e-Municipality

...bringing e-Governance to Life.

- Online Application
- Revenue Management
- Plan Approval
- Portals
- Birth & Death Certificates

- Certificates
- House Tax
- Tax Collection
- Garbage Management

e-Governance for Government and Municipal Bodies

Asia | North America | Europe

DS DEMERG

Promoting e-Governance for Government and Municipal Bodies

Introduction

"Good governance is perhaps the single most important factor in eradicating poverty and promoting development." - Kofi A. Annan, Former Secretary General of the United Nations

E-Governance is the public sector's use of information and communication technologies (ICT) with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective.

In Today's world where Computer and Internet Technology play an important role in the Government System, Municipality is no different.

Local Governments are close to citizens, and constitute for many the main representation of government. The relationship of citizens and local authorities tends to be one based on proximity as the interests at stake for both parties are clearly entwined concerning issues such as public services, urban development, education, public transport, environmental concerns and local politics. It is at the local level that the impact of ICTs on the relationship between governments and citizens can be most effective.

The conventional manual and paper based system which is still being followed by almost 70% of the municipalities all over the world is slow, tedious and inconvenient. This leads to difficulties in revenue generation and timely completion of project works undertaken by the municipalities for the development of Cities & Towns.

Our Research Work on Municipal Operations

Demerg Systems has been instrumental in carrying out a detail research study in identifying the necessary functional departments within municipalities, their functioning, interdepartmental interaction and their work flow. Demerg Systems also laid stress on revenue generation for the municipalities which is the major task which every government / autonomous body tries to achieve.

This document outlines some of the concepts that we are able to achieve based on our past experience with local government municipalities.
We are in a very good position to allow you succeed in all your Key Result Areas (KRAs) that are transparent, relevant, effective and citizen-centred.

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Shortcomings of Conventional System

• Revenue Loss
• Manual recording of data which is time
  consuming and prone to error.
• Manual Filing of applications for Trade, Birth
  & Death Registration, etc
• No proper coordination between the
  municipality management as data is offline.
• Opportunities for inappropriate Data
  Manipulation and Human Errors.
• The data maintained on excel spreadsheets
  is inconsistent.
• Problem with indexing of records
• No centralized database in place.
• Search and retrieval of Data becomes difficult.
• The process of generating reports becomes
problematic and time consuming as it is done
manually.

Demerg E-Municipality, Complete e-Governance for the Municipals.

To overcome the deficiencies and shortcomings in
the Conventional Municipal Governance Systems,
Demerg Systems proposes a fool proof, tried and
tested e-municipal system which will remove defi-
ciencies in the areas of revenue management,
internal process Management, public communica-
tion and awareness building.

Our system would also help municipal bodies
to comply with the standard working processes.

RESULTS:

• Happy Customers.
• Increased Revenue.
• Better Coordination among Management.

50% Revenue leakage
Demerg Systems' recently audited
report concludes
that using
conventional
revenue
generation systems,
a typical municipality
Reported:-

The revenue loss
of 50% in each
of its revenue /
Tax Collection department

No coordination

There is no timely record
maintained of the
revenue generated.

Time Consuming

Demerg e-Municipality, A complete e-Governance for the Municipals

Demerg Systems proposes a foolproof
tried and tested e-Municipal
system which will remove all
deficiencies in
the areas of: -

Revenue management, Internal
process management,
Public communication
and awareness building.

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E-Municipality Product Highlights

- **Website Portal & Payment Gateways.**

- **Spot billing with Revenue Management** System using Handheld machines for generating bills.

- **Web based system** for House Tax, Property Tax, Local Body taxes, Garbage Collection Tax.

- **Birth & Death Registration System.**

- **Online Application System** (with Short Messaging System facility through mobile)
  - Income Certificate Application.
  - No Objection Certificate system.
  - Trade License/ Advertisement Management system.
  - Mobile based messaging system.

- **Workflow Management Systems**
  - Internal Process system for a paperless office.
  - SMS mobile based intimation system for application tracking.
  - Automated processing on click of a button.
  - Instant processing of applications and jobs within Municipal Administration.

