

JOB DESCRIPTION
Grievance Redressal Manager
State Health Agency
Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (PM-JAY)
Jammu & Kashmir

1. ORGANIZATION BACKGROUND:

Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (PM-JAY), India's flagship health assurance scheme, providing health cover of Rs. 5 lakhs per family, per year, for secondary and tertiary care hospitalization, to over 10.74 crore poor and vulnerable families, or approximately 50 crore beneficiaries. The scheme covers up to three days of pre-hospitalization and fifteen days of post-hospitalization expenses including diagnostics and medicines.

The State Health Agency (SHA) has also started an initiative 'Gaon Gaon Ayushman' to reach out to even last mile villages which remain cut from the rest of the world due to adverse weather conditions so as to percolate the benefits of the scheme down to every beneficiary.

This scheme aims to undertake path-breaking interventions to holistically address the healthcare system (covering prevention, promotion and ambulatory care) at the primary, secondary and tertiary levels. SHAs have full operational autonomy to implement PM-JAY in their state. For more information about PM-JAY, please visit <https://pmjay.gov.in/about/pmjay>

2. POSITION (S) VACANT: One (1)

3. DUTY STATIONS: State Head Quarter- Srinagar

4. JOB DESCRIPTION/ RESPONSIBILITIES:

Reporting to the Chief Executive Officer, Grievance Redressal Manager shall be responsible for successful implementation of the scheme in the state.

Key Roles and Responsibilities:

1. Help in setting up State and District level Grievance Redressal Committees (SGRC and DGRC) and oversee functions of SGRC.

2. Assess various systems of grievance redressal management (GRM) and use the learning to implement GRM mechanism in the state.
3. Help form systems and frameworks for grievance redressal – preferably an IT system; follow central guideline while developing these frameworks and systems.
4. Managing complaint and grievances in timely manner.
5. Responsible for organizing meetings of State Grievance Redressal Committees.
6. Help state carry out grievance process audit in a timely manner.
7. Manages communication campaigns to make beneficiaries aware of contours of the scheme and also their rights.
8. Popularize call-center and website details for logging grievances.

5. QUALIFICATION, SKILLS, AND EXPERIENCE:

Qualification:

MSW/Public relations/MBA or Postgraduate Diploma in Business Administration or Master in Hospital/Health Administration, or MBA in healthcare from a recognized College/University.

Experience:

Essential:

At least 5-8 years of experience in managing public relations/social audits/monitoring of large public sector programmes.

Desirable Experience:

Out of 5-8 Years of Essential Experience at least 3-5 years of experience in implementing State/Centrally Sponsored Group Health Insurance Schemes in the Govt. Set up.

Required Skills:

1. Strong analytical skills.
2. Excellent interpersonal and communication skills.
3. Excellent command of the English and local language.
4. Proficiency working with computers, office suites, internet and other relevant technologies.

7. AGE LIMIT: Maximum age limit 40 years

8. COMPENSATION OFFERED: Maximum honorarium for the position is Rs. 70,000/- per month.

9. CONTRACT TYPE AND PERIOD: The appointment will be purely on a contractual basis for a period of the one-year, renewable subject to Government of Jammu & Kashmir approval and satisfactory performance.

10. REFERENCE: SHA-GRM-2022

11. CONTACT INFORMATION:

HR Officer
SPC Management Services P Ltd.
Phone Nos.: +91-7006155898
Website: www.spc.co.in

12. LAST DATE FOR APPLICATIONS: Online Application will be live from May 13, 2022

Eligible candidates interested in this position are requested to apply online at www.spc.co.in by or before May 20, 2022 at 11:59:59 PM. Candidates must fill and submit the Online Application Form in the given link. Applications submitted from any other mode shall not be considered.