

Terms of Reference for the
General Manager / DGM, Information Systems & National
Health Network
National Health Agency

BACKGROUND

The Ayushman Bharat – National Health Protection Mission (AB-NHPM) aims to provide health coverage to over 10 crore poor and vulnerable families for an annual benefit of Rs. 5 lakhs per family per year on a floater basis. The Scheme, when implemented, shall be one of the largest risk pool in the world in terms of a beneficiaries covered. The Scheme has the following objectives

1. Increased financial protection for the covered population
2. Improved access to quality healthcare services to the covered population

In this aspect it is one of the key instruments to make India progress on the path of Universal Health Coverage. The Scheme functions through strategic purchasing of secondary and tertiary healthcare services from public and private providers to improve the efficiency and outcomes of the Scheme. At implementation level, the Scheme shall be a cooperated effort between State and Centre with funding from the Centre to State in the specified ratio and implementation by the State.

Institutional Mechanism:

Institutional mechanisms have been developed for district, state and central levels and it would be critical to engage right expertise at each level to deliver on the objectives of AB-NHPM:

- At Centre, a dedicated National Health Agency (NHA), headed by a full time Chief Executive Officer (CEO), has been set up to facilitate implementation of AB-NHPM in the form of a Society.
- States/ UTs advised to implement through a dedicated entity, State Health Agency (SHA). They can either use an existing Trust/ Society/ Not for Profit Company/ State Nodal Agency (SNA) or set up a new entity to implement the scheme.
- Responsibility of implementing AB-NHPM shall lie with States. They can choose preferred mode of implementation which can be either through Insurance Companies, Trust or a mixed approach.

In order to facilitate the effective implementation of the AB-NHPM, NHA seeks to set up an institutional framework to support State Governments in the day-to-day operations of the scheme. As part of the framework, NHA has proposed to recruit General Managers for different verticals under the

Scheme. This TOR, specifically focuses on hiring of General Manager, IT Systems and National Health Network.

ROLE AND RESPONSIBILITY

- The General Manager / DGM will support the Executive Director (IT Systems and National Health Network) for management of the IT Systems and National Health Network Division including related data management under NHA.
- S/He will be responsible for the development of IT systems, engaging agencies to support the development of the IT systems and managing the agencies as to maintain the standards within the IT system being developed etc. This also includes setting up and management of Call Centre along with Operations and Grievances Division.
- Responsible for preparation of all policy documents for IT standards under the scheme along with Operations Division and supporting the state governments at the state, district and sub-district level in implementation of the developed IT system.
- Responsible for maintaining uptime of hardware and software, availability of data, integrity & security of data
- Understand the software functional requirements for the smooth functioning of the scheme.
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary
- Responsible for development of Dashboards for regular monitoring and fraud control with support of Monitoring and Hospital Network Division.
- Guidance to the NHA regarding data and beneficiary management under AB-NHPM, so as to ensure effective implementation of the scheme.
- Manage the Advisors and Consultants working in the IT and data management division as well as and the National Informatics Centre (NIC) and any other IT agency hired by the NHA and ensuring continuous coordination with the other divisions under NHA.
- Guide implementation of scheme in the states through the team in NHA as per the issued policy documents and guidelines.
- Provide continuous support to SHAs in all the states for the implementation of the scheme in the aspects of IT and data/beneficiary management.
- Mentor/coach, develop, and co-ordinate the working of NHA consultants part of the IT team. Co-ordinate with States to facilitate technical inputs and timely information required to further the goals of ABNHPM.

- Support and mobilize assistance for NHA/SHA for IT related aspects of AB-NHPM such as convergence, IT support, data analysis, submission of reports, etc.
- Involve and engage in various committees and sub-committees and various other supporting International development Agencies.
- Maintain official records, documents, files, and ensure compliance with government regulations and systems
- Maintain a working knowledge of significant developments and trends in the field of IT in public health schemes/health insurance schemes.
- Undertake monitoring visits to the states and support the state government for the various issues in IT and data management under the scheme.
- Undertake any other assignment / responsibility given by MoHFW / NHA.

ELIGIBILITY AND QUALIFICATIONS

Essential:

- In case of existing Government officer, an officer of the rank of Deputy Secretary or equivalent in the Government of India / their respective cadres or equivalent rank in the State Government. In case of a non-Government person S/he shall have postgraduate degree/diploma in information technology or computer application or computer science or any other equivalent degree from a recognized institute/university with a minimum of 12 years of post-qualification work experience of which at least 8 years is in a leadership position.
- Knowledge of open source technologies as well as MySQL/SQL Development and support
- Excellent communication, writing & presentation skills, analytical and interpersonal abilities, fluency in English and Hindi and/or any Indian Language
- Demonstrated ability to work in a multi-disciplinary team environment.
- Capacity to effectively co-ordinate and partner with different levels within Central and State Governments, academic and research institutions, civil society, International development Organizations & other stakeholders for the implementation of government public health programmes.

DESIRABLE:

- Proven track record to lead IT systems and data management in other government programmes or health schemes specifically leading the

management of troubleshooting and resolving database integrity issues, performance issues, connectivity issues, security issues etc.

- Demonstrated experience in planning and strategy development, demonstrated experience in operationalizing IT part of large scale health programme.

REPORTING:

General Manager / DGM will report to Deputy CEO, NHA through Executive Director (IT Systems and National Health Network) of NHA.

Location: New Delhi with requirement of extensive travel to states & districts. Travel could be up to 40% of time in a month.

Remuneration Range: As per Government rules or experience and knowledge of the candidate.

Contract Tenure: this position will be on a contractual basis for 3 years, subject to renewal on case to case basis