



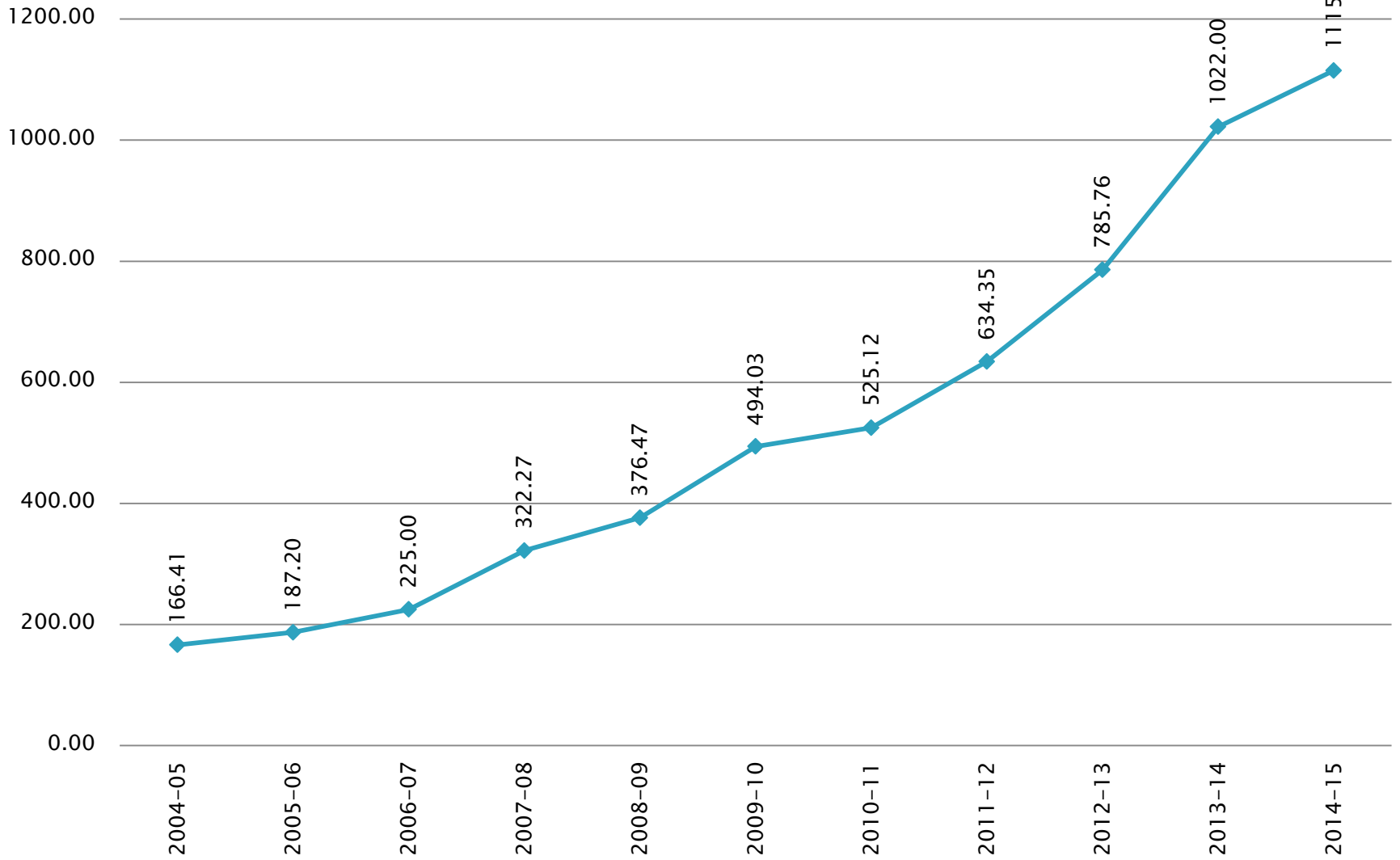
Increased Demand and Collection of Property Tax – GHMC (Telangana)

