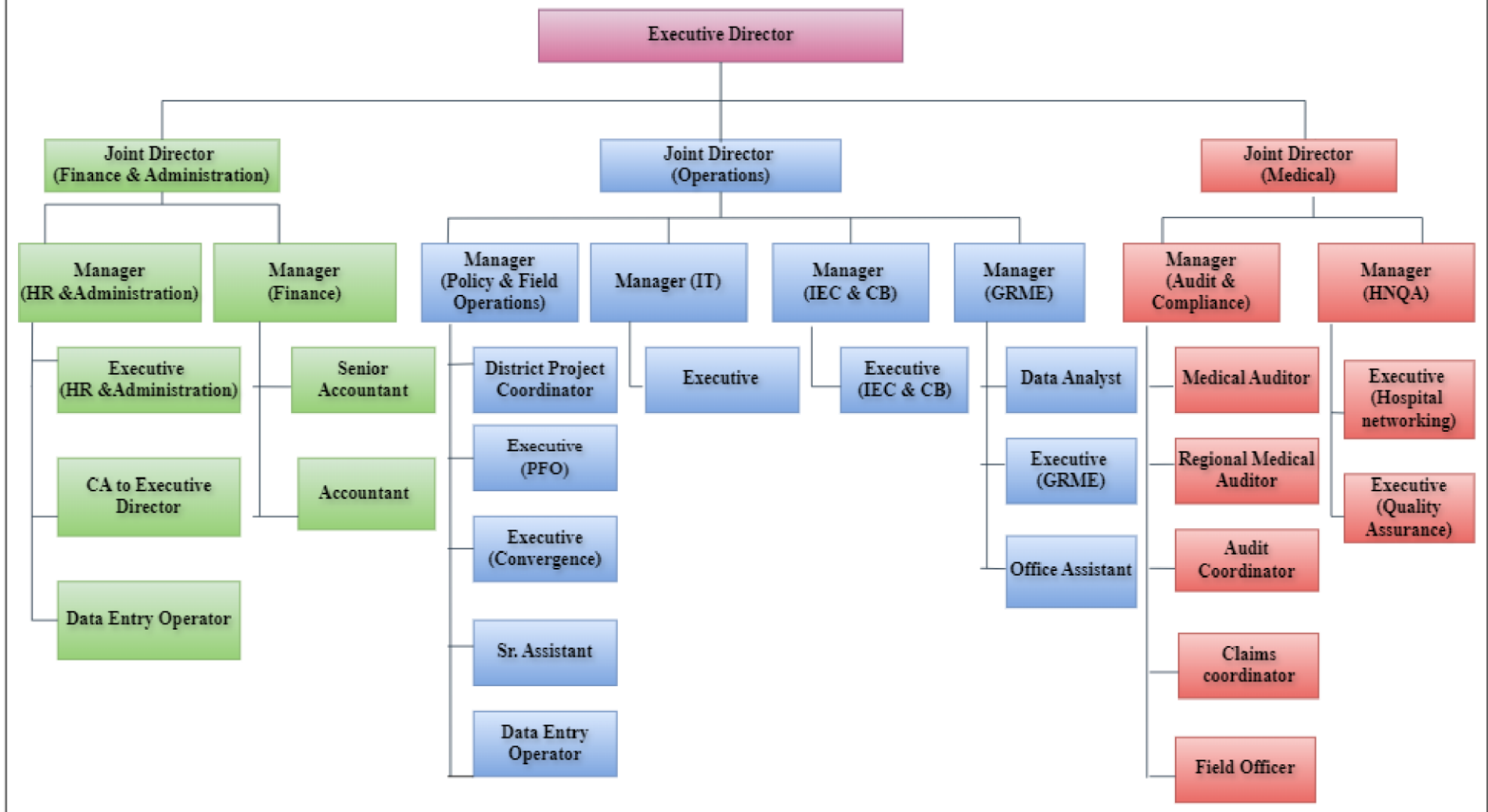


State Health Agency

Employees Qualification and Work distribution details

Team SHA



State Health Agency HR Data (as on 06/08/2024)

| Sl. No. | Designations/Posts | In position | Approved Positions | Vacancy | Remarks |
|----------------|------------------------------|--------------------|---------------------------|----------------|------------------------|
| 1 | Executive Director | 1 | 1 | 0 | |
| 2 | Joint Director, (Fin & Adm) | 1 | 1 | 0 | |
| 3 | Joint Director, (Operations) | 1 | 1 | 0 | |
| 4 | Joint Director, (Medical) | 0 | 1 | 1 | In govt. consideration |
| 5 | Manager, (Finance) | 1 | 1 | 0 | |
| 6 | Manager, (HR & Admin.) | 1 | 1 | 0 | |
| 7 | Manager (IT) | 1 | 1 | 0 | |
| 8 | Manager (HN & QA) | 0 | 1 | 1 | Hiring on progress |
| 9 | Manager (Audit & Compliance) | 1 | 1 | 0 | |
| 10 | Manager (IEC & CB) | 1 | 1 | 0 | |
| 11 | Manager (PFO) | 1 | 1 | 0 | |
| 12 | Manager (GRME) | 1 | 1 | 0 | |
| 13 | Medical Auditor | 3 | 3 | 0 | |
| 14 | Regional Medical Auditor | 0 | 3 | 3 | Hiring on progress |
| 15 | Data Analyst | 1 | 1 | 0 | |
| 16 | IT Executive 1 | 1 | 1 | 0 | |
| 17 | IT Executive 2 | 0 | 1 | 1 | Hiring on progress |
| 18 | Executive, (IEC & CB) | 1 | 1 | 0 | |

| Sl. No. | Designations/Posts | In position | Approved Positions | Vacancy | Remarks |
|----------------|-------------------------------------|--------------------|---------------------------|----------------|---------------------------------|
| 19 | Executive Quality Assurance | 0 | 1 | 1 | Hiring on progress |
| 20 | Executive- GRME | 1 | 1 | 0 | |
| 21 | Executive- Hospital Networking | 0 | 1 | 1 | Hiring on progress |
| 22 | Executive- HR & Admin. | 1 | 1 | 0 | |
| 23 | Executive- Policy& Field Operations | 1 | 1 | 0 | |
| 24 | Executive- Convergence | 0 | 1 | 1 | Hiring on progress |
| 25 | Claims Coordinator | 0 | 1 | 1 | Hiring Completed |
| 26 | Audit Coordinator | 1 | 1 | 0 | |
| 27 | Senior Assistant | 1 | 1 | 0 | |
| 28 | Senior Accountant | 1 | 1 | 0 | |
| 29 | Accountant | 2 | 2 | 0 | |
| 30 | Office Asst. | 1 | 1 | 0 | |
| 31 | CA to ED | 0 | 1 | 1 | Hiring kept pending |
| 32 | Data Entry Operator | 3 | 5 | 2 | 2 Positions hiring kept pending |
| 33 | District Project Coordinator | 14 | 14 | 0 | |
| 34 | Field Officer | 9 | 14 | 5 | Hiring on progress |
| 35 | Last Grade on Daily Wages | 2 | 2 | 0 | |
| | Total | 53 | 71 | 18 | |

SHA- HR- Qualification and Work distribution details

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|--------------------------------|---|---|---|---|
| | EXECUTIVE DIRECTOR | Dr. Rathan U Kelkar IAS | | |
| ADMINISTRATIVE DIVISION | | | | |
| 1 | Joint Director (Finance & Administration) (Reporting to: Executive Director) | Ms. Shyny V.N. Mob: 9446216322 E-mail: jdfinance.sha@kerala.gov.in | On Deputation from Finance Department, Government of Kerala G.O.(Ms)No.3/2020/H&FWD Dated:10.01.2020 G.O.(Rt)No.840/2020/H&FWD Dated:07.05.2020 | <ul style="list-style-type: none"> ● Responsible for all financial and administrative matters ● Ensure financial discipline in the organisation ● Ensure smooth functioning of the state and district offices ● Coordinate with other department heads to ensure administrative and financial support for the activities ● Ensure compliance with State and central guidelines for fund utilization ● Submission of utilization certificates and other statutory document to State and Central Government ● Prepare documentation necessary for receipt of Grant in Aid. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|--|---|
| | | | | <ul style="list-style-type: none"> ● Verify the invoices submitted by Insurer and other vendors for accuracy ● Ensure compliance in procurement ● Ensure compliance and arrange for legal and regulatory aspects related to program implementation of the SHA ● Supervise vendor management including contracts ● Appellate Authority for RTI 2005 ● Any other tasks assigned by ED SHA for the benefit of the organisation |
| 2 | Manager (Finance) (Reporting to: Joint Director - Finance & Administration) | Mr. Vipin C. Mathew Mob: 7593877644 E-mail: fm.sha@kerala.gov.in | Essential: MBA in Finance or CA / CMA 08-years post qualification experience in a reputed firm. Full-time regular course with Post | <ul style="list-style-type: none"> ● The Finance Manager is primarily responsible for overseeing the funds management under SHA and monitoring overall financial management including the release of funds, expenditure, reporting, Statutory Audit, Utilisation Certificates, field review visits, etc. ● Supervision, monitoring, training, and guidance of the team at state and district levels ● Devise a financial management information system ● Submit periodic financial reports to NHA |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--|---|
| | | | <p>qualification experience.</p> <p>Desirable: Experience in working with Government sector organisations.</p> <p>Working knowledge in accounting software.</p> | <ul style="list-style-type: none"> ● Statutory Audit arrangements for the State; monitoring, review, analysis, compliance of Audit and GOI observations, and timely submission of Audit Reports ● Capacity building for State/District level finance & accounts staff from time to time ● Act as Nodal Officer for all Finance, Accounts, and Audit matters ● Provide information/data support for Parliament Questions/Committees, VIP references, CAG audits, etc. from time to time ● Monitoring financial performance indicators and convergence of financial & accounting processes ● Visits to districts for financial management performance review, and financial studies and prepare status reports with recommendations for improvement. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|---|---|
| 3 | Manager (HR & Administration) (Reporting to: Joint Director - Finance & Administration) | Mr. Nirmal M. Kumar Mob: 7593877655 E-mail: hr.sha@kerala.gov.in | Essential: MBA in HR or Administration. Post Qualification Experience of at least 08 years in a reputed firm. Full-time regular course with Post qualification experience. Desirable: Experience in working with Government sector organisations. Knowledge in handling RTI Act 2005, Parliament - Kerala Legislative | <ul style="list-style-type: none"> ● Maintaining personal records of the employees ● Maintain payroll information ● Publication of job notification and coordination of the recruitment process ● Comply with all labor laws applicable ● Administrative coordination and control of the state office and district offices, ensuring the smooth functioning of the office ● Make avail all the support services required for other staff including stationaries ● Conduct procurement as per the guidelines ● Prepare contracts for hiring personnel ● Internal Grievance & Disciplinary Actions. ● Monitoring attendance & leave of employees. ● Assisting the nodal officers for legislative assembly / parliamentary related matters. ● State Public Information Officer for RTI 2005 related matters. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--------------------------|---|
| | | | Assembly-related matters | <ul style="list-style-type: none"> Any other tasks assigned by superiors for the benefit of the organisation |

| | | | | |
|---|--|--|---|--|
