, is changing the rules of the game in Tumakuru. He has motivated his tech-trained officials to go to taxpayers' doorsteps instead of forcing the latter to queue up in front of them to pay property tax.

The epicentre of such a change is Tumakuru City Corporation (TCC), where 32-year-old Bhoobalan is currently working as the commissioner. Here, civic officials have been visiting taxpayers at the latter's convenience and collecting taxes using hand-held integrated smart devices.

"This is the first time in Karnataka that urban local body officials are collecting taxes — property tax, water tax and trade licence fee — using integrated devices. May be, this is a first in the country too," three senior IAS officers told TOI.

Tumakuru City Corporation, 70km from Bengaluru, is listed un-



TECH ADVANTAGE: As part of TCC commissioner T Bhoobalan's initiative, officials have been using hand-held devices for tax collection

der the Smart City project. Spread over 48sqkm, it has around 1.1 lakh properties. On average, property tax collection in TCC stood at 75% of the target and water tax around 25%.

Bhoobalan, who was posted to TCC in January, said: "It's not that people don't want to pay taxes, it's just that they don't have enough time. Even those who came to pay taxes were wasting time in the cumbersome process of going to the bank, making payment and obtaining challan and returning to TCC to show proof of pa-

Three-member official teams — each comprising a bill collector, a water operator and a health inspector — were equipped with smart devices and instructed to visit taxpayers. "People were happy that officials were visiting their homes and shops to collect taxes," said Bhoobalan

yment to the tax collection officer. The question is, why should a taxpayer run from pillar to post to pay his or her taxes? Moreover, we also realised that the bill collectors were confining themselves to giving demand notices to property owners, when they could undertake collections too." That set Bhoobalan thinking. "We wanted to increase revenue collections to 90% and knew technology will be the enabler," he said.

PoS-like device
Bhoobalan, who has an engineering degree in computer science, started

interacting with tech experts to explore a hand-held machine loaded with integrated software capable of doing multiple tasks related to tax collection. The hand-held device (costing 500g and resembling a point-of-sale machine) was rolled out on a pilot basis. The device, which has a GPS coordinating facility and is equipped with a printer, generates a tax demand notice and 'tax paid' receipt at the spot. Taxpayers can swipe their debit or credit cards for payment. Subsequently, it was expanded to all wards in TCC.

Three-member official teams, each comprising a bill collector, a water operator and a health inspector — were equipped with smart devices and instructed to visit taxpayers' homes and shops to collect taxes. The young employees feel that these smart devices will reduce their workload and improve their performance."

FUTURE ENHANCEMENTS

PROPERTY SMART CARD



1

2



Online payment Integration

- Cashless transaction.
- Convenient method of payment.
- Time saver.
- Safe and secure.



THIRD PARTY INTEGRATION

3

4



Integration with Banks

- Customer can pay at different banks
- Different kind of Collection reports
- Notifications to Citizens after payment

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THANK YOU!

ANY QUESTIONS?