



# INTERNAL ASSESSORS TRAINING REPORT

22-24<sup>th</sup> June 2023

Srinagar



## **Background**

A three day training “Internal Assessors cum Service Provider Training” was conducted in the State of Srinagar, Jammu & Kashmir by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 22-24 June 2023.

The objective of the training was to train the nominated officials of the State for the implementation of the National Quality Assurance Program, by mentoring the facility quality teams as per the action plan defined by the State. This training aid participants with the tools, techniques and support to health professionals to enable them to implement NQAS at healthcare facilities and thereby, take ownership of improving, sustaining and creating a culture of quality of care.

The State had nominated 75 participants for the training including Medical Superintendents, Officers, Specialists, Medical Quality, Consultants, Hospital managers and Programme Officers etc. The training constituted fourteen (14) topics with five (07) exercises for hands-on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr Jitendra Mehta, Nodal Officer, J&K during which the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State was discussed.

A Post-training evaluation were also taken during the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement and the NQAS framework. Out of total 75 participants, 36 participants (nearly 48%) cleared the post-evaluation exam and now will be an empanelled internal assessors under the existing pool of NQAS.

QA training programs have an inbuilt training evaluation system, where a feedback form is provided to each participant. Feedback of the participants is analysed on a 5-point likert-scale. The overall rating of the training as per the analysis of the feedbacks from the participants was 4.2 in a 5-point Likert scale.



**IA cum SPT on  
National Quality Assurance Standard  
Date: 22<sup>nd</sup>-24<sup>th</sup> June 2023, Srinagar, Jammu & Kashmir  
Tentative Agenda**

Day-1 22 June 2023		
Time	Topic	Resource Person
8:45AM - 09:15AM	<b>Registration</b>	
09:15AM - 09:30AM	Inaugural & Welcome Address	State Team
09:30AM - 10:45AM	Key Concepts of Quality & Overview of NQAS	Dr. Annapoorna K N, NHSRC
<b>10:45AM - 11:00AM</b>	<b>Tea Break</b>	
11:00AM - 12:00PM	Measurement system and Assessment Protocols and Checklist	Dr Vineeta Dhankhar, NHSRC
12:15PM - 1:15PM	Quality standards under NQAS- AOC A (Service Provision) & B (Patient Rights)	Dr. Mustaq, State Team
<b>01:15 PM - 02:00 PM</b>	<b>Lunch</b>	
02:00PM - 03:00PM	Quality standard under NQAS- AOC C (Inputs) & D (Support Services)	Dr Vineeta Dhankhar, NHSRC
03:00 PM - 04:00 PM	Quality standard under NQAS- AOC F (Infection Control) & H (Outcome)	Dr. Jitendra Mehta, State Team
04:00 PM - 04:15 PM	<b>Tea Break</b>	
04:15 PM - 05:30 PM	Group work	NHSRC & State Team

Day-2 23 <sup>rd</sup> June 2023		
09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:45 AM	Quality standard under NQAS-AOC E	Dr. Annapoorna K N, NHSRC
<b>10:45 AM - 11:00 AM</b>	<b>Tea Break</b>	
11:00 AM – 11:30 PM	Quality standard under NQAS-AOC G	Dr. Jitendra Mehta, State Team
11:30 PM – 12:30 PM	PSS, RCA/Process Mapping, Prescription Audit and Medical Audit	Dr Vineeta Dhankhar, NHSRC
12:30 AM – 1:30 PM	7 Basic Quality Tools	Dr Vineeta Dhankhar, NHSRC
<b>01:30 PM - 02:15 PM</b>	<b>Lunch Break</b>	
2:15 PM - 03:00 PM	Overview of LaQshya, MusQan	Dr. Mustaq Ahmad, State Team
03:00 PM – 04:15 PM	Documentation and Certification process	Dr Vineeta Dhankhar, NHSRC
<b>04:15 PM – 04:30 PM</b>	<b>Tea Break</b>	
04:30 PM – 05:30 PM	Exercise	NHSRC & State Team

