

## Terms of Reference

National Health Systems Resource Centre (NHSRC) has been set up under the National Health Mission (NHM) as an autonomous registered society, to channelize technical assistance and capacity building support to the states for strengthening the public health system.

NHSRC on behalf of Ministry of Health & Family Welfare intends recruiting the following position purely on contractual basis.

**Position Title:** Coordinator – Beneficiary Communications and Grievance Management

**Functional domain:** Operations

**Reporting to:** JS (RSBY)

### **Key responsibilities:**

1. Grievance Management
  - Handle complaints and grievances from various stakeholders such as beneficiaries / hospitals / TPA / state nodal agencies etc.
  - Monitor service standards for handling of grievance redressal system.
  - Develop dashboard for grievance management and monitoring.
  - Facilitate tele-redressal and web based redressal systems.
  - Organize committee meetings (at various levels) to ensure committee takes a decision on grievances within 30 days of receipt.
  - Maintain and facilitate handling of escalated grievances and appeals.
  - Provide technical support and guidance to State nodal entities and teams and help in their capacity enhancement in all TORs related to grievance management.
2. Beneficiary Communications
  - Review the existing processes under RSBY and other health insurance programs and develop a practice guidance manual based on the best practices and the new institutional setup.
  - Convene meetings, take notes, and issue minutes of meeting held on a regular basis.
3. Communication
  - Ensures that internal and external communication requirements are being adhered to in a timely and professional manner.

### **Qualifications:**

- MBA / Postgraduate Diploma in Business Administration / Master of Public Health.
- Diploma / Masters in Mass Communication would be of additional advantage.
- Minimum of 10 years of working experience in a similar role focused primarily on grievance management in a comparable organization.

### **Required Skills:**

- Ability to lead teams
- Strong strategic focus, analytical and project management skills.
- Excellent interpersonal and communication skills.
- Ability to operate effectively with people at all levels of the business.
- Strong business acumen.
- Excellent command of the English and local working language.

**Age Limit:** 40 years below. Age can be relaxed for a suitable candidate.

**Location:** MoH&FW, New Delhi

**Note:** It is mandatory to mention Age, Year of Passing the Degrees, Current and Past Employment dates on your resume, without which it will not be accepted.

Applications must reach by 4 p.m. on **18-Mar-2015** by email to [rsby.cbcbg.2015@gmail.com](mailto:rsby.cbcbg.2015@gmail.com) or by post / by hand to HR Manager, NHSRC, NIHFWS Campus, Baba Gang Nath Marg, Munirka, New Delhi -110 067. Please ensure to mention post applied for on the envelope (in post) and subject-line (in e-mail), without which applications will not be accepted.