



User Manual & User Guide
National Health System Resource Centre
SaQsham

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User Manual & User Guide **NHSRC**



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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 “**District Users**” will be able to provide the district level approvals for the application submitted by the various facilities for the assessment. Along with that, the user will also be able to provide the user registration approvals for their districts.

2. DQAU Desk

On SaQsham portal, the role of the DQAU User will be as follows –

- Map the facility user
- Provide approval for user registration for facility type PHC
- Provide the approval for the application submitted by the facilities in that district

To do the above activities, the following are the menus available in this Desk –

1. HR Management
2. Services
3. Reports

2.1 HR Management

Through the menus given under HR management, the user will be able to assign a set of credentials to a facility user and will be able to approve the user registration for the facility type PHC.

In the HR Management Menu, there are the following options –

1. Facility In charge Master
2. Provisional User List

2.1.1 Facility In charge Master

In this section, the user will have the authority to assign a particular set of credentials to a particular user.

To do so, the user will have to follow the following steps –

Step – 1 – The user will click on the “**Facility In charge Master**” Menu under the “HR Management” Menu. The following screen will be displayed –



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Profile

Facility Incharge Master

Facility Incharge List

Status : Active

Search:

Select	Facility Type	State	District	Facility	Incharge Name	Email	Mapped Login Id	Action
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Khareda	Dr Hetal Bhatt	shrutitest@gmail.com	FA_GJ_PHC_U521	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Sangpur	Dr Yash Bharatbhai Finchaliya	shrutitest@gmail.com	FA_GJ_PHC_U522	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Palasani - T	ABHABEN PARMAR	shrutitest@gmail.com	FA_GJ_PHC_U523	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Raysingpura	Dr.Abhishek Bhavsar	shrutitest@gmail.com	FA_GJ_PHC_U525	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Amroli -T	DR AZADSING MACHHAR	shrutitest@gmail.com	FA_GJ_PHC_U524	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Pandharvat-T	Dr Kalyan Krishna Pandey	shrutitest@gmail.com	FA_GJ_PHC_U520	

There will be a list of user already existing in the system. The user can update the user details with new existing credentials through the modify button on right top corner.

Profile

Facility Incharge Master

Facility Incharge List

Modify

View

Status : Active

Search:

Select	Facility Type	State	District	Facility	Incharge Name	Email	Mapped Login Id	Action
<input checked="" type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Khareda	Dr Hetal Bhatt	shrutitest@gmail.com	FA_GJ_PHC_U521	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Sangpur	Dr Yash Bharatbhai Finchaliya	shrutitest@gmail.com	FA_GJ_PHC_U522	
<input type="checkbox"/>	Primary Health Centre	Gujarat	Chhotaudepur	Palasani - T	ABHABEN PARMAR	shrutitest@gmail.com	FA_GJ_PHC_U523	

Already Existing User –

Step – 1 – To update the existing user, click on the checkbox. The following buttons will be activated.



To map a set of credentials, click on “**Modify**”.

Step – 2 – Once the user clicks on the “**Modify**” button, the following screen is displayed –



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[Profile](#) [Facility Incharge Master](#)

Facility Incharge Master » [Modify](#)

*Facility Type Primary Health Centre

Select Region/Zone

*Facility

* Incharge Name

*Email Id

Designation

*Status ☒ Active ☐ InActive

*State Gujarat

*Select District

*Map User

* Mobile No.

Address

This will have all the existing information of the existing user. User can update the Incharge Name, Mobile no., Email Id to map new user with existing user.

Step – 5 – Click on submit to update the user.

Once a user is mapped, there will be some new buttons activated in the “Action” column on the list page.

2.1.2 Provisional User List

To approve the request for new user, the approving authority will have to approve it. For each user, the request will be sent to their immediate higher approving authority.

The following will be the hierarchy for the approvals –

- **Facility** – For PHCs, the approval request will go to the DQAUs, and for all the remaining types, it will go to SQAUs.
- **DQAUs** – For DQAUs, the approval request will go to the SQAUs.
- **SQAUs** – For SQAUs, the approval request will go to the State Nodal Officers.
- **State Nodal Officers** - For State Nodal Officers, the approval request will go to the QPS Division.
- For remaining all other levels, the request will go to the Certification Unit.

