



Training Manual & User Guide  
**NHSRC**



**User Manual & User Guide**  
**National Health System Resource Centre**  
**SaQsham**

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## 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 “**Advisor**” will be able to forward the results for the deferred cases. Along with that, the user will be able to forward the documents with approvals that have been generated by the Certification Unit user.

## 2. Advisor Desk

SaQsham

Services

Reports

User Profile Page

Full Name: Dr. J N Srivastava

Email Id: -

State: Delhi

User Role: Advisor

User Type: Advisor

Mobile No: -

Designation: -

Update Picture

Dr. J N Srivastava

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

1. Services
2. Reports

### 2.1 Services

In the Services Menu, there are the following options –

1. Result Forwarding
2. Send Documents
3. Change Password
4. Help Desk



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### 2.1.1 Result Forwarding

In this section, the user will be able to view, forward the results to facility that are unable to meet the criteria, and their certification status is “Deferred”.

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

Application List For Result Forwarding								
Search: <input type="text"/>								
Assessment No.	Facility Name	District	State	Facility Type	Programme Mode/Name	Result Date	Status	Action
CHCL2210100000001_01	CHC KOTHI	Satna	Madhya Pradesh	Community Health Center	Physical / LaQshya	11-Oct-2022	--	<a href="#">Proceed</a> <a href="#">View</a>
DHN2209180000001_01	District Hospital South Goa	South Goa	Goa	District Hospital	Physical / NQAS	14-Oct-2022	--	<a href="#">Proceed</a> <a href="#">View</a>
Showing 1 to 2 of 2 entries								
							Previous	1 Next

Proceed/View  
Button

On the above list page, the user can click on the **chain icon** besides the application no., to view the **chain of events**.

Chain of Events	
11-Oct-2022 16:37	External Assessment Report verified by Certification Unit by Abhay Kumar
11-Oct-2022 16:11	External Assessment Report verified by Certification Unit by Abhay Kumar
10-Oct-2022 17:17	External Assessment Report verified by Certification Unit by Abhay Kumar
10-Oct-2022 16:15	External Assessment Report verified by Certification Unit by Abhay Kumar
10-Oct-2022 16:14	Assessor Result Document verified by Certification Unit by Abhay Kumar
10-Oct-2022 16:12	Final Score has been submitted. by Abhay Kumar
10-Oct-2022 13:03	

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



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Facility/Application Details

Application Details

Hospital DataSheet

Document Checklist

Score Details

Assessor Documents

Process Result

Facility : CHC KOTHI, Satna

Application Request No  
CHCL2210100000001\_01

Program Type  
Physical

Applied Program Name  
LaQshya

Applied Date  
10-10-2022

Application Status  
Assessment Result Entry Processing Pending at Certification Unit

★ Functional/Sanctioned Bed Details

Department	Sanctioned Beds	Functional Beds
Female Ward	0	0
Male Ward	0	0
NBSU	0	0
Others *(Please Add)	0	0

Document Uploaded

Total Services: 2

#	Document Name	View/Download
1	Application Form For External Certification Of Quality Of Service	View & Print
3	MD Approval Copy	View

Dated: 11-Oct-2022      Remark: okay

SNo.	Report Type	Report Date	Report From Date	Report To Date	Score	File
1	DQAU Assessment Report	04-Oct-2022	06-Oct-2022	05-Oct-2023	67.0	<a href="#">_file_Daily_Report_10Oct2022-12-18-17.xlsx</a>
2	SQAU Assessment Report	04-Oct-2022	04-Oct-2022	03-Oct-2023	87.0	<a href="#">_file_Daily_Report_10Oct2022-12-18-32.xlsx</a>

