



GOODS AND SERVICES TAX NETWORK

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Chief Secretary's Office

Dy. No.: 163751

Date: 30/12/19

No. SUP-120213/1/2017-GSTN (PT.IV)

Date: 17th December, 2019

Sub: Request for sponsoring eligible and willing Tax Officers for appointment as EVP/AVP in the Support and Services Vertical of Goods and Services Tax Network (GSTN), New Delhi on deputation basis.

To:

Chief Secretary to Government of Haryana,
4th Floor, Haryana Civil Secretariat Sector-1,
Chandigarh – 160019.

Sir/Madam,

1. The Goods and Services Tax Network (GSTN) intends to fill up the positions of **Executive Vice President (Support)**, **Executive Vice President (Services)** and **Assistant Vice President (Services)** on deputation basis from amongst eligible and willing Officers of the Government of India/State Governments and PSUs. The retired officers fulfilling the eligibility criteria may also apply.
2. For the position of Executive Vice Presidents, officers working in Level 14, and for the position of Assistant Vice President, officers working in Level 11, are eligible to apply. The detailed Eligibility, Experience, Pay Scale and Perks attached to the above positions are enclosed as **Annexure**.
3. I would request you to please forward the names of eligible and willing officers possessing relevant experience for consideration for the above positions, along with the attested copies of their last 5 years' APARs/ACRs and Vigilance Clearance to us at the earliest, and positively by **17th January 2020**.
4. This issues with the approval of Chief Executive Officer, GSTN.

Yours faithfully,

Encl: As above

(S. Mohan)
Senior Manager (HR-DEP)

Services-II Branch

Diary No. 163751

Date 30/12/19

Executive Vice President (Support Functions)

Role	Executive Vice President (Support Functions)
Reporting to	CEO
Function	Support Functions
Level	L2
Grade	G2

Role Description:

To lead the support Functions of the organization with the objective of ensuring formulation and implementation of policies, processes and guidelines with respect to the functioning of Finance, legal, IT, HR & Training and Administration.

The role holder would also be responsible for ensuring that each of the departments within support Functions are able to provide effective and efficient services to the internal stakeholders of the organization, work in furtherance towards effective support to core functions and act as enablers in helping the organization achieve its objectives.

Key Responsibilities

Strategy Design and Implementation

- 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

- Oversee and act as the final approving authority in the annual financial planning process and for systems and processes related to financial resource management for GSTN
- Monitor the functioning of Finance functions in collaboration with Head of Finance and ensure compliance to all financial statutory and policy requirements; Provide inputs for decisions related to department's short and long term strategy
- Ensure that the Head of Finance meets 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 in collaboration with Head Finance.

Legal

- Monitor the functioning of the legal function in collaboration with Head of Legal and ensure that administrative responsibilities set out in company law are carried out effectively; Ensure that the requisite and timely support for effective governance is provided to senior leadership of GSTN and its Board of Directors in the execution of their tasks; Provide inputs for decisions related to department's short and long term strategy
- 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

- Ensure delivery of effective IT support services, for internal stakeholders of GSTN, through new and relevant technologies, IT infrastructure and related services; provide inputs for decision related to department's short and long term strategy
- 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; Manage escalations (if any) effectively and timely in collaboration with Head, IT

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; Provide inputs for decisions related to department's short and long term strategy
- Ensure that the Head of HR & Training meets all requirements with respect to development and implementation of processes like talent acquisition, talent management and development, HR Operations, employee engagement activities, etc.; Manage escalations (if any) effectively and timely in collaboration with Head, HR and 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; Provide inputs for decisions related to department's short and long term strategy
- 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

People Development

- Take an active role in recruitment of incumbents into own team
- Conduct formal performance appraisal and provide developmental feedback for own team
- Identify training needs of subordinates and provide functional training inputs through internal and external sources

Others

- Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required
- Serve as the single point of escalation for all issues related to Support Functions that have not been resolved by Heads of various departments within Support Division
- Ensure integrated functioning of all support departments towards effective operations of GSTN and in furtherance to its overall strategy

Key Interface

External:	Internal:
➤ Vendors/ Service providers/ Consultants	➤ Leadership team
	➤ All internal departments

Key Attributes & Skills:

- To be sourced from either private sector or on deputation (In case of deputationist, an officer of Joint Secretary grade with 18 years of experience)
- MBA/ Post graduate/ Similar degree or diploma with an experience of total 18 years in the support functions (preferably finance and administration)
- Generalist experience of approx. 10- 12 years across multiple support functions (i.e. Admin, Legal, Finance, HR, IT etc.) in a large public sector/ private sector/ Ministry/ department of central or state government is preferred

Pay Scale and Perks:

Level 15 of Central Govt. Pay Matrix plus admissible DA. PLI (Productivity Linked Incentive): up to 50% of Basic Pay + DA annually. HRA: Rs 80,000/-.

Other perks: Company Car, Telephone/Newspaper and Magazine reimbursement, LTA, Medical Insurance, Children Education Allowance (as per GSTN rules).

Executive Vice President (Services)

Role	Executive Vice President (Services)
Reporting to	CEO
Function	Services
Level	L2
Grade	G2

Role Description:

To design the 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 role holder would also be responsible for understanding the GST policy/ processes related to Services which include GST Common Portal (Core Services-Registration, Returns, Payment & Back End Services- IGST settlement and others), Value Added Services, Outreach and Capability Building, Tax Payer Profiling Utility and providing inputs (business requirements) to the Technology team for system implementation.

Key Responsibilities

Strategy Design and Implementation

- 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, value added etc.)

