

**Subrata Gupta**  
**Principal Secretary**



**Department of Urban Development  
& Municipal Affairs**  
**Nagarayan, DF-8, Sec-I, Salt Lake**  
**Kolkata - 700064**

**No. 165 Pr. Secy./IT/e-gov/3P-22/2018**

**Date : 6<sup>th</sup> December 2018**

**Sub : Implementation of OPTICS - Online Property Tax Information and Collection System in a time bound manner.**

**Dear Chairperson,**

You are aware that the erstwhile Municipal Affairs Department mooted an idea of introducing of Online Property Tax system for the tax payers of those ULBs of the State whose digitized data are available.

The pilot project of Online Payment of Municipal Property Tax in six ULBs was formally launched by Hon'ble Minister-in-Charge, UD & MA Department on 11<sup>th</sup> January, 2018 at Uttarpara Kotrang Municipality. The web portal and mobile app was developed by Webel Technology Ltd. and subsequently the platform is being extended to 18 more municipal bodies. The platform has been christened Online Property Tax Information and Collection System, in short OPTICS.

The principal feature of this project is that works on a centralized database of assessment related data of all the participating ULBs. For security of the assessment related data and tax payment data, the data base is preserved in a highly secure 4-tier data centre of the country. The system was conceived to make it convenient for citizens to pay their property tax in a secure fashion and to allow municipal bodies to take account of their dues and increase their collection. The OPTICS platform provides:

- 1) Single window system for all property owners of the ULBs
- 2) Integrated tax collector module
- 3) Tax payment through the dedicated mobile app.
- 4) Tax collection at the door step by the Municipal Tax Collector by SIM-fitted Hand Held Device (HHD).
- 5) SMS alert to the tax payer against the tax demand and the receipt of tax
- 6) Receiving tax demand by the tax payer through e-mail also
- 7) Payment gateway integration with renowned Payment Gateway integrators for making payment through remote device by the tax payer themselves.

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-2-

- 8) Integration of different rate of interest/rebate/surcharges levied by the different ULB in a single system.
- 9) Generation of all types of report regarding tax demand and tax collection through the system by the participating ULBs.
- 10) On line updation of tax due position/arrear of all the tax payers of the participating ULBs etc.

The OPTICS portal would serve as a common digital platform for all property tax related issues in all ULBs in the state and provides the following benefits:

- 1) All the technical problems/snags will be taken care of by Webel Technology Limited.
- 2) On line verification of assessment wise tax outstanding position for position of tax collection against demand for the entire ULB.
- 3) Full proof transparency and consistency.
- 4) User friendly handling of the system by any tax collector either at the Municipal office counter or at the door steps of the tax payers.
- 5) This Online Property Tax Collection System is an essential component of **BRAP** (Business Action Reforms Plan) and is to be implemented in the current financial year.

You can well appreciate that implementation of OPTICS would be a significant step in providing easy to access citizen services and also augment municipality's resources. I would request your personal leadership and guidance in implementing OPTICS in your municipal body in the current financial year. The Nodal officers who would co-ordinate the implement OPTICS are Sh. Saikat Kumar Dutta, Jt. Secretary, UD&MA Deptt. (9434238690) and Sh. Sanjay Das Sharma, Project Head, Webel Technology Ltd. (9831124804) who would provide you with all support.

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-3-

It has come to the knowledge of the Department that some of the ULBs may have their individual System of Online Tax Payment/collection operated by some private vendors. For your data security, hassle-free tax management and also to save municipal revenue on that account, you are requested to discontinue any other system of online tax payment/collection (if any) and migrate your database into OPTICS. All help in this regard would be provided by WTL Ltd without any cost to the municipality body.

Yours sincerely,

( SUBRATA GUPTA )

Principal Secretary to the Govt. of West Bengal  
UD &MA Department

To  
The Mayor,  
Siliguri/Chandernagore/Durgapur/Asansol/  
Bidhannagar Municipal Corporation

Chairman/Chairperson,

..... (Municipality/Notified Area Authority (All))

Commissioner  
Siliguri/Chandernagore/Durgapur/Asansol/  
Bidhannagar Municipal Corporation

Executive Officer

.....(Municipality/Notified Area Authority (All))

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**No. 165/1(1) Pr. Secy./IT/e-gov/3P-22/2018**

**Date : 6<sup>th</sup> December 2018**

Copy to : The Chief Executive Officer, Webel Technology Limited, Salt Lake, Kolkata

( SUBRATA GUPTA )

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