



बिहार स्वास्थ्य सुरक्षा समिति

State
Health
Agency



राज्य
स्वास्थ्य
अभिकरण

Bihar Swasthya Suraksha Samiti (BSSS), a society registered under the Societies Registration Act, 1860, is the nodal agency under the Health Department, Government of Bihar. It is entrusted with the implementation of Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY).

Bihar Swasthya Suraksha Samiti (BSSS) invites online applications for recruitment to the following positions at the State and District levels on a contractual basis. The appointment shall be purely on a contractual basis for an initial period of three years, which may be renewed subject to satisfactory performance and organizational requirements. Under no circumstances shall this contractual engagement confer any right or claim for regularization or absorption into any permanent position in future.

A) Vacancy Details and Reservation

S. No.	Position Name	Salary Per Month (INR)	No. Of Post	Category wise Vacancy Details												
					UR	EWS	EWS	EBC	EBC	BC	BC	SC	ST	ST		
				UR	(W)		(W)		(W)		(W)			(W)		(W)
1	State Anti Fraud Unit Manager	75,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
2	Hospital Empanelment Manager	75,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
3	Beneficiary Identification System Assistant Manager	50,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
4	Beneficiary Identification System Executive	25,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
5	Database Administrator	75,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
6	Accountant	25,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
7	Accounts Officer	50,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
8	Internal Auditor	50,000	3	2	-	-	-	1	-	-	-	-	-	-	-	-
9	Procurement Executive	25,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
10	Quality Executive	25,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
11	Executive Assistant	25,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
12	Grievance Executive	25,000	2	1	-	-	-	1	-	-	-	-	-	-	-	-
13	Finance Executive	25,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
14	Monitoring & Evaluation Executive	25,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
15	Legal Executive	25,000	1	1	-	-	-	-	-	-	-	-	-	-	-	-
16	Human Resource Executive	25,000	1	1*	-	-	-	-	-	-	-	-	-	-	-	-
17	Steno cum Personal Assistant	25,000	5	2	1	-	-	1	-	-	-	1	-	-	-	-
18	District Program Coordinator (DPC) District Level	42,000	11 (3 positions from Backlog and 8 positions from Current) (1 position for DD)	2	-	1	-	2	-	1	-	3	-	1	-	1
19	District IT Manager (DITM) District Level	40,000	22 (2 positions from Backlog and 20 positions from Current) (1 position for DD)	5	2	2	-	3	1	3	1	3	1	1	-	
20	District Operation Manager (DOM) District Level	35,000	38 (1 position for VI and 1 position for DD)	9	5	3	1	5	2	3	2	4	2	1		1

Note: VI- Visually Impaired, DD- Deaf-mute Disabled, OH- Orthopedically Handicapped, MD- Mentally/Multiple Disabled
Interested and eligible candidate may appear for selection process.

Note: UR- Unreserved, EWS- Economically Weaker Section, BC- Backward Class, EBC- Extremely Backward Class, SC- Scheduled Caste, ST- Scheduled Tribe, WBC- Women of Backward Class.

START DATE OF APPLICATION: 17 September 2025 10:00AM onwards

END DATE OF APPLICATION: 07 October 2025 till 5:00 PM

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ToR - State Anti Fraud Unit (SAFU) Manager

Position	State Anti Fraud Unit (SAFU) Manager
No. of Post	01
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) – 43, SC/ST(Male & Female) - 45, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Science graduate with 2 year regular Master Degree in Hospital Management / Hospital Administration / Health Administration / Health Management from a recognised University/Institution.	
Experience ✓ Minimum 5 years managerial work experience in Hospital having a minimum of 200 bed capacity.	
Purpose of Assignment: To play a key role in assisting SAFU Head with day to day work in the department. Provide support to the management personnel by effectively managing his/her schedule and performing a wide variety of responsible, complex and confidential administrative, secretarial, and analytical and research duties. Much of the work is self-appointed, and requires a high degree of professional independence, initiative and self-discipline.	
Summary of Roles and Responsibilities: ✓ Daily monitoring of all NAFU triggered cases ✓ Trigger State specific fraud cases ✓ Ensure all triggered cases are handled within TAT ✓ Maintain record of all triggered cases and the outcomes ✓ Support in fraud control measures ✓ Preparation of data and analyze it to show trends ✓ Support in field audit, death audit and desk audit ✓ Support in SAFU Related work ✓ Monitoring of hospitals to ensure no fraud is being conducted ✓ Regular monitoring of BIS ✓ Compliance of letters received from NHA related to fraud. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) ✓ Ability to analyze problems and strategize for better solutions ✓ Ability to negotiate, establish, and administer contracts ✓ Excellent verbal and written communication skills ✓ Ability to multitask, prioritize, and manage time efficiently ✓ Accurate and precise attention to detail	

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ToR - Hospital Empanelment Manager

Position	Hospital Empanelment Manager
No. of Post	01 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) – 43, SC/ST(Male & Female) - 45, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Science graduate with 2 year regular Master Degree in Hospital Management / Hospital Administration / Health Administration / Health Management from a recognised University/Institution.	
Experience ✓ Minimum 5 years managerialwork experience in Hospital having a minimum of 200 bed capacity.	
Purpose of Assignment: Hospital Empanelment Manager is responsible for ensuring smooth implementation of Hospital Empanelment Process, procedures and systems. Her/ His primary responsibility shall be to continuously monitor and review the compliance of the internal functions with the established plan, guidelines, and processes of Hospital Empanelment.	
Summary of Roles and Responsibilities: ✓ Provide support to State and District team in regulating and implementing Hospital Empanelment Process. ✓ Coordinate with DIU to ensure 100% empanelment of private hospitals as per guidelines ✓ Trouble shooting and Data Extraction. ✓ Ensure TMS Login of Hospitals within TAT ✓ Liaison between state, district and requisite departments on the status of Hospitals under process of empanelment. ✓ Handle concerns and complaints from hospitals related to Hospital Empanelment. ✓ Maintain database of all potential hospitals and liaison with them for empanelment with the scheme. ✓ Maintain records of all concerned data of the empanelled hospitals. ✓ Coordination with hospitals and ensuring all statutory compliance (Clinical Est, Fire Safety, Pollution etc certificates are active) ✓ Support DIU / Hospitals in empanelment. ✓ Ensure regular DEC/SEC Meeting. ✓ Imparting training at State and District health facilities for hospital empanelment ✓ Maintain detailed database of Hospital Empanelment/de empanelment ✓ Ensure timely enhancement of facilities and hospitals ✓ Ensure EHCPs available facility as per provision laid by NHA regularly (NABH, NABL, ...) ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) ✓ Ability to analyze problems and strategize for better solutions ✓ Ability to negotiate, establish, and administer contracts ✓ Excellent verbal and written communication skills ✓ Ability to multitask, prioritize, and manage time efficiently ✓ Accurate and precise attention to detail	

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ToR - Database Administrator