Application  
Details

Uploaded Reports

The user will be able to view the following details –

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

**Step – 3** – After viewing all the details, the user will click on the “Process Result” tab.



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Application Details				
Hospital DataSheet				
Document Checklist				
Score Details				
Assessor Documents				
Process Result				
Program Type			Program Name	
Physical			LaQshya	
Sl.No.	Criteria Name (Maternity OT)	Score Required	Score Obtained	Meets Criteria
1	Score of each department of the health facility	>= 70 %	M-OT - 50 %	✗
2	Aggregated score in each Area of Concern	>= 70 %	Service Provision - 50 % Patient Rights - 50 % Inputs - 50 % Support Services - 50 % Clinical Services - 50 % Infection Control - 50 % Quality Management - 50 % Outcome - 50 %	✗
3	Score of Standard of B3,E18,E19	>= 70 %	Standard B3 - 50 % Standard E18 - 50 % Standard E19 - 50 %	✗
4	Individual Standard wise score	>= 50 %	Please see Score Details	✓
5	Patient Satisfaction Score in the preceding quarter or more (Satisfied or Highly satisfied on Mera-Aspataal) or Score of Likert Scale	PSS >= 70 % Likert Scale : 3.2	80%	✓
Sl.No.	Department Name	Certification Type	Criteria Met	Letter
1	Maternity OT	Deferred	2 criteria met out of remaining 5	<a href="#">View Letter</a>

View Letter  
Button

The user can view the letter by clicking on the “**View Letter**” button provided.

View Scores

Assessment Result

NHSRC/14-15/QI/01/MP  
Date :-----

To,  
The Mission Director (NHM),  
Mission Director (NHM) Department of (H&FW ) Government of Madhya Pradesh NHM Bhawan, Link Road No.3, Patrakar Colony (PO) T.T Nagar, Bhopal- 462003

Subject: National Quality Certification of Public Health Facility of Madhya Pradesh under LaQshya Program

Dear Sir/ Madam,

At the outset, efforts of the QA Team in improving the CHC KOTHI , Satna in the state of Madhya Pradesh are appreciated. The facility was assessed by the team of certified empanelled External Assessors from 14-Oct-2022 to 15-Oct-2022, wherein Maternity OT has attained overall score of 50 %.

The Maternity OT is not meeting CQSC approved Certification criteria and therefore it is 'Not Recommended' for LaQshya certification at this point of time.

The State Quality Assurance Unit and the Facility Quality Team are advised to re-apply afresh for certification after addressing the weaknesses observed during the external assessment.

Summary of the External Assessment Report of the aforementioned facility is enclosed as Annexure I.

With Regards,

Yours Sincerely,  
Dr. J.N. Srivastava

Copy to:-  
1. SQAU : Dr. Vivek Mishra,  
2. Facility Incharge : NA

**Step – 4 –** To forward the result to the facility, the user will click on the “Forward” button at the bottom of the page. A pop-up will be displayed –

You are going to Forward Deffered Result to facility. Are you sure ?

Cancel OK



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Click on the “Ok” button to send it.

## 2.1.2 Send Documents

In this section, the user will be able to forward the documents generated by the Certification Unit.

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

Send Letter List					
Status : Active					
Search: <input type="text"/>					
<input type="checkbox"/>	Application No.	Program Name	Facility Name /Basic Type	Assessor Name	Action
<input type="checkbox"/>	DHNL2210140000001_01	NQAS & LaQshya (Both)	DH REWA /District Hospital	Dr.Soma Rani -Relieving/Invitation Letter Generated But Not Forwarded Dr.Virendra Singh Ahlawat-Relieving/Invitation Letter Generated But Not Forwarded Ms. Vinay Arora-Relieving/Invitation Letter Generated But Not Forwarded	<a href="#">Forward Relieving/Invitation Letter</a> <a href="#">Forward Intimation Letter</a>
<input type="checkbox"/>	UHCN2209260000001_01	NQAS	CD Gorkhi /Urban Primary Health Centre	Dr. Ravinder Ahlawat-Relieving/Invitation Letter Generated But Not Forwarded Dr. Sunil Arora-Relieving/Invitation Letter Generated But Not Forwarded	<a href="#">Forward Relieving/Invitation Letter</a> <a href="#">Forward Intimation Letter</a>
<input type="checkbox"/>	DHLM2209220000001_01	LaQshya & MusQan (Both)	DH Sagar /District Hospital	Dr.Yumnam Ramananda Singh -Relieving/Invitation Letter Generated But Not Forwarded Dr. Prasad Thaker-Relieving/Invitation Letter Generated But Not Forwarded	<a href="#">Forward Relieving/Invitation Letter</a> <a href="#">Forward Intimation Letter</a>
<input type="checkbox"/>	CHCNM2209220000001_01	NQAS & MusQan (Both)	CHC Barud /Community Health Center	Dr. Vinitha Kumar-Relieving/Invitation Letter Generated But Not Forwarded Dr. Rajiv Kumar-Relieving/Invitation Letter Generated But Not Forwarded	<a href="#">Forward Relieving/Invitation Letter</a> <a href="#">Forward Intimation Letter</a>
<input type="checkbox"/>	SDHLM2209220000001_01	LaQshya & MusQan (Both)	CH Jawad /Sub-District Hospital	Dr. Sunil Arora-Relieving/Invitation Letter Generated But Not Forwarded Dr. Jyotana Agarwal-Relieving/Invitation Letter Not Generated	<a href="#">Forward Relieving/Invitation Letter</a>
Showing 1 to 5 of 8 entries					
Previous 1 2 Next					

