



User Manual & User Guide
National Health System Resource Centre
SaQsham

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Table of Contents

1. Purpose of the Manual	4
2. NHSRC Certification Unit 2 Desk	4
2.1 Services	5
2.1.1 Application List.....	5
2.1.1.1 Scheduling the Assessment Dates	5
2.1.1.2 Rescheduling the Assessment Dates.....	8
2.1.1.3 Finalizing the Assessment Dates	9
2.1.2 Assessor Selection.....	10
2.1.2.1 Assessment Rejected by Assessor.....	15
2.1.2.2 Withdraw by Assessor.....	16
2.1.2.3 Document Generation	17
2.1.2.4 Relieving/Invitation Letter	18
2.1.2.5 Generate Intimation Letter	19
2.1.2.6 View Declaration of Impartiality	21
2.1.2.7 Send Tool Kit	21
2.1.2.8 View Team Leader Selection.....	22
2.1.2.9 View Travel Itinerary.....	23
2.1.3 Hold Cancel Assessment	23
2.1.4 Result Generation	25
2.1.5 Declare Result	31
2.1.6 Upload Certificate	32
2.1.7 Change Password	33
2.1.8 Help Desk	34
2.1.8.1 Raise a Ticket.....	34
2.1.8.2 View the Solution.....	36
2.2 Reports.....	37
2.2.1 View Scheduled Assessment.....	37



User Manual & User Guide **NHSRC**



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User Manual & User Guide NHSRC



1. Purpose of the Manual

The User Manual contains all essential information for the users to make full use of the SaQsham Application. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and systematic procedures for application access and use.

With the help of this User Manual, the “**Certification Unit 2– CU2 Users**” will be able to schedule assessment dates with the facility, will be able to assign assessors for a particular assessment, send them the documents. Along with this, the user will be able to generate result according to the scores entered by the assessors and accordingly generate the certification status.

2. NHSRC Certification Unit 2 Desk

In this section, the Certification Unit 2 user will be able to perform the following –

- Schedule the assessment dates with the facility – multiple iterations possible
- Select the assessors according to their availability
- Generation of the document before the assessment and sharing of the toolkit
- Generate the result of the assessment
- Declare the result to the facility and state
- Upload the certificate of the facility

The screenshot displays the SaQsham application interface. On the left, there is a sidebar menu with options: HR Management, Services, and Reports. The main content area is titled 'Test User Profile' and shows a user profile for 'Test User' with details: Full Name (Test User), State (Delhi), User Role (Certification Unit), User Type (CU2), Designation, and Address (Delhi). Below the profile, there is a 'Test User Task' dashboard with a grid of 16 tasks, each with an icon, a description, and a count. The tasks are: Assessment Date to be Scheduled (0), Assessment Date Scheduling In-process (1), Assessment Date to be Re-Scheduled (0), Assessors to be Selected (0), Assessor Selection Inprocess (2), Documents to be Generated (0), Document to be Forwarded (0), Assessor Declaration Awaited (1), Toolkit to be Sent (2), Assessment Score Entry to be done (3), Assessment Score Entry Inprocess (0), Result to be Processed (0), Result to be Generated (2), Result to be Declared (0), Reports to be forwarded to MOHFW (0), and Reports Sent to MOHFW (0).

The following are the menus available in the QPS Division Desk –

1. HR Management
2. Services
3. Reports



User Manual & User Guide NHSRC



2.1 Services

In Services menu, the following options are available –

1. Application List
2. Assessor Selection
3. Document Generation
4. Hold Cancel Assessment
5. Result Generation
6. Declare Result
7. Upload Certificate

2.1.1 Application List

In this section, the user will be able to select dates for the assessment and send it to the facility and the state. The user will also be able to see the updated status once the facility accept the dates or wants to re-schedule.

Facility Name	NIN ID	State	District	Facility Type	Mode/Program	OPS App. Date	Action
Digota	5342854852	Uttar Pradesh	Agra	Primary Health Centre	Physical / NQAS	--	Action
CHC Shahnagar	4773212885	Madhya Pradesh	Panna	Community Health Center	Physical / NQAS & LaQshya (Both)	--	Action
Adhalgaon	5472474427	Maharashtra	Ahmadnagar	Primary Health Centre	Physical / NQAS	--	Action
Agar	1623252655	Rajasthan	Alwar	Primary Health Centre	Physical / NQAS	--	Action
Palasani - T	5378183437	Gujarat	Chhotaudepur	Primary Health Centre	Physical / NQAS	--	Action

The applications, which are highlighted in red are the ones which have been received at the National Level.

2.1.1.1 Scheduling the Assessment Dates

To send dates to the facility/state for the assessment, the user needs to follow the following steps -

Step – 1 – The user will click on “**Application List**” Menu under the “**Services**” Menu. The following screen will be displayed –

Facility Name	NIN ID	State	District	Facility Type	Mode/Program	OPS App. Date	Action
Adhalgaon	5472474427	Maharashtra	Ahmadnagar	Primary Health Centre	Physical / NQAS	20 Feb 2024	Action
Digota	5342854852	Uttar Pradesh	Agra	Primary Health Centre	Physical / NQAS	--	Action
CHC Shahnagar	4773212885	Madhya Pradesh	Panna	Community Health Center	Physical / NQAS & LaQshya (Both)	--	Action
Agar	1623252655	Rajasthan	Alwar	Primary Health Centre	Physical / NQAS	--	Action
Palasani - T	5378183437	Gujarat	Chhotaudepur	Primary Health Centre	Physical / NQAS	--	Action



User Manual & User Guide NHSRC



On the above list page, the user can click on the **Action** button, either to **schedule** the assessment, to view the **Application Details**, or to see the **Application Timelines**.

Step – 2 – The user will click on the “**Schedule**” option under the “**Action**” button dropdown for the application the user wants to schedule assessment dates. The following screen will be displayed –

The screenshot shows the 'Assessment Date Scheduling' page in the SaQsham system. The left sidebar lists various services, with 'Application List' selected. The main area displays the 'Facility Details' tab, which includes a calendar for February 2024. A red arrow points to the 'Facility Details Tab' and another red arrow points to the 'Calendar with details'.

The user will be view the **Facility Details** and **Application Details** here, in the top tab. The user can see the Facility Details such as Name, Address, SQUA and DQUA details, along with the Application Details such as Application No., Program, Date, etc.

The screenshot shows the 'Assessment Date Scheduling' page in the SaQsham system. The left sidebar lists various services, with 'Application List' selected. The main area displays the 'Facility Details' tab, which includes a calendar for February 2024. A red arrow points to the 'Facility Details Tab' and another red arrow points to the 'Calendar with details'.

Along with that, if there are any previous proposed dates, the user will be able to view in the **Proposed Date Previous Details** tab.

Step – 3 – Next, in the “**Pick Your Dates**” section, the user will select the dates for the assessment on the calendar.



User Manual & User Guide NHSRC



The above calendar highlights holidays with different color-coding. They are mentioned on the right side of the calendar along with the descriptions.

Color – Coding with their significance

The user will select the dates on which he wants to propose the assessment. The no. of days to be selected by the user are mentioned on the top of this section. The selected dates will be highlighted in blue color.

No. of Working days to be selected

Selected dates highlighted in blue

Step – 4 – Once the user has selected the dates, he will click on “**Submit**” button to send the dates to the Facility.



User Manual & User Guide NHSRC



✓ Submit

✕ Back

When the user will click on the “**Submit**” button, a pop-up will appear for confirming.

Are you sure to send Dates Proposed for Assessment & Sent to Facility ?

Cancel

OK

Click on “**OK**” button to confirm.

Once the dates of assessment is sent to the facility/state, the application will move to the status “**Scheduling In process**”. Along with this, the status can be viewed under the **Status** column. The status will update to “**Dates Proposed for Assessment & Sent to Facility , Receive Pending at Facility -- Cycle 1 - Iteration 1**”.

2.1.1.2 Rescheduling the Assessment Dates

In this section, the user also has the provision for rescheduling the assessment as well. This can be done incase the user wants to schedule for some other day or the facility has requested for the assessment on some other day.

