

Section 4(1)(b)(ii) of RTI Act, 2005
Powers and duties of officers and employees

1. Director General

The appointment to the post of Director General shall be made by the Government of Karnataka. The Director General shall be an officer from the Indian Administrative Services of Karnataka cadre and shall be of the rank not below the Secretary.

The emoluments and the terms and conditions of the Director General shall be determined by the Governing Council.

Powers and Duties Director General

- To prepare the Budget of the Centre including the supplementary budget, when required for each year and submit the same to the Executive Committee.
- To sanction all the Revenue and Capital expenditure on approved schemes provided for in the Budget of the Centre as sanctioned by the Executive Committee.
- To sanction Revenue or Capital expenditure not Provided for in the budget up to a limit of Rs.25,00,000/- in each case, provided the total expenditure so incurred under Revenue and Capital Taken together shall not exceed Rs.2 Crores in any one year.
- To sanction re-appropriation of funds from one project to another, and the same shall be put up in the subsequent Executive Committee meeting for information.
- To sanction such advance increments or additional increments or allowances as he considers necessary in respect of all posts.
- To appoint staff to all posts and define the terms and conditions of such employment However, for the post of Executive Director the same would be decided by the Executive Committee on the recommendation of the Director General.
- To decide on the Organizational structure of the society and employ/ engage/take on deputation from other organizations including appropriate Governmental authority temporarily appoint, such professionals, skilled technical advisors, consultants, managers to provide valuable to further the objectives of Centre for Smart Governance.
- To create such positions on the rolls of the centre in the organization structure that are essential for the organization, with the approval of the Executive Committee or if creation of the position is on urgent basis the same can be put up for ratification of the Committee.
- To Recruit such professionals to match with the requirement of the organization on the rolls of the Centre with the approval of the Executive Committee.
- To open bank accounts in the name of the Centre with the prior approval of the Executive Committee in such banks as are approved by the Executive Committee and to operate the said accounts within the limits set out herein below
 1. To pay in all monies received by the Centre and for that purpose to endorse all cheques, drafts and other bills of exchange made out in favour of the Centre;
 2. To draw cheques from the Centre signing jointly with the Manager (Finance)
 3. To sanction leave, within prescribed limits, to Members of the Staff;

- To invites guests, either on a specific engagement or to see the Centre or for any other purpose connected with the objectives of Centre.
- To invite visiting specialists and determine the terms and conditions of their visit;
- To appoint adviser(s) to advise on any matters relating to the Centre and pay him such honorarium, not exceeding Rs.3,00,000/- per month, as he may consider suitable.
- To visit any part of india, or to depute any Member of the Staff or consultant on the affairs of the Centre;
- To grant at his discretion advances for the purchase of conveyances, house sites, buildings, advance of Salary, T A ect, to the Members of the Staff and also to fix the mode of recovery of such advances.
- To make final decision regarding the cost to be quoted to the client/departments for execution of the projects.
- To enter into agreement and to execute other documents on behalf of the Centre.
- To identify the debts of the centre and carry out a detailed analysis of the causes of the debts and make attempts to collect the amounts.
- To identify bad debts of the centre and make a detailed analysis regarding the cases and the debtors the amounts due from whom, may have to be written off. Director General prepares a detailed dossier of each of the case of write off and places before the Executive Committee to decide on classifying the same as bad debt and proposing the same to Governing Council to write-off the debt as bad debt.
- To sanction the write-off of losses as felt appropriate. This write-off is permissible in respect of the irrecoverable value of property of funds of the Centre lost by fraud negligence of individuals or other causes.
- The entire staff of the Centre shall be under the superintendence and control of the Director General.
- Subject to any general directions given by the Council in this behalf, the Director General may, at his discretion, delegate all or any of the powers assigned to him in Bye-laws to any Member of the Centre Staff, by name or by designation, to the extent and for the period considered necessary by him for the efficient performance of the Centre.

2. Executive Director

The Executive Director of CSG shall be responsible for its proper day to day functioning without prejudice to the generality of this provision the director General hereby delegates the following duties and powers to the post of Executive Director, Until further orders.

