

# Terms of reference (ToRs) for Consultant Research

Indo-German Universal Health Coverage Programme



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<b>Terms of Reference – Consultant Research</b>	<b>Project number/ cost centre:</b>
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## **0. List of abbreviations**

AVB	General Terms and Conditions of Contract (AVB) for supplying services and work 2018
ToRs	Terms of reference
IGUHC	Indo-German Universal Health Coverage Programme
NHA	National Health Authority
SHA	State Health Agency
PM-JAY	Pradhan Mantri – Jan Arogya Yojana
RSBY	Rashtriya Swasthya Bima Yojana
MoHFW	Ministry of Health and Family Welfare
IT	Informational technology
TPA	Third Party Administrators
CV	Curriculum Vitae

## **1. Context**

### **About GIZ**

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a federal enterprise owned by the Government of Germany. GIZ in India has a team of over 300 staff. To address India's need for sustainable and inclusive growth, GIZ in collaboration with government institutions and other stakeholders focusses on the following areas of work:

- Sustainable Economic Development
- Renewable Energy and Energy Efficiency
- Environment and Climate Change

### **Project Background**

The Indo-German Universal Health Coverage Programme (IGUHC) of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH (Germany's enterprise for international cooperation) provides technical cooperation to the National Health Authority and the Ministry of Health & Family Welfare (MoHFW) to Ayushman Bharat Pradhan Mantri – Jan Aarogya Yojana (PM-JAY), which is the successor scheme of Rashtriya Swasthya Bima Yojana (RSBY), India's national health insurance scheme for the poor. PM-JAY will be one of the world's largest publicly funded health protection programmes, providing health insurance cover of Rs. 5 lakh/ family/ year for hospitalisation to more than 10.74 crore poor families across India.

National Health Authority (NHA) has been set up centrally to manage PM-JAY and at the state level it is being implemented by State Health Agency (SHAs), set up for this purpose. In order to enhance the capacities of the state implementing agencies to manage PM-JAY, MoHFW/NHA in partnership with GIZ, has initiated the 'Professional Programme for Health Protection'. The Programme will select, train and mentor consultants to be placed at the National Health Authority as well as the state governments to support the implementation of PM-JAY.

The team working at NHA and the SHA is comprised of experts from IT, finance, management, communications, research, social sciences and medical sciences. Based on the request of the State Government and agreement with the MoHFW/NHA, GIZ will provide services of such professionals to the NHA for an initial period of 12 months (may be extended for a few months).

## **2. Tasks to be performed by the contractor**

Consultant Research will be assisting the NHA by providing research specific and insurance-oriented domain knowledge to standardize the monitoring and evaluation process. The NHA will require his/her services in the areas of managing the core aspects of health insurance outcomes i.e. claims management, grievance, service provider management, fraud and abuse control etc. another important aspect of the consultant will be managing and orienting the SHAs on quality control in hospitals. The role and responsibilities will comprise amongst others:

### **Specific tasks:**

- To make himself/herself thoroughly familiar with the PM-JAY guidelines and processes. To acquire an in-depth understanding of the guidelines of the scheme and role of various stakeholders.
- To utilize research tools to make use of the available enrolment and claims data to track the progress of the scheme as per various indicators. Analysis and evaluation of the data to ensure continuous tracking of the progress of implementation of PM-JAY in the states.
- To develop indicators/templates for report/dash boards/score-cards as per requirement of the NHA and as per the guidelines of PM-JAY
- Support the NHA in tracking and evaluation of the claims settles by insurance company/TPA as well as analyse the reasons of rejections of claims and suggest the corrective measures.
- To support the NHA in area of quality of health care services being provided through the hospitals empaneled under PM-JAY in all the SHAs.
- To advise the NHA in devising methods for improving the uptake of quality certification by empaneled hospitals, which will ensure that the health care services being provided are of better quality.
- Compile reports based on data analysis using statistical tools for providing to different stakeholders, prepare and submit periodic report for review of the scheme.
- Provide training to SHAs on various aspects of data reporting formats, reports and utilization of data as and when required.
- Coordinate with all stakeholders and functionaries and supervise the implementation of PM-JAY or any other health insurance scheme.
- To liaison with State officials, development & technology partners and other stakeholders

### **Documentation**

- Preparation of various reports and documents for PM-JAY
- Preparation of reports etc. as per the need of the MoHFW/NHA and GIZ

Period of assignment: From July 2019 until June 2020 for 12 months for a period of 180 days

### **3. Personnel concept**

#### Qualifications of the Consultant Research

- Education/training (2.1.1): PhD in statistics, management, economics, demography, health management, or an equivalent quantitative discipline from a recognized institute/university.
- Language (2.1.2): Excellent oral and written communication skills in English and Hindi
- General professional experience (2.1.3): 8-10 years of relevant professional experience in Research of large government projects/social sector projects.

- Specific professional experience (2.1.4): 1-2 years of experience of supporting research / evaluation of Government Health insurance scheme

#### **Other Competencies**

- Knowledge of commonly used software packages like MS Word, Excel, Power Point;
- Knowledge of qualitative and quantitative data analysis software;
- Experience of working with mobile, biometrics and other related technologies.
- Knowledge of insurance regulations, provider management and customer servicing. Excellent communication and presentation skills, sound comprehension, strong analytical and interpersonal abilities.
- Ability to work independently when required.
- Excellent oral and written communication skills in English and Hindi.
- Demonstrated ability to work in a multi-disciplinary team.

#### **4. Costing requirements**

##### **Assignment of personnel**

Consultant Research : On-site assignment for 180 expert days for maximum of 12 months from the date of signing the contract

Place of duty – National Health Authority, New Delhi.

#### **5. Inputs of GIZ or other actors**

GIZ and/or other actors are expected to make the following available:

- Trainings and support for the consultant
- Travel Costs whenever the consultant is asked to travel for workshops/ trainings / monitoring of the scheme
- Consultant will be expected to use his/her own laptop in case the support agency doesn't provide a desktop to the consultant

#### **6. Requirements on the format of the bid**

CV of the candidate must give details of the Qualifications along with grades, detailed current job description and also highlighting any previous experience with health insurance – public / private. CV must be legible (font size 11 or larger) and clearly formulated. CV must be drawn up in English language. The CV shall not exceed 4 pages.

**Resume** - Please send your resume / detailed CV and cover letter to the email id – [iguhc@giz.de](mailto:iguhc@giz.de)

**Subject line** - Please mention in the subject line: **Consultant Research – <Name> – NHA**

**NOTE: Only Shortlisted candidates will be contacted for the further screening process.**