To do so, the user can follow the following steps -

Step – 1 – The user will click on on the “**Schedule**” option under the “**Action**” button dropdown.

The screenshot shows the SaQsham application interface. The sidebar on the left contains navigation options: HR Management, Services, Application List, and Reports. The main content area is titled 'Assessment Date Scheduling'. It features a 'Facility Details' section and a 'Proposed Date Previous Details' section. The 'Proposed Date Previous Details' section contains a table with the following data:

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024 11:27:12	CU2	21-Feb-2024 To 22-Feb-2024

Below the table, there is a section for 'Pick Your Dates (Working Days : 2)' with a calendar for February 2024. The calendar shows dates from 28 to 17. A red arrow points to the 'Previously proposed dates' section, which includes links for 'Gazetted Holidays', 'Restricted Holidays', and 'Additional Holidays'.

The user can see the already proposed dates under the “**Proposed Date Previous Details**” section.

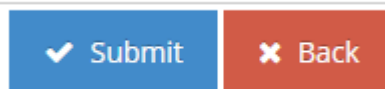


User Manual & User Guide NHSRC



Step – 2 – To reschedule the assessment, select the new dates in the calendar. The selected dates will be highlighted in blue color.

Step – 3 – Once the user has selected the dates, he will click on “**Submit**” button to send the dates to the Facility.



After rescheduling the assessment, the status of the application will change to “**Dates Proposed for Assessment and Sent to Facility, Receive Pending at Facility Cycle 1 – Iteration 2**”.

After this, the dates will be sent to the facility for approval.

2.1.1.3 Finalizing the Assessment Dates

To finalize the assessment dates, the user can follow the following steps -



User Manual & User Guide NHSRC



Step – 1 – The user can view the applications in the “**Scheduling In process**” status. Click on the “**Schedule**” option under the “**Action**” button dropdown.

For the applications, in which the facility has accepted the schedule, the applications status will update to “**Proposed Dates Accepted by Facility & Pending at CU2 for Receiving -- Cycle 1 - Iteration 2**”.

The screenshot shows the SaQsham Application List interface. The left sidebar contains navigation options: HR Management, Services, Application List, Assessor Selection, Document Generation, Hold Cancel Assessment, Result Generation, Declare Result, Upload Certificate, and Reports. The main content area displays a table of applications. The table has columns for Facility Name, NIN ID, State, District, Facility Type, Mode/Program, QPS App. Date, Status, and Action. Two entries are shown: Agar and Adhalgaon. The Adhalgaon entry has a status of 'Proposed Dates Accepted by Facility & Pending at CU2 for Receiving -- Cycle 1 - Iteration 2'. A red arrow points to the 'Action' button for this entry, labeled 'Updated Status'.

Step – 2 – Click on the “**Schedule**” option under the “**Action**” button dropdown. The following screen will show.

The screenshot shows the SaQsham Facility Details screen. The left sidebar contains navigation options: HR Management, Services, Application List, Assessor Selection, Document Generation, Hold Cancel Assessment, Result Generation, Declare Result, Upload Certificate, and Reports. The main content area displays the 'Proposed Date Previous Details' table. The table has columns for Cycle No., Iteration No., Date, Proposed By, Proposed Date, Reschedule By, Remarks, Reschedule Date 1, and Reschedule Date 2. Two iterations are shown: Iteration 1 and Iteration 2. A red arrow points to the 'Previously Proposed Dates' column, and another red arrow points to the 'Accepted date by the facility' column.

Step – 3 – The user will click on “**Accept**” button to accept the dates.

Also, the user still has the option to reschedule from here and send new dates to the facility.

Once the user accepts the dates, the application will moves to “**Assessor Selection**” Menu. The user will no longer be able to modify the dates.

2.1.2 Assessor Selection

In this section, the user will be able to select the team of assessor for the assessment of the Health Facility.

To do so, the user can follow the following steps –



User Manual & User Guide NHSRC



Step – 1 – The user will click on the “**Assessor Selection**” Menu under the “**Services**” Menu. The following screen will be displayed –

Initially, the status of the application on the list page will be “**Proposed Dates Response Accepted by CU2 & Pending for Assessor Selection**”. Along with this, in the “**Action**” button dropdown, the user has the option to either **select** the assessor, view the selected **assessor details**, view the **timeline** of the application or to view the **Application Details**.

By clicking on “**Assessor Details**” option, the user will be able to see the Assessor Details, if the Assessor is selected for that assessment application. These details include Assessor Name, Address, Status, Status Date, and Action.

Step – 2 – Now, to assign assessor for the assessment, the user will click on the “**Select**” section in the “**Action**” button dropdown under the Action column. The following screen will appear –

To populate assessors in the “**Assessor List**”, enter the state of the assessors and click on the search button. The list of assessors from those states will start populating.



User Manual & User Guide NHSRC



SaQsham | Profile | Application List | Assessor Selection

Facility Details

Proposed Assessors for Dates : 21-Feb-2024 To 22-Feb-2024 | Assessors Required : 2 | Assessors Selected : 0

Select State:

Assessors List

Select	Name	Address	State	Experience	Assessment Count (Total / Current Month)	Profile
<input type="checkbox"/>	Aarti Soni		Haryana	0	0 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Amar Bodha		Delhi	0	0 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Amit Poria	H No 1023/28 street no 2, dev nagar, Sonipat	Haryana	0	2 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Anandi Bishit		Delhi	0	3 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Anjana Sadana	86,Bank Apartment ,Plot No. 22 , Sector 4 ,Dwarka ,New Delhi 110078	Delhi	0	0 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Anupama sharma	C 376 Prodhogiki Apt sector 3 plot 11 dwarka, new delhi 110078	Delhi	0	0 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Arun Kumar Rastogi	A 162 Shivani Apartment, Plot No 18, Sector-12, Dwarka, Delhi-110078	Delhi	0	0 / 0	<input type="button" value="X"/>
<input type="checkbox"/>	Arun Singh Jadaun	144, 145, CHAND BIHARI NAGAR, Khatipura Road, Jaipur KHATIPURA ROAD JAIPUR	Haryana	0	0 / 0	<input type="button" value="X"/>

On the above page, the user will be able to view following –

1. Facility Details –

SaQsham | Profile | Application List | Assessor Selection

Facility Details

Name of Health Facility: Adhalgaon, Ahmednagar

Full Address : Shrigonda Road , Near Grampanchayat , 341
Pin Code : 413701
District : Ahmednagar
State : Maharashtra, India
Nearest Railway Station : NA
Nearest Airport : NA
Facility Type : Primary Health Centre (Primary Health Centre)
SQAU: A Sharma/8978765654
DOAU: A Sharma,DQAU/9384573287,9889898989

Application Request No. : PHC2401040000001_02
Applied for : Physical / NQAS
Applied Date : 04-Jan-2024
State MD Approved Date : 12-Jan-2024
Applied Department : General Administration, Laboratory, Labour Room, National Health Programme
View Detail :
Status : Proposed Dates Response Accepted by CU2 & Pending for Assessor Selection

Proposed Assessors for Dates : 21-Feb-2024 To 22-Feb-2024 | Assessors Required : 2 | Assessors Selected : 0

Along with the facility and application details, the user here will be able to see the “**Proposed Assessors for Dates**” and “**Assessors Required**”.

2. Assessors List –

Here, the user will be able to view the assessors along with their details such as address, state, experience, etc.