Position	Database Administrator
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) - 43, SC/ST (Male & Female) - 45, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: B.Tech/BE in Computer Science/Information Technology from AICTE/UGC recognized institution/university, or MCA from AICTE/UGC recognized institution/university	
Experience: Minimum 5 years of work experience in IT for setting up and managing database systems in Government/Semi Government /Public sector / Reputed private organization	
Summary of Roles and Responsibilities: ✓ Configure database servers, Identifies database requirements, analyse department applications, programming, and operations, evaluating existing systems ✓ Design, develop and maintain required reports. ✓ Recommends solutions by defining database physical structure and functional capabilities, database security and access, data back-up, and recovery specifications. ✓ Maintains database performance by calculating optimum values for database parameters, implementing new releases, completing maintenance requirements, evaluating computer operating systems and hardware products. ✓ Prepares users by conducting training providing information, resolving problems. ✓ Supports database functions by designing and coding utilities. ✓ Work to maintain and operate SQL server/PG SQL development and production environments. ✓ Schedule and perform regular server maintenance. ✓ Provide end to end technical support and problem resolution ✓ Optimize database schemes, queries and reports. ✓ Implement complex business logic requirements. ✓ Data analysis to verify solutions are correct. ✓ Database monitoring and troubleshooting. ✓ Implement new technology, plug-ins and APIs ✓ Undertake any additional responsibilities given by BSSS.	
Desirable skills: ✓ Strong understanding and knowledge of the principles and practices associated with database maintenance and administration ✓ Familiarity with data languages and principle of data design ✓ Ability to operate effectively with people at all levels ✓ Excellent Communication & Presentation Skills.	

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TOR - BIS Asstt. Manager

Position	Beneficiary Identification System (BIS) Assistant Manager
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years; Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) – 43, SC/ST (Male & Female) – 45 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ B.E/B Tech in Computer Science/IT or Master of Computer Application (MCA) from recognized institute/University	
Experience: ✓ Minimum 4 years of experience as assistant manager/manager level of working in Government/Semi Government/Public Sector Unit /Third Party Administration (TPA)/Insurance	
Purpose of Assignment: The BIS Assistant Manager will assist and report to the BIS Manager in all administrative matters relating to implementation of the assignment. He/She will be mainly responsible for file management, letter management, handling of grievances related to the BIS, record keeping, MIS maintenance, coordination and other related duties as required by the authorities.	
Summary of Roles and Responsibilities: ✓ Maintain official records, documents, files, and ensure compliance with guidelines issued by NHA/SHA. ✓ Co-ordination with all the stakeholders. ✓ Handle issues related to generation of Ayushman Card and its distribution ✓ Support in BIS activities. ✓ BIS audit and report the audit outcome to BIS Manager. ✓ Grievance redressal of BIS related issues. ✓ Redressal of RTI issues related to BIS. ✓ Prepare BIS reports, BIS Support ticket creation & resolution follow ups. ✓ Co-ordinate & organize meetings & preparation of Minutes of meetings. ✓ Monitoring of work of BIS agency (1st and 2nd Level) approver. ✓ Undertake any additional responsibilities given by BSSS.	
Desired Skills: ✓ Good written & verbal communication along with presentation (PPT) skills. ✓ Computer proficiency with high level of familiarity of commonly used packages like MS-Word, Excel, Power point/ office suit, internet, and other relevant technology. ✓ High level of interpersonal skills and integrity with analytical skills.	

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ToR - Quality Assurance Executive

Position	Quality Assurance Executive
No. of Post	02 (Two)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Category wise vacancy details	UR : 1 EBC : 1
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application(BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector.	
Purpose of Assignment: Quality assurance executive is responsible for implementing quality management procedures and systems. Her/ His responsibility is to continuously monitor and review the compliance of the internal functions with the established QA plan, guidelines and processes.	
Summary of Roles and Responsibilities: ✓ Daily meeting/VC with Public (till PHC), Private hospitals, Medical Colleges on roster basis for quality treatment and increase in number of Pre- Auth . ✓ Ensure 100% bio-auth of patients. ✓ Ensure SAFU/NAFU case disposal (both TMS & BIS) ✓ Support in Desk Medical audit and Field Audit ✓ Daily monitoring of ISA related work. ✓ Support in Hospital Empanelment ✓ Daily monitoring of Hospital Empanelment at State and District level. ✓ Prepare list of all potential hospitals that are not empanelled. ✓ Coordinate with DIU to ensure 100% empanelment of private hospitals as per guidelines ✓ Daily monitoring of Quality related work ✓ Support in preparation of Master Validation plan, Quality Manual, site Master file. ✓ Support in preparation of Quality manuals, Management System Procedures and SOP ✓ Support in preparation of Training manuals ✓ Imparting training at State and District health facilities for quality assurance. ✓ Prepare Quality assurance monitoring reports and analyze and report trends/insights ✓ Report and investigate complaints from patients, investigate the complaints to find the root cause, document them and Corrective actions. ✓ Conduct internal audits and special audits of various divisions and facilities ✓ Prepare Audit observation and report ✓ Preparation of Internal Quality audit plan and selection of auditors. ✓ Timely conducting SEC Meeting and preparing and circulating minutes ✓ Inform hospital regarding the empanelment status. ✓ Handle HEM Portal and extract data as and when required ✓ Ensure TMS Login of Hospitals ✓ Record complaints and sort it on the basis of issues and take appropriate move to resolve issues related to Hospital empanelment ✓ Maintain quality parameters to be followed in the process. ✓ To minimize product rework or rejection and maintain zero rejection where possible. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Communication and presentation skills ✓ High level of interpersonal skills and integrity ✓ Good team player ✓ Good knowledge of Hindi and English. ✓ Excellent interpersonal communication (verbal and written). ✓ Problem solving and analytical skills. ✓ Ability to multi-task and meet deadlines	

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ToR - Procurement Executive

Position	Procurement Executive
No. of Post	02 (Two)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Category wise vacancy details	UR : 1 EBC : 1
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application(BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector in procurement.	
Purpose of Assignment: To play a key role in procuring high-quality and cost-efficient supplies for SHA. To follow procurement procedures, maintain an updated list of inventory and incoming purchases and supplies, and be responsible for approving purchases.	
Summary of Roles and Responsibilities: ✓ Ensure Zero pendency of Procurement as per Annual Action Plan ✓ Proper maintaining of office stock (stationary etc). ✓ Monthly audit of office stock ✓ Daily reporting of work done ✓ All procurements to be done within TAT ✓ Ensure monitoring of BFA ✓ Analyse and Compare budgetary provisions & suggest way forward ✓ Conducting timely EC/GB Meetings ✓ Monitoring of Procurement related to DIUs ✓ Maintain accurate records of purchases and pricing ✓ Create and maintain good relationships with vendors/suppliers ✓ Maintain records of purchases, pricing, and other important data ✓ Review and analyze all supply, logistics and price options ✓ Develops plans for purchasing equipment, services and supplies ✓ Create and maintain inventory of all incoming and current supplies ✓ Maintain and update list of suppliers and their qualifications, delivery times, and potential future development ✓ Working with team members and Procurement Manager to complete duties as needed ✓ Support BIS Manager in file related work ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Proficient computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) ✓ Ability to analyze problems and strategize for better solutions ✓ Ability to negotiate, establish, and administer contracts ✓ Excellent verbal and written communication skills ✓ Ability to multitask, prioritize, and manage time efficiently ✓ Accurate and precise attention to detail	

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ToR - Monitoring and Evaluation Executive

