DigiGOV™

LIVE YOUR VISION

TCS DigiGOV™ - Registration Suite

TATA CONSULTANCY SERVICES

For government institutions like the Registration Department where the volume of work is enormous, manual processes can pose a monumental challenge. Processes like keeping records, retrieving information, fee calculation, etc., are done manually daily, but the task is cumbersome, time-consuming, and labor-intensive. As a result, errors, backlogs, and inaccurate records pile up, costing the department significantly and leaving citizens dissatisfied with the experience.

To automate the Registration Department's processes, TCS has designed an innovative digital solution that reimagines the department's operations -- marriage registration, land registration, and company registration. From enabling biometric capture and digital signatures, to creating status notifications and electronic payment, the platform helps create intuitive user journeys for citizens.

Overview

Governments are now realizing the benefits of digitally transforming their citizen services, but there are hurdles to cross. Simply migrating their process online is not enough. They must ensure that the challenges posed by manual processes are effectively overcome in the digital migration. Most government digital solutions face a design-reality gap - there is a mismatch between what is created for the department versus what is required.

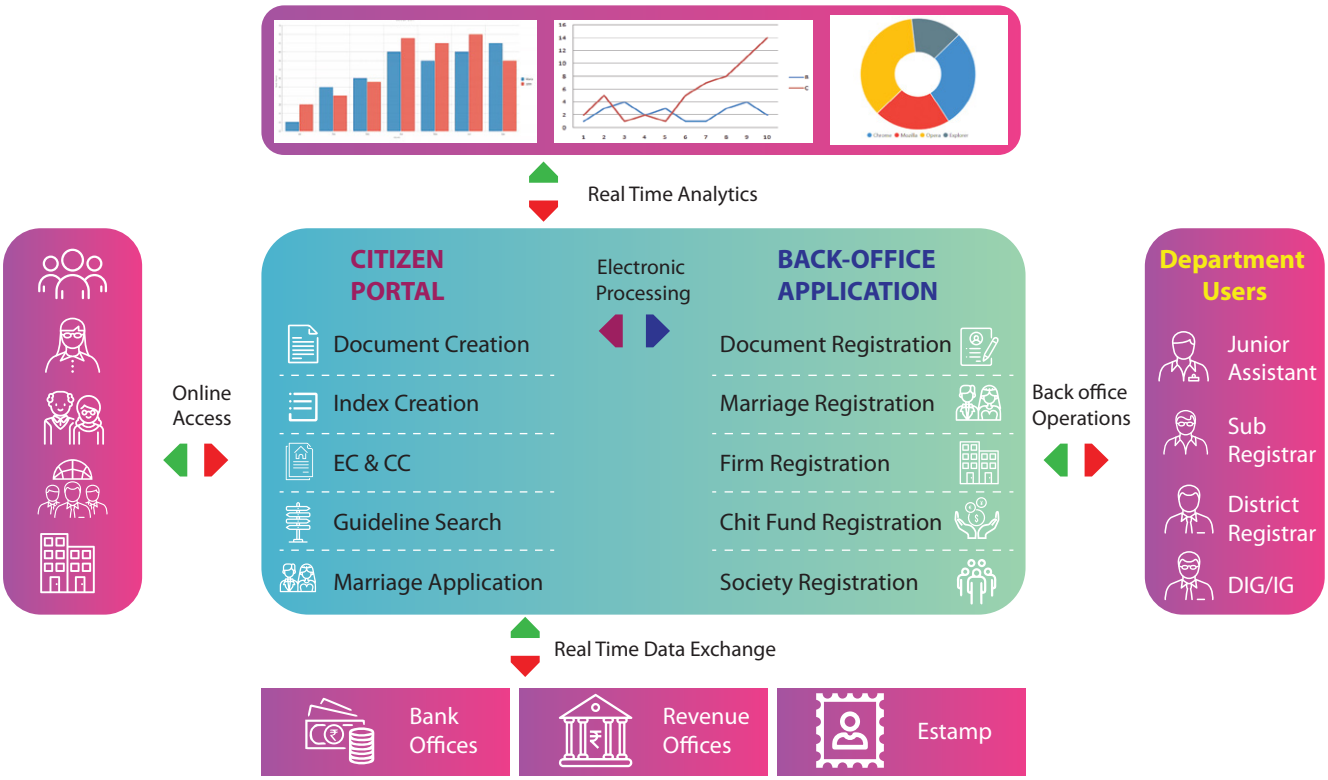
Digital governance solutions should provide people, businesses, and government employees easy access to information to prevent errors, improve the quality of services, and reduce costs. This is a universal need - a survey of public servants in 18 countries revealed that $3.5 trillion in public value can be derived from the successful implementation of digital transformation solutions in governance.