User Manual & User Guide NHSRC



Assessors List

Select	Name	Address	State	Experience	Assessment Count (Total / Current Month)	Profile
	Aarti Soni		Haryana	0	0 / 0	
	Amar Bodhi		Delhi	0	0 / 0	
	Amrit Poria	H No 1023/28 street no 2, dev nagar, Sonipat	Haryana	0	2 / 0	
	Anandi Bishit		Delhi	0	3 / 0	
	Anjana Sadana	86,Bank Apartment ,Plot No. 22 , Sector 4 ,Dwarka ,New Delhi 110078	Delhi	0	0 / 0	
	Anupama sharma	C 376 Prodhogiki Apt sector 3 plot 11 dwarka, new delhi 110078	Delhi	0	0 / 0	
	Arun Kumar Rastogi	A 162 Shivani Apartment, Plot No 18, Sector-12, Dwarka, Delhi-110078	Delhi	0	0 / 0	
	Arun Singh Jadaun	144, 145, CHAND BIHARI NAGAR, Khatipura Road, Jaipur KHATIPURA ROAD JAIPUR	Haryana	0	0 / 0	

Showing 1 to 146 of 146 entries

[Send Dates to Assessors](#) [Back](#)

Profile Button

The user can check the assessor's profile by clicking on the **"Profile"** button. The following screen will be displayed –

Profile

Test User

Email Id: testuser@gmail.com
Mobile No: 9823475982
State: Delhi
Designation: Centre Head
Date Of Birth: 15-Feb-1993
Father's Name: Test

Education Details

Qualification	Examination Passed	Year of Passing	Specialization	Class / Division	Certificate	Marks/CGPA
Data Not Available						

Work Experience

Comp./Org Name	State	District	From Date	To Date	Job Type	Nature of Duties	Experience Letter	Work Experience
-	Delhi	Central	01-Jan-2001	31-Jan-2024	Govt	Clinical	-	276

Training Details

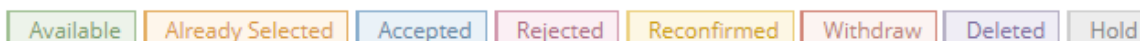
Training Type	Training name	From Date	To Date	Address	State	District	Training Details
Data Not Available							

Relieving Details

Name	Address	Email	Contact No	Designation	Company/Organisation Name
Dr. Deepika Sharma	Delhi	deepikasharma@gmail.com	9284587439	Advisor	AIMS NEW DELHI

Note: 1. Asses 2. No co

Along with this, the user can also see the **status of each assessor**. The status will be highlighted by different colors shown on the bottom of the page. The following statuses can be there –



Step – 3 – The user will select the required no. of assessors from the list by clicking on the **"+"** button besides the assessor's names.



User Manual & User Guide

NHSRC



SaQsham

HR Management | Profile | Application List | Assessor Selection

Proposed Assessors For Dates - 23-Feb-2024 To 22-Feb-2024

Assessors Required - 2

Assessors Selected - 0

Select State: [Delhi] [Haryana] [Search]

Assessors List

Assessor Name	State	Status	Action
Test User	Delhi	-	[X]
Shruti	Haryana	-	[X]

Search: []

Select	Name	Address	State	Experience	Assessment Count (Total / Current Month)	Profile
[+]	Shalini Chhibber	A-406 Defence Colony N. Delhi 110024	Delhi	0	0 / 0	[X]
[+]	Shilpa Manchanda	165 Ajit Nagar Ambala cantt	Haryana	0	0 / 0	[X]
[+]	Shruti	Haryana	Haryana	0	0 / 0	[X]
[+]	Siji Varghese	FLAT NO 302 KH NO 1151/3 ASHIANA APARTMENT MEHRAULI NEWDELHI.110030	Delhi	0	0 / 0	[X]
[+]	Sindhu Rajesh	All India Institute of Ayurveda, Sarita Vihar, New Delhi	Delhi	0	0 / 0	[X]
[+]	Sonia verma		Haryana	0	0 / 0	[X]
[+]	Suman Vashichh	38 Devi Murti Colony Pampat- HARYANA	Haryana	0	0 / 0	[X]

+ Button

The selected assessors will start showing on the top of this section.

SaQsham

HR Management | Profile | Application List | Assessor Selection

Proposed Assessors For Dates - 23-Feb-2024 To 22-Feb-2024

Assessors Required - 2

Assessors Selected - 0

Select State: [Delhi] [Haryana] [Search]

Assessors List

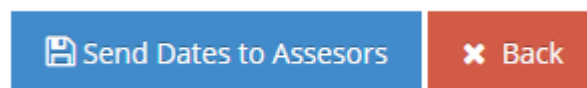
Assessor Name	State	Status	Action
Test User	Delhi	-	[X]
Shruti	Haryana	-	[X]

Search: []

Select	Name	Address	State	Experience	Assessment Count (Total / Current Month)	Profile
[+]	Shalini Chhibber	A-406 Defence Colony N. Delhi 110024	Delhi	0	0 / 0	[X]
[+]	Shilpa Manchanda	165 Ajit Nagar Ambala cantt	Haryana	0	0 / 0	[X]
[+]	Shruti	Haryana	Haryana	0	0 / 0	[X]
[+]	Siji Varghese	FLAT NO 302 KH NO 1151/3 ASHIANA APARTMENT MEHRAULI NEWDELHI.110030	Delhi	0	0 / 0	[X]
[+]	Sindhu Rajesh	All India Institute of Ayurveda, Sarita Vihar, New Delhi	Delhi	0	0 / 0	[X]
[+]	Sonia verma		Haryana	0	0 / 0	[X]
[+]	Suman Vashichh	38 Devi Murti Colony Pampat- HARYANA	Haryana	0	0 / 0	[X]
[+]	SUNIL KUMAR SHARMA	SUKRITI APARTMENTS PLOT NO C85A-86, FLAT NO 302, MCD SCHOOL 1 AND MAM AND ENCLAVE NEW DELHI 110045	Delhi	0	0 / 0	[X]

Showing 3 to 146 of 146 entries

Step – 4 – The user will click on “Send Dates to Assessors” to confirm the assessors and send them the dates.



A pop-up will be displayed for confirmation.

Are you sure to send Dates Proposed for Assessment & Send to Assessor? ^x





User Manual & User Guide NHSRC



Click on “OK” button to confirm.

Once the assessors are selected, the application shall move to the “Selection Inprocess” status and the status of the assessment application on the list page will change to “**Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed**”.

2.1.2.1 Assessment Rejected by Assessor

In case any of the assessor rejects the application request sent by the Certification Unit 2, the option to “**Re-Select**” will automatically be activated at the Certification Unit 2 Level in the “Assessor Selection” menu.

The screenshot shows the 'Assessor Selection' page in the SaQsham system. The left sidebar contains navigation options: HR Management, Services (Application List, Assessor Selection, Document Generation, Hold Cancel Assessment, Result Generation, Declare Result, Upload Certificate), and Reports. The main content area displays a table of applications with columns: Application No., Facility Name, NIN ID, State, District, Facility Type, Mode/Program, Scheduled Date, Status, and Action. The status for all three entries is 'Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed'. The 'Action' column includes a 'Re-Select' button. Below the table, a note states: '1. Re-propose option will be activated only in 2 cases – (a) In case the assessor withdraws from the assessment application or (b) In case if the dates of the assessment are lapsed. 2. Application will move to the 'Application List' page if a user chooses to Re-Propose.'

Application No.	Facility Name	NIN ID	State	District	Facility Type	Mode/Program	Scheduled Date	Status	Action
PHC2401040000001_02	Adhalgaon	5472474427	Maharashtra	Ahmadnagar	Primary Health Centre	Physical / NOAS	20-Feb-2024	Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed	Re-Select
DH2401160000004_03	Guru Govind Singh Govt Hospital	6432466867	Delhi	West	District Hospital	Physical / NOAS	23-Jan-2024	Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed	Re-Select
DHN2401050000001_01	Lal Bahadur Shastri Hospital	1487452748	Delhi	East	District Hospital	Physical / NOAS	19-Jan-2024	Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed	Re-Select

The Certification Unit 2 will have to re-select the assessors.

The user will click on the “**Re-Select**” button, the following screen will open –

The screenshot shows the 'Assessor Selection' page after clicking the 'Re-Select' button. The left sidebar is the same. The main content area displays the 'Previous Assessors Selected List' table with columns: Sr. No., Assessor Name, Address, State, Cycle No., and Status. Below this, it shows 'Proposed Assessors for Dates : 21-Feb-2024 To 22-Feb-2024' with 'Assessors Required : 2' and 'Assessors Selected : 1'. A 'Select State' dropdown is set to 'Choose a State...'. Below that is the 'Assessors List' table with columns: Assessor Name, State, Status, and Action. The 'Assessors List' table shows 'Test User' with status 'In Process' and a 'Re-Select' button. At the bottom, there is a 'Send Dates to Assessors' button and a 'Back' button. A legend at the bottom shows various status options: Available, Already Selected, Accepted, Rejected, Reconfirmed, Withdrawn, Deleted, Hold.