Powers and Duties Executive Director

- To prepare the Budget of the Centre including the supplementary budget, when required for each year and submit the same to the Executive Committee, through Director General.
- To sanction all the Revenue and Capital expenditure on approved schemes provided for in the Budget of the Centre as sanctioned by the Executive Committee, subjected to the

limits fixed for Heads of the department for each individual items as stated in the Government order No.FD 03 TFP 2018 dated 14.05.2028.

- To sanction Revenue or Capital expenditure not Provided for in the budget up to a limit of Rs.10,00,000/- in each case, provided the total expenditure so incurred under Revenue and Capital Taken together shall not exceed Rs.1 Crores in any one year.
- To sanction re-appropriation of funds from one project to another, subjected to a limit of Rs, 10,00,000/- and the same shall be put up in the subsequent Executive Committee meeting for information, through Director General.
- To operate the accounts of CSG
- 3. To pay in all monies received by the Centre and for that purpose to endorse all cheques, drafts and other bills of exchange made out in favour of the Centre:
- 4. To draw cheques from the Centre signing jointly with the Manager (Finance)
- To sanction leave, within prescribed limits, to Members of the Staff:
- To invite guests, either on a specific engagement or to see the Centre or for any other purpose connected with the objectives of Centre;
- To invite visiting specialists and determine the terms and conditions of their visit;
- To appoint adviser(s) to advise on any matter and conditions of their visit; such honorarium, not exceeding Rs.3,00,000/- per month, as he may consider suitable with prior permission of Director General;
- To update any Member of the Staff or consultant on the affairs of the Centre, to visit any part of India;
- To grant advances for the purchase of conveyances, house sites, building, advance of Salary, T.A etc to the Members of the Staff and also to fix the mode of recovery of such advances, with prior permission from Director General.
- To take decision regarding the cost to be quoted to the client/departments for execution of the project. However, if departments contest the amount quoted, the same shall be brought to the notice of Director general whose decision shall be final.
- To enter into agreement and to execute other documents on behalf of the Centre.
- To identify the debts of the centre and carry out a detailed analysis of the causes of the debts and make attempts to collect the amounts.
- To identify bad debts of the centre and make a detailed analysis regarding the causes and the debtors, the amounts due from whom, may have to be written off. Executive Director prepares a detailed dossier of each of the case of write off and places before the Executive Committee, through Director General to decide on classifying the same as bad debt and proposing the same to Governing Council to write-off debt as bad debt.
- The entire staff of the Centre shall be under the superintendence and control of the Executive Director, who in turn will be reporting to Director General.
- The Executive Director shall carry out such functions as may be specifically assigned to him by the Director General, in addition to ensuring that all the projects/ works assigned by the departments are executed properly.

3. Additional Executive Director

Duties of Additional Executive Director

- Should take overall responsibility of developing the CSG as a premier software development agency of the state Government of Karnataka, under the guidance of DG and ED.
- Should strive to strengthen the market reach of CSG by taking the organization to newer geographies and by building products around newer functionalities & domains.
- Should build new verticals in CSG to meet the project management demands of various Government organisations.
- Provide insights about upcoming technologies to the organization and initiate steps to implement the new technologies in the working of CSG.
- Financial Prudence – Should be responsible for implementing financial discipline and ensuring all business units are operated in accordance to mandate of CSG.
- Should take necessary steps to build the brand image of CSG along with, getting various internationally recognized quality certifications.
- Should build strong relationship with the existing clients of CSG and add new clients to its portfolio.
- Should develop the strength of the existing team by either hiring laterally or upskilling the existing team in consultation with Director Operations.
- Should be responsible for the overall quality of the work that is delivered by CSG and in this order implement all international standards & processes that would be required to make CSG a global level software development agency.
- Should attend meeting with prospective clients whenever required as well as review meetings conducted by CSG / Departments

4. Director (Operations)

Duties of Director (Operations)

Direct and be responsible for all the Information Technology (IT) operations of the Centre, including but not limited to, submission of proposals, development of IT systems and implementation of new/customising IT systems by adhering to the quality standards and timelines that are agreed with the clients.