| 4 | <p>Executive (HR & Administration)</p> <p>(Reporting to: Manager -HR & Administration)</p> | <p>Ms. Arya G.L. Mob: 7593877659 E-mail: hrexec.sha@kerala.gov.in</p> | <p>Essential: Master of Business Administration specialising in Human Resources.</p> <p>Post-qualification experience of at least 03 years in the area of Human Resource Management in a reputed firm.</p> <p>Full-time regular course, or equivalent approved by any of the Universities in Kerala.</p> <p>Desirable: Experience in working with government sector organisations. Knowledge of handling matters related to the RTI Act.</p> | <ul style="list-style-type: none"> ● Knowledge on administrative & statutory matters as well as legal knowledge on RTI, HR, statutory & labour rules, assembly related matters etc. ● Create and post job advertisements, search for candidates through various channels, and manage job boards. ● Review resumes, conduct initial screenings, and coordinate interviews with the reporting manager. ● Prepare orientation programs, manage new hire paperwork, and ensure a smooth transition for new employees. ● Assist in the performance review process and provide support in setting performance goals. ● Keep accurate records of attendance, absences, and leave requests to support compliance and provide documentation in case of disputes. ● Any other tasks assigned by superiors for the benefit of the organisation |
|---|--|--|---|--|

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|---|---|
| 5 | Senior Accountant (Reporting to: Manager - Finance) | Mr. Sivakumar S. Mob: 9567868265 E-mail: siva.1330071@kerala.gov.in | Essential: CA/CMA Inter Qualification. 03 Years post qualification experience in relevant field. Desirable: Knowledge in Tally ERP 9, MS Office Knowledge in WINMAN TDS Software | <ul style="list-style-type: none"> ● Verifying the journal entries posted by accountants. ● Assisting Manager Finance in supervision of office files and books of accounts. ● Ensuring the monthly statutory payments (EPF, ESI, TDS & GST) of the office. ● Monthly bank reconciliation and preparation of TDS filing documents. ● Assisting Manager finance in budgeting, expenditure calculations and budget controls. ● Ensuring the payments of the organisation made as per TDS, GST and office rules and regulations furnished. ● Any other tasks assigned by the superiors for the benefit of the organisation |
| 6 | Accountant(s) (Reporting to: Manager - Finance) | Ms. Honey Happy K. Mob: 9544095310 E-mail: honey.1330023@kerala.gov.in Ms. Vijayalakshmi | Essential: Bachelor of Commerce with 02-year post qualification experience. Full-time regular course with Post | <ul style="list-style-type: none"> ● To assist Manager Finance for preparing books of accounts, balance sheet and preparing other statutory financial documents of SHA ● To assist Manager Finance for Budget forecasting preparation of fund request |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|---|---|--|
| | | Mob: 9746250581 E-mail: Vijaya.1330024@kerala.gov.in | qualification experience. Desirable: Working knowledge in Tally / WINMAN / MS Office. | proposals and MIS reports for Managerial level. <ul style="list-style-type: none"> ● To Assist Manager Finance for filing TDS, GST, ESI, EPF with in time. ● Entries to the accounting software maintained by SHA. ● Any other tasks assigned by superiors for the benefit of the organisation |
| 7 | Confidential Assistant to Executive Director (Reporting to: Manager -HR &Administration) | VACANT | Essential: Bachelor's Degree in any subject awarded or recognized by any of the Universities in Kerala. Minimum 02-year work experience in similar role preferably in Govt. offices. Full time regular course with Post | <ul style="list-style-type: none"> ● Administrative support to the office of the Executive Director. ● Responding to queries ● Scheduling meetings and appointments of the Executive Director. ● Screening the telephone calls and visitors to the Executive Director. ● Handling confidential documents and reports of the Executive Director. ● Preparing meeting agendas and minutes. ● Perform other related duties as assigned. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|---|---|---|
| | | | <p>qualification experience.</p> <p>Desirable: K.G.T.E. (Lower) in Typewriting (English & Malayalam) and K.G.T.E. (Higher) in (English).</p> | |
| 8 | <p>Data Entry Operator(s)</p> <p>(Reporting to: Manager -HR & Administration)</p> | <p>Ms. Jiji S. Mob: 9446135414 E-mail: jiji.1330053@kerala.gov.in</p> <p>Ms. Sumi L. Mob: 9400606853 E-mail: sumi.1330025@kerala.gov.in</p> | <p>Essential: Bachelor's Degree in any subject awarded or recognized by any of the Universities in Kerala.</p> <p>DCA or PGDCA.</p> <p>Minimum 01-year of work experience in similar roles preferably in Govt. offices.</p> <p>Desirable:</p> | <ul style="list-style-type: none"> ● Assisting in drafting letters, proceedings, office orders etc. ● Upkeep and maintenance of office files either physical or e-office. ● Assisting the reporting officer to maintain records and documents. ● Assisting dispatch and receipt of correspondence of the section. ● Assistance to TMS processing, claim processing or any other work or requirement of the section to which DEO is attached to. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|--|---|---|
| | | | K.G.T.E. (Lower) in Typewriting (English & Malayalam) and K.G.T.E. (Higher) in (English). | |
| 9 | Peon / Office Attendant(s) (Reporting to: Manager -HR & Administration) | Ms. Sreekala G.S. Mob: 8281606004 E-mail: Mr. Amal J.S. Mob: 8192207114 E-mail: | Essential: Pass in Eighth Standard. Read and write in Malayalam and English. Desirable: Experience in similar post at Govt. offices. | <ul style="list-style-type: none"> ● Assist in any office work as required. ● Keep the office premises, tables, almirahs, windows, books shelves, cabins, cubicles etc. clean and tidy. ● Setting meeting halls and should be aware of all the stationary and other requirements required in the meeting hall. ● Refilling and ensuring the drinking water availability. ● Ensuring the proper functioning of all electricals, AC and ensure all these items are switched off before leaving after office hours. ● Ensure the office doors, windows etc. properly bolted and locked. ● Support the dispatch and receipt of correspondence to and from the office and |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|----------------------------|---|--|---|--|
| | | | | <p>handover those to the section concerned at most responsibly.</p> <ul style="list-style-type: none"> • Proper guidance to visitors at the office. • Any other direction from the authority. |
| OPERATIONS DIVISION | | | | |
| 1 | Joint Director (Operations) (Reporting to: Executive Director) | Dr. Bijoy E, Mob: 7593877666 E-mail: jdoperation.sha@kerala.gov.in, | Presently on Deputation basis from the Department of Health & Family Welfare. | <ul style="list-style-type: none"> • Ensure process compliance as per scheme guidelines • Supervise activities at State level for timely completions of tasks • Conduct review of processes and activities • Conduct periodical field visits to ensure quality of field coordination • Supervise & provide guidance for fraud control mechanisms at the State level • Coordinate with State Departments for programme integration and convergence • Support Executive Director in preparation of progress reports for high level meetings • Assist Executive Director in drafting policies and guidelines for ensuring quality service |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|--|--|---|
| | | | | <ul style="list-style-type: none"> Any other tasks assigned by ED SHA for the benefit of the organisation |
