

No. 49/89/2014-6SII
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S OFFICE
PERSONNEL DEPARTMENT

Dated, Chandigarh, the 12th December, 2014.

To

All concerned IAS / HCS Officers.

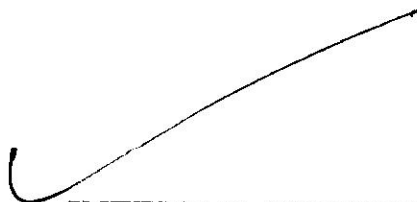
Subject: Filling up the posts of Executive Vice President, Sr. Vice President, Vice President, Asstt. Vice President, Executive Vice President (EVP), Vice President (VP) and Senior Manager (SM) (CEO) in Goods and Services Tax Network (GSTN) on deputation basis.

Madam/ Sir,

I am directed to refer to the subject cited above and to say that a copy of letter No. GSTN/24/2014-Admn, dated 24th November, 2014 received from Shri Navin Kumar, Chairman, Goods and Services Tax Network (GSTN), Corporate Office : 228, The Janpath Hotel, Janpath, New Delhi-110001, is uploaded on the web site (csharyana.gov.in) and to request that in case you are willing to be considered for the post mentioned in the above subject you may kindly send three copies of your bio-data with an application to the Personnel Department (Services Branch-II) at the earliest.

Yours faithfully,


Superintendent Services-II.


INTERNAL DISTRIBUTION
e-champion

Goods And Services Tax Network

(Incorporated under Section 25 of the Companies Act, 1956)

Regd. Office: Room No. 255, North Block, New Delhi-110001

CIN : U72200DL2013NPL249988

www.gstn.org

GSTN/24/2014-Admn

November 24, 2014

Navin Kumar
Chairman

Dear Sri Agarwal,

As you may be aware, Goods And Services Tax Network (GSTN), a private limited company, has been registered in March 2013 under Section 25 of the Companies Act, 1956. The Government of India holds 24.5% equity in the Company and all States of the Indian Union, including NCT of Delhi and Puducherry, together hold another 24.5%. Balance 51% equity is with non-Government financial institutions. The Company has been set up primarily to provide IT infrastructure and services to the Central and State Governments, tax payers and other stakeholders for implementation of the Goods and Services Tax (GST) which is expected to subsume in itself practically all indirect taxes prevailing in the country, including the three major indirect taxes Central Excise, Service Tax and VAT. GSTN would, thus, play a critically important role in reforming the indirect tax system in India.

2. As per the approved Organisational Structure of the Company, certain identified positions in the Services Division of GSTN are to be filled up by taking government officers on deputation. These positions require knowledge of indirect taxation. Details of these positions are at Annexure-1. I have written to Chairman, Central Board of Excise & Customs and the Secretaries of Commercial Tax Departments of States and Union Territories requesting them to circulate these vacancies amongst officers of their department and forward the applications received to GSTN.

3. In addition to the above, certain positions in the Support Division of GSTN pertaining to Finance and Admin functions are also open to Government officers. Details of these positions are at Annexure-2.

4. I shall be grateful if you could consider circulating these positions and arrange to send us the responses received along with the service record of applicant officers by 31st December 2014. A soft copy of the responses and the service records may also be emailed to admn.gstn@gmail.com. After selection, we would approach the State Government for releasing the selected officers on deputation to GSTN.

Best wishes

Encl: As above

Sri Anurag Agarwal
Secretary (Personal),
Govt. of Haryana,
Room No. 66, 4th Floor,
Haryana Civil Secretariat,
Chandigarh - 160001

Yours Sincerely,

(Navin Kumar)

Corporate Office : 228, The Janpath Hotel, Janpath, New Delhi-110001
Telephone : 011-23361645, Fax : 011-23361643

ANNEXURE - 1

Table showing positions in GSTN to be filled by Deputation in the first phase

Details of Post, Grade, Pay-scale and Perks

Sl No	Name of the post	Grade	Pay-scale	HRA	Other Perks
1	Executive Vice President	Grade-2	Rs. 69,000 + 3% increment+ Admissible DA; PLI (Productivity Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 80,000/- per month	Fuel allowance,, Telephone reimbursement, L T A, Medical, Child Education Allowance: As per Company Rules
2	Sr. Vice President	Grade-3	Rs. 37,400-67,000 + GP 10,000+ Admissible DA; PLI (Productivity Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 70,000/- per month	
3	Vice President	Grade-4	Rs. 37,400-67,000 + GP 8,700+ Admissible DA; PLI (Productivity Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 60,000/- per month	
4	Asstt. Vice President	Grade 5	Rs. 15,600-39,100 + GP 76,00+ Admissible DALI (Productivity Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 50,000/- per month	

A total of fifteen posts are to be filled on deputation basis out of which fourteen are under Services Division and one under Technology Division pertaining to information security.

The services department will provide inputs (business requirements) to the Technology team for development of application software including the GST portal. It will be responsible for overall strategy for services and lead the creation of processes that enable effective interface between the GST Policy/ Process Groups and the Technology team.

The services will broadly include the following:

- ▶ GST Common Portal (Core Services-Registration, Returns, Payment & Back End Services- IGST settlement and others),
- ▶ Cafeteria/ Value Added Services,
- ▶ Outreach and Capability Building,
- ▶ Tax Payer Profiling Utility, etc

Keeping these special requirements in view, Services department will be largely manned by officials who have worked either in CBEC or the state commercial tax departments. Also they need to have sufficient

exposure to data management/systems wing of CBEC or state commercial tax department, as the case may be.

