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Results-Framework Document

for

Government of Karnataka

(Department of Commercial tax)

(2011-2012)

Section 1:
Vision, Mission, Objectives and Functions

Vision

A taxation regime which ensures 100% compliance to the laws with minimum intervention of the Commercial Taxes Department.

Mission

To mobilise the required revenue for the State Government by helping in policy formulation and effectively implementing the tax laws.

Objective

1 Revenue mobilisation.

2 Services at doorstep for the tax payers.

3 Complete adoption of e-Governance.

4 Increasing tax collection effeciency.

5 Building a good image for the Department.

6 Capacity Building within the organisation.

7 Restructuring the Department.

8 Transparency in the personnel policies.

Functions

1 Administration of the various Commercial Tax Laws, such as the Karnataka Value Added Tax Act, Karnataka Sales Tax Act, Karnataka Tax on Entry of Goods Act, Central Sales Tax Act, etc. This involves providing information to potential tax payers about their liabilities and compliance requirements and provide them with services required to comply with the laws, identification of the tax payers, their registration/enrolment, ensuring submission of periodical/statements from the tax payers along with taxes due, assessment of the correct tax due upon scrutiny of accounts of the tax payers wherever required, dealing with defaulters and offenders, defending the assessments of tax made and assisting the Government in formulation of tax policies.

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success	Unit	Weight	Target / Criteria Value				
						Excellen	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] Revenue mobilisation.	50.00	[1.1] Achieving the Annual Revenue Collection Target of Rs.26700 Crores. Completing the Audit of selected cases of 3% of the total tax payers.	[1.1.1] Rs.26700 Crores	Number	50.00	26700	26200	25700	25200	24700
[2] Services at doorstep for the tax payers.	10.00	[2.1] 'C' Form to be made available at doorstep of the dealers.	[2.1.1] Availability to all dealers	Number	4.00	100	90	80	80	60
		[2.2] e-Sugam to be made available at doorstep of the dealers.	[2.2.1] Availability to all dealers	Number	4.00	100	90	80	80	60
		[2.3] Other statutory forms like F and H Forms to be made available at doorstep of the dealers.	[2.3.1] Availability to all dealers	Number	2.00	100	90	80	80	60
[3] Complete adoption of e-Governance.	5.00	[3.1] Payment of taxes through electronic mode - 80% by December, 2011.	[3.1.1] Ahievement of the percentage indicated	Number	2.00	80	70	65	60	55
		[3.2] Professions Tax returns by registered employers through e-filing mode - 50% by March,2012.	[3.2.1] Ahievement of the percentage indicated	Number	1.00	50	45	40	35	30
		[3.3] Entertainments Tax returns through e-filing mode- 50% by March, 2012.	[3.3.1] Ahievement of the percentage indicated	Number	1.00	50	45	40	35	30
		[3.4] Transit pass through internet for notified goods - 100% by January, 2012.	[3.4.1] Ahievement of the percentage indicated	Number	1.00	100	90	80	70	60
[4] Increasing tax collection effeciency.	3.00	[4.1] Completing old CST assessments.	[4.1.1] Completing the pending 50000 cases	Number	2.00	50000	45000	40000	35000	30000
		[4.2] Completing old KTEG assessments.	[4.2.1] Completing the pending 20000 cases	Number	1.00	20000	18000	15000	12000	10000

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success	Unit	Weight	Target / Criteria Value				
						Excellen	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
[5] Building a good image for the Department.	3.00	[5.1] To conduct 15 Division level Consulatative Committee meetings in a year.	[5.1.1] Achieving the number set	Number	2.00	15	14	13	12	11
		[5.2] Media campaign (Advertisement) - 4.	[5.2.1] Achieving the number set	Number	1.00	4	3	2	1	0
[6] Capacity Building within the organisation.	3.00	[6.1] 250 officers to be trained in one year.	[6.1.1] Covering the numbers indicated	Number	1.25	250	225	200	175	150
		[6.2] 250 officials to be trained in one year.	[6.2.1] Covering the numbers indicated	Number	0.75	250	225	200	175	150
		[6.3] Advance training for 40 officers.	[6.3.1] Covering the numbers indicated	Number	1.00	40	35	30	25	20
[7] Restructuring the Department.	3.00	[7.1] 100 LVOs/VSOs to have record rooms	[7.1.1] Covering the numbers indicated	Number	1.50	100	90	80	70	60
		[7.2] The structure of the organisation to be changed.	[7.2.1] Achieving by date set	Date	1.50	30/09/2011	31/10/2011	30/11/2011	31/12/2011	31/01/2012
[8] Transparency in the personnel policies.	3.00	[8.1] Posting of officers and officials of CTO and below cadres to checkposts and enforcement wing through rotation.	[8.1.1] Achieving by date set	Date	3.00	31/07/2011	31/08/2011	30/09/2011	31/10/2011	30/11/2011
* Efficient Functioning of the RFD System	6.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	15/10/2011	17/10/2011	18/10/2011	19/10/2011	20/10/2011
		Timely submission of end of the year Results	On-time submission	Date	2.0	02/05/2012	03/05/2012	04/05/2012	05/05/2012	07/05/2012
		Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years (2012-2017)	Date	2.0	20/02/2012	24/02/2012	29/02/2012	05/03/2012	09/03/2012
* Efficient use of IT in the Department	7.00	Timely updation of website contents	24x7 website server available to user – Percentage of failure	%	1.0	0.5	1	2	3	4

