## 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

- Operational Head of DIU
- DNO is responsible for the overall and smooth implementation of AB-DDSSP
- DNO to arrange a meeting with District Collector for initial sensitization of the Collector for the programme
- Coordinate with District Medical board, related to preauthorization & Claim settlement activities & share the reports with SHA on a weekly basis
- Coordinate with DIU team towards Grievances resolution & share the report with SHA
- Evaluate the report of hospital review (empanellment) by district program coordinator & recommend/propose to SHA for empanelment decision
- Deployment of Ayushman Mitra’s at empanelled District Hospital
- 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
- Training plan for Ayushman Mitras & other stakeholders
  - Introductory session for AB-DDSSP
  - Sensitization on roles and responsibilities of AM and each stakeholder
  - Identification of further training needs
- Handle finances of DIU
- Disbursement of funds to data entry operator received from NHM
- Payments for all expenses incurred for DIU functioning
- 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)

- District Program Manager (DPM) shall be the designated DPC

### Empanelment of Hospitals (Private and Public)
- Support for empanelment application process to the hospitals (private and public)
- Support on data entry issues, providing overall support to hospitals for
- Evaluation of empanelment applications from private and public hospitals
- Physical inspection of private and public hospitals & share the report with Nodal officer
**Department Designation** | **SHA designation** | **Reports To**
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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

**Department Designation** | **SHA designation** | **Reports To**
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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

 help state carry out grievance process audit in a timely manner

**Reports To**

- 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

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- 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

- Timely highlight the grievances to SHA which cannot be resolved at district level

- Provide training to ASHAs and ANMs on AB-DDSSP
- Coordinate 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