1. Executive Vice President (EVP), Services

Key Responsibilities

- ▶ Design the overall strategy for services and lead the creation of processes for Services, in consultation with the CEO, to support GSTN in meeting its objectives
- ▶ Plan the departmental budget for all Services functions during the internal budgeting exercise, after reviewing the inputs received from Heads of various sub functions (like common portal, cafeteria/ value added etc)
- ▶ Stakeholders Identification for adoption of GSTN services (i.e. Core and Cafeteria/ Value Added)
- ▶ Collaborate with the pool of internal stakeholders to get their inputs to continuously strengthen the Services function
- ▶ Stakeholder 'Need Identification' and 'Relationship Management'
- ▶ Feedback Gathering and Grievance Redressal
- ▶ Create business requirement document (BRD) which would act as an input for functional specification creation by technology team;
- ▶ Ensure alignment of finalized GSTN applications and services with the stakeholders' needs
- ▶ Ensure requisite awareness and support to the stakeholders who are adopting/ using GSTN services through Outreach and Capability Building cell
- ▶ Ensure information adequacy and accurate information analysis by Tax payer profiling utility
- ▶ People Development
- ▶ Serve as single point of escalation for all issues related to Services

Eligibility:

- ▶ Officers of the level of Joint Secretary (PB-4: GP-10,000) with minimum of 18 years of service.
- ▶ Experience of working in the CBEC/State Commercial Tax Department with sufficient exposure to systems/automation.
- ▶ Around 8-10 years of experience in tax policy formulation.

2. Senior Vice President (SVP), GST Common Portal

Key Responsibilities

- ▶ Provide inputs into the overall strategy and creation of processes for Common Portal
- ▶ Provide inputs to the EVP (Services) in the planning of the departmental budget during the internal budgeting exercise and ensure adherence to the same
- ▶ Stakeholders Identification for adoption of GSTN Core Services (Registration, Return and Payment)
- ▶ Coordinate with stakeholders to gather required data to strengthen Common portal Services
- ▶ Stakeholder Need Identification and Relationship Management
- ▶ Feedback Gathering and Grievance Redressal
- ▶ Provide inputs to the business requirement document (BRD) in terms of the following:

- GST Common Portal (Core Services) i.e. Registration (like Registration of existing/ new dealers, Registration amendment, etc), Returns (like GST Return Form design, GST Returns process etc) and Payment (like Design of GST challan form and reconciliation mechanism, Interface between taxpayers, tax authorities, banks and accounting authorities etc)
- Back End Services (IGST settlement and Others) i.e. defining of the modalities of information exchange between GST Common Portal and all other interfacing systems of stakeholders to ensure timely settlement of funds, IGST settlement mechanism etc
- ▶ Check the Common Portal applications and provide inputs on the alignment with the stakeholders' needs
- ▶ Ensure timely and accurate data collation and IGST settlement; Resolve escalations (If any)
- ▶ Obtain change requests from the sub function heads (i.e. Core Services, IGST/ Backend Services etc) on a periodic basis to understand the additional requirements from common portal services and share the same with the Head of Services
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Officers or of the level of Director (PB-4: GP-8,700) with minimum of 14 years of service.
- ▶ Around 5-8 years of experience in tax policy formulation.
- ▶ Experience of working in State/ Centre Commercial Tax Department/ Treasuries with sufficient exposure to systems/automation.

3. Senior Vice President (SVP), Value Added Services

Key Responsibilities

- ▶ Provide inputs into the overall strategy and creation of processes for Cafeteria/ Value Added Services
- ▶ Provide inputs to EVP (Services) in the planning of the departmental budget during the internal budgeting exercise and ensure adherence to the same
- ▶ Stakeholders Identification (external as well internal) and coordination to gather required data to strengthen Cafeteria/ Value Added Services
- ▶ Develop and present proposals to various stakeholders for various cafeteria/ value added services which can be offered to them along with the commercials
- ▶ Based on needs of the stakeholders provide inputs to the business requirement document (BRD) in terms of the following (but not limited to):
 - Expectations of all the states from Cafeteria/ Value Added Services and accordingly collate and prepare state specific set of requirements
 - MIS providing information to the Centre and States/UTs regarding new dealers registered, registration application cancelled, registration number surrendered, tax collection details and returns filed by dealer
 - Reports/ MIS for each of the functionality modules (registration, tax payment and returns) and various types of dashboards for Centre/States/UTs, banks, Principal C.C.A, dealers/taxpayers
 - Dashboard reports for GST authorities based on the taxpayer returns information

- ▶ Obtain change requests on Cafeteria/ Value Added Services etc on a periodic basis to understand the additional requirements from Cafeteria/ Value Added Services and share the same with the Head of Services
- ▶ Ensure required support to Outreach and Capability Building for implementation of Cafeteria/ Value Added services
- ▶ Feedback Gathering and Grievance Redressal
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Criteria:

- ▶ Officers of the level of Director (PB-4: GP-8,700) with minimum of 14 years of service.
- ▶ Around 5-8 years of experience in tax policy formulation.
- ▶ Experience of working in State/ Centre Commercial Tax Department/ Treasuries with sufficient exposure to systems/automation.

4. Senior Vice President (SVP), Outreach and Capability Building

Key Responsibilities (In brief)

- ▶ Provide inputs into the overall strategy and creation of processes for Outreach and Capability Building
- ▶ Provide inputs to the Head of Services in the planning of the departmental budget during the internal budgeting exercise and ensure adherence to the same
- ▶ Collaborate with Head, Services to understand the target stakeholders, their profile, requirements and expectations from GSTN
- ▶ Articulate the strategy to provide the following support to various set of stakeholders:
 - Training to the set of people/ counterparts adopting GSTN's offerings
 - Change Management support to the stakeholders adopting GSTN's offerings
 - Networking and Outreach to various set of stakeholders including current and prospective partners of GSTN
- ▶ Provide required inputs to the team on the profile of stakeholders, their training/ change management/ awareness requirements, level of maturity etc. to help team build their understanding of the stakeholders
- ▶ Articulate standard processes and policies governing training, change management and networking & outreach divisions
- ▶ Build relationships with pertinent subject matter experts
- ▶ Review the training content to ensure adherence to the stakeholder requirements
- ▶ Obtain the inputs of training delivery heads on training delivery process and mechanisms; Understand the region specific requirements and articulate effective training delivery plan with region specific customizations to be done by training delivery heads
- ▶ Evaluate the effectiveness of training content and delivery periodically based on review and stakeholder satisfaction feedback; Ensure continuous improvement in training content, delivery mechanism and capability of the subject matter experts being involved
- ▶ Conduct train the trainer workshops

- ▶ As per the stakeholders' requirements and business understanding, provide support to Head, Change Management in articulation of change management pillars and key interventions to be undertaken for every stakeholder
- ▶ Evaluate the effectiveness of change management support across various pillars; Ensure continuous improvement
- ▶ Resolve the escalations (if any) pertinent to stakeholder communication or corporate branding during running of various branding events/ initiatives
- ▶ Provide feedback on effectiveness of various networking and outreach initiatives; Suggest improvements (if any)
- ▶ Suggest various mechanisms to standardize the services of training, change management and outreach to various set of stakeholders as far as possible with due level of customization
- ▶ People Development

Eligibility Conditions:

- ▶ Officers of the level of Director (PB-4: GP-8,700) with minimum of 14 years of service.
- ▶ 5-8 years of experience in Training and Change Management.
- ▶ Around 5 years of experience in related functions will be preferred.