Forward Letter Buttons

**Step – 2** – To forward the documents for a particular application, the user will click on the “Forward Relieving/Invitation Letter”. The following screen will be displayed –

Assessor Selection Dropdown

\*Select Assessor

\*Uploaded File

Upload File Option



To  
Additional Director,  
delhi

**Subject:** Request to relieve Dr.Yumnam Ramananda Singh to undertake the External Assessment of one (01) Public Health Facility in the State of Madhya Pradesh under LaQshya & MusQan (Both) program.

Dear Sir/Mam,

You may be aware that Ministry of Health & Family Welfare launched 'National Quality Assurance Program' in November 2013 to improve the delivery of healthcare services in public health facilities. The program has inbuilt system of certification for which External Assessment is carried out by a team of qualified External Assessors.

The State of Madhya Pradesh has applied for the External Assessment of District Hospital Sagar under LaQshya & MusQan (Both).

The External Assessment is planned from 28-Sep-2022 to 29-Sep-2022 with 2 Days for District Hospital by a 2 member team of empanelled External Assessors.

Dr Yumnam Ramananda Singh ,HOD, Quality assurance Program Manipur is an empanelled External Assessor under the LaQshya & MusQan (Both) has been nominated as a member of the assessment team. You are therefore requested to grant approval to Dr Yumnam Ramananda Singh to travel to the state of Madhya Pradesh and under the assessment.

The assessment findings are required to be kept confidential and shared among the team members and with NHSRC only. It is also requested to ensure that the hard and soft copies of the score card and complete assessment report with gap analysis must be shared within 03 working days with NHSRC after completion of the assessment. Format of the report would be shared in soft copy.

Cost of travel, boarding, lodging, per-diem and other logistics would be borne by the State of Madhya Pradesh

Thanking You.

Yours Sincerely,

Copy to:-MD

National Health Systems Resources Centre  
Technical Support Institution with National Health Mission  
Ministry of Health & Family Welfare, Government of India



NHSRC/2022/01  
23-Sep-2022

On top of the page, there is an option to select the assessor for which the user wishes to forward the letter.



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\*Select Assessor

Dr Yumnam Ramananda Singh

Dr Yumnam Ramananda Singh

Dr Pranav Thaker

National Health Systems

Along with that, an upload option is provided. The user can upload a scanned copy along with this as well.

Click on the **“Forward”** button on the bottom of the page to forward the documents.

The colors will change to **green** once they are successfully generated.

