

Odisha e-Municipality

Property Tax Management System

Training Manual

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Notice

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Odisha e-Municipality/Government ISU

AUM Building, Plot No GA/153, Gayatri Vihar, Patia, Bhubaneswar-751024

Tel: +91-674-6644000, Fax: +91-674-664 4001

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About this Manual

Purpose

This manual has been written to help you understand and use the Property Tax Management System application. It presents the functional capabilities and operational details of the System, and contains the procedures that you should know for performing your business tasks using Property Tax Management System

Intended Audience

This manual is primarily intended for ULB officers who will use the e-Municipality application to handle Property Tax Management System services. This guide can also be used by system administrators responsible for configuring and maintaining the application

Pre-requisites for Use

Following are the prerequisites for understanding this manual:

Functional – Basic understanding of current system for Property Tax Management System process and related areas is required.

Technical - Basic understanding of Windows and GUI operations. You are expected to be familiar with operations such as using the mouse and keyboard to select, click or choose menu options and buttons and enter values in text boxes.

Organization of the Manual

This manual is organized as follows:

Introduction provides an overview of Property Tax Management System.

Getting Started takes you on a quick tour of Property Tax Management System. It gives a brief introduction about the general working features of Property Tax Management System that you should keep in mind while working.

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Introduction

The Property Tax Management System application will help you provide quotes for customers in the Property Tax Management System business. This application is integrated with e-Municipality website to make the process of providing a quote easy and flexible. The additions or changes made to the Property Tax Management System data are immediately reflected in this application.

1.1 Features of Property Tax Management System

The eMunicipality Property Tax Management System provides the following features to the ULB users and citizens:

1. Maintaining the details of the new owned property and related information for calculation of tax.
2. Issue of Holding Number and collection of fees.
3. Capturing of observations during spot-inspection.
4. Generation of list of cases up for renewal and capability to send renewal notices.
5. Tracking of defaulters who have failed to pay the property tax.
6. Receive payments under demands.

7. Record payments for on spot collection.
8. Generates MIS Reports

Getting Started

It is to be noted here that access to the Property Tax Management System is limited only to users who are auth. To use it, you must first log on to e-Municipality using your user ID and password. On logging in, e-Municipality allows you to start any of the modules to which you have access rights.

1.2 Logging Into the Property Management System:

Step 1: Open the e-Municipality link <http://ulbodisha.gov.in>

Step 2: Under “QUICK SERVICES” click on Property/Holding Tax

Step 3: Choose your District and the respective ULB from the given dropdown.

Step 4: Click on “Login”

Step 5: Provide your credentials to login to the e-Municipality application.

1.3 Raising a new application for Generation of Holding Number

Step 1: Navigate to the Property Tax tab → Application → New Application (Under tax collector role)

Step 2: Fill in the owner and plot related relevant details.

Step 3: After inserting all the details, click on “**Submit**”.

Note: If you want to work on the form later, you can click on “**Save**”

Step 4: Please keep a note of Application Number for future references.

Step 5: Click on “**Print Application Receipt**”.

1.4 Calculation of Tax and Approval by Tax Inspector

Step 1: Login as user having role “**Tax Inspector**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application No

Step 5: Enter the Inspection Date and Inspection Comments

Step 6: Select the tax calculation method and click on “**Calculate Tax**”

Step 7: **Save/Submit** the application.

Note: Status of the application changes to “**Pending with Tax Daroga**”

1.5 Approval by Tax Daroga

Step 1: Login as user having role “**Tax Daroga**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**” button.

Step 4: Click on “**View**” button corresponding to the required application No.

Step 5: Enter Comments in the “**Comments**” section.

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Pending with Tax Deputy Commissioner**”

1.6 Approval by Deputy Commissioner

Step 1: Login as user having role “**Deputy Commissioner**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter Comments in the “**Comments**” section

Step 6: **Approve, Return** or **Reject** the application

Step 7: Holding Number is generated

Note: Status of the application changes to “**Application Approved**”

If Holding Tax amount > 10 Lakh then, it requires approval of Commissioner.

Hence Status of Application changes to “**Pending with Commissioner**”

1.7 Approval by Commissioner

Step 1: Login as user having role “**Commissioner**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in the “**Comments**” section.

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Application Approved**”

Holding Number is generated

1.8 New Application for extension

Step 1: Login as **Tax Collector**

Step 2: Search for holding by specifying the holding number.