5. Vice President / Asstt. Vice President, Core Services

Key Responsibilities

- ▶ Provide inputs related to the strategy for Core Services, and ensure implementation of the same
- ▶ Adhere to the allocated budget for Core Services
- ▶ Collaborate with counterparts in State Tax Administration authorities/ competent authority and take inputs from respective Heads for Registration, Returns and payments on a regular basis to articulate the stakeholders' requirements and understand their current/ prospective key concerns with respect to Core Services
- ▶ Provide inputs to Head, GST Common Portal in articulation of needs of the stakeholders and which would feed into the business requirement document
- ▶ Analyze the key concerns of the respective stakeholders with respect to Core Services and provide inputs to Head, GST Common Portal; Ensure timely escalation of issues to the Head of GST Common Portal
- ▶ Ensure timely implementation of various stakeholder engagement initiatives and organize other events to actively engage stakeholders on a regular basis
- ▶ Ensure effective capturing of stakeholder feedback data as per the formalized feedback capturing mechanisms and present the same to Head, GST Common Portal
- ▶ Provide inputs to Head, Common Portal in articulation of requirements of the stakeholders in terms of the following (but not limited to):
 - Registration: existing/ new dealers, amendment, cancellation and surrender thereof;
 - Returns: Form design, periodicity, filing process, ledger generation, payment matching, ITC (input tax credit) matching, revision of Returns, etc.
 - Payment: reconciliation mechanism (Acting as a common interface between taxpayers, tax authorities, banks and accounting authorities such as O/o Pr CCA, CBEC and state treasuries/ AGs of the Central and State/ UT Governments respectively)

- ▶ Understand change requests in the Core Services offered to the stakeholders and communicate the same to Head, GST Common Portal who in turn provide; collaborate with Technology team to implement the changes
- ▶ Provide required support to Outreach and Capability Building for implementation of Core services
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ 4- 5 years of experience in tax policy formulation
- ▶ Experience of working in CBEC/ State Commercial Tax Department/Treasuries

6. Vice President / Asstt. Vice President, Back-end Services (IGST and others)

Key Responsibilities

- ▶ Provide inputs to the strategy for Back-end Services (IGST settlement and others) to the Head of GST Common Portal and ensure implementation of the same
- ▶ Adhere to the allocated budget for Back end Services (IGST settlement and others)
- ▶ Define the modalities of information exchange between GST Common Portal and all other interfacing systems of various stakeholders to ensure timely settlement of funds between Governments (G2G) and Taxpayers (G2C) through the banking channel
- ▶ Define the processes/ forms/ formats to enable invoice based return filing at the GST Common Portal
- ▶ Ensure timely gathering of required data for IGST settlement from various stakeholders/ GSTN applications/ GSTN Services and ensure timely and error free completion of IGST settlement
- ▶ Analyze various IGST settlement issues; Resolve them; Escalate the issues (if required) in a timely manner
- ▶ Identify common/ recurring trends of the issues in the process of IGST settlement and provide the report to Head, Common Portal to take appropriate actions and modify Services strategy (if required) and provide inputs for modifications to the technology team
- ▶ Collaborate with Strategy, MIS to evaluate innovative and effective means of fund settlement
- ▶ Provide Inputs to the Head, Common Portal in case any technological modifications are required for effective fund settlement which can further be shared with Head, Technology for respective modifications in the applications
- ▶ Provide required support to Outreach and Capability Building on various key requirements from the systems and processes for effective implementation of Back end services (IGST settlement and others)
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ Around 4- 5 years of experience in fund settlement

7. Vice President / Asstt. Vice President, Training design centre

Key Responsibilities

- ▶ Provide inputs to the articulation of strategy for training design and ensure implementation of the same
- ▶ Provide inputs to the department budgeting exercise and ensure adherence to the same
- ▶ Benchmark for emerging trends and best practices in the area of training content design and explore feasibility of implementing same in the Organization; Suggest improvement opportunities in the training design process or training content/ material
- ▶ Obtain detailed inputs on the following from Services team, Technology team and Head, Outreach and Capability Building:
 - Various set of stakeholders (like tax administration authority officials etc)
 - Taxation pertinent training/ capability requirements for each of the identified stakeholders for Core Services
 - Technology pertinent training/ capability requirements for each of the identified stakeholders for Core Services
 - Taxation pertinent training/ capability requirements for each of the identified stakeholders for Cafeteria/ Value Added Services
 - Technology pertinent training/ capability requirements for each of the identified stakeholders for Cafeteria/ Value Added Services
- ▶ Understand the entire process of implementation of common portal/ cafeteria services and analyze any additional training needs/ skill gaps for the stakeholders
- ▶ Based on the above analysis and best practices in the industry, identify the key training areas for each of the stakeholders; Outline the training modules that would address the skill gaps/ training requirements of these stakeholders
- ▶ Provide the list of training modules finalized to Head, Outreach and Capability Building; Seek the inputs on various training delivery mechanisms to be deployed for the listed modules
- ▶ Identify and empanel training agency or subject matter experts for validating the training delivery mechanisms and training content development/ Ensure in house development of training content, for the finalized training modules in a timely manner
- ▶ Be directly responsible for ensuring that the content is relevant, comprehensive and easy to understand
- ▶ Perform continuous evaluation of training content basis GSTN's technological or service changes, market dynamics etc; Ensure that the content is updated accordingly
- ▶ Coordinate with regional training delivery heads to understand the region specific requirements of the stakeholders/ any other change requests in the training content; Gather regular feedback of trainees in liaison with the training delivery heads on the training content; Ensure the required modifications in the training content in a timely manner
- ▶ People Development

- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility conditions:

- ▶ Deputy Secretary (PB-3: GP-7,000) level officers with minimum of 8 years of service or Under Secretary (PB-3: GP-6,500) level officers with minimum of 5 years of service are eligible. On selection, US level officer will be offered the position of AMP while US level officer will be offered position of VP
- ▶ Experience of managing training design in Government will be preferred

8. Vice President / Asstt. Vice President, Training Delivery Centre

Key Responsibilities (In brief)

- ▶ Provide inputs to the articulation of strategy for training delivery and ensure implementation of the same
- ▶ Provide inputs to the department budgeting exercise and ensure adherence to the same for the respective regions
- ▶ Benchmark for emerging trends and best practices in the area of training delivery; region specific trends and explore feasibility of implementing same in the Organization; Suggest improvement opportunities in the delivery of training for respective regions
- ▶ Understand the training requirements of the stakeholders in the respective regions and provide inputs to Head, Outreach and Capability Building in terms of key training areas, preferred mode of training delivery, platforms for learning, language etc.
- ▶ Collaborate with Head, Services and Head, Technology as well as their respective teams to explore possible effective mechanisms for delivery of training
- ▶ Review content of training programs being shared by centralized training design centre to make region specific customization (if any)
- ▶ Finalize training calendar including various training courses, training mechanisms, venue, participants etc.
- ▶ Identify and empanel the subject matter experts/ training agencies to deliver the identified trainings to relevant stakeholders in the respective region keeping the quality and cost parameters under consideration
- ▶ Oversee logistics, infrastructure arrangements and requirements for delivery of training programs in the respective region while adhering to the timelines and budget
- ▶ Devise effective mechanisms to capture feedback on training in terms of content, mode, logistics planning, trainers etc.; Share the same with training design centre and Head, Outreach and Capability Building
- ▶ Ensure collection of post-training feedback from participants to analyze effectiveness of the training programs
- ▶ Evaluate effectiveness of training programmes and present findings to the Senior Management
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ **Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP**
- ▶ **Experience of setting up of training delivery centers in Government will be preferred**

9. Vice President / Asstt. Vice President, Networking and Outreach

Key Responsibilities

- ▶ Provide inputs to the articulation of strategy for networking and outreach to the stakeholders and ensure implementation of the same
- ▶ Provide inputs to the department budgeting exercise and ensure adherence to the same
- ▶ Benchmark for emerging trends and best practices in the area of branding, marketing and event management and explore feasibility of implementing same in the Organization; Suggest improvement opportunities
- ▶ Gain in depth understanding of GSTN's applications and services, various developments occurring in the related space and their impact on GSTN's offerings/ systems
- ▶ Identify the target audience/ stakeholder groups to be addressed through various networking and outreach initiatives. These stakeholders must be inclusive (but not limited to) of current as well prospective partners of GSTN etc
- ▶ Interact with senior management of GSTN and various identified stakeholder groups to understand their needs and requirements; Identify various types of communication to be performed for various set of stakeholders by GSTN
- ▶ Conduct market research and capture competitive intelligence regarding branding, promotions and pricing
- ▶ Based on the finalized networking and outreach strategy, conceptualize and plan the execution of marketing and branding initiatives for various stakeholders in close coordination with the Services team; Ensure adherence to established plans and schedules
- ▶ Collaborate with Head, Outreach and Capability Building to finalize branding principles and guidelines for the organization
- ▶ Ensure optimum selection of media mix for effective brand related publicity and advertisement, including exploration of new channels
- ▶ Evaluate the effectiveness of various Networking and Outreach initiatives on a continuous basis and build improvements in the strategy based on same
- ▶ Coordinate with Finance and Accounts team for timely availability of funds for various Networking and Outreach initiatives related activities and for timely processing of payments for vendors
- ▶ Identify and empanel vendors i.e. advertising agencies, event partners, media partners and consultants to develop brand related communication / merchandise / advertisements, conduct events, provide media coverage to the organization etc
- ▶ Ensure adherence to the defined branding guidelines for using the corporate brand by all the vendors; Resolve the related concerns (if any);
- ▶ Review the outputs of the vendors and suggest the required modifications (if any)

- ▶ As per the identified requirements of marketing and outreach strategy, create design briefs; Share the design briefs with the advertising agencies for creation of marketing collaterals
- ▶ Provide inputs to Media and Advertising agencies to ensure creativity and innovativeness in the marketing collaterals prepared by them; Request for changes (if required) in the collaterals submitted by Media and Advertising agencies as and when required
- ▶ Design creative marketing collaterals such as logo, brochure, stamp, posters, banners etc., in line with the planned strategy if required, using a wide range of media, including photography and computer aided design
- ▶ Create layouts for websites and e-campaigns such as digital newsletters, email advertising, e-bulletins etc. whenever required
- ▶ Circulate the collaterals to various agencies to create awareness about GSTN; Obtain feedback on the quality and content of the collaterals and make suggested improvements (if any)
- ▶ Finalize the types and timelines of various events to be launched by GSTN to create brand awareness; Coordinate with event partners for the conduct of finalized events towards the promotion of developments, applications and services pertinent to GSTN
- ▶ Manage the identification of prospective venues for events, vendors for decoration, entertainment, catering, menu planning etc. and provide the same to Senior Management for their approval
- ▶ Ensure adherence of various events to the established schedules and budgets
- ▶ Handle various queries and concerns on the day of the event to ensure that all runs smoothly
- ▶ Manage feedback mechanisms & tracking systems to continually evaluate & improve events
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, JS level officer will be offered the position of AVP while DS level officer will be offered position of VP. Experience of similar work will be preferred
- ▶ A degree/diploma in Mass Communication/Marketing will be desirable
- ▶ Around 5 years of experience in Information and Broadcasting Ministry / related functions will be preferred