**Step – 3** – Similarly, click on the **“Forward Intimation Letter”** to forward it.

Send Intimation Letter

\*Uploaded File No File ... Choose

Upload File Option

National Health Systems Resources Centre

Technical Support Institution with National Health Mission

Ministry of Health & Family Welfare, Government of India

NHSRC

NHSRC/2022/03  
23-Sep-2022

To  
The Mission Director (NHM),  
Mission Director (NHM) Department of (H&FW) Government of Madhya Pradesh NHM Bhawan, Link Road No.3, Patrakar Colony (PO) T.T Nagar, Bhopal- 462003

Subject: External Assessments for one (01) Public Health Facility in the state of Madhya Pradesh under LaQshya & MusQan (Both) program

Dear Sir/Mam,

This is in reference to application received from the state of **Madhya Pradesh** regarding external Assessment of one (01) Public Health Facility under **LaQshya & MusQan (Both)** program. We would like to inform you that the external assessments of the aforesaid facility have been scheduled as per the details given below:

S.No.	Name Of Facility	Date Of Assessment	Departments to be Assessed	Name Of External Assessor	Address	Mobile No.	Email Id
1.	DH Sagar	28-Sep-2022 to 29-Sep-2022	Labour Room, Maternity OT, NRC, Paediatrics OPD, Paediatrics Ward, SNCU	1. Dr Yumnam Ramananda Singh (Govt) 2. Dr Pranav Thaker(Govt)	Singamei Mayengbam leikal, Imphal west, Manipur 795008. A 1 Madhav Park, opp Rudraksh Flats, B/H Jalaram Temple, LP Savani Road, Adajan, Surat, 395009, Gujarat.	8974378601 9925242020	drmanananda.y@gmail.com drpranavthaker@gmail.com

Cost of travel from home/duty station & back, boarding, and lodging as per diem and other logistics would be borne by the state of **Madhya Pradesh** 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).

You are also requested to provide following support for smooth conduct of the assessment:

An upload option is provided. The user can upload a scanned copy along with this as well.

Click on the **“Forward”** button on the bottom of the page to forward the documents.

**Step – 4** – Once the letters are forwarded, the user can view these letters by clicking on their respective button.

Send Letter List

Status : Active

Search: dh sagar

	Application No.	Program Name	Facility Name /Basic Type	Assessor Name	Action
<input type="checkbox"/>	DHLM220922000001_01	LaQshya & MusQan (Both)	DH Sagar /District Hospital	Dr Yumnam Ramananda Singh -View Reliving/Invitation Letter Dr Pranav Thaker-View Reliving/Invitation Letter	View Intimation Letter

Showing 1 to 1 of 1 entries (filtered from 8 total entries)

Previous Next

Viewing Buttons



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### 2.1.3 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 –

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

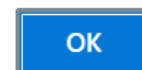
**Step – 2** – Once the passwords are entered on the above screen, the user has the following two options.

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

**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





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On the successful updation 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](http://cakes.cdac.in)

### 2.1.4 Help Desk

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

#### 2.1.4.1 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 –

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 –



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New Ticket Raise >

\*Select State Madhya Pradesh

\*Select Menu

\*Select Subject

Upload File

\*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 \_)

**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

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.

\*Select Subject

\*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 \_)

- Select Value
- New Subject
- Design
- Functionality
- Issue with Pending request
- Problem

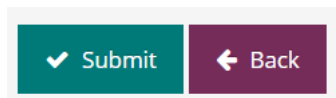
Along with the above 2, the user has the option to “**Upload**” a file that is related to the issue and the “**Description**” of the issue.



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**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

Status

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”.

### 2.1.4.2 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 –





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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 Name :  
DH VIDISHA

\* Facility Type :  
District Hospital

\* Assessor Name :  
Select Value

< > today

October 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2 Dussehra Maha Navami Maharaja Garibai Jayanti	3 Dussehra Maha Navami	4 Dussehra Maha Navami	5 Dussehra	6	7	8
9 1st Mitha Maharaja Garibai Jayanti	10	11	12	13 Karna Chaturthi	14 Karni Navami: DH VIDISHA-Assessor Type: District	15
16	17	18	19	20	21	22
23	24 Onam (Ganapati)	25 Ganesh Visarj	26 Bhai Dooj	27	28	29
30 Onam Purnima	31					

November 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	7	8 Ganga Navami: Bithoor	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Ganga Teghatashahi: Mathura	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