

## District Implementation Unit

### District Collector

District collector shall be the chairman of District Implementation Unit

Overall co-ordinating role with all departments

Regular supervision and monitoring of AB-DDSSP

Department Designation	SHA designation	Reports To
District Malaria Officer	District Nodal Officer (DNO)	CEO, SHA
<ul style="list-style-type: none"> <li>- Operational Head of DIU</li> <li>- DNO is responsible for the overall and smooth implementation of AB-DDSSP</li> <li>- DNO to arrange a meeting with District Collector for initial sensitization of the Collector for the programme</li> <li>- Coordinate with District Medical board , related to preauthorization &amp; Claim settlement activities &amp; share the reports with SHA on a weekly basis</li> <li>- Coordinate with DIU team towards Grievances resolution &amp; share the report with SHA</li> <li>- Evaluate the report of hospital review (empanellment) by district program coordinator &amp; recommend /propose to SHA for empanelment decision</li> <li>- Deployment of Ayushman Mitra's at empanelled District Hospital</li> <li>- DNO along with District Program Coordinator (DPC) to identify location for a AB-DDSSP Kiosk (at least 1 and two if hospitals have more number of beds)</li> <li>- Training plan for Ayushman Mitras &amp; other stakeholders                             <ul style="list-style-type: none"> <li>- Introductory session for AB-DDSSP</li> <li>- Sensitization on roles and responsibilities of AM and each stakeholder</li> <li>- Identification of further training needs</li> </ul> </li> </ul>		
Handle finances of DIU		
<ul style="list-style-type: none"> <li>- Disbursement of funds to data entry operator received from NHM</li> <li>- Payments for all expenses incurred for DIU functioning</li> </ul>		
Ensure operational processes and procedures are followed		
Ensure seamless internal and external communication		
Ensuring activities at district level to ensure effective alliance with the State scheme (if any)		
Department Designation	SHA designation	Reports To
District Program Manager	District Program Coordinator (DPC)	District Nodal Officer (DNO)
<ul style="list-style-type: none"> <li>- District Program Manager (DPM) shall be the designated DPC</li> </ul>		
<b>Empanelment of Hospitals (Private and Public)</b>		
<ul style="list-style-type: none"> <li>- Support for empanelment application process to the hospitals (private and public) - Support on data entry issues, providing overall support to hospitals for</li> <li>- Evaluation of empanelment applications from private and public hospitals</li> <li>- Physical inspection of private and public hospitals &amp; share the report with District Nodal officer</li> </ul>		

DPC is responsible for printing and distribution arrangement of PM letters		
Orientation & training of Ayushman Mitra regarding the scheme		
Supervises the operations at district level including overall administration of AB-NHPM in the district		
Ensuring compliance with the guidelines on beneficiary identification, utilization of services, awareness generation, expansion of hospital network, monitoring, audit, training, reporting, MIS etc.		
Maintaining the quality and timeliness of programme data for report generation.		
Random reviews of pre-authorizations and claims		
Work with the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis		
Organize routine, periodical and surveillance visits to all the entities participating in the scheme to ensure that all processes are running as per defined standards		
<b>Department Designation</b>	<b>SHA designation</b>	<b>Reports To</b>
District eGovernance Manager	District Information Systems Manager (DISM)	District Nodal Officer (DNO)
- District eGovernance Manager (DeGM) shall be the designated DISM for each district		
Provide support to ground team which is performing the data validation of beneficiary on national portal		
- Provide technical assistance to staff on data entry		
- Collate the technical issues faced by data entry team (such as portal slow, urban areas showing as villages, etc) and convey it with SHA for its resolution		
Support for empanelment application process to the hospitals (private and public) - Support on data entry issues, providing overall support to hospitals for		
Provide technical support to Arogya Mitras and other staff of AB-DDSSP for Beneficiary Information System (BIS) portal of NHA		
Collate and forward issues faced by the team on BIS to SHA		
Collate and forward issues on hospital empanelment modules to SHA		
Collate and forward issues on claims process management module (when it is online) to SHA		
Helping hospitals with use of the information system - Beneficiary Identification System (BIS), Hospitals Empanelment Module and Claims/Transaction		
Ensuring uptime of hardware and software, availability of data, integrity & security of data		
Understand the software functional requirements for the smooth functioning of AB-DDSSP		
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		
<b>Department Designation</b>	<b>SHA designation</b>	<b>Reports To</b>
Deputy Media Officer	District Grievance Manager (DGM)	District Nodal Officer (DNO)
- Deputy Media Officer (DMO) shall be the designated DGM for each district		

District Grievance Manager is the nodal officer for all grievances and complaints of beneficiaries regarding the scheme		
Work on grievance resolution of AB-DDSSP beneficiaries which can be resolved at district level		
Ensure a quick resolution turn around time for grievance redressal		
Collate and forward a report on all grievances received and resolved at district level		
Timely highlight the grievances to SHA which cannot be resolved at district level		
- IEC Plan for the scheme & resource mobilisation		
Help in setting up of District Grievance Redressal Committee (DGRC) as per AB-NHPM guidelines.		
Help formulate a plan to make all the stakeholders aware of their rights and duties under AB-NHPM, to implement this plan, to help stakeholders perform under full information, to prevent the grievances from arising.		
Managing complaints and grievances in timely manner		
Responsible for organizing regular meetings of DGRC		
Help state carry out grievance process audit in a timely manner		
Manages communication campaigns to make beneficiaries aware of contours of the scheme and also their rights		
Popularize SHA's avenues for (such as call-center and website) for logging grievances		
<b>Department Designation</b>	<b>SHA designation</b>	<b>Reports To</b>
District Community Mobilizer	District Community Mobilizer (DCM)	District Nodal Officer (DNO)
This post has been added to the DIU post discussions in DIU training on 28th July 2018		
The rationale for adding DCM on DIU is that ASHAs are more receptive of instructions from DCM and this will add to the success of implementation		
- Initial sensitization of ASHAs and ANMs about AB-DDSSP		
- Provide training to ASHAs and ANMs on AB-DDSSP		
- Coordinatate with block level staff for mobilization of ASHAs and ANMs at block level for awareness creation amongst beneficiaries		
- Facilitate ASHAs and ANMs with IEC material (printed and verbal)		
- Monitor progress of activities by ASHAs and ANMs		
- Collate and forward report to SHA on implementation progress		