**Day-3 24<sup>th</sup> June 2023**

09:00 AM - 09:15 AM	Recap	State Team
09:15 AM - 10:15 AM	Gap analysis/Action Plan/Prioritization, Quality Improvement Methodology (PDCA)	Dr. Vineeta Dhankhar
10:15 AM - 10:30 AM	<b>Tea Break</b>	
10:30 AM - 11:00 PM	Risk Management	Dr. Annapoorna K N, NHSRC
11:00 AM - 12:15 AM	Overview on Patient Safety	Dr. J.N. Srivastava, NHSRC
12:30 PM - 01:30 PM	Post Training evaluation Test	NHSRC & State Team
01:30 PM - 2:00 PM	Valedictory and Feedback	NHSRC & State Team
<b>02:00 PM - 03:00 PM</b>	<b>Lunch Break</b>	

### **SESSION'S BRIEF**

<b>Topic</b>	<b>Brief</b>
<b>Key concepts &amp; Overview of National Quality Assurance Program</b>  <b>Dr Annapoorna K N</b>	<p>The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards &amp; their implementation framework, Various initiatives/schemes under the National Quality Assurance Program, rationale and context etc.</p>
<b>Measurement System and Assessment Protocols and Checklist</b>  <b>Dr Vineeta Dhankhar</b>	<p>It covered the concepts of Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints and Means of Verifications defined under the NQAS. It also included the scoring system with the discussion of the different assessment methods and departmental checklist at various level of the health facilities.</p>
<b>Area of Concern (A &amp; B) Service Provision and Patient Rights</b>  <b>Dr Mustaq Ahmad</b>	<p>The topic covered an elaborative discussion about the first two areas of concern i.e. Service Provision (A) and Patient Rights (B). It included a brief of the availability of services in a public health facility as per the scope of the hospital and the importance of patient rights while availing the services in a hospital. The session was followed by an exercise to give a hands-on experience to the participants.</p>
<b>Area of Concern (C &amp; D) Inputs and Support Service</b>  <b>Dr Vineeta Dhankhar</b>	<p>It included the inputs required by a facility for the healthcare service delivery, which mainly covers the availability of adequate infrastructure, human resources, their training, competencies and the availability of essential drugs and consumables. Additionally, the speaker also explained the importance of each of the respective area of concern to the participants, with a brief of their inter-linkage with the other areas of concern under the NQAS. Under the support services, detailed discussion on its 12 standards was undertaken which included the maintenance of equipment, calibration, inventory management, dietary services, laundry services, security services, community participation, financial management, contract management, legal &amp; statutory requirement etc.</p>
<b>Area of Concern (F &amp; H) Infection Control and Outcome</b>  <b>Dr Jitendra Mehta</b>	<p>Session covered a detailed discussion about infection control practices and the standards precautions to be taken into consideration. It included the discussion on the latest biomedical rules and the amendments with focus on the implementation and assessment of the infection control practices at public health care facilities. In addition, the key concepts of an Infection Control Audit were also briefed as requested by the participants.</p>



	Session included the discussion on the KPIs and Outcome indicators under the NQAS along with their calculation, reporting and analysis at facility, district & state level.
<b>Area of Concern (E) General Clinical Services</b>  <b>Dr Annapoorna K N</b>	The speaker briefs the participants regarding the general & specific clinical service standards from E1 to E24. The process from registration to discharge and end of life comes under these standards. It also includes the referral service. Session included the importance of quality of clinical services with a discussion on the standards of special Clinical services which covered the aspects of nursing care, drug administration, patient record maintenance and discharge process etc. The trainer also discussed about the specific clinical services like Emergency, ICU/SNCU, OT, anesthetic services, diagnostic services, blood bank and the end-of- life care.
<b>Area of Concern G Quality Management</b>  <b>Dr Vineeta Dhankhar</b>	This session includes all the Quality tools and methods. The speaker had a very interactive session with the participants with hands on exercises on the Quality Tools. Brief was given on Audits, Gap analysis, process mapping, PICK chart, SOPs, etc.
<b>Overview on MusQan and LaQshya</b>  <b>Dr Younis</b>	This session provides overview on the programmes like LaQshya and MusQan to the participants. There were queries from the participants which were sorted out.
<b>Risk Management</b>  <b>Dr Annapoorna K N</b>	In this session, various types of risks and their impact are explained. Risk matrix was also explained and how to prevent the risk by pre examining its severity was told to the participants. Risk mitigation was also explained.
<b>Overview on Patient Safety</b>  <b>Dr J N Srivastava</b>	This session provides an overview of medical errors affecting patients safety in various ways. The speaker briefed about various types of medical errors and harms. Also, the measures to be taken to prevent these types of harms are explained.