TCS' comprehensive platform helps the Registration Department manage its end-to-end operations online by ensuring speed, transparency, and efficiency. The platform is designed to adhere to the 800+ rules of the department, so employees can be sure of compliance and reduce risks in their processes. On the citizens' side, the self-service function and automatic fees calculation cuts cycle time to half an hour and reduces the dependency on document writers or lawyers.

Our Solution

TCS' Digital Registration Platform comes with the following features:

1. Robust platform powered by state-of-the-art open-source technology designed for high performance, scalability, reliability, fault-tolerance, and security.
2. 24x7 monitoring to proactively detect warning signals of performance or security anomalies at early stage.
3. Machine learning statistical models to detect anomalies and take remedial action.
4. An interactive user interface that offers:
    - Biometric capture of all parties, and an audit trail
    - Digital signature to ensure the validity and authenticity of encumbrance certificates
    - Electronic payment for convenience and security
    - Electronic Queue Management System to manage footfall
    - Integration with the Revenue Department to accurately record property ownership changes
    - SMS and email status notifications
    - Dynamic template generation (currently in two languages - Tamil and English)
    - Comprehensive and user-friendly department office portal for seamless back-office operations



An overview of the TCS DigiGOV Registration Suite

Benefits

- **Cost-effectiveness:** Through an automatic calculation of stamp duty, extra fees, and the specific rules applicable to each applicant, the Registration Department can prevent errors and plug revenue leakages.
- **Efficiency improved:** Citizens can book appointments so each department can plan its workload proactively and serve efficiently. Helping citizens meet these appointments at their convenience ensures compliance as well.
- **Transparency in processes:** Complete visibility into the registration process through a user-friendly web interface as well as SMS and email notifications on their application status helps create an exceptional user experience.
- **Real-time management:** The ability to maintain financial records in real-time helps in monitoring office performance and eliminating unfair practices. Through a streamlined process, the time taken to complete registration is cut down significantly, so more cases can be taken up, resulting in higher revenue.

The TCS Advantage

TCS is highly experienced in providing digital solutions to the government and continues to do so with a zeal to solve new domain challenges with the right mix of technology. Our experience in the public sector helps us deliver large-scale transformation projects with speed and accuracy.

Through our team of skilled professionals and subject matter experts, we were able to mobilize and deliver the DigiGOV® program for state governments rapidly. Registration suite is one of the offerings from the overall suite of offerings of the DigiGOV platform which is a 360°, scalable enterprise platform that is meant for the rapid and effective digital transformation of public services. This replicable and reusable digital platform comes with government-specific contextual knowledge that helps departments increase their yearly revenues substantially.
The DigiGOV registration suite has received an award for 'Best Practices for the Improvement of Quality Delivery Systems Ensuring Good Government' from Tamil Nadu Chief Minister E K Palaniswami, and for IGR Gov of Tamil Nadu for the "Exemplary Application of Technology – in Government Sector" by CII Connect.

Awards & Recognition

To know more

Visit the **https://www.tcs.com/public-services** page on **tcs.com**
Email: **digigov.connect@tcs.com**

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 453,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $22 billion in the fiscal year ended March 31, 2020, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index.

For more information, visit us at **www.tcs.com**

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