

# Goa Excise Management System (GEMS)

'GEMS' is Government to Business (G2B) initiative of Department of Excise, Government of Goa, aimed at achieving good governance and paperless office using ICT tools. The project was entrusted with NIC in October 2013, to develop a complete web based workflow application providing end-to-end solution to the business community, facilitating the dealers through anywhere, anytime and round the clock services.



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**E**xcise is a matter mostly governed by the Central Government. In such a case, only the manufacture and sale of alcoholic beverages comes under the purview of State Excise Departments. In Goa, the Excise Department is headed by Commissioner and consists of Assistant Commissioners, Superintendents and Excise Inspectors (EI's). There are 60 EI's stationed at various Talukas, Manufacturing Units and Check Posts.

In all there are 105 Manufacturing Units, 240 wholesalers, 2173 retailers and 8087 bars in Goa. The manufactures produce Indian Made Foreign Liquor (IMFL), wine, beer, country liquor etc. These products are sold in Goa as well as exported outside Goa and also from the country. The raw materials are manufactured in

Goa or imported from outside based on the product.

The main function of the Excise Department is issuance of licenses for setting up liquor manufacturing units, wholesale shops, retail shops and bars. These license and liquor labels are to be renewed every year. Apart from this, the department issues NOCs/ permits for import/export of raw material and liquor.

Moving with the time, the Excise Department in Goa decided to embrace technology to provide efficient and faster service to the stakeholders involved. Earlier, most of the work was done tirelessly by the staff, which was time consuming and prone to errors. In 2014, the Goa Excise Department kicked off its process of computerization by issuing computerized Permits to the liquor Dealers for which they can apply online. Each Permit can be uniquely identified with GS1 Standard Barcode printed on it and which can be tracked worldwide. This built-in





Launching of Portal by Hon'ble Chief Minister of Goa, Shri Laxmikant Parsekar on 20th February 2015

security feature totally eliminated the duplicate/forged Permits used by some of the Dealers in the past to evade excise duty. Further, one-to-one mapping of the Permit with Truck No. prevented the illegal transport of raw materials. Later, the department also started online of payment of excise duty on the lines of e-payment of other taxes like Income Tax (IT) and Value-Added-Tax (VAT) etc. so as to make the "Issuance of Permit" service end-to-end.

Taking into consideration the mobile technology which is available today with very high penetration, apps are being developed in the Android platform for key Informational and Transactional services rendered by the Excise Department. The apps will enable the administrators to monitor the tax/duty collection from time to time and take appropriate measures at the appropriate time. Through apps, the dealers will also get substantial benefits from the up-to-date status of various transactions carried out by them.

### OBJECTIVES OF GEMS

- Work flow based system to carry out all major activities of Goa Excise Department
- Issue NOC's, Permits and Licenses
- Monitor online revenue collection
- Minimize physical interaction between business community & departmental officials

- Integration of Digital Signatures to promote Green Office
- Facilitate online payment
- Facilitate "Anywhere, Anytime Services" to the business community

### GEMS APPLICATION

GEMS is a combination of two web based applications - the Internet based Interface is for the business community, while the Intranet Interface is for the departmental officials.

The business community can apply online (for NOC's, permits & licenses) along with softcopies of all the supporting documents. The EI will log into the portal, verify the supporting documents, generate the e-challan accordingly and send it back to the applicant electronically. The applicant will either pay the e-challan online, or at the bank counter and upload the e-receipt on the portal. The EI will forward the application with appropriate remarks to the concerned officer who in turn will forward it to the higher authorities. This process continues till the final grant stage. The history of each officer's comment along with the documents uploaded can be viewed by officers to take appropriate decisions. There is no file/paper movement from one stage to other. After the grant, the system will generate the NOC, permit etc. and the authorized official will sign and issue the same. The dealers will visit the department only once to collect the NOC/permit etc. Integration with digital signatures is being done

to eliminate the physical visits by the dealers. At every stage the dealer is kept informed about the status of the application through SMS.

In the manual system, this process used to take a minimum of 3 working days, as the entire file has to come to Head Office from various Excise Stations. After deploying GEMS, it takes only 1-2 hours to process the applications.

For the departmental official, - the dashboard displays the pending applications and revenue collection. There is an option to transfer all the files pertaining to an officer to other employee in case of leave or transfer to ensure uninterrupted services. Android based mobile apps are being developed to facilitate the department official to view the status and circulars, and scan the GS1 barcode to verify the documents during enforcement.

### BENEFITS

- System generated application forms for the dealers are based on the input with GS1 barcode that eliminates need to write applications manually. GS1 barcode standards are used to identify the document type, validity, issuing authority etc.
- Dealers can scan and upload all the reference documents and department officials can view these documents digitally at any stage. This helps in quick decision making. It also eliminates the need to carry physical files to the department, thus saving manpower, transport, energy and paper.
- Fee calculators for calculating excise duty and auto-generation of e-Challan are available.
- Linking of permits and endorsement details avoids multiple truck entries against one permit.
- Integration with e-Challan Payment Gateway helps in easy transactions.
- Less paper means fewer trees are cut, resulting in saving the environment.

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