## Attendance record of the IA cum SPT training from 22-24 June 2023, Srinagar

Attendance of participants for Internal Assessors Training cum SPT on National Quality Assurance Standard w.e.f 22nd to 24th June 2023 held at Conference Hall of Tourism Department, Srinagar.

S. no	Name	Designation	16-digit bank account number	Bank Branch	Place of posting	Contact	Signature		
							Day 1 22nd June	Day 2 23rd June	Day 3 24th June
1	Dr. Gulzar Ahmad	MS.	0008040100020592	JK Bank Chadoora	Kulgam	9797019686			
2	Dr. Ligoqat Ali	DIC	0054040100048128	JKB Pulwama	Kulgam	729856358			
3	Mohd Abid	DPM	0404040100007394	JKB	CMO Office	9797396111			
4	Bashir Khan	DM & EO	0081040100007222	JKB	CMO 96L	880330798			
5	Dr. Ab. Majid Bhat	MS	0727040100001327	JK Bank Bhatnagar	MS DH Gaudel	7006278411			
6	Anna Latif	DEIC Manager	0278040100005147	JK Bank Baghat	Budgam	9596215677			
7	Shah Nawaz Amin	D.P.O.	0216040100076508	JK Bank Belgaarden	CMO Anantnag	7006813702			
8	Sameer-ullah	D.P.C (M)	0392040100009969	JK Bank Branch Solim	CMO Srinagar	7780863149			
9	Dr. Asmah Nany	DIO	7006373297	GMC Baramulla	Dy. CMO Kulgam	0349040100010268			
10	Dr. Roshal Mushtaq	Consultant	0349040100034755	GMC Srinagar	ASPM DH Budgam	7006964574			

Representy M. ASPM Dr. B. D. G. M.

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S. no	Name	Designation	16-digit bank account number	Bank Branch	Place of posting	Contact	Signature		
							Day 1 22nd June	Day 2 23rd June	Day 3 24th June
11	Dr. H. H. H.	DPM	0138040100001156	JKB Srinagar	Kupwara	7006405877			
12	Najmusajib Shah	DAM	0623040100001360	JKB Kulangam	CMO Office Kupwara	9596378562			
13	Dr. Nisser A. Wani	M.S	0013040100002315	JKB Bank Palla	GMC Handwara	700617487			
	Dr. Parvez Ali Shah	Medical Officer	1244040100014988	JKB Bank	Shopian	9906760050			
14	Dr. ASHAR HUSSAIN AZAD	DM & EO	00170401000011184	JKB Bank Baramulla	Block RAZIYUM	7006539-758			
15	Mushtaq Ali Wani	DM & EO	0008040100035381	JKB Bank Chadoora	CMO, HQ Budgam	9596466221			
16	S. Mushaib	DPM	0470040100009036	JK Bank Lal Chowk	CMO 96 Kulgam	941943858			
17	NISAR AHMAD	DM & EO	0015040100012214	T.P Bank Kulgam	- do -	9906236060			
18	Dr. Arifur Majid	FCOE Manager	0081040100009416	Beehama Godwala J.K. Bank	DM 96L	7006933479			
19	Arifur Majid	DPM	0213040100034371	T.P Bank Poonch	CMO 96L	9797208830			



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S. no	Name	Designation	16-digit bank account number	Bank Branch	Place of posting	Contact	Signature		
							Day 1 22nd June	Day 2 23rd June	Day 3 24th June
20	Mohammad Fassen Mir	DPC	0089040100015626	J&K Bank Tulkhola	CMO office Ganderbal	979776708			
21	Mudasir-Nabi	DPM	008104010091155	J&K Bank Beethama	CMO office Ganderbal	9622629500			
22	Dr. RUBINA MAQSOUD	M.S	0478040100000656	J&K Bank Nabeerwala	DH SNO/AN	9419756756			
23	Afaq Bashir	DEIC Manager	0361040100007390	J&K Bank Ranapora	JNM, Hospital	7006796029			
24	Dr. Ibrahim	RANCH	0349040100031737	J&K Bank GMC Sg	CMO Sg	9018920641			
25	Nasser Nazir	CH/	0054040100040768	J&K Bank Pulwama	SDH Pulwama	9622590111			
26	Mudasir Hamid	DEIC Manager	0054040100012367	J&K Bank Murrumbidgee	SDH Pulwama	7006848699			
27	Dr. Malik Abdul	M.S	0342040100012543	J&K Bank Baramulla	Assocd H of MC	9149414632			
28	Dr. Davinder	DIO	0213040100020715	J&K Bank T.P Baramulla	DPA CMO Kupwara	7006304320			
29	Dr. Umar Nazir	Consultant		J&K Bank Baramulla	Kupwara	829407213			