10. Vice President / Asstt. Vice President, Change Management

Key Responsibilities

- ▶ Design the Change Management strategy, key initiatives and scope of standardization; Ensure its implementation
- ▶ Plan the budget during the internal budgeting exercise; Ensure adherence to the same
- ▶ Collaborate with services team, technology team and stakeholders to articulate detailed change requirements of the stakeholders in terms of three change management pillars i.e. processes, people and technology

- ▶ Perform a detailed change readiness and change impact assessment; Customize the standardized change management plan as per stakeholders' needs
- ▶ Identify and empanel consultants to deliver required change management interventions at the stakeholder organization
- ▶ Launch the change management program with detailed communication at all the levels;
- ▶ Ensure conduct of training sessions, one-on-one session
- ▶ Ensure administration of dashboards to capture the coverage during the process, Identify the risks and concerns during the change management initiative
- ▶ Review the outputs of the vendors and suggest the required modifications (if any)
- ▶ Be single point of contact for the organizational change management activities on the project
- ▶ Extend support to the businesses, department and the teams to minimize any risk associated with the change; Identify risks and chart out plans to mitigate them in an effective way
- ▶ Ensure conduct of workshops for the identified internal change agents and ramp them up to resolve the change related concerns once GSTN exits from the stakeholder organization.
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP Experience of end to end change management process involving processes, people and technology
- ▶ Knowledge of Statutory compliances and legal risks involved in the change management initiative
- ▶ Exposure to project management, change facilitation, conducting meetings & workshops, professional development
- ▶ Effective communication and coaching skills

11. Vice President / Asstt. Vice President, Registration

Key Responsibilities

- ▶ To support the Head of Core Services in effectively collaborating with relevant set of stakeholders and understand their key expectations/ requirements from Registration and ensuring incorporation of stakeholders' requirements, with respect to Registration, in the GST Common Portal
- ▶ Provide inputs related to the strategy for Registration towards creation of a National Dealer Database and ensure implementation of the same
- ▶ Ensure day to day interactions with the counterparts in State Tax Administration authorities / CBEC to capture operational requirements pertinent to registration
- ▶ Collate and analyse inputs (like with respect to Registration of existing/ new dealers, Registration amendment, Registration cancellation, Registration surrender, etc.) that would enable effective articulation of requirements/ needs of the stakeholders; Provide these inputs to the Head of Core Services on a regular basis

- ▶ Capture data on the key concerns/ pain points of the respective stakeholders with respect to registration; Ensure timely escalation of issues to the Head, Core Services
- ▶ Plan and organize various stakeholder engagement initiatives for stakeholders in collaboration with Payment and Returns counterparts at GSTN
- ▶ Roll out feedback mechanisms to the stakeholders in collaboration with Payment and Returns counterparts at GSTN; Analyze the feedback from stakeholders with respect to Registration and present the same to Head, Core Services
- ▶ Provide inputs to Head, Core Services in articulation of requirements of the stakeholders in terms of the registration (but not limited to) i.e. Recommendations on Registration of existing/ new dealers, Registration amendment, Registration cancellation, Registration surrender
- ▶ Undertake a comprehensive analysis of change requests with respect to Registration to be incorporated in the GSTN applications and communicate the same to Head, Core Services in a timely manner
- ▶ Provide required support pertinent to Registration to Outreach and Capability Building for Implementation of Core Services
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ Experience of working in State/ Centre Commercial Tax Department with sufficient exposure to systems/ automation.

12. Vice President / Asstt. Vice President, Returns

Key Responsibilities

- ▶ Provide inputs related to the strategy for filing of Returns and ensure implementation of the same
- ▶ Ensure incorporation of stakeholders' requirements in the GST Common Portal, and provide adequate support to the Head of Core Services in serving the stakeholders effectively.
- ▶ Ensure day to day interactions with the counterparts in CBEC/State Tax Administration authorities to capture operational requirements pertinent to filing of tax returns
- ▶ Collate and analyse inputs that would enable effective articulation of requirements/ needs of the stakeholders; Provide these inputs to the Head of Core Services on a regular basis
- ▶ Capture data on the key concerns/ pain points of the respective stakeholders with respect to filing of tax returns; Ensure timely escalation of issues to the Head, Core Services
- ▶ Plan and organize various stakeholder engagement initiatives for stakeholders in collaboration with Registration and Payment counterparts at GSTN
- ▶ Roll out feedback mechanisms to the stakeholders in collaboration with Registration and Payment counterparts at GSTN; Analyze the feedback from stakeholders with respect to Payment of tax and present the same to Head, Core Services

- ▶ Undertake a comprehensive analysis of change requests with respect to filing of tax returns to be incorporated in the GSTN applications and communicate the same to Head, Core Services in a timely manner
- ▶ Provide required support pertinent to Returns to Outreach and Capability Building for Implementation of Core Services
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ **Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible.** On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ Experience of working in CBEC/State Commercial Tax Department with sufficient exposure to systems/automation.

13. Vice President / Asstt. Vice President, Payment

Key Responsibilities

- ▶ To support the Head of Core Services in effectively collaborating with relevant set of stakeholders and understand their key expectations/ requirements from Payment function
- ▶ Provide inputs related to the strategy for Payment of tax and ensure implementation of the same
- ▶ Ensure day to day interactions with the counterparts in CBEC/State Tax Administration authorities to capture operational requirements pertinent to payment of tax and serve them on a continuous basis
- ▶ Collate and analyse inputs (specifically with respect to Payment acting as a common interface between taxpayers, tax authorities, banks and accounting authorities such as O/o Pr CCA, CBEC and state treasuries/ AGs of the Central and State/ UT Governments respectively; designing the GST challan form and reconciliation mechanism) that would enable effective articulation of requirements/ needs of the stakeholders; Provide these inputs to the Head of Core Services on a regular basis
- ▶ Capture data on the key concerns/ pain points of the respective stakeholders with respect to payment; Ensure timely escalation of issues to the Head, Core Services
- ▶ Plan and organize various stakeholder engagement initiatives for stakeholders in collaboration with Registration and Returns counterparts at GSTN
- ▶ Roll out feedback mechanisms to the stakeholders in collaboration with Registration and Returns counterparts at GSTN; Analyze the feedback from stakeholders with respect to Payment of tax and present the same to Head, Core Services
- ▶ Provide inputs to Head, Core Services in articulation of requirements of the stakeholders in terms of the payment (but not limited to) i.e. Recommendations on Payments in designing the GST challan form and reconciliation mechanism, at the GST Common Portal; Acting as a common interface between taxpayers, tax authorities, banks and accounting authorities such as O/o Pr CCA, CBEC and state treasuries/ AGs of the Central and State/ UT Governments respectively

- ▶ Undertake a comprehensive analysis of change requests with respect to Payment to be incorporated in the GSTN applications and communicate the same to Head, Core Services in a timely manner
- ▶ Provide required support pertinent to Payment to Outreach and Capability Building for implementation of Core Services
- ▶ People Development
- ▶ Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ Experience of working in CBEC/State Commercial Tax Department with sufficient exposure to systems/automation.

