

THE MYSTERIOUS AFFAIR OF THE UNPAID TAX

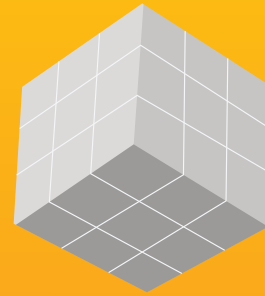
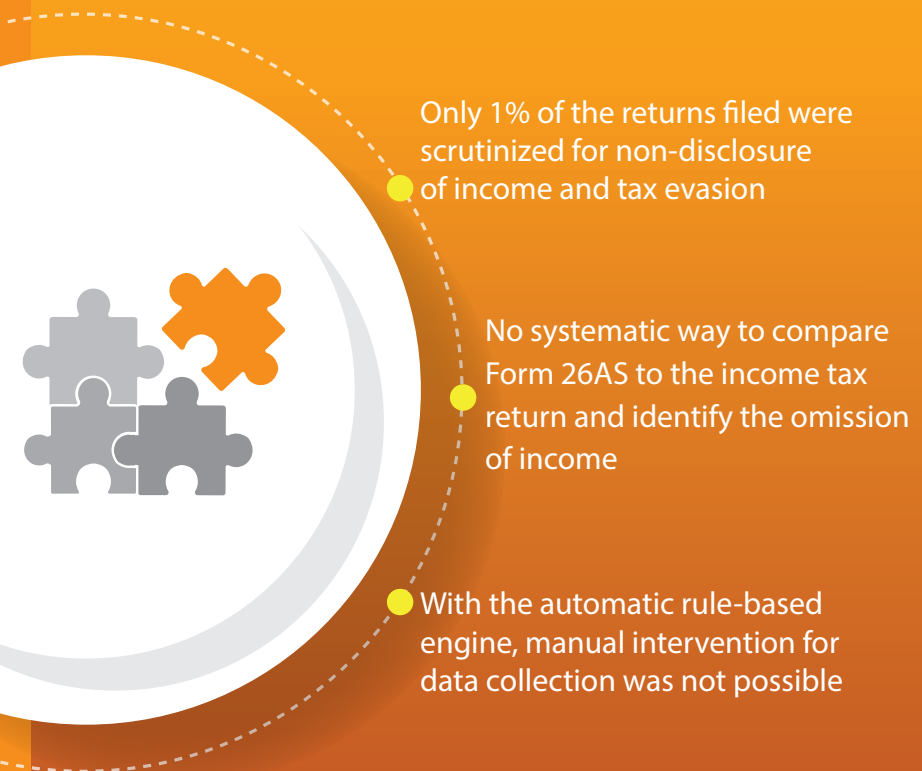
Improved tax collection through prima facie adjustment, better communication, and systematic identification of omitted income.

The client is a public sector organization responsible for collecting direct taxes and administering the income tax law and other direct tax statutes for the Government.



CHALLENGES

The client lacked a mechanism to question the taxpayer about non-disclosure of income, i.e. the cases where the income declared by the taxpayer did not match Form 26AS.



SOLUTIONS

Infosys BPM followed the below approach towards the solution:

- ▶ Implemented a prima facie adjustment process that enabled e-filing facility for taxpayers to respond/ file revised returns by correcting mistakes
- ▶ Introduced business rule validation and prevented incorrect processing of returns
- ▶ Increased timely communication to taxpayers, which resulted in increased tax collections



BENEFITS

Infosys BPM enabled:



- ▶ Increase in the identification of non-disclosed income cases
- ▶ Rise in tax collection due to improved communication
- ▶ Taxpayers file corrected/revised returns and close the loop



\$103.5 Mn
Increase in net tax



724k
Revised returns filed




~27.6%
Increase in revised returns filed

For more information, contact infosysbpm@infosys.com

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