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S. no	Name	Designation	16-digit bank account number	Bank Branch	Place of posting	Contact	Signature		
							Day 1 22nd June	Day 2 23rd June	Day 3 24th June
30	Dr. Adil Hassan Sofi	RANCH Consultant	0560040100006419	Dudhghumga	CMO office Ganderbal	7006405219			
31	M. K. Shaiq	M/ON/PRK	1254040100016659	J&K Bank B/S Trol	NTPHC N/PRK	7606154408			
32	Shahrukh Shah	APM	0115040100009223	J&K Bank Shalimar	SHS, NHM.	9419036637			
33	Dr. Shajir Kam	D.H.O	021304010000021421	J&K Bank	Dist Bala.	9596173388			
34	Nasim Ahmad	BMED	0088040100000938	J&K Bank	CHC-orig Baramulla	849931126			
35	Dr. Azhar	M.S	0213040100025328	J&K Bank	Sheri	9596128881			
36	Dr. Ajeaz	RMO	0007040100014209	J&K Bank H2L	JNM.	941904800			
37	Ajaz Ali Mir	DEIC Manager	006704010001546327	J&K Bank Baramulla	DH Kulgam	9596327252			
38	Dr. Syed Sahila	DPC NCD	0345040100013205	J&K Bank Hyderabad	CMO office Baramulla	9419975545			
39	Danish Bashir	DME.O	1244040100009904	J&K Bank Shopian	CMO office Shopian	94190-47585			



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							Day 1 22nd June	Day 2 23rd June	Day 3 24th June
40	Mudasir Nazir Rhot	Secretary Inspector	030804010000-5106	Imamshila J&K Bank	DH Shopian	9797905940/6006149345			
41	DR. SHAHKARAZ SHAF	ML-O	0065040100032556	J&K Bank Poonch Thal Poonch	Puc lekapur	95960666129			
42	Dr. A.G. Dar	MS DH Pulwama	9906663715/0349040100012108	GMC Srinagar	D.H. Pulwama	9906665715			
43	Nuseer Dahi	DPM	0360040100010414	J&K Bank Nowaga	CMD, Office Roudy	99066605117			
44	Dr. Maqsood Ahmed	M.O Achabal	0014040100093883	J&K Bank	SDH Achabal	9419097997			
45	Dr. Saleema	RANCH A consultant Poonch	0132040100011801	J&K Bank Kreesi	CMD office Poonch	9797838849			
46	Umar Manzoor	DEIC Manager	0759040100303496	J&K	AH GMCATP	8825097105			
47	Dr. Arshad Hassan Siddique	DY CMO	03420401200000620	J&K Bank Srinagar	Kulgam	9622730385			
48	S. Nasirul Islam	DEIC Manager	0278040100017161	J&K Bank Bageat	Kupwara	9419888878			
49	Muddasir Rashid Dax	DEIC Manager Shopian	0764040120000013	J&K Bank HR Bn	Shopian	7006770000			

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50	Dr. Jahangir	Consultant (Immunization)	0054040100055855	main Branch Pulwama	Baramulla	9419200107			
51	Dr. Mir S Farooq	MS SDH Kupwara	0349040100026955	GMC Sx J&K	SDH Kupwara	9906607770			
52	Dr. Nigar Majid	DY CMO Srinagar	1501040100006089	Mobilist Dal Bazar J&K	Srinagar	9906165833/7006826153			
53	Dr. Raza Hussain	Med. Offr	0017040100018277	J&K Bn	Chatterji Budge	70066636			
54	Dr. Parag	PMO JLNH Hospital	0482040100000767	J&K Bank L.D. Porach	JLNH Hospital	99419028330			
55	M. Usin Dax	DPM	0159040100304352	J&K Bank Bageat	Shopian	7006605911			
56	ESHAH FAROOQ	DPC BPR	0036040100019360	J&K	Randipora	7006881361			
57	Dr. Munir Ali	MS DH Bn	0061021000000964	J&K Bank	DH Bn Baramulla	7006272628			
58	Dr. Khalid Bashir	DEIC manager	120404015000727	TP Branch JK Bank	DH - BPR	9149692529			
59	Dr. Baidi Kona	RMNCH+A Consultant	0361040100039343	J&K Bank Randipora	CMD-office Kupwara	7889535543			



