

**Circular No. 02/2014**

Sub:- Kerala Value Added Tax Information System (KVATIS) – IT Policy – Published – reg.

As part of streamlining and simplifying procedures, the Department of Commercial Taxes has implemented e-Governance in tax administration and electronic services are provided to its stakeholders. This has enhanced the accessibility to services and improved efficiency in tax administration. Majority of the administrative processes have been transformed into electronic platform using information and communication technology. For the proper upkeep of electronic systems, the following IT policy is implemented in the department. All officers are instructed to follow the procedures laid down.

**KERALA VALUE ADDED TAX INFORMATION SYSTEM IT POLICY 2014**

**PART I**

**1. Preamble**

- 1.1 Government of India has approved the National E-Governance Action Plan (NeGP) for creating the right governance and institutional mechanisms, to set up the core infrastructure and policies and implement a number of Mission Mode Projects at the Centre, State and integrated service levels to create a citizen-centric and business-centric environment for governance.
- 1.2 Commercial Taxes Department, Government of Kerala is one of the identified Mission Mode Projects of Government of India which intends to provide seamless access to Government services.
- 1.3 Commercial Taxes Department adopts Information dissemination using Information and Communication Technology (ICT) or relevant technology related initiatives to streamline and integrate department functions ensuring effective tax administration in a transparent manner by minimizing the frequent visit of traders at the commercial Tax offices. The platform independent centralized application called the Kerala Value Added Tax Information System (KVATIS) is developed for this purpose. This application is segregated into both internet & intranet versions.
- 1.4 Commercial Taxes Department envisions voluntary tax compliance and expansion in tax payer base by providing seamless accessibility to services to the trade community.

**2. Vision & Mission**

- 2.1 The vision of the department is to ensure effective tax administration by co-ordinating the stakeholders, thereby contributing significantly to the State's development.
- 2.2 The mission is to ensure voluntary tax compliance through transparent and simplified procedures; to eliminate corrupt practices and embrace relevant technology for

seamless accessibility to services and thereby ensuring trader participation in tax administration.

### **3. Objectives**

- 3.1 To reduce the frequent visit of traders to Commercial Tax Offices.
- 3.2 To create a trade-friendly tax administration.
- 3.3 To accelerate tax collection.
- 3.4 To augment voluntary tax compliance.
- 3.5 To minimize corruption.
- 3.6 Simplification of procedures.
- 3.7 Speedy delivery of service to all stakeholders.

### **4. e-Governance Infrastructure**

- 4.1 The Department shall use the facilities of State Data Centre for co-locate its centralized ICT equipments. It shall utilize the KSWAN for connectivity requirements from the State Data Centre to root level offices wherever possible. In locations where wired connection is not feasible, VPN over internet will be provided.
- 4.2 Application software named Kerala Value Added Tax Information System (KVATIS), is developed and deployed for VAT administration. The application follows a 3-tier Architecture and can be accessed over internet / intranet using web browsers such as Internet Explorer, Mozilla Firefox and Google Chrome.
- 4.3 The application is segregated into internet & intranet versions. The intranet application is accessible only to the officers of the Commercial Taxes Department and the internet application is accessible to the registered VAT dealers to avail the e-Services.
- 4.5 The Department has its own centralized ICT infrastructure for e-Governance. All Servers, network and security equipments are co-located at the State Data Centre.
- 4.6 The internet & intranet servers shall be in separate security zones. The e-Governance application shall undergo IT Audit.
- 4.7 All electronic transactions shall be secured through SSL encryption. The KVATIS application transactions involving online payments are secured through SSL certification.
- 4.8 Local Area Networks shall be established in all offices connecting Desktop Computers to department WAN.
- 4.9 Check posts where, KSWAN is not available, intranet access shall be provided through internet VPN. The same facility shall be provided to Enforcement squads to enable KVATIS access in Laptops provided by the department.
- 4.10 Department officers above the Cadre of Commercial Tax Officer shall be provided with official email-ID and officials shall use them for correspondence.

