

No.ITMC-21928/14/CT

Office of the Commissioner
Commercial Taxes Department
Tax Towers, Karamana P.O
Thiruvananthapuram dt. 27-08-2014

CIRCULAR No. 21/2014

Sub:- Transfer and postings of System Administrators – Guidelines issued – reg.
Read:- Circular No. 2/2014.

The Commercial Taxes Department has implemented e-Governance in tax administration by extensive re-engineering of the processes. Consequently services which are provided manually have been transformed into electronic service delivery through Kerala Value Added Tax Information Systems (KVATIS). For the effective implementation and proper management of e-Governance project, the Department has constituted IT Management Cell (ITMC) in the Department.

In order to support the dealers, commercial tax officers and other stake holders of the project at each district, System Administrators have been deputed from among the employees of the department and assigned specific tasks to be performed in the administration of KVATIS. As the work assigned to System Administrators require different skill set which is different from the routine tax administration, frequent transfers of individuals designated as System Administrators will adversely affect the e-Governance project stakeholders.

As the System Administrators at the districts are under the administrative control of the Deputy Commissioner, the individuals are included in the general transfer orders without allowing enough time for knowledge sharing with the substitutes. This result in difficulties to the traders as well as the officers of the Department in resolving technical issues related to software / process / procedure on time.

In the circumstances, all transfer and posting authorities are instructed to ensure that the individuals deputed as System Administrators get a reasonable tenure in that post and that prior permission of the Commissioner is sought before transfer of System Administrators to other posts / locations. While transfer of the System Administrators needs to be effected, substitutes shall be posted to work with these individuals atleast for a period of 2 months in order to ensure proper knowledge sharing of the required skill set with the newly deputed System Administrator. This order shall take immediate effect.


Commissioner

To
All Deputy Commissioners,
Supdt A-Section