| 2 | <p>Manager (Grievance Redressal and Monitoring & Evaluation)</p> <p>(Reporting to: Joint Director - Operations)</p> | <p>Smt. Bismi S J Nair Mob: 7593878652 E-mail: grme.sha@kerala.gov.in</p> | <p>Essential: MSW in any stream / PG in Public Relations / MBA or Post Graduate Diploma in Business Administration / Master in Hospital or Health Administration / MBA in Health Care / B.Tech. in any stream / M.Sc. Statistics / MBBS.</p> <p>At least 08-year experience in managing public relations / social audits / monitoring of large public sector programmes (preferably health</p> | <ul style="list-style-type: none"> Ensure institutionalisation of Grievance Redressal System at State & District level Ensure routine meetings of Grievance Redressal Committees at State & District level Monitor the grievance redressal system for timely resolution Prepare submissions for National Grievance Redressal Committee (NGRC) Conduct periodic audit of Grievance Redressal Systems in place Coordinate National & State Call Centre for beneficiary support Protect the privacy and confidentiality of the beneficiaries and other stakeholders in the scheme Prepare monitoring framework for the scheme implementation in the State Produce regular progress and monitoring reports for district counterparts and |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|---|---|
| | | | <p>sector projects). Or similar experience in marketing / customer service / grievances of a large private sector / PSU organisation preferably in the insurance sector.</p> <p>Full time regular course with Post qualification experience.</p> <p>Desirable: Experience with managing and analysing administrative datasets and producing data reports and dashboards.</p> | <p>ensure regular and systematic feedback loops</p> <ul style="list-style-type: none"> ● Provide insights to higher officials on scheme performance and areas of improvement ● Documentation of best practices and data insights ● Organise routine periodical surveillance visits to all the entities participating in the scheme to ensure that all the processes are running as per define standards ● Develop and coordinate risk and control assessment programs, fraud triggers and business intelligence tools in collaboration with the IT and medical management teams ● Design and implement feedback forms including in local vernacular ascertaining awareness, utilization of benefits by beneficiaries and healthcare outcomes |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|---|--|
| | | | | <ul style="list-style-type: none"> ● Facilitate baseline survey and impact assessment by the organisation as and when needed ● Report to the Joint Director on all exceptional findings and provide routine dashboard support ● Collect & analyze State & National data on health & financial indicators on regular basis ● Any other tasks assigned by superiors for the benefit of the organisation |
| 3 | Manager (IEC & Capacity Building) (Reporting to: Joint Director - Operations) | Mr. Thejus Thomas Uzhuvath Mob: 7558910001 E-mail: ieccb.sha@kerala.gov.in | Essential: Post Graduate degree in public health, financing, health insurance, social work / mass communication, journalism / communication design from a reputed and recognized University / Institution or other relevant discipline. | <ul style="list-style-type: none"> ● Prepare strategies for State and regional IEC activities based on the national guideline and state requirement ● Coordinate with the verticals of SHA and analyze need for IEC/BCC; this should be reflected in the guidelines for the IEC/BCC programme ● Develop Media Plans for mass media campaigns, social media campaigns. ● Advise on the appropriate mix of materials to be developed as per the specific request for the communication campaigns and |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|---|--|
| | | | <p>Minimum 08-years of professional work experience at state or national levels in design and management of health projects, capacity building, advocacy, information, and communication related to social development, preferably in the field of health insurance.</p> <p>Full time regular course with Post qualification experience.</p> <p>Desirable: Demonstrated experience in developing technical content for orientation</p> | <p>facilitate creating prototypes / artworks for the same</p> <ul style="list-style-type: none"> ● Review available formative research to develop, guide the development/modification/adaptation of the communication materials ● Identify and undertake the creative development of key messages that need to be included in communication materials for concerned campaigns. ● Organise review of IEC/BCC activities. ● Coordinate development of creative graphics and content suitable for social media ● Coordinate development of the following: annual report, e-book, newsletter, reports etc. ● Coordinate with print and electronic media to organise press briefings and subsequently prepare and disseminate press releases ● Manage and oversee the work of agencies contracted for the development of communication campaigns / materials, if needed. This includes |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--|--|
| | | | <p>of different stakeholders, especially government health functionaries and facilitating national and state level orientations in the health sector.</p> <p>Proven track record of working with senior government officials and development partners.</p> | <p>guiding as well as overseeing aspects related to creative content</p> <ul style="list-style-type: none"> ● development / treatment, graphic design, and layout ● Make IEC/BCC Repository available online ● Support in organising IEC activities ● Prepare roll-out plan for capacity building programme ● Conduct training needs assessment in consultation with the NHA. ● Provide support in development of training content (modules) – coordinate with NHA. ● Getting training content pre-tested and reviewed by technical experts of different domains. ● Identify master trainers as well as resources for training ● Coordinate and ensure roll-out of training activities as per plan; build capacities of state and district level staff ● Ensure quality assurance of the training; develop necessary tools and formats for this process. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|--|--|---|
| | | | | <ul style="list-style-type: none"> ● Undertake pre- and post-training assessment, analyze information, and take actions on gaps. ● Any other tasks assigned by superiors for the benefit of the organisation |
| 4 | Manager (Policy &Field Operations) (Reporting to: Joint Director - Operations) | Mr. Vineeth V Mob: 7593877635 E-mail: pfo.sha@kerala.gov.in | Essential: (Full Time Regular) Post-graduation or higher qualification, in Public Health, Community Health, Preventive & Social Medicine, Health Economics. At least 08-years of post-qualification work experience in Health systems research or in planning and implementation of service delivery. OR | <ul style="list-style-type: none"> ● Provide technical inputs to Joint Directors & Executive Director on Health Financing & Universal Health Coverage ● Prepare and review guideline & policy documents ● Prepare and review tenders and contracts for selection and management of Insurance Company ● Coordinate with Insurance Company for compliance and field operations ● Coordination of District Implementation Units & its staff ● Build capacities of District units for effective implementation of the scheme. ● Provide technical assistance in planning and strengthening district operations |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|---|--|--|
