

National Health Authority (NHA) Volunteer Guidelines

1. Objective and Purpose

- National Health Authority (NHA) is the apex body responsible for implementing India's flagship public health insurance/assurance scheme called Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) & has been entrusted with the role of designing strategy, building technological infrastructure and implementation of National Digital Health Mission (NDHM) to create a National Digital Health Eco-system while ensuring the security, confidentiality, and privacy of health-related personal information.
- Considering that the AB-PMJAY and NDHM are unique schemes in their design, scope, size, and implementation and will be chartering unknown territories in the areas of technology, logistics and management, it is necessary that it has access to the world-class professionals in the areas of IT, Management, Contracts, Procurements, and Public Administration.
- NHA will need to attract talent from technology, law, policy, marketing, social science, administrative and other relevant spheres. All these talents may not be necessarily available with the Government. Hence, NHA is willing to take people from industry and academia to work with NHA on voluntary basis.
- The objective and purpose of this effort is to lay down general principles and guidelines for taking personnel as volunteers for NHA.

2. Definition

Unless the Context requires otherwise, following words shall have the meaning attributed to them in these Guidelines for the purpose of these Guidelines.

- 2.1 "NHA" means National Health Authority
- 2.2 "Competent Authority" means the Chief Executive Officer, National Health Authority
- 2.3 "Volunteer" is a person who wants to give services to NHA, either on a part-time basis or on a full-time basis, without any remuneration from NHA.
- 2.4 "Area of Expertise" means the subject or area in which the Volunteer possesses expertise.

3. Identification of Volunteers: NHA may follow any of the processes given below to identify Volunteers:

- 3.1 NHA intends to engage services of volunteers for giving advice about policy and implementation of two flagship programs AB PM-JAY and NDHM.
- 3.2 Any person who wishes to provide his services on a voluntary basis to NHA may apply to NHA as per the application form attached to these Guidelines. The application can be made anytime on rolling basis and the decision to engage services of the volunteer shall be taken as per the need and expertise offered.

4. Criteria and Methodology for Selection: NHA will follow the following methodology for deciding if an applicant can be accepted as a Volunteer of NHA:

- 4.1 Based on the application for becoming a Volunteer, NHA shall assess if the Volunteer's services are required in his/her area of expertise. NHA may then conduct an interview/demo (in person or telephonic or virtual). No TA / DA shall be paid to candidates for attending the personal interview.
- 4.2 If NHA is satisfied that the Applicant possesses requisite specialized skills, experience, and qualifications, has relevant professional/volunteer experience, has satisfactory background and references and that there is no conflict of interest between the Applicant working as a Volunteer for NHA and any other work the Volunteer may be engaging in either for gain or as a Volunteer, then NHA will issue an offer letter along with the specific role for the Volunteer and the reporting structure. The Volunteer will convey acceptance by signing the offer letter and non-disclosure and confidentiality agreement of NHA.
- 4.3 In case of applications received under Guideline 3.2 of these Guidelines, NHA shall first determine if the services of the Volunteer are needed in the Area of Expertise of the person. If there are Volunteers in NHA working in the Area of Expertise indicated by the applicant, then the determination will include whether or not more volunteers are required in that area.
- 4.4 NHA may, from time to time and on a case-by-case basis issue job titles to certain Volunteers who have roles that carry responsibility and have a high component of interaction with third parties. The titles must reflect the work that the Volunteer does in NHA and should enable these specific Volunteers to represent themselves to third parties on behalf of NHA as required in order to fulfil their responsibilities to NHA.

5. Operating Model

5.1 Time Commitment

- a. Volunteers shall be expected to commit minimum 5-7 hours per week over a period of at least two months.
- b. Time commitment is subject to change as per the requirement(s) of NHA and shall be communicated to the Volunteer at the time of appointment.
- c. Though minimum hours of commitment is desirable, it may be done away with on case to case basis by NHA depending on the expertise of the volunteer and requirement of NHA for using the services of a particular volunteer.

5.2 Access to NHA Data and Information

- a. Volunteers will not be provided access to any sensitive or confidential data with respect to NHA. Volunteers to abide by NHA's Information Security Policy, Privacy Policy and other such policies and guidelines as intimated by NHA.