Sr. No.	Assessor Name	Address	State	Cycle No.	Status
1	Test User	Delhi	Delhi	1	In Process
2	Shruti	Haryana	Haryana	1	Rejected

Assessor Name	State	Status	Action
Test User	Delhi	In Process	Re-Select

The user can select the assessor and then “**Send Dates to Assessors**”.



User Manual & User Guide NHSRC



2.1.2.2 Withdraw by Assessor

The assessor has the option to withdraw from the accepted application within 15 days prior to the assessment date. Within 15 days, the assessor will be able to withdraw at its own will.

In case any of the assessor withdraws from the assessment application, the option to “**Re-Select**” and “**Re-proposed Date**” will automatically be activated at the Certification Unit 2 Level in the “Assessor Selection” menu.

To “**Re-Select**” the assessor, the user will click on the “**Re-Select**” button. Else, the user can re-propose date. To “**Re-Propose Date**”, the user will click on the “**Re-Propose Date**” button; the following pop-up will open –

Send Application to Proposed Date

Note: Proposed Date

Write Remarks if any :

Send

The user will enter any remarks if he wishes to, and click on the “**Send**” button to send the application back to the status where the user will be able to propose some other dates to the facility for assessment.

The assessment application will now move to the “Application List” menu, under the “**Re-scheduling Pending**” status. The user can again propose a different state to the health facility. And the status of the application will now be updated to “**Assessment Withdrawn by Assessor & Put-Up for Re-Proposing of Dates – Cycle 2**”.



User Manual & User Guide NHSRC



The screenshot shows the 'Application List' page in the SaQsham system. The left sidebar contains a menu with 'Application List' selected. The main area displays a table with columns: Facility Name, NIN ID, State, District, Facility Type, Mode/Program, QPS App. Date, Status, and Action. A single entry is shown for Adhalgaon, Maharashtra, with a status of 'Re-Scheduling Pending'. A red message box indicates 'Assessment Withdrawn by Assessor & Put-Up for Re-Proposing of Dates -- Cycle 2'.

2.1.2.3 Document Generation

Once the assessor confirms his availability for the assessment dates given by the Certification cell, then the Certification cell will generate additional required documents. In this section, the user will be able to generate the following documents –

- Relieving/Invitation Letter
- Generate Intimation Letter
- Send Tool Kit

Step – 1 – The user will click on the “Document Generation” Menu under the “Services” Menu. The following screen will be displayed –

The screenshot shows the 'Document Generation' page in the SaQsham system. The left sidebar contains a menu with 'Document Generation' selected. The main area displays a table with columns: Application No., Program Name, State, District, Facility Name, Facility Type, Assessment Date, Assessor Name, and Action. Two entries are shown, both with a status of 'Pending'. The first entry is for Adhalgaon, Maharashtra, with a message 'Test User-Relieving/Invitation Letter Not Generated'. The second entry is for Etora, Uttar Pradesh, with a message 'ABU HASAN SARKAR- View Letter Forwarded Declared' and 'BAL KRISHNA MISHRA- View Letter Forwarded Declared'.

For the applications in the list page, the user will be able to see the following options in the “Action” dropdown –

1. Relieving/Invitation Letter
2. Generate Intimation Letter

Along with this, the status of each letter is also shown besides each assessor’s name.



User Manual & User Guide NHSRC



2.1.2.4 Relieving/Invitation Letter

Step – 2 – The user will click on the “Relieving/Invitation Letter” section under the “Action” button. The following screen will be displayed –

The screenshot shows the 'Generate Letter' screen in the SaQsham application. The top navigation bar includes 'SaQsham' and a user profile dropdown. The left sidebar lists various services and reports. The main content area displays a letter template for 'Dr Test User' to undertake an external assessment in Maharashtra. The letter includes details about the National Quality Assurance Program and the assessment team.

On the top of this page, the user has the option to “**Select Assessor**”. From here, the user can choose the assessor for which he wants to generate this letter for.

Along with that, the user will have to “**Enter Letter No.**” and “**Copy to**” on the bottom of the page.

Copy To:-
1. Dr Test User, Centre Head, Delhi

*Enter Letter No.

✓ Generate

← Back

Click on the “**Generate**” button to generate the Relieving/Invitation Letter.

A pop-up will appear to confirm the generation of letter.

Generate?

You are going to generate letter for selected assessor.

✕ Cancel

✓ Confirm

Click on “**Confirm**” button. Another pop-up will appear to re-confirm.



User Manual & User Guide NHSRC



Are you sure?

Cancel

OK

Click on “Ok” button.

Similarly, you can generate the letter for the other assessor as well, if there is one.

Also, the letter being generated will be dependent on the “**Job Type**” of the assessors. If the Job Type of the assessor is “**government job**” then the **relieving letter** will be generated and if the Job Type of the assessor is “**private job**” then the **invitation letter** will be generated.

Once the letters are generated successfully, the status of the letters start showing. Each status will start turning green once completed.

Application No.	Program Name	State	District	Facility Name	Facility Type	Assessment Date	Assessor Name	Action
PHC2401040000001_02	NQAS	Maharashtra	Ahmadnagar	Adhalgaon	Primary Health Centre	21-Feb-2024 To 22-Feb-2024	Test User- View Letter Forwarded Toolkit Dr. Sunil Arora - View Letter Forwarded Toolkit Declared	Action
PHCN2401310000001_01	NQAS	Uttar Pradesh	Agra	Etora	Primary Health Centre	16-Feb-2024 To 17-Feb-2024	ABU HASAN SARKAR- View Letter Forwarded Toolkit BAL KRISHNA MISHRA- View Letter Forwarded Toolkit Declared	Action

2.1.2.5 Generate Intimation Letter

Step – 3 – The user will click on the “**Generate Intimation Letter**” section under the “**Action**” dropdown button. The following screen will be displayed –



User Manual & User Guide

NHSRC



To
The Mission Director (NHM),
Department Of(H&Fw) Government Of Maharashtra,
3rd Floor,
Arogya Bhavan,
St. Georges Hospital Compound,
Premises P. D.Mello Road,
Mumbai-400 001 Maharashtra

Subject: External Assessment of One (01) Public Health Facility in the State of Maharashtra under NOAS Program

Dear Sir/Madam,

This is in reference to application received from the State of Maharashtra regarding external assessment of One (01) Public Health Facility under NOAS Program. We would like to inform you that the external assessment of the aforesaid facility has been scheduled as per the details given below:

S.No.	Name of facility	Date of assessment	Departments to be assessed	Name of External Assessor	Mobile No.	E-mail ID
1.	Adhalgaon, Ahmadnagar	21-Feb-2024 to 22-Feb-2024	1.General Administration 2.Laboratory 3.Labour Room 4.National Health Programme	1. Test User (Govt) 2. Dr. Sunil Arora (Non-Govt)	9823475982 9034342061	testuser@gmail.com shrutitest@gmail.com

Cost of travel from home/duty station & back, boarding, lodging per-diem and other logistics would be borne by the State of Maharashtra as per the state and NHM norms. The state may also refer to the 'Operational Guidelines for Improving Quality in Public Healthcare Facilities' 2021 [Annexure-I].

On the above screen, the user will have to **“Enter Letter No.”** and **“Copy to”** on the bottom of the page.

Copy to:-

1. State Quality Assurance Unit, Maharashtra.
2. Advisor, Delhi Requested To Permit Test User As Per Above Mentioned Assessment.
3. **Dr. Sunil Arora** requested to undertake the above-mentioned assessment.
4. Assistant Nursing Superintendent, Javascript:

*Enter Letter No.

✓ Generate ← Back

Click on the **“Generate”** button to generate the Relieving/Invitation Letter.