- **Policy & Strategy:**
 1. Liaise with ED/DG to set strategic goals and decisions on IT operational activities
 2. Overseeing all technology operations and evaluating them according to established goals
 3. Transform strategies into prioritized initiatives
 4. Planning for the technology upgradations
 5. Devising and establishing IT policies and systems to support the implementation of strategies set by the Top management
 6. Analyzing the business requirements of departments to determine their technology needs in coordination with Director – Functional
- **Project Management & Implementation**

1. Approving the SRS developed for the projects in association with the Director – Functional and assigning of the work to the Project Managers
2. Approving the Project Management Plans prepared by the Project Managers after verification of the key components such as Time, Cost, resources etc.
3. Participate in functional and technical discussions where required
4. Regular monitoring of the work progress and carrying out mid-course corrections
5. High level monitoring of the quality and timelines of the project progress
6. After delivery of the project, reviewing the Project Closure reports with details of Cost Variance, Schedule Variance etc. and identification of the improvement areas, identification and replication of the best practices

- **Coordination & Collaboration**

1. Identify the need for upgrades, configurations or new systems in association with the Project Managers and report to top management
2. Provide guidance IT program / project managers / System Architects /SMEs
3. Analysis of the project requirements in association with the Functional team
4. Purchase efficient and cost-effective technological equipment and software in association with Director – Shared Services and Executive Director / Director General

- **Administrative works**

1. Budget for the projects and ensure completion of the projects within the Budgets
 2. Assist functional team in making technical presentations and any other related works to bag the projects from potential customers
 3. Supervise staff reporting to him / her and provide them constructive feedback
 4. Ensure functionality and efficiency of technological equipment and software
 5. Oversee day to day operations of the IT Functions to achieve smooth progress
- Any other works that are allied and ancillary to the works specified, listed and implied to be carried out.

5. **Program Manager**

- **Duties of Program Manager**

- Take complete ownership by ensuring delivery of the projects assigned by working with Project Managers. Review Project plan, Resource deployment plan, Transition plan, project progress etc.
- Review the work of Project Managers and provide guidance to the teams, so that the project is within the approved effort and cost
- Should provide technical and functional support and guidance to the software development teams during all stages of the project life cycle.

- Provide insights about upcoming technologies to the management and initiate steps to implement the new technology in the working of CSG
- Review and provide inputs to SRS written by Business Analysts, before submitting it to Director for approval.
- Take ownership of all project related documentation and to act as Chief custodian of technical and functional documentation.
- Provide requirement of IT infrastructure/system software in consultation with Solution architect and Project Manager needed to conduct the CSG operations smoothly.
- Should support CSG in hiring processes.
- Conduct regular reviews on the progress of the project and submit progress reports on a weekly / monthly basis to Director.
- Should present the software application developed, to key stakeholders within CSG and to client departments and get necessary approvals.
- Should attend meeting with prospective clients whenever required as well as review meetings conducted by CSG / Departments.

6. Project Manager

Powers and Duties of Project Manager

- Take complete ownership of delivering the projects assigned. Prepare Project plan, Resource deployment plan, Transition plan etc
- Manage the project within the approved effort and cost
- Should provide support and guidance to the software development team during all stages of the project life cycle
- Perform all activities related to Team Management and Risk Management
- Provide necessary inputs for procurement of hardware, system software, development tools etc.
- Should support CSG in hiring processes
- Conduct regular reviews on the progress of the project and submit progress reports on a weekly / monthly basis to CSG.
- Should present the software application developed, to key stakeholders within CSG and to client departments and get necessary approvals.
- Should attend review meetings conducted by CSG / Departments.
- Any other work assigned by Director CSG.

7. Project Lead

Duties of Project Lead

Take complete ownership of delivering the projects assigned. Prepare Project plan, Resource deployment plan, Transition plan etc. in discussion with Project Manager.

- Manage the project within the approved effort.
- Perform all activities related to Team Management and Risk Management.