## **5. e-Governance Project Management**

- 5.1 The Government has constituted a Technical Advisory Committee under the chairmanship of the Commissioner. The members of the Committee include experts from the Government and technical institutions of the Government. e-Governance technology, technical specification, technical design for implementation and related matters are decided at the Technical Committee.
- 5.2 The Department has constituted IT Management Cell for monitoring the e-Governance project at the Department level. The ITMC is headed by a senior official assisted by a team of e-Governance team at head quarters.
- 5.3 The IT Management Cell is responsible for proposing technical specification for ICT implementation, drafting of Service Level Agreements, monitoring of Service Level Agreements, managing vendor activities, co-ordination with different internal and external agencies related to e-Governance implementation, evaluation of performance of projects, process monitoring and change request management.
- 5.4 IT Management Cell is responsible for drafting design of electronic process flow, proposing process re-engineering, testing re-engineered / re-aligned process, identification of bugs and fixing, usage monitoring, liasoning with other agencies for data sharing and integration.
- 5.5 IT Management Cell is responsible for preparation of user operational manuals, training in software modules, operational and technical aspects related to electronic process.
- 5.6 IT Management Cell is responsible for managing e-Tenders of the Department. IT Management Cell is responsible for stake holder co-ordination for technical issue resolution, feedback management and support for issue resolution escalated from district Deputy Commissioner Offices.
- 5.7 Deputy Commissioners shall identify and designate officers as System Administrator(s) at each district Deputy Commissioner Office to handle the operational aspects after seeking concurrence from the Commissioner. The officer so identified shall furnish an undertaking in writing that the individual is willing to undergo 3 months training at Commissionerate and 6 month hands on assistance with the district System Administrator. The undertaking shall also specify that the officer will serve as System Administrator for a minimum period of 5 years from the date of posting. The procedure shall be followed for replacing existing System Administrators.
- 5.8 The responsibilities of System Administrators at the district shall be assigned by the IT Management Cell. They shall perform the assigned responsibility in KVATIS as prescribed after obtaining approval by the Deputy Commissioner. They are responsible to co-ordinate the stakeholders in the district in resolving operational aspects. They are responsible to support and collect feedbacks from stakeholders to resolve the e-services related issues of the offices as well as the trader community.
- 5.9 The System Administrators at the district shall monitor the SLA compliance by the service providers for ICT equipments installed at the district. They are responsible for up to date maintenance of the ICT equipment inventory and timely reporting of all service requests to the respective service providers. The System Administrator shall

cross verify the SLA conformance reports of service providers at the end of each quarter period or period prescribed in the SLA.

## **6. Maintenance policy for e-Governance Infrastructure.**

- 6.1 Servers, system software and related network equipments are co-located at the State Data Centre. Maintenance of the equipments is executed through Annual Maintenance Contracts. The service provider is responsible to ensure back to back support with OEM, obtaining licenses and applying all relevant updates / patches. The service provider is responsible for providing service engineer(s) at head quarters. They are permitted to monitor the systems co-located at the State Data Centre from the head quarters. All visits by the Service Provider to the data centre shall be authorized by the IT Management Cell.
- 6.2 Maintenance of KVATIS database is through annual maintenance contract. The service provider is responsible for database administration, fine tuning, updation of patches, and subscription of annual Technical Support from original product manufacturer as per the department requirement. The vendor shall provide service engineer(s) at head quarters and execute the administration tasks remotely. All visits by the Service Provider to the data center shall be authorized by the IT Management Cell.
- 6.3 The maintenance of IT hardware, networking and software installed at all offices are through annual maintenance contracts. The inventory of ICT equipments at each office shall be maintained by the principal officer. The Deputy Commissioner at each district shall maintain the up to date stock of equipments in the district offices and shall ensure that complaints of items covered under AMC are timely reported to the respective service provider by the concerned officers. The delay in resolving the complaints shall be brought to the notice of the Commissioner.
- 6.4 The development and maintenance of application software is by outsourcing contracts. The service provider shall provide engineers on site and shall be housed at the head quarters under the supervision of the IT Management Cell. The ownership (IPR) of Application software so developed vests with the Head of the Department and the department is responsible for specifying the system requirements. All change requests are to be routed through IT Management Cell. The service provider is responsible for the high availability of online systems, bug fixing and incorporation of necessary electronic process as per requirement of the department.
- 6.5 The software service provider is responsible for incorporating changes in the software application as per the Finance Act published from time to time and as per the requirement of the department. The service provider shall ensure that there are no software bugs in the application and in case bugs are found, they shall be fixed immediately.
- 6.6 The IT Management Cell is responsible for monitoring the conformance of Service Level Agreements by all Service Providers. The district system administrators shall assist the IT Management cell in this regard.

