

Dealer Facilitation Center

Requirement Document

Dealer Facilitation Centers: Requirements, Services & Service Charges

Minimum Requirements for DFCs:

1. Desktops:
 - 2 or more with minimum P IV processor
 - Operating System Windows XP or higher
 - RAM 1 GB or more
 - Internet Explorer version 6.0 or higher
 - Broadband Connection
2. Printer: 1 or more Laser / Desk Jet Printer
3. Scanner: 1 or more
4. Telephone Facility
5. Should have a valid Trade License
6. Should be enrolled under Profession Tax Act, 1979

Services:

Registration under VAT & CST Acts:

- Filing of application under VAT / CST Acts
- Scanning and uploading of supporting documents
- Printing of Acknowledgement
- Printing of Registration Certificates
- Filing of application for Amendment of Registration
- Filing of application for addition of Commodities under VAT / CST Acts
- Status Tracking

E – Return:

- Filing of e – Returns
- Printing of Acknowledgement
- Printing of Notices
- Status Tracking

E – Waybills:

- Filing of application for Waybills
- Printing of Waybills

C / F Forms:

- Filing of application for C / F Forms
- Printing of C / F Forms

Sales / Purchase Invoices:

- Uploading of details of Sales / Purchase Invoices

E – Refund:

- Filing of application for Refund
- Printing of Refund Adjustment Order

Service Charges:

Category	Sl. No.	Service Name	Service Charge (in Rs.)
e - Registration	1	Filing of Application under VAT / CST Acts	40 per application
	2	Scanning and uploading of supporting documents	10 per page
	3	Printing of Acknowledgement	5 per page
	4	Printing of Registration Certificates	5 per page
	5	Application for Amendment of Registration	20 per application
	6	Addition of Commodities under VAT / CST Acts	20 per application
	7	Status Tracking	5 per request
e - Returns	1	Filing of e – Returns	30 per return
	2	Printing of Acknowledgement	5 per page
	3	Printing of Notices	5 per page
	4	Status Tracking	5 per request
e - Waybill	1	Application for Waybills	15 per application
	2	Printing of Waybills	5 per page
C / F Forms	1	Application for C / F Forms	15 per application
	2	Printing of C / F Forms	5 per page
	3	Status Tracking	5 per request
Sales / Purchase Invoice	1	Uploading of details of Sales / Purchase Invoices	7 per Invoice
E - Refund	1	Application for Refund	10 per application
	2	Printing of Refund Adjustment Order	5 per page

Application Format for Entities interested in acting as Dealer Facilitation Centers under the MMP – CT – Project Nagaland

Firm Name:

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Address of Primary Place of Business:

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Location Address of the Proposed Dealer Facilitation Center:

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Profession Tax Registration Details:

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Trade License Details:

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Name of Primary Contact Person:

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Phone:..... e- mail ID:

Hardware Details:

Sl. No.	Item	Available quantity with Applicant	Configuration / Specifications
1	Desktop		
2	Printer		
3	Scanner		
4	UPS		
5	Broadband Connection		

Manpower Details: (Details of proposed operators needs to be provided as per the format below)

Sl. No.	Operator Name	Permanent Address
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1		
2		

Agreement between the Designated Officer on behalf of the Directorate of Taxes, Govt. of Nagaland, DC Court Junction, Dimapur, Nagaland and the concerns interested for enlistment as FACILITATION CENTRE in terms of advertisement published in newspapers of the issue dated xxxxxx and also in the Department of Taxes website www.nagalandtax.nic.in

AGREEMENT

This Agreement is made this _____ day of xxxxxxx, xxxx at Dimapur

BY AND BETWEEN

The Department of Taxes, Nagaland acting through the duly designated officer, hereinafter referred to as the 'Designated Officer' (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns) of the First Part

AND

..... , a proprietary concern / a partnership firm/ a Company incorporated under the Companies Act, 1956, having its office at, which has been enlisted as a Facilitation Centre (Facilitation Centre No.) by the Department of Taxes, Nagaland for allowing required e-services to the Dealers in Nagaland, hereinafter referred to as "Facilitation Centre" (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors and assigns) of the Second Part