* Mandatory Objective(s)

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success	Unit	Weight	Target / Criteria Value				
						Excellen	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
			time for the year (Server downtime %)							
			Percentage of simultaneous availability of Notifications, GOs, Circulars, online within days of issue or release	%	1.0	98	95	90	85	80
		Delivery of e-services online	Percentage of services handled online	%	1.0	98	95	90	85	80
			Percentage of procurement transactions through e-portal	%	1.0	100	98	97	96	95
		Monitoring of schemes on MPIC through electronic mode	Monthly monitoring of all schemes online – Percentage of schemes monitored online	%	1.0	100	98	96	95	90
		Timely release of Mandatory documents like AR, MPIC, MTEF into public domain	Percentage of documents released as per the time schedule	%	2.0	95	90	85	80	75
* Sevottam Compliance	3.00	Create a Sevottam compliant system to implement, monitor and review Citizens' / Clients' Charter	Timely creation	Date	1.0	31/12/2011	03/01/2012	05/01/2012	07/01/2012	10/01/2012
			Uploading the Citizens'/ Clients' Charter on website	Date	1.0	05/01/2012	07/01/2012	10/01/2012	12/01/2012	15/01/2012
		Create a Compliant system to redress and monitor public Grievances	Percentage of complaints redressed within the stipulated time	%	1.0	95	90	85	80	75
* Administrative Reforms	2.00	Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption, including reducing the scope for discretion	Date	1.0	31/12/2011	03/01/2012	05/12/2012	07/01/2012	10/12/2012

* Mandatory Objective(s)

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success	Unit	Weight	Target / Criteria Value				
						Excellen	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Simplification of procedures	Number of redundant procedures identified, simplified and notified	No	1.0	10	8	6	5	4
* Central assistance claimed	2.00	Timely claim of Central assistance as due	Percentage of Schemes, projects for which reimbursement as due from Central Government is claimed fully on time	%	2.0	95	90	85	80	75

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success	Unit	Actual Value FY 09/10	Actual Value FY 10/11	Target Value FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
[1] Revenue mobilisation.	[1.1] Achieving the Annual Revenue Collection Target of Rs.26700 Crores. Completing the Audit of selected cases of 3% of the total tax payers.	[1.1.1] Rs.26700 Crores	Number	18132	22803	26700	30705	35310
[2] Services at doorstep for the tax payers.	[2.1] 'C' Form to be made available at doorstep of the dealers.	[2.1.1] Availability to all dealers	Number	50	80	100	100	100
	[2.2] e-Sugam to be made available at doorstep of the dealers.	[2.2.1] Availability to all dealers	Number	50	80	100	100	100
	[2.3] Other statutory forms like F and H Forms to be made available at doorstep of the dealers.	[2.3.1] Availability to all dealers	Number	0	0	100	100	100
[3] Complete adoption of e-Governance.	[3.1] Payment of taxes through electronic mode - 80% by December, 2011.	[3.1.1] Ahievement of the percentage indicated	Number	0	45	80	90	100
	[3.2] Professions Tax returns by registered employers through e-filing mode - 50% by March,2012.	[3.2.1] Ahievement of the percentage indicated	Number	0	0	50	75	100
	[3.3] Entertainments Tax returns through e-filing mode- 50% by March, 2012.	[3.3.1] Ahievement of the percentage indicated	Number	0	0	50	75	100
	[3.4] Transit pass through internet for notified goods - 100% by January, 2012.	[3.4.1] Ahievement of the percentage indicated	Number	0	0	100	100	100
[4] Increasing tax collection effeciency.	[4.1] Completing old CST assessments.	[4.1.1] Completing the pending 50000 cases	Number	0	0	50000	0	0

