

The powers and duties of its officers and employees

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National Institute for Smart Government

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Purpose of this document

This document contains a description of roles and responsibilities of various levels of employees at NISG.

1. Roles and responsibilities of CEO

Purpose of the Role: Primarily responsible for providing vision and leadership to the organization, adding strategic value to client relationships and driving the growth of the organization. CEO is also responsible for providing thought leadership in the governance domain, in India and globally.

Main Responsibilities:

Vision:

- Provide thought leadership within India and globally, and influence policy makers to chart out cutting edge policies and solutions in the governance domain.
- Oversee the management of the research agenda to work towards developing unique solutions in the e- Governance space.

Corporate Responsibilities:

- Conduct Board Meetings & AGMs, manage associated Corporate Responsibilities, which include statutory compliances, implementing policies laid down by the Board etc.
- Mobilize funds through Equity, Loans, Grants to drive exponential, self-sustaining growth.

Growth:

- Drive the annual business plan (corporate strategy map and balanced scorecard outlining priorities for the year) and budgeting exercise of NISG.
- Develop NISG's branding strategy with an objective of positioning the NISG brand in the governance segment.
- Participate in national e-gov events with the objective of liaison with and influencing key decision makers in the e-gov domain.

Customer:

- Oversee the establishment of the Project Monitoring and Management Processes to ensure on-time-delivery of results of a superior quality.
- Work on fine-tuning key proposals and sending to prospective clients with a view to increase NISG's customer base.
- Create win-win PPP models for customers with benefits balanced for both partners (private and govt.)

Internal Process:

- Oversee the development and management of NISG's e-gov KM strategy to ensure establishment of robust KM practices within NISG.
- Oversee the development and implementation of an efficient empanelment process to ensure that the best resources in the private sector work in partnership with NISG.
- Oversee the strengthening of internal accounting processes with a view to establish robust accounting processes within NISG.
- Oversee the development of a coaching process / framework for NISG with a view to hone, develop and improve managerial skills within the organization.
- Oversee the development and implementation of the Talent Management Process with a view to improve employee satisfaction and developing capabilities within NISG.

2. Roles and responsibilities of Sr. Vice President / Vice President (Strategic Consulting)

Purpose of the Role: This role is primarily responsible for leading the Strategic Consulting Segment at NISG, which involves identification of focus areas, preparation of Strategic roadmaps for e-Governance for the central ministries, creating value propositions for the state governments and program/project management.

Main responsibilities

Strategic Planning:

- Develop the Strategic Plan document for NISG to identify key focus areas in the beginning of each year.
- Facilitate the annual business planning (corporate strategy map and balanced scorecard outlining priorities for the year) and budgeting exercise of NISG.
- Develop NISG's branding strategy and participate in national e-gov events with an objective of liaison and positioning the NISG.

Growth:

- Study the existing e-gov road maps to analyze and determine common themes and to formulate specific solutions around the common themes.
- Facilitate business development through generating leads, providing inputs to proposal development, participate in follow up presentations and discussions and win projects for NISG in the Strategic Consulting Space.

Customer:

- Actively participate in stakeholder interactions, conferences, training programs etc to constantly identify new business opportunities for NISG.

Internal Process:

- Oversee documentation of key project experiences at the end of each project to ensure that the learning from each project is preserved and reused to avoid re-invention of the wheel and to promote active knowledge sharing.
- Provide ongoing feedback, coaching and mentoring to Project Managers to facilitate their growth and development.
- Influence and motivate the consulting team to contribute to ongoing research in the area of e-Governance.

3. Roles and responsibilities of Sr. Vice President / Vice President / Associate Vice President (Project Consulting)

Purpose of the Role:

This role is primarily responsible for leading the Project Consulting Segment at NISG, which involves conceptualization of projects, crafting win-win PPP models, relationship management with partners, and monitoring of the progress of projects.

Main Responsibilities

Customer:

- Develop the Project Monitoring and Management Processes to ensure on time delivery of outputs of a superior quality to the clients.
- Actively participate in stakeholder interactions, conferences, training. programs etc. to constantly identify new business opportunities for NISG.

Growth:

- Facilitate business development through generating leads, providing inputs to proposal development, participate in follow up presentations and discussions and win projects for NISG in the Project Consulting Space.
- Participate in promotional activities for NISG (workshops, training programs- project specific and others) and represent NISG in conferences to work towards brand building of NISG in the e-gov domain.

