



User Manual & User Guide
National Health System Resource Centre
SaQsham

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User Manual & User Guide **NHSRC**



Table of Contents

1. Purpose of the Manual	4
2. SQAU Desk	4
3.1 HR Management	4
3.1.1 DQAU Master	5
3.1.2 RQAU Master	6
3.1.3 Provisional User List	8
3.2 Services	9
3.2.1 Hold Cancel Assessment	9
3.2.2 Manage Application	12
3.2.3 Assessment Schedule	18
3.2.4. Assessment Result View.....	20
4. Change Password	20
5. Help Desk	21
5.1 Raise a Ticket.....	21
5.2 View the Solution	23



User Manual & User Guide **NHSRC**



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User Manual & User Guide NHSRC

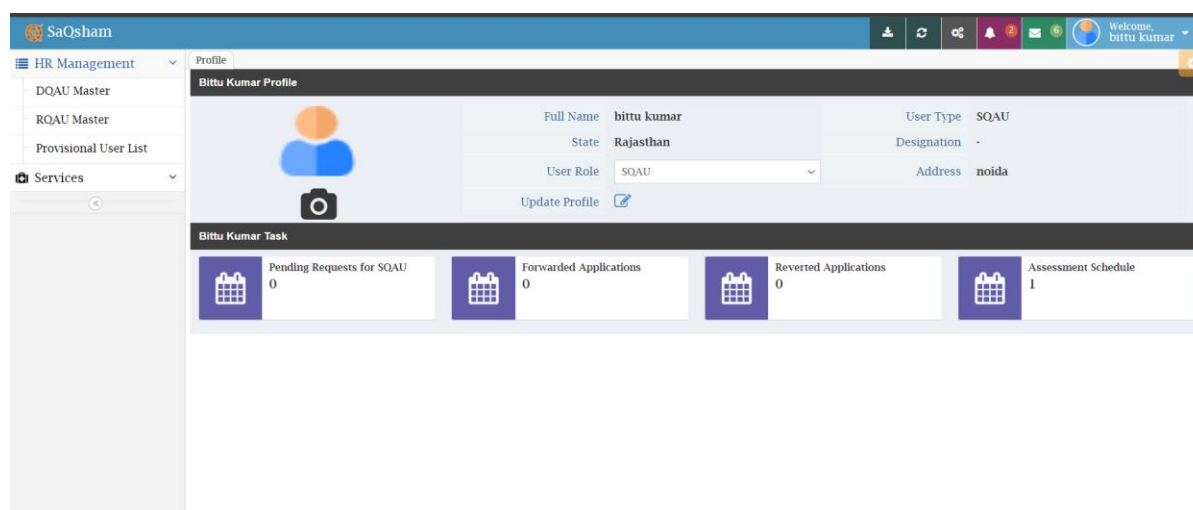


1. Purpose of the Manual

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 “**State Users**” will be able to provide the state 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 state.

2. SQAU Desk



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

- Map the DQAU Users and RQAU Users (if exists)
- Provide approval for user registration for all facility type except PHCs, DQAUs and RQAUs of that particular state
- Provide the approval for the application approved by the DQAU/RQAU users of that state

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

1. HR Management
2. Services

3.1 HR Management

Through the menus given under HR management, the user will be able to assign a set of credentials to a DQAU or RQAU user and will be able to approve the user registration for the DQAUs, RQAUs and facility types other than PHCs.

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



User Manual & User Guide NHSRC



1. DQAU Master
2. RQAU Master
3. Provisional User List

3.1.1 DQAU 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 “DQAU Master” Menu under the “HR Management” Menu. The following screen will be displayed –

Select	State	District	Consultant Name	Mobile No.	Email	Mapped Login Id	Action
<input type="checkbox"/>	Rajasthan	Alwar	Dqau	817340970	uicdqau@gmail.com	DQAU_RJ_U00455	

Step – 2 – The user can update the details of the existing dqau from DQAU Master menu by selecting the specific user and click on modify button and can view the details of the user by clicking on the View Button.

