**TERMS OF REFERENCE FOR THE POST OF GRIEVANCE COORDINATOR, PRADHAN MANTRI JAN AROGYA YOJNA**

**Position: GRIEVANCE COORDINATOR**

**Qualification:** Graduate from a recognized Institute/University

**Experience: Minimum 3-5 years in related sector**

**Place of Duty:** The normal place of work for the candidate will be the office of the State Health Agency (SHA), AAAS

He/She shall work under the overall guidance and supervision of the Sr. Manager, SHA and will be directly responsible for the following tasks:

**Job Purpose:**

Oversee Grievance Redressal Mechanisms

**Key Responsibilities:**

1. Grievance Management of all complaints with regards to PMJAY
2. Responsible for organizing meetings of District Grievance Committees
3. Maintain the Grievance Tracker
4. Analyze and take reports from the Call Center
5. Analyze reports from the Feedbacks forms of the Beneficiaries
6. Settle any issues related to the beneficiaries and any complaints received
7. Act as an interface between the Hospitals and the beneficiaries
8. Coordinate with District Nodal Officers and ISA
9. Settle any grievance raised from Dept.,CMO or Hon’ble Minister,s Office
10. Pro-actively work with ISA and Service Coordinators to ensure all complaints are dealt with 24 x 7
11. Work with Sr. Manager and Ops Manager to ensure that complaints are not left open

***Compensation:*** The compensation for the post will be Rs. 40,000/- per month consolidated.