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## Introduction

The objective of this case study is to assess the product understanding and presentation skills for the role of Business Analyst. Here we ask the candidate to go through the Reference material and demonstrate the features of a Property assessment system.

## Problem Definition

Municipal commissioner is interested in understanding and identifying the Property tax defaulters across the ward, city, and districts. He requires a MIS-GIS based Decision Support System solutioned for him. A solution needs to be developed along with details on the data required in developing the system. More details to use the system are provided in Reference section.

## Expected Deliverables

- Case study document of the solution to be provided to commissioner
- Spec document of the solution envisaged detailing the various analytics, reports and MIS-GIS views

## Reference

One of the most crucial sources of revenue for Urban Local Bodies in India is property tax. However, every ULB faces issues in accessing detailed information related to property – location, encumbrance, property tax details and disputes. Traditional system of Revenue Collection and Management has started posing challenges for the Government and several civic bodies due to the gap between revenue collection system and the growth of the economy. GIS is one such technology that could enhance the revenue collection mechanism for Government authorities, no matter whether it is property tax or municipality tax or utility bills (water/electricity/telecom). GIS can provide an efficient and improved and system to not only increase the revenue collection but to monitor the process and identify defaulters. GIS could help monitor the property tax revenue by preparing a common platform that visually links all property-related data such as the number of floors in each building, the total constructed area of each

building, individual plot areas, details of locality, and road facing details with the applied tax calculation principles. An efficient GIS can store accurate information on tax payables and revenue collection which can be monitored visually. It can send automated notices to tax payers periodically to update them about pending dues. Visual representation of the whole property tax system shall not only build an efficient and accurate tax collection mechanism, but also reduces the frequency of field visits for complaint redressed and other assessment purposes. This would also provide accessibility to all the related civic departments and shall enable a transparent and consistent system for tax assessment.

Property Tax modules includes the Property and Owner details. It facilitates to execute Map queries and generate reports to track the current and future tax collections as well as to find out the defaulters as per zone, ward wise, property type and also in ULB area .

Property tax is the annual amount paid by a landowner to the local government or the municipal corporation of his area. The tax amount is based on the area, construction, property size, building etc. The purpose of the Property Tax dynamic dashboard is to bring spatial visibility into the collection of the property taxes for the entire State up to the lowest granular level of a ward level. Spatial dashboard will have different views and information consoles for different hierarchy of users. Apart from bringing the Geospatial visibility, the dashboard helps the various users towards

- Getting actionable insights
- Dynamic visibility at State, ULB, Ward or Zone, or parcel level.
- A querying tool that helps in day to day operations

Property Tax application provides a bird eye view of the below information to the administrators the



- Assessments who have paid property tax and overdue.
- Top Defaulters
- People overdue and likely to pay tax
- Optimized tax collection route plan for bill collectors
- Near me assesses paid and defaulted

