

- Home
- News Update

Government - E-Governance

States - Kerala

## Kerala Commercial Taxes Dept to adopt M-Governance

### News

- Front Page
- Corporate
- Markets
- Info-Tech
- Marketing
- Money & Banking
- Agri-Biz & Commodities
- Industry & Economy
- Logistics
- Government
- Opinion
- Variety
- Columns
- States
- Web Extras
- Index
- Archives

Snapshot

*It would be an interactive voice response system*

*An aggrieved trader or assessee can dial a toll-free number and register a complaint*

*MobME is implementing the M-Governance initiative on behalf of IT-Kerala*

Our Bureau

Thiruvananthapuram, Dec 22

The State Finance Minister, Dr Thomas Isaac, has said that the Commercial Taxes Department would launch an M-Governance initiative for grievances redressal.

Speaking at a workshop on Goods and Services Tax (GST) that also included pre-Budget confabulations with trade and industry here on Tuesday, the Finance Minister said the initiative would be launched on January 11.

Voice response

This would basically be an interactive voice response system (IVRS) in which an aggrieved trader or assessee can dial a toll-free number and register a complaint on his cell phone from anywhere/anytime in the State.

The complaint can be made in English, Malayalam, Tamil or Hindi. On giving the caller's address and other coordinates, the system would recite back the recorded complaint in the caller's own voice.

Once this is through, a docket number would be messaged to the complainant, which would need to be messaged back to the toll-free number.

A 24/7 monitoring cell at a department call centre would make a transcript of the complaint, and forward it to the concerned Deputy Commissioner for action.

The complaint and the action taken report would be made available online to officials in the department and even the Finance Minister himself.

The details would be uploaded to the Web site of the department where it can be tracked by the public for reference and guidance.

- Rates

24/7 MONITORING

### Shipping

- Ports

MobME, a player in mobile media and the entertainment platforms based in Technopark here, is implementing the M-Governance initiative on behalf of IT-Kerala.

According to Mr Lishoy Bhaskar, Director (Operations), MobME, a 24/7 monitoring team will transcript the complaints and assign them to the authorities.

### Archives

- Yesterday
- Datewise
- Resources
- In Focus
- In Depth
- Events 2007

The complainant will receive SMS and voice alerts regarding the status of the complaint. Authorities will receive SMS and Voice Alerts whenever a complaint is assigned to them.

The Commissioner, Commercial Taxes; the Taxes Secretary; and the Finance Minister will have access to real-time statistics. Daily, weekly and monthly reports will be made available to these authorities.

A fully transparent system, it is designed to measure efficiency and increase performance levels, Mr Bhaskar said.

The 10-digit toll-free number is being assigned in consultations with the Bharat Sanchar Nigam Ltd and is likely to be prefixed as '24365.'

INSPECTION CAMPAIGN

### Group Sites

- The Hindu
- The Hindu ePaper
- Business Line
- Business Line ePaper
- Sportstar

Meanwhile, the Finance Minister has reiterated that the Commercial Taxes Department would continue with the inspection of the traders' premises for suspected misappropriation of accounts in the context of slippage in tax revenue realisation. Dr Isaac said that 'local purchases' in the books of accounts had tended to head abnormally north but have not been matched by 'sales.'

This could involve fudging of accounts by at least some traders, though not all, which could come to light only through a proper inspection of the books.

### Stories in this Section

Govt not in favour of issuing oil bonds: Chawla

Centre will find a solution to Telangana soon: Rosaiah

Govt 'not at war with Naxalites'

Kerala Commercial Taxes Dept to adopt M-Governance

- [Frontline](#)
- [The Hindu eBooks](#)
- [The Hindu Images](#)

There is reason to believe that inter-State purchases may have been shown as 'local purchases', Dr Isaac said.

While emphasising that every caution would be taken not to needlessly harass the trading community, Dr Isaac said he was equally committed to his principle of plugging the leakage of tax to the maximum possible extent.

**More Stories on :** [E-Governance](#) | [Taxation](#) | [Kerala](#)

**Article E-Mail ::** [Comment](#) :: [Syndication](#) :: [Printer Friendly Page](#)

---

---

---

The Hindu Group: [Home](#) | [About Us](#) | [Copyright](#) | [Archives](#) | [Contacts](#) | [Subscription](#)

Group Sites: [The Hindu](#) | [The Hindu ePaper](#) | [Business Line](#) | [Business Line ePaper](#) | [Sportstar](#) | [Frontline](#) | [The Hindu eBooks](#) | [The Hindu Images](#) | [Home](#) |

Copyright © 2009, The Hindu Business Line. Republication or redissemination of the contents of this screen are expressly prohibited without the written consent of The Hindu Business Line

---