

Case Study

UniServe<sup>™</sup> NXT | Citizen Services Management Solution

# Enhanced citizen services with Citizen Services Management Solution built on



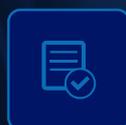
The revenue department of the country with more than 14 million tax payers had an ambitious plan to optimize revenue collection, while making it easy for the taxpayer.

They were determined to leverage the advanced technological capabilities of digital platforms to help them achieve their dual objectives. One, to triple tax payer base in two years by simplifying tax filing process and second, to adopt a system that enabled extremely easy change management of the forms

The revenue department wanted to enhance its operating procedures while being more responsive and adaptive to the changing business and legislative environment. Some of the objectives they wanted to achieve with the help of technology were:



Enforce tax laws with fairness



Improve voluntary compliance



Improve convenience for citizens to file taxes using digital mediums



Track and arrest tax leakages



Improve revenue potential of the economy

# The Objective

The present online direct tax filing system demanded an improved efficacy of the instruments used by the tax administration.

## Following were the challenges



7 different types of Income Tax Returns Forms for people with different categories of income



Absence of wizards to help citizens identify which form is applicable to them



Each form had many fields and required information from previous assessment year that were not pre-populated



High dependency on the online functionality made it extremely slow due to high volumes



Dependency on third party tools or experts to file tax returns



Solution incompatibility with multiple devices like laptops, tablets, mobiles, etc



Mandatory for Indian citizens to file returns online while network connectivity issues persist



20000+ rules have to be manipulated each tax season creating a change management overhead