Select	State	District	Consultant Name	Mobile No.	Email	Mapped Login Id	Action
<input checked="" type="checkbox"/>	Rajasthan	Alwar	Dqau	817340970	uicdqau@gmail.com	DQAU_RJ_U00455	



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

Step – 3 – Once the user clicks on the “Modify” button, the following screen is displayed –



User Manual & User Guide NHSRC



Profile | DQAU Master »

DQAU Master » Modify

State: Rajasthan

Select Region/Zone: Select Value

*Select District: Alwar

*Consultant Name: dqau

*Mobile No.: 817340970

*Email Id: uicdqau@gmail.com

Address: noida

*Map User: DQAU_RJ_U00455

Designation: Select Value

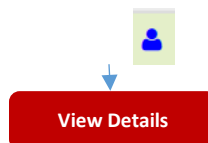
*Status: ☒ Active ☐ InActive

This will have all the existing information of the existing user.

Step – 4 – Click on submit to map the user.

Now a blue icon can be seen in the Action column, it denotes View Details for the users in the List page.

DQAU Master List							
Status : Active							
Search: <input type="text"/>							
Select	State	District	Consultant Name	Mobile No.	Email	Mapped Login Id	Action
<input type="checkbox"/>	Rajasthan	Alwar	Dqau	817340970	uicdqau@gmail.com	DQAU_RJ_U00455	
Showing 1 to 1 of 1 entries							
						Previous	1 Next



Through the “blue” icon, the user can see the details of the mapped credentials of that user.

3.1.2 RQAU 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 “RQAU Master” Menu under the “HR Management” Menu. The following screen will be displayed –

SaQsham

HR Management

DQAU Master

RQAU Master

Provisional User List

Services

Profile | RQAU Master »

RQAU List

Status : Active

Search:

Select	State	Region	Name	Mobile No.	Email	Mapped Login Id	Action
<input type="checkbox"/>	Uttar Pradesh	Agra Region	RQAU agra	1892640397	shrutishruticdac@gmail.com	RQAU_UP_U00002	

Showing 1 to 1 of 1 entries

Previous

1

Next



User Manual & User Guide NHSRC



There will be a list of user already existing in the system. The user can either map the credentials to already existing users in the list.

Step – 2 – To map with the already existing user, click on the checkbox. The following buttons will be activated.



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

Step – 3 – Once the user clicks on the “**Modify**” button, the following screen is displayed –

RQAU Master » Modify

State	Uttar Pradesh	*Select Region/Zone	Agra Region
*Map User	Select Value	*Consultant Name	Dr. Vikas Tyagi
*Mobile No.	9926266678	*Email Id	divqauagranhm@gmail.com
Designation	Select Value	*Status	<input checked="" type="radio"/> Active <input type="radio"/> InActive
Address	Enter Address		

This will have all the existing information of the existing user and the details can be updated from this menu.

Step – 4 – Click on submit to map the user or update the user details.

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

RQAU List							
Status : Active							
Search: <input type="text"/>							
Select	State	Region	Name	Mobile No.	Email	Mapped Login Id	Action
<input type="checkbox"/>	Uttar Pradesh	Agra Region	RQAU agra	1892640397	shrutishruticdac@gmail.com	RQAU_UP_U00002	
Showing 1 to 1 of 1 entries							Previous 1 Next



Through the “**blue**” button, the user can see the details of the mapped credentials to that user.



User Manual & User Guide NHSRC



3.1.3 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, UPHCs & HWCs 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 CU1.
- For remaining all other levels, the request will go to the CU2 .

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 –

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	Mobile No	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	Pentamed Hospital	Pentamed Hospital/Sub-District Hospital null	Delhi	Central	8989898989	anishasharma@cdac.in	22-Aug-2022	22-Aug-2022	Approved	-
<input type="checkbox"/>	Facility Incharge	vinod singh	Dr Baba Saheb Ambedkar Hospital Rohini District Hospital/8787878787	Delhi	North West	9958096383	vinodsegar2002@gmail.com	12-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	DH_Kiran	A and U Tibbia College District Hospital/5646788907	Delhi	Central	7689767687	kiran@gmail.com	08-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	bali	Bali Nursing Home Sub-District Hospital null	Delhi	Central	1111111111	uic.17mca8342@gmail.com	07-Jul-2022	-	Pending for approve	Approve
<input type="checkbox"/>	Facility Incharge	Bali Nursing Home	Bali Nursing Home Sub-District Hospital null	Delhi	Central	9971070669	anishasharma@cdac.in	07-Jul-2022	07-Jul-2022	Approved	-
Showing 6 to 10 of 10 entries											
										Previous	1 2 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