A pop-up will appear to confirm the generation of letter.

Generate?

You are going to generate Intimation Letter.

✕ Cancel ✓ Confirm

Click on **“Confirm”** button. Another pop-up will appear to re-confirm.

Are you sure?

Cancel OK



User Manual & User Guide NHSRC



Click on “**OK**” button.

Once the letters are generated successfully, the button used for generating intimation letter will become green and “**View Intimation letter**”.

Once all the letters are generated, the application will move under “**Forwarding Pending**” status. This will let the user know that the letter is still pending at the advisor desk.

One the letters are forwarded from the Advisor desk, it will move under the “**Open for Declaration**” status. This will let the user know that the application is pending at the assessor level for giving their declaration of impartiality.

2.1.2.6 View Declaration of Impartiality

Step – 4 – The user will click on the “**View Declaration of Impartiality**” section under the “**Action**” button dropdown. The following screen will be displayed –

The screenshot shows the SaQsham web application interface. The left sidebar contains navigation options: HR Management, Services, and Reports. The 'Services' section is expanded, showing 'Document Generation' as the selected option. The main content area displays the 'Declaration of Impartiality' form. At the top, there is a 'Select Assessor' dropdown menu with 'Dr. Anju Gope Pradhan' selected. Below this, the form fields are as follows:

Name of Health Facility: NUNNA2	
Full Address :	3-100 , Narasimhaswami Temple Road , Near High School ,
Applied Department / Program :	Care in Pregnancy & Childbirth, Childhood and adolescent health care services, Family Planning, Contraceptive Services and other Reproductive Health care Services, Management of common communicable diseases and Outpatient care for acute simple illness and minor ailments, Management of communicable diseases including National Health Programmes, Neonatal and infant health care services, Screening, Prevention, Control and Management of Non-Communicable diseases

Below the form fields, there is a section titled 'Declaration of Impartiality and Confidentiality' with the text 'National Health Systems Resource Centre, New-Delhi' and 'External Assessment of Public Health Facilities under National Quality Assurance'. The form contains a table with the following data:

Sr	Field Name	Value
1	Full Name	Dr. Anju Gope Pradhan
2	Address	H.NO.256, BIRSANAGAR ZONE 2B,ROAD NO.9, JAMSHEDPUR,DIST-EAST SINGHBHUM
3	Qualification	MHA
4	Present Organization	NHM
5	Designation	District Consultant for Quality Assurance
6	Name of the Health Facility to be Assessed	NUNNA2

On the top of this page, the user has the option to “**Select Assessor**”. From here, the user can choose the assessor for which he wants to view the declaration of Impartiality for.

One the assessors have completed their declaration, it will move under the “**Send toolkit Pending**” status. This will let the user know that sending the toolkit for this assessment is pending.

2.1.2.7 Send Tool Kit

Step – 5 – The user will click on the “**Send Tool Kit**” button under the “**Action**” column. The following screen will be displayed –



User Manual & User Guide

NHSRC



Send Tool Kit

*Select Assessor: Dr Rohini Kumar ☒ Dr Harikumar S. ☒

SrNo.	Document Name	File
1	Assessment Report Format	file_Assessment Report Format_30Aug2022-15:09:44.pdf
2	Details of honorarium and reimbursement of expenses during the assessment	file_Revision of EA Honorarium_30Aug2022-15:05:23.pdf
3	Formats of Opening and Closing Meeting	file_Formats of Opening and Closing Meeting_30Aug2022-15:14:17.pdf
4	Guiding Principles for conducting External Assessment	file_Guiding Principles for Conducting External Assessment_30Aug2022-15:01:48.pdf
5	Co-assessor feedback form (Both)	file_Co-assessor Feedback Form_30Aug2022-15:43:45.pdf
6	<input type="text"/>	<div><div>No File ...</div><div>Choose</div></div>

File Allowed Size is 10 MB and valid file extensions are(.pdf | .jpg | .png | .jpeg | .JPG | .JPEG | .PDF | .doc | .docx | .gif | .GIF | .xls | .xlsx | .zip).File name should be in proper format and only some special character are allowed,(i.e. - and _)

☒ Send ☐ Back

On the top of the page, the user can select the assessors to whom he wants to send the tool kit to. The user can select assessors by clicking on the check boxes besides their names.

Along with that, if the user wants to add another tool kit, he can do so by adding its name under the “Document Name” column and uploading the file under the “File Column”.

Click on “Send” button to send the tool kits.

☒ Send ☐ Back

2.1.2.8 View Team Leader Selection

Step – 6 – The user will click on the “View Team Leader Selection” button under the “Action” column. The following screen will be displayed –

View Team Lead Selection

Assessor Name	
Dr Rohini Kumar	Dr Harikumar S.
<div><div>Back</div></div>	

Here, the user will be able to check the name of the team leader that the assessors have selected.



User Manual & User Guide

NHSRC



2.1.2.9 View Travel Itinerary

Step – 7 – The user will click on the “**View Travel Itinerary**” button under the “**Action**” column. The following screen will be displayed –

View Travel Itinerary

Name of Health Facility: DH VIDISHA, Madhya Pradesh

Application Details

Address: ...

Zip Code: 464001

State: Madhya Pradesh

Nearest Railway Station:

Nearest Airport:

Application No.: DH2210100000001_04

Applied for: NQAS & LaQshya (Both)

Applied Date: 10-Oct-2022

Applied Departments: ICU, IPD, Labour Room, Maternity OT, Accident and Emergency, Auxiliary Services, Blood Bank, General Administration

Selected Assessment Date: 14-Oct-2022 To 15-Oct-2022

Itinerary of Assessment for Dr Rohini Kumar			
	From/To	Date	Flight/Bus/Train Details
Arrival	Assam	13-Oct-2022	Train
Departure	MP	15-Oct-2022	Flight

Itinerary of Assessment for Dr Harikumar S.			
	From/To	Date	Flight/Bus/Train Details
Arrival	Kolam	14-Oct-2022	Train
Departure	MP	15-Oct-2022	Bus

[← Back](#)

Here the user will be able to view the travel details that the assessor has filled such as Travel Dates, Arrival location, Departure location, etc.

2.1.3 Hold Cancel Assessment

In this section, the user will be able either to “**Hold**” the application or to “**Cancel**” the application.

By “**Hold**”, it means that the application will stop and will lie in whatever existing state it is at that time.

By “**Cancel**”, the user will be able to cancel the application with reason and that will not be processed further.

Step – 1 – The user will click on the “**Hold Cancel Assessment**” Menu under the “**Services**” Menu. The following screen will be displayed –



User Manual & User Guide NHSRC



SaQsham

HR Management

Services

Application List

Assessor Selection

Document Generation

Hold Cancel Assessment

Result Generation

Declare Result

Upload Certificate

Reports

Profile

Document Generation

Hold Cancel Assessment

Hold & Cancel Assessments

Status

All

Search:

Application No.	Facility Name/NIN ID	State	District	Facility Type	Assessment Mode/Program	Applied Date	Status	Action
SCN2402200000001_01	NUNNA2 / 8524678144	Andhra Pradesh	NTR	SubCentre (Health & Wellness Centres)	Physical / NQAS	20-Feb-2024	Open for Sendtool kit for Cycle 1 and Iteration 1	Action
PHCN2402190000001_01	Agar / 1623252655	Rajasthan	Ahwar	Primary Health Centre	Physical / NQAS	19-Feb-2024	Proposed Dates Response Accepted by CU2 & Pending for Assessor Selection for Cycle 1 and Iteration 2	Action
PHCN2401310000001_01	Etorra / 6111368129	Uttar Pradesh	Agra	Primary Health Centre	Physical / NQAS	31-Jan-2024	Document Generation In Process for Cycle 1 and Iteration 1	Action
CHCN2401190000001_01	CHC Aryanaadu / 5646854678	Kerala	Thiruvananthapuram	Community Health Center	Physical / NQAS	19-Jan-2024	Open for Sendtool kit for Cycle 1 and Iteration 1	Action
CHCN2401180000002_01	CHC Amanganj / 1757261159	Madhya Pradesh	Panna	Community Health Center	Physical / NQAS & LaQshya (Both)	18-Jan-2024	Document Generation Done for Cycle 3 and Iteration 1	Action

Showing 1 to 5 of 11 entries

Previous123Next

Assessment HoldScheduled Date Lapsed

Step – 2 – The user can choose any of the above 2 options for the assessment application he wishes to hold or cancel.

