

## Executive Vice President (Services)

<b>Role</b>	<b>Executive Vice President (Services)</b>
<b>Reporting to</b>	<b>CEO</b>
<b>Function</b>	<b>Services</b>
<b>Level</b>	<b>L2</b>
<b>Grade</b>	<b>G2</b>

### 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:
<ul style="list-style-type: none"> <li>➤ External stakeholders (tax authorities, dealers, treasuries, banks, policy makers, process groups, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Leadership Team</li> <li>➤ Internal Departments like Technology; Strategy, MIS &amp; Analysis, Customer Services</li> </ul>

## Key Attributes & Skills:

<ul style="list-style-type: none"> <li>➤ Role holder to be sourced on deputation with minimum experience of 18 years at Joint Secretary grade</li> <li>➤ Around 8-10 years of experience in tax policy formulation</li> <li>➤ Experience of working in State/ Central Commercial Tax Department/ Treasuries</li> </ul>
--

## **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/- for officers on deputation. The pay of the retired Government officers and private sector candidates shall be fixed as per GSTN's policy.

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