eAbkari

eAbkari application for the Department of Excise, Government of NCT of Delhi is an Online Workflow based System providing end-to-end solution for a wide array of state-of-the-art services like issuance of licenses, permits and passes, registration of liquor brands, Supply Chain Management System and tracking the sale of packaged liquor using bar code scanning with Hand Held Terminal (HHT) and asynchronous data capture at retail outlets.

eAbkari has been the single most transformational factor in which the Excise Department functions has greatly increased the department's enforcement and regulatory capabilities through ICT driven process reengineering. The implementation of eAbkari was a challenge as it was a real time transition of large supply chain management system. Transparency has improved across the excise ecosystem, both within and between the Department and the relevant stakeholders. While enforcement activity centricity remains at the core of the initiative, eAbkari actively partners in the socio-economic development sector through a robust revenue generation apparatus and effective tax administration.

eAbkari project conceptualized, designed, developed and implemented by NIC West Bengal in collaboration with NIC NCT of Delhi.

The key functional areas of eAbkari project are:-

- o Excise License Management to render 360 degree profile of Excise Licensees
- o Automation in the issue of Licenses, Label Registration and NOC / Permits / Passes / EVCs for import / export / transport – both under-bond & duty-paid and Tracking thereof
- o Monitoring of execution & non-execution of issued NOC / Permits / Passes including revalidation & cancellation
- o Stock Inventory of Spirit in Bulk, Packaged Liquor, EAL
- o Supply chain management using QR Code based EAL on Bottles / Cases
- o Status Tracking of all processes
- o e-Receipt of Excise Duties / Fees in integrated manner with Bank and wallet.
- o Issue of statutory notices for irregularities to licensees through email / SMS
- o Processing penal action including raising and collection of penalties.
- o Dashboard, Pendency Checker at all hierarchical levels

Statistical Table given below (enclosed as well for your kind reference):

Process / Scenario	Pre-eAbgari Period	Now
Issuance of Permits /Passes	15 - 30 days	3 - 48 hours
Label Registration of Packaged Liquor	20 - 45 days	3 – 72 hours
Permission for importing life-saving drugs	20 - 30 days	3 – 48 hours
Payment of duties and fees	Cumbersome & during office hours	Instant and 24 x7
Status of Service Requests by stake holders	Lack of transparency	Instant – both online and through SMS, Email
Tracking & Tracing of a bottle/ case	Not available	Instant & 24 X 7
Refund Option of wrong payment	Not available	Instant & 24 X 7

eAbgari: WORKFLOW BASED e-SERVICES UNDER ONE UMBRELLA