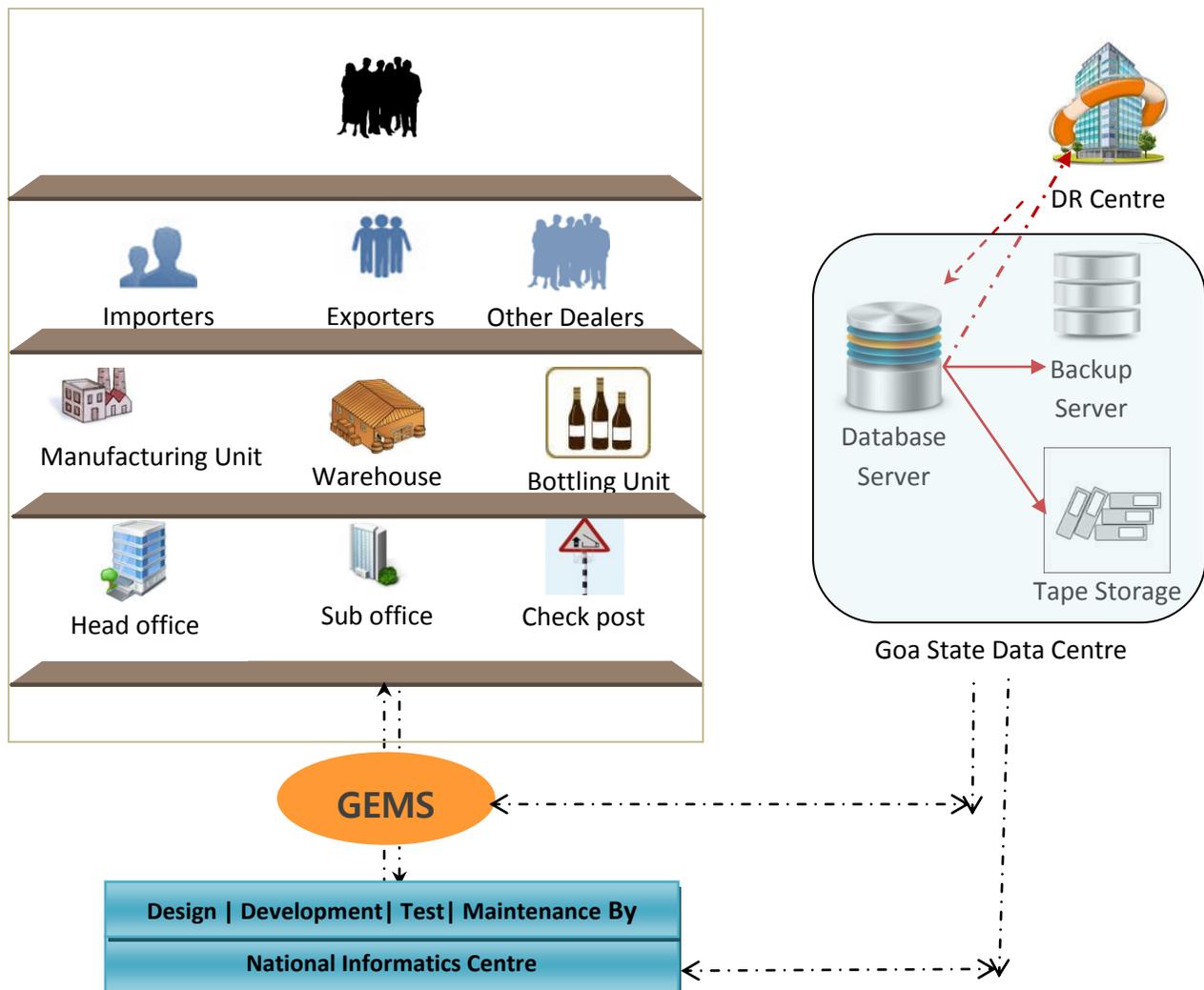


## GOA EXCISE MANAGEMENT SYSTEM(GEMS)

Excise Department, Government of Goa, is the second highest Revenue Earning Department. A complete workflow application named Goa Excise Management System (GEMS) was developed and deployed within 18 months for Excise Department

### About GEMS:

GEMS is aimed to achieve the goal of complete e-Transaction service delivery to G2B and G2G using ICT tools to bring transparency, accountability in day to day functions and response time close to zero. This leads to better governance and a paperless office. To achieve this goal a stable system was designed, developed and implemented which accepts requests, process (workflow/Approval), store (digitally) and deliver through electronic media only. Zero physical file movement from start to end.



