

**89, Om Nagar Kramank-2near Birla  
Mandir Bhopal (MP) 462004  
Mobile : +91 9131749574  
Alternate no : 8962809326 Email  
: nknotin01@gmail.com**

## **Khemraj Shakya**

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Dear Sir/Madam,

For your growing organization you will definitely need an enthusiastic employee who walks with you and your organization honestly. I personally believe in honesty and working for true value, and this is my best quality. Moreover, I believe in result orientation and I handle the work task positively. This quality of mine can make me an asset for your organization.

I am Khemraj Shakya, looking for an opportunity to advance my career with a Reputed Organization like yours. I want to be a part of Good Organization and work ethically and progressively by giving my best efforts where efforts get rewarded fairly, where I can leverage my previous work experience to achieve the organization's objective and enhance my learning and growth journey.

I have good working experience in operations in the General/Health Sector (Govt. Project). Experience in Dispute and Grievance management, Compliances, Claim Management, Training, Operations and General administration.

I am keenly interested to get ahead in my career with your organization hence I am writing this letter to you.

My request is to once go through my C.V. and please let me know if I am suitable to work in your organization. If you provide me with an Interview opportunity, we can discuss more how I can contribute to achieve your organization's objective. I am attaching my C.V. with this letter.

Please let me know for the opportunity to start with you.

Yours Faithfully,  
Khemraj Shakya

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## **Khemraj Shakya**

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**About Me :-** More Than 6 yrs Experience in Dispute and Grievance management, Claim Management, Administration, Health insurance / operations in Health / General Sector.

**Current Organization:** Suretech Hospital and Research Center Ltd & Nursing College

**Joining Date:** 17th-Aug- 2023

**Designation:** Coordinator (Govt Scheme /Admin & Billing)

**Responsibilities and assignments:**

- Coordinator for the Govt Scheme (MPPMJAY and MJPJAY)
- Timely follow up via Email and Calls with State Gov. Regarding Scheme related Issues
- Resolving the Grievances within the time tat.
- Patient Coordinator.
- Claim Management (Check the fulfillment of documents requirement arranged by hospital for preauth, discharge and claim cases)
- Collection and submission of various internal and external compliance reports to the competent authorities.
- Audit of Ayushman Cards of the beneficiaries via checking various documents
  
- Support to the team for technical issue (for TMS portal and BIS) and coordinate with the respected state Health department.
- Provide resolutions to the beneficiaries on their Walkins, grievances and calls.
- Responsible for all activities related to Office Administration.

**Previous Organization:** Vidal Health Insurance TPA Pvt Ltd

**Duration:** 04-Oct 2018 – 28-04-2023

**Designation:** Grievance Officer (Madhya Pradesh Ayushman Bharat SHA)

**Job description:** Grievance Handling, Training, Operations, Claim Processing, TMS,

**Responsibilities and assignments:**

- Manage Grievances drop in CGRMS and CPGRMS portal and work on that in order to closure under TAT.
- Master Trainer of SGNO , DGNO.s & DGRC
- Assists District coordinator for ABPMJAY
- PRO
- Supporting hand of the Project Manager for compliance and other operational work.
- Responsible for all activities related to Office Administration.
- Collection and submission of various internal and external compliance reports to the competent authorities.
- Audit of Ayushman Cards of the beneficiaries via checking various documents
- Approval of BIS Ayushman card of the beneficiaries via checking various documents.
- As a claim's executive, check the fulfillment of documents requirement arranged by hospital in claim cases.
- Support in District operation like collecting and checking Beneficiary and hospital and infrastructure audits.
- Provide resolutions to the beneficiaries on their Walkins, and calls receive on inbound call center.
- Provide training of BIS PORTAL to the hospitals, district coordinators, Ayushman mitras, LSC and CSC.
- Provide training monthly basis to Call center Team for Ayushman Helpline for MP state (18002332085).
- work Covid-19 vaccination drives & Vaccination awareness
- Provide training to the newly hired resources, district coordinators and Ayushman mitras and also help in their HR related formalities at the time of hiring.

- Provide the solution of TMS issue to Ayushman Mitras.
- Complain/Request/Query Management.

**Personal Qualities:**

- Exceptionally good at demonstration and communication both in verbal and written along with rapport building along with Adaptability and flexibility including ability to manage pressure, ambiguity, and change.
- Achievement-oriented, smart working and dedicated with team work and eager to learn & take up new responsibilities and have confidence to successfully completing it.
- Coordinating work and lesioning with various departments of an organization that involves considerable inter personal skills.
- Live a healthy and disciplined life, physically fit and had a good record of least sick leaves throughout the career. Manage leaves in a better way in order to get the work least hampered also maintain optimum work life balance

- **Education:**

Sl	Courses	Passing Year	Board /University
1	M.S.W	2025	Mahatma Gandhi Chitrakoot Gramodaya Vishwavidyalaya (MP)
2	M.B.A- (Finance )	2014	Barkatullah University, Bhopal MP
3	B.C.A	2012	Barkatullah University, Bhopal MP
4	XIIth (Commerce)	2009	Board of Secondary Edu. Bhopal (MP)
5	Xth	2007	Board of Secondary Edu. Bhopal (MP)

**Achivments:**

1 Received Certificate from National Health Authority Govt of India for the best performer in Grievance Redressal for Ayushman Bharat Pradhan Mantri Jan Arogya Yojna Jan to March 2022.

2. Received Certificate from National Health Authority Govt of India for the best performer in Grievance Redressal For Ayushman Bharat Pradhan Mantri Jan Arogya Yojna July to Sept 2022.

3. As a grievance officer I handled the 52 DGNO logins and SGNO login myself and re-presented MP At 1st Rank in PAN India for resolving the 100% Grievances 2021 and 3rd rank in 2022. And M.P. Received twice appreciation letter from NHA govt. of India for May2022 and June 2022.

4. Shortlisted for NHA Govt. of India as a State. Coordinator for Ayushman Bharat (PMJAY) in July 2024 but not Willing to join due to some personal reason.

**Professional Qualification:**

PGDCA from **Makhanlal University**

Diploma in A.D.P.C.M. By **UGS Computer Education**

**Skills:**

Application knowledge: MSWord, Excel, PPT, Google sheets, Form & Drive Team management, Good communication Work related to Governance, Event managing skill.

**Personal Particulars:**

Date of Birth: 21/02/1992  
Marital Status: Single  
Other Interests: Travelling and exploring places, Playing Badminton,  
Languages Known: Hindi /English  
Father's Name: Mr. Laxmi Prasad Shakya  
Permanent Address: 89, Om Nagar Kramank-2 near Birla Mandir  
Bhopal (MP) 462004

**Declaration:**

I hereby declare that above information is correct to the best of my knowledge and belief.

Place:- Nagpur



**KHEMRAJ SHAKYA**