Position	Monitoring and Evaluation Executive
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application(BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector	
Purpose of Assignment: Support Manager M & E with all assignments in the department	
Summary of Roles and Responsibilities: ✓ Ensure the pendency is reduced to Zero of all component ✓ Daily monitoring and preparation of reports ✓ Prepare dashboards, graphs, actionable insights etc. ✓ Develop monitoring formats for all HR personal based on outcomes & reduction of pendency ✓ Ensure TAT is followed in all aspects of the Project ✓ Facilitate ISA level pendency to and processing of files for timely payment of ISA ✓ Trigger any lapse in implementation to SHA ✓ Support to monitor different activities of the scheme such as functioning of SHA, Hospitals, achievement of goals ✓ Collection and compilation of data from field level on regular and periodic basis. ✓ Support to identification of bottleneck in implementation of the program and provide feedback ✓ Support in implementation of monitoring system and generating regular quality report. ✓ Prepare regular and periodic progress and monitoring report to district and state. ✓ Support to Monitoring and Evaluation division and continuous coordination with other division under SHA ✓ Support in assessment of fraud triggers and reporting to key officials. ✓ Maintain official records, documents, files, and ensure compliance with government regulations and systems. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Communication, Presentation (PPT) and Excel skills ✓ High level of interpersonal skills and integrity ✓ Good team player ✓ Good knowledge of Hindi and English. ✓ Analytical skills and advance IT skills for making attractive presentation ✓ Computer proficiency with high level of familiarity of commonly used packages like MS-Word, Excel, Power point/ office suit, internet and other relevant technology ✓ Ability to operate effectively with people at all levels	

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ToR - Legal Executive

Position	Legal Executive
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST (Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor of Laws (LLB) from a recognized university. ✓ Master of Law (LLM) from a recognized university will be preferred. ✓ 1 year Diploma in Computer application	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector.	
Purpose of Assignment: Assist Legal Advisor BSSS with all essential tasks in the department	
Summary of Roles and Responsibilities: ✓ Compliance of all legal directions from HC/SC/divisional courts ✓ Daily monitoring of all Legal related work ✓ Zero pendency of all Legal and RTI cases ✓ Reply to Assembly questions ✓ The Legal Executive will assist Legal Advisor and other officers for Legal related work. ✓ Manage current contracts to ensure that they are renewed at the right time. ✓ Review of agreements and Tender documents ✓ To draft agreements for various contracts/MOUs being executed by BSSS ✓ Ensure compliance of all RSBY related legal issues. ✓ Responsible for overall documentation of Legal matters. ✓ MIS to be maintained including a database of pending cases, progress of all court matters involving BSSS. ✓ Timely preparation of SoF, Counters, and other documents to be filed before Court. ✓ Assist Legal Advisor in ensuring strict compliance of RTI Act. ✓ To compile and create contract templates for various commercial contracts being executed by the BSSS. ✓ To assist Legal Advisor and other departments in initiating disciplinary actions against empanelled Hospitals in light of NHA Guidelines and MOU. ✓ Represent BSSS before quasi-judicial Bodies. ✓ Assist all departments under BSSS by resolving their queries related to Legal compliance. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Communication and presentation skills ✓ High level of interpersonal skills and integrity ✓ Good team player ✓ Good knowledge of Hindi and English. ✓ All Technical and Computer skills to perform Legal job. ✓ Excellent interpersonal communication (verbal and written). ✓ Problem solving and analytical skills. ✓ Ability to multi-task and meet deadlines	





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ToR - Human Resource Executive

Position	Human Resource Executive
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST (Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application (BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector.	
Purpose of Assignment: Maintains and enhances the Human resources in the corporation by planning, implementing, and evaluating employee performance, and human resources policies, programs, and practices	
Summary of Roles and Responsibilities: ✓ Ensure Zero Pendency of HR related matters (recruitment, adherence of KPI etc) ✓ Daily monitoring of all HR related work ✓ Monitor work on HRMS and ensure daily work done by all personals is filled in HRMS ✓ Ensure filling of daily work report by all resource at BSSS ✓ Assist HR Manager to develop monitoring formats based on outcomes. ✓ Assist in monitoring and timely payment of Beneficiary Facilitation Agency. ✓ Coordinate for Background verification of employees ✓ Assist in Recruitment, screening, interviews, hiring of employees, and analysis of work ✓ Following all HR processes and procedures ✓ Support in all hiring and training procedures for employees ✓ Maintain all personnel records of employees, filing, leave record and other all other HR functions ✓ Continually educate employees on organization ✓ Organize, maintain and update employee HR information as needed ✓ Monitor employee progress and stay abreast on organization climate and culture, ensuring it stays positive and productive ✓ Coordinate and direct work activities for managers and employees ✓ Foster cross functional relationships and ensure managers and employees are properly connected ✓ Regularly meet with employees for progress reviews and assessments discussing any problems or grievances ✓ Attend to employee complaints and work to resolve conflicts ✓ Initiate and implement any necessary changes to help boost worker productivity ✓ Promote a positive and open work environment where employees feel comfortable speaking up about issues ✓ Undertake any additional responsibilities given by the State Health Agency. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Communication and presentation skills ✓ High level of interpersonal skills and integrity ✓ Good team player ✓ Good knowledge of Hindi and English. ✓ Interpersonal skills keen to motivate and effectively educate and connect department managers and employees regarding all HR matters.	





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ToR - Grievance Executive

Position	Grievance Executive
No. of Post	2 (Two)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Category wise vacancy details	UR : 1 EBC : 1
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application(BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector.	
Purpose of Assignment: To understand and act as per the laid down guidelines of AB-PMJAY Scheme and any amendments/changes to existing guidelines. To act promptly, reasonably, consistently and fairly on grievances received from beneficiaries of AB-PMJAY scheme or grievances received from any other stakeholders	
Summary of Roles and Responsibilities: ✓ Ensure all grievances are reduced to zero at State and District level. ✓ Conducting timely meeting of SGRC & DGRC ✓ Preparing and maintaining agenda and minutes of SGRC meetings ✓ Ensure all grievance of hospitals gets resolved within 48 hrs ✓ Daily monitoring of all grievance ✓ Ensure the grievance resolution is done within TAT ✓ Resolve any grievance arising out of pre-auth and verify the same with call centre ✓ Monitoring of grievance at State and District level ✓ Assist Grievance Manager in setting up State and District level grievance redressal committees (SGRC & DGRC) ✓ Assist Grievance Manager in assessing the various grievance redressal management systems/computer applications and implementation of the same in the state ✓ Assist Grievance Manager in development of systems and frameworks for grievance redressal in the state ✓ Managing complaints and grievances in timely, transparent, and fairly manner ✓ Assisting Grievance Manager and/or carrying out grievance process audits in a timely manner ✓ Assisting Grievance Manager in communication campaigns to make beneficiaries aware about the scheme ✓ Researching and detailing of grievance cases and presenting the facts and figures to Grievance Manager for further action/decision ✓ Popularize call-centre and website details for logging grievances ✓ Undertake any additional responsibilities assigned by the Grievance Manager and/or BSSS ✓ Maintaining proper tracks of all files related to grievance ✓ Preparing a proper report on grievance redressal and present it to Grievance Manager on regular interval or as and when required ✓ Preparation of formats for monitoring of work done by Managers for proper monitoring of the scheme ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Computer Proficiency with high level knowledge of usage of computer-based office applications like MS-Word, MS-Excel, MS-Power Point, Internet browsing, Office suites and other work-related applications/software ✓ Excellent communication skills in both English and Hindi – Oral & Written ✓ Excellent Sound comprehension & Presentation Skills ✓ Excellent Analytical and Interpersonal Skills ✓ Working knowledge of Health insurance sector, practices and principles ✓ Know-How in managing conflict resolutions ✓ Ability to operate effectively with people at all levels ✓ Ability to perform as a team member	