Step 3: Click on “**Extension**” button.

Step 4: Submit the form after which the “**Plot Details**” section becomes editable.

Step 5: Enter the new plot details

Step 6: **Save/Submit** the form

Step 7: Print Receipt.

1.9 New Application for extension-Approval by Tax Inspector

Step 1: Login as user having role “**Tax Inspector**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Enter the plot details in “**Plot Details**” section which is to be changed.

Step 5: **Submit / Save** the application.

1.10 New Application for extension-Approval by Tax Inspector

Step 1: Search for the application.

Step 2: Click on “**View**” button corresponding to the required application No

Step 3: Enter the Inspection Date and Inspection Comments

Step 4: Select the tax calculation method and click on “**Calculate Tax**”

Step 5: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Pending with Tax Daroga**”

1.11 New Application for extension-Approval by Daroga

Step 1: Login as user having role “**Tax Daroga**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in “**Comments**” section of the application

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Pending with Deputy Commissioner**”

1.12 New Application for extension-Approval by Deputy Commissioner

Step 1: Login as user having role “**Deputy Commissioner**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in “**Comments**” section of the application

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Application Approved**”. Proceed to Payment.

If Holding Tax amount > 10 Lakh then, it requires approval of Commissioner.

Hence Status of Application changes to “**Pending with Commissioner**”

1.13 New Application for extension-Approval by Commissioner

Step 1: Login as user having role “**Commissioner**”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in “**Comments**” section.

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Application Approved**”

1.14 New Application for Ownership Change

Step 1: Login as Tax Collector

Step 2: Search for holding (Refer to Holding Search) by specifying the holding number.

Step 3: Click on **Ownership** button.

Step 4: Click on “**Submit**” and Submit the form. The status changes to “**Pending with Court**”

Step 5: Complete the court proceedings

Step 6: The “**Owner Details**” section becomes editable.

Step 7: Enter the new owner's details in “**Owner Details**” section

Step 8: **Save/Submit** the form

Step 9: Print Receipt

1.15 New Application for Ownership Change –Approval by Tax Inspector

Step 1: Login as user having role “Tax Inspector”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application No

Step 5: Enter the Inspection Date and Inspection Comments

Step 6: Select the tax calculation method and click on “**Calculate Tax**”

Step 7: Submit the application. Click on “**Submit**”

Note: Status of the application changes to “**Pending with Tax Daroga**”

1.16 New Application for Ownership Change –Approval by Daroga

Step 1: Login as user having role “Tax Daroga”

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in “**Comments**” section of application

Step 6: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Pending with Deputy Commissioner**”

1.17 New Application for Ownership Change –Approval by Deputy Commissioner

Step 1: Login as **Deputy Commissioner**

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Click on “**View**” button corresponding to the required application no.

Step 5: Enter the Comments in “**Comments**” section of application.

Step 6: **Approve, Return** or **Reject** the application

Note: Status of the application changes to “**Application Approved**”. Proceed to Payment.

If Holding Tax amount > 10 Lakh then, it requires approval of Commissioner.

Hence Status of Application changes to “**Pending with Commissioner**”

1.18 New Application for Ownership Change –Approval by Commissioner

Step 1: Login as **Commissioner**

Step 2: Navigate to Property Tax → Application → Search Application

Step 3: Provide the criteria for search and click on “**Search**”

Step 4: Enter the Comments in “**Comments**” section of application

Step5: **Approve, Return** or **Reject** the application.

Note: Status of the application changes to “**Application Approved**”

1.19 Receive Payment

Step 1: Search for the Holding no under Tax collector role

Step 2: Click on “**Payment**” button to receive payment

Step 3: In the payment screen fill the relevant details

Step 4: Submit the details

Step 5: Print Receipt

Note: The payment has now been sent to the cashier and is awaiting acceptance

1.20 Issue Notice

Step 1: Search for the Holding (Refer to Holding Search 2.20)

Step 2: Click on “**Issue Notice**”

Step 3: Select the appropriate Notice Type from the drop down

Step4: In the Notice screen fill the relevant details

Step 5: Click on “**Submit** for approval

Step 6: Notice number is generated successfully

1.21 Notice Approval-Deputy Commissioner

Step 1: Search notice under deputy commissioner using the notice no

Step 2: Click on View tab to view the application

Step 3: Approve/view/return the application

1.22 Check Application Status through SIS

Step 1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step 2: In the screen that appears, navigate to Property/Holding Tax>Check Application Status

Step 3: In the screen that appears, provide the application no in the box and click on “Search” button.