14. Vice President / Asst. Vice President, Cafeteria/Value Added Services (North)

To manage the Cafeteria/ Value Added Services for respective regions; effectively collaborate with the respective state tax administration authorities in the assigned region and ensure effective incorporation of the stakeholders' requirements in the GST applications and service offerings

Key Responsibilities

- ▶ Provide region specific inputs related to the strategy for Cafeteria/ Value Added Services; Ensure implementation of the same
- ▶ Adhere to the allocated budget for respective regions within Cafeteria/ Value Added Services
- ▶ Understand and analyze region pertinent GST requirements, prepare state specific requirements and provide the same to Head, Cafeteria/ Value Added Services
- ▶ Collaborate with counterparts in tax administration/ competent authority in the respective region on a regular basis, to articulate their needs and understand their current/ prospective key concerns
- ▶ Analyze the key concerns of the respective stakeholders in his/ her region and provide inputs to Head, Cafeteria/ Value Added Services; Ensure timely escalation of issues to the Head of Cafeteria/Value Added Services
- ▶ Timely implement various stakeholder engagement initiatives in respective regions and organize other events to actively engage stakeholders on a regular basis
- ▶ Capture the stakeholder feedback data as per the formalized feedback capturing mechanisms and present the same to Head, Cafeteria/ Value Added Services
- ▶ Support Head, Cafeteria/ Value Added Services in preparing and presenting the proposals for various cafeteria/ value added services which can be offered to stakeholders; prepare costing of each of the cafeteria/ value added service in tandem with technology team
- ▶ Provide inputs to Head, Cafeteria/ Value Added Services in articulation of requirements of the stakeholders in their respective region
- ▶ Understand change requests in the Cafeteria/ Value Added Services offered to the stakeholders and communicate the same to Head - Cafeteria/ Value Added Services, who would in turn collaborate with Technology team to Implement the changes

- ▶ Obtain data on additional/ alternate requirements of the stakeholders in their respective regions and suggest any new cafeteria/ value added services which can be offered by GSTN
- ▶ Provide required support to Outreach and Capability Building for implementation of Cafeteria/ Value Added services and region wise customization required (if any)
- ▶ People Development

Eligibility Conditions:

- ▶ Deputy Secretary (PB-3: GP-7,600) level officers with minimum of 9 years of service or Under Secretary (PB-3: GP-6,600) level officers with minimum of 9 years of service are eligible. On selection, US level officer will be offered the position of AVP while DS level officer will be offered position of VP
- ▶ Experience of working in CBEC/State Commercial Tax Department handling departmental functions like audit, assessment, scrutiny, appeals etc. with sufficient exposure to systems/automation.

15. Sr. Vice President, Information Security

Key Responsibilities

- ▶ To design and implement Information Security, Business Continuity and Disaster Recovery policies, controls and norms in order to maintain the confidentiality, integrity, continuity and relevant compliance of information systems and data within GSTN.
- ▶ To build a secure technology landscape within the organization by ensuring that the GSTN application backbone has been secured against potential security breaches and hacking.
- ▶ Develop and implement strategy for Information security at GSTN as well as standards and guidelines pertinent to GSTN's Information Security, Business Continuity and Disaster Recovery, in coordination with data custodians, key functions and governance groups
- ▶ Plan the budget for Information Security department during the internal budgeting exercise
- ▶ Identify various information security pertinent compliances and collaborate with multiple compliance agencies to ensure that all security compliance related requirements are met and escalations are closed in a timely manner
- ▶ In line with the information security strategy and identified information security compliances, create security mechanisms and institutionalize the same; Ensure their implementation across applications and infrastructure in collaboration with Technology team
- ▶ Collaborate with Technology Head/ Respective Department Heads to ensure integrated system security including Networks, Infrastructure, Middleware, Applications and Systems and Service Management systems; Ensure that there is no data leakage
- ▶ Ensure the timely creation of the Business Continuity and Disaster Recovery Plan for GSTN taking into consideration the best practices and market norms
- ▶ Monitor compliance with Information Security policies and procedures, escalating problems to the appropriate Functional Head, if required
- ▶ Continuously review and study the institutionalized systems and technology at GSTN to assess loopholes that may jeopardize the security of GSTN and suggest ways and means to mitigate the same including finding and analyzing ways in which the systems can get hacked
- ▶ Initiate, facilitate and promote activities to create Information Security awareness within GSTN

- ▶ Obtain data generated by Customer service teams on concerns regarding information/ system security by customers; Provide support in addressing the issues in a timely manner; Incorporate learning to improve the existing systems
- ▶ Collaborate with Strategy, MIS and Analysis team and keep abreast of latest Information Security Technologies and related regulatory issues and identify the areas of application of the learning
- ▶ Ensure all security documentation is being prepared as per defined quality and timelines
- ▶ Provide advice on the Information Security Controls to maintain the confidentiality, integrity, availability, accountability and relevant compliance of Information Systems
- ▶ Collaborate with the Technology team while assessing the Enterprise Architecture blueprint and highlight possible vulnerabilities in design pertinent to security; Suggest steps to proactively strengthen the same
- ▶ Oversee the conduct of Information Security Risk Assessments and serve as an internal auditor for security issues; provide advice and guidance on security strategies to manage the identified risk
- ▶ Oversee the development of Incident Reporting and Response Systems to address security incident (breaches), respond to alleged policy violations and recommend appropriate control improvements
- ▶ People Development