Step – 1 – To approve the request, the user will click on “**Provisional User List**” under the “HR Management” menu.

The following list page will be displayed –



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Provisional User Master List											
Status : Active											
Search: <input type="text"/>											
<input type="checkbox"/>	User Type	User Name	Facility /Facility Type /Nin Id	State	Region /District	MobileNo	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	PHC Barro	PHC Barro/Primary Health Centre/6481882717	Madhya Pradesh	Vidisha	7248759342	anishasharma@cdac.in	10-Oct-2022	-	Pending for approve	Approve
Showing 1 to 1 of 1 entries											
										Previous 1 Next	

Approve Button

Here, the user can see the details for which the user will be created along with the status.

Step – 2 – The user will click on the “**Approve**” button in the “**Action**” column to proceed ahead. The following pop up screen will be displayed.

Approval

This User Email Id and Mobile number already exists

Write Message if any :

[Confirm](#) [Reject](#)

Confirm/Reject Button

The user will have 2 options, either “**Confirm**” or “**Reject**” the request. Along with that, the user has the provision to enter any message in the text box as well.

If the user “**Confirms**” the request, the status will change to “**Accepted**” on the list page. The requests will be approved.

Provisional User Master List											
Status : Active											
Search: <input type="text"/>											
<input type="checkbox"/>	User Type	User Name	Facility /Facility Type /Nin Id	State	Region /District	MobileNo	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	PHC Barro	PHC Barro/Primary Health Centre/6481882717	Madhya Pradesh	Vidisha	7248759342	anishasharma@cdac.in	10-Oct-2022	10-Oct-2022	Approved	
Showing 1 to 1 of 1 entries											
										Previous 1 Next	

Updated Status

If the user “**Rejects**” the request, the status will change to “**Rejected**” on the list page. The requests will be rejected.



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2.2 Services

Through the menus given under the Services Menu, the user will be able to receive the applications submitted by the health facilities in that district, review the documents for the same and will have the provision to change any document/report that he wished to change. Along with that, the user will have the option to approve the application and send to the next level or to revert the application and send it back to the facility.

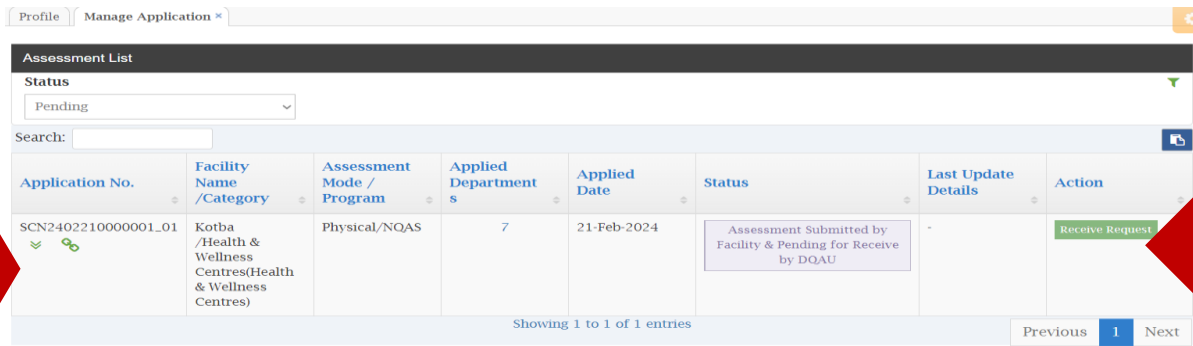
In the Services Menu, there are the following options –