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ToR - Finance Executive

Position	Finance Executive
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Commerce from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application ✓ Tally course duration of minimum 6 months	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in public/private sector.	
Purpose of Assignment: Finance Executive will be responsible to support Finance Manager (FM)/Finance Controller (FC), BSSS in managing records/data pertaining to BSSS Budget, Utilization of Fund, Bills/Vouchers, Tax etc and Timely preparation of related reports.	
Summary of Roles and Responsibilities: ✓ The main duties and responsibilities of Finance Executive will include but will not be limited to the following: ✓ Obtaining of UCs from DIUs and submission of monthly reports with accountable insights ✓ Submitting timely UC to NHA/Department ✓ Ensure pendency of claim payments is zero. ✓ Coordinate with SAFU & Healthcare team to resolve pending claim process ✓ Daily monitoring of all finance related work ✓ Regular meeting with Banks and Hospitals to ensure all rejected claims are settled in timely manner ✓ Ensure all payments are done within TAT ✓ Mapping of claims that gets rejected by bank on daily basis ✓ Regular visit to bank to ensure closure of issues if any without any pendency. ✓ Daily reconciliation of cash book, ledger, bank statement/cheque register of BSSS ✓ Keeping the record of Bank balance on daily basis and keep FC/FM/Accounts Officer updated on account. ✓ Timely deduction and submission of taxes, statutory deduction and filling of returns ✓ Preparation of monthly bank reconciliation statement based on bank passbook and cash book. ✓ Preparation of monthly bank reconciliation statement based on bank passbook and cash book. ✓ Preparation and submission of monthly/quarterly/annual statement of expenditure (SoE) ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desired Skills: ✓ Working knowledge of Bihar Financial Rules. ✓ Computer Proficient in Accounting Software Tally ✓ Proficient in MS Office Package ✓ Ability to manage large volume data ✓ Ability to prepare reports in prescribed format ✓ Ability to work in multi – disciplinary team environment. ✓ Self motivated and able to motivate others ✓ Ability to use the computer system to obtain various information. ✓ Communication and presentation skills ✓ High level of interpersonal skills and integrity ✓ Good team player ✓ Good knowledge of Hindi and English.	

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ToR - Executive Assistant (State)

Position	Executive Assistant
No. of Post	2 (Two)
Vacancy details	UR : 1 EBC : 1
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application(BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in Public/Private sector.	
Purpose of Assignment: The Executive Assistant will be responsible for the providing assistance to Director Healthcare for management of hospital and health care mechanism under AB-PMJAY throughout the state.	
Roles and Responsibilities: ✓ Support Director Healthcare in leading the management of hospital network engagement, which includes development of domain specific guidelines, policy documents, implementation support etc. along with operation division. ✓ Assist Director Healthcare in developing quality and safety standards for hospitals within the state which can follow and implement in their network of hospitals. ✓ Assist Director Healthcare in guiding and leading the advisors and consultants working in the hospital network and quality assurance division. ✓ Assist Director Healthcare in ensuring quality service delivery by the empanelled government and private hospitals ✓ Assist Director Healthcare in facilitating and supporting preparation /updates of empanelment criteria as well as quality assurance standards under the scheme. ✓ Maintain official records, documents, files, and ensure compliance with government regulations and systems. ✓ Assist Director Healthcare in coordinating and conducting medical audits, hospital audits and support the monitoring & Evaluation division with fraud control measures etc. ✓ Compiling and analyzing the reported data to highlight trends in AB-PMJAY ✓ Maintain the working knowledge of significant developments and trends in the field of health/health insurance. ✓ Undertake any additional responsibilities given by the State Health Agency (SHA) or other responsibilities as directed by the CEO.	
Desirable Skills: ✓ Computer Proficiency with high level knowledge of usage of computer-based office applications like MS-Word, MS-Excel, MS-Power Point, Internet browsing, Office suites and other work-related applications/software ✓ Excellent communication skills in both English and Hindi – Oral & Written ✓ Excellent Sound comprehension & Presentation Skills ✓ Excellent Analytical and Interpersonal Skills ✓ Working knowledge of Health insurance sector, practices and principles ✓ Know-How in managing conflict resolutions ✓ Ability to operate effectively with people at all levels ✓ Ability to perform as a team member	

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ToR - Beneficiary Identification System (BIS) Executive

Position	Beneficiary Identification System (BIS) Executive
No. of Post	1 (One)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST (Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ Bachelor's in Business Administration (BBA) or Bachelor's in Computer Application (BCA) from a UGC/AICTE recognized university /Institute ✓ 1 year Diploma in Computer application for BBA	
Experience: ✓ Minimum 2 years of experience in Health/TPA/Insurance in Public/Private sector.	
Purpose of Assignment: To assist the department in managing the entire Beneficiary Identification System and ensuring smooth implementation across the state.	
Summary of Roles and Responsibilities: ✓ Provide assistance the concerned department in providing comprehensive planning and execution support in all the activities related to BIS. ✓ Provide support in handling all sort of issues related to Golden Card Generation. ✓ Provide support for liasoning with SHA and NHA IT Team to ensure smooth functioning of BIS Portal. ✓ Provide support for streamlining and driving BIS "Vishesh Abhiyan" Campaign ✓ Provide support for putting in place guidelines on BIS at SHA Level and also developing mechanism for BIS and related grievance trouble shooting and redressal. ✓ Provide support for monitoring every BIS Login ID issued, their activation and deactivation. ✓ Provide support for managing fraud ✓ Provide support while conducting BIS audit at regular intervals. ✓ Undertake any additional responsibilities given by the SHA.	

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ToR - Steno cum Personal Assistant

Position	Steno cum Personal Assistant												
No. of Post	5 (Five)												
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar												
Category wise vacancy details	UR	UR(W)	EWS	EWS(W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC
	2	1		-	1	-	-	-	1	-	-	-	-

Eligibility Criteria

Age:

Minimum age to apply is 21 years

Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) - 40, SC/ST(Male & Female) - 42,

10 Years relaxation in age will be admissible to persons with Benchmark Disability

Essential Criteria:

✓ Bachelors in any field from a reputed and recognised Institute/University.

✓ Minimum speed of 60 words per minute in short hand writing.

Proficiency in Stenography

✓ Candidate will be given one dictation for 05 minutes in English and 05 minutes in Hindi at speed of 60 word per minute (W.P.M.). Matter will have to be typed within the time limits as mentioned below (Proficiency in Typing).

✓ Proficiency in Typing

✓ Hindi - Minimum 20 Word Per Minute (300 words in 15 minutes) with accuracy of 80% plus

✓ English - Minimum 25 Word Per Minute (300 words in 12 minutes) with accuracy of 80% plus

Purpose of Assignment:

✓ Provide support to the CEO/Add.CEO/AO/FC by effectively performing routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, complex and confidential administrative, Secretarial & analytical and research duties or providing information to callers/visitors.