Eligibility Conditions:

- ▶ Officers of the level of Director (PB-4: GP-8,700) with minimum of 14 years of service
- ▶ Masters in Technology/ MS (IT)/ CISA/CISM/Technology Risk Management
- ▶ Experience in administering information security, business continuity and disaster recovery programs
- ▶ Working knowledge of and experience in the policy and regulatory environment
- ▶ Experience in administering an information security programme
- ▶ Experience in managing information security solutions such as firewalls, identity and access control, PS/OS and host based solutions, cryptography solutions, CA's, key management systems, URL filtering, e-mail security, and end-point protection solutions such as anti malware /firewalls
- ▶ Experience in information security, responsible for identifying, evaluating and mitigating information security risks; Managing and leading information security compliance activities, developing Enterprise Security Controls, minimise vulnerabilities and risks associated with the developed IT applications, networks and physical assets
- ▶ Experience in DR Management including creation and maintenance of DR plans, manage DR compliance testing, conduct DR procedure reviews and DR strategy reviews, co-ordinate the production, maintenance and testing of Business Continuity plans for the teams that need them
- ▶ Knowledge of common information security management frameworks such as ISO/IEC 27001, ITIL, COBIT

Details of positions in GSTN open to Government Officers

Details of Post, Grade, Pay-scale and Perks

Sl No	Name of the post	Grade	Pay-scale	HRA	Other Perks
1	Executive Vice President (EVP)	Grade-2	Rs. 69,000 + 3% increment+ Admissible DA; PLI (Performance Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 80,000/- per month	Fuel Allowance, Telephone reimbursement, LTA, Medical, Child Education Allowance: As per Company Rules
2	Vice President (VP)	Grade-4	Rs. 37,400-67,000 + GP 8,700+ Admissible DA; PLI (Performance Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 60,000/- per month	
3	Senior Manager (SM)	Grade 6	Rs. 15,600-39,100 + GP 6,600+ Admissible DA PLI (Performance Linked Incentive): Up to 50% of Pay + DA annually.	Rs. 40,000/- per month	

A total number of five positions in the Support Division of GSTN pertaining to Finance and Administration functions are open to Government officers. The details pertaining to these positions are given as under:

1. Executive Vice President, Support Functions

Key Responsibilities

- ▶ Collaborate with each of the Department Heads to articulate the strategy for support division
- ▶ Plan the budget for overall support division and for each of the support functions during the internal budgeting exercise; Ensure adherence to the same
- ▶ Develop and oversee implementation of policies and systems for each of the Support Functions
- ▶ Finance
 - Be responsible for the annual financial planning process and for systems and processes related to financial resource management for GSTN
 - Monitoring of Finance function with a view to ensuring compliance to all financial statutory and policy requirements
 - Ensure meeting all requirements with respect to governance and compliance, funding, budgeting and cost control, finance operations, payroll and direct/ indirect taxation etc; Manage escalations (if any) effectively and timely
- ▶ Legal & Compliance

- Monitoring the legal function with a view to ensure that administrative responsibilities set out in company law are carried out effectively;
- Ensure that the Head of Legal meets all requirements with respect to legal, statutory and regulatory requirements, managing relations with critical external stakeholders/ agencies, legal and company secretary operations and trainings for internal stakeholders for ensuring high level of governance and minimizing legal risks for GSTN; Manage escalations (if any) effectively and timely in collaboration with Head, Legal.
- ▶ **IT Support Services**
 - Ensure delivery of effective IT support services, for internal stakeholders of GSTN, through new and relevant technologies, IT infrastructure and related services.
 - Monitor the functioning of IT in collaboration with the Head of IT and ensure that all requirements with respect to IT systems/ processes, procurement, vendor management, cost optimization, business excellence, compliance standards and other IT operations (like IT network, infrastructure, data management etc.) are met.
- ▶ **Corporate Communication**
 - Ensure the development of professional communication guidelines and collaterals in line with the defined standards, branding principles and timelines which can create the desired perception of GSTN with internal stakeholders.
 - Monitor the functioning of Corporate Communication in collaboration with the Head of Corporate Communication.
- ▶ **HR & Training**
 - Monitor the functioning of HR & Training in collaboration with the Head of HR & Training and ensure that the end to end employee life cycle for both deputationists and employees on GSTN's rolls is managed efficiently and in line with defined statutory requirements
 - Manage escalations (if any) effectively and timely in collaboration with Head, HR and Training
 - People Development- recruitment-formal performance appraisal-training.
- ▶ **Administration**
 - Ensure the development of systems and processes for managing the functioning of general administration activities and facility management while effectively managing vendors and their output, minimizing costs and delivering superior services
 - Monitor the functioning of Administration function in collaboration with the Head of Administration and ensure that he/ she meets all requirements with respect to facility management, physical security at the premises, transport and other miscellaneous functions; Manage escalations (if any) effectively and timely in collaboration with Head, Administration.

Eligibility Criteria:

- ▶ Officers of Central/ State Government in the Joint Secretary grade (PB4 + GP 10,000) with roughly 18 years of experience
- ▶ At least 5 years' experience of handling Finance/ Administration function in senior positions in Central Ministry/ State Department
- ▶ Experience of supervising HR/ IT/ Legal functions is desirable

2. Vice President (Legal & Compliance)

Key Responsibilities (In brief)