WHEREAS the Department of Taxes, Nagaland under Finance Department, Government of Nagaland received representations from trade and industry that some of the dealers did not have in-house facilities of computer, Internet connection or the necessary expertise to take full benefit of the e-services offered; and

WHEREAS the Department of Taxes, Nagaland decided to enlist some concerns to act as 'Facilitation Centres') to assist the dealers using e-services, against payments as fixed by the Department; and

WHEREAS The Department of Taxes, Nagaland published an advertisement in the leading newspapers of the issue dated <xxxxxxx> and also in the Department of Taxes website www.nagalandtax.nic.in inviting Expression of Interest from suitable concerns for being enlisted to work as 'Facilitation Centre' to render assistance to the dealers who are required to use the e-services offered by the Department; and

WHEREAS certain concerns submitted Proposals for being enlisted to work as Facilitation Centre in response to the advertisement published; and

WHEREAS on evaluation, some of such concerns were found to have satisfied the requirement detailed in the notice inviting Expression of Interest; and

WHEREAS the concerns expressed in writing their willingness to work as Facilitation Centres with the charges fixed by the Department of Taxes, Nagaland and communicated to them under the Department's Memo No. <xxxxxxxxxxxxxxxx> dated <xxxxxx>.

It has therefore become necessary to make an agreement with such willing and enlisted concerns on the one hand and the Department of Taxes, Nagaland on the other.

Now this Agreement Witnesses as follows:

The Facilitation Centre would provide the following facilities in the set up owned by it:

- 1) Deployment of all hardware to; ensure installation and commissioning of the setup.
- 2) Maintenance of hardware to ensure predetermined standards.
- 3) Keep the set up at the location(s) functional and operational.
- 4) Install and operate all required system software at the location(s).
- 5) Install and maintain electric cabling and make arrangements for uninterrupted power supply.
- 6) Provide trained manpower for smooth running of day-to-day operations for all centers.
- 7) Overall Project Management.

ii) The manpower provided by the Facilitation Centre will handle:

1. Data entry
2. Scanning of the necessary documents, where necessary
3. Printing of the necessary documents.
4. Other related activities such as assisting the dealers to complete the process of online filing of returns under the VAT and CST Acts and applications for the issue of CST related Declaration Forms/ Certificates and Way Bills.

iii) Each Facilitation Centre will provide the following hardware and communication facilities:

1) No of Terminals

Each Facilitation Centre will have 2 to 3 PCs or such number of PCs as would be required to allow hassle-free service to the dealer, with the following configuration :-

- The desktops should of Pentium 4 or higher with minimum of 1GB RAM
- Operating System- Windows XP with service pack 2 or higher
- Proper anti-virus software.

2) Printers

At least one LaserJet / DeskJet Printer

3) Scanners

Scanner: Duplex 20 ppm or higher of reputed make such as HP.

4) Network & Communication

Each Terminal will have:

- a) Internet Explorer 6.0 or higher
- b) Broadband Connection of 256 kbps or more if required
- c) Atleast 1 telephone line.

5) UPS & Generators

Uninterrupted power supply will be ensured by the centre by providing Stabilizer, UPS or generators based on the requirement.

iv) Physical Infrastructure

The design of the site plan at the Facilitation Centre shall be prepared by the centre so as to provide proper computer set-up infrastructure at the respective locations and enable convenient layout of the computer hardware to be installed.

v) Facilitation Centre operations

The Facilitation Centre would be provided with an access code for entry in the system. There shall be a user level training on the centre operations to the operators, which would be provided by the Department of Taxes, Nagaland at Dimapur to run the operations successfully. Willing Centres may attend the training programme.

vi) System Support

The centre will ensure the system support in the following way but will not be limited to:

- § Taking system data backups, as necessary.
- § Installation and reloading support for OS, Application software
- § Rectification of system software problems due to crashing or malfunctioning.
- § Installation of upgrades of software, namely OS, database and Anti Virus as well as any other front end software being used.
- § System will be protected against viruses using the latest Anti Virus tools.