1. Manage Application
2. Assessment Schedule
3. Facility Assessment Result

2.2.1 Manage Application

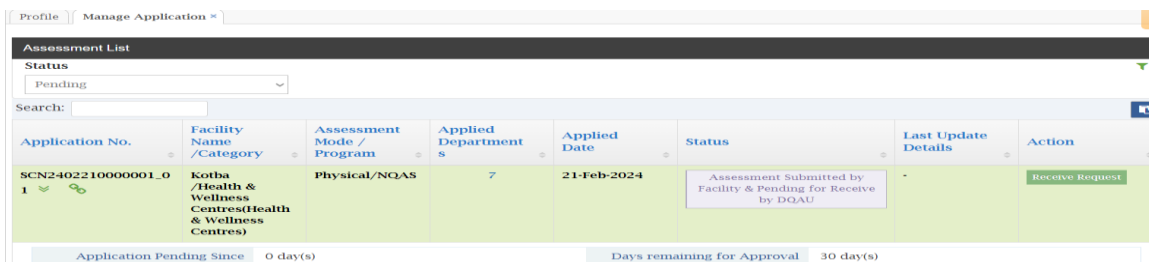
In this section, the user will be able to view the applied applications for certification by various facilities and their approvals, if any exists.

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



Profile Manage Application ×							
Assessment List							
Status Pending							
Search:							
Application No.	Facility Name /Category	Assessment Mode / Program	Applied Departments	Applied Date	Status	Last Update Details	Action
SCN2402210000001_01	Kotba /Health & Wellness Centres(Health & Wellness Centres)	Physical/NQAS	7	21-Feb-2024	Assessment Submitted by Facility & Pending for Receive by DGAU	-	Receive Request
Showing 1 to 1 of 1 entries							
						Previous	1 Next

On the above list page, the user can click on the **arrow icon** besides the application number, to see the **application details** such as Application Pending Since, Days Remaining for Submission and facility details.



Profile Manage Application ×							
Assessment List							
Status Pending							
Search:							
Application No.	Facility Name /Category	Assessment Mode / Program	Applied Departments	Applied Date	Status	Last Update Details	Action
SCN2402210000001_01	Kotba /Health & Wellness Centres(Health & Wellness Centres)	Physical/NQAS	7	21-Feb-2024	Assessment Submitted by Facility & Pending for Receive by DGAU	-	Receive Request
Application Pending Since 0 day(s) Days remaining for Approval 30 day(s)							



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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

10-Oct-2022 12:03

Assessment Submitted by DH Vidisha

10-Oct-2022 11:19

Assessment Review Request Accepted by DH Vidisha

10-Oct-2022 11:11

Assessment Reverted back to Facility by DQAU Vidisha

10-Oct-2022 11:11

Assessment Document Verification Done by DQAU Vidisha

10-Oct-2022 11:11

Assessment Request Received by DQAU Vidisha

10-Oct-2022 11:10

Initially, the status of the application on the list page will be **“Assessment Submitted by Facility & Pending for Receive by DQAU”**. Along with this, in the **“Action”** column, the option will show **“Receive Request”**.

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

Once the user will click on **“Receive Request”**, a pop-up will appear to confirm. Click on **“Ok”** button.

You are going to receive the assessment request. Are you sure?

Cancel

OK

After clicking on **“Ok”**, the status of the application on the list page will be **“Assessment Received DQAU & In-Process”**. Along with this, in the **“Action”** column, the option will now show **“Proceed”**.



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Step – 3 – The user will click on the “**Proceed**” button in the “**Action**” column for the application the user wants to proceed ahead. The following screen will be displayed –

Application Details

Name of Health Facility: DH VIDISHA

Full Address: , , ,

District: Vidisha

State: Madhya Pradesh

Pin Code: 464001

Phone: 9993995866

Application Details

Application No.: DHNL2210100000001_02

Applied for: NQAS & LaQshya (Both)

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

Application Applied Date: 10-Oct-2022

Application Received Date: 10-Oct-2022



Application Status: Assessment Received by DQAU & In -Process

Application & DataSheet

Document Verification Checklist

Application & DataSheet

#	Document Name	View/Download
2	Hospital Datasheet	View & Print

S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	Internal Assessment Report	04-Nov-2022	NA	NA	45.0	 

This is the “**Application Details**” page. On the top, the user can see the Facility Details that has applied for the Certification Program and the Application Details.

Below that, the user will be able to view “**Application & Data Sheet**”. Here, all the reports that have been submitted with the assessment application can be viewed and downloaded i.e. the Internal Assessment Report, the DQAU/SQAU Reports, etc. Along with that, the user can view the Hospital Datasheet.