User Manual & User Guide NHSRC



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: central tihar											
<input type="checkbox"/>	User Type	User Name	Facility /Facility Type /Nin Id	State	Region /District	Mobile No	EmailId	Entry Date	Approval Date	Status	Action
<input type="checkbox"/>	Facility Incharge	Tihar Jail	Central Tihar Jail Hospital District Hospital/1114123589	Delhi	West	8989898989	anishasharma@cdac.in	12-Sep-2022	12-Sep-2022	Approved	-
Showing 1 to 1 of 1 entries (filtered from 11 total entries)											

Updated Status

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

3.2 Services

Through the menus given under the Services Menu, the user will be able to receive the applications approved by the DQAUs/RQAUs in that state, 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. Hold Cancel Assessment
2. Manage Application.
3. Assessment Schedule.
4. Facility Assessment Result View.

3.2.1 Hold Cancel Assessment

In this section, the user will be able to either “**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 further processed.

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



Hold & Cancel Application List							
Search: <input type="text"/>							
Application No.	Facility Name / NIN ID	State	Facility / Basic Type	Programme Mode/Name	Applied Date	Status	Action
UHCN2209260000001_01	CD Kotra/1115533828	Madhya Pradesh	Urban Primary Health Centre / Urban Primary Health Centre	Physical / NQAS	26-Sep-2022	Document Generation In Process for Cycle 1 and Iteration 1	Hold Cancel
UHCN2209260000001_01	CD Gorkhi/1672188487	Madhya Pradesh	Urban Primary Health Centre / Urban Primary Health Centre	Physical / NQAS	26-Sep-2022	Document Generation In Process for Cycle 1 and Iteration 1	Hold Cancel
CHCNML2209220000001_01	CHC Boda/4858274253	Madhya Pradesh	Community Health Center / Community Health Center	Physical / NQAS & MusQan & LaQshya	22-Sep-2022	Document Generation Done for Cycle 1 and Iteration 1	Hold Cancel
SDHNM2209220000001_01	CH Bina/1862844279	Madhya Pradesh	Sub-District Hospital / Sub-District Hospital	Physical / NQAS & MusQan (Both)	22-Sep-2022	External Assessment Report Verification Pending at Certification Unit for Cycle 1 and Iteration 1	Hold Cancel
PHCN2209260000001_01	N PHC Bandedi/1115583625	Madhya Pradesh	Primary Health Centre / Primary Health Centre	Virtual / NQAS	26-Sep-2022	Document Generation In Process for Cycle 1 and Iteration 1	Hold Cancel
Showing 1 to 5 of 41 entries							
Previous 1 2 3 4 5 ... 9 Next							

On the above list page, the user can click on the **arrow icon** besides the application no., to see the **application details** such as Application Pending Since, Days Remaining for Submission, Facility Address and Application Details.

Hold & Cancel Application List							
Search: <input type="text"/>							
Application No.	Facility Name / NIN ID	State	Facility / Basic Type	Programme Mode/Name	Applied Date	Status	Action
UHCN2209260000001_01	CD Kotra/1115533828	Madhya Pradesh	Urban Primary Health Centre / Urban Primary Health Centre	Physical / NQAS	26-Sep-2022	Document Generation In Process for Cycle 1 and Iteration 1	<button>Hold</button> <button>Cancel</button>
Application Pending Since 14 day(s)			Days remaining for submission		16 day(s)		
Facility Address CD Kotra , CD Kotra , bhopal , Bhopal			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

26-Sep-2022 15:14

Document Generation in Process by Dr Kamal Mishra

26-Sep-2022 15:14

Assessor Selection Done & Open for Filling of Declaration of Impartiality by Assessors by Dr Kamal Mishra

26-Sep-2022 15:14

Assessor Selection Process : Re-Confirmed by Dr Kamal Mishra

26-Sep-2022 15:14

Assessor Selection Process : Accepted by Dr Kamal Mishra

26-Sep-2022 15:13

Assessor Selection Process : Re-Confirmed by Dr Samir Singh

26-Sep-2022 15:13

In the “**Action**” column, there are 2 options available “**Hold**” and “**Cancel**”.

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

“**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.