## **7. Data Centre Equipment Security Policy**

- 7.1 The Centralized Server hardware and network equipments of Commercial Taxes Department shall be co-located at State Data Centre utilizing the common infrastructure facilities. The access to these equipments at State data centre is restricted to the staff of the IT Management Cell and the representatives from the service providers who are authorised by IT Management Cell.
- 7.2 The entry in to the server Room of the State Data Centre to the officials of Commercial Taxes Department as well as the representatives of service providers is only with the prior permission from the Officer in charge, IT Management Cell. If the request to access server room is genuine, he may in turn convey the request by e-mail to Manager, State Data Centre to permit the entry. The respective persons should enter the name and time of entry and time of exit in the register maintained by the State Data Centre.
- 7.3 System Software, operational manuals, licenses etc. procured by the Department are installed in the servers / equipments. The software and other items related to equipments, delivered in media shall be kept at the State Data Centre in shelves of the Commercial Taxes Department in the staging room. The Service provider is responsible for safe keep of these items in the shelves under proper acknowledgement.
- 7.4 The service providers maintaining database / database administration as well as maintaining hardware equipments of Commercial Taxes Department at State Data Centre shall not alter the configuration of the equipments without prior permission of the Commissioner of Commercial Taxes.
- 7.5 The license or any technical support procured by the service providers on behalf of the department; should be in the name of Commissioner of Commercial Taxes.
- 7.6 The version updates of any equipment are required; it should be done by the service providers with prior permission from the Commissioner of Commercial Taxes.
- 7.7 The access credentials of all equipments at State Data Centre are confidential and shall be used by the respective service provider only. It shall not be disclosed to any other party. If changes are necessitated in the access credentials of these equipments, it shall be conveyed to Commissioner of Commercial Taxes confidentially in sealed cover affixing seal of the service provider.
- 7.8 At the end of the contract tenure, the respective service providers should handover all equipment configuration details / related documents / equipment logs to Commissioner of Commercial Taxes. There should be a handholding by the outgoing vendor and new vendor at least for one week prior to handover the charge to the new vendor.
- 7.9 The service providers shall ensure adequate security measures, policies and procedures to protect and maintain the confidentiality of the critical information. The service provider or its employees shall not, tamper with, compromise, or in any manner attempt to circumvent any physical or electronic security measures..
- 7.10 Remote Access to the equipments of Commercial Taxes Department co-located at State Data Center is permitted to service providers stationed at headquarters for

development and maintenance purposes only with the concurrence of the Officer in charge, IT Management Cell.

- 7.11 The service provider shall obtain prior permission from the Officer in charge, IT Management Cell for any updation, installation, modifications, re-configuration, shut down etc. of systems.
- 7.12 The service provider shall document detailed procedure in respect of configuration, installation, shut down and restart of equipments and submitted to the Officer in charge, IT Management Cell.

