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## **Roles and Responsibilities of employees of various levels at NISG**

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### **Purpose of this Document**

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

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## 1. ROLES AND RESPONSIBILITIES OF CEO

### Responsibility 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 liaising 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 increasing 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 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 liasioning 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 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 reused 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 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 eGov 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 GENERAL MANAGER (FINANCE & ACCOUNTS)

### Purpose of the Role:

This role is responsible for establishing long, medium & 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



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| <b>6. ROLES AND RESPONSIBILITIES OF MANAGER (PROJECTS)</b>   |
| <b>Purpose of the Role:</b>  |
| 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. |
| <b>MAIN RESPONSIBILITIES</b>   |
| <b>Project Initiation</b>  |
| 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 empanelled consultants and project team members ensuring that a robust and capable team is built to effectively deliver the project  |
| <b>Project Planning</b>  |
| Create project plans and communicate them clearly to ensure that the project team is informed and works towards on time delivery of the project  |
| <b>Project Management</b>  |
| 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   |

| <b>Internal Process</b>  |
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| 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       |