### **About Excise Department**

The Excise Department is headed by the Commissioner of Excise to execution of his functions under the "Goa Daman & Diu Excise Rules, 1964". To assist the Commissioner there are two Assistant Commissioner's and 8 Superintendents are appointed at Gazette Officers rank. Apart from these in all 280 executive staff and 62 Administrative staff are there in the department.

An all 105 liquor Manufacturing units, 240 Wholesalers, 24 Medicinal and toilet preparation companies, 4 Industrial units, 4 Military canteens , 2173 Retailers and 8087 Bar are in Goa

There are eleven Talukas there in the State of Goa. One sub-office is located at each taluka called "Excise Station" (ES) and is headed by an Excise Inspector (EI). Excise Guards, Asst. Excise Guards UDC and LDC are posted to assist him in his duties.

EI are posted in one are more distilleries/breweries units based on the production and workload. In some of the big distilleries/breweries Excise Guards is also posted to assist the EI. The duty is to monitor the discharge of raw materials and management of warehouse and collection of revenue for the finished product shipped out of factory.

There are seven check posts are there. Each check post is headed by Sub-Inspectors of Excise under whom a team of other executive staff such as Excise Guards and Asst. Excise Guards are deputed to assist the respective Excise Sub-Inspector in carrying on the duties. The check post is operational 24\*7.

Goa Excise Department concerned with Excise duty of liquor manufacturing and issuing Permit for Import/Export of finished product, raw materials, manufacturing, sale of liquor, medicinal and toilet preparations. Their annual revenue collected for the year 2014-2015 is approximately 220 crores. Out of which 50% of the revenue is coming from the manufacturing unit 30% from import and remaining 20% from registration, renewal etc.

GEMS is implemented in Head Office, in all the Excise Stations and Manufacturing Units. Implementation at check posts is under progress.

**GEMS targets the following users:**

- ✓ Business Community(Manufacturer, Wholesaler, Retailer and Bar & Restaurant)
- ✓ Head Office Officials
- ✓ Excise Station Officials
- ✓ Manufacturing Unit
- ✓ Check Post Officials

**Main modules of GEMS:**

**1. For Business Community**

**a. Manufacturing Unit**

The manufacturer is producing the liquor products like Indian Made Foreign Liquor(IMFL),Wine, Beer, Country Liquor. The manufacturer should register the labels of each brand before the production. The manufacturing process involves blending, bottling, packing. The finished products are sold in Goa or Exported (Outside Goa/Outside India). The GEMS facilitates online service for the entire manufacturing activities as follows.

- ✓ Label Registration and Renewal
- ✓ NOC and Permit for locally/import the Raw material
- ✓ Filling Raw material in storage tanks
- ✓ Permission for production (blending/Bottling/Packing)
- ✓ NOC and Permit for finished product to Export other states and overseas
- ✓ Transport permit to sale in Goa
- ✓ New/renewal of manufacturing licence

**b. Wholesalers**

Wholesalers are buying liquor (Finished product)/Raw materials as a bulk from the manufacturer in Goa/other state/other country and sale to other wholesaler and retailers. The wholesalers should have valid NOC/Permit/Licence and registered labels to carry out the business. The GEMS facilitates online service for the entire wholesalers activities as follows.

- ✓ Label Registration and Renewal
- ✓ NOC/Permit to import the liquor from outside Goa and overseas
- ✓ NOC/Permit to export liquor to outside India
- ✓ New/renewal of licence

**c. Retailers**

The retailer is buying liquor from wholesalers and sale the liquor for consumption (outlet and bar & restaurant). The retailer should have valid licence and to be renewed every year. The GEMS facilitates online service for retailers activity as follows.

- ✓ New licence
- ✓ Renew of licence.

**d. Industrial Units**

The oil companies (HP, Indian Oil, etc.) and other companies who import raw materials (spirits/alcohol) for the production of product which are of industrial use(Not for human consumption). The companies should have valid Licence /NOC/Permit to use spirits/alcohol in the production. The GEMS facilitates online service for the Industrial units with respect to the following.