GHMC Property Tax – Overview

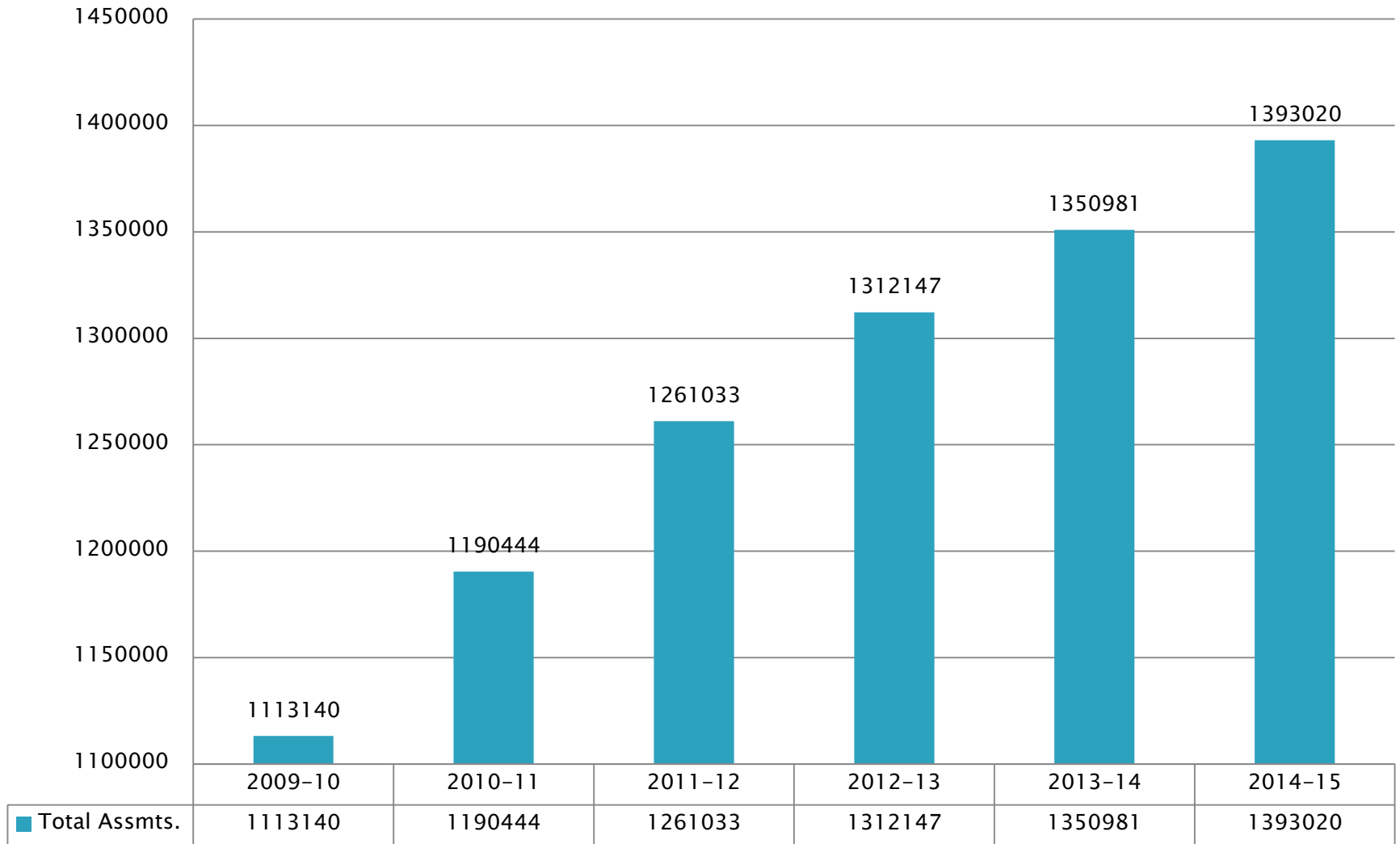
- Population – 67.31 Lakhs (as per 2011 census)
6th largest in India
- Area: – 625 Square KMs.
- No of Assessments – 13.96 lakhs
- Annual Demand Increased From Rs. 364 Cr in 2009–10 to Rs. 985 Cr in 2014–15
- Annual Collection Increased From Rs. 376.4 Cr in 2009–10 to Rs. 1115 Cr in 2014–15
- No hike in tax rate of Residential Properties since 2002
- No hike in tax rate of Non Residential Properties since 2007