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60	Mushtaq Ahmad	DPC NHD	0084040100055945	NS Road Srinagar	CMO Office Shopian	9906445805			
61	Dr. Rudhiane	M.O	0078040100010745	K.B Add.	SDU Sopore	7006226002			
63	Dr. Tehmeena	Dy CMO	0386040100866739	J&K Bank Humsar	Dr. Badaji	9469106880			
64	Zafar Hussain Wani	Asst MGR	01590401000006871	J&K Bank Chinnari	MCC H Ang	9622669100			
65	Sakun Hameed	DEIC Manager	0639040800000399	J&K Bank Rampora	GMC Handwassa	7006173406			
66	Anayat-Ullah Shah	DMEO DMO	00140401000094486	J&K Bank T.P. Ang	C.M.O Office Ang	9419923604			
67	Dr. Nighat	Dy CMO J&K	0278040100016333	J&K Bank Bagaat Baramulla	Ganderbal	7780833033			
68	Dr. Mehmooda	Medical Officer	0349040100031167	J&K Bank Srinagar	Srinagar	7006714977			
69	Dr. Farahan	BMO Rasthor	00540401000014129	J&K Bank Pulwama main branch	Pulwama	6006446856			
70	Sakun Jony	DPM Rasthor	1027040100000767	J&K Bank Kulasa Baramulla	Badaji	700641808			

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71	Dr. S. Nazir	Dy CMO	0054040100014127	J&K Bank Main Pulwama	Seeth. Shopian	9419058890			
72	Sankar	DMEO	xx DO1	main Seeth Baramulla	Dust. Baramulla	7009411262			
73	Sakun Akbar	Flu. NCD	0061040100001896	main Rasthor	District Baramulla	979060298			
74	Umera Shah	DPM	0354040100018387	J&K Bank ANANTIPORA	CMO office Pulwama	9149415374			
75	Dr. Nughat	DPC	0600040100003298	J&K Bank Turkwagar	—	7006130672			
76	Dr. Tanzeer Mir	Asst MGR	0315040100014750	J&K Bank Badami Baramulla	GMC, Baramulla	7887831814			
77	Mil Nageer	DPM	0476040100009036	J&K Bank Murrar	Shopian	7006196489			
78	Firdous Ikhani	DMEO	00540401000021289	J&K Bank main	Pulwama	9797777718			
79	Dr. Zulfikar Nahi	BMO Sopore	0216049100006405	J&K Bank Badgam Baramulla	Sopore	91906427962			
80	DR. YASMIN KANGO	Asst DMEO DMSK	0349040100006007	J&K Bank Srinagar	Srinagar	9419017203			

0349040100006007

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81	S. S. S. S. S.	DINEN-MCD	0550040100014-341	J&K Bank South	CMD Office, KBPURGAH	9779944121	M. J. J.	M. J. J.	M. J. J.
82	S. S. S. S. S.	Dy CM	0386040100866739	JK bank Hunahara	Budgam	9469166840	S. S. S.	S. S. S.	S. S. S.
83	Ashraf Bashir	DEIC Manager	036104010007390	J&K Bank Rampur	JLNM, Rampur	7006796029	A. B. A.	A. B. A.	A. B. A.
84	Dr. Ibrahim	RMCCHRA Consultant	0349040100031739	J&K Bank GMC	CMD sgr	7018920641	I. I. I.	I. I. I.	I. I. I.
85	Mudazib Nazki	Sanitary Inspector	0308040100005100	J&K Bank BIO: Immashila	D H Shopian	9797905940	M. N. M.	M. N. M.	M. N. M.
86	Dr. Raza Raza	Dr. Raza Raza	1501040100006089	Dr. Raza Raza J&K Bank	Dr. Raza Raza	9906785888	R. R. R.	R. R. R.	R. R. R.
87	Dr. Raza Raza	Long Term		L. R. R. J&K Bank	JLNM Hospital	9419028330	R. R. R.	R. R. R.	R. R. R.
88	DR. Lantiyaz Shakeel	Associate Programme Manager			SHS, NHM, J&K	7089949936	S. S. S.	S. S. S.	S. S. S.
89	S. Inam Bulehasi	Project Officer		J&K Bank Kreasi	SHS NHM J&K	7089793231	S. S. S.	S. S. S.	S. S. S.

