



मनोज झालानी

Manoj Jhalani

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

Additional Secretary & Mission Director (NHM)



भारत सरकार

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GOVERNMENT OF INDIA

MINISTRY OF HEALTH & FAMILY WELFARE

NIRMAN BHAVAN, NEW DELHI - 110011

D.O.No.:NHSRC/15-16/QI/01/Urban Health

Date: 24th January 2019

Subject: Implementation of National Quality Assurance Standards (NQAS) & 'Mera-Aspataal' Feedback System at Urban Health Facilities

Dear Secretary,

You would be aware that Health Indicators among urban poor and disadvantageous population are a cause of concern. Providing quality services without any physical and financial barrier is a stated objective of the National Urban Health Mission (NUHM). For improving quality of care at the urban health facilities, National Quality Assurance Standards for Urban-PHCs had been developed and shared. Implementation of the Standards revolves around finding the gaps - Structure, Process & Outcome, and taking planned activities for closure of such gaps and sustaining such efforts.

Getting feedback from the beneficiaries, who visited health facilities for availing the services, is another key intervention for improving the Quality of Care. The Ministry of Health & Family Welfare had launched an ICT based feedback system, 'Mera-Aspataal' for recording of feedback. This initiative needs to be extended to urban health facilities.

I would urge for your personal indulgence to ensure that

- All Urban Health Facilities are assessed against the National Quality Assurance Standards and assessment reports are shared with NUHM Division of the Ministry, and NHSRC within three months
- Implementation of 'Mera-Aspataal' feedback system at Urban Health Facilities.

Should your programme officer require technical assistance/clarification, National Health Systems Resource Centre (NHSRC) and Centre for Health Informatics (CHI) may be contacted for NQAS implementation and Mera-Aspataal respectively.

With regards,

Yours sincerely,

(Manoj Jhalani)

ACS/Principal Secretary/Secretary - Health
All States & UT

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