Our Achievements & Success Rate

Project 1 - Implementation of e-Municipality for Mapusa Municipal Council GOA INDIA.
Demerg systems seek pleasure in implementing e-Governance package for Mapusa Municipal Council. The project involved implementation of following platforms for the municipality

- Website Portal.
- Online Income Certificate System.
- Online NOC system for Water and Power connections.

Website:
http://www.mapusamunicipal.com/
Result/Success: Municipality can now process 50-60 Certificates every day compared to 15 Certificates earlier.

Project 2 – Implementation of e-Municipality at Bicholim Municipal Council GOA INDIA.
Implementation of Spot billing handheld computer with Revenue Management.

- Revenue Generation system.
- Garbage Tax collection system.
- House Tax collection System

Website: http://www.bmcgoa.com/
Result/Success: Municipality now generates 50% more revenue compared to earlier manual system.

Current Projects

- Margao Municipality.

- River Navigation Department Revenue Management System.

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About Demerg Systems

Demerg, A global IT solutions company, helps you achieve your business goals while significantly reducing your software development costs.

No matter How big or small your problem is, we will do whatever it takes to provide the most optimum and cost effective solution.

Demerg Systems was formed in 2004 and is 100% Canadian owned. We provide IT services complemented by excellent graphical support. We are the preferred supplier of IT services to at least one level of local government.

We have also established a strong competence in Document Management. To better manage this we have created a separate division to focus on this side of the business. With Demerg Systems at your side, you will be confident not only of an excellent product at the end of the day but also of a strong business partner.

Demerg Systems – Your Solutions Partner!

WHY WE ARE DIFFERENT?

Return On Investment (ROI): Measurable Success. Our focus is to improve company performance wherever we can. Our plans to our clients demonstrate quantifiable ROI.

Our Guiding Principle: Adding Value. Our fundamental driving principle is to add value to client's enterprise. Our mantra is simple: understand the clients' needs and provide them with real value.

Quality Assurance: At Demerg Systems, we follow a rigid discipline on quality of our projects. Every completed project is subjected to an independent quality check. This check is done online and documented for audit trail.

Bringing Information and Technology together. We focus on understanding, capturing and leveraging customer information so that our clients can sustain and grow their business goals. Our solutions bring together business requirements and customer needs/preferences – a strategy that sustains good interactions over a period of time.

Demerg Systems's experience in providing successful web development, web design and ecommerce software development services and maintenance of sophisticated internet applications for different industries helps us create solutions working trouble free from the outset.

Demerg Systems's expertise guarantees quality, competent and rapid execution of any web programming projects - from small websites to complex ecommerce software and custom solution programming.

We're in It Together. Our clients are our partners.

Our goals are very similar to our clients – improving performance and building a competitive edge.

Services and Solutions

Following are our wide range of services that help clients tackle the most complex business requirements.
• Software Development
• Website Design & Development
• Graphic Design
• SEO
• Digitizing and Archiving

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Revenue Managment / Tax Collection

1. Machine Preloaded with collection data

Dept. Network Office

Dept. Computer

Handheld Billing Machine

2. Collection & Punching of Bills

collection

3. Machine to Server Interaction

Dept. Network Office

Dept. Computer

Download

Handheld with GPRS

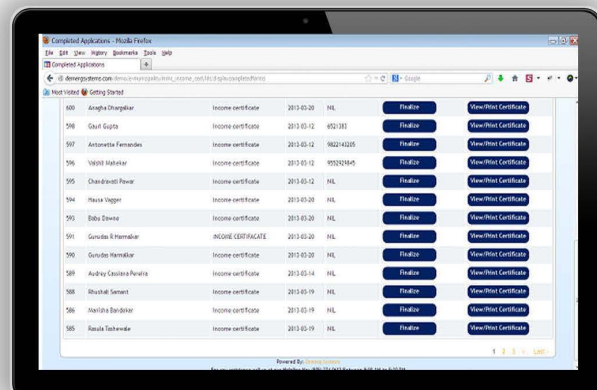**e-Governance for Government and Municipal Bodies**

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Online Application

Complete Municipal - Governance at Glance.

Mobile / Tablet PC Compatible

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