



मनोज झालानी
Manoj Jhalani

अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)
Additional Secretary & Mission Director (NHM)



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 110011

GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
NIRMAN BHAVAN, NEW DELHI - 110011

D.O. No.: NHSRC/14-15/QI/01/UH
Dated the 25th September 2019

Subject: Implementation of National Quality Assurance Standards (NQAS) & Patient Feedback system at Urban Health facilities

Dear colleague,

Kindly refer MoHFW D. O letter: NHSRC/15-16/QI/01/Urban Health, dated 24th January 2019, wherein all States/UTs were requested to ensure assessments of all Urban Health facilities, and also to start implementing the system of patient's feedback through "Mera Aspataal".

It appears that either Urban Health facilities have not been assessed by the state team or assessment reports have not been submitted to NHSRC (QI Division).

You are again requested to ensure all urban health facilities in the state are assessed against the National Quality Assurance Standards (NQAS) and assessment reports are sent to sushantagrwal17@gmail.com at QI division NHSRC. Score generated on assessment may be used to identify better performing health facilities, with minimal gaps. Such facilities may be taken up for quality certification on priority.

Feedback from the patients, availing services at Public Health Facilities, would be critical for improving the Quality of care and providing patient centric care further. Therefore, all facilities should link with 'Mera-Aspataal' ICT based patient feed-back system.

You may like to contact QI Division NHSRC and Centre for Health Informatics (CHI) for technical assistance for NQAS implementation and Mera-Aspataal respectively.

With regards,

Yours Sincerely,

(Manoj Jhalani)

Additional Chief Secretary/Principal Secretary/Secretary [Health & Family Welfare] of all States/UTs

Copy to:

1. Mission Director NHM, All States/UTs
2. ED NHSRC

स्वच्छ भारत-स्वस्थ भारत

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With regards,

Yours Sincerely,

(Manoj Jhalani)

Municipal Commissioners- Ahmedabad, Bengaluru, Chennai, Delhi (MCD-North, South & East), Hyderabad, Kolkata, Mumbai

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