Summary of Roles and Responsibilities:

✓ Manage and maintain the diary and email account of the CEO/Add.CEO/AO/FC

✓ Filter emails highlight urgent correspondence and print attachments

✓ Organize inbound emails into the appropriate folders and any relevant information to be copied into the correct file on the hard drive.

✓ Respond to emails as much as possible, dealing with appointments.

✓ Ensure busy diary commitments, papers and travel arrangements are managed effectively including producing a daily folder with diary, necessary papers etc. and troubleshooting problems.

✓ Conduct weekly diary meetings with the CEO/Add.CEO/AO/FC to discuss upcoming engagements, invitations and other requests.

✓ Filter general information, queries, phone calls and invitations by redirecting or taking forward such contact as and when appropriate.

✓ Minute general meetings as required.

✓ Any additional responsibility provided by the CEO/Add. CEO/Finance Controller/Administrative Officer.

Competencies and Skills:

✓ Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

✓ Oral and written official communication skills in Hindi and English

✓ Time Management - Managing one's own time and the time of others.

✓ Coordination - Adjusting actions in relation to others' actions.

✓ Attention to Detail - Job requires being careful about detail and thorough in completing work tasks.

✓ Cooperation-Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude

✓ Stress Tolerance - Job requires accepting criticism and dealing calmly and effectively with high stress situations.

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ToR - Internal Auditor

Position	Internal Auditor
No. of Post	3 (Three)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Category wise vacancy details	UR : 2 EBC : 1
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ MBA Finance / CA (inter) / ICWA (inter) with knowledge of Tally	
Experience: ✓ At least 4 years in accounting/auditing at government/semi government /public sector unit/ reputed private limited company with annual turnover 200 crores and above.	
Purpose of Assignment: Internal Auditor will be responsible to evaluate an organization internal financial control, including its governance and accounting processes.	
Summary of Roles and Responsibilities: ✓ Evaluation of the risk management process and analyzing its effectiveness. ✓ Employee's performance considering the regulation, standards, position, and policies of the organization. ✓ Improvement in the quality through control processes. ✓ Review the Statutory compliance of the organization. ✓ Quarterly audit the Books of Accounts along with supporting documents of BSSS and its affiliates. ✓ Submit quarterly audit report along with improvement measures. ✓ Coordination and interaction to attain group for governance and maintenance. ✓ Review of Books of Accounts of empanelled healthcare providers (EHCPs) and District Implementation Unit (DIU) w.r.t to scheme implemented by BSSS ✓ Fraud management to reduce the risk, ✓ Security practices to protect the assets, privacy and information in compliance with the rules of organization. ✓ To analyze the gap in process flow and recommend thereon. ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desirable skills: ✓ Proficient in Computer applications such as MS Office package along with Accounting Software – Tally ✓ Knowledge of Audit tools. ✓ Knowledge of Statutory compliance for organisation. ✓ Ability to work in a multi – Disciplinary team environment ✓ Excellent interpersonal skills and able to make effective collaboration with the community. ✓ Self – Motivated and able to motivate others. ✓ Ability to use the computer system to obtain various information.	

ToR - Accounts Officer (State)

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Position	Accounts Officer (State)
No. of Post	2 (Two) (UR 01, EBC 01)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification: ✓ MBA Finance / CA (inter) / ICWA (inter) with knowledge of Tally	
Experience: ✓ At least 4 years in accounting/auditing at Government/Semi Government /Public Sector / Reputed Private limited company with annual turnover of Rs. 200 crores and above	
Summary of Roles and Responsibilities: ✓ The Accounts Officer shall help the Finance Manager in conducting internal audit, fund management and cash flow management of the SHA. ✓ Monitor accounts receivable and payables to ensure acceptable turnaround time ✓ Coordinates and provides inputs in preparation of budget. ✓ Manage accounts and bills, including disbursement of payments to providers, scrutiny of invoices, purchase orders, receipts, rate verifications etc. ✓ Play instrumental role in development and management of monthly monitoring and control framework ✓ Coordinate with districts/ hospitals to obtain relevant data and certificates on time ✓ Managing the timely preparation and audit of statutory books of accounts, financial statements and annual reports, ensuring conformance to regulatory accounting standards ✓ Conduct trend analysis of claim payments on a Year on Year basis and highlight any anomalies ✓ Overall monitor and manage finance & admin processes ✓ Participate in the meetings convened with senior officers ✓ Ensuring timely filing of any applicable tax returns & interfacing with Auditors and regulatory authorities for assessments and remittances ✓ Undertake any additional responsibilities given by the State Health Agency.	
Desirable skills: ✓ Proficient in Computer applications such as MS Office package along with Accounting Software – Tally ✓ Knowledge of Audit tools. ✓ Knowledge of Statutory compliance for organisation. ✓ Ability to work in a multi – Disciplinary team environment ✓ Excellent interpersonal skills and able to make effective collaboration with the community. ✓ Self – Motivated and able to motivate others. ✓ Ability to use the computer system to obtain various information.	

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ToR – Accountant

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Position	Accountant
No. of Posts	2 (UR 1, EBC 1)
Location	Bihar Swasthya Suraksha Samiti (ABPMJAY), Old Secretariat, Patna, Bihar
Eligibility Criteria	
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST (Male & Female) - 42 10 Years relaxation in age will be admissible to persons with Benchmark Disability	
Qualification and Experience: ✓ Masters of Commerce from a recognised Institute/University. ✓ Working knowledge of TALLY Software ✓ Minimum 2 years of work experience in accounting/auditing at Government/Semi Government /Public Sector / Reputed Private company	
Roles and Responsibilities: ✓ The accountant shall help the Accounts Officer in conducting internal audit, fund management and cash flow management of the SHA. ✓ Recording and Maintaining books of accounts. ✓ Monitor accounts receivable and payables to ensure acceptable turnaround time ✓ Coordinates and provides inputs in preparation of budget ✓ Manage accounts and bills, including disbursement of payments to providers, scrutiny of invoices, purchase orders, receipts, rate verifications etc. ✓ Undertake any additional responsibilities given by the State Health Agency.	