The following table provides a brief outline of the activities envisaged in the Facilitation Centre:

Category	Sl. No.	Service Name
e - Registration	1	Filing of Application under VAT / CST Acts
	2	Scanning and uploading of supporting documents
	3	Printing of Acknowledgement
	4	Printing of Registration Certificates
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C / F Forms	1	Application for C / F Forms
	2	Printing of C / F Forms
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Sales / Purchase Invoice	1	Uploading of details of Sales / Purchase Invoices
E - Refund	1	Application for Refund
	2	Printing of Refund Adjustment Order

vii) Display of signboard

The Facilitation Centre would arrange for display of its enlistment with the Department of Taxes, Nagaland with the enlistment No., on a signboard for information of all concerned.

viii) Display of the charges

The Facilitation Centre would arrange for display at a conspicuous place of the charges as fixed by the Department and shown below.

ix) Charges

The rate chart of the charges in respect of the following services is given below:

Category	Sl. No.	Service Name	Service Charge (in Rs.)
e - Registration	1	Filing of Application under VAT / CST Acts	40 per application
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Sales / Purchase Invoice	1	Uploading of details of Sales / Purchase Invoices	7 per Invoice
E - Refund	1	Application for Refund	10 per application
	2	Printing of Refund Adjustment Order	5 per page

The above charges would be receivable by the Facilitation Centre against download of the Application filing, entry of data, upload of Return and print of Acknowledgement Slip, etc.. These above charges, however, do not include the cost of any other print.

x) Confidential Information

For purposes of this Agreement, the contents of the Returns should be kept confidential and the figures submitted by one dealer should not be disclosed to another dealer.

xi) Duration of Contract

The Facilitation Centre once enlisted, will remain enlisted for a period of three years computed from the date of this agreement. It may, however, be extended for further periods not exceeding one year at a time on application. The enlistment may be terminated by the Directorate, if there is any breach of contract, after giving one month's notice to the Facilitation Centre. Similarly, the centre may also get the enlistment cancelled after giving one month's notice to the Directorate.

xii) Payment and Terms

Charges for the services as mentioned at 11 above will in general be recovered by the centre from the dealers approaching and getting the services from the Centres. However, for certain categories of dealers who get the returns filed through the centre and submit a declaration in a standard format to the Centre, the charges will be borne by the Directorate. For such cases, the centre will prepare bill with the declaration, for each month at the expiry of the month and submit the same with the officer designated by the Commissioner, Commercial Taxes.

xiii) Amendment

No amendment to this agreement is valid unless signed by a person's duly authorized by the parties.

xiv) Severability

If any one provision of this Agreement or part thereof is rendered void, illegal, or unenforceable by any legislation to which it is subject, it shall be rendered void, illegal or unenforceable to that extent only and it shall not affect the entire Agreement. Provided that if the commercial basis

of this Agreement is thereby substantially affected or altered then the Parties shall negotiate in good faith to amend and modify the provisions and terms of this Agreement as may be necessary or desirable in the circumstances.

xv) No partnership

The Department of Taxes, Nagaland and the Facilitation Centres are independent entities. This agreement does not constitute a partnership or joint venture between the Parties. The centre will not act or purport to act as agent of the Department of Taxes, Nagaland nor will the centre enter into contracts or make representations on behalf of the Department. The Department will not be responsible for any act done by Centre contrary to the terms and conditions laid down hereinabove.

xvi) Property

Electronic data in respect of Registration, Sales & Purchase Invoices of Dealers, Returns, Statutory Forms under VAT & CST Acts would be the property of the Dealer getting the services from the centre. The data file will be handed over by the Centre to the Dealer on some device to be supplied by the Dealer.

IN WITNESS WHEREOF the parties to this agreement have set their hands on _____ of <month>, <year>.

For and on behalf of the Facilitation
Centre

For and on behalf of the Department of
Taxes, Nagaland

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Witness:

1.

Name

Address

.....

2.

Name

Address

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