



GOVERNMENT OF KERALA

Abstract

Health and Family Welfare Department - State Health Agency - Implementation of AB PM-JAY-KASP in the State - Additional committees constituted - Orders issued.

HEALTH AND FAMILY WELFARE (M) DEPARTMENT

G.O.(Rt)No.1294/2020/H&FWD Dated, Thiruvananthapuram, 15/07/2020

- Read: 1) G.O (MS) No. 3/2020/H&FWD dated 10/01/2020
2) G.O (MS) No. 83/2020/H&FWD dated 21/05/2020
3) Note No. 59/2020/HNQA/SHA dated 03/07/2020 from the Executive Director, State Health Agency, Thiruvananthapuram.

ORDER

As per Government Order read as first paper above, Government have constituted a separate agency namely State Health Agency (SHA) and created 33 posts for the implementation of AB PM-JAY-KASP in the State. As per Government Order read as second paper above, Government have approved the Memorandum of Association and the Rules and Regulation of the State Health Agency (SHA) and have detailed the composition and functioning of the Governing Body and the Executive Committee of the State Health Agency (SHA). As per noted read above the Executive Director, State Health Agency (SHA) has requested to constitute the State Empanelment Committee (SEC), the State Grievance Redressal Committee (SGRC) and the District Grievance Redressal Committee (DGRC) for smooth functioning at various levels in addition to the Governing Body and the Executive Committee mentioned in the Government Order read as first paper above.

Government have examined the matter in detail and are pleased to constitute the following committees with their respective duties and responsibilities.

(I) State Empanelment Committee (SEC)

- (1) Executive Director , State Health Agency — Chairperson;
- (2) DHS or Nominee of DHS not less than the rank of Deputy Director, Health —Member;
- (3) DME or Nominee of DME not less than the rank of Deputy Director of Medical Education - Member;

(4) District Project Coordinator (DPC) of respective Districts State Health Agency (SHA)- Member;

(5) The SEC may invite other members to the Committee as it may deem fit to assist the Committee in its activities.

Duties and Responsibilities of State Empanelment Committee (SEC)

The SHA through State Empanelment Committee (SEC) shall ensure:

(a) Empanelment of hospitals within the stipulated time line for quick implementation of the programme;

(b) The empanelled provider meets the minimum criteria as defined by the guidelines for general or specialty care facilities;

(c) Transparency in empanelment and de-empanelment process;

(d) Time-bound processing of all applications;

(e) Time-bound escalation of appeals.

(f) Any other functions to execute the duties of empanelment smoothly.

(II). State Grievance Redressal Committee (SGRC)

(1) Executive Director , State Health Agency -Chairperson;

(2) DHS or Nominee of DHS not less than the rank of Deputy Director of Health -Member;

(3) DME or Nominee of DME not less than the rank of Deputy Director of Medical Education -Member;

(4) The State Grievance Nodal Officer (SGNO), SHA -Convener;

(5) Third Party Administrator/Implementation Support Agency/Insurance Company (TPA/ISA/IC) representative - Member;

(6) The SGRC may invite other experts for their inputs on specific cases.

Duties and Responsibilities of State Grievance Redressal Committee (SGRC)

The SGRC shall perform all functions related to handling and resolution of all grievances received either directly or escalated through the DGRC. The specific functions will include:

(a) Oversee grievance redressal functions of the DGRC including but not limited to monitoring the turnaround time for grievance redressal.

(b) Act as an Appellate Authority for appealing against the orders of the DGRC.

(c) Perform all tasks necessary to decide on all such appeals within 30 days of receiving such appeal.

(d) Adjudicate and issue final orders on grievances.

(e) Nominate District Grievance Officer (DGO) at each District.

(f) Direct the concerned Third-Party Administrator to appoint District Nodal Officer of each district.

(III) District Grievance Redressal Committee (DGRC)

The District Grievance Redressal Committee (DGRC) is constituted with the following members

- (1) The District Magistrate or an officer of the rank of Addl. District Magistrate - Chairperson;
- (2) The DMO or equivalent rank officer - Member;
- (3) The District Grievance Nodal Officer (DGNO) — Convener;
- (4) Third Party Administrator/Implementation Support Agency/Insurance Company (TPA/ISA/IC) representative - Member;
- (5) The DGRC may invite other experts for their inputs on specific cases.

Duties and Responsibilities District Grievance Redressal Committee (DGRC)

The DGRC shall perform all functions related to handling and resolution of grievances within their respective Districts. The specific functions will include:

- (a) Review grievance records.
- (b) Call for additional information as required either directly from the Complainant or from the concerned agencies, which could be the TPA/ISA or an Empaneled Health Care Provider (EHCP) or the SHA or any other agency/individual directly or indirectly associated with the Scheme.
- (c) Conduct grievance redressal proceedings as required.
- (d) If required, call for hearings and representations from the parties concerned while determining the merits and demerits of a case.
- (e) Adjudicate and issue final orders on grievances.
- (f) In case of grievances that need urgent redressal, develop internal mechanisms for redressing the grievances within the shortest possible time, which could include but not be limited to convening special meetings of the Committee.
- (g) Monitor the grievance database to ensure that all grievances are resolved within 30 days.

The Executive Director, State Health Agency will ensure proper functioning the above committee from time to time.

(By order of the Governor)
RAJAN NAMDEV KHOBRADE
PRINCIPAL SECRETARY

To
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