

Terms of Reference for the General Manager / DGM, Operations and Administration - 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, Operations and Administration.

ROLE AND RESPONSIBILITY

- The General Manager / DGM will support the Executive Director (Operations and Administration) for management of the Operations and Administration Division under NHA including management of human resources, co-ordination of technical inputs from other experts of the NHA and co-ordination with all the States/UT's and the Programme Divisions of MoHFW.

Operations

- S/He will be responsible for management of the operations division, which includes development of various operational guidelines, policy documents, legal matters, implementation support etc along with relevant other Divisions under NHA.
- Supporting the state governments at the state, district and sub-district level in implementation of the policy documents.
- Responsible for generating evidence through operations and process that must feed into the policy making about various aspects of the scheme. Management of Call Centre along with IT and Grievance Divisions.
- Manage the Advisors and Consultants working in the Operations division as well as ensuring continuous coordination with the other divisions under NHA.

Administration

- S/He will be responsible for management of the human resources under NHA, as well as general implementation support which includes development of recruitment under NHA, support to the states for recruitment under SHA, other day to day official administrative support to the NHA etc.
- Support and mobilize assistance for NHA/SHA for the legal and regulatory aspects of the model tender documents, Terms and Reference, inviting proposals / applications etc.
- Support the IT Division in setting up of e-filing system and monitoring the implementation of the same at NHA
- Guidance to the NHA regarding all the legal matters and other general affairs related to functioning of the NHA.
- Responsible for all procurements and contracts with the agencies at NHA as per rules of NHA/GFR (as applicable).

Other Tasks

- Guide implementation of scheme in the states through the team in NHA as per the issued policy documents and guidelines including technical support to SHAs as and when necessary
- Mentor/coach, develop, and co-ordinate the working of NHA consultants. Co-ordinate with States to facilitate technical inputs and timely information required to further the goals of ABNHMP.
- Support and mobilize technical assistance for states including the preparation of model tender documents, and support the Admin and Finance Division with development of Terms and Reference, inviting proposals / applications and facilitating recruitment/ selection 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 health/health insurance.
- Undertake monitoring visits to the states along with Monitoring and Evaluation Division of NHA (as required) and support the state government for the various issues in implementation of the scheme.
- Coordinating and monitoring beneficiary validation, audit, training etc. in the state
- Maintaining the quality and timeliness of task delivery
- Work with the teams across functions and other stakeholders to ensure smooth flow of data
- Provide information/data support for Parliament Questions/Committees, RTI, VIP references, CAG audits etc. from time to time
- Organize routine, periodical and surveillance visits to the states to ensure that all processes are running as per defined standards
- Undertake any other assignments, which may be assigned by from time to time by CEO/ Additional CEO 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 post graduate in management/ MBA or any equivalent degree/ diploma from an institution of repute with

specialization in General Management /Masters in Social & other Sciences / Public Policy / Public Administration

- A minimum of 12 years of post-qualification work experience of which at least 8 years is in a leadership position; experience in insurance or TPA will be added advantage
- Proven track record to lead health sector reforms
- 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 government programs / social or health sector reforms and assist National and / or State Governments with various forms of policy making, development of various guidelines for the implementation of Government or Social Welfare Programmes.
- Demonstrated experience in planning and strategy development, demonstrated experience in operationalizing health programme at field level. Experience of working in strengthening state/district level health systems.

REPORTING:

General Manager / DGM will report to Deputy CEO through Executive Director (Operations and Administration)

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.