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

Cancel Application

Note: Cancel

Write Remarks if any :

Cancel



User Manual & User Guide NHSRC



Enter any remark if there is any. Cancel will cancel the application with reason and that will not be allowed to be processed ever.

3.2.2 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.

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

Application No.	Facility Name /Category	Assessment Mode / Program	District	Applied Departments	Applied Date	Status	Last Update Details	Action
PHCN2401300000003_01	Iradat Nagar /Primary Health Centre	Physical/NQAS	Agra	6	30-Jan-2024	Assessment Submitted by Facility & Pending for Receive by DQAU	-	Pull Request

Showing 1 to 1 of 1 entries

On the above list page, the user can click on the **arrow icon** besides the application no., to see the **application details** such as Application Pending Since, Days Remaining for Submission and facility details.

Application No.	Facility Name /Category	Assessment Mode / Program	District	Applied Departments	Applied Date	Status	Last Update Details	Action
PHCN2401300000003_01	Iradat Nagar /Primary Health Centre	Physical/NQAS	Agra	6	30-Jan-2024	Assessment Submitted by Facility & Pending for Receive by DQAU	-	Pull Request

Application Pending Since 22 day(s) Days remaining for Approval 8 day(s)

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

30-Jan-2024 16:08

Assessment Submitted by Facility Incharge for NQAS

30-Jan-2024 16:07

New Assessment Created by Facility Incharge for NQAS

Close



User Manual & User Guide NHSRC



Along with that, while dates being proposed to the facility, the SQU will have the option to view the **proposed dates** as well. The user will be able to view it by clicking on the cross symbol which will only be activated once the dates the proposed by certification unit.

Assessment List								
Status								
Others								
Search:								
Application No.	Facility Name /Category	Assessment Mode / Program	District	Applied Departments	Applied Date	Status	Last Update Details	Action
PHCN2401310000001_01	Etor /Primary Health Centre	Physical/NQAS	Agra	6	31-Jan-2024	Document Generation In Process	SQU (31-Jan-2024)	View Application View Intimation Letter
PHCN2401300000001_01	Digrota /Primary Health Centre	Physical/NQAS	Agra	6	30-Jan-2024	Assessment Received by CU1	SQU (30-Jan-2024)	View Application

By clicking on the cross symbol, the user will be able to see the whole history of the proposed dates along with the finally accepted dates by the facility.

Assessment Schedule History				
Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	15-Feb-2024 11:00:24	CU2	16-Feb-2024 To 17-Feb-2024
		Date	Accepted By	Accepted Date
		15-Feb-2024 11:00:24	SQU	16-Feb-2024 To 17-Feb-2024
1	1	15-Feb-2024 00:00:00	CU2	16-Feb-2024 To 17-Feb-2024
				Close

Initially, the status of the application on the list page will be **“Assessment Approved by DQAU/RQAU & Pending for Receive by SQU”**. 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 by SQU”**. 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



Facility/Application Details

Name of Health Facility: Iradat Nagar, Agra

Full Address : Sub Centre , Iradat Nagar , Opp. Old Thana , Saiyan

Pin Code : 283112

District: Agra

State: Uttar Pradesh, India

Nearest Railway Station : NA

Nearest Airport : NA

Facility Type : Primary Health Centre (Primary Health Centre)

SQAU: SQAU UP/6192836128

DQAU: DQAU agra/9127009721

Application Details

Application Request No. : PHCN2401300000003_01

Applied for : Physical / NQAS

Applied Date: 30-Jan-2024

State MD Approved Date : --

Applied Department : General Administration, IPD, Laboratory, Labour Room, National Health Programme, OPD

View Detail : View

Status : Assessment Pull

Upload Documents for Applying Certification

1

Department Selection/Modification

2

Upload Reports & Scores

3

Bed & Service Details

4

Document Verification Checklist

5

Submit Application

Department Selection/Modification

Assessment ModePhysical

Program For CertificationNQAS

Application Form & 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 can be viewed and downloaded i.e. the Internal Assessment Report, the DQAU/SQAU Reports, etc. Along with that, the user can view the Application Form and the Hospital Datasheet.