Stakeholder Relationship Management

- Stakeholders Identification
Identify the pool of external stakeholders, comprising of Senior Officials of the different tax administrations/ competent authorities to be collaborated with for adoption of GSTN services (I.e. Core and Value Added)
Collaborate with the pool of internal stakeholders, comprising of Head of Technology, Head of Strategy, MIS & Analysis and Head of Customer Service, whose inputs would be taken to continuously strengthen the Services function.
- Stakeholder Need Identification and Relationship Management
Strategize the effective processes and mechanisms for understanding and capturing the needs of stakeholders from Services
Build relationships, liaison and conduct strategic discussions with Senior Officials of different tax administrations/ competent authorities, to proactively understand their needs and expectations from GSTN Services (i.e. Core and Value Added)
- Feedback Gathering and Grievance Redressal
Review the requirements of stakeholders on an ongoing basis by collecting feedback in a process oriented and structured manner
Identify the common trends in requirements and grievances; Ensure resolution of the same in a timely manner

Operations

- Basis the identified needs of the stakeholders and GSTN strategic imperatives, create a business requirement document (BRD) which would act as an input for functional specification creation by technology team; Ensure that BRD includes (but not limited to) the following requirements:
 - 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.)
 - Value Added Services i.e. state specific set of services, Reports/ MIS for each of the functionality modules (registration, tax payment and returns) etc.
 - Back End Services (IGST settlement and others) i.e. defining of the modalities information exchange between GST Common Portal and all other interfacing systems of stakeholders to ensure timely settlement of funds, IGST settlement mechanism etc.
- Ensure alignment of finalized GSTN applications and services with the stakeholders' needs
- Obtain inputs from the sub function heads (i.e. Core Services, Value Added , TPP etc.) on a periodic basis to understand the change requests/ additional requirements from services and share the same with the Head of Technology for making required changes in the applications and systems
- 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

- Take an active role in recruitment of incumbents into own team
- Conduct formal performance appraisal and provide developmental feedback for own team
- Identify training needs of subordinates and provide functional training inputs through internal and external sources

Others

- Ensure timely preparation of MIS and Status Updates for circulation to the Top Management and other authorities as may be required
- Share knowledge, mentor, and educate the organization's management, staff and stakeholders with regard to the organization's services vision, opportunities and challenges
- Serve as single point of escalation for all issues related to Services

Key Interface

External:	Internal:
➤ External stakeholders (tax authorities, dealers, treasuries, banks, policy makers, process groups, etc.)	➤ Leadership Team
	➤ Internal Departments like Technology, Strategy, MIS & Analysis, Customer Services

Key Attributes & Skills:

- Role holder to be sourced on deputation with minimum experience of 18 years at Joint Secretary grade
- Around 8-10 years of experience in tax policy formulation
- Experience of working in State/ Central Commercial Tax Department/ Treasuries

Pay Scale and Perks:

Level 15 of Central Govt. Pay Matrix plus admissible DA. PLI (Productivity Linked Incentive): up to 50% of Basic Pay + DA annually. HRA: Rs 80,000/-.

Other perks: Company Car, Telephone/Newspaper and Magazine reimbursement, LTA, Medical Insurance, Children Education Allowance (as per GSTN rules).

AVP, Core Services

Role	AVP, Core Services
Reporting to	SVP, GST Common Portal
Function	Services
Level	L4
Grade	G5

Job Description:

To effectively collaborate with the set of stakeholder and understand their key expectations/requirements from GST Core Services i.e. Registration, Returns and Payments.

The role holder would also be responsible for ensuring incorporation of stakeholder requirement in the GST common Portal and serving the stakeholder effectively.

Key Responsibilities

Strategy Design and Implementation

- Provide inputs related to the strategy for core Services, and ensure implementation of the same.
- Adhere to the allocated budget for Core Services.

Stakeholder Relationship Management

- Collaborate with counterparts in State Tax Administration authorities/ competent authority and take inputs from respective Heads for Registration, return and Payments on a regular basis to articulate the stakeholder 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.

Operations

- Provide inputs to Head, Common Portal in articulation of requirements of the stakeholders in terms of the following (but not limited to):
 - Registration: Recommendations on Registration of existing/ new dealers, Registration amendment, Registration cancellation, Registration surrender.
 - Returns: Recommendations on GST Return Form design, GST Returns process, that include types of Returns, Returns filing periodicity, Returns format, Returns filing process, ledger generation, payment matching, ITC matching, Revision of Returns, etc.
 - Payment: 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.
- Understand change requests in the Core Services offered to the stakeholders and communicate the same to Head, GST Common Portal who in turn would collaborate with Technology team to implement the charges.

- Provide required support to Outreach and Capability Building for implementation of Core services.

People Development

- Take an active role in recruitment of incumbents into own team.
- Conduct formal performance appraisal and provide developmental feedback for own team.
- Identify training needs of subordinates and provide functional training inputs through internal and external sources.

Others

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

Key Interface

External:	Internal:
➤ External stakeholders (tax authorities, dealers, treasuries, banks, policy makers, process groups, etc.)	➤ Internal Departments like Technology, Strategy, MIS & Analysis, Custom Services team.

Key Attributes & Skills:

- Role holder to be sourced on deputation with minimum experience of 9 years preferably at under Secretary Grade.
- 4-5 years of experience in tax policy formulation.
- Experience of working in State/ Central Commercial Tax Department/ Treasuries.

Pay Scale and Perks:

Level 12 of Central Govt. Pay Matrix plus admissible DA. PLI (Productivity Linked Incentive): up to 50% of Basic Pay + DA annually. HRA: Rs 50,000/-.

Other perks: Fuel Allowance, Telephone/Newspaper and Magazine reimbursement, LTA, Medical Insurance, Children Education Allowance (as per GSTN rules).