## **8. KVATIS Application Security Policy**

- 8.1 The KVATIS Application shall be in J2EE Standards. The software developer and maintenance service provider shall develop the software according to the specifications prescribed by the Department. The service provider shall ensure adequate security measures against cyber vulnerabilities.
- 8.2 The service provider shall provide engineers onsite at headquarters for application software development. The software development, deployment and testing of modules shall be done in development and test environment. The developed module shall be tested thoroughly and shall be approved by IT Management Cell before deployment in production environment. All changes in the existing module shall be documented.
- 8.3 The service provider shall make any changes in the existing application or modification in the software code only after obtaining approval from the Officer in charge, IT Management Cell. The service provider shall test the compatibility of the new changes in the test server before deploying the changes in the production environment. IT Management Cell shall monitor the testing before deployment in production.
- 8.4 The service provider shall employ version control systems to manage the changes in the source code. The changes shall be properly documented and made available to the Officer in charge, IT Management Cell for review. The service provider shall maintain the up to date source code of the application in standard format. The service provider at the end of the contract tenure or as and when requested by the department shall handover the up to date source code with documentation in media duly certified.
- 8.6 The service provider shall not execute any query to extract any data from KVATIS without prior permission from IT Management Cell. The service provider(s) shall not copy, disseminate or transmit any data extracted from KVATIS through e-Mail or by any other means to any person(s) / employees of the department / any third party, without approval of Officer in charge, IT Management Cell.
- 8.7 The service provider shall fine tune the application as and when required so as to ensure uninterrupted services to the users. They shall ensure compatibility of application in all versions of common browsers like Internet Explorer, Mozilla Firefox and Google Chrome. They shall adopt necessary changes in application so as to make compatible with browser updates.
- 8.8 The service provider shall take almost care against bugs in the application software.

All bugs which are brought to notice shall be fixed at once. The service provider shall prevent the possibility of manipulation of online issued certificates, forms etc through the application.

## **9. e-Payment policy**

- 9.1 The department shall insist electronic transfer of funds (e-Payment) for all types of payments to the department. The electronic transfer of funds shall be through banks approved by RBI and State Government in co-ordination with Treasury Department.
- 9.2 For e-Payment transactions, the department shall utilize common e-Payment gateway setup by the State Government. Department shall use its own payment gateway if payment gateway is not established by the State Government for the purpose. The Department shall ensure that all e-Payment transactions are executed through SSL secured connections.
- 9.3 The software service provider shall implement the e-Payment gateway integration of the department application with the respective banks. The service provider shall ensure that the real time e-Payment transaction status is updated immediately in KVATIS application.
- 9.4 The department shall enter into an agreement with the authorised banks for integration of payment gateway. The banks and Treasury shall provide softcopy of all successful e-payment transactions to the Commercial Taxes Department as per agreed schedule. The department shall allow credit of payment to the respective tax payer when the e-payment success status is provided in real-time by the respective bank. Electronic reconciliation of receipts shall be done automatically based on the softcopy scrolls received. The authenticity of the automatic reconciliation shall be verified by the service provider.
- 9.5 The department permits payment from either the taxpayer's bank account or from any account authorised by the taxpayer. During electronic transfer, if transaction status is informed as failure from the bank, but amount is debited from the taxpayer's account, then the service provider shall identify such transactions and take sufficient remedial measures.
- 9.6 The service provider shall take adequate security measures for crediting the e-payment details in KVATIS against respective dealers' account. They shall reconcile all the e-payment transactions with respective bank reference and treasury sequence number subsequent to the receipt of Treasury payment scroll.

## **10. Data Base Security Policy**

- 10.1 The service provider shall intimate the name of the employee who is having access to data base and keep database admin login and passwords confidentially. If the password changes, it should be intimated to the Commissioner.
- 10.2 The service provider shall not delete, change or manipulate any data stored in the database. They shall not extract any data without prior permission from Officer in charge, IT Management Cell. They shall not handover any data available in KVATIS to third party.
- 10.3 The service provider shall deploy the changes in the production server only after getting confirmation from IT Management Cell.

10.4 The service provider shall document all database configurations and handed over to IT Management Cell at the end of each quarter. They shall also maintain documentation on the date when the changes are implemented in KVATIS.

## **11. Backup Policy**

11.1 All the data recorded in the database is critical data. The service provider shall ensure daily backup of the data in magnetic tape and keep in the safe custody of Data Center.

