



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

विशाल चौहान, भा.प्र.से.  
संयुक्त सचिव

**VISHAL CHAUHAN, IAS**  
Joint Secretary  
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Letter no.: NHSRC/13-14/QI/01/QAP  
Date: December 31st, 2021

*Sir/Madam*

Under the National Quality Assurance Programme, baseline and periodic assessments of health facilities are required to be undertaken by the facilities and state teams. Such assessors need to have a thorough understanding of intent of the quality standards and proficiency in the assessment protocols.

After the conduction of baseline assessment, facility's key personnel also undergo 3-days trainings to understand the critical actions for the Gap closure, application of quality tools, analysis of patient satisfaction, measuring key performance indicators, etc. This module is of 03-days duration.

States are advised to plan for State level ToTs to conduct these two training. Further such trainers would conduct 02-days Internal Assessors Training and 03-days Quality Improvement Training as per the need of the Districts and Health Facilities. Following personnel may be considered for State level ToTs:-

**1. NQAS Internal Assessor ToT**

- Empanelled NQAS External Assessors
- Quality Professionals trained at TISS, Mumbai
- Faculty of Medical Colleges, SIHFW, SHSRCs and other institutions of repute.
- Public Health Professionals having at least 10 years of experience
- Incharge of large public hospitals
- Incharge of NQAS nationally certified facilities

**2. Quality Improvement Trainings**

- Empanelled NQAS External Assessors
- Specialists working in Public Health Facilities, which are NQAS certified
- Nursing Professionals with 10 years of experience
- Hospital Managers of NQAS certified facilities with 10 years of experience

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State Quality Nodal Officers may develop annual training calendar, so that all trainings are evenly spread-out round the year. Training calendars may please be shared with NHSRC (QI Division). Please issue suitable instructions to all concerned.

*With regards*

Yours sincerely

  
(Vishal Chauhan)

ACS| PS| Secretary Health - All states & UTs

Copy:

Mission Director NHM - All states & UTs

S.No	Name of State/ UTs	Total Internal Assessors
1	Andhra Pradesh	61
2	Andaman & Nicobar	0
3	Arunachal Pradesh	61
4	Assam	186
5	Bihar	199
6	Chandigarh	24
7	Chhattisgarh	53
8	Dadar and Nagar Haveli	86
9	Daman & Diu	15
10	Delhi	162
11	Goa	83
12	Gujarat	77
13	Haryana	168
14	Himachal Pradesh	54
15	Jharkhand	143
16	Karnataka	167
17	Kerala	118
18	Lakshadweep	17
19	Madhya Pradesh	326
20	Maharashtra	296
21	Meghalaya	77
22	Manipur	149
23	Mizoram	56
24	Nagaland	54
25	NHSRC & others(Private/free lancer)	35
26	Odisha	97

27	Puducherry	32
28	Punjab	307
29	Rajasthan	336
30	Sikkim	20
31	Tamil Nadu	492
32	Telangana	57
33	Tripura	14
34	Uttar Pradesh	295
35	Uttarakhand	112
36	West Bengal	123
37	J& K	94
<b>Total</b>		<b>4646</b>