



Technology presents innumerable opportunities to resolve some of the world's most challenging issues. At Infosys, we are committed to scaling impact and empowering lives through leveraging digital technology in the areas of e-governance, healthcare, and education.

Digital shared infra for social good

Our focus on digital infrastructure as a service (IaaS) seeks to empower social foundations and entrepreneurs to help expand the impact of their efforts. This infrastructure includes the Super App framework and various microservices for engagement, learning, campaigns, surveys, job marketplace, surveillance, case management, supplier management, telemetry, reporting and analytics. A modular approach allows these services to be combined and configured on our Super App mobile application to meet the needs of social entrepreneurs.

Tech for good in e-governance

Infosys has embarked on country-wide projects in e-governance. We have joined hands with various governments to transform the way government organizations interact with citizens, businesses, and other government entities. The goal is to make government services more accessible, efficient, and responsive to the needs of citizens. Infosys is leading this in India with its ongoing projects in e-governance including income tax, Goods and Services Tax (GST) and customs.



Infosys Hyderabad - Gachibawli



Income tax

The Integrated E-Filing and Central Processing Center program takes the tax automation journey, which started 10 year ago, to the next level. The program not only integrates filing and processing into a single platform, it also brings innovation to each of the layers. In filing, the focus was on simplification and scale. With innovative features like tax wizard, mobile application and pre-fill of tax forms, the new portal makes it easier and more convenient for taxpayers to file their income tax returns and access related services. In processing the entire engine was redesigned with modern technology tools and patterns resulting in dramatic reduction in wait time for release of refunds (from 79 days to 7 days).

Impact:
~100mn registered users

Goods and Services Tax Network (GSTN)

Infosys partnered with the GSTN to implement and manage the indirect taxation platform for GST in India. The platform was designed to assist taxpayers in preparing, filing returns, making payments of indirect tax liabilities, and maintaining additional compliances. This unique and complex IT project established a uniform interface for taxpayers under indirect taxes, which was achieved through a common and shared IT infrastructure between the central and state governments. This has significantly simplified the tax compliance process for taxpayers, by reducing the burden of maintaining separate systems and complying with varying state-level tax regulations, and has made it easier for taxpayers to maintain their tax records accurately.

Impact: **~14mn** taxpayers supported and serviced by the GSTN platform so far

Indian customs portal

Indian Customs Electronic Data Interchange Gateway (ICEGATE) is the national portal of the Indian Customs of the Central Board of Indirect Taxes and Customs (CBIC) that provides e-filing services to trade, cargo carriers, and other trading partners electronically. ICEGATE serves as an interface between the trade users and the customs department and acts as a hub for exchanging information with external trading partners involved in international trade. Infosys is currently maintaining and enhancing the existing ICEGATE1.0 and has received positive feedback from users. The bigger scope of work for Infosys is to develop ICEGATE 2.0 involving technology transformation to a microservices / API-based architecture along with enhanced and new functionalities to build a more efficient, transparent, contactless, and paperless ecosystem.

Impact:
~1.6 lakh registered users with around 90 lakh enquiries



MOSIP

Infosys has partnered with the International Institute of Information Technology, Bengaluru (IIIT-B) to support the Modular Open Source Identity Platform (MOSIP). MOSIP is a global digital public good project anchored by IIIT-B. It helps governments implement a digital foundational identity in a vendor-neutral, interoperable and cost-effective manner. MOSIP is currently being adopted by more than 10 countries, either as national rollouts or as pilots. Infosys is contributing to a few modules as part of the tech for good effort. Through this partnership, Infosys will contribute towards ID-led transformation efforts on a national scale.

