



GOODS AND SERVICES TAX NETWORK

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

EOT396/8028JN  
4<sup>th</sup> Floor, Worldmark 1, East Wing, Asset 11,  
Hospitality District, Aerocity, New Delhi-110037  
Tel: 011-49111200, Fax: 011-49111210  
Email: info@gstn.org.in, Website: www.gstn.org.in  
CIN: U72200DL2013NPL249988

Date: 17<sup>th</sup> May 2021

To

The Commissioner, Commercial Taxes,  
Govt. of Uttar Pradesh,  
Vibhuti Khand, Gaumati Nagar,  
Lucknow – 226 010,  
Uttar Pradesh

**Sub:** Request for sponsoring eligible and willing Officers for appointment as SVP/VP/AVP/SM in the Services Vertical of Goods and Services Tax Network (GSTN), New Delhi on deputation basis.- Reg.

Dear Ma'am,

The Goods and Services Tax Network (GSTN) intends to fill up the positions of **one Senior Vice Presidents (Services) and one Senior Vice President (BIFA), two Vice Presidents (Services), two Assistant Vice Presidents (Services) and five Senior Managers (Services)** on deputation basis from amongst eligible and willing Tax Officers of the Government of India/State Governments/PSUs.

2. The basic eligibility criteria for the above positions is detailed in **Annexure-I** to this letter. The detailed Eligibility, Experience, Pay Scale and Perks attached to the above positions are enclosed as **Annexure-II** to this letter.

3. You are requested to please circulate the vacancy positions to all the Tax Officers under your jurisdiction and to forward the names of eligible and willing officers possessing relevant experiences for consideration for the above positions. You are also requested to send the applications along with the attested copies of their last 5 years' APARs/ACRs, Cadre Clearance and Vigilance Clearance etc. to GSTN at the earliest, and preferably by **30<sup>th</sup> June 2021**.

Yours faithfully,

17.5.2021

(Vashishtha Chaudhary, IRS)

Officiating Executive Vice President (Support)

Encl: As Above

रजि. कार्यालय (GSTN)

427  
61  
25.5.21  
275  
25-05-21  
JL (CONST)

शुभे कामरत  
24.5.21

JC (954)

Anil  
3+2 47  
निलेश  
एड. ए. ए.  
गुजरा  
31.9.2021  
25/07

**Annexure-I**

<b>Sl. No.</b>	<b>Name of the Post</b>	<b>Personnel required</b>	<b>Pay Level in Government (Rank)</b>	<b>Deputation Criteria</b>
1.	Senior Vice President (SVP) - Services	1	13 (Director)	<p>(i) (a) holding analogous posts at level 13 on regular basis in the parent cadre or department; or (b) having four years' experience in Level-12 on regular basis in the parent cadre or department; AND</p> <p>(ii) Overall 13 years of service at Group 'A' level in Government.</p> <p>Desirable:- (i) Possessing 5 years or more of experience in taxation/Finance /business process automation or IT. Experience of working in the domain of GST would be desirable but not necessary.</p>
1.	Senior Vice President (SVP) - BIFA (Business Intelligence and Fraud Analytics)	1	13 (Director)	<p>(i) (a) holding analogous posts at level 13 on regular basis in the parent cadre or department; or (b) having four years' experience in Level-12 on regular basis in the parent cadre or department; AND</p> <p>(ii) Overall 13 years of service at Group 'A' level in Government.</p> <p>Desirable:- (i) Post Graduate degree in Economics/Statistics/Mathematics from a recognised University or equivalent. (ii) Possessing 5 years or more of experience in taxation/Finance /business process automation or IT/Business Intelligence. Experience of working in the domain of GST would be desirable but not necessary. (iii) Experience in tax analytics/tax enforcement would be preferred.</p>
2.	Vice President (VP)	2	12 (Deputy Secretary)	<p>(i)(a) holding analogous posts at level 12 on regular basis in the parent cadre or department; or (b) having four years' experience</p>

				<p>in Level-11 on regular basis in the parent cadre or department; AND (ii) Overall 9 years of service at Group 'A' level in Government.</p> <p>Desirable:- (i) Possessing 5 years or more of experience in Taxation/Finance/business process automation or IT. Experience of working in the domain of GST would be desirable but not necessary. (ii) Experience in tax analytics/tax enforcement would be preferred.</p> <p>Note. - The Maximum age-limit for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.</p>
3.	Assistant Vice President (AVP)	2	11 (Under Secretary)	<p>(i) (a) holding analogous posts at level 11 on regular basis in the parent cadre or department; or (b) having 5 years' experience in Level-10 on regular basis in the parent cadre or department for directly recruited Group 'A' Officers or (c) having 20 years in government service and serving in Level-10 on regular basis in the parent cadre or department for officers promoted from Group 'B' to Group 'A'.</p> <p>Desirable:- Possessing 5 years or more of experience in Taxation/Finance/business process automation or IT. Experience of working in the domain of GST would be desirable but not necessary.</p> <p>Note.- The Maximum age-limit for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.</p>