1. “Hold” –

The following screen will be displayed if “Hold” option is selected.

Hold Application

Note: Application Hold on current status

Write Remarks if any :

Hold

Enter any remark if there is any. Hold will put the application in its present status and won't allow proceeding ahead with it.

Hold & Cancel Application List								
Search: <input type="text" value="vidisha"/>								
Application No.	Facility Name / NIN ID	State	Facility / Basic Type	Programme Mode/Name	Applied Date	Status	Action	
DH221010000001_04	DH VIDISHA 8826671854	Madhya Pradesh	District Hospital / District Hospital	Physical / NQAS & LaQshya (Both)	10-Oct-2022	Assessor Selection In-Process & Sent to Assessor for Accept, Reject and Reconfirmed (Hold Application)	Release	
Showing 1 to 1 of 1 entries (filtered from 69 total entries)								
								Previous 1 Next

2. “Cancel” –

The following screen will be displayed if “Cancel” option is selected.



User Manual & User Guide NHSRC



Cancel Application

Note: Cancel

Write Remarks if any :

Cancel

Enter any remark if there is any. Cancel will cancel the application with reason and that will not be processed further ever. In addition, the status of the application will be updated to **“Application Cancelled – cannot be further processed”**.

Hold & Cancel Application List							
Search: biao							
Application No.	Facility Name / NIN ID	State	Facility / Basic Type	Program Mode/Name	Applied Date	Status	Action
SDHM210110000001_01	CH Biao/6322857845	Madhya Pradesh	Sub-District Hospital / Sub-District Hospital	Physical / MusQan	11-Oct-2022	Application Cancelled - can not be further processed	
Showing 1 to 1 of 1 entries (filtered from 69 total entries)							
						Previous	Next

2.1.4 Result Generation

In this section, the user will be able to generate the result based on the Assessment Score Entry done by the assessor for a particular assessment application.

To do so, the user can follow the following steps –

Step – 1 – The user will click on the **“Result Generation”** Menu under the **“Services”** Menu. The following screen will be displayed –

SaQsham											
HR Management Profile Document Generation * Hold Cancel Assessment * Result Generation *											
Services											
Application List											
Assessor Selection											
Document Generation											
Hold Cancel Assessment											
Result Generation											
Declare Result											
Upload Certificate											
Reports											
Result Generation											
Status											
Document Verification Pending											
Search:											
Assessment No.	Facility Name	NIN ID	State	District	Facility Type	Program	Applied Date	Assessment Date	Dept./Pk g	Scoring Mode	Action
SCN2312060000001_01	Sajapur	3634736379	Gujarat	Patan	SubCentre (Health & Wellness Centres)	NQAS	06-Dec-2023	07-Dec-2023	8	–	Score Entry Pending
DHNM2401080000002_01	District Hospital Raipur	1115544411	Chhattisgarh	Raipur	District Hospital	NQAS & MusQan (Both)	08-Jan-2024	09-Jan-2024	18	–	Score Entry Pending
DHM2401080000001_01	Singram District Hospital	8246646652	Sikkim	East	District Hospital	MusQan	08-Jan-2024	09-Jan-2024	4	SaQsham	Proceed
SC2312190000001_02	SHC Dhanu(BPR)	1177221239	Chhattisgarh	Raipur	SubCentre (Health & Wellness Centres)	NQAS	19-Dec-2023	12-Jan-2024	7	SaQsham	Proceed
CHCN2401180000002_01	CHC Amanganj	1757261159	Madhya Pradesh	Panna	Community Health Center	NQAS & LaQshya (Both)	18-Jan-2024	01-Feb-2024	8	–	Checklist Mapping Pending
Showing 1 to 5 of 5 entries											
										Previous	Next

On the above list page, the user can see the status of the applications and its details like –



User Manual & User Guide

NHSRC



- Applied Date
- Assessment Date
- Departments/Packages Applied
- Scoring Mode

Step – 2 – Next, the user will click on the “**Proceed**” button in the “**Action**” column for the application the user wants to proceed ahead.

The screenshot displays the SaQsham application interface. The left sidebar contains a menu with options: HR Management, Services (Application List, Assessor Selection, Document Generation, Hold Cancel Assessment, Result Generation, Declare Result, Upload Certificate), and Reports. The main content area is titled 'Facility/Application Details' and features a tabbed interface with the following tabs: Application Details, Hospital DataSheet, Document CheckList, Score Details, Assessor Documents, and Process Result (which is currently selected). The 'Process Result' tab shows a table for 'Functional/Sanctioned Bed Details' with columns for Department, Sanctioned Beds, and Functional Beds. The table lists Medical, Surgical, Gynae, and Maternity departments. Below this, there is a 'Document Uploaded' section with a table showing document details. The table has columns for #, Document Name, Dated, Remark, and View/Download. The first row shows 'Application Form For External Certification Of Quality Of Service' with a 'View & Print' button. The second row shows 'IMD Approval Copy' with a 'View' button. At the bottom, there is a table for 'Internal Assessment Report' with columns for S.No., Report Type, Report Date, Report From Date, Report To Date, Score (%), and File. The first row shows a report dated 04-Dec-2023 with a score of 87.0 and a file link.

Department	Sanctioned Beds	Functional Beds
Medical	65	50
Surgical	0	0
Gynae	89	70
Maternity	0	0

#	Document Name	Dated	Remark	View/Download
1	Application Form For External Certification Of Quality Of Service			View & Print
3	IMD Approval Copy	08-Jan-2024	Remark: ok	View

S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	Internal Assessment Report	04-Dec-2023	NA	NA	87.0	file_127234_04Dec2023-14_24_12.jpg

Here, the user will be able to view the following information in different tabs –

- Application Details
- Hospital Data Sheet
- Document Checklist
- Score Details
- Assessor Documents
- Process Result

Step – 3 – Next, the user will click on the “**Assessor Document**” tab provided on the top of the page. The following screen will be displayed –



User Manual & User Guide NHSRC



Facility/Application Details

Application Details Hospital Data Sheet Document CheckList Score Details **Assessor Documents**

Assessor Document Tab

Assessors List

S.No.	Name	Address	State	Profile
1	Dr Sunil Arora	H, No: 500/10, New Ashok Colony, Near Old SBI Road, Kailthal 136027, Haryana	Haryana	Profile
2	Dr Jyotsna Agarwal	N-9, Green Park (Main), New Delhi 110016	Delhi	Profile

Assessor Assessment Documents

#	Document Name	Uploaded File
<input type="checkbox"/>	Declaration Of Impartiality from Dr Sunil Arora	View Declaration of Impartiality
<input type="checkbox"/>	Declaration Of Impartiality from Dr Jyotsna Agarwal	View Declaration of Impartiality
<input type="checkbox"/>	Executive Summary	View Executive Summary
<input type="checkbox"/>	Opening Meeting	View Opening Meeting
<input type="checkbox"/>	Closing Meeting	View Closing Meeting

[Revert](#) [Proceed](#)

Here, the user will be able to view the details of the assessors who have done the assessment in the **Assessors List** tab. Along with that, in the **Assessor Assessment Documents**, the user will be able to view all the documents submitted by the assessors. These documents are as follows –

- Declaration of Impartiality from Assessor 1
- Declaration of Impartiality from Assessor 1
- Executive Summary
- Opening Meeting
- Closing Meeting

Step – 4 – The user will have 2 options, either to “**Proceed**” ahead or to “**Revert**” in case there is some issue with the documents.



Revert –

In case of revert; the user will click on the “**Revert**” button. The following pop-up will appear –

You are going to revert Assessor documents. Are you sure ?

[Cancel](#) [OK](#)

Click on “**OK**” button to confirm.