- Provide necessary inputs for procurement of hardware, system software, development tools etc.
- Provide complete Technical and Code level guidance to the software development teams. Should be able to develop and implement key functionalities of an application, if necessary. Should guide the team during all stages of the project life cycle, trouble shoot issues and provide solution to the teams.
- Conduct regular reviews on the progress of the project and submit progress reports.
- Should present the software application developed, to key stakeholders within CSG and to client departments and get necessary approvals.
- Should attend review meetings conducted by CSG / Departments.
- Any other work assigned by Director CSG.

8. Database Designer

Duties of Database Designer

- Should install and configure required RDBMS on the servers for different projects.
- Should design the database schema and create databases required for the project.
- Should define and create database users and roles.
- Should manage user creation, user access, roles and privileges. Keep record of users created, user-wise roles and privileges for all databases.
- Should support the application development teams to connect to the databases and ensure smooth functioning.
- Should constantly monitor the performance of the database servers and raise necessary alerts to the concerned.
- Should fine tune the databases periodically.
- Whenever required participate actively in troubleshooting incidents and guide other team members.
- Should create necessary DB scripts for day-to-day database management and backup scheduling activities.
- Shall be responsible for restoration of data, post getting necessary approvals from Project / Programme Manager.
- Should carry out capacity planning activity and communicate to Project / Programme Manager on scalability requirements, well in advance.
- Communicate regularly with KSDC technical staff, application development and operational staff to ensure database integrity and security.
- Manage the disaster recovery aspects of databases.
- Prepare & submit periodical reports on the health of the database servers and databases. Maintain proper records of database installations, patch updation, releases made etc. and share them with Director.
- Any other work assigned by Director CSG

9. Sr. Business Analyst

Duties of Sr. Business Analyst

- Conduct Requirement Gathering, Gap Analysis, Process Study and Process Re-engineering activities for projects of Government departments / Corporations / Boards as directed by CSG.
- Perform Current State Assessment of processes, prepare As-Is process maps resulting in the preparation of “As-Is Report”, with detailed description of the processes studied by interacting with the departments. Should prepare Gap Analysis report whenever required
- Responsible for interacting with the respective departments and getting the process documents approved.
- Perform Process re-engineering activities which involves;
 1. Process analysis to identify NVAs and VAs,
 2. Cause-Effect analysis to identify problems within a process,
 3. Prepare To-Be process maps resulting in the preparation of “To-Be Report / BPR report / FRS document”, with detailed description of the processes analyzed, for improved and efficient delivery of G2C, G2B and G2G services using ICT.
 4. Prepare SRS document, present it to key stakeholders and get approval.
 - Support the software development teams with relevant process details, whenever required. Should support during testing and training phases of the project.
 - Any other work assigned by Director CSG.

10. Business Analyst

Duties of Business Analyst

- Conduct Requirement Gathering, Gap Analysis, Process Study and Process Re-engineering activities for projects of Government departments / Corporations / Boards as directed by CSG.
- Perform Current State Assessment of processes, prepare As-Is process maps resulting in the preparation of “As-Is Report”, with detailed description of the processes studied by interacting with the departments. Should prepare Gap Analysis report whenever required.
- Responsible for interacting with the respective departments and getting the process documents approved.
- Perform Process re-engineering activities which involves;
 - Process analysis to identify NVAs and VAs,
 - Cause-Effect analysis to identify problems within a process,
 - Prepare To-Be process maps resulting in the preparation of “To-Be Report / BPR report / FRS document”, with detailed description of the processes analyzed, for improved and efficient delivery of G2C, G2B and G2G services using ICT.
 - Prepare SRS document, present it to key stakeholders and get approval.
- Support the software development teams with relevant process details, whenever required. Should support during testing and training phases of the project.
- Any other work assigned by Director CSG.

11. Senior Software Engineer

Duties of Senior Software Engineer

- Work closely with Business Analyst and Project Manager to understand the software application requirements.
- Design and develop the software application on MVC or similar architecture. Follow coding standards. Perform unit testing.
- Support the Project Manager in sizing the hardware and network requirements.
- Setup the development environment and manage it.
- Carryout activities related to managing the version and release of the software application.
- Perform code review activities.
- Work closely with Database Designer to design the database for the software application. Wherever necessary should write the database scripts / stored procedures.
- Guide the team members.
- Should build and deploy the software application on the identified servers along with related components.
- Work closely with the Testing team and ensure the software application is bug free.
- Prepare necessary documentations
- Any other work assigned by Director CSG.

