



विकास शील
संयुक्त सचिव
VIKAS SHEEL
Joint Secretary



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
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Ministry of Health & Family Welfare
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Letter No: NHSRC/20-21/QI/01/Certification
Date: 20 November 2020

Dear Colleague,

Please refer to letter no. NHSRC/20-21/QI/01/Certification dated 23-July-2020 regarding virtual NQAS & LaQshya certification, wherein the additional documents to be submitted for virtual assessment have been specified. The said list of required documents is enclosed herewith for ready reference (**Annexure-I**). It has been observed that these documents are often submitted in parts and also multiple times. This is resulting in delays in initiation and completion of virtual assessments.

Hence, it is requested to issue instructions to all concerned to ensure submission of all required documents along with the application in one go.

warm regards

Yours Sincerely

(Signature)
(Vikas Sheel)

To,

Mission Director, National Health Mission – All States/UTs

Copy to:-

Additional Chief Secretary/Principal Secretary/ Secretary (Health & Medical Welfare) -
All States/UTs

List of Documents to be submitted

Annexure - I

1. Filled application form along with the Hospital data sheet.
2. State Certification Report duly signed by the assessors.
3. Scores of last 3 Patient Satisfaction Surveys and Subsequent Corrective and Preventive actions undertaken.
4. Following list of documents: -

S. No.	List of documents	DH/ SDH	CHC	PHC
1.	Minutes of last month Quality Team meeting (MOM). In last quarter	√	√	√
2.	Departmental SOPs	√	√	√
3.	Quality Improvement Manual.	√	√	√
4.	Copy of Hospital Wide Policies/ Procedures. (Government Order/ Single Pager Policy / Procedures)			
a	Vision, Mission, Values, Strategic Plan and Quality Policy	√		√
b	Condemnation Policy.	√	√	√
c	Antibiotic policy.	√	√	
d	End of Life care policy	√		
e	Social, Culture and Religious Equality policy.	√	√	
f	Privacy, Dignity and confidentiality policy of patient.	√	√	
g	Consent policy.	√	√	
h	Prescription by Generic Name policy.	√		
i	Adverse Event reporting policy.	√		
j	Referral policy.	√	√	√
k	Timely reimbursement of entitlements and compensation.	√	√	
l	Grievance Redressal policy.	√		
m	Free treatment to BPL patient's procedure/ policy.	√		
n	Maintaining patient's record , its security, sharing of information and safe disposal			√
5	Prescription/Medical Audit Analysis with Corrective and Preventive Action (CAPA)	√	√	√

5. Evidence for compliance against the following Statutory/ Regulatory Compliance.
 - i. Authorization for handling Bio Medical Waste from Pollution Control Board. (mandatory)
 - ii. NoC from Fire Safety
 - iii. Certificate of inspection of electrical installation. (mandatory for SNCU)
 - iv. Licence for operating lift (wherever applicable)
 - v. AERB authorization for X-ray, mobile X-ray, OPG, Dental X-ray (if applicable)
 - vi. Licence of Blood Bank (if applicable)
 - vii. Copy of registration under PCPNDT Act (if applicable)
 - viii. Pre-authorization of deep burial pits in remote PHCs. (if applicable)
6. Key Performance Indicators of last three months.