- ▶ Ensure compliance to all legal, statutory and regulatory requirements and provide inputs in contracting and matters of litigation
- ▶ Ensure that administrative responsibilities set out in company law and implementation of Corporate Governance norms are adhered to
- ▶ Plan the budget of the Legal Department during the internal budgeting exercise
- ▶ Work in close coordination with the Department Heads to capture their key expectations from the Legal function and provide efficient service and support to them
- ▶ Keep abreast of changes in relevant laws, rules, regulations, etc. and identify their implications for GSTN
- ▶ Oversee the identification of possible legal risks that GSTN might be exposed to in the current operating environment and design risk mitigation plans for the same
- ▶ Identify and empanel with CEO's approval external legal counsels and consultants for various jobs as and when required
- ▶ Ensure the drafting of legal documents such as Contracts, Power of Attorneys, Agreements, etc. for GSTN is done in a timely accurate manner
- ▶ Provide legal inputs in designing of RFPs for selection of Vendors/ Consultants. Provide relevant inputs to Procurement and Contracts team as and when required
- ▶ Provide legal opinion to all Functions in the organization on various issues, as and when required (especially on procurement issues)
- ▶ Ensure timely response to legal notices received from Courts/ queries received from other Internal Departments
- ▶ Keep abreast of changes in the regulatory framework, legal formalities and compliances pertaining to GSTN; Provide inputs to the senior leadership team regarding the same

Eligibility Criteria:

Officers in Deputy Secretary grade (PB3 + GP 7600) having Bachelor of Law (LLB)/ Any equivalent degree/ diploma with approx 14 years of service in Law Ministry/ Law Department

- ▶ Knowledge of various relevant statutes, Government policies, regulations and directives, and company policies and guidelines and the procedures in respect of Civil and Criminal Matters
- ▶ Excellent knowledge of Cyber Laws in India, International Laws relating to Information Technology, protection of IPRs
- ▶ Drafting skills for legal documents, Memorandum of Settlements, Memorandum of Understanding, Power of Attorneys, etc.

3. Sr. Manager, HRM Deputation

Key Responsibilities

- ▶ To assist VP (HR) in overseeing implementation of all aspects of Human Resource Management (end to end employee lifecycle including Performance Management, Employee Engagement activities, Exit Management, etc. for employees sourced on deputation from Government
- ▶ Provide relevant inputs to VP (HR) in creating an HR strategy that helps in meeting organizational objectives and at the same time, also takes into account the DoPT guidelines for deputationists
- ▶ Ensure timely implementation of Performance Management and Development Planning system in the organization for deputationists
- ▶ Provide relevant inputs to Head, HR operations, on improvement of systems; compensation revisions/ increments/ variable pay; growth plans (promotion/ fast track, etc.), succession planning etc
- ▶ Formulate and implement structured interventions, trainings, etc. that help deputationists align themselves to the culture of a private organization
- ▶ Handle all HR Operations pertaining to deputationists as per DoP&T guidelines
- ▶ Handle grievance redressal system for deputationists
- ▶ Provide relevant inputs to Head, HR Operations w.r.t. DoPT guidelines during the design of the compensation philosophy for deputationists
- ▶ Ensure timely provision of relevant information and updates to the payroll team for timely processing of salaries and reimbursement processes for deputationists

Eligibility Criteria:

- Officers in Under Secretary grade (PB3 + GP 6600) with minimum service of 9 years are eligible
- At least 3 years' experience of handling personnel matters in Central/ State Govt or in a PSU/ autonomous organization
- Knowledge of DoP&T and other laid guidelines governing government servants' employment

4. Sr. Manager, Facility Management

Key Responsibilities

- ▶ Ensure implementation of strategy, policies and systems (Standard Operating Procedures) for the facility management
- ▶ Coordinate with vendors for upkeep and maintenance of facilities; Ensure implementation of operations of all facility management aspects & housekeeping services
- ▶ Provide various equipment such as Workstations, Telephone and other resources to all the employees of GSTN; Collect feedback from Department Heads on the quality of equipment provided by the vendors/service providers
- ▶ Ensure availability of storage space before arrival of the designated consignments/ material
- ▶ Coordinate with administration operations for a smooth flow between activities of facility and administration operations

- ▶ Monitor and adhere to the health and hygiene standards of the facility
- ▶ Enable various energy saving processes/ equipment as per the energy saving strategy
- ▶ Organize events/ blogs/ discussions with employees for awareness of health and safety standards
- ▶ Implement Security initiatives and standards for the organization
- ▶ Monitor performance of various vendors/ service providers on a regular basis; Escalate if any issues in a timely manner; Maintain all necessary records to ensure that the facility management services are provided as required

Eligibility Criteria:

- Officers in **Under Secretary grade (PB3 + GP 6600)** with minimum service of 9 years are eligible
- Experience of handling caretaking / housekeeping assignments in a Government /PSU will be preferred

5. Sr. Manager, Admin Operations

Key Responsibilities

- ▶ Ensure implementation of strategy, policies and systems (Standard Operating Procedures) for the administration operations to ensure the effective provision of services to the employees and provide them with a cost-effective, safe and secure work environment.
- ▶ Ensure adherence to the allocated department budget
- ▶ Provide various facilities such as ID cards and other resources to all the employees of GSTN; Collect feedback from Department Heads on the quality of goods supplied provided by the vendors/service providers
- ▶ Monitor reception related activities such as answering of phone calls, signing for couriers and packages, interacting with visitors visiting the office etc.; Ensure adherence to all necessary processes for ensuring entry of visitors (issue of visitor's pass, entry of visitor's detail etc.; ensure all visitors are well- received and are appropriately directed to the person to be met
- ▶ Monitor administrative activities related to travel such as Ticketing, Visa, Permits, General Licenses Accommodation etc. in coordination with the outsourced vendor; Define timelines for the various administration related processes such as travel requisition etc. and ensure adherence to same
- ▶ Send regular communication to employees for creating awareness on the Organization policies and procedural requirements for various administration services
- ▶ Coordinate with facility management for a smooth flow between activities of facility and administration operations
- ▶ Perform routine maintenance of company vehicles
- ▶ Make arrangements for various events/ processes by arranging administrative activities like rooms, refreshments, forms etc for HR operations and Internal Communications teams
- ▶ Maintain the attendance and leave details of the employees and provide the same to Payroll team for compensation processing
- ▶ Monitor performance of various vendors/ service providers on a regular basis; Escalate if any issues in a timely manner; Maintain all necessary records to ensure that the office is well maintained and that administrative services are provided as required

- **Serve as Purchase Manager**

Eligibility Criteria:

- **Officers in Under Secretary grade (P83 + GP 6600) with minimum service of 9 years are eligible**
- **Minimum 3 years' experience of handling Administration Function in a Ministry/ Department/ PSU is essential.**