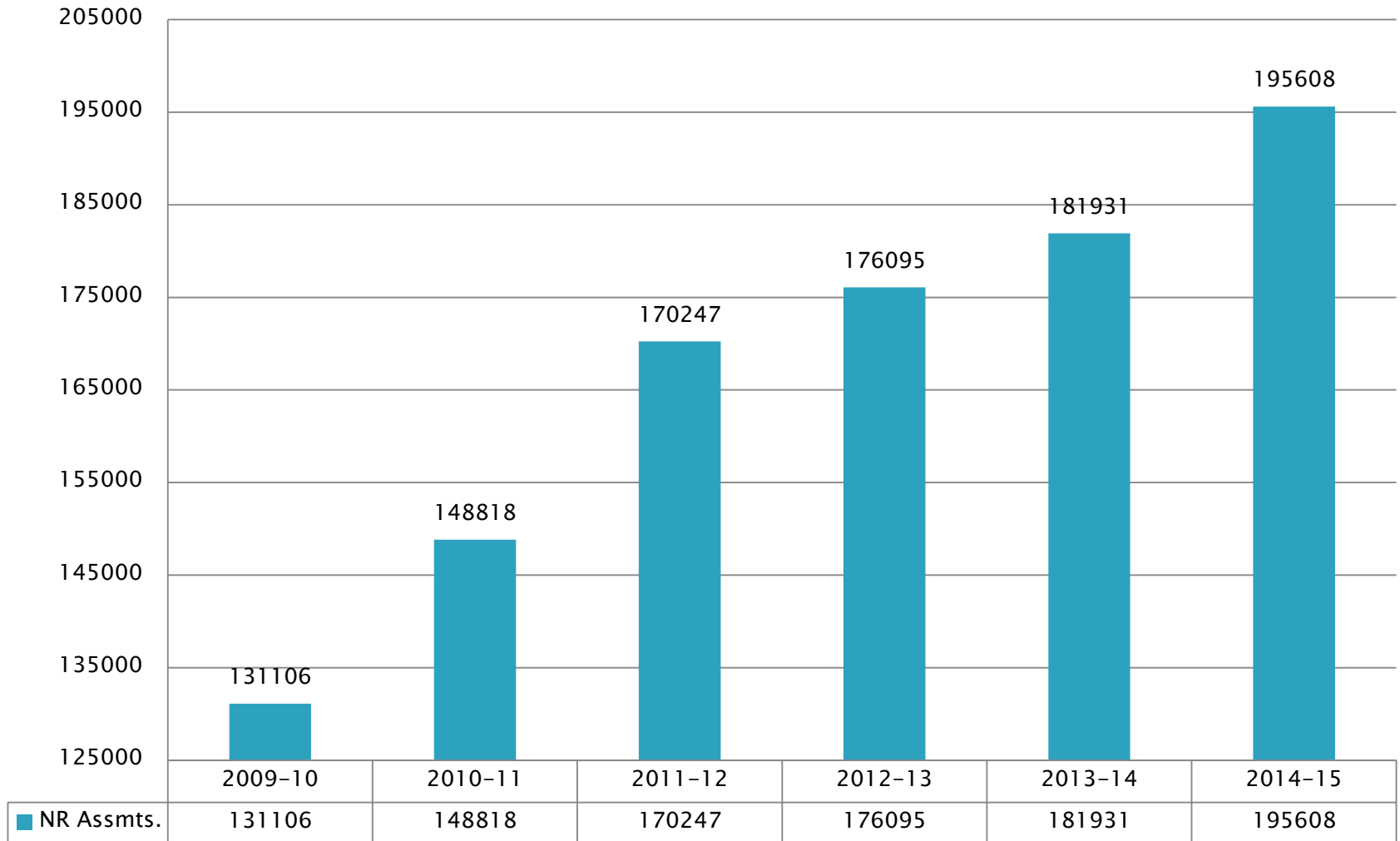
Property Tax Collection



Total Assessments



Non Residential (NR)Assessments



Strategy

- Advanced stage of automation
- No manual transactions in Tax assessment, issue of special notice, issue of annual demand notices and receipts
- 100% computerization of assessments – notices – collection

Multiple Payment Options:

- Handheld machines of Bill Collectors are integrated with central server
- 72 Mee–Seva Centres in GHMC limits
- Citizen Service Centres in all 18 Circles and GHMC Head Office
- Online, NEFT and RTGS modes of payment and 537 branches of 8 Banks