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Application & DataSheet

Document Verification Checklist

Application & DataSheet

#	Document Name	View/Download
2	Hospital Datasheet	View & Print

S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	Internal Assessment Report	04-Apr-2022	NA	NA	45.0	file Document 10Oct2022-11:08:30.docx
2	DQAU Assessment Report	02-May-2022	10-May-2022	09-May-2023	56.0	file Document 10Oct2022-11:11:37.docx

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 _)

[Add More](#)[Next](#)

Hospital Datasheet

Uploaded Reports

Add More Button

Besides Application & Data Sheet, there is another tab for “**Document Verification Checklist**”. Here, the user can view the checklist and the documents submitted along with it. The user can enter the “Remarks” here if needed.

ProfileManage Application

1

2

3

4

5

Department Selection/ModificationUpload Reports & ScoresBed & Service DetailsDocument Verification ChecklistSubmit Application

Document Verification Checklist

Final Remarks:

S.No.	Name of Document	Document Parameters	Version	Remarks
1	No. & Names of the Department/Service Packages to be assessed	No. : 7 , Names: 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		
2	*Latest District level assessment report verified by state	<input checked="" type="radio"/> Yes <input type="radio"/> No	NHSRC-UserManual-Assessor1	
3	*Minutes of last Quality Team meeting (Preferable within Last Quarter)	<input checked="" type="radio"/> Yes <input type="radio"/> No	KEDARNATH TEMPLE Kotba...	
4	*Work Instructions (As per Service Packages)	<input checked="" type="radio"/> Yes <input type="radio"/> No	KEDARNATH TEMPLE Kotba...	
5	*Copy of Facility Wide Policies / Instructions			
5.1	*Quality Policy & Objectives	<input checked="" type="radio"/> Yes <input type="radio"/> No	NHSRC-UserManual-DQAU1ev...	

Remarks

Document Download/Upload

In case the application was reverted by DQAU, the changes done by the facility will be highlighted for the DQAU in orange.



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Final Remarks:

S.No.	Name of Document	Document Parameters	Version	Remarks
1	No. & Names of the Department/Service Packages to be assessed	No. : 7 , Names: 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		<div>Version History</div>
2	*Latest District level assessment report verified by state	<input checked="" type="radio"/> Yes <input type="radio"/> No NHSRC-UserManual-AssessorL... ❌		ok

To view the “History”, the user can click on the “tick” under the “Version” column. The following will be displayed –

Document Verification Checklist

Final Remarks:

S.No.	Name of Document	Document Parameters	Version	Remarks
1	No. & Names of the Department/Service Packages to be assessed	No. : 7 , Names: 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		
2	*Latest District level assessment report verified by state	<input checked="" type="radio"/> Yes <input type="radio"/> No NHSRC-UserManual-AssessorL... ❌		ok

View History

S.No	Version	User Type	User Name	Remarks Date	Yes/No	Input Value	Remarks	Document	Action
1	1	DQAU	Dr Dilip Sharma	21-Feb-2024	-	-	ok	NHSRC-UserManual-AssessorLevel_Korba_1708501715927.docx	Accept File
2	1	Facility Incharge	Amos Dipti H	21-Feb-2024	-	-	-	NHSRC-UserManual-AssessorLevel_Korba_1708501715927.docx	Accept File

On the above screen, the user can view all the documents submitted in the past with the application.

Step – 4 – Once, all the details are checked and verified, the user has the following options -

* Remarks

Note:

- * - Mandatory Field.
- The file size allowed is 10MB and valid file extensions are (pdf | png | jpeg | doc | docx | zip | xls |xlsx).
- The file name should be in proper format, and only certain special characters are allowed. (i.e. - and _).
- Only PDF files and image (png/jpg) files will open in the popup window. All other files will not open in a pop-up window, but will be downloaded directly.
- For reverted applications, checklist documents highlighted in green are verified and approved by the CU1 consultant.No further actions required for these.