Internal Process:

- Oversee the implementation of a quality system / process for NISG which will ensure strengthening of the consulting process.
- Oversee documentation of key project learnings at the end of each project to ensure that the learning from each project is preserved and are used to avoid re-invention of the wheel and to promote active knowledge sharing.
- Provide feedback, coaching and mentoring to Project Managers to facilitate their growth and development.
- Influence and motivate team to contribute to ongoing research in the area of e-Governance.

4. Roles and responsibilities of Sr. General Manager / General Manager (Capacity Building & Knowledge Management)**Purpose of the Role:**

This role is primarily responsible to lead the Capacity Building Segment at NISG, which involves giving advice on capacity building to governments and coordinating the capacity building initiatives under NeGP of Govt. of India through help in identification of training partners, conducting high-level training programs and promoting creation and dissemination of eGov content.

Main Responsibilities**Planning:**

- Develop and implement a strategy to realize the value proposition of NISG in the e-gov capacity building domain.

Customer:

- Create sustainable win-win PPP models for customers to ensure benefits for all parties involved.
- Design training materials for core programs to ensure capability development in e-Governance domain.
- Conduct core training programs to enhance training skills of stakeholders and their teams.
- Interact with clients, partners etc. to ensure on-going communication with all stakeholders regarding NISG's expertise in the e-gov capacity building domain.

Internal Process:

- Encourage capability development through publishing research papers and other publications.
- Provide feedback, coaching and mentoring to Project Managers to facilitate their growth and development.
- Influence and motivate team to contribute to ongoing research in the area of e-Governance.

5. Role and responsibilities of Sr. General Manager / General Manager (Finance & Accounts)

Purpose of the Role:

This role is responsible for establishing long, medium and short term financial objectives for NISG, preparing & maintaining books of accounts of NISG, managing MIS, complying with statutory requirements of NISG, and managing audits.

Main Responsibilities

Planning:

- Play an active role in the organization's strategies on cost control to achieve cost efficiencies for the organization.
- Lead and give inputs in the budget planning activity for the organization to ensure that there are no deviations from key financial principles. Confer with the CEO and all LOB / Function Heads to coordinate and prioritize financial planning activities.

Corporate Affairs:

- Prepare trend analyses/reports on financial results, costs, revenues, etc to give clarity on the financial health of the business to top management and Board of Directors. Provide details, as requested by various lines of business, on business results, costing and profitability analysis through maintaining an effective and up-to-date financial MIS.
- Provide inputs for new business ventures, equity restructuring etc. ensuring that the plans are financially viable.
- Direct the preparation of all financial reports, statement / reports including those for UNDP / DIT and reports for government regulatory agencies.
- Facilitate conduct of the annual audits (UNDP and Statutory) and ensure minimum deviations.
- Oversee and manage process of managing statutory requirements such as - annual returns, IT returns, service tax returns, EPF etc.

Internal Process:

- Oversee the bill processing including payroll and salary payment process to ensure smooth functioning continuous improvement of these internal processes. Implement the internal workflow automation project to improve the efficiencies of accounting procedures.
- Provide ongoing feedback, coaching and mentoring to people in the department to facilitate their growth and development and to ensure effective and efficient provision of finance and accounting services NISG.
- Ensure adequate training and education to enable high standards in the management of the accounts.

6. Roles and responsibilities of Dy. General Manager / Sr. Manager / Manager (Projects)

Purpose of the Role:

This role is primarily responsible for Project Management activities of NISG right from initiation, to planning, and monitoring. The role also encompasses providing consultancy support to governments on behalf of NISG.

Main Responsibilities

Project Initiation:

- Participate in the project initiation phase of the project which would include negotiation, estimation of scope, time & cost with a view to identify and define project deliverables clearly.
- Contribute to the preparation of preliminary project documentation including design of TORs and RFPs / RFIs / RFQs by providing inputs / clarifications to the consulting partners.
- Organize, manage and support bid process management to ensure effectiveness of the process.
- Evaluate technical and commercial bids to manage costs and achieve cost efficiencies. Ensure efficient management of funds (where applicable) to manage costs effectively.
- Identify and select empaneled consultants and project team members ensuring that a robust and capable team is built to effectively deliver the project.

Project Planning:

- Create project plans and communicate them clearly to ensure that the project team is informed and works towards on time delivery of the project.

Project Management:

- Lead and coordinate project teams and other stakeholders around the project to manage ongoing communication of project status including regular updates and manage stakeholder expectations.
- Interface and coordinate with the various Government Departments, and other agencies for the project so that the team is able to act as a conduit for project coordination between stakeholders & NISG.
- Identify and manage resources, risks, and procurement related to the project to avoid unforeseen delays and to ensure that contingency plans are in place.
- Document key project learnings at the end of each project to ensure that the learning from each project is not lost and to avoid re-invention of the wheel.
- Manage and monitor implementation of projects and coordinate with consultant partners to ensure timely completion and quality deliverables.

