

BEST PRACTICES- WEST BENGAL

My Task Module:

The MyTask module was developed as a platform for all officers to share information across the Directorate. The module can be used to disseminate information, issue alert notices and other information related to anti evasion activities by a charge, an unit of Bureau of Investigation, or ISD. Similarly, if any officer receives any information from other authorities or intends to share any information in matters related to investigation, he/she can use the module to transmit and provide such information and report on action initiated and/or taken.

The crux of the module is the creation of 'tasks'. The term 'task' is used in an inclusive manner, and may denote a request to investigate, or a request for data. The tasks move across offices through the hierarchy as well as vertically within an office.

There are facilities to –

- allot a particular task to a particular officer down the hierarchy,
- withdraw a task from an officer in the hierarchy,
- re-allot the task from one officer to another
- close a task, and
- provide a feedback against it.

There are facilities to bulk-upload tasks using system-generated templates as well.

Feedback Module:

An effort in the direction of efficient administration was the inclusion of commodity-wise analysis in the Feedback Module, enabling officers to efficiently manage taxpayers dealing in particular commodities. The Feedback Module also enabled officers to monitor the top taxpayers of the state in terms of return filing, thereby ensuring one of the highest return-filing percentage in the country.

Pre-emptive action on suspected fraudulent entities- a new-age e-initiative by CTD

The Directorate started an initiative using some of the latest technologies to prevent fraudulent entities from getting registered.

Working on a pre-determined set of known fraudulent entities, we have earmarked certain key identifiers like email id, mobile number, and PAN. This information is gathered from already cancelled entities who were found to be fraudulent in nature, and new such entities are appended to this data.

New applications (ARNs) for registrations are identified and downloaded into another database using Python programming, and the key identifiers for the new ARNs are matched with those of the fraudulent entities.

This information of new applications having exact match with any one of the key identifiers is then disseminated amongst all the relevant jurisdictional offices within a few hours by bulk email and WhatsApp messages, so that necessary checks can be done on them.

After running a Pilot program from 7-12-2021 till date, we have achieved a considerable success in preventing fraudulent entities from gaining entry into the system, returning a high 90% prevention rate.

Cyber Forensic Laboratory:

On the anti-evasion front, the Directorate added a much-needed weapon in its arsenal by addition of a state-of-the-art Cyber Forensic laboratory, manned by trained officers of the Directorate itself. By doing so, the capture and unearthing of electronic evidence became irrefutable in the courts of law. The lab proved to be a potent tool in the fight against fake registration and circular trading, assisting anti-evasion units in cracking down on these errant RTPs.