

Optimization of Property Tax Collection using GIS

(Hassan Municipal Corporation, Karnataka)

A) Project objective: To manage the assets using technology of GIS and also to increase revenue by rationalizing the property tax.

B) Pre project situation: No systematic documentation was available on tax collection, bill collection, property, assessment and re-assessment, property tax zone maps, solid waste management system, public grievance redresses for Utilities, etc. Managing these services was a problem because of inaccuracy in collecting the ground details and the lack of timely updating of information. The citizen had to go through complex procedures and unnecessary delays when dealing with the administration. There was a lack of large-scale maps and lack of detailed large-scale public utility maps of sewerage, water utility, electrical / telephone facilities, etc. As result either service delivery suffered or the corporation lost money due to inefficient revenue collection.

C) Project planning, implementation, period of successful implementation

- i) Surveying and mapping of the entire ward number 9 was taken to build ground inventory of properties, utilities, facilities, CMC assets and other infrastructure details at surface and subsurface levels in 1:1000 scale
- ii) Accurate information of each of the entries like plots, blurs-up properties, roads and every other infrastructure
- iii) Integration of information to its spatial location
- iv) Customization package with different modules
- v) Collection and compilation of attributes information for each entity
- vi) Preparation of maps and conversion to digital format
- vii) Customization of packages on the MGIS software and meeting the specific requirements of CMC, Hassan
- viii) Property search facility
- ix) MIS reports and decision support tool

x) Completed during 2/12/2001 to 15/2/2002

D) Post project impact

- i) Expansion of property tax net
- ii) Regular updating of information
- iii) Better decision making
- iv) Tools for visualization for future planning of properties, roads, water supply, public health facilities, sanitation, slum improvement and up-gradation, etc.

E) Impact on financial management: On an average Rs. 1 Crore will be the income

generation in each ward. The defaulters can be identified and by regularizing the encroachment through policies will raise the revenue generation. On an average each ward will give additional revenue of 5 to 7 lakhs as property tax.

F) Sustainability: The pilot project was submitted to government, to extend it to all the

35 wards. The government after deliberation came to the conclusion that this is the

best way of enforcing tax compliances. Therefore, GIS is one of the components in

Nirmala Nagar program. It represents paradigm shift in the governmental procedures

in its greater effectiveness, efficiency, transparency and responsiveness. It is learnt

that the practice experience a slack for some years in between but recently it is being replicated and scaled-up by the State Government to include many more ULBs in the State.

G) Replication: Municipal taxation demands that the details of each property are accurate and are available easily. If this is done through the use of GIS then the municipal taxation can be rationalized easily. The system will provide no scope for manipulation. So the scheme can be adopted and can be replicated in any ULB / development authority for improving tax collection and urban management. Similar initiatives have been reported from many cities in Maharashtra such as Mumbai, Pune, Pimpri-Chinchwad, etc.