

SUP-120213/1/2017-GSTN-VOL-XVIII

Date: 22.01.2026

To,

The Commissioner (Trade Tax),
Govt. of NCT Delhi,
Vyapar Bhawan, I.T.O., Indraprastha Estate,
New Delhi – 110002

Subject: Request for sponsoring eligible and willing officers for appointment for three positions at the level of Senior Manager (Services) / Manager (Services) in the Goods and Services Tax Network (GSTN), New Delhi on deputation basis – Regarding.

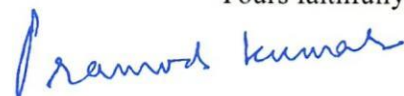
Dear Sir/Madam,

The Goods and Services Tax Network (GSTN) intend to fill up three positions at the level of **Senior Manager (Services) / Manager (Services)** on deputation basis from amongst eligible and willing officers of the Government of India/State Governments/PSUs.

2. For the position of Senior Manager (Services), officers working in Level 10 or having five years' experience in Level 9 on regular basis and having overall 15 years of service at Group 'B' Level in Government are eligible to apply.
3. For the position of Manager (Services), officers working in Level 9 on regular basis in the parent cadre or department or having five years' experience in Level 8 on regular basis in the parent cadre or department and overall 10 years of service at Group B level in Government are eligible to apply.
4. Thus, officers working across a wide range of levels/experience, namely from Level 10 to Level 8 *having served requisite service period* as above, are eligible and they may be encouraged to apply. Suitable candidates would be considered for both a level up or down based on their suitability & organisational needs.
5. The detailed eligibility, experience, pay scale and perks attached to the above positions are enclosed as **Annexure I, II & III**.
6. I would request you to please forward the names of eligible and willing officers possessing relevant experience for consideration for the above position, along with the Cadre Clearance, Vigilance clearance certificate, details of major/minor penalty in last 10 years, if any, and attested copy of ACR/APAR of last five years to us at the earliest and positively by **22.02.2026**.
7. This issues with the approval of Chief Executive Officer, GSTN.

Encl: As above.

Yours faithfully,



(Pramod Kumar)

Executive Vice President (Services-2)

SC (Admin.)
L.O.

ANNEXURE I

Sr. No.	Name of the post	Pay scale	Essential Qualification and Experience	Perks
1.	Senior Managers (Services)	Level 10 of Central Govt. Pay Matrix plus admissible DA. IT & Professional Allowance of 50% of Basic Pay + DA etc.	Deputation Criteria: (i)(a) holding analogous posts at level 10 on regular basis in the parent cadre or department; (b) having five years experience in Level-9 on regular basis in the parent cadre or department; AND (ii) Overall 15 years of service at Group 'B' level in Government. Desirable: (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.	HRA: Rs. 65,000/- plus other perks including Medical Insurance and other allowances as per GSTN rules.
2.	Manager (Services)	Level 9 of Central Govt. Pay Matrix plus admissible DA. IT & Professional Allowance of 50% of Basic Pay + DA etc.	Deputation Criteria: (i)(a) holding analogous posts at level 9 on regular basis in the parent cadre or department; (b) having five years experience in Level-8 on regular basis in the parent cadre or department; AND (ii) Overall 10 years of service at Group 'B' level in Government. Desirable: (ii) Possessing 3 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.	HRA: Rs. 60,000/- plus other perks including Medical Insurance and other allowances as per GSTN rules.

Age Limit: The maximum age limit for the candidates for appointment by deputation shall be not exceeding fifty-six years as on the closing date of receipt of applications.

Last date of receipt of application: The last date for receipt of applications shall be 22.02.2026.

MANAGER (SERVICES)

Role	Manager (Services)
Reporting to	Assistant Vice President (Services)
Function	Services
Grade	G7
Age Criteria	Maximum: 56 years (for Deputationists)
Experience	Level 8/9 of Pay Matrix (for Deputationists)

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 Taxpayer 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 taxpayers)	▶ EVP (Services)/SVP (GST Common Portal) ▶ Internal Departments like Technology; MIS & Analysis; Customer Services

Key Attributes & Skills

Deputation Criteria:

- (i)(a) holding analogous posts at level 9 on regular basis in the parent cadre or department;
 - (b) having five years experience in Level-8 on regular basis in the parent cadre or department;
- AND**
- (ii) Overall 10 years of service at Group 'B' level in Government.

Desirable:

- (ii) Possessing 3 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.

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.

Pay & Allowances

For Deputationists:

The pay of the selected Officer will be fixed at Level 9 of the Pay Matrix. The Allowances will be as per GSTN's policy including House Rent Allowance of Rs. 60,000/- per month, Leave Salary & Pension Contribution, IT & Professional Allowance (up to 50% of Basic Pay + DA) etc.

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

SENIOR MANAGER (SERVICES)

Role	Senior Manager (Services)
Reporting to	Assistant Vice President (Services)
Function	Services
Grade	G6
Age Criteria	Maximum: 56 years (for Deputationists)
Experience	Level 9/10 of Pay Matrix (for Deputationists)

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 Taxpayer 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 taxpayers)	▶ EVP (Services)/SVP (GST Common Portal) ▶ Internal Departments like Technology; MIS & Analysis; Customer Services

Key Attributes & Skills

Deputation Criteria:

- (i)(a) holding analogous posts at level 10 on regular basis in the parent cadre or department;
 - (b) having five years experience in Level-9 on regular basis in the parent cadre or department;
- AND

- (ii) Overall 15 years of service at Group 'B' level in Government.

Desirable:

- (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.

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.

Pay & Allowances

For Deputationists:

The pay of the selected Officer will be fixed at Level 10 of the Pay Matrix. The Allowances will be as per GSTN's policy including House Rent Allowance of Rs. 65,000/- per month, Leave Salary & Pension Contribution, IT & Professional Allowance (up to 50% of Basic Pay + DA) etc.

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