



EXPEDITING TAXING EFFORTS USING DATA VISUALIZATION

Abstract

Infosys BPM partnered with a Government Agency to deploy data monitoring and visualization solutions that resulted in significant improvements in the default recovery process.

Infosys BPM's client is a Government agency tasked with reconciliation of income tax. The key function of the organization is to review the tax deducted by organizations at the source of income, and then compare these against the funds actually deposited with the government. The organization also oversees late filings done by the deducor and collects fines accordingly.



Late filing accruals

Between the financial years 2013-14 and 2017-18, more than 775k deducors (holders of tax account number) had an outstanding late payment fee. The total default amount stood at over ~\$788 Mn. The organization wanted to reduce

instances of default by 10% until April 2019. They also wanted to improve data visibility in terms of late filing outstanding data.

The client was looking for a partner with

strong data monitoring and visualization capabilities. Infosys BPM, with its advanced six sigma competencies and process excellence models, emerged as the perfect partner for the client.



Implementing visualization solutions

The Infosys BPM team conducted a comprehensive root-cause analysis in order to identify the key weaknesses in the client's existing default collection process. The analysis indicated several challenges, such as:

- Large database of records
- High-manual effort intensive data analysis and recovery process
- lack of data visualization
- ineffective data monitoring.

In order to address these issues, the team first broke down the data into three sub-sets:

- i. amount
- ii. geography, divided into 18 regions across the country
- iii. officer responsible for the default collection

Similarly, the outstanding amount was also categorized into two layers: ~\$70 to ~\$700, and over \$700. The data sets were also clustered for different levels of the client's organizational hierarchy, enabling the client's officers to make more efficient and accelerated decisions. Finally, the team put in place several data monitoring and visualization solutions.



Tangible results

Infosys BPM's solutions enabled the client to create specific default collection strategies such as letters sent out to the 45 tax commissioners with the defaulter and demand details. These details were also uploaded onto an intranet portal for easy access by 550 Assessing Officers. The classification of data, according to

the regions and wards also helped the client record a significant ~22% reduction in demand data points and successfully recover the default amount from over 15% of the tax account numbers (TANs).

Overall, nearly 19% of the original outstanding amount amounting to a massive ~\$150 Mn was recovered within

the specified deadline, with the result that the net default was reduced by over \$140.6 Mn. In addition, the team also implemented other sustenance measures such as the slicing of late filing data after every six months, and automation of the Excel reports.



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