| | | | <p>MBBS (with TCMC Reg.) and MPH / MD Community Medicine. At least 01-year of post qualification work experience.</p> <p>Desirable: Published work / published reports / working papers in the area of health systems or health financing or public health.</p> | <ul style="list-style-type: none"> • Coordinate with other divisions in the SHA for utilizing the service of district personnel • Any other tasks assigned by superiors for the benefit of the organisation |
| 5 | <p>Manager (IT) (Reporting to: Joint Director - Operations)</p> | <p>Mr. Vivek Krishnan P K Mob: 7593877620 E-mail: it.sha@kerala.gov.in</p> | <p>Essential: B.Tech. in CS /IT / Maths & Computing / Data Science / MCA.</p> <p>Minimum 08-year experience in setting up and managing IT systems.</p> | <ul style="list-style-type: none"> • Support all stakeholders with the use of Information Technology • Ensuring uptime of hardware and software, availability of data, integrity & security of data • Understand the software functional requirements for the smooth functioning of the scheme. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--|--|
| | | | <p>Full time regular course with Post qualification experience.</p> <p>Desirable:</p> <p>Experience in insurance industry IT system maintenance would be an advantage.</p> <p>Familiarity with insurance enrolment and claims IT systems shall be an added advantage.</p> | <ul style="list-style-type: none"> ● Overall supervising and managing IT tasks for implementation of the scheme ● Maintaining high standards of Quality of process documentation and implementation ● Participate in the meetings convened with senior officers of the state ● Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary ● Work with the teams across functions and other stakeholders to ensure smooth flow of data to Dashboard on a periodic basis ● Ensuring data security and implementation of access protocols for data as defined by senior management ● Ensures the IT updates are communicated to all the relevant stakeholders and appropriate training is provided to ensure ease of usage |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|---|--|
| | | | | <ul style="list-style-type: none"> • Coordinate with other divisions to update the SHA website with information & updates • Coordinate with NHA for all IT related matters • Support vendor selection for IT related activities |
| 6 | Data Analyst (Reporting to: Manager GRME) | Mrs. Rajasree E R Mob: 7593877637 E-mail: da.sha@kerala.gov.in | Essential: M.Sc. Statistics or M.Sc. in Maths & Computing /B.Tech. in Data Science /Master of Public Health /Master of Health Administration. At least 05-years of relevant experience. Full time regular course with Post qualification experience. | <ul style="list-style-type: none"> • Support Manager (Monitoring & Evaluation) in analyzing the clinical and operational data generated • Coordinate with IT personnel within SHA for data management and data warehousing • Generate customized reports for periodic programme monitoring • Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|---|--|---|---|
| | | | <p>Desirable: Experience in the healthcare industry.</p> <p>Experience with managing and analysing administrative datasets and producing data reports / dashboards will be an added advantage.</p> | |
| 7 | <p>District Project Coordinator(s)</p> <p>(Reporting to: Manager - Policy & Field Operations)</p> | <p>Mrs. Aswathy K.L. (TVM) Mob:7593877621 E-mail: dpctvm.sha@kerala.gov.in</p> <hr/> <p>Mr. Linoj Thomas (KLM) Mob:7593877622 E-mail: dpcklm.sha@kerala.gov.in</p> | <p>Essential: Post Graduate Degree in Management / Social Work / Public Health / Hospital Administration / Insurance with 05-year post qualification</p> | <ul style="list-style-type: none"> ● Initiate and support hospital empanelment processes in various schemes implemented by SHA Kerala. ● Continuously engage at the EHCP level on issues related to schemes implementation. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|--|---|--|
| | | Mr. Dennis John (PTA) Mob:7593877623 E-mail: dpcepta.sha@kerala.gov.in | experience of which at least 02 years in managing public health programmes. OR | <ul style="list-style-type: none"> ● Implement district-level IEC programs and capacity-building activities for various stakeholders of the schemes. ● Maintain office, files and documents in a uniform manner. ● Coordinate DIU level activities under one umbrella. ● Conduct EHCP (Hospital) audits and beneficiary audits. ● Resolve grievances from various sources such as CGRMS, SHA call centre, and direct receipts, etc. ● Conduct District Grievance Redressal Committee (DGRC) and Pre-DGRC sessions, including CRC sessions, in a timely manner. ● Submit the reports, data, information, etc. requested by the competent authority on time. ● Coordinate with line departments regarding the implementation activities of schemes. ● Any other tasks assigned by superiors for the benefit of the organisation |
| | | Mr. Fabin J Joseph (ALPY) Mob:7593877624 E-mail: dpcalp.sha@kerala.gov.in | Graduation in any stream with 05 years of exclusive experience in | |
| | | Mr. Toney Thomas (KTYM) Mob:7593877625 E-mail: dpcktm.sha@kerala.gov.in | managing government sponsored health financing schemes at district and state. | |
| | | Mr. Rojith Mathew (IDKY) Mob:7593877626 E-mail: dpckidk.sha@kerala.gov.in | Full time course with Post qualification experience. | |
| | | Mrs. Hema K R (EKM) Mob:7593877627 E-mail: dpcekm.sha@kerala.gov.in | Desirable: Knowledge and experience in health insurance. | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|--|---|--------------------------|
| | | Mrs. Reny Kuriakose C (TSR) Mob:7593877628 E-mail: dpctsr.sha@kerala.gov.in | Licentiate or higher qualification in insurance. Experience in government programmes which include multi stakeholder management. | |
| | | Mr. Arun C A (PKD) Mob:7593877629 E-mail: dpcpkd.sha@kerala.gov.in | | |
| | | Mr. Jinesh K P (MLPM) Mob:7593877630 E-mail: dpcmlp.sha@kerala.gov.in | | |
| | | Mr. Harikrishnan S (KKD) Mob:7593877631 E-mail: dpckkd.sha@kerala.gov.in | | |
| | | Mr. Ajay Das K (WYND) Mob:7593877632 E-mail: dpcwyd.sha@kerala.gov.in | | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|---|---|---|
| | | Mr. Mithun T (KNR) Mob:7593877633 E-mail: dpcknr.sha@kerala.gov.in | | |
| | | Mr. Sibin Joseph (KSD) Mob:7593877634 E-mail: dpcksd.sha@kerala.gov.in | | |
| 8 | Executive (IEC & CB) (Reporting to: Manager - IEC & CB) | Mr. Vipin V. Mob:7593877660 Email: ieccbex.sha@kerala.gov.in | Essential: Graduation in any stream with at least 55% mark. Certificate in Computer Application / MS Office /Designing suits. Work experience of minimum 03-year in the area. | <ul style="list-style-type: none"> ● Support Manager (IEC & Capacity Building) in day-to-day activities ● Ability to create communication materials using designing applications (Corel Draw, Photoshop, InDesign, PageMaker etc.) ● Create learning materials as per requirement ● Prepare media releases as and when required ● Support in arranging logistics for organising training programmes and events |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | Full time regular course with Post qualification experience. | <ul style="list-style-type: none"> Any other tasks assigned by superiors for the benefit of the organisation |