11.2 Redundant data backup data shall also be kept outside data centre securely. The data is migrated to the storage space at NIC Poonkulam. The procedure shall be continued until a disaster recovery centre is setup.

11.3 The database maintenance service provider is responsible for recovery of the data from the backup when required.

## **12. KVATIS User Access Policy**

12.1 Access to KVATIS shall be through web browsers from a client device connected over a network. All users of intranet shall obtain access credentials from the IT Management Cell. The Intranet users shall pre-authorise themselves using the unique user id and password in order to access KVATIS.

12.2 All registered dealers avail online services and the access to KVATIS for dealers shall be over the internet. The access credentials to the dealers will be issued from the respective assessment circles while issuing registration certificate. Certain services availed by unregistered traders, such as consignment transporters, will be permitted to access limited services without user authentication.

12.3 The software service provider records logs with respect to the electronic transactions carried out by the dealers over internet and for transactions processed by tax officials on intranet.

12.4 All authenticated dealers will be allowed access to electronic records pertaining to the dealer concerned only.

12.5 The employees of the department accessing KVATIS shall use the data available in KVATIS only for official purpose and shall not copy, share or disseminate the data in any form to third party.

### **12.6 Role allocation:**

12.6.1 General Roles are defined in KVATIS restricting the access rights of employees in the intranet application as per the nature of work and official capacity of each employee.

12.6.2 Each employee will be allotted the respective roles in KVATIS when the employee joins the official capacity. The access to different modules in KVATIS application is restricted, based on various roles assigned to the employees.

12.6.3 Employee on transfer from one official capacity to another shall intimate the same to the head quarters through proper channel and get the access role reassigned.

12.6.4 The assessing authorities who joins in the circle offices shall allocate all respective assessment files allocated to him in KVATIS. Similarly, when the assessing officer is relieved from that office, he shall unallocate the files.

### **12.7 Password Policy**

12.7.1 The initial access passwords are generated by the system. The password should be at least 8 characters with a mix of alphabets, numbers and a special character.

12.7.2 At first login, the system prompts the user to change the password to other than the existing password. The Application software shall use standard encryption to store passwords in the system.

12.7.3 Confidentiality of online password shall be ensured by the officer of the tax circle office who issue registration to dealers. The online access credentials shall be issued to the dealer confidentially. All users shall ensure the confidentiality of the issued passwords and shall not be shared with anyone.

12.7.4 A password issued or changed by the user will be valid for a period of 120 days only. The system will prompt to change the password on expiry of every 120 days.

## **PART II**

### **13. Procedure for Restoration of Registration Number**

13.1 The registration number is the unique identification number generated from KVATIS to all traders. The assessing authority can cancel the registration either by suomoto or by the request of the trader. Once registration is cancelled the dealers is not permitted to access e-Services from KVATIS.

13.2 After cancelling the registration, if the dealer requires filing returns, downloading statutory forms, uploading audited statement etc. if any pending for the previous period, IT Management Cell will temporarily allow to upload the data based on the request of the Deputy Commissioner.

13.3 If any registration number is cancelled by the assessing authority suomoto and subsequently any restoration of the registration is ordered in revision or appeal, IT Management Cell shall be intimated to restore the Registration.

### **14. Procedure for issuing E-filing Password**

14.1 On approval of the registration application in KVATIS, the system generate unique registration number and password to access e-Services.

14.2 The password shall be communicated to the dealer by the concerned assessing officer with proper acknowledgement. The dealer shall change the password during the first login in KVATIS.

14.3 In case, the dealer forgot the password, he can submit a request before the assessing authority to reset the password. In such cases, IT Management Cell shall reset the password after getting the recommendation from the concerned officer and convey the new password to assessing authority through official e-Mail.

14.4 The assessing authority shall communicate the password to the concerned dealer confidentially. The dealer shall change the password on login.