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**Result of IA cum SPT 22-24 June 2023, Srinagar, J&K**

<b>ser ial No</b>	<b>Name</b>	<b>District</b>	<b>Designation</b>	<b>Ogranisation</b>	<b>Mobile Number</b>	<b>Email Address</b>
1	Mr. Muneer Ahmad Parray	<b>Baramulla</b>	State Monitoring and Evaluation Officer	NHM - J&K	9622431737	<a href="mailto:smeonhmjk@gmail.com">smeonhmjk@gmail.com</a>
2	Ms. Anna Latif	<b>Budgam</b>	DEIC Manager	ASYM District Hospital Budgam	9596215677	<a href="mailto:deicbudgam786@gmail.com">deicbudgam786@gmail.com</a>
3	Mr. Mudasar Nazir Bhat	<b>Shopian</b>	Sanitary Inspector District Shopian	DH - Shopian DHSK Kashmir	9797905940	<a href="mailto:dhsshopian@gmail.com">dhsshopian@gmail.com</a>
4	Dr Bilqees Shah	<b>Shopian</b>	RMO	JLNM Hospital	9419028330	<a href="mailto:dhsshopian@gmail.com">dhsshopian@gmail.com</a>
5	Mr. Danish Bashir	<b>Shopian</b>	District Monitoring And Evaluation Officer	CMO Officer Shopian	9419047585	<a href="mailto:dhsshopian@gmail.com">dhsshopian@gmail.com</a>
6	Dr Azhar Majeed	<b>Baramulla</b>	Medical Officer	PHC Sheeri	9596128881	<a href="mailto:bpmsheeri@gmail.com">bpmsheeri@gmail.com</a>
7	Dr.Imtiyaz Shakeel Baba	<b>Srinagar</b>	Associate Programme Manager NHM		7889949936	<a href="mailto:apmnhmjk1@gmail.com">apmnhmjk1@gmail.com</a>
8	Dr. Mudasar Hamid	<b>Pulwama</b>	DEIC Mnager	DH - Pulwana	7006848699	<a href="mailto:mudasir82@gmail.com">mudasir82@gmail.com</a>
9	Dr Maqsood Ahmed Meer	<b>Anantnag</b>	Medical Officer	NHM ( Health)	9419097997	<a href="mailto:mirirfan971@gmail.com">mirirfan971@gmail.com</a>
10	Mr.Sakleen Majeed Dar	<b>Kupwara</b>	DEIC Manager - Kupwara	Associated District Hospital GMC	7006173406	<a href="mailto:saklaine@gmail.com">saklaine@gmail.com</a>
11	Dr Nissar Ahmed Wanf	<b>Baramulla</b>	Medical Superintendent	G.M.C Handwara	7006174874	<a href="mailto:drnissarwani@gmail.com">drnissarwani@gmail.com</a>
12	Mr.Muddasir Rashid	<b>Shopian</b>	DEIC Manager	DH Shopian	7006777048	<a href="mailto:dhsshopian@gmail.com">dhsshopian@gmail.com</a>
13	Mr.Anayat Ullah Bhat	<b>Anantnag</b>	DMEO	NHM	9419923604	<a href="mailto:anantnagnhm@gmail.com">anantnagnhm@gmail.com</a>
14	Mr.Basharat Karim	<b>Ganderbal</b>	DMEO	NHM Health	8803307906	<a href="mailto:basharat.sur@gmail.com">basharat.sur@gmail.com</a>
15	Dr Ab Majid Bhat	<b>Ganderbal</b>	Medical Superintendent	DH Ganderwal	7006027841	<a href="mailto:msdhganderbal@gmail.com">msdhganderbal@gmail.com</a>
16	Dr Khalid Bashir	<b>Bandipora</b>	DEIC Manager	DH- Bandipora	9149692524	<a href="mailto:khalidbashir2708@gmail.com">khalidbashir2708@gmail.com</a>
17	Mr.Nisar Nabi Wani	<b>Budgam</b>	DPM - Budgam	Health	9906605117	<a href="mailto:dpmubudgam@gmail.com">dpmubudgam@gmail.com</a>
18	Mr. Saleem Akbar Bhat	<b>Bandipora</b>	Finance and Logistic Officer	CMO Office	9797060298	<a href="mailto:ncdcellbandipore@gmail.com">ncdcellbandipore@gmail.com</a>