- ✓ New licence
- ✓ Renew of licence
- ✓ NOC/Permit to import spirits/alcohol from outside Goa and overseas
- ✓ Local NOC

**e. Medicinal & Toilet Preparation Unit**

The companies using spirits/alcohol to produce medicinal and toilet preparation. they import the raw materials (spirits/alcohol) for the production. The companies should have valid Licence /NOC/Permit for use of spirits/alcohol during the preparation. The GEMS facilitates online service with respect to the following.

- ✓ New licence
- ✓ Renew of licence
- ✓ NOC/Permit to import spirits/alcohol from outside Goa and overseas
- ✓ Local NOC

**f. Canteen Store**

Sale of finished liquor product in military canteen. The canteen should have valid licene. NOC and Permit to import the finished product. GEMS facilitates online servers for

- ✓ New licence
- ✓ Renew of licence
- ✓ NOC to import the products from outside Goa
- ✓ Permit to import the products from outside Goa

2. **Excise Station**

Each Talukas have one excise station. The dealing hand and EI will verify the online application and process online which are submitted by the Dealers (business community). The following modules/option are available at ES level.

- ✓ Dealing hand (to accepts the application and forwarded to EI)
- ✓ EI (to verify the application and generation of online e-challan)
- ✓ Auto calculation of duties for all services for generation e-challan
- ✓ Forward all successful applications to Head office
- ✓ Approval for licence renewal
- ✓ Print the renewed licenses with GS1 barcode.
- ✓ Other application like request for NOC, Permit , Label registration and Licences which are received from dealers are forwarded to head office with appropriate comments.

3. **Head Office**

All application forwarded by the EI will come to the head office. Based on the type of application it will be forwarded to concerned offices. The following modules/option are available at Head Office.

- ✓ Grant/Reject the NOC/Permit/Labels/new licenses
- ✓ Print the NOC/Permit/Labels/new licenses with GS1 barcode
- ✓ Issue the NOC/Permit/Labels/new licenses with authorized signature
- ✓ System generated Registers, Noting sheet, MIS reports, etc

4. **Check Post**

All the valid Permits issued will be made available in the check post module to verify the and confirm the valid entry of trucks to Goa which are carrying the raw materials(Sprit/Alcohol) . All the entries made at the check post will be made available to all concerned through GEMS.

GEMS facilities the Importer to provide information in advance through online, about the transporter name, vehicle number, goods description, State entry point (check post name), approximate time of arrival at the check post, copy of Permit etc.. This will help to clear the vehicle faster and will also avoid long queue at the check posts.

## Benefits

- In manual system, It takes minimum **3 working days** to process and application. Now it takes maximum **30 minutes** to process any application and the Permit,NOC etc.
- Live verification of supporting documents is available at every stage for users.
- All the documents (NOC, Permits etc.. ) are printed with GS1 barcode to unique identification the documents globally.
- The dealer can apply bulk NOC easily and based on each bulk the system generates only one consolidated challan.
- Automatic verification of validity of licence, labels, NOC, Permit, etc at each level.
- The System will calculate by itself the fee structure, head of account and amount based on application criteria and generate e-Challan.
- Payment gateway integrated with e-challan to proceed for payment on the fly.
- Live revenue collection status available
- On login the pendency status displayed. Each officer gets their pendency status through portal as well as in mobile apps.
- All the manual Registers are eliminated.
- In the manual system, the business community has to visit excise station, bank and head office multiple times to get the required licence , NOC, Permits etc. After GEMS implementation they have to visit to the head office/excise station only once to collect final document.
- Every stage as and when the Application is being forwarded the File tracking through SMS and site is implemented.
- The status of the applications will be made available stage by stage to applicant through e-mail and SMS.
- Mobile App is also developed for department users to check the pendency , view registered labels, check the validity of Permits and NOC etc... This will be very useful during enforcement.
- Formatted licence number is introduced. Each licence have GS1 barcode.
- There is no physical file movement from table to table. This is an true example of "**Green Office**"



<https://egov.goa.nic.in/excise>

The portal was **launched on 20<sup>th</sup> February 2015** by **Honorable Chief Minister of Goa Shri. Laxmikant Parsekar** in the presence of Chief Secretary Shri. Kewal Kumar Sharma, Additional Secretary (Finance) Shri. Michael D'Souza, Commissioner of Excise Shri. Menino D'Souza .

Goa Excise Management System (GEMS) awarded "**SKOCH Order of Merit**" during the 41st Skoch Summit on 22 September 2015 at India Habitat Center.