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success	Unit	Actual Value FY 09/10	Actual Value FY 10/11	Target Value FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
	[4.2] Completing old KTEG assessments.	[4.2.1] Completing the pending 20000 cases	Number	0	0	20000	0	0
[5] Building a good image for the Department.	[5.1] To conduct 15 Division level Consulatative Committee meetings in a year.	[5.1.1] Achieving the number set	Number	0	0	15	20	25
	[5.2] Media campaign (Advertisement) - 4.	[5.2.1] Achieving the number set	Number	2	4	4	10	15
[6] Capacity Building within the organisation.	[6.1] 250 officers to be trained in one year.	[6.1.1] Covering the numbers indicated	Number	0	563	250	300	350
	[6.2] 250 officials to be trained in one year.	[6.2.1] Covering the numbers indicated	Number	0	2378	250	500	750
	[6.3] Advance training for 40 officers.	[6.3.1] Covering the numbers indicated	Number	0	0	40	40	40
[7] Restructuring the Department.	[7.1] 100 LVOs/VSOs to have record rooms	[7.1.1] Covering the numbers indicated	Number	0	0	100	37	0
	[7.2] The structure of the organisation to be changed.	[7.2.1] Achieving by date set	Date	--	--	30/09/2011	--	--
[8] Transparency in the personnel policies.	[8.1] Posting of officers and officials of CTO and below cadres to checkposts and enforcement wing through rotation.	[8.1.1] Achieving by date set	Date	--	--	31/08/2011	30/06/2012	30/06/2013
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date	--	--	17/10/2011	--	--
	Timely submission of end of the year Results	On-time submission	Date	--	--	03/05/2012	--	--
	Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years (2012-2017)	Date	--	--	24/02/2012	--	--

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success	Unit	Actual Value FY 09/10	Actual Value FY 10/11	Target Value FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
* Efficient use of IT in the Department	Timely updation of website contents	24x7 website server available to user – Percentage of failure time for the year (Server downtime %)	%	--	--	1	--	--
		Percentage of simultaneous availability of Notifications, GOs, Circulars, online within days of issue or release	%	--	--	95	--	--
	Delivery of e-services online	Percentage of services handled online	%	--	--	95	--	--
		Percentage of procurement transactions through e-portal	%	--	--	98	--	--
	Monitoring of schemes on MPIC through electronic mode	Monthly monitoring of all schemes online – Percentage of schemes monitored online	%	--	--	98	--	--
	Timely release of Mandatory documents like AR, MPIC, MTEF into public domain	Percentage of documents released as per the time schedule	%	--	--	90	--	--
* Sevottam Compliance	Create a Sevottam compliant system to implement, monitor and review Citizens' / Clients' Charter	Timely creation	Date	--	--	03/01/2012	--	--
		Uploading the Citizens'/ Clients' Charter on website	Date	--	--	07/01/2012	--	--
	Create a Compliant system to redress and monitor public Grievances	Percentage of complaints redressed within the stipulated time	%	--	--	90	--	--
* Administrative Reforms	Identify potential areas of corruption related to	Finalize an action plan to mitigate potential areas	Date	--	--	03/01/2012	--	--

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success	Unit	Actual Value FY 09/10	Actual Value FY 10/11	Target Value FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
	departmental activities and develop an action plan to mitigate them	of corruption, including reducing the scope for discretion						
	Simplification of procedures	Number of redundant procedures identified, simplified and notified	No	--	--	8	--	--
* Central assistance claimed	Timely claim of Central assistance as due	Percentage of Schemes, projects for which reimbursement as due from Central Government is claimed fully on time	%	--	--	90	--	--

* Mandatory Objective(s)

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

Objective No.1 -Achieving the target indicated will be treated as excellent.
Objective No.2 - Coverage of all the dealers is treated as excellent.
Objective No.3 - Coverage of indicated percentatage of the tax payers is treated as excellent.
Objective No.4 - Completing the indicated number of old cases is treated as excellent.
Objective No.5 - Conducting indicated number of meetings and media campaign is treated as excellent.
Objective No.6 - Training the indicated number of officers and officials is treated as excellent.
Objective No.7 - Creation of record rooms in the indicated number of offices is treated as excellent.
Objective No.8 - Posting through rotation to checkposts and enforcement wing before the indicated date is treated as excellent.

Section 5:
Specific Performance Requirements from

1.Department of e-Governance-Technical clearance for hardware procurement and other requirements.
2.Department of Treasury- Integration of websites for enabling reconciliation of e-payments.

Section 6:
OutCome/Impact of Department/Ministry

OutCome/Impact of Department/Minist	Jointly responsible for influencing this outcome / impact with the following department (s) /	Success Indicator	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 13/14
1 Effective collection of revenue, improvement in service delivery to tax payers and improvement in tax compliance.	Finance Department	Revenue collected	18132	22803	26700	30705	35310