



विकास शील, भा.प्र.से.

Vikas Sheel, I.A.S.

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/13-14/QI/01/QAP

Date: 21st March 2022

Dear Colleague,

Subject: NQAS Certification of Public Health Facilities

For achieving improved health outcomes, it is imperative that all beneficiaries who visit the public health facilities have positive experience, while receiving high quality patient centric care. Implementation of National Quality Assurance Standards (NQAS) at the health facilities would be pivotal in this direction.

You are requested to refer to Union Health Secretary DO letter Z-10815/26/2020-NHMII dated 1st October 2021, wherein, all the States and UTs have been advised to develop a roadmap for the quality certification of the public health facilities, so that at least 50% of public health facilities are NQAS certified by 2025-26. You may also be aware that w.e.f. 1st April 2022 NQAS certified facilities will be eligible to receive 15% incentive over and above the existing health benefit package rate under the AB-PMJAY.

Quality certification assessment process is a 2-stage activity, with initial certification at the state level followed by the national certification of state certified facilities. In this reference, you are requested to refer to this Ministry letter no. 10(3)/2014-NRHM-Ipt(P-3061261) dated 8th August 20016.

For mobilising the NQAS implementation support, the states should also identify reputed institutions and professionals, who have knowledge and skill to render such support in the state. For creating a pool of quality professionals in the country, National Health Systems Resource Centre (NHSRC) and Tata Institute of Social Sciences Mumbai have developed a 2-semester collaborative program on the Health Quality. I would urge all the states to nominate suitable personnel for this programme and utilize them subsequently.

State's programme officers, medical officers, nursing professionals and other categories of staff, who are empaneled with NHSRC as NQAS external assessors, are also expected to visit other states to make an independent evaluation for the national quality certification. The state may grant permission to the empaneled external assessors of the state to undertake the travel, as and when, such requests are made by the NHSRC.

After achieving the nationally certified status, the health facilities are expected to undergo the state level surveillance audit every year during the subsequent two years. Please ensure that such audits are conducted regularly and assessment reports are shared with the National Health Systems Resource Centre.

स्वच्छ भारत - स्वस्थ भारत

Tele : 011-2306 3693, Telefax : 011-2306 3687, E-mail : sheelv@ias.nic.in

: 2 :

NQAS and LaQshya certificates, bearing signatures of state officials, act as motivators for the facilities. Certificates issued to the states should have signature blocks of ACS Health/Principal Health Secretary and State's Mission Director. I would request you to sign the certificates and hand them over in an appropriate ceremony. Appropriate IEC activities may also be planned for branding of the NQAS certification in the state.

We look forward to your continued commitment for getting maximum number of Health facilities becoming NQAS certified. This would go a long way in reposing trust of public in Public Health Facilities.

Warm regards

Yours sincerely,


(Vikas Sheel)

To,
Addition Chief Secretary/ Principal Secretary/ Secretary, Health - All States/UTs

Copy to:

- Mission Director NHM - All States/UTs
- Executive Director – NHSRC