IMPROVED PUBLIC SERVICES
FOR CITIZENS

TekMindz develops an Internally
Generated Revenue Assurance
Platform for Revenue collection for
an African Municipal Assembly.

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Case Background

The Municipal Assembly IGRA Platform was developed for an African Municipality to enhance the overall efficiency of the revenue collection process within the Metropolitan Assembly. The solution comprises of systems (modules) to generate and print Property Rate Bills, Business Operating Permit Bills and Daily tolls (for markets & lorry parks). There are other modules such as the Revenue Collector Management System which help manage and coordinate the activities of all revenue collectors within the metropolis. Some of the key functions the solution enables include:

- Internally Generated Revenue Assurance
- Property Tax Collection
- Business Operating Permits
- Toll Tax Collection
- Parking Fee Collection
- Bill Payments Facilitation
- Basic services automation (Marriage Registration)
- Counter Automation (Cashier)

The solution provides end-to-end workflow to the automate the processes performed by users such as Revenue Collectors, Revenue Heads and Administrators, System Administrators, Call Centre Representatives, and various other users directly linked to the Solution.

The solution is hosted on a central Server and made available to all Municipal Assembly sub-metros and to field officers via a consumer Internet connection.

The software runs concurrently on two major platforms: 1) Client PCs and 2) POS devices

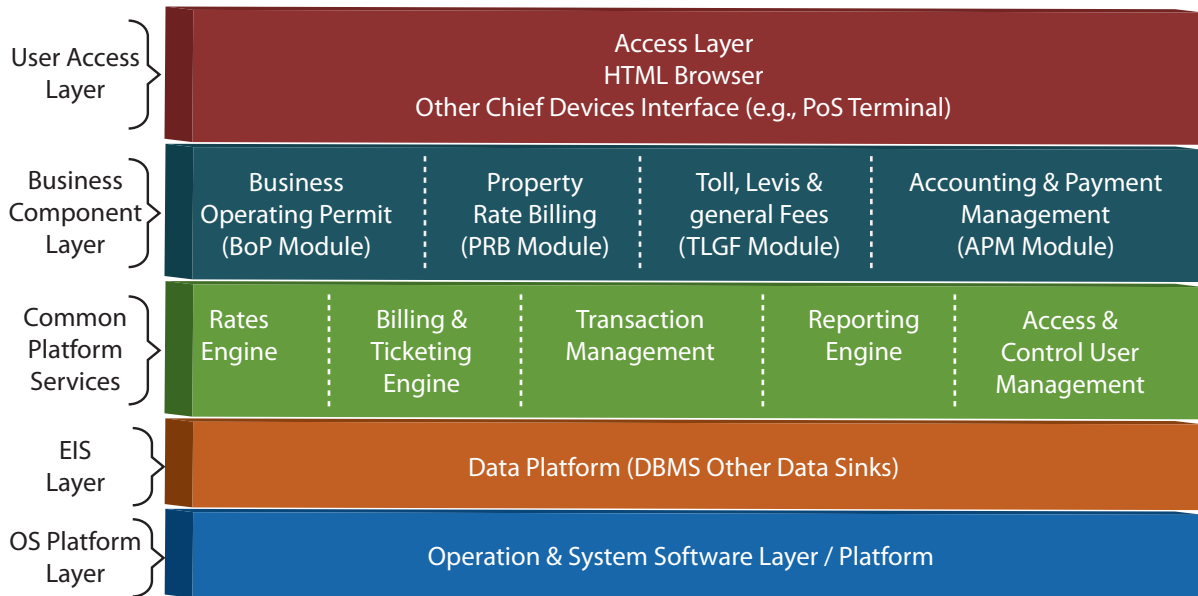Functions that are available on the POS mobile device include:

- Daily Tolls
- Property Rate Bill Payments
- Business Operating Bill Payments
- General Payments

Key Features

The major challenge the Municipal Assembly faced was in the management of Administrative processes such as the tracking of financial transactions. Also, a lack of visibility and transparency was prevalent in the recording of financial transactions resulting in illegitimate and unaccounted for money scams. There was a need for an Online Payment Platform to bring simplified services to customers. This also posed an additional challenge - due to network problems, the Online Payment Solution would be ineffective - thus requiring an Offline solution to counter the problem of low and irregular network bandwidth.

All in all, existing process required automation with minimal impact on public processes – so that citizens do not face any inconvenience while such changes are implemented to improve public services.

Municipal Assembly IGRA Platform Logical Architecture

User Access Layer	**Access Layer** HTML Browser Other Chief Devices Interface (e.g., PoS Terminal)

Business Component Layer	Business Operating Permit (BoP Module)	Property Rate Billing (PRB Module)	Toll, Levis & general Fees (TLGF Module)	Accounting & Payment Management (APM Module)

Common Platform Services	Rates Engine	Billing & Ticketing Engine	Transaction Management	Reporting Engine	Access & Control User Management

EIS Layer	Data Platform (DBMS Other Data Sinks)

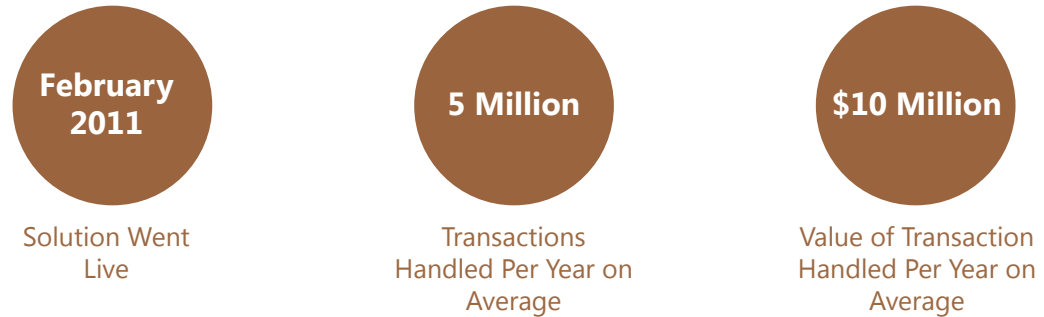| **OS Platform Layer**	Operation & System Software Layer / Platform

The Solution

The Municipal Assembly IGRA Platform provides the following

- Property Tax Collection
- Business Operating Permits
- Toll Tax Collection
- Parking Fee Collection
- Bill Payments Facilitation
- Basic services automation (Marriage Registration)
- Counter Automation (Cashier)
- Mobile POS solution with customized firmware to ensure transactions tracking for all type of payment collections
- Offline solution for Mobile POS enabling transactions in the absence of mobile network
- Two way hand shake to ensure integrity of all PoS transactions
- The payment platform extension to enable payments both internal and external

Results

The application has now been functional for over four years and is continuously evolving. Here are some statistics since the time of the platform's initial launch:

February 2011

Solution Went Live

5 Million

Transactions Handled Per Year on Average

$10 Million

Value of Transaction Handled Per Year on Average

About TekMindz

TekMindz is an IT consulting & technology services company with headquarters in India, serving clients across Asia/Pacific, Middle East, North America and Africa. Bringing together technology, people and processes across diverse sectors for organizations around the world, TekMindz enables business enterprises and governments to most effectively serve their customers and citizens.

Know more about us by visiting our website at **www.tekmindz.com**

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