12. Software Engineer

Duties of Software Engineer

- Work closely with Business Analyst and Senior Software Engineer to understand the software application requirements.
- Develop the software application on MVC or similar architecture. Follow coding standards. Perform unit testing.
- Support in managing the version and release of the software application.
- Should support in build and deploy the software application on the identified servers along with related components.
- Work closely with the Testing team and ensure the software application is bug free.
- Prepare necessary documentations.
- Any other work assigned by Director CSG.

13. Database Administrator

Duties of Database Administrator

- Installing and upgrading the database server and application tool
- Allocating system storage and planning storage requirements for the database system

- Modifying the database structure, as necessary, from information given by application developers
- Enrolling users and maintaining system security
- Ensure DB & Data security at all times in development, testing, staging and production environment.
- Ensuring compliance with database vendor license agreement
- Controlling and monitoring user access to the database
- Monitoring and optimizing the performance of the database
- Planning for backup and recovery of database information
- Maintaining archived data
- Backing up and restoring databases
- Generating various reports by querying from database as per need
- Managing and monitoring data replication
- Acting as liaison with users
- Prepare reports and metrics and present it to management.
- Any other work assigned by Director, CSG

14. System Administrator

Duties of System Administrator

- Responsible for the maintenance, configuration, and reliable operation of servers and virtualization
- Install and upgrade computer components and software, manage servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Responsible for capacity, storage planning, and performance of all servers

15. Consultant

Duties of Consultant

- Experience in defining and reengineering business and functional processes for an IT system.
- Study As-Is process and Assist in developing effective process vision, process strategy and To-Be Process Models for an IT System.

- Business Analysis, Design, Develop and maintain process development and Process Reengineering/ optimization programs.
- Make process design and development recommendations to standardize, improve, or redesign processes to meet business needs with Cost effectiveness solution.
- Experience in working with Public sector clients is an added advantage.
- Knowledge in Assessment of existing IT Landscape, identify gaps, improvements and provide To-Be IT Roadmap.
- Knowledge in DPR preparation, Budgeting and cost estimation for IT solutions.
- Any other work assigned by Director CSG.

16. Technical Architect

Duties of Technical Architect

- Developing technical design documentation.
- Creating and maintaining architectural roadmaps.
- Identifying and evaluating new technologies.
- Providing technical leadership and oversight on projects.
- Collaborating with business and technical stakeholders to gather requirements and define solutions.
- Will be responsible for working with a diverse group of stakeholders and leading technical teams.
- Ensuring that technical solutions are aligned with business goals and objectives.
- Providing technical direction and guidance to development teams
- Reviewing code and providing feedback to developers
- Identifying and mitigating technical risks
- Any other work assigned by Director CSG.

17. Database Architect

Duties of Database Architect

- Designing and implementing database systems
- Creating and maintaining data models.
- Defining and enforcing database standards and best practices.
- Optimizing database performance and scalability
- Ensuring data integrity and security.
- Collaborating with developers to design and implement data access layers.
- Providing guidance and mentorship to database administrators and other team members.
- Identifying and evaluating new database technologies
- Developing and maintaining documentation for database systems
- Will be responsible for working with a diverse group of stakeholders and finding solutions to complex data management challenges.
- Providing technical leadership and oversight on database-related projects

- Any other work assigned by Director CSG

18. Quality lead

Duties of Quality lead

- Leading a team of QA professionals and providing guidance and mentorship
- Mentoring and providing guidance to team members
- Developing and implementing testing strategies and plans
- Ensuring that testing processes are followed and that defects are identified and addressed in a timely manner
- Collaborating with developers and other stakeholders to identify and prioritize testing needs
- Reviewing and approving test cases and other QA documentation
- Analyzing test results and identifying trends and areas for improvement
- Tracking and reporting on the quality of products or services
- Identifying and evaluating new tools and technologies that can improve the QA process
- Participating in the development of quality standards and best practices
- Will be responsible for working with a diverse group of stakeholders and leading a team of QA professionals
- Providing technical leadership and oversight on QA-related projects
- Any other work assigned by Director CSG