Position	District Program Coordinator												
No. of Vacancies	11												
Category wise vacancy details	Backlog												
	UR	UR(W)	EWS	EWS(W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC
	-	-	-	-	-	-	-	-	1	-	1	-	1
Category wise vacancy details	Current												
	UR	UR(W)	EWS	EWS(W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC
	2	-	1	-	2	-	1	-	2	-	-	-	0
Location	District Head Quarter, AB-PMJAY, Bihar												
Eligibility Criteria													
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) – 43, SC/ST(Male & Female) - 45, 10 Years relaxation in age will be admissible to persons with Benchmark Disability													
Qualification: ✓ Science graduate with 2 year regular Master Degree in Hospital Management / Hospital Administration / Health Administration / Health Management from a recognised University/Institution.													
Experience: ✓ Minimum 5 years of experience in implementation of government Health or related programs.													
Desirable ✓ Minimum 2 years of experience in implementation of government health insurance programs or insurance industry or TPA													
Purpose of Assignment: The DPC will be responsible for providing overall program support for District Implementation Unit (DIU) functions with reporting to SHA for overall management and standardization of processes and execution at the district level. The DPC shall execute technical and operational guidelines and further roll out at field level.													
Roles and Responsibilities: ✓ Supervises the operations at district level including overall administration of AB-PMJAY in the district. ✓ He will be responsible for overseeing the funds management under SHA/ DIU and monitoring overall financial management including release of funds, annual budget expenditure and unspent budget follow-ups, budget forecast, revised estimates, reporting, Statutory Audit, Utilization Certificates, field review visits etc. ✓ Ensuring compliance with the guidelines on beneficiary identification, service delivery, awareness generation, empanelment of hospitals, monitoring, audit, training, reporting, MIS etc. ✓ Maintaining the quality and timeliness of programme data for report generation. ✓ Random reviews of pre-authorizations and claims as per norms ✓ Work with the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis ✓ Plan, Coordinate and ensure roll-out of training activities; build capacities of district level staff include DIU, ISA and CSC. ✓ Coordinate with district level ISA and CSC functionaries for ensuring quality services ✓ Organize routine, periodical and surveillance visits to all the empaneled hospitals, participating in the scheme to ensure that all processes are running as per defined standards ✓ Ensure conduction of periodic meetings of DIU, DEC and DGRC and minutes preparation, circulation ✓ Undertake any additional responsibilities given by the State Health Agency/ DIU/District administration.													
Key Competencies: ✓ Computer proficiency with familiarity with commonly used packages like MS Word, Excel, Power Point/ Office suites, internet and other relevant technologies. ✓ Strong analytical and project management skills ✓ Financial management skills including accounting, budgeting, auditing, budget estimations etc. ✓ Ability to operate effectively with people at all levels. ✓ Proficiency in verbal and written communication in English & Hindi languages													

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Position	District IT Manager												
No. of Vacancies	22												
Category wise vacancy details	Backlog												
	UR	UR(W)	EWS	EWS (W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC
	-	-	-	-	-	-	1	-	-	-	1	-	-
	Current												
	UR	UR(W)	EWS	EWS (W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC
	5	2	2	-	3	1	2	1	3	1	-	-	0
Location	District Head Quarter, AB-PMJAY, Bihar												
Eligibility Criteria													
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 37, UR/EWS (W) - 40, BC/EBC (Male & Female) – 40, SC/ST(Male & Female) - 42, 10 Years relaxation in age will be admissible to persons with Benchmark Disability													
Essential Qualification: ✓ MCA or Post graduation in computer science/IT or MBA in IT/CS or BTech in IT/CS or BE in IT/CS from recognized university/institution													
Essential Experience: ✓ Minimum of 5 years' experience in implementing and managing information systems.													
Desirable ✓ Experience in data analysis/data mining/data warehousing/business intelligence ✓ Experience in health industry would be an advantage													
Purpose of Assignment: The IT Manager will execute necessary technical and operational guidelines for roll out at district and block level.													
Roles and Responsibilities: ✓ Helping hospitals and ISA with use of the information system ✓ Ensuring uptime of hardware and software, availability of data, integrity & security of data ✓ Understand the software functional requirements for the smooth functioning of the scheme ✓ Overall supervising and managing IT tasks for implementation of the scheme ✓ Oversees troubleshooting, system 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 ✓ Participate in the meetings convened with senior officers and provide necessary support as and when required ✓ Undertake any additional responsibilities given by the State Health Agency/ District Implementation Unit (DIU)													
Key Competencies: ✓ Strong analytical skills ✓ Advanced knowledge of latest related software, systems and social media functions ✓ Skill in researching and analyzing issues and offering creative solutions. ✓ Familiarities in Business Intelligence Tools, Python, R and related MIS tools													

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ToR - District Operations Manager

Position	District Operations Manager													
No. of Post	Thirty Eight (38)													
Category wise vacancy details	U R	UR(W)	EWS	EWS(W)	EBC	EBC(W)	BC	BC(W)	SC	SC(W)	ST	ST(W)	WBC	
	9	5	3	1	5	2	3	2	4	2	1		1	
Location	District Head Quarter, AB-PMJAY, Bihar													
Eligibility Criteria														
Age: Minimum age to apply is 21 years Maximum age: UR/EWS - 40, UR/EWS (W) - 43, BC/EBC (Male & Female) – 43, SC/ST(Male & Female) - 45, 10 Years relaxation in age will be admissible to persons with Benchmark Disability														
Qualification: ✓ Science graduate with 2 year regular Master Degree in Hospital Management / Hospital Administration / Health Administration / Health Management from a recognised University/Institution.														
Experience: ✓ Minimum 4 years of experience in implementation of Government Health or related programs. Desirable ✓ Minimum 2 years of experience in implementation of Government health insurance programs or insurance industry or TPA														
Purpose of Assignment: District Operations Manager will be responsible for Grievance redressal, Fraud Control and Capacity Building at District level.														
Summary of Roles and Responsibilities: ✓ The main duties and responsibilities of District Operations Manager will include but will not be limited to the following: - ✓ Handle grievances related to beneficiary/hospitals from the district ✓ Tackle fraud/abuse incidents of the district ✓ Anchor capacity building activities for resources across all PMJAY related entities (EHCPs, ISAs, BFAs, card creation agencies. ✓ Any other work assigned by DIU or SHA. ✓ Any other related duties or assignment as directed by the Reporting Authority.														
Desired Skills: ✓ Proficient in MS Office package. ✓ Ability to work in a multi-Disciplinary team environment. ✓ Excellent interpersonal skills and able to make effective collaboration with the community. ✓ Self-motivated and able to motivate others. ✓ Ability to use the computer system in order to obtain various information.														

1) **Reservations:**

- a) If a candidate does not claim reservation in the specified column of the online application form, he/she shall not be entitled to the benefit of reservation. Further, the benefit of reservation shall be granted only in accordance with the prevailing reservation rules of the State Government and strictly on the basis of the certificate issued by the competent authority of the State Government.
- b) The benefit of all types of reservation shall be available only to those candidates who are Permanent residents / domicile of the State of Bihar (बिहार के मूल निवासी). Candidates who are residents of any State other than Bihar shall not be entitled to claim reservation. For reservation purposes, the permanent address mentioned in the application form shall be treated as the original residence of the candidate. It shall be mandatory for such candidates to produce a Residence Certificate (निवास प्रमाण-पत्र) issued by the competent authority duly notified by Government of Bihar.
- c) Candidates belonging to Scheduled Caste (SC) and Scheduled Tribe (ST) categories shall mandatorily produce the following certificates issued by the competent authority duly notified by Government of Bihar: -
 (a) Caste Certificate
 (b) Residence Certificate (निवास प्रमाण-पत्र)
- d) Candidates belonging to Backward Class (BC) and Extremely Backward Class (EBC) categories shall mandatorily produce following certificates issued by the competent authority duly notified by Government of Bihar: -
 (a) Caste Certificate
 (b) Non-Creamy Layer Certificate
 (c) Residence Certificate (निवास प्रमाण-पत्र)

Note: -For married women claiming reservation, the Caste Certificate / Residence Certificate / Non-Creamy Layer Certificate must be issued in the name of the candidate's father and from the father's permanent address, and not in the name of or on the basis of the address of the husband.