19	Mr.Samee Ullah Najar	<b>Srinagar</b>	District Programme Coordinator	NHM	7780863149	<a href="mailto:ncdcellsrinagar@gmail.com">ncdcellsrinagar@gmail.com</a>
20	Dr.Arshad	<b>Kulgam</b>	DY CMO	Health	9622730385	<a href="mailto:dycmo@gmail.com">dycmo@gmail.com</a>
21	Mr.Sameer Ahmad	<b>Kupwara</b>	District Monitoring And Evaluation Officer	CMO Office Kupwara	9797944121	<a href="mailto:dmemncdkup@gmail.com">dmemncdkup@gmail.com</a>
22	Mr.Aafaq Bashir	<b>Srinagar</b>	DEIC Manager	DH -JLNM- Hospital	7006796029	<a href="mailto:deicsgr@gmail.com">deicsgr@gmail.com</a>
23	Dr Parvez Ahmad Shah	<b>Shopian</b>	Medical Officer	Govt. PHC Sedow District Shopian	9906760050	<a href="mailto:princeparvez12471@gmail.com">princeparvez12471@gmail.com</a>
24	Mr.Nasser Nazir	<b>Pulwama</b>	CHO	Health	9622590111	<a href="mailto:bacpampore@gmail.com">bacpampore@gmail.com</a>
25	Dr.Umar Nazir	<b>Srinagar</b>	Technical Consultant NT	NIPI	8494072436	<a href="mailto:umarnazir08@gmail.com">umarnazir08@gmail.com</a>
26	Mr.Wasim Ahmad Khan	<b>Baramulla</b>	BMEO	Health	8491931126	<a href="mailto:bpmuuri@gmail.com">bpmuuri@gmail.com</a>
27	Dr Ashaq Hussain Azad Bhat	<b>Kulgam</b>	Medical Officer	Health Services Kashmir J&K	7006539758	<a href="mailto:ashaghussian@gmail.com">ashaghussian@gmail.com</a>
28	Dr.Sonalika Jamwal	<b>Jammu</b>	State Program Officer - NIPI	Norway-India Partnership	9070063250	<a href="mailto:sjamwal@nipi-cure.org">sjamwal@nipi-cure.org</a>
29	Mr.Urfan Manzoor	<b>Anantnag</b>	DEIC Manager	NHM	8825097105	<a href="mailto:sagarurfan2@gmail.com">sagarurfan2@gmail.com</a>
30	Dr Ibrahim Qureshi	<b>Srinagar</b>	RMNCHA Consultant Srinagar		9018920641	<a href="mailto:rmnchconsultantsgr@gmail.com">rmnchconsultantsgr@gmail.com</a>
31	Dr Sheikh Nazir Ahmad	<b>Shopian</b>	CMO Shopian	Health and Family Welfare	9419058890	<a href="mailto:drnazirshahmirie@gmail.com">drnazirshahmirie@gmail.com</a>
32	Ms. Mrigya Bakshi	<b>jammu</b>	IT Consultant	NIPI	7051262268	<a href="mailto:drnissarwani@gmail.com">drnissarwani@gmail.com</a>
33	Dr.Syed Sahila Firdos	<b>Budgam</b>	District Programme Coordinator NCD	NHM ( Health) J&K	9419975545	<a href="mailto:dpmubudgam@gmail.com">dpmubudgam@gmail.com</a>
34	Dr Mushtaq Ahmad	<b>Bandipora</b>	Medical Superintendent	DH Bandipora	7006272893	<a href="mailto:mushtaghmadshai388@gmail.com">mushtaghmadshai388@gmail.com</a>
35	Dr.Rubina Maqbool	<b>Baramulla</b>	Medical Superintendent	Health Deptt	9419756756	<a href="mailto:msdhspn@gmail.com">msdhspn@gmail.com</a>
36	Mr.Mudasir Nabi	<b>Ganderbal</b>	District Programme Manager	NHM ( Health)	9622629500	<a href="mailto:dpmgbl@gmail.com">dpmgbl@gmail.com</a>