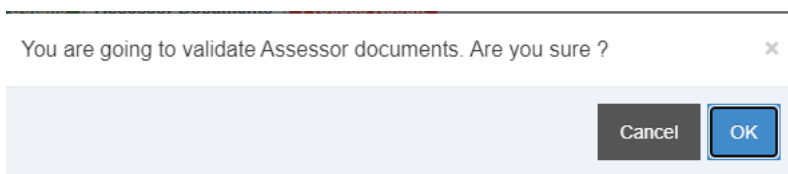
User Manual & User Guide NHSRC



The assessor will update the documents and will send back to the Certification Unit 2.

Proceed –

To proceed, the user will click on the “**Proceed**” button. The following pop-up will appear –



Click on “**OK**” button to confirm.

The status of the application will now be updated and the application will move to “**Result Processing Pending**”.

Step – 5 – Next, the user will click on the “**Process Result**” tab provided on the top of the page. The following screen will be displayed –

SI.No.	Criteria Name	Score Required	Score Obtained	Meets Criteria
1	Aggregate score of the health facility	≥ 70 %	100.00 %	✓
2	Aggregated score in each Area of Concern	≥ 60 %	A. Service Provision - 100.0 % B. Patient Rights - 100.0 % C. Inputs - 100.0 % D. Support Services - 100.0 % E. Clinical Services - 100.0 % F. Infection Control - 100.0 % G. Quality Management - 100.0 % H. Outcomes - 100.0 %	✓
3	Score of Standard of A2,B4,F6	≥ 60 %	Standard A2 - 100.0 % Standard B4 - 100.0 % Standard F6 - 100.0 %	✓
4	Individual Standard wise score	≥ 50 %	View Scores	✓
5	Patient Satisfaction Score in the preceding quarter or more (Satisfied or Highly satisfied on Mera-Aspataal)	PSS ≥ 60 %	78.83%	✓

Here, the user will be able to view the various criteria’s name, the scores required in that particular criteria, the scores obtained in that criteria and whether it meets the criteria or not.

In the “**Meets Criteria**”, it will show a green tick if it meets the criteria and a red cross if it does not meet the criteria.

Step – 6 – Next, the user will click on the “**Generate Result**” button at the bottom of the page. The following pop-up will be displayed –



User Manual & User Guide NHSRC



You are going to Generate Result. Are you sure ?

Cancel



OK

Click on “OK” button to confirm.

Step – 7 – Now on the “**Process Result**” tab, letters will be generated for the programs according to the criteria’s that have been met or not along with the summary report.

Click on the “**View Letter**” button under the letter column. Both editable and PDF options are available.

The screenshot shows the SaQsham application interface. The top navigation bar includes the SaQsham logo and user information. The left sidebar contains a menu with HR Management, Services, and Reports. The main content area is divided into tabs: Profile, Document Generation, Hold Cancel Assessment, and Result Generation. The Result Generation tab is active, displaying a table with the following data:

Sl.No.	Program Name	Certification Type	Criteria Met	Letter
1	NGAS	Quality Certified	Met all Criteria	 

A red arrow points to the 'View Letter' button in the Letter column. Below the table, there is a 'Back' button.

The following screen will open –



User Manual & User Guide NHSRC



SaQsham

HR Management | Profile | Document Generation * | Hold Cancel Assessment * | Result Generation *

Services

- Application List
- Assessor Selection
- Document Generation
- Hold Cancel Assessment
- Result Generation
- Declare Result
- Upload Certificate

Reports

Assessment Result Letter

1 Aggregate score of the health facility ≥ 70 % 100.00 %

Assessment Result Letter

NHSRC/CU/23-24/AP
Date: 15-Dec-2023

Subject: National Quality Certification of One (01) Public Health Facility of Andhra Pradesh under NQAS Programme

At the outset, I congratulate you and your state team for taking up one(01) Public Health Facility of **Andhra Pradesh** for NQAS Certification. The facility underwent External Assessment by the empanelled external assessors. The assessment details are as follows:

S.No.	Name of Facility	Date of Assessment	Departments	Certification Criteria	Overall Score	Certification Status
1.	Gollavanitippa, West Godavari	15-Dec-2023 to 16-Dec-2023	All 6 Departments	Met All Criteria	100.0 %	Quality Certified

Hence, **Gollavanitippa, West Godavari** in the state of Andhra Pradesh is granted **Quality Certified** under NQAS Programme.

The certified health facilities should strive to work on recommended Areas of Improvements and submit the action plan to the State Quality Assurance Unit. The State Quality assurance unit is expected to verify the improvement in the surveillance audits and submit the status to Certification Unit NHSRC along with the surveillance reports.

Summary of the Assessment Reports of the aforementioned facility is enclosed as **Appendices I**

Yours Sincerely,

(Vishal Chauhan)

Shri M.T. Krishana Babu

The user will be able to “**Summary Report**” in the same page under the letter.

SaQsham

HR Management | Profile | Document Generation * | Hold Cancel Assessment * | Result Generation *

Services

- Application List
- Assessor Selection
- Document Generation
- Hold Cancel Assessment
- Result Generation
- Declare Result
- Upload Certificate

Reports

Summary of External Assessment Report (Annexure I)

Name of the facility: Gollavanitippa , West Godavari , Andhra Pradesh

Date of External Assessment: 15-Dec-2023 to 16-Dec-2023

Overall Score of Health facility: 100.0 %

1. Compliance to certification criteria

Sl.No.	Criteria Name	Score Required	Meets Criteria
1	Aggregate score of the health facility	≥ 70 %	Criteria Met 100.0 %
2	Aggregated score in each Area of Concern	≥ 60 %	Criteria Met Refer Table - 3
3	Score of Standard of A2, B4, F6	≥ 60 %	Criteria Met Standard A2 - 100.0 % Standard B4 - 100.0 % Standard F6 - 100.0 %
4	Individual Standard wise score	≥ 50 %	Criteria Met Refer Table - 4
5	Patient Satisfaction Score in the preceding quarter or more (Satisfied or Highly satisfied on Mera-Aspataal)	PSS ≥ 60 %	Criteria Met (PSS Score - 78.83%)

Once the result is generated, the application will move to the “**Result Forwarding**” or to “**File Forward**” based either on whether it has passed or failed. The **passed** applications will move to “**File Forward**” and the failed applications will move to “**Result Forwarding**”.



User Manual & User Guide NHSRC



2.1.5 Declare Result

In this section, the user will be able to view the assessments for which result declare is pending. Along with that, the user will be able to declare the result as well.

To do so, the user can follow the following steps –

Step – 1 – The user will click on the “**Declare Result**” Menu under the “**Services**” Menu. The following screen will be displayed –

Assessment No.	Facility	District	State	Facility Type	Program	Result Gen Date	Action
CHCN240119000002_01	CHC Anchuthengu	Thiruvananthapuram	Kerala	Community Health Center	NQAS	29-Jan-2024	Declare

Initially, the status of the file will be “**Result Declare Pending**”.

Along with this, in the “**Action**” column, the option will show “**Declare**” option.

In the above page, currently the “**Result Declare Date**”, “**Certificate Upload Date**” and “**Upload Certificate Scan**” dates are NA. This is because, the result is still not declared.

Step – 2 – The user will click on the “**Declare**” under the “**Action**” column. The following screen will be displayed –

Sl.No.	Program Name	Department Name	Certification Type	Validity (Months)	Certificate No.	Letter
1	NQAS	--	Quality Certified	36	NA	View Letter
File Forward No.: 8231563 File Forward Date: 29-Dec-2023 Result Applicable Date: 16-Jan-2024 File Received Date: 16-Jan-2024 Summary Report: Scan Letter AS&MD Letter: AS&MD Letter Result Declare Date: NA Certificate Upload Date: -- Uploaded Certificate Scan: -- Certificate Validity Upto: 15-01-2027						
2	LaQshya	Labour Room	Quality Certified With Conditionality	12	LaQshya/AH/01/TG	View Letter
File Forward No.: 8231563 File Forward Date: 11-Jan-2024 Result Applicable Date: 16-Jan-2024 File Received Date: 16-Jan-2024 Summary Report: Scan Letter AS&MD Letter: AS&MD Letter						

Here, the user can see the uploaded scanned letters as well.