Internal Process:

- Participate in Research Activities including review of articles and publications to further strengthen expertise in the area of e-Governance.
- Oversee activities of assistant managers and mentor and coach them providing them with critical inputs on their growth and development.

7. Roles and responsibilities of Sr. General Manager / General Manager (Internal Audit)

Purpose of the Role:

The role of internal audit is to provide independent assurance ensuring adequate risk management, governance and effective internal control processes and thereby protects NISG values.

Main Responsibilities

Responsibilities of Senior General Manager

- Reporting periodically and at least once a Quarter to the Audit Committee / Board on status of internal audit at NISG
- Report actual performance against Key Performance Indicators (KPIs) on a Quarterly basis.
- Submit Risk based Annual Audit Plan Audit Committee / Board of Directors.
- Review adequacy and implementation of internal controls.
- Responds to matters that emerge from appropriate referring bodies (the Board of Directors, CEO).
- Assist the Board with establishing ethics policy.

Responsibilities of General Manager / Dy. General Manager:

- Consult and coordinate with Finance and Accounting, Business Units, and external auditors to ensure that the scope, design and operation of internal controls over financial reporting are sufficient to meet the company's objective.
- Coordinate resources needed to perform audit plan and independent testing of controls.
- Conduct audits to assess controls, operational efficiencies and compliance with selected policies, procedures and regulations.
- Evaluate audit observations and potential process improvements and report to SGM.
- Develop and maintain strong relationships and communication with the External Auditors.
- Communicate with the SGM / Audit Committee to ensure concerns are addressed and expectations are met; approve and oversee the reporting to the Audit Committee and Senior management who address key business risks and control issues within the company.
- Communicate control gaps and communicate best practices to senior leadership, including the audit and risk team.
- Lead, guide and evaluate the work of direct report resources.

8. Roles and responsibilities of Sr. General Manager / General Manager (Human Capital Augmentation)**Purpose of the Role:**

- NISG acts as a strategic partner in talent acquisition and management for clients looking to recruit quality applicants efficiently. NISG focus on the client's needs and base its work on Strategic Focus, People, Systems and Operational Excellence.
- NISG has developed a fully Integrated Manpower Provisioning Services, Human Resourcing, Contracting, Recruitment and Training facility across multiple domains.

Main Responsibilities**Project Initiation:**

- Recruiting the necessary manpower exclusively and specifically for staffing as per Client's requirement.
- Providing any needed infrastructure support to the client as per approved terms.
- Providing HR and statutory services to the staff of the client.
- Designing the operational procedures to facilitate smooth functioning at Client's Unit in respect of Employee Rules based on the NISG and customized for the Client.
- Engaging the services of a suitable firm for Accounting and Audit services as per the requirement of the Client.
- Complete recruiting process and engaging the resources as per the terms of the agreement.
- Providing strategic inputs and e-Governance initiatives.

9. Roles and responsibilities of Principal Consultant / Sr. Consultant / Consultant (Consultancy Service Projects)**Purpose of the Role:**

NISG engages the top consultants who have domain knowledge as per the projects' scope and need to develop the best e-Government solutions in strategic consulting areas. The Consultants at various capacities viz., Principal Consultant, Senior Consultant, Consultant etc., work with clients at all levels to gauge what solutions will get them the desired outcomes.

Main Responsibilities**Project Initiation:**

- To establish a program management framework and practice including deployment of necessary software tools to manage traceability matrix of requirements, project documents, project management, change management, test scenarios, test results, test defects, user feedbacks, action items and issues.
- To map As-Is process of all existing internal and external processes and carry out Gap Assessment.
- To frame EOI/RFP for engagement of Service Integrator / other Service Provider(s), as applicable
- To develop Functional Requirement Specifications (FRS) to achieve the objective of single window online platform covering all business processes, including identification of system interfaces with external entities/stakeholders.
- To develop MIS Architecture, MIS Process flow in respect of To-Be process and application flow in FRS document.
- To develop a roadmap (with timelines) for implementation of the re-designed processes keeping in view the impact and complexity of the processes and develop a priority matrix for implementation.
- To establish project management Unit (PMU) for project implementation (up to Go-Live) and award of other contracts.
- To establish Project Management Unit (PMU) for monitoring the deliverables by Service Integrator/ other Services Providers during Operations and Maintenance period covering inter alia aspects of change control, time and cost management, risk management, communication, software change management processes etc.