Upload Documents for Applying Certification

1

Department Selection/Modification

2

Upload Reports & Scores

3

Bed & Service Details

4

Document Verification Checklist

5

Submit Application

Upload SQAU & DQAU Assessment Details/Report

S.No.	Report Type	Report Date	Report From Date	Report To Date	Score (%)	File
1	Internal Assessment Report	15-Jan-2024	NA	NA	65.0	_file_Capture 5_IradatNag_1706611074123.P...
2	DQAU Assessment Report	21-Feb-2024	21-Feb-2024	20-Feb-2025	87.0	127234_1708496662588.jpg
3	SQAU Assessment Report	21-Feb-2024	21-Feb-2024	20-Feb-2025	98.0	127234_1708496697282.jpg

+Add More

Prev Save & Proceed Next

Uploaded Reports

Add More Button

Besides Application & Data Sheet, there is another tab for “**Bed and Services Details**”. Here, the user can view Bed details, services details and will be able to update it.



User Manual & User Guide NHSRC



Upload Documents for Applying Certification

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

Financial Year: 2023 - 2024

Hospital Information

Type of PHC (24*7/Other as per state nomenclature): 24*7

Category of PHC: With beds if yes, no of beds: With beds

Service Details

S.No.	Service and Parameters Name	Value
1	Service Availability	
1.1	OPD Services available in the hospital :	
1.2	General Medicine	<input type="radio"/> Yes <input type="radio"/> No
1.3	Family Planning	<input type="radio"/> Yes <input type="radio"/> No
1.4	Gynaec	<input type="radio"/> Yes <input type="radio"/> No

Update KPI Prev Save & Proceed

After submitting Bed and Services Details, 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.

Upload Documents for Applying Certification

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

Document Verification Checklist

Final Remarks: ☒

S.No.	Name of Document	Document Parameters	Version	Remarks
1	*Filled application form along with the Hospital data sheet	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_1_Irader@Sep_1706611081902.PNG	
2	Latest State Assessment Report and scores (Excel Sheet)	SS ID	_file_137234_1708496897282.jpg	
3	*Minutes of last Quality Team meeting (MOM)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_5_Irader@Sep_1706611085837.PNG	
4	*Departmental SOPs	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_6_Irader@Sep_1706611088333.PNG	
5	*Quality Improvement Manual	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_2_Irader@Sep_1706611090400.PNG	
6	Copy of Hospital Wide Policies/ Procedures. (Government Order/ Single Pager Policy / Procedures)			
6.1	*Quality Policy	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_3_Irader@Sep_1706611092454.PNG	
6.2	*Condemnation Policy	<input checked="" type="radio"/> Yes <input type="radio"/> No	Capture_6_Irader@Sep_1706611094094.PNG	

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...	No File ... Choose	<input checked="" type="checkbox"/>

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... No File ... Choose	✓	

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 -



Following options are available –

- Draft Save
- Preview Document Checklist
- Preview Report
- 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.



User Manual & User Guide NHSRC



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 by SQUAU and Pending for Receive by Nodal Officer**” 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.

Assessment List								
Status								
Others								
Search:								
Application No.	Facility Name /Category	Assessment Mode / Program	District	Applied Departments	Applied Date	Status	Last Update Details	Action
PHCN2401300000003_01	Iradat Nagar /Primary Health Centre	Physical/NQAS	Agra	6	30-Jan-2024	Approved by SQUAU & Pending for Receive by Nodal Officer	SQUAU (21-Feb-2024)	View Application

Updated Status

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 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



User Manual & User Guide NHSRC



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
DH221010000001_03	DH VIDISHA /District Hospital	Physical/NQAS & LaQshya (Both)	Vidisha	8	10-Oct-2022	Assessment Reverted- Need Correction		View Application

Updated Status

3.2.3 Assessment Schedule

In this section, the user will be able to schedule the dates of a facility if the facility is not available for the acceptance and also the dates can be rescheduled accordingly.

Step – 1 – The user will click on the "Action" button and Assessment schedule button will be clicked.

HR Management

Services

Aspirational Block

Manage Application

Assessment Schedule

Hold Cancel Assessment

Facility Assessment Result View

Profile

Assessment Schedule

Applied Certification Requests

Status : Schedule Acceptance Pending

Application No.	Facility Name	Facility Type	District	Assessment Mode / Program	Applied Date	Status	Action
PHCN2402200000002_01	Badaka	Primary Health Centre	Alwar	Physical/NQAS	20-Feb-2024	Proposed Dates Viewed by Facility & In-Process	<div>Action</div> <div>Assessment Schedule</div> <div>View Application</div>

After the SQAU will click on the assessment schedule button the below scree will appear.