Strategy

Drive for Demand Enhancement

- Assessment System Simplified – Based on plinth area, locality, type of construction and usage
- Self Assessment System
- Co–relation of Property Tax data with other Departments
 - Electricity Department – Commercial service connections
 - Commercial Tax Department – Trading establishments
- Cross–check with other wings of the Corporation
 - Trade Licence wing – identification of business establishments
 - Town Planning wing– to track new buildings with reference to Building Permissions and Occupancy Certificates given
 - Fire Prevention wing – to identify major commercial entities & high rise structures



Strategy

Collection Drive

- Incentive scheme for best performers since 2013–14
- Effective usage of IT – MIS
- Constant persuasion with tax payers through SMS and Call Center by collecting all the mobile numbers.
- Publicity through various media
- Team effort by appointing 335 Nodal Officers and 2000 Out Reach Staff
- Focus on Top Defaulters and Non Residential Properties



Strategy

Early Bird Offer

- For the first time introduced in the year 2013–14
- Objective is to realize maximum collection in the first month of the financial year
- Discount of 5% in the Property Tax paid for the current financial year
- It is a win–win situation for the Corporation as well as the tax payer
- Collection during the month of April
 - 2012–13 – 30 Crores
 - 2013–14 – 109 Crores
 - 2014–15 – 174 Crores



April 2015

Mo	Tu	We	Th	Fr	Sa
		1	2	3	4
		8	9	10	11
6	7	15	16	17	18
13	14	22	23	24	25
20	21	28	29	30	
27					

Don't Wait till the last minute

**Pay
Property tax
before**

Avail 5% rebate!



☎ 21 11 11 11

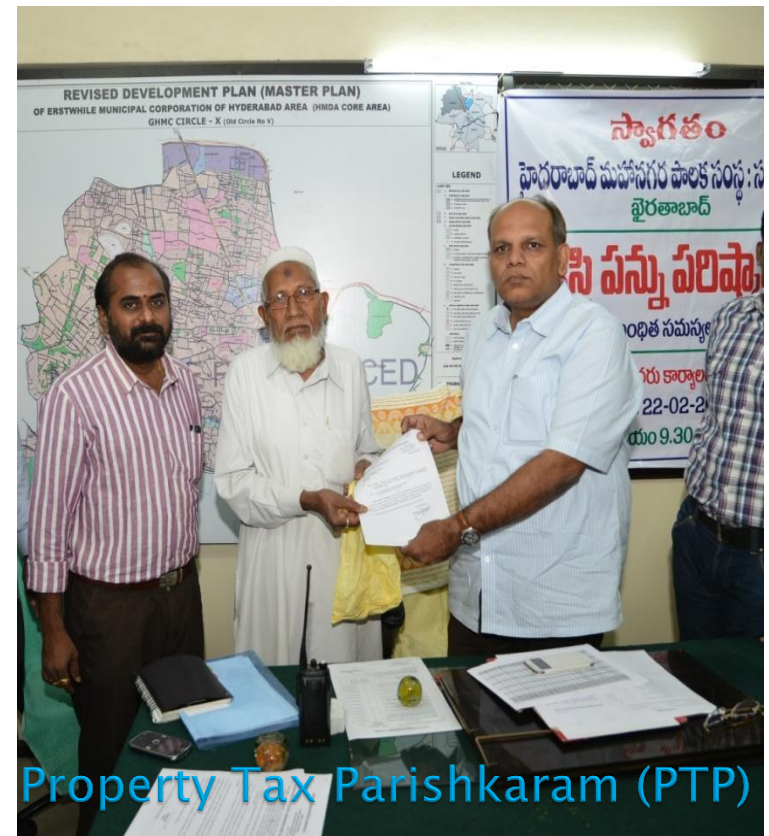
Commissioner, GHMC



Strategy

Grievance Redressal Mechanism

- GHMC 24 X 7 Call Centre – 040- 21 11 11 11
- Out of Court Settlements
 - Resolve genuine grievances on a win-win basis
 - In 2014-15, about 270 court cases settled and Rs. 20.36 Cr collected
- Property Tax Parishkaram (PTP)
 - Special arrangement on all Sundays in February and March for on the spot settlement of minor grievances of tax payers
 - 8 rounds conducted in 2014-15 : 1526 people utilized



Property Tax Parishkaram (PTP)



Thank You