## **15. Access to KVATIS e-Service**

- 15.1 The dealer renews their registration online from the subsequent year of registration. The registered dealers alone can submit returns through online and make e-payment. The return submission will be allowed only after online renewal of registration. Returns shall be submitted in chronological order.
- 15.2 The KVATIS allows *suo-moto* revision of return to the dealers within the statutory limit prescribed in the Act and Rules. The return revision after this period shall be allowed only with the subjective satisfaction of the concerned Deputy Commissioner. If the Deputy Commissioner permits revision of return, the System Administrator in the respective District shall allow revision of the respective return in KVATIS.
- 15.3 During revision of returns, if already tax paid is found in excess, such excess amount shall not carry forward to subsequent returns. In such case the dealers shall approach the assessing authority to obtain manual refund.
- 15.4 The submission of return and payment through online is mandatory for all categories of dealers. Officers shall not accept manual returns and payments in offices. Since back end updation is not permitted, manual payment credits shall not be credited to the dealer in KVATIS. If any manual payments are made by the dealer, it shall be rejected with direction to comply the front end process in KVATIS and make e-payment of dues.
- 15.5 Once the dealer submits the return in KVATIS, the assessing authority shall receive/accept the return in KVATIS immediately which is the technical process of acknowledgement.
- 15.6 The dealers shall take due care in uploading invoice file before submitting the e-return in KVATIS. Once the invoice file is uploaded, it is not possible to remove the invoices from the system under any circumstances. If any correction is required, the dealer shall revise the return and do the corrections one by one invoice wise.
- 15.7 The annual return to be filed by every dealer is the summary of all periodic returns filed during the year. Hence, the consolidation of periodic returns shall be done by the system and present to the concerned dealer for submission. The dealers need only to submit such automated annual return.
- 15.8 If revision of annual return is necessitated after submission of annual return, the dealer shall revise the respective periodic returns and regenerate the annual return.
- 15.9 The advance tax shall be remitted through e-payment. Check post officials or Intelligence wing shall not collect advance tax manually by issuing receipt unless authorized by the Commissioner in this behalf. The advance tax at credit of the dealer can be utilized against advance tax dues, by the dealer / Check post / Intelligence Squads. Unutilized advance tax payment if any, in the credit of the dealer shall automatically carry forward to the subsequent financial year. The utilized advance tax payment shall reflect in the respective return as per the expected arrival date, when the consignment movement is approved at the check post.
- 15.10 The assessing authority shall give credit to the tax collected by intelligence wing based on suppression detected with respect to the transactions of previous financial years / return periods in the respective assessment orders manually.

- 15.11 The audited statements shall be submitted online. If return revision is required at this point, dealer can submit a request before the assessing authority. The assessing authority in turn shall forward the request with specific remarks to the Deputy Commissioner to permit return revision. After getting orders from concerned Deputy Commissioner, the System Administrator shall facilitate the return revision.
- 15.12 Downloading of statutory forms under CST Act shall be permitted only against the invoices uploaded by the dealer along with return. If the downloaded statutory form is found defective, dealer shall submit online request before the assessing authority to cancel the form. If the assessing authority is satisfied with the genuineness of the case, shall approve the request in KVATIS. Once the request is approved the electronic form is cancelled and the dealer can download fresh statutory form KVATIS after making necessary corrections.
- 15.13 The dealers shall declare the consignment details online before the consignment reaches the check post premises. On submitting the declaration an SMS alert with e-Token number will be send to the registered mobile number of the dealer. The transporter shall produce the e-Token number at Check post along with the original transporting documents. The check post officials shall verify and approve the e-Token in KVATIS.
- 15.14 The duty inspectors at the check post shall approve all the e-Tokens in respect of the vehicles cleared by them. The check post officials shall collect security deposit alone in manual receipt. If any advance tax is demanded, it shall be through online payment. All e-Tokens corresponding to the cleared vehicles by a duty Inspector shall be approved in KVATIS, before the individual is relieved from the duty.
- 15.15 The closing stock inventory once uploaded in KVATIS shall not be allowed to be deleted from the system. In case there is a genuine requirement to delete the uploaded file, dealer can submit a request before the assessing authority and he shall verify the genuineness of the request and give a report to concerned Deputy Commissioner in this regard. If the Deputy Commissioner is satisfied, he issue orders to delete the wrong closing stock file uploaded in KVATIS. Based on this order the System Administrator in the concerned Deputy Commissioner office shall delete the wrong file from KVATIS. Same procedure shall be followed in the case of uploaded financial statements.
- 15.16 PAN is mandatory for all registered dealers. The name of the PAN holder in the data base of Central Board of Direct Taxes shall be the same as in KVATIS. The PAN furnished by the dealer shall be verified with CBDT database.