4.	Senior Manager (SM)	5	10 (Section Officer)	<p>(i)(a) holding analogous posts at level 10 on regular basis in the parent cadre or department; or  (b) having five years' experience in Level-9 on regular basis in the parent cadre or department;</p> <p>AND</p> <p>(ii) Overall 15 years of service at Group 'B' level in Government. or</p> <p>Desirable: -</p> <p>(i) Graduate degree in Mathematics/Statistics/Economics from a recognised University or equivalent.</p> <p>(ii) Possessing 4 years or more of experience in Taxation/Finance/business process automation or IT. Experience of working in the domain of GST would be desirable but not necessary.</p> <p>(iii) Experience in tax analytics/tax enforcement would be preferred.</p> <p>Note. - The Maximum age-limit for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.</p> <p>Note: Group 'B' Officials irrespective of their levels will be on-boarded only up to the level of SM.</p>
----	---------------------	---	----------------------	---

## Annexure-II

### SVP - Services

Role	Senior Vice President (Services)
Reporting to	EVP, Services
Function	Services
Level	L3
Grade	G3

### Role Description

To provide inputs for designing the overall strategy for GST Common Portal and creation of processes that enable effective interface between the GST Policy/ Process Groups and the Technology team with respect to the Core Services (Registration, Returns, Payment) and Back End Services (IGST settlement and others) of GSTN.

The role holder would also be responsible for understanding the GST policy/ processes related to GST Common Portal and providing integrated inputs (business requirements) to the Head of Services so that the same can be shared with the Technology team for system implementation.

### Key Responsibilities

#### Strategy Design and Implementation

- ▶ Provide inputs into the overall strategy and creation of processes for Common Portal
- ▶ 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

#### Stakeholder Relationship Management

- ▶ Stakeholders Identification
  - Provide proactive support to the Head of Services in the identification of the pool of external stakeholders comprising of Senior Officials of the different tax administrations/ competent authorities, etc. for adoption of GSTN Core Services (Registration, Return and Payment)
  - Coordinate with internal stakeholders (if required) to gather required data to strengthen Common portal Services
- ▶ Stakeholder Need Identification and Relationship Management
  - Provide inputs with respect to strategizing mechanisms for understanding and capturing the needs of stakeholders from Core Services

- Establish rapport and maintain relationships with stakeholders pertinent to Core Services at a broad level through interactions and other interfacing mechanisms (like workshops, events etc) on a periodic basis

▶ Feedback Gathering and Grievance Redressal

- Collect feedback from stakeholders on an ongoing basis on Core Services
- Analyze and provide inputs on common trends in requirements and grievances; Ensure resolution of the same in a timely manner

### **Operations**

- ▶ Basis the needs of the stakeholders and GSTN strategic imperatives on Core Services and Back End Services, 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**

- ▶ 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 Interfaces:

External:	Internal:
▶ External stakeholders (tax authorities, dealers, treasuries, banks, policy makers, process groups, etc.)	▶ Internal departments like Technology; Strategy, MIS & Analysis; Customer Services team

## Key Attributes & Skills:

### Deputation Criteria: -

- ▶
- ▶ (i) holding analogous posts at level 13 on regular basis in the parent cadre or department; or
- ▶ (ii) having four years' experience in Level-12 on regular basis in the parent cadre or department; or
- ▶ possessing the following qualifications and experience-
- ▶ (iii) Overall 13 years of service at Group 'A' level in Government.
- ▶
- ▶ Desirable:-
- ▶ (i) Post Graduate degree in Economics/Statistics/Mathematics from a recognized University or equivalent.
- ▶ (ii) Possessing 5 years or more of experience in Taxation/Finance/business process automation or IT/Business Intelligence. Experience of working in the domain of GST would be desirable but not necessary.
- ▶
- ▶ Note. - The Maximum age-limit for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.