User Manual & User Guide NHSRC



To declare result, click on **“Declare”** at the bottom of the page. A pop-up will be displayed.

You are going to Declare result. Are you sure ?

Cancel

OK

Click on **“ok”** button to confirm.

2.1.6 Upload Certificate

In this section, the user will be able to upload the certificate for the corresponding assessments.

To do so, the user can follow the following steps –

Step – 1 – The user will click on the **“Upload Certificate”** Menu under the **“Services”** Menu. The following screen will be displayed –

Assessment No.	Facility	District	State	Facility Type	Program	Result Gen / Applicable Date	Result Status	Status	Action
AH2308210000007_02	Area Hospital Vemulavada	Rajanna Sircilla	Telangana	Area hospital (District Hospital)	LaQshya	25-Nov-2023 / 16-Jan-2024	Quality Certified With Conditionality	Certificate Upload Pending	Upload
CHC2308180000008_02	Community Health Centre, Jangammet	Hyderabad	Telangana	Community Health Center	NQAS	08-Oct-2023 / 21-Nov-2023	Quality Certified With Conditionality	Certificate Upload Pending	Upload
CHCL2311080000002_01	HOWLY CHC	Barpeta	Assam	Community Health Center	LaQshya	08-Jan-2024 / 18-Jan-2024	Quality Certified	Certificate Upload Pending	Upload

Along with this, in the **“Action”** column, the option will show **“Upload”** option.

Step – 2 – The user will click on the **“Upload”** under the **“Action”** column. The following screen will be displayed –



User Manual & User Guide NHSRC



Sl.No.	Program Name	Department Name	Certification Type	Validity (Months)	Certificate No.	Letter
1	LaQshya	Labour Room	Quality Certified With Conditionality	12	LaQshya/AH/01/TG	View Letter

File Forward No.: 8231563 File Forward Date: 11-Jan-2024
Result Applicable Date: 16-Jan-2024 File Received Date: 16-Jan-2024
Summary Report: [Scan Letter](#) AS&MD Letter: [AS&MD Letter](#)
Result Declare Date: 02-Feb-2024 Certificate Validity Upto: 15-01-2025

*Upload Certificate: [Choose](#)

[Upload](#) [Back](#)

The user will upload the certificate file and click on the “**Upload**” option. Once the user uploads it the certificate, it will start showing on the Facility Level and the State Level as well.

2.1.7 Change Password

In this section, the user will be able to change his current password for his login credentials.

To change the password, the user should follow the following steps –

Step – 1 – The user will click on the “**Change Password**” Menu under the “**Services**” Menu. The following screen will be displayed –

Change_Password >> Change

Old Password *

New Password *

Confirm Password *

[Save](#) [Reset](#)

In the above screen, the user will enter the old password along with the new password.

Step – 2 – Once the passwords are entered on the above screen, the user has the following two options.

[Save](#) [Reset](#)

The user will click on the “**save**” button to save the password, or else he can click on “**reset**” to remove the entered passwords.



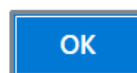
User Manual & User Guide **NHSRC**



Step – 3 – Once the user clicks on the “save” button, the new password details will be sent on the users Email ID provided.

Also, it is mandatory for the user after changing the password, the user should logout once and login with the new credentials. If the user does not logout, and tries to click on some menu, the following pop-up will be displayed.

You changed your Password recently, So Please Logout and Login again
to continue



On the successful updating of password, the user will receive the following email on the email ID provided by him.

Dear User,

Your Password is changed successfully.Following are your credentials:-

Login Id:-dqau_panna_1
Password:-123456aA@

Thanks and Regards
National Health Systems Resource Center (NHSRC),
Ministry of Health & Family Welfare, Government of India,
NIHFW Campus, Munirka, New Delhi.

For assimilation and dissemination of knowledge, visit cakes.cdac.in

2.1.8 Help Desk

In this section, the user will be able to create tickets for any issue he is facing while using the SaQsham portal.

2.1.8.1 Raise a Ticket

To raise a ticket, the user will have to follow the following steps –

Step – 1 – The user will click on the "**Help Desk**" Menu under the "Services" Menu. The following screen will be displayed –



User Manual & User Guide NHSRC



Ticket Raised List							+ Add
Status : All							
Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
No Record Found							

Add Button

It will show no records if no ticket has been raised previously.

Step – 2 – The user will click on the “Add” button to raise a ticket. The following screen will be displayed –

New Ticket Raise >

*Select State Madhya Pradesh

*Select Menu Select Value

*Select Subject Select Value

Upload File No File ... Choose

*Description Enter Problem Description

File Allowed Size is 10 MB and valid file extensions are (pdf | jpg | png | jpeg | PNG | JPG | JPEG | PDF | doc | docx | gif | GIF | xls | xlsx | zip).File name should be in proper format and only some special character are allowed.(i.e. - and _)

Submit Back

Select Menu – In the “Select Menu” option, the user will be able to select the menu in which he is currently facing the issue.

*Select Menu Select Value

Upload File

xls | xlsx | zip).File

- Select Value
- Change_Password
- Facility Assessment Report
- Facility Incharge Master
- Help Desk
- Messages
- Pending Request
- Provisional User List

Select Subject – In the “Select Subject” option, the user will be able to select the subject of the issue.



User Manual & User Guide NHSRC



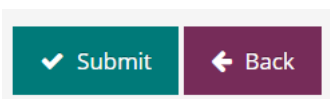
*Select Subject

*Description
Design
Functionality
Issue with Pending request
Problem

File size is 10 MB and valid
characters are A-Z, a-z, 0-9, _ and .

Along with the above 2, the user has the option to “**Upload**” a file that is related to the issue and the “**Description**” of the issue.

Step – 3 – Once the user has entered the information related to the issue, the user will have the following 2 options to choose from –



Once the user clicks on the **submit** button, a ticket will be raised and the user will be able to view it in the list page.

Ticket Raised List								+ Add
Status : All								▼
Search: <input type="text"/>								🔍
	Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
<input type="checkbox"/>	122090002	29-Sep-2022	DQAU Panna	Madhya Pradesh	Facility Incharge Master	Functionality	Open	
Showing 1 to 1 of 1 entries								Previous 1 Next

The user can view the status of the ticket in the “**Status**” column of the list page. A new ticket will have the status “Open”.

2.1.8.2 View the Solution

Once the administrator provides the solution for the raised ticket, the status will change to “Solution Received”.

Step – 1 – To view the solution, click on the checkbox, 2 buttons will get activated on top right.



The user can either “**Modify**” or “**View Ticket**”.

By clicking on “**Modify**” button, the user will be able to make any changes in the ticket if required.

Step – 2 – The user will click on the “View Ticket” button, to view the solution provided. The following screen will be displayed –



User Manual & User Guide

NHSRC



The user also has the option to see the Assessment Schedule for any specific combination of “**State Name**”, “**Facility Type**”, “**Facility Name**” and “**Assessor Name**”.

To do so, the user can select the particular values from the drop-downs given on top of the page. Details for the selection will be only displayed on the calendar, in that case.

View Scheduled Assessment

* State Name :
Madhya Pradesh

* Facility Type :
District Hospital

* Facility Name :
DH VIDISHA

* Assessor Name :
Select Value

< > today

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2 Dussehra Maha Navami Mahatma Gandhi Jayanti	3 Dussehra Maha Navami	4 Dussehra Maha Navami	5 Dussehra	6	7	8
9 U E Mlad Marandhi Vairava Birika	10	11	12	13 Ganga Dussehra	14 Facility Name: DH VIDISHA Facility Type: District	15
16	17	18	19	20	21	22
23	24 Chaiti Deepavali	25 Govardhan Puja	26 Gita Jayanti	27	28	29
30 Chaiti Purnima	31					

November 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	7	8 Ganga Navami Birthday	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Ganga Teghatashar Mantra	25	26
27	28	29	30			

December 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

January 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28