## **16 Authentication of Electronic Records.**

- 16.1 The department shall use digital signature certificate authentication wherever possible for electronic delivery of transactional services. Department shall facilitate verification/validation of electronic forms through the department website / e-Services portal.

## **17. Data Exchange Policy**

- 17.1 Department facilitates sharing of data with Government / Government authorised agencies in respect of the dealers as per the data transfer modalities of the projects concerned. As far as possible, server to server integration in pre-scheduled time shall

be given preference.

- 17.2 Department provides budget head wise payment head details to State Bank of India or State Bank of Travancore or any other banks notified by the Government in this behalf, where a trader has the internet banking account for debiting the tax or any other amount due to Commercial Taxes from trader's bank account. The amount so deducted shall be transferred by the bank to the Government account as per the norms fixed by the Government.
- 17.3 The dealer data available in the KVATIS shall not be exchanged or shared to any other agency without authorisation. In case data sharing is required, the Commissioner, Commercial Tax is empowered to issue permission to share the data based on the request from the concerned departments or organization.
- 17.4 The senior officials of the department can view the data available in the MIS reports. In case any specific data is required for investigation or statistical analysis, the request shall be made to the Officer in charge, IT Management Cell.

## **18. Role of System Administrators**

- 18.1 The role of System Administrators at the district are assigned by the Commissioner from time to time and the Deputy Commissioners shall see that the instructions in this regard are timely executed at all districts.
- 18.2 The System Administrator shall execute the assigned responsibility in KVATIS as prescribed after obtaining approval by the district Deputy Commissioner.
- 18.3 The System Administrators are responsible to interact with traders to resolve technical issues related to KVATIS and co-ordinate the stakeholders in resolving the operational issues.
- 18.4 They are responsible to support and collect feedbacks from stakeholders to improve the delivery of e-services and submit recommendations for improvement to the Commissioner.
- 18.5 The System Administrators at the district shall assist ITMC to monitor the SLA compliance by the service providers for ICT equipments / services delivered at the district.
- 18.6 They shall maintain up to date inventory of the all ICT equipments installed at Commercial Tax offices in the district duly certified by the District Deputy Commissioner. They shall conduct physical verification of the stock of ICT equipments at the year closure.
- 18.7 The system administrator in each district shall ensure that all ICT equipments in the district are in working condition. The District Deputy Commissioner shall entrust the principal officer at each office the custodian of the ICT equipments and he shall be responsible for timely reporting all ICT equipment service requests to the respective service provider. The System administrator ensures that the service provider repairs the defective items as per the Service Level Agreements with the Department.
- 18.8 At the end of the AMC quarter, the Deputy Commissioner certifies that the respective service provider has rendered services to his satisfaction and that the vendor has complied with the Service Level Agreement in executing the contract. This should be one of the pre-conditions for release of payments to the service provider.

- 18.9 The System Administrator is responsible to cross verify the SLA conformance reports of service providers at the end of each quarter period or period prescribed in the SLA.
- 18.10 The System Administrator at the district should ensure that all employees working in the district are allotted KVATIS user ID. They should ensure that the user roles allocated to the employees are as per their officiating capacity in the respective office. They should also ensure that the user roles in KVATIS are updated in the event of transfers.

Sd/-

**COMMISSIONER**