| 9 | Executive (IT)-1 (Reporting to: Manager - IT) | Ms. Remya R. V. Mob:7593877642 Email: itexecutive.sha@kerala.gov.in | Essential: Graduation in Computer Application or higher. Minimum 03-year of experience. Full time regular course with Post qualification experience in the area. Desirable: Certification on database management / programming / server management. | <ul style="list-style-type: none"> Knowledge in database applications. Knowledge in updating content management portals. Ability to coordinate with IT teams and field teams. Knowledge in basic networking and server administration. Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| 10 | Executive (IT)-2 | VACANT | <p>Essential:</p> <p>B.Sc. (Computer Science) / BE (Computer Science or IT) / B.Tech (Computer Science or IT) / M.Sc. (Computer Science) / MCA.</p> <p>Minimum 03-year of post qualification experience in Web application development and Database Administration.</p> <p>Full-time regular course or equivalent, which is approved by any of the Universities in Kerala,</p> | <ul style="list-style-type: none"> ● Create, test, and deploy new, innovative website applications in a timely and efficient manner, while concurrently working with other stakeholders ● Maintain database systems of high availability and quality depending on each end user's specialised role. SHA/505/2023-MGR(HR) I/83444/2023 ● Design and implement database/schema in accordance to end users information needs and views. ● Define users and enable data distribution to the right user, in appropriate format and in a timely manner ● Ensure data security, privacy and integrity ● Report Generation and publishing in the public domain. ● Maintain good relationship with State Data Center and State Health Digital Missio ● Any other tasks assigned by the superiors for the benefit of the organisation. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>with post qualification experience in the area.</p> <p>Desirable:</p> <p>Good knowledge of database processing tools (php, sql lite postgresql, mysql, Power BI).</p> <p>Strong knowledge on programming skills and database administration.</p> <p>Good knowledge on data processing and report generation.</p> <p>Basic knowledge on network security</p> | |
| 11 | Executive (GRME) | Ms. Laya Unnithan Mob:7593877645 | Essential: Master of Business Administration / | <ul style="list-style-type: none"> ● Manage the grievance redressal mechanism using the IT system of SHA, NHA and other Government portals. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | (Reporting to: Manager - GRME) | Email: grmeexec.sha@kerala.gov.in | <p>Master of Hospital Administration / Master of Social Work.</p> <p>3-year post qualification experience in managing Public Relations / Social Audit / Monitoring a large public sector programme (preferably health sector projects) or handling grievance of a large private sector or PSU organisation (preferably insurance sector).</p> <p>Full-time regular course or equivalent, which is approved by any of the Universities in Kerala,</p> | <ul style="list-style-type: none"> ● Receipt and e-filing of stakeholder grievance and record them in a database. ● Resolve complaints and concerns as appropriate. ● Assign grievance that cannot be resolved by the SHA/505/2023-MGR(HR) I/83446/2023 Executive level to a complaint owner within the organization. ● Follow up on the grievance registered to ensure complaint resolution is advancing in a timely manner and using a fair process. ● Maintenance of reports and records of the GRME division in the database regularly. ● Facilitating meetings with stakeholders, maintaining meeting schedules, managing appointments. ● Any other tasks assigned by the superiors for the benefit of the organisation. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>with post qualification experience in the area.</p> <p>Desirable: Knowledge of the basic elements of the Govt. business operations.</p> <p>Strong customer service focus.</p> <p>Excellent writing and verbal communication skills – English and Malayalam.</p> <p>Ability to work independently and with a team.</p> <p>Mastery of computer skills, especially MS Office, sufficient to maintain a database</p> | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | and prepare reports and presentation of results. | |
| 12 | Executive (Policy & Field Operations) (Reporting to: Manager - Policy & Field Operations) | Ms. Devi P Balan Mob:8943522004 Email: pfoexec.sha@kerala.gov.in | Essential: Postgraduate degree in Healthcare Management/Administration or Public Health or Social Work specialized in Community Development. Post-qualification experience of at least 03 years in public health programs or projects. Full-time regular course, or equivalent which is approved by | <ul style="list-style-type: none"> ● Support in handling Operational level issues of different Schemes. ● Documentation activities in the division like file management, MoM preparations, preparation of different documents, etc. ● E Office file management. ● Support in the coordination of DIU activities of 14 districts. ● Compilation of reports regarding monthly/emergency meetings of DIUs. ● Support in the arrangement of different meetings organised by the division. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>any of the Universities in Kerala.</p> <p>Desirable: Post-qualification experience in coordinating government health benefits/healthcare programs.</p> | |
| 13 | <p>Executive (Convergence) (Reporting to: Manager - Policy & Field Operations)</p> | VACANT | <p>Essential: BDS/BAMS/BHMS/ B.Sc.(N) from a recognized medical/nursing college with respective council registration, with a post-graduate degree in Healthcare Management/Adminis tration or Public</p> | <ul style="list-style-type: none"> ● Primary validation of applications received under the Schemes. ● Execution of technical committees ● Document preparation – MoMs, Proceedings, etc. ● Coordination of activities related to the DIU team. ● Coordination of activities related to the LSGD (maintenance funds) ● Coordination of activities related to the Empaneled Hospitals. ● Follow up activities in the approved cases. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Health or Social Work.</p> <p>Post-qualification experience of at least 03 years in coordinating public health programs or projects.</p> <p>Desirable: Post-qualification experience in coordinating government health benefits/healthcare programs</p> | <ul style="list-style-type: none"> Any other activities assigned by superiors for the benefit of the organization. |