- e) Reservation under the Economically Weaker Section (EWS) category shall be provided as per General Administration Department, Government of Bihar notification issued vide Letter No. 2622 dated 26.02.2019 and Letter No. 12123 dated 23.06.2023, only to permanent residents of Bihar. In the case of a married woman, the Income and Asset Certificate shall be issued from the place of permanent residence of her husband, provided she is residing with him; however, it shall also be mandatory for such a married woman to produce a Residence Certificate (निवास प्रमाण-पत्र) issued on the basis of her father's permanent residence, clearly establishing that she is an original resident of Bihar.
- f) Reservation for Divyang/PwD (Physically Challenged) candidates shall be provided as per the General Administration Department, Government of Bihar, notifications issued vide Memo No. 962 dated 22.01.2021 and Memo No. 8962 dated 21.05.2025.
- g) Reservation for Women shall be applicable as per the General Administration Department, Government of Bihar, notifications issued vide Letter No. 963 dated 20.01.2016, Letter No. 2342 dated 15.02.2016, and Letter No. 12575 dated 09.07.2025.
- h) Reservation for Grandson/Granddaughter/Maternal Grandson/Maternal Granddaughter of Freedom Fighters of Bihar shall be provided as per Government Letter No. 2526 dated 18.02.2016 and Letter No. 11687, dated 30.08.2016.
- i) The Women of Backward Class (WBC) category shall include, all women candidates belonging to SC, ST, EBC, and BC categories.
- j) All the required certificates for the advertised post must be issued on or before the last date for filling the online application. Any certificate issued after the last date of application shall not be considered valid. In case the last date for submission of the application is extended due to any reason, the cut-off date for determining eligibility shall remain unchanged and unaffected.

- 2) **Computer Based Test (CBT) and Personal Interview (PI):** - Based on the eligibility criteria, applicants will be called for the Computer Based Test. Candidate who qualifies in the Computer Based Test will then be invited to appear for the Personal Interview. The Computer Based Test will carry 100 marks and the Personal Interview will carry 10 marks. The final merit list will be prepared on the basis of the combined marks obtained by the candidate in both the Computer Based Test and the Personal Interview i.e. out of 110 Marks. However, if a candidate qualifies in the Computer Based Test but does not appear for the Personal Interview, he or she will be treated as rejected. In such cases, even if the candidate has secured high marks in the Computer Based Test, his or her candidature will not be considered for the final merit list due to non-appearance in the Personal Interview.
Note: Passing marks of Computer Based Test will be 35 marks out of 100 marks.

- 3) **Admit Card:** -The details of the examination centre, test date, batch timing, and other relevant information will be provided in the admit card. Admit cards will not be sent physically and must be downloaded online.

- 4) **Date and Time of CBT and PI:** -The date and time of the Computer Based Test and the Personal Interview will be announced later. Candidates are advised to regularly visit the official website for updates. Failure to check the website for such updates will be the sole responsibility of the candidate, and the Bihar Swasthya Suraksha Samiti (BSSS) shall not be held responsible if any candidate misses important information or updates.

5) **Documents Verification:** -

- a) Document verification shall be carried out before Personal Interview on the same day.

- b) At the time of the Personal Interview, candidates must produce all the **original documents** as per the Terms of Reference (TOR) and the eligibility criteria for the post applied.
- c) Certificates in support of claim for reservation (such as Caste Certificate, Non-Creamy Layer Certificate, Residence Certificate (निवास प्रमाण-पत्र), Freedom Fighter Certificate, or any other applicable certificate) issued by the competent authority.
- d) Candidates must also bring the following documents for verification:
 - i) A valid Photo Identity Proof and Address Proof
 - ii) Original and one self-attested photocopy of all Qualification Certificates and Experience Certificates
 - iii) Two recent passport-size photographs
 - iv) A detailed and updated Resume

Note 01: -No additional time shall be granted to candidates for producing Original documents. Failure to present the required original documents at the time of document verification shall render the candidate ineligible to appear for the Personal Interview and will result in rejection of candidature.

Note 02: -Candidates are not required to upload any documents except coloured recent photograph and signature, at the time of submitting the online application. The Bihar Swasthya Suraksha Samiti (BSSS) presumes that all information furnished by the candidates in the online application form is true, correct, and in accordance with the eligibility criteria for the post applied. On the basis of the information provided in online application, candidates shall be permitted to appear in the Computer Based Test. The responsibility lies entirely on the candidate to establish his/her eligibility for the post applied for, by producing the relevant original documents as and when required by BSSS at any stage of the selection process. If any candidate fails to produce the original documents in support of eligibility for the post applied, his/her candidature shall be summarily rejected without assigning any further reason.

6) List of Documents: -

- a) Copy of Application form
- b) Any one valid Proof of Identity viz. Aadhaar Card / Voter ID Card / Driving License/ PAN Card / Passport/Identity Card issued by any Govt. Office/Department etc.
- c) Secondary examination/10thMarksheet/Certificate for age Proof. (No other documents will be accepted for **age proof**).
- d) Copy of Educational Qualification Marksheet/Degrees(from 10th class on wards)
- e) Mark Sheets & Certificates of all academic & technical courses related to the post applied for and essential documents according to the advertisement.
- f) Copy of Work Experience Certificates issued by the Competent Authority of the Organization.
Note 01: Internship and part-time experience will not be considered as valid work experience. Any such entries will not be considered during the evaluation process.
Note 02: Only experience gained after acquiring the minimum educational qualification required for the selected post will be considered.
- g) Applicants claiming reservation under Backward Class (BC) / Extremely Backward Class (EBC) must produce Non-Creamy Layer Certificate and Residence Certificate (निवास प्रमाण-पत्र). In the case of female candidates, the Non-Creamy Layer Certificate and Residence Certificate (निवास प्रमाण-पत्र) must be issued in the name and address of the father.
- h) Applicants claiming reservation under Scheduled Caste (SC) / Scheduled Tribe (ST) must produce Caste Certificate and Residence Certificate (निवास प्रमाण-पत्र). In the case of female candidates, both the Caste Certificate and Residence Certificate (निवास प्रमाण-पत्र) must be issued in the name and address of the father.
- i) For female candidates of the Unreserved Category who are permanent residents of Bihar, a Residence Certificate (निवास प्रमाण-पत्र) issued in the name and address of the father.
- j) Applicants claiming reservation under the Economically Weaker Section (EWS) must produce a valid certificate issued by the competent authority in the prescribed format in accordance with General Administration Department, Government of Bihar notification issued vide Letter No. 2622 dated 26.02.2019 and Letter No. 12123 dated 23.06.2023 (the certificate must be valid at the time of application).
- k) Applicants claiming reservation as the grandson/granddaughter/maternal grandson/maternal granddaughter of a Freedom Fighter must produce a certificate issued under the signature of the District Magistrate or an officer authorized by him/her certifying such status.
- l) Applicants claiming reservation under the Persons with Disabilities (PwD) category, a valid Disability Certificate issued by the competent authority in the prescribed format must be produced.
- m) For availing any types of reservation, the candidate must be a Permanent resident of Bihar and will be required to produce a Residence Certificate (निवास प्रमाण-पत्र) as proof.
- n) Experience/Age/etc. will be counted as on last date of online application.
- o) All the required certificates for the advertised post must be issued on or before the last date for filling the online application. Any certificate issued after the last date of application shall not be considered valid. In case the last date for submission of the application is extended due to any reason, the cut-off date for determining eligibility shall remain unchanged and unaffected.

