

Reengineering of the Challan System

Client	Corporation of Chennai
Topic	Reengineering Challan System
Date of Go live	Since 01.04.2012
Brief Description	<p>Citizen need to pay for various miscellaneous services like tender fees, usage of civic amenities, fees for certificates etc offered by Corporation of Chennai (COC). The respective departments create challans for these services which are then paid by the citizen at the treasury to avail the services requested for. The manual process is time consuming and error prone.</p> <p>Using the challan module of the eGov Collections, the Corporation of Chennai has streamlined the challan process. This has improved the service delivery to the citizens as well has increased the efficiency of the employees.</p>
Users of the System	<ul style="list-style-type: none"> • Citizen : Remitting Payments for services • Admin section of the function centers in over 30 departments for creation and approval of challans • Treasury section for collection of payments • Finance section for remittance of collections
Number of users of the system	<ul style="list-style-type: none"> • 600 Users for creation and approval of challan • 7 users for accepting payments. COC intends to increase it to 25 by decentralizing the collections to all the zones • 3 users for Bank Remittance. COC intends to increase this to 20 users by decentralizing the collection to all the zones
Main Advantages to the stakeholders	<ul style="list-style-type: none"> • Citizen : Reduction in the time for Service delivery from 2-4 hours to less than 30 minutes. Citizen can remit even at zonal offices. • Challan Creators: Avoid Manual writing of 3 copies of the challan; all challans available online; challan gets updated with the receipt details. • Treasury: No need to enter the challan details again for payment; Various collection reports at the day end help in

	<p>remittance reducing errors and improving efficiency</p> <ul style="list-style-type: none"> • Finance: Automatic posting of vouchers in Financial Accounting System
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Description:

The Collections module covers all the collections (Bill based and Non-Bill based) of the Corporation of Chennai. The module accounts the Collections, Consolidation of the Day end Collections Counter wise, Consolidation of Collections Center wise, Bank Remittance Service type wise and process relevant vouchers in the Financials. Presently all the Miscellaneous Collections (Non-Bill based) are being carried out online through this Collections Module.

The treasury is the collection location placed at the Head Quarters and is the only section within the Corporation entitled to collect Cash. Other than treasury, the system gives a provision to carry out the collections at Zonal and Divisional Offices as well.

The challans (equivalent to the bills) are created by the user departments (There are 31 departments in Corporation and each department has an average of 7 function centers). The admin section of the function centers creates the challan based on citizen request and the citizen then approaches the treasury Section with his payment with the challan reference number obtained from the admin Section. The citizen can remit his payment the very next moment of Challan creation.

Earlier in the legacy system, the citizen had to approach the admin section which used to physically fill 3 copies of the challan and get the same approved. The citizen then had come to the treasury section and handover the triplicate copy of the challan. The payments were collected by the treasury based on the approved challan. Further on receipt of the payment the treasury section had to return one copy of the challan with payment particulars (this is referred as Challan-Receipt) to the admin section of the respective function centers. If this missed out then the admin Section would not have the reference of this payment.

All these issues are resolved using the present ERP application. The advantages using the present system to the respective departments are:-

Administrative Section of relevant Function Centers

1. The users are relieved of physically writing three copies of each Challan.
2. The Admin Section maintains the records of the Challan Created online.
3. The Challan get updated with the receipt details once the receipt is generated in the Treasury Section.

Treasury Section of the Finance Department

4. The Treasury department has both the Challan and Receipt Details on order.
5. The Treasury Department gets the report of each counter wise collection at the day end

6. The Treasury Department gets the report of the complete Collections at the day end for both Cash and Cheque.
7. The Treasury Department gets the report for the remittance to Bank Service Type wise for all the Cheques and Cash.
8. The Finance Department gets all the Vouchers auto generated for the Collections based on the Service Type.

Challenges faced during the Roll out.

The roll out was planned with all the variables like infrastructure, training and manpower into account. The infrastructure like systems with connectivity was ensured in all these locations. Training was given to officials from 200 sections distributed in more than 250 locations all through Chennai. Training was given in the last 30 days and a follow up training of one week was given before the roll out.

On the day of roll out the treasury which is located at HQ was assisted in creating the receipts by the eGov team. Admin Sections placed at various locations found it difficult to change the practice of manual challan creation all of a sudden. They came with their manual challans to the Treasury. Immediately eGov formed an in-house team of 5 persons with infrastructure at the Treasury and provided on the spot training to the admin users coming with manual challans. This ensured successful roll out as well as training to the users when they needed it most.