| 14 | <p>Senior Assistant</p> <p>(Reporting to: Manager - Policy & Field Operations)</p> | <p>Ms. Anaswara Vijayan Mob:8848056748 Email: srasst.sha@kerala.gov.in</p> | <p>Essential: B.Sc. Medical Records Technology/Medical Documentation or Higher or Any graduate with a PG-</p> | <ul style="list-style-type: none"> Data management - applications received. Data management – applications approved/reverified. Downward distribution (to the district technical committees) of applications received at SHA from various channels. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Diploma/Diploma in Medical Records Technology/Medical Documentation.</p> <p>OR (If no suitable candidate with the above qualification is available, candidate(s) with the trialing qualifications may be considered). B.Sc. Nursing from a recognized nursing college, with valid Kerala Nursing Council registration, with a diploma in Computer Applications or Higher or should have passed a computer course of at least six months duration from a recognized institute.</p> | <ul style="list-style-type: none"> ● Intimation letters to the beneficiaries, hospitals, and other stakeholders. ● Follow-up activities in the approved cases. ● Any other activities assigned by superiors for the benefit of the organization. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Experience of at least 03 years in the relevant area.</p> <p>Desirable: Experience in working with government sector organisations.</p> <p>Advanced proficiency in data management, MS Office, google drive etc.</p> | |
| 15 | <p>Office Assistant (Reporting to: Manager - GRME)</p> | <p>Mr. Rohil B Mob:7593877648 Email: rohil.1330002@kerala.gov.in</p> | <p>Essential: Graduation in any stream.</p> <p>Proficiency in using office applications.</p> | <ul style="list-style-type: none"> ● Secretarial assistance including drafting letters, taking dictation. ● Facilitating meetings with stakeholders, maintaining meeting schedules, managing appointments. ● Liaison/ public relation. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Minimum 02-year of work experience in similar roles.</p> <p>The skills required is thorough knowledge in English and Malayalam editor <i>ISM / Thoolika</i>.etc.</p> | <ul style="list-style-type: none"> ● Should have some working knowledge of Accounts, File maintenance, accounting, and documentation. ● Timely checking and recording all dispatch & inwards of the office via email/post/by hand etc. and transfer to officer concerned. Ensuring the correspondence in urgent nature has reached to the officer concerned on time. ● Upkeep of office stationery stock and issue as per request, maintaining stationary stock register ● Facilitating travel plans of SHA teams ● Assisting to maintain the smooth functioning of the office. ● Maintenance of Stamp register, By-hand register, Asset and Stock register, HR related records. ● Any other tasks assigned by superiors for the benefit of the organisation |
| 16 | Data Entry Operator(s) | Mrs. Dhanya R V Mob:7902653265 | Essential: | <ul style="list-style-type: none"> ● Assisting in drafting letters, proceedings, office orders etc. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | (Reporting to: Manager - Policy & Field Operations) | Email: dhanya.1330050@kerala.gov.in | Bachelor's Degree in any subject awarded or recognized by any of the Universities in Kerala. DCA or PGDCA. Minimum 01-year of work experience in similar roles preferably in Govt. offices. Desirable: K.G.T.E. (Lower) in Typewriting (English & Malayalam) and K.G.T.E. (Higher) in (English). | <ul style="list-style-type: none"> ● Upkeep and maintenance of office files either physical or e-office. ● Assisting the reporting officer to maintain records and documents. ● Assisting dispatch and receipt of correspondence of the section. ● Assistance to TMS processing, claim processing or any other work or requirement of the section to which DEO is attached to. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| MEDICAL DIVISION | | | | |
| 1 | Joint Director (Medical) (Reporting to: Executive Director) | VACANT (Joint Director - Medical i/c) | Essential: For deputation MBBS from a recognized Medical College with TCMC registration Master of Business Administration / Master of Public Health / Master in Hospital Administration. Deputation from Kerala State Health Services, below the rank of Deputy DHS having a minimum of 05-year experience in administrative cadre. | <ul style="list-style-type: none"> ● Overall supervision of all medical aspects in the scheme implementation ● Provide strategic advice to Executive Director in evaluating medical packages ● Ensure enough supply of health care facilities under the scheme ● Ensure quality of treatment services provided ● Ensure quality of clinical documentation related to the scheme ● Coordinate with operations team to prevent and detect provider fraud ● Supervise the clinical audits process and its quality ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Should have a minimum of 05 years of remaining service as per the rules in the parent department.</p> <p>For contract MBBS from a recognized Medical College with TCMC registration</p> <p>Master of Business Administration / Master of Public Health / Master in Hospital Administration.</p> <p>Should have minimum 05-year experience after acquiring above medical degree.</p> <p>At least 03 years of the above experience</p> | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>should be in any of the below areas.</p> <p>Experience in Insurance or TPA Industry in the area of Provider Management</p> <p>OR</p> <p>Experience in managing public health programs of central or state government, either national or state or district level.</p> <p>OR</p> <p>Full time administrative role in a well reputed medical institution.</p> | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Desirable (for both contract and deputation)</p> <p>Ability to work in a team and strong analytical skills.</p> <p>Strong strategic focus, and project management skills.</p> <p>Excellent interpersonal and communication skills.</p> <p>Ability to operate effectively with people at all levels of the business.</p> <p>Proficiency working with computers, office suites, internet, and other relevant technologies.</p> | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| 2 | Manager (Audit & Compliance) (Reporting to:JD Medical) | Dr.Unnikuttan C I Mob:7593877636 Email: audit.sha@kerala.gov.in | Essential: MBBS from a recognized Medical College. TCMC Registration. At least 05-years work experience in the area of Healthcare Quality. Desirable: MBA or Post Graduate diploma in Business Administration or Master's in Health / Hospital Administration or MPH or MBA in Health Care. Experience in Insurance or TPA | <ul style="list-style-type: none"> ● Responsible for medical audits and fraud control ● Identify medical fraud triggers and coordinate with IT team to integrate into the system ● Follow-up on the triggered parameters for factual evaluation ● Collect evidence for suspected fraud cases for establishing the nature of the cases ● Draft communications and share with JD (Medical) ● Submit documentary and other evidence for issuing notices to network hospitals ● Manage operational aspects of claim settlement. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>industry in the area of provider management.</p> <p>Experience in claim audit as well as health care classification system. At least one-year clinical practice post house surgency.</p> | |
| 3 | <p>Manager (Hospital Networking & Quality Assurance)</p> <p>(Reporting to:JD Medical)</p> | <p>VACANT (Manager Audit & Compliance i/c)</p> | <p>Essential: MBBS from a recognized Medical College. TCMC Registration . At least 05-year work experience in the area of Healthcare Quality.</p> <p>Desirable: MBA or Post Graduate diploma in Business Administration or Master's in Health /</p> | <ul style="list-style-type: none"> ● Implement criteria for empanelment of hospitals in various categories ● Manage the empanelment and de-empanelment process ● Enquire complaints related to hospital and recommend disciplinary action to the Joint Director & Executive Director ● Discuss with hospitals and persuade observing of the key indicators related to public safety and quality ● Support development of STGs and process documentation for covered packages |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Hospital Administration or MPH or MBA in Health Care.</p> <p>Experience in Insurance or TPA industry in the area of provider management.</p> | <ul style="list-style-type: none"> ● Compile and analyze the reported data to highlight trends in patient safety and quality ● Any other tasks assigned by superiors for the benefit of the organisation |
