

Vice President/Assistant Vice President/Senior Manager/Manager (Services)

Role	VP/AVP/SM/Manager (Services)
Reporting to	SVP (Services/GST Common Portal)
Function	Services
Grade	G4/G5/G6/G7

Role Description

The role holder would 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, Tax Payer Profiling Utility and providing inputs (business requirements) to the Technology team for system implementation/upgradation.

Key Responsibilities

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 Cafeteria/Value Added)
 - Collaborate with the pool of internal stakeholders.
- ▶ **Stakeholder Need Identification and Relationship Management**
 - Develop effective processes and mechanisms for understanding and capturing the needs of stakeholders from Services.
 - Build relationships, liaison and conduct discussions with 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

- ▶ Work on following areas after understanding the requirements related to the specific area assigned
 - GST Common Portal (Core Services) i.e. Registration, Returns and Payment.
 - 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).
- ▶ 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.

Others

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

Key Interfaces

External:	Internal:
▶ External stakeholders (tax authorities and tax payers)	<ul style="list-style-type: none">▶ EVP (Services)/SVP (GST Common Portal)▶ Internal Departments like Technology; MIS & Analysis; Customer Services

Key Attributes & Skills

(a) Serving/Retired Officers of the Indian Revenue Service (Customs & Central Excise) [IRS(C&CE)] or State Commercial Tax Departments currently in Levels 9/10/11/12 of the Pay Matrix approved as per CCS (Revised Pay) Rules, 2016.

(b) The maximum age limit would be 56 years as on last date of receipt of applications for serving personnel and within 62 years for retired personnel.

(c) Experience of 5-10 years in indirect tax (GST, Central Excise, Customs, VAT, Sales Tax etc.) policy formation and implementation, Business Intelligence.

Pay & Allowances

For those in Level 9/10: Pay of the selected Officer will be fixed in Level 10/11 of the Pay Matrix. The Allowances will be as per GSTN's policy including House Rent Allowance of Rs. 40,000/-, Medical reimbursement, LTA, Child Education Allowance, Telephone reimbursement, Leave Salary & Pension Contribution, Performance Linked Incentive (up to 50% of Basic Pay + DA) etc.

For those in Level 11: Pay of the selected Officer will be fixed in Level 12 of the Pay Matrix. The Allowances will be as per GSTN's policy including House Rent Allowance of Rs. 50,000/-, Medical reimbursement, LTA, Child Education Allowance, Telephone reimbursement, Leave Salary & Pension Contribution, Performance Linked Incentive (up to 50% of Basic Pay + DA) etc.

For those in Level 12: Pay of the selected Officer will be fixed in Level 13 of the Pay Matrix. The Allowances will be as per GSTN's policy including House Rent Allowance of Rs. 60,000/-, Medical reimbursement, LTA, Child Education Allowance, Telephone reimbursement, Leave Salary & Pension Contribution, Performance Linked Incentive (up to 50% of Basic Pay + DA) etc.

The Salary and Allowances of retired personnel shall be regulated as per the policy of GSTN.

Note: *GSTN is not an eligible office under the General Pool Accommodation of the Directorate of Estates, Government of India*
