



User Manual & User Guide
NHSRC



User Manual & User Guide
National Health System Resource Centre
SaQsham

Version No.: V1.2

Release Date: 20-Dec-2023



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User Manual & User Guide **NHSRC**



Table of Contents

1. Purpose of the Manual	4
2. RQAU Desk	4
1.1 Services	4
1.1.1 Pending Request	4
1.1.2 Change Password	11
1.1.3 Help Desk	13
1.1.3.1 Raise a Ticket.....	13
1.1.3.2 View the Solution.....	15



User Manual & User Guide
NHSRC



Document Release History

Sl. No	Version No	Release Date	Prepared By	Reviewed By	Approved By
1.	V1.0	10.10.2022	Anisha Sharma	Shruti	Priyanka Dutta
2	V1.1	18.05.2023	Anisha Sharma	Shruti	Priyanka Dutta
3	V1.2	20.12.2023	Anisha Sharma	Shruti	Priyanka Dutta



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 NQAS 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 “**Regional Users**” will be able to provide the regional level approvals for the application submitted by the various facilities for the assessment.

2. RQAU Desk

SaQsham

Services

- Pending Request
- Change Password
- Help Desk

Reports

e-mail

User Profile Page

Update Picture

Dr. Vikas Tyagi

Full Name	Dr. Vikas Tyagi	User Type	RQAU
Email id	divyagranthm@gmail.com	Mobile No	9926266678
State	Uttar Pradesh	Designation	-
User Role	RQAU		

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The following are the menus available in this Desk –

1. Services
2. Reports

1.1 Services

In the Services Menu, there are the following options –

1. Pending Request
2. Change Password
3. Help Desk

1.1.1 Pending Request

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



User Manual & User Guide NHSRC



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

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
DHNL221010000001_02 ↕ 🔗	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	8	10-Oct-2022	Assessment Submitted by Facility & Pending for Receive by DQAU	-	Receive Request
SDHL2209210000001_01 ↕ 🔗	CH BASODA /Sub-District Hospital	Physical/LaQshya	2	21-Sep-2022	External Assessment Report Verification Pending at Certification Unit	-	View Application
Showing 1 to 2 of 2 entries							
						Previous	1 Next

Arrow
Icon &
Chain
Icon

Receive Request
Button

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.

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
DHNL221010000001_02 ↕ 🔗	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	8	10-Oct-2022	Assessment Submitted by Facility & Pending for Receive by DQAU	-	Receive Request
Application Pending Since		0 day(s)		Days remaining for submission		30 day(s)	
Facility Address		...		Application Details		View	

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



User Manual & User Guide NHSRC



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 Approved by DQAU & Pending for Receive by RQAU”**. 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?

CancelOK

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”**.

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 –



User Manual & User Guide NHSRC



Application Details

Name of Health Facility: DH VIDISHA

- Full Address: ...
- District: Vidisha
- State: Madhya Pradesh
- Pin Code: 464001
- Phone: 9993995866

Application Details

- Application No.: DHNL221010000001_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-Apr-2022	NA	NA	45.0	file Document_10Oct2022-11:08:30.docx

Hospital Datasheet

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.

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 →

Uploaded Reports

Add More Button



User Manual & User Guide NHSRC



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.

Application & DataSheet | Document Verification Checklist

Document Verification Checklist

Final Remarks: - ✓

S.No	Name of Document	Document Parameters	Corrected/Reference Document	Remarks History	Remarks
1	*Filled application form along with the Hospital data sheet	Yes file Document...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>		
2	*State Certification Report duly signed by the assessors (district assessment sheet verified by state for HWC)	Yes file Document...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	
3	No. & Names of the Department/Service Packages to be assessed	Yes All	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	
4	*Minutes of last Quality Team meeting (MOM)	Yes file Document...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	
5	*Last 3 months data of Key Performance Indicators (KPI)	Yes file Document...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	
6	*Latest State Assessment Report and scores (Excel Sheet)	456 file Document...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	

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

Document Verification Checklist

Final Remarks: Please change ✓

S.No	Name of Document	Document Parameters	Corrected/Reference Document	Remarks History	Remarks
1	*Filled application form along with the Hospital data sheet	Yes file Checklist C...	<input type="button" value="No File ..."/> <input type="button" value="Choose"/>	✓	

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



User Manual & User Guide NHSRC



Document Verification Checklist

Final Remarks: Please change ✓

S.No	Name of Document	Document Parameters	Corrected/Reference Document	Remarks History	Remarks
1	*Filled application form along with the Hospital data sheet	Yes	file Checklist C...	<input type="text" value="No File ..."/> <input type="button" value="Choose"/>	<input type="text"/>

View History

S.No	Version	User Type	User Name	Remarks Date	Yes/No	Input Value	Remarks	Document
1	3	Facility	DH VIDISHA	10-Oct-2022	Yes	-	Changed	file Checklist CHC_10Oct2022-12:44:40.xlsx
2	1	Facility	DH VIDISHA	10-Oct-2022	Yes	-		file Document_10Oct2022-11:08:39.docx
3	2	Facility	DH VIDISHA	10-Oct-2022	Yes	-		file Document_10Oct2022-12:01:26.docx
4	2	DQAU	DQAU Vidisha	10-Oct-2022	-	-	Please Change	-
5	1	DQAU	DQAU Vidisha	-	-	-	-	-

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

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)

Following options are available –

- Draft Save
- Accept & Send to Next Level
- Revert Application
- 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





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 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 & LaQshiya (Both)	8	10-Oct-2022	Assessment Approved by DQAU/RQAU & Pending for Receive by SQAU		 

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.



User Manual & User Guide NHSRC



Revert Assessment?

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

✕ Cancel

✓ Confirm

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 “**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

1.1.2 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 –



User Manual & User Guide **NHSRC**



[Change_Password](#) » [Change](#)

Old Password *	<input type="password" value="Enter Old Password"/>
New Password *	<input type="password" value="Enter Password"/>
Confirm Password *	<input type="password" value="Re-Enter Password"/>

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

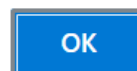
Step – 2 – Once the passwords are entered on the above screen, the user has the following two options.

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



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



User Manual & User Guide NHSRC



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

1.1.3 Help Desk

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

1.1.3.1 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 –

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



User Manual & User Guide NHSRC



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.

*Select Subject Select Value

*Description

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

- 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.

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

✓ Submit ← Back

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		
Showing 1 to 1 of 1 entries								Previous 1 Next



User Manual & User Guide NHSRC



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”.

1.1.3.2 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.

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

The screenshot shows a web application interface with two main sections. The top section, titled "User/Ticket Details", is divided into two tabs: "User Details" and "Ticket Details". The "User Details" tab is active, showing the following information:

- User Name : DQAU Panna
- State Name: Madhya Pradesh
- Contact Details : 7832642738/

The "Ticket Details" tab is also visible, showing:

- Menu Name : Facility Incharge Master
- Subject :Functionality

The bottom section, titled "Ticket History", displays a table with the following data:

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

At the bottom of the interface, there is a "Back" button.

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.