

Driving Seamless Citizen Experience with Digitized Platforms

About the Organisation

The apex central tax collection department of a leading revenue body that enforces various direct tax laws, collects revenues, and more. The body levies tax on the income of individuals, firms, companies, local authorities, societies, or other artificial juridical persons. The establishment caters to a taxpayer base of **over 91.9 million**.

Industry: Government

Solution:

UniServe™ NXT Customer Communication Management

Low-Code Application Development Platform



Problem Statement

Tax professionals and taxpayers faced immense pressure during peak filing seasons. Outdated legacy tools, disconnected systems, manual workflows, and a lack of automation amplified operational challenges and hindered efficiency in the tax filing process, resulting in slow turnaround times.



High Error Rate

Tax professionals across face intense pressure during peak filing seasons. Legacy tools, manual workflows, and a lack of automation amplified operational challenges and hindered efficiency.



Extended Turnaround Times (TAT)

Long and tedious processing delays. Electronic forms required 9 days for processing while paper returns required 18 days on average.



Heavy Resource Overhead

Manual verification of paper-filed and defective returns created high workload on staff and operational bottlenecks.

The Objective

To modernize the department's communication and assessment workflows through automation, scalable architecture, and digital channels; to reduce processing timelines while enhancing taxpayer experience.



The Solution

With **In10s' UniServe™ NXT Platform**, the department was able to modernize one of the most mission-critical public operations of returns processing. With intelligent automation, real-time communication capabilities, the department was able to replace manual and paper-heavy workflows to operate at a level of speed and accuracy essential for a huge taxpayer population. This transformation laid the foundation for faceless, paperless, and contactless operations while significantly improving the efficiency and experience of both tax officials and taxpayers.

The department's shift to faceless, paperless, and contactless operations enabled by platforms like UniServe™ was seen as a bold reform. This improved public perception and positioned the department as a tech-forward government body, aligning with India's broader digitalization goals.

“We are very happy with the solution provided.”

Deputy Director at the Apex Central Tax Collection Department

Capabilities



Multi-channel Communication Management

Automated communication workflows for statements, notices, and acknowledgments. Unified templates enabling consistent messaging across multiple channels (email, SMS, physical documents). Citizens received faster responses and updates, including duplicate statement generation and real-time tracking of communication status.



Automated Returns Processing

Ensured lower operational costs, faster turnaround times, and reduced printing and mailing expenses.



Dynamic Data and Design Management

In10s' platform enabled easy change management of data and design in tax statements to reflect evolving tax rules. This reduced dependency on skilled manpower and minimized communication errors.

Value Delivered

- Real-time tracking of communication status (sent, delivered, or failed)
- Reduced turnaround time for communication from weeks to hours/days
- Faster refund processing and taxpayer communications
- Quicker resolution of defective returns and verification cases
- Citizens received timely, personalized, and clear communications
- Improved ease of taxpayers to e-file and engage digitally



The Impact

27M+

statements delivered seamlessly across email, SMS, and print

75M+

communications delivered related to e-filing and return processing

50M

statements processed every month, ensuring uninterrupted high-volume operations

1B+

notifications delivered annually

Cost Reduction

Significant reduction in operational costs

The Conclusion

With **Intense Technologies' UniServe™ NXT Platform** at the core, the leading revenue body adopted a future-ready digital foundation capable of supporting its massive operational scale. The platform's modern containerized architecture enabled seamless scalability, allowing millions of records and communications to be processed effortlessly, even during peak tax filing seasons.

This proven stability and high-volume performance reinforced In10s' platform reliability for mission-critical government operations. In10s empowered the department to operate with greater agility, transparency, and citizen-centricity, positioning it as a truly digital-first public institution.

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