5.3 Recognition provided to Volunteers

- a. Volunteers shall be recognized for their contribution post a minimum of two-month engagement period, subject to the satisfaction of the performance as determined by NHA.
- b. No monetary compensation/ any kind of consideration shall be provided to Volunteers by NHA for their contribution. However, in case volunteer is required to travel as per instructions of

CEO/ACEO/Dy CEO, then he/she shall be paid TA/DA equivalent to his/her position in the Government of India or at the rates as may be decided by NHA.

5.4 Termination

Either NHA or the Volunteer may withdraw out of the relationship under any one of the following circumstances:

- a. NHA may disengage the Volunteer if NHA is of the view that their services are no longer required or if the contribution(s) by Volunteer are not satisfactory. In general, the NHA may terminate the services of the Volunteer at any time without assigning any reasons and with immediate effect.
- b. If the Volunteer is in breach of the general code of conduct (described in Guideline 6.2)
- c. If the Volunteer decides to disengage from NHA, Volunteer shall provide 2 weeks' prior notice. NHA may, in certain cases, particularly long-term Volunteers, prescribe a notice period of one month. Notice period may be waived from time to time by the supervisor depending on the role of the Volunteer.
- d. Upon termination, the Volunteer must hand over to NHA, any papers, equipment, or other tangible assets which might have been given to the Volunteer by NHA in course of his/her work with NHA. This will include any badges or ID Cards which may have been issued to the Volunteer.
- e. If it comes to the notice of NHA that the person whose services have been terminated by NHA, continues to act in a manner which gives the impression that he/she is still working as a Volunteer for NHA, NHA shall be free to take appropriate legal action against such person.
- f. The Competent Authority may initiate appropriate action against erring person and decision of the Competent Authority would be final and binding on the person.

6. Compliance Requirements

6.1 Conflict of Interest Management

- a. Volunteers working with NHA are bound by NHA's Conflict of Interest and Non-Disclosure Agreement documents. A declaration of No Conflict of Interest and Non-Disclosure Agreement between NHA and Volunteers shall be executed at the time of appointment.

6.2 Code of Conduct

The Volunteers appointed by NHA shall observe the following Code of Conduct, which shall include, but not be limited to, the following:

- a. The Volunteers shall follow the policies of NHA that are in general applicable to employees of NHA.
- b. The Volunteer shall follow the confidentiality protocol of NHA and shall not reveal to any person or organisation confidential information of NHA, its work and its policies.
- c. In general, a Volunteer may not represent NHA vis-a-vis third parties. Some Volunteers may be specifically authorised to interact with third parties on behalf of the NHA depending on the nature of their roles and responsibilities.
- d. Volunteer interaction with third parties should be need based; in particular, no Volunteer shall interact with or represent NHA to the media (print, electronic and social).

- e. Volunteers may, with the prior permission of NHA, present their work to academic bodies and at seminars and conferences. However, even for this purpose information that is confidential to NHA cannot be revealed under any circumstances.
- f. Volunteers will follow the advice given to them by NHA regarding representations to third parties.
- g. Any papers and documents written and/or published by the Volunteer should carry the caveat that the views are the personal views of the Volunteer and do not represent or reflect the views of NHA.
- h. Volunteers will conduct themselves professionally in their relationship with NHA and the public in general.

6.3 Compliance of Laws

- a. The Volunteers appointed by NHA shall adhere to all applicable laws of India.
 - b. Applicable laws of India shall mean any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the Volunteer's engagement with NHA and during the subsistence thereof, applicable to the Project or regulatory compliance obligations laid down/notified by Government of India and NHA, including but not limited to, consent management, privacy & security of data, sharing & protection of data.
- 7. Power to Remove Difficulties:** The Competent Authority shall have the power to remove any difficulty which may come in the way of the implementation of these guidelines.

Volunteer Application Form

(See Guideline 3.2)

1. Covering Letter with the following information (not more than 500 words):
 - a) Areas of Expertise of the person.
 - b) Why they would like to work as a Volunteer with NHA.
 - c) How NHA would benefit from the Volunteer working with NHA.
2. Curriculum Vitae
3. Two references