| 4 | <p>Medical Auditor(s)</p> <p>(Reporting to: Manager Audit & Compliance)</p> | <p>Dr. Divya J.S. Mob:7593877639 Email: auditor4.sha@kerala.gov.in</p> <p>Dr. Sujith V.G. Mob:7593877638 Email: auditor3.sha@kerala.gov.in</p> <p>Dr. Megha Mohan Mob:7593877640 Email: auditor2.sha@kerala.gov.in</p> | <p>Essential: MBBS from a recognized Medical College. TCMC Registration.</p> <p>At least 03-year work experience in the area of Healthcare Quality.</p> <p>Desirable: MBA or Post Graduate diploma in Business Administration or</p> | <ul style="list-style-type: none"> ● Conduct field audit of claims ● Prepare and submit investigation reports to Manager (Audit & Compliance) in a systematic manner ● Interact with hospital staff and beneficiaries for detailed information collection ● Physical verification of medical documents ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Master's in Health / Hospital Administration or MPH or MBA in Health Care.</p> <p>Experience in Insurance or TPA industry in the area of provider management.</p> <p>Experience in claim audit as well as health care classification system.</p> | |
| 5 | Regional Medical Auditor(s) (Reporting to:Manager Audit & Compliance) | VACANT | Essential: MBBS from a recognized medical college with TCMC registration. | <ul style="list-style-type: none"> ● Ensure out all verticals of audit as per the audit related KPIs. ● Collect all necessary documents, hospital records, clinical notes, and prepare investigation reports for all claims which need investigation. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--|---|
| | | | <p>At least 03-year work experience in healthcare.</p> <p>Desirable: MBA or Postgraduate Diploma in Healthcare Administration / Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare</p> <p>Work Experience in Health Insurance or TPA industry or Provider Management.</p> | <ul style="list-style-type: none"> ● Responsible for undertaking a comprehensive audit of the suspected cases at the hospital, beneficiary, etc. ● Report the suspected findings related to the hospital, IC, TPA, beneficiary and any other stakeholder to Manager Audit for further review and action. ● Collect local intelligence to identify organized rackets/fraud rings. SHA/505/2023-MGR(HR) I/83443/2023 ● Handle all fraud-related complaints received at the district level and collect appropriate documents/information that can stand legal scrutiny. ● Support SHA in legal matters, arbitrations, litigation, and mediations action against the suspected entity. ● Implement beneficiary awareness activities on possible episodes of fraud under the scheme. ● Cross-checking and follow up of NAFU triggered cases, SHA flagged cases and to give the updates to Audit and Compliance division up to the dismissal of cases. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | | <ul style="list-style-type: none"> ● Implement beneficiary awareness activities on possible episodes of fraud under the scheme. ● Cross check all documents related to Medical Audit Division including Show cause notices, Circulars, Proceedings, all grievance other related documents to escalate to concerned divisions or any related documents as advised by the Manager Audit and Compliance ● Require extensive travel in the respective regions. ● Conduct Desk Audit as and when assigned by the Supervisor. ● Any other tasks assigned by superiors for the benefit of the organisation. |
| 6 | Audit Coordinator (Reporting to: Manager Audit & Compliance) | Dr. Rajiv T R Mob:7593877649 Email: auditexec.sha@kerala.gov.in | Essential: BDS/BAMS/BHMS from a recognized medical college with respective council registration. | <ul style="list-style-type: none"> ● Quality Assurance Executive should provide overall support to Manager HNQA, SHA in implementation of ABPM-JAY KASP in the state. ● Quality Assurance Executive need to focus on defect prevention, quality control and focuses on defect identification. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|-----------------------------|--|--|
| | | | <p>At least 3 years of work experience in healthcare</p> <p>Desirable: MBA or Postgraduate Diploma in Healthcare Administration / Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare</p> <p>Work Experience in Health Insurance or TPA industry or Provider Management</p> | <ul style="list-style-type: none"> ● Quality Assurance Executive need to guarantee that the scheme was efficient to avoid any anticipated defects. ● Quality Assurance Executive should help to find defects in the deliverable of scheme and report to Manager HNQA. ● Quality Assurance Executive need to hand hold SHA/505/2023-MGR(HR) I/83442/2023 with EHCPS to develop process-based and product based quality tools. ● Quality Assurance Executive is responsible for supporting Manager HNQA in guiding EHCP in attaining Quality Certifications of NHA. ● The Quality Assurance Executive should visit EHCPS to perform a quality audit if and when required. ● Quality Assurance Executive will be responsible for coordinating Quarterly/Monthly review of Quality Audit Checklist. ● Quality Assurance Executive should Compile and analyse the reported data to |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | | <p>highlight trends in patient safety and quality.</p> <ul style="list-style-type: none"> Any other tasks assigned by superiors for the benefit of the organization |
| 7 | <p>Claims Coordinator (Reporting to: Manager Audit & Compliance)</p> | VACANT | <p>Essential: BDS/BAMS/BHMS from a recognized medical college with respective council registration.</p> <p>At least 03 years of work experience in healthcare.</p> <p>Desirable: MBA or Postgraduate Diploma in Healthcare Administration / Master of Health Administration or Master of Hospital</p> | <ul style="list-style-type: none"> Ensure monitoring and supervision of both Private and Public EHCP TPA on claims processing and SAFU audits. Support continuous analysis of claim processing, develop customised state adjudication guidelines, and implement IT systems. Document and coordinate the changes required in the Health Benefit Packages. Handle all claim adjudication complaints that the NHA/State may receive directly as per claim adjudication guidelines and grievance redressal guidelines of KASP AB SHA/505/2023-MGR(HR) I/83447/2023 PM-JAY. Coordination with regional/district audit teams for audit cases which need hospital visit, field investigation, and meeting with beneficiaries and other stakeholders. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|--|-----------------------------|--|---|
| | | | <p>Administration or Master of Public Health or MBA in Healthcare.</p> <p>Work Experience in Health Insurance or TPA industry or Provider Management.</p> | <ul style="list-style-type: none"> ● Draft all documents related to Medical Audit Division including Show cause notices, Circulars, Proceedings or any related documents as advised by the Manager Audit and Compliance ● Support the development of claims adjudication based on the claims/beneficiary audit. ● Prepare the weekly and monthly report on claims processing. ● Support capacity building and training of TPA and the DIUs. ● Any other tasks assigned by superiors for the benefit of the organisation. |