7) **Case two or more candidates secure equal marks:**

- The candidate securing higher marks in the Computer Based Test (CBT) shall be ranked higher.
- If still tied, the candidate older in age (earlier date of birth) shall be ranked higher.
- If still tied, the candidate securing higher marks in the Personal Interview shall be ranked higher.
- If still tied, the candidate having a higher percentage/CGPA in the essential qualification prescribed for the post shall be ranked higher.

8) **Online Application: -**

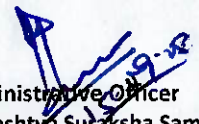
- Applications for selection to the above posts will be accepted **only through online mode** having website <https://biswass.bihar.gov.in>. No other mode of application shall be considered. Any application submitted through any other mode will be summarily rejected, and no further correspondence will be entertained in this regard.
- Fees: -** A non-refundable processing fee of Rs. 100/- (excluding applicable bank charges) must be paid online through the prescribed process. No other mode of payment shall be accepted. The Bihar Swasthya Suraksha Samiti (BSSS) shall not be responsible for any payment made through other modes, and no correspondence in this regard will be entertained. Any candidate who fails to pay the prescribed fee shall have his/her candidature rejected.
- The Online Application involves the following process: -**
 - Registration/Login,
 - Personal, Educational and Occupational Details,
 - Uploading of recent Colored Photograph and Signature,
 - Payment & Final Submission,
 - Download & Printing of Online application form.
 - As per the above prescribed fee for Online Application Form, candidates will be directed for Online Payment once the Registration is completed.
 - Candidate is requested to keep his/her Credit Card/ Debit card/ UPI/ Net Banking details ready for the same.
 - Candidates are required to carefully go through the instructions for filling in the Online Application.
 - Candidates shall be required to pay the service charges (if any) for using Internet Payment Gateway services, in addition to the prescribed application fee.
 - Candidates must apply by submitting the online application through <https://biswass.bihar.gov.in/>. After successfully completing the payment, the filled application form will be available for download from the dashboard. Candidates are required to take a printout of the filled application form after the payment and keep it safe for future reference.
 - If the candidate faces any difficulty while submitting the online application, he/she can write to us on Email ID – bsss@onlineregistrationforms.com

9) **General Instructions: -**

- Candidates must fill the online application form carefully and verify all details before final submission. Once the form has been submitted, no changes will be permitted. Further, no second application form will be accepted for the same post.
- A candidate may apply for a maximum of three different positions, subject to fulfilling the prescribed eligibility criteria for each position.
- Candidates must carefully select and fill their Category (SC/ST/BC/EBC/EWS) in the application form. In case of any incorrect or wrongful entry of caste/category in the online form, the candidate shall be treated as belonging to the Unreserved category.
- Candidates will be required to produce the original caste/category/Non-Creamy Layer/Resident certificate during the Personal Interview or whenever demanded by BSSS during the selection process. Failure to produce the original certificate will result in the candidate being treated as belonging to the Unreserved category.
- Candidates belonging to reserved categories, if applying for a post where no vacancy is available under their respective category, will be considered as General (Unreserved) candidates.
- The appointment shall be purely on a contractual basis for an initial period of three years, which may be renewed subject to satisfactory performance and organizational requirements. Under no circumstances shall this contractual engagement confer any right or claim for regularization or absorption into any permanent position in future.
- If at any stage of the recruitment process it is found that a candidate does not meet the prescribed eligibility criteria, or has furnished incorrect/false information, certificates, or documents, or has suppressed any material fact(s), his/her candidature shall be cancelled forthwith. The decision of the Chief Executive Officer, BSSS, in all matters relating to the recruitment process, shall be final and binding on the candidates.
- Bihar Swasthya Suraksha Samiti (BSSS) reserves the right to cancel, restrict, enlarge, amend, or modify the recruitment process or this advertisement, in whole or in part, without assigning any reason or issuing any prior notice.
- All information regarding the examination schedule, admit card, interview call letters, and other updates shall be provided either through e-mail, SMS, or by uploading on the BSSS website (<https://biswass.bihar.gov.in/>). It is the sole responsibility of candidates to regularly check their email, SMS, and the official website, to download and print admit cards, call letters, or any other relevant information. BSSS shall not be responsible for loss of information due to an invalid/wrong email ID

Handwritten signature and initials in blue ink.

- provided by the applicant or for delays/non-receipt of information due to the applicant's failure to check email/website in time.
- j. Any important information, including corrigendum/changes/updates, general instructions during the recruitment process, or communication regarding selected candidates, shall be made available only on the website or through the e-mail ID provided by the candidates. Therefore, candidates must provide a valid and active email ID and track the website for updates on a regular basis.
 - k. The e-mail ID and mobile number provided in the application must remain active until the completion of the recruitment process. Once entered, the mobile number and e-mail ID cannot be changed by the applicant under any circumstances.
 - l. For all purposes of eligibility such as experience, age, and qualification, the reference date shall be last date of online Application.
 - m. BSSS shall not be responsible for any failure in registration or in downloading the admit card/call letter required for appearing in any stage of the selection process.
 - n. Requests for a change in the examination center shall not be entertained under any circumstances. Candidates will be allowed to appear in the Computer Based Test only upon producing a valid Admit Card (issued after being considered eligible based on their own declaration in the application form) along with one original Photo Identity Proof such as Voter Card, PAN Card, Driving License, Aadhaar Card, Passport, or any other Government-issued ID.
 - o. Mobile phones, scanners, pagers, electronic/IT gadgets, keys, jewelry, bands, chains, bangles, rings, or any such items are strictly prohibited inside the examination center during the online test. Any candidate found possessing or using such items during the examination will have his/her candidature immediately cancelled, regardless of the reason.
 - p. Physical frisking of candidates shall be carried out at the Computer Based Test center for security purposes.
 - q. Candidates appearing for the Computer Based Test and/or Personal Interview shall not be entitled to any reimbursement of travel or other expenses.
 - r. Candidates will be permitted to appear in the Computer Based Test and Personal Interview solely on the basis of the information provided by them in the online application form. However, if at any stage BSSS finds that a candidate does not fulfill the eligibility criteria as per the Terms of Reference (TOR), his/her candidature shall be cancelled during document verification, and such candidates shall not be allowed to proceed further in the selection process.
 - s. Background verification shall be conducted for all selected and wait-listed candidates. If any document submitted is found to be false, fabricated, or invalid, the candidate's employment shall be terminated even after appointment/joining.
 - t. Canvassing in any form, whether direct or indirect, shall lead to the immediate disqualification of the candidate.
 - u. The candidate should not have been convicted by any Court of Law.
 - v. The Candidate is expected to conform to the rules of conduct and discipline as applicable to the BSSS employees.
 - w. The competent authority reserves the right to assign any duty as and when required after selection.
 - x. No extra/additional allowances will be admissible in case of such assignment.
 - y. In case of any information given or declaration by the candidate is found to be false or if the candidate has willfully suppressed any material information relevant to this appointment, he/she will be liable to be removed from the service and action may be taken as deemed fit by the appointing authority.
 - z. The decision of the competent authority regarding selection of candidates will be final and no representation will be entertained in this regard.
 - aa. Any legal dispute arising out of or in connection with this recruitment process shall be subject to the jurisdiction of the competent courts located at Patna only.


 Administrative Officer
 Bihar Swasthya Suraksha Samiti