

## **CASE STUDY: Government Revenue Collection Systems**

*Bangladesh National Board of Revenue, Dhaka North City Corporation*

CNS' Government Revenue Collection Systems (GRCS) are specialised software solutions for government clients and partners worldwide. The systems are bespoke to meet the individual needs of specific government departments. However, CNS recognises the importance of efficiency at a governmental level and develops its GRCS' with cross-functionality in mind.

### **Our History in Government Revenue Collection Systems**

The most expansive GRCS designed, developed, and operated by CNS thus far is the Bangladesh National Board of Revenue's (NBR) system. Custom-built for the Board, this innovative revenue collection solution has already revolutionised advanced digital tax collection in Bangladesh. This system collects large volumes of advanced Income Tax and VAT on behalf of the NBR.

Another CNS system – built for the Dhaka North City Corporation (DNCC) - collects charges and fees in over 20 different categories from more than four million people in the thirty-six wards that make up the Corporation. This revenue is vital as it is collected for the purpose of funding key administrative tasks and delivering vital public services to the citizens of DNCC.

### **Operator Benefits**

By amalgamating all data into a centralised software system, CNS' solution has streamlined the digital tax collection process in Bangladesh. Users paying into the GRCS can now make payments into a single and easy to use system, significantly improving the reliability and consistency of payments. The ease of use has led to a significant rise in online tax and VAT payments across Bangladesh since the Board implemented the solution.

The results could not be more apparent. CNS' Revenue Collection System has seen the NBR's annual revenue from online Advanced Income Tax and VAT collection leap from TK.25 Crore - or \$2,900,000 in 2010 - to TK.1,500 Crore - or \$176,483,000. The Government Revenue Collection System is CNS' innovative solution for government's looking to strengthen their digital revenue streams.

CNS' comprehensive solution has also revolutionized revenue collection for the DNCC. The system has automated the DNCC's existing systems, removing the workload on officials as the system itself registers, tracks, and reconciles any outstanding fees. Thus, increasing revenue and efficiency whilst also supporting DNCC staff.

These two systems exemplify the effectiveness of CNS' Government Revenue Collection Systems.

### **CNS Technology**

CNS' Government Revenue Collection Systems are automated revenue collection solutions that are designed to maximize efficiency and income.

Principally, the system is designed to support an organisation by amalgamating the revenue collection process into a simple, automated, and easy to use system. The system automatically calculates owed amounts - both current and historical - on an account-by-account basis allowing staff to easily identify outstanding charges. Furthermore, the system can identify and apply various discounts, such as military discounts, which may be applicable for each account.

CNS' automated system eliminates the complexities that arise in the manual system when it comes to the depositing of funds into the correct accounts. Instant processing, as well as accurate account monitoring and invoice tracking will automatically match payments with the correct accounts, reconciling funds in a timely manner.

The option to pay for multiple services for both singular and multiple organizations at a single time will allow outstanding balances to be reconciled instantly and easily. To this end, payment options (Bank Transfer, bKash, Debit/Credit Cards, Rocket and Nogod) ensure that there are always available platforms for the importer to settle outstanding accounts using CNS' Government Revenue Collection Systems. Similarly, network integration with nominated accredited banks allows for instant auto transfers for collected revenue, reconciling outstanding payments.

A Centralized Database, secured using a cutting-edge Backup Server and Disaster Recovery Centre, allows all accounts to be monitored centrally in real-time. This system allows authorized personnel to accurately track and audit all transactions. Furthermore, the GRCS is built using Oracle RDBMS and implemented on n-Tier architecture ensuring OLTP (Online Transaction Processing) and a high availability of data at the terminal ends. The GRCS is built to CMMi Level 5 standards, and has been specifically designed with the complex requirements of digital revenue collection in mind. This comprehensive solution is a secure, user-friendly system designed and built using CNS' state-of-the-art technology.