| 8 | <p>Executive (Hospital Networking)</p> <p>(Reporting to: Manager HNQA)</p> | VACANT | <p>Essential: BDS/BAMS/BHMS/ M.Sc.(N) from a recognized medical / nursing college with respective council registration.</p> <p>MBA in Healthcare / Master of Health</p> | <ul style="list-style-type: none"> ● Ensure compliance of Hospital Empanelment operational processes and procedures as per guidelines of AB-PM-JAY KASP. ● Implement criteria for empanelment of hospitals in various categories on HEM Portal. ● Monthly HEM analysis to assess any gaps. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>Administration / Master of Hospital Administration / Master of Public Health</p> <p>At least 03-years of work experience in healthcare</p> <p>Desirable: Experience in the area of healthcare professional work at state or national levels in Health & Social Development, preferably in the field of Health Policy.</p> <p>Published works in the area of the health system or health financing or public health.</p> | <ul style="list-style-type: none"> ● Support HNQA Division on development of STGs and process documentation for covered packages ● HBP related liaising with EHCP, which include new Package integration, New Scheme Integration and timely drug list update into TMS. SHA/505/2023-MGR(HR) I/83439/2023 ● Hospital Network Management Executive should visit EHCPS to perform Hospital Infrastructure audit if and when required. ● Hospital Network Management Executive will be responsible for Quarterly/Monthly review of Contract/MOU related activities of HNQA Division. ● Monitor revoke request from Hospitals. ● Compile the Unspecified cases under KASP & New schemes request from hospitals. ● Any other tasks assigned by superiors for the benefit of the organisation |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| 9 | <p>Executive (Quality Assurance)</p> <p>(Reporting to: Manager HNQA)</p> | VACANT | <p>Essential: BDS/BAMS/BHMS/ M.Sc.(N) from a recognized medical / nursing college with respective council registration.</p> <p>MBA in Healthcare / Master of Health Administration / Master of Hospital Administration / Master of Public Health</p> <p>At least 03-years of work experience in healthcare</p> <p>Desirable: Experience in the Quality Department of Hospital with</p> | <ul style="list-style-type: none"> ● Quality Assurance Executive should provide overall support to Manager HNQA, SHA in implementation of ABPM-JAY KASP in the state. ● Quality Assurance Executive need to focus on defect prevention, quality control and focuses on defect identification. ● Quality Assurance Executive need to guarantee that the scheme was efficient to avoid any anticipated defects. ● Quality Assurance Executive should help to find defects in the deliverable of scheme and report to Manager HNQA. ● Quality Assurance Executive need to hand hold SHA/505/2023-MGR(HR) I/83442/2023 with EHCPS to develop process-based and product based quality tools. ● Quality Assurance Executive is responsible for supporting Manager HNQA in guiding EHCP in attaining Quality Certifications of NHA. |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
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| | | | <p>NABH / JCI Certification.</p> <p>Published works and certifications in the area of Health Quality.</p> | <ul style="list-style-type: none"> • The Quality Assurance Executive should visit EHCPS to perform a quality audit if and when required. • Quality Assurance Executive will be responsible for coordinating Quarterly/Monthly review of Quality Audit Checklist. • Quality Assurance Executive should Compile and analyze the reported data to highlight trends in patient safety and quality. • Any other tasks assigned by superiors for the benefit of the organization |
| 10 | <p>Field Officer</p> <p>(Reporting to: Manager Audit & Compliance)</p> | <p>Mrs. Lekshmi G Kumar Mob:7593877661 Email: fotvm.sha@kerala.gov.in</p> <hr/> <p>Mrs. Maya T S Mob:7593877669 Email: foklm.sha@kerala.gov.in</p> | <p>Essential: B.Sc. Nursing from a recognized nursing college, with a valid Kerala Nursing Council registration.</p> | <ul style="list-style-type: none"> • Ensure hospital and beneficiary audits as per the audit related KPIs. • Responsible for field level activities regarding the clinical/medical process under the scheme, including hospital visits and claim document verification in respective districts. • . Responsible for document collection, review of claims documents, any type of |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---|---|---|---|--|
| | | Mrs. Anjana S Nair Mob:7593877656 Email: fopta.sha@kerala.gov.in | At least 03-years of work experience in healthcare. | grievances or evidences from beneficiaries/concerned during the audit, and preparation of investigation reports. SHA/505/2023-MGR(HR) I/83440/2023 <ul style="list-style-type: none"> ● Engagement with hospitals for investigation and data collection of grievance cases on the clinical aspect of the grievance. ● Support DIU and DPC to resolve hospital and beneficiary queries related to clinical subjects (e.g., benefit package, claims document, etc.) ● Supporting the comprehensive investigation of suspicious cases and corrective measures at the district level, including de-empanelment, legal action, etc. ● Supporting hospital network division for empanelment and quality assurance activities on clinical topics ● Require extensive travel in the respective districts. |
| Mrs. Aneesha E Mob:7593877668 Email: foalp.sha@kerala.gov.in | Desirable: M.Sc. Nursing or Postgraduate Diploma in Healthcare Administration or Master of Health Administration or Master of Hospital Administration or Master of Public Health or MBA in Healthcare | | | |
| KTM- VACANT | | | | |
| Mrs. Savitha Mariya Thomas Mob:7593877643 Email: foidk.sha@kerala.gov.in | Work Experience in Health Insurance or TPA industry or Provider Management. | | | |
| Mrs. Sruthi S Kamal Mob:7593877657 Email: foekm.sha@kerala.gov.in | | | | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|---------|-------------|---|--------------------------|--|
| | | Mr. Vijesh K V Mob:7593877658 Email: fotsr.sha@kerala.gov.in | | <ul style="list-style-type: none"> ● Beneficiary home visits shall be conducted on the advice of the Medical Audit Division/if necessary/in accordance with the clauses in effect at the time. ● If necessary, assist and coordinate Tele-calling of beneficiaries. ● Assist in all DGRCs related to Medical, Field and Direct Audits, and provide support to the DGNO/may anticipate the responsibility of the DGNO as directed/as per the orders. ● Any other tasks assigned by the superiors for the benefit of the organisation. |
| | | Mrs.Harsha B Mob:7593877667 Email: fopkd.sha@kerala.gov.in | | |
| | | MLPM-VACANT | | |
| | | KKD-VACANT | | |
| | | Mrs.Harsha K V Mob:7593877662 Email: fowyd.sha@kerala.gov.in | | |
| | | KNR-VACANT | | |

| Sl. No. | Designation | Name, Mobile Number, E-mail | Qualification Background | Roles & Responsibilities |
|----------------|--------------------|------------------------------------|---------------------------------|-------------------------------------|
| | | KSD-VACANT | | |