Application Details

Facility Details

Proposed Date Previous Details

Proposed Dates Current Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024	Shruti	21-Feb-2024 To 22-Feb-2024

☐ Re-Schedule Dates (Assessment Days : 2)

I Agree

Back

Now, if you will click on the I agree button than you will be able to select the dates that has been provided by the CU2, but just in case if the dates need to be reschedule than the user will click on the Re- Schedule Dates and Select the Dates and will send the dates to CU2 for the Acceptance by clicking on the **‘I want to Re-Schedule’** Button and after they will confirm the dates and the status of the application will change and it will again appear here in the same menu for the acceptance.



User Manual & User Guide NHSRC



Proposed Dates Current Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024	Shruti	21-Feb-2024 To 22-Feb-2024

☒ Re-Schedule Dates (Assessment Days : 2)

Select Option

☒ *Option 1

☒ *Option 2

Select Re-Schedule Dates From & To

22-Feb-2024

23-Feb-2024

23-Feb-2024

24-Feb-2024

* Remarks:

Please re- schedule

[✖ I Want To Re-Schedule](#) [← Back](#)

Also if you want to view the details of the facility you can see from the facility details on the top of the page and also the history of thee iterations that has took place for the facility from the options provided on the top of the “**Proposed date current Details**” that is “**Facility Details**” and “**Proposed Dates Previous Details**”. For reference the screenshot is attached below.

Application Details

Facility Details

Name of Health Facility: Badaka, Alwar

Application Details

Full Address : null , badka , ,
Pin Code : 301021
District: Alwar
State: Rajasthan,India
Nearest Railway Station : NA
Nearest Airport : NA
Facility Type : Primary Health Centre (Primary Health Centre)
SQUA: bittu kumar/9318649861
DQAU: dqau/817340970

Application Request No. : PHCN2402200000002_01
Applied for : Physical / NQAS
Applied Date: 20-Feb-2024
State MD Approved Date : 20-Feb-2024
Applied Department : General Administration, IPD, Laboratory, Labour Room, National Health Programme, OPD
View Detail : [View](#)
Status : Proposed Dates Viewed by Facility & In-Process

Proposed Date Previous Details

Cycle No.	Iteration No.	Date	Proposed By	Proposed Date
1	1	20-Feb-2024 16:09:07	CU2	21-Feb-2024 To 22-Feb-2024

After the SQUA will forward the dates for re schedule the status of the application will get changed:

Applied Certification Requests							
Status : Schedule Acceptance Pending							
Application No.	Facility Name	Facility Type	District	Assessment Mode / Program	Applied Date	Status	Action
PHCN2402200000002_01	Badaka	Primary Health Centre	Alwar	Physical/NQAS	20-Feb-2024	Proposed Dates Rejected & Rescheduled by Facility, Pending at CU2 for Receiving	Updated Status

Now once the CU2 sends dates to the facility, the same process will repeat.



User Manual & User Guide NHSRC



3.2.4. Assessment Result View

After the Result get declared for the facility, The SQAU will be able to view the result of any facility that exists under That state i.e. in the screenshot below you can see the result of a facility that appears to be Deferred and you will be able to download the attached result by clicking on the “**Deferred letter NQAS button**” similarly the other result can be downloaded depending on the result of the facility.

Application No.	Assessment Mode / Program	Applied Departments	Submitted Date	Status	Result
SC2308290000008_02	Physical/NQAS	7	29-Aug-2023	Result Declared	Deferred Letter NQAS

4. 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 “Profile” Section on the right top of page. The following screen will be displayed –

Change_Password » Change

Old Password * Enter Old Password

New Password * Enter Password

Confirm Password * Re-Enter 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.

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.



User Manual & User Guide NHSRC



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

OK

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

5. Help Desk

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

5.1 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 "Profile" Section on the right top of page. 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 –



User Manual & User Guide NHSRC



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

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

*Select Subject

*Description

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 –



User Manual & User Guide NHSRC



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 / 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”.

5.2 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/Ticket Details

User Details

User Name : DQAU Panna

State Name: Madhya Pradesh

Contact Details : 7832642738/

Ticket Details

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.