19. Sr. Test Engineer

Duties of Sr. Test Engineer

- Work closely with Business Analyst, Project Manager and Senior Software Engineer to understand the software application requirements
- Take complete responsibility of application testing and ensure bug free application
- Prepare test cases.
- Guide the team members in the testing process.
- Review the bug report prepared by the team.
- Work closely with the Testing team and ensure the software application is bug free.
- Support the team during UAT.
- Prepare necessary documentations.
- Any other work assigned by Director CSG.

20. Test Engineer

Duties of Test Engineer

- Work closely with Business Analyst, Project Manager and Senior Software Engineer to understand the software application requirements.
- Take complete responsibility of application testing and ensure bug free application

- Prepare test cases
- Guide the team members in the testing process
- Review the bug report prepared by the team
- Work closely with the Testing team and ensure the software application is bug free.
- Support the team during UAT.
- Prepare necessary documentations
- Any other work assigned by Director CSG

21. Operations Manager

Duties of Operations Manager

- Take complete ownership of Application support, O & M of the projects assigned
- Should support, train, guide and manage the Application support teams deployed at multiple customer locations. Make sure the issues are resolved within defined timelines
- Attend to customer issues / queries / calls / tickets on priority. Adhere to the SLA
- Will be in Client facing role. Interact and manage with External Stake Holders
- Should interact with the internal teams of CSG to communicate changes stated by the Client and ensure enhancements are developed and deployed.
- Should become well versed with Functional knowledge of the Solutions being deployed
- Train customers on the solutions being deployed
- Get the feedback (Issues, CRs, etc.) from customers and present the same to the management. Assist the Business Analyst, Development and Test teams in understanding the issues.
- Interact with Client, PM, Architect, Development Teams and other stake holders for smooth operations.
- Prepare reports and metrics of the operations and present it to management
- Any other work assigned by Director, CSG

22. Support Executive (Application)

Duties of Support Executive (Application)

Take ownership of Application support, O & M of the projects assigned.
Should support, train, guide and manage the Application support teams deployed at multiple customer locations. Make sure the issues are resolved within defined timelines.

Attend to customer issues / queries / calls / tickets on priority. Adhere to the SLA.

Should interact with the internal teams of CSG to communicate changes stated by the Client and ensure enhancements are developed and deployed.

Should become well versed with Functional knowledge of the Solutions being deployed.

Assist the Business Analyst, Development and Test teams in understanding the issues.

Interact with stake holders for smooth operations.

Prepare reports and metrics of the operations and present it to Operations Manager

Any other work assigned by Director, CSG

23. Sr. Support Executive (Admin)

Duties of Sr. Support Executive (Admin)

Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.

Providing real-time scheduling support by booking appointments and preventing conflicts.

Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.

Screening phone calls and routing callers to the appropriate party.

Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.

Maintain polite and professional communication via phone, e-mail, and mail.

Anticipate the needs of employees in order to ensure their seamless and positive experience.

Interact with stake holders of HR team for smooth operations

Any other work assigned by Director, CSG

24. Support Executive (Admin)

Duties of Support Executive (Admin)

Assist Manager in Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.

Providing real-time scheduling support by booking appointments

Screening phone calls and routing callers to the appropriate party.

Using computers to generate reports, transcribe minutes from meetings and prepare letters as instructed

Maintain polite and professional communication via phone, e-mail, and mail.

Interact with stake holders of HR team to ensure smooth operations

Any other work assigned by Director, CSG

25. Support Executive (Accounts)

Duties of Support Executive (Accounts)

- Reconcile invoices and identify discrepancies
- Create and update expense reports
- Prepare bank deposits
- Maintain digital and physical financial records
- Issue invoices to customers and external partners, as needed
- Review and file payroll documents
- Participate in quarterly and annual audits
- Interact with stake holders of HR team and Admin Team to ensure smooth operations
- Any other work assigned by Director, CSG