Prev

Save & Proceed



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Following options are available –

- Draft Save
- Save & Proceed
- Prev

Facility/Application Details

Upload Documents for Applying Certification

Department Selection/Modification Upload Reports & Scores Bed & Service Details Document Verification Checklist Submit Application

Revert Application Accept & Send to Next Level Preview Hospital DataSheet Preview Document Check List Preview Report Back

Prev

Following options are available –

- Revert Application
- Accept & Send to Next Level
- Preview Hospital Data Sheet
- Preview Document Check List
- Preview Report
- Back

Accept & Send to Next Level –

If the user wants to move ahead with the application, the user will click on “**Accept & Send to Next Level**”.

A pop-up will be displayed for Assessment Submit confirmation.

Assessment Submit?

Do you want to submit Assesment and send to Higher Level for verification?

Cancel Confirm



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Click on the “**Confirm**” button.

Another pop-up will be displayed for re-confirmation. Click on “**Ok**” button.

Are you sure?

Cancel OK

Now, the status of the application on the list page will be updated to “**Application Approved by DQAU/RQAU & Pending for Receive by SQAU**” and will be sent to the approving authority. Along with this, in the “Action” column, the option will now show “**View Application**”. Further, the user can make no changes and can only view the application.

Pending Request List							
Status : Active							
Search: <input type="text"/>							
Application No.	Facility Name /Basic Type	Program Mode / Program	Applied No. of Departments	Applied Date	Status	Last Update Details	Action
DH2210100000001_03	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	8	10-Oct-2022	Assessment Approved by DQAU/RQAU & Pending for Receive by SQAU	Updated Status	View Application

Revert Application –

If the user wants to revert the application, the user will click on “**Revert Application**”.

In case of reverting the application, the user can enter the remarks in the “Remarks” column provided besides the DVR points.

Once the user clicks on the “Revert Application” button, the following pop-up will be displayed.

Revert Assessment?

Do you want to revert Assessement and send it back to facility for correction?

Cancel Confirm

Click on the “**Confirm**” button.



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Another pop-up will be displayed for re-confirmation. Click on “Ok” button.

Are you sure?

Cancel OK

Now, the status of the application on the list page will be updated to “**Assessment Reverted – Need Correction**” and will be sent to the facility for changes. Along with this, in the “Action” column, the option will now show “**View Application**”. Further, the user can make no changes and can only view the application.

Pending Request List								
Status : Active								
Search: <input type="text"/>								
Application No.	Facility Name / Basic Type	Program Mode / Program	District	Applied No. of Departments	Applied Date	Status	Last Update Details	Action
DH2210100000001_03	DH VIDISHA / District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	8	10-Oct-2022	Assessment Reverted- Need Correction		View Application

Updated Status

2.2.2 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



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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

OK

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

2.2.3 Help Desk

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

2.2.3.1 Raise a Ticket

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



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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							

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).Fi

- 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.



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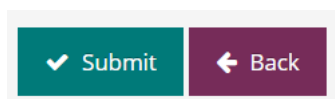
*Select Subject

*Description
Design
Functionality
Issue with Pending request
Problem

File size is 10 MB and valid
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.

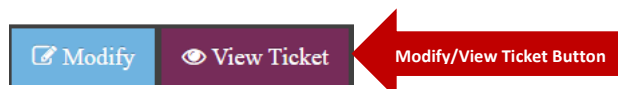
Ticket Raised List								+ Add
Status : All								Y
Search: <input type="text"/>								🔍
	Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
<input type="checkbox"/>	122090002	29-Sep-2022	DQAU Panna	Madhya Pradesh	Facility Incharge Master	Functionality	Open	Status
Showing 1 to 1 of 1 entries	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

2.2.3.2 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.



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

User/Ticket Details

User Details

Ticket Details

User Name : DQAU Panna

State Name: Madhya Pradesh

Contact Details : 7832642738/

Menu Name : Facility Incharge Master

Subject:Functionality

Ticket History

Iteration No. 1

Problem	Unable to change facility incharge details.	Date	29-Sep-2022	Uploaded File	_file_Document_29Sep2022-17:28:20.docx
Solution	Solution	Date	29-Sep-2022	Uploaded File	Document_29Sep2022-17:34:29.docx

Back

In the **top section**, the user can view the user details along with the ticket details.

In the **second section**, the user can view the problem raised along with the file that was uploaded. Under it, the user can view the solution.