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

Government of India
Ministry of Health & Family Welfare
Nirman Bhavan, New Delhi - 110011

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अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)

Additional Secretary & Mission Director (NHM)

D.O.No. NHSRC/13-14/QI/01/QAP

Date: 23rd March 2022

Subject: NQAS State Certification of Public Health Facilities

Dear Colleague,

You are requested to refer to Union Health Secretary's D.O. letter No. Z/18015/26/2020-NHM-II dated 1st Oct. 2021, wherein the states have been advised to have at least 50% of public health facilities quality certified to the National Quality Assurance Standards by the year 2024-25. It is heartening to note that many states have put definite road map in place.

In this context, it is important to note that NQAS certification is a two stage activity, initially the state certification followed by the national certification. In this reference, you are requested to refer to this Ministry letter no. 10(3)/2014-NRHM-Ipt(P-3061261) dated 8th August 2016, wherein protocol for the state certification has been defined.

It has come to our notice that in many states the applications for the national certification are being submitted without prior physical assessment of the health facility for the state certification. This practice is not in consonance with the guidelines.

Following protocol is hereby re-emphasized for the state and national level certification.

1. Gunak app. was developed for having paperless assessment of the health facilities. All the health facilities are mapped in the app. For any updation pertaining to the mapping, Quality & Patient Safety Division at NHSRC may please be contacted.
2. The app. has been strengthened to include feature of geotagging of the health facilities. W.e.f. 1st April 2022, all assessments need to be conducted through the app. only.
3. All applications for the national assessment will also carry approved state certification assessment report, as per Annexure 'B' of MoHFW letter no. 10(3)/2014-NRHM-Ipt(P-3061261) dated 8th August 2016.
4. The assessment report should have evidence of actual assessment by the state team. This evidence could be in form of photographs of assessment process.

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5. A separate logo for state NQAS certified facilities is being developed. The facilities should be encouraged to use the logo in branding the State certified status.

Please note that only state certified facilities are eligible for the National certification. State's programme team may please refer to 'Operational Guidelines for Improving Quality in Public Health Facilities 2021' and 'Guidelines for Certification of Public Health Facilities'.

It is requested that suitable instructions may be issued to all concerned in this regard.

Warm regards

Yours sincerely



(Vikas Sheel)

To,

Additional Chief Secretary/Principal Secretary/Secretary, Health - All States/UTs

Copy to:

1. Mission Director NHM - All States/UTs