

Info Capsule

ELECTION COMMISSION OF INDIA LAUNCHES NATIONAL CONTACT CENTRE¹

Every vote counts. And so does every voter. Serving every elector flawlessly is the commitment of Election Commission of India that it has lived up to time and again. The Commission has added another feather to its cap with the launch of National Contact Centre with a toll-free No. 1800111950. Now any citizen from any part of the country can call on the toll-free in English or Hindi with any query or complaint at any time of the day. Callers can enquire on subjects such as elections, voting dates, EPIC, electoral roll, online registration etc. and lodge a complaint by simply dialing in to the toll free no. Not only this, executives also make outbound calls for educating the electors and spreading voter awareness.

The National Contact Centre is operated on a National Grievance Redressal System Software. This software is a single window platform to manage complaints and feedback received through calls, emails, sms and website access in an integrated and time-bound manner. Callers may connect with the executives to register a complaint and know about its status of receipt and disposal as well as to give suggestions and feedback at every step of the way.

The Contact Centre is Commission's step forward towards bringing about electoral reforms where citizens and officials are empowered to monitor and report any anomaly or violation of ECI instructions in the field before, during or post elections.

Each state and UT will also soon setup and operationalize dedicated State Contact Centre (SCC) and District Contact Centre (DCC) to ensure seamless flow of information across the contact centers for handling issues/ query from citizens. National Contact Centre will build IT protocols to ensure that any call landing at NCC are properly redirected to the respective State Contact Centre.

It is expected that on operationalization of Integrated Contact Centre, ECI will be able to provide multilingual support to all the citizens across the nation in a decentralized and integrated manner.

ICT 2025 Vision Document

ICT 2025 is about setting up core IT infrastructure and process to consolidate multitude of election process and functions.

¹ Available at: <http://pib.nic.in/newsite/erelease.aspx?relid=0>

The ICT 2025 Vision Document heralds the beginning of what we call as Digitalization instead of just Digitization. Digitalization is the key strategy in ICT 2025. It is the strategy of adopting recent technologies and consolidating existing technologies in IT to make the most of the digital resources available in the Election ecosystem.

Launch of ICT 2025 Vision Document by the Hon'ble Commission

The ICT 2025 Projects which capitalise on Digitalization, will capture both Electoral Process and the conduct of elections. There are four major components of the ICT 2025.

1. Integrated Software application
2. GIS, Analytic and Integrated Contact Centre
3. IT infrastructure including data center, IT security, disaster recovery
4. Knowledge Management, Capacity building and social media engagement

Further Election Commission has launched 'Annual Report 2017' & 'Electoral Statistics Pocket book 2017' & 'IT in Elections Booklet'.

REVENUE SECRETARY DR. HASMUKH ADHIA HOLDS DETAILED REVIEW OF IT-PREPAREDNESS FOR THE ROLL-OUT OF GOODS AND SERVICES TAX (GST) FROM JULY 01, 2017²

- **60.5 lakh taxpayers out of 84 lakh enrolled as of now; Registration to be reopened for 15 days from 01st June, 2017.**
- **Out of 62,937 tax officials, 24,668 tax officials have been given hands-on training; remaining to be trained by 15th June, 2017**
- **3200 taxpayers from Centre, States and UTs to get hands-on experience of GST System software in a pilot from 02nd to 16th May, 2017.**

Dr. Hasmukh Adhia, Revenue Secretary, Government of India, expressed his satisfaction with the preparation for the roll-out of Goods and Services Tax (GST) from 1st July, 2017. He was holding a detailed review of IT Preparedness for GST System at the Goods and Services Tax Network (GSTN) office in national capital on 10.05.2017. The meeting was attended by Smt. Vanaja N. Sarna, Chairperson Central Board of Excise and Customs (CBEC), Shri Navin Kumar, Chairman GSTN, Shri B. N. Sharma, Additional Secretary Revenue, Shri S. Ramesh, Member CBEC, Shri Prakash Kumar, CEO GSTN, Shri Binod H. R., Executive Vice President, Infosys and Shri C. N. Raghupathi, Infosys India Business Unit Head.

Dr. Adhia reviewed GST System preparedness of GSTN and CBEC. He was briefed about the software system being developed for GST, training of tax officials and outreach program being undertaken by Tax Departments across the nation. Out of 62,937 tax officials, 24,668 tax officials have been given hands-on training on the application software on live system while the remaining officials will be trained by 15th June, 2017. The training is being conducted on Registration, Returns and Payment Modules developed by GSTN.

GSTN is also conducting a pilot on GST System Software from 2nd May to 16th May, 2017, where 3200 taxpayers drawn from each State/UT and Centre will be participating. The pilot covers all the three modules and is being run to give the taxpayers first hand opportunity to work on the live system as the creation of return has become an interactive process.

² Available at: <http://pib.nic.in/newsite/erelease.aspx?relid=0>

This pilot will also give an opportunity to test all the modules by a large set of users in real life environment so that all possible scenarios get tested. All stakeholders involved in the GST System from taxpayer to bank to RBI to accounting authorities are participating in this exercise which is like a rehearsal for the real rollout. The feedback from the pilot will be used to further improve the GST Software. The modules covered under the pilot are:

- i. Upload of invoice data using Offline Tool, developed by GSTN
- ii. Creation of Supply Return (GSTR-1)
- iii. Viewing auto-generated inward supply (Purchase) Return (GSTR-2A)
- iv. Editing of GSTR-2A by purchaser to create final inward supply return (GSTR-2)
- v. Viewing and acceptance/rejection of added invoice data by purchaser (GSTR-1A)
- vi. Viewing System generated GSTR-3, payment of taxes using net banking and submission of GSTR-3.
- vii. Creation of bank scroll by Banks and RBI,
- viii. Reconciliation of payment by Accounting Authorities with data received from Banks and RBI

The Revenue Secretary Dr Adhia also reviewed the progress on enrollment of existing taxpayers. As on 30th April 2017, when Phase-1 of enrollment was closed, 60.5 lakh taxpayers out of 84 lakh had enrolled. The enrollment window will be re-opened for 15 days from 1st June, 2017 to give another opportunity to taxpayers to enroll.

Team ICSI

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