## SVP (Business BIFA)

<b>Role</b>	<b>SVP, Business Intelligence and Fraud Analytics</b>
<b>Reporting to</b>	<b>EVP (Services)</b>
<b>Function</b>	<b>Services</b>
<b>Level</b>	<b>L3</b>
<b>Grade</b>	<b>G3</b>

## Role Description

Responsible for the overall strategy for Business Intelligence and Fraud Analytics by means of collection of data from various sources (internal as well as external including third party information systems), use of business intelligence and application of data mining techniques (data analytics/ business intelligence/fraud analytics) thereby ensuring more efficient and effective monitoring of taxpayer compliance.

The job holder would also be responsible for understanding the GST policy/ processes in order to provide integrated inputs (business requirements) to the Head of Services.

## Key Responsibilities

### Strategy Design and Implementation

- Create vision and develop roadmap for developing business intelligence, fraud analytics and taxpayer profiling over a period of time.
- Identify the stakeholder systems that could be integrated with GSTN to create a comprehensive information bank for Business Intelligence, Taxpayer Profiling and Fraud Analytics
- Encourage alliance and mutually beneficial partnerships with other government agencies, banks, financial institutions, vendors and other third parties
- Understand the latest technologies/ tools/ software solutions available in the market for performing the functions of Taxpayer Profiling/BI/ Fraud Analytics and present a business case with cost benefit analysis to the Head (Services)/CEO



- 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

## **Data Mining and Analysis**

- Formulate the roadmap for data migration and data source analysis, data flows in existing system, assessment of requirements across various functional areas and ensure that relevant information is captured through existing systems and processes within Services; Escalate the gaps (if any) to Head, Services and Head (Technology)
- Develop actionable approaches to business intelligence, tax payer profiling and fraud analytics using AI, Machine learning and Graph Analytics including:
  - Early detection of fraudulent activities
  - Investigating aids to help efficiently prosecute fraud cases
  - Predictive models
- Ensure that the information needed to allow more efficient and effective monitoring of compliance through data analytics, business intelligence and linkages with third party information systems is gathered
- Develop dashboards and tools that allow for accurate forecasting of revenues and act as a significant tool for policy analysis
  - Forecasting by sector, geography, HSN etc.
- Create and execute processes that enable:
  - Tracing relations between the data and taxpayer
  - Seamless sharing of data on various statistical parameters with stakeholders in consultation with CISO after approval of CEO.
- Undertake analysis through sophisticated AI, ML and statistical tools and techniques that helps Tax Payer Profiling Utility to act as an enabler for risk based selection of taxpayers; Resolve any concerns/ grievances pertinent to tax payer profiling.
- Undertake analysis using required tools to discover frauds and new patterns of frauds to safeguard the government revenue.
- Get predictive models developed to provide early warning system to tax departments being served by GSTN.

- Interact with Head of Technology and industry experts on a continuous basis to keep abreast of latest technological development that would enable effective utilization of data available with Business Intelligence and Fraud Analytics Unit
- Collaborate with the Technology function to implement systems and processes, in line with latest technological developments, that would enable Business Intelligence and Fraud Analytics Unit to undertake effective utilization of data

### **People Development**

- Take an active role in recruitment for 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 Head of Services and other authorities as may be required

### **Key Interfaces**

<b>External:</b>	<b>Internal:</b>
<ul style="list-style-type: none"> <li>▶ External stakeholders (tax authorities, taxpayers, treasuries, banks, policy makers, process groups, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Internal departments i.e. Technology, Strategy, MIS &amp; Analysis, Services team and CISO</li> </ul>

**Key Attributes & Skills:**

**Deputation:**

(i) holding analogous posts at level 13 on regular basis in the parent cadre or department; or

(ii) having four years' experience in Level-12 on regular basis in the parent cadre or department; or

possessing the following qualifications and experience-

(iii) Overall 13 years of service at Group 'A' level in Government.

Desirable:-

(i) Post Graduate degree in Economics/Statistics/Mathematics from a recognised University or equivalent. or

(ii) Possessing 5 years or more of experience in Taxation/Finance/business process automation or IT/Business Intelligence. Experience of working in the domain of GST would be desirable but not necessary. or

(iii) Experience in tax analytics/tax enforcement would be preferred.

Note. - The Maximum age-limit for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.

## Vice President / Assistant Vice President / Senior Manager - Services

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

### 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"> <li>▶ EVP (Services)/SVP (GST Common Portal)</li> <li>▶ Internal Departments like Technology; MIS &amp; Analysis; Customer Services</li> </ul>

**Key Attributes & Skills**

- (a) Serving Officers of the Indian Revenue Service (Customs & Central Excise) [IRS(C&CE)] or State Commercial Tax Departments currently in Levels 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.
- (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 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 11 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 12 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.

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

\*\*\*