

Litigation Management System

MindCraft helps a Tax Department achieve a centralized, highly efficient and very secure litigation system, which is also partially accessible to tax payers involved with the case.

CLIENT

The client is a government agency in charge of monitoring the tax collection by the Government. Functioning under the Department of Revenue of the Ministry of Finance, it is responsible for administering some taxation acts passed by the Parliament.

The Tax Department is responsible for collecting taxes and administering the relevant tax law and other relevant taxes.

CHALLENGE

A taxpayer can contest an order passed by the Assessing Officer (AO), by filing an appeal with the concerned Commissioner (Appeals).

For disputes arising out of the

orders passed by various authorities, a four level adjudication mechanism has been provided under the local law.

The client needed a solution

which would help make the tax litigation more accessible to all the involved parties, but at the same time be safe and secure.

SOLUTION

After studying the current system, the team concluded that to achieve the desired levels of efficiency, a centralized, indexed and searchable electronic repository was required. This repository will contain information pertaining to the pending appeals as well as the decided cases. The information will also be accessible to all officers of the department, all over the country.

To solve the problems of the tax department pertaining to Dispute Resolution, MindCraft decided to


make a Litigation Management System, which would make the tax litigation faster and more efficient.

TECHNOLOGY STACK

- IBM Tivoli Directory Server
- IBM WebSphere Application Server
- IBM Case Foundation
- FileNet Enterprise Manager
- FileNet Workplace
- IBM Content Navigator
- IBM DB2
- IBM Watson Content Analytics with Enterprise Search
- IBM InfoSphere Content Collector for File Systems
- Liferay Eclipse
- SVN

BENEFITS

 Centralized Repository

 Availability of Status

 Collaboration

 Efficiency

 Integration

 Secure

FEATURES



- Importing tax appeals and judgement related documents
- Making tax related appeals and judgements searchable
- Preparing research notes and case diaries related to a case
- Facility to upload relevant documents related to the case
- Grouping similar appeals for having common hearings
- Raising Special Leave Petitions before an appeal is filed in the Court
- Uploading and approving the Central Scrutiny Reports
- Assigning Departmental Representatives (DRs) / external Counsels (lawyers) to an appeal. These representatives will appear in the court on behalf of the Department, keep track of the hearing dates and record their notings in the Litigation Management System
- Intimating the respective appeal representatives of important updates related to the case through dashboard, email and SMS notifications
- Linking of an entire case across the various levels of courts
- Providing Tax Payers information related to the status of their case
- Provide graphical representation of the statistics related to the Departmental Reports for the various Legal Officers
- Operations by the Department's Project Management Unit such as
 - Creating units for the Departmental Representatives
 - Creating a member committee responsible for identifying benchmark judgements for cases across the country
- Miscellaneous features such as
 - Upload knowledge artefacts which will serve as legal references
 - Provide feedback related to the System

CONCLUSION

The client needed a user friendly, safe and secure interface for its taxpayers to file appeals with Commissioners. After crucial examination of the problem, MindCraft prepared a centralized Litigation Management System that contained future as well as past cases hence making the tedious system faster and more effective. This information was accessible to all officers of the department in India.

ABOUT US




MindCraft is a Software Products, Solutions and Services organization. We enable customers to transform their businesses through products for Banking, Insurance, Mutual Fund & Financial Services and a cross industry product suite.

We help our customers get competitive edge through technology services that include Development & Integration, Business Intelligence & Analytics and Systems Software Management. Incorporated in India in 2002, we have a team of over 500. We also have a presence in Singapore, USA & UAE.


CONTACT US



 +91 22 4221 6200


 www.mindcraft.in



 +65 6652 3215


 www.mindcraft.com.sg



 +1 (908) 750 6647

 www.mindcraftamerica.com



 +91 22 4221 6200

 www.adeptus-tech.com