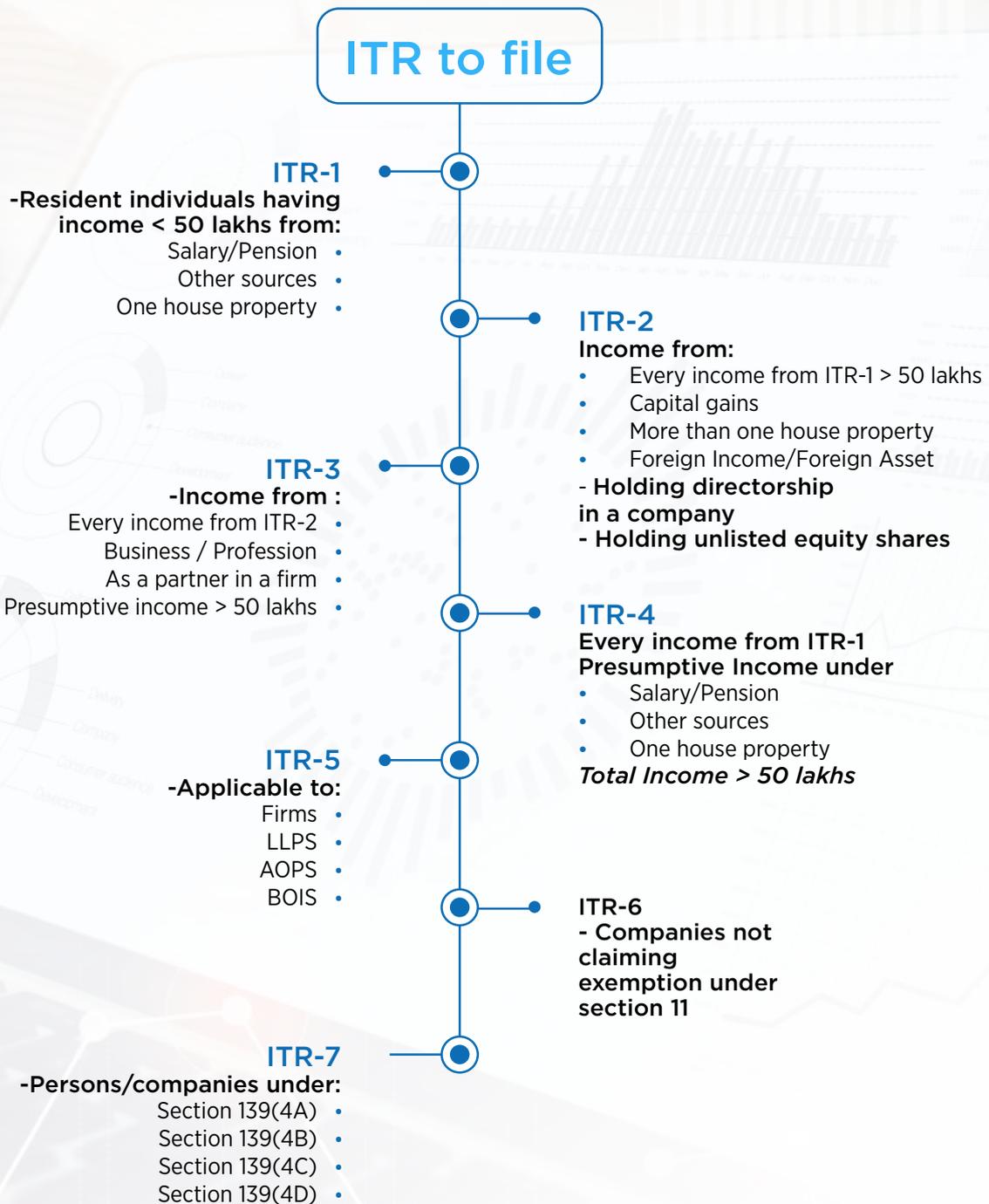


Excessive dependency on database leading to long wait time for validations

# UniServe™ NXT at work

Citizen Services Management Solution, a comprehensive data capture and dissemination application built on UniServe™NXT Platform helped the Revenue Department to digitalize the complex Income Tax Returns filing process.

## Complexities of the Income Tax Returns Filing Process:



### UniServe™ NXT platform advantage:

- Tax domain experts could easily configure the application using the low-code platform, UniServe™ NXT without the need for coding. This resulted in quick deployment of the massive project.
- Forms were developed in Angular framework to support multi-browser and multi-device capability.
- Technology experts used configurable BPM and rules manager to quickly render multiple forms.
- AI based chat-bots were included to assist tax payers.
- Configurable API engine integrated with multiple applications used to pre-populate information.
- Wizards for helping citizens choose the appropriate form were built with drag and drop UX designer.
- Easy code generation capabilities of the platform made it convenient for integrations and eliminated any vendor lock-in.

### Value delivered:

- **Low-code application development platform to design 7 ITRs forms** on Angular 7 framework with Wizards that support both online and offline. Additionally, 20 statutory forms as offline utility were also made available

Type of ITRs	Pages	Fields	Rules & Computations	Upload level validations
ITR 1	110	600	1800	202
ITR 4	140	800	2400	270
ITR 2	338	2000	6000	484
ITR 3	420	3000	9000	834
ITR 5	456	900	3314	548
ITR 6	519	3000	9000	615
ITR 7	420	3000	9000	834

- **Integration with the following applications** to ensure pre-population and efficient processing
  - a. ITD Portal
  - b. ITD Content Management System
  - c. Multi-Language Translation Engine
  - d. Prefill Services

- Forms are cross browser compatible and support multiple devices
- Faster change management of the forms with configurable tools to accommodate changes in the income tax regulation
- Ensure security of the data by adhering to GIGW Guidelines of Indian Government websites
  - **Localization of forms:**  
This allows publication in regional languages
  - **No vendor lock-in:**  
By generating the code in Angular 7, there is no dependency on third party vendors.
  - **Designed to handle large volumes:**  
Can handle up to 1.5cr peak volumes in a day



## Intelligent Digital Forms helped eliminate manual and typo errors, reduce compliance issues, longer wait times and duplication.

With the help of Z-forms, our Digital Forms Management Solution they were able to do away with paper forms, validate the input data, cut costs of managing several types of forms, and reduced compliance issues, longer wait times and duplication.

**65 mn citizens  
file their taxes  
worth USD  
18 Bn using the  
solution built on  
UniServe™ NXT  
85% information  
is auto-filled  
from multiple  
back-end  
systems  
reducing human  
error/data  
accuracy issues**

## Benefits

- **Identify and arrest tax leakage**  
Digitalization of every aspect of Income Tax Returns Filing connects all parts of taxable income of the citizens that arrests any chances for tax leakages.
- **Improve voluntary compliance**  
The wizard based forms integrates with several systems, prefills data and provides easy navigation to the users.
- **Digitalization of Income Tax Filing**  
With 'Design Once, Use Anywhere' feature that has various configurable options, the forms designed are compatible online, offline and on any mobile app.
- **Improved processing time**  
End-to-end digitalization of the TIR filing process resulted in drastic reduction of processing time from **63 days to 1 day**.
- **Enhanced citizen experience**  
Faster, convenient filing process, which eliminated the dependency on third party tools or subject experts
- **Automation of issuance of refund**  
Without interfacing with department authorities thus improving the enforcement of tax laws with fairness.
- **Server-less architecture**  
reduced the need for huge infra expenditure.
  - ◆ Changes in tax rules are now just a simple click of a button with configurable tools.
  - ◆ Single form was designed to be available in all major Indian languages both online and offline.
  - ◆ Compliance to GIGW standards ensures that all Indians can use it conveniently.

**In10s** 

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