Step 4: Application no along with the application status will be populated in the screen.

Step 5: Application details along with application status will be populated below search box.

1.23 Calculate Property/Holding Tax

Step 1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step 2: In the screen that appears, navigate to Property/Holding Tax>Calculate Property/Holding Tax

Step 3: Chose the Method and Building Type.

Step 4: Post the above step, another box appears, asking Land Value (GA) or any other details. Fill the required details and click on “Calculate Tax”

Step 5: The tax amount will appear on the screen.

1.24 Apply Online for Holding Number

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step 2: n the screen that appears, navigate to Property/Holding Tax>Apply Online for Holding Number.

Step3: In the screen that appears, provide the required details.

Step4: Check the box “I have verified the information being submitted in this form to the best of my knowledge”

Step5: Click on “Submit” button.

Step6: A new application no will be generated and a SMS will be sent to the mobile no provided with the application no.

Step7: Keep a note of that application no for future reference and to search for the status

Step8: Application status will be regularly updated to the applicant in all the steps through SMS

1.25 View Demand/Payment status

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step2: In the screen that appears, navigate to Property/Holding Tax>View Demand/Payment Status

Step3: A new screen appears, asking various required fields to be filled in by Citizen.

Step4: Fill all the details and click on “Search” button.

Step5: Navigate to “View” button against the holding no.

Step6: In the screen, that appears, Citizen can check Assessment Details, Demand Details and Payment Details

Step7: Citizen can print the demand report by clicking on Print

1.26 Apply for Miscellaneous Services

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step2: In the screen that appears, navigate to Property/Holding Tax>Apply for Miscellaneous Services.

Step3: A new screen appears where you need to fill the Holding No. to search.

Step4: When the search result appears for given Holding No., proceed with the facilities like ownership split, extension or ownership change.

Step5: For each of the above facilities fill up the details and submit the respective forms.

Step6: A no. will be generated, following your application. Keep a note of that for future reference.

Step7: You can check the status of your objection also by navigating to “Check Application Status

1.27 Apply for No Dues Certificate

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step2: In the screen that appears, navigate to Property/Holding Tax>Apply No Dues Certificate.

Step3: A new screen appears where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.

Step4: When the search result appears for given Holding No., provide the Mobile No. .

Step5: Click on the Submit Button.

Step6: A no. will be generated, and Sms will be fired with the application no following your Application. Keep a note of that for future reference.

Step7: You can check the status of your application also by navigating to “Download No Dues Certificate”.

1.28 Approval of No Dues Certificate

Step1: Under Commissioner Role navigate to NDC<Search

Step2: Enter the NDC Application No and click on search

Step3: Click on View

Step4: Enter the remarks and approve the NDC

1.29 Download No Dues Certificate

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step2: In the screen that appears, navigate to Property/Holding Tax>Apply Objection.

Step3: A new screen appears where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.

Step4: When the search result appears for given Holding No., provide the Mobile No. and the OTP.

Step5: Then click on the Download button to the No dues certificate.

1.30 Apply Objection through SIS

Step1: Open the e-Municipality web portal <https://www.ulbodisha.gov.in> and from the drop down “Chose your District and ULB”

Step2: In the screen that appears, navigate to Property/Holding Tax>Apply Objection.

Step3: A new screen appears where you need to fill the Holding No., Tax Ward or Legacy Holding No. to search.

Step4: When the search result appears for given Holding No., provide the Mobile No. and Objection Details.

Step5: Navigate to “Apply Objection”

Step6: A no. will be generated, following your objection. Sms will be fired quoting the objection no. Keep a note of that for future reference.

Step7: You can check the status of your objection also by navigating to “Check Application Status”.

1.31 Approval of Objection through application

Step1: Under Tax Daroga Role navigate to objection <search

Step2: Enter the objection no and click on search

Step3: click on view

Step4: Approve/return the objection

Step5 Under Commissioner Role navigate to objection >search

Step6: Enter the objection no and click on search

Step7: Click on view

Step8: Enter the hearing date and Schedule the objection hearing or else return the objection if the objection is found unfair

