

**Report**

**28th EXTERNAL ASSESSORS TRAINING**  
**On**  
**NATIONAL QUALITY ASSURANCE STANDARDS**



**12<sup>th</sup> to 17<sup>th</sup> of June 2023**

**National Health Systems Resource Centre**  
**Ministry of Health & Family Welfare, New Delhi**

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## **INTRODUCTION**

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving Quality Assurance in Public Healthcare Facilities', which suggests an institutional framework for Quality Assurance in states, districts and facilities. This system requires the assessment of health facilities internally by the facilities and the district teams followed by the State and National level.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of Quality assessors for which a six days NQAS external assessor training was organized from **12<sup>th</sup> June to 17<sup>th</sup> June 2023**. The Training Module was designed with a view to enable the trainees for assessment of the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

This report, therefore, provides the information about how the six days workshop was conducted, lessons learnt and the way forward for improving the Quality in public health facilities in India. (Agenda attached as **Annexure A**).

Total 60 participants attended the training (The list is attached as **Annexure B**). The participants were from government and non-Government sector. The training was participatory in nature. All the participants were divided in seven groups based on gender ratio, geographical areas, and organization capacities to maintain the equilibrium in the groups. (List is attached as **Annexure -C**).

The sessions during the training were divided into six days, four days of theoretical sessions, one day field visit and followed by post training evaluation on last day. Each day is divided into two parts, sessions followed by exercises. Sessions describes about all Areas of Concern, Standards, Measurable Elements, Check points and as mentioned in the Assessors Guidebooks of NQAS. Exercises in the training led to healthy brainstorming of the participants and made the concepts clear and understandable. At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as **Annexure -D**). Also, each group is scored based on their performance in the exercises on each day (List attached as **Annexure -E**). On fifth day all the participants were divided into twelve groups and all the participants visited two district hospitals of Haryana State. Lastly, on day 6<sup>th</sup> a written post evaluation exam was undertaken at the end of the training as per the schedule, the participants who have scored 70% and above marks are empaneled as external assessor. Total 68 participants appeared in post training evaluation exam (8 re-appeared). List of pass candidates is attached as **Annexure -F**.

Overall feedback of the training is 4.68 out of the 5 (scoring on Likert scale of 5).

## **AIMS AND OBJECTIVES OF THE TRAINING**

The aim of the training was to strengthen the knowledge, skills and assessment capacities of the participants to assess the public health facilities under NQAS. The specific objectives are as follows:

1. To create a pool of Qualified assessors for undertaking Quality assessments at state and national level under NQAS.
2. To make prospective assessors aware of national quality assurance program for public health facilities
3. To equip participants with knowledge of key concepts of Quality, Quality tools and methodologies for Quality improvement.
4. To enhance the skills of participants to conduct objective assessment of healthcare facilities against predefined standards.
5. To provide understating of quality measurement system for NQAS.
6. To impart knowledge regarding fundamental principles for assessment and global best practices.
7. Understanding of Area of Concern wise standards and measurable elements for different levels of healthcare facilities.
8. To provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
9. To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback
10. To instigate and strengthen the behavioral and attitudinal values of an independent assessor
11. To impart necessary skills for professional report writing
12. To provide working knowledge for using IT enabled tools for assessment
13. To achieve the NHM target of certifying nearly 40% of health facilities in 2023-24, there is a requirement to increase the pool of external assessors.

## **PREPARATION**

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in two (02) District level health facilities in Haryana which provided the participants a platform to conduct assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

### **List of facilities visited during field visit:**

Group	District	Name of Health Facility	Address
1 to 6	Faridabad	DH Faridabad	216, BK Chowk, Narela Rajeev Nagar, New Industrial Township, Faridabad, Haryana 121001
7 to 12	Gurugram	DH Gurugram	Kadipur Village, Sector 10, Gurugram, Haryana 122001

The following materials were distributed:

- a) A bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- b) National Quality Assurance Standards for Public Health Facilities (2020)
- c) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- d) Assessors Guidebook for Quality Assurance in CHC
- e) Assessors Guidebook for Quality Assurance in PHC
- f) Quality Standards for Urban Primary Health Centre
- g) Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- h) LaQshya Guideline
- i) MusQan Guideline
- j) Kayakalp Guideline

## **METHODOLOGY**

A mix of methods were used for the 28<sup>th</sup> NQAS External Assessors' Training Workshop. They are as follows-

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit

## **PRE TRAINING EVALUATION**

At the onset of NQAS External Assessors' Training, the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple-choice questions. 60 participants have appeared in the examination.

## **INAUGURAL SESSION**

The External Assessor Training started by Welcome address and introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC.

After the address, the training was inaugurated by Lamp lighting ceremony followed by introduction of QPS team.

After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. After the introductions by the participants Dr Deepika Sharma Lead Consultant (QPS) expressed Vote of Thanks which was followed by technical sessions.



## **PRESENTATION BRIEFINGS**

**DAY 1- 12<sup>th</sup> June 2023**

### **Session 1: - Overview of Quality in Public Health System**

The First Session of the Day 1 was on the “**Quality in Public Health System in India**”.

The session was delivered by Dr. JN Srivastava, Advisor (QPS). He started with the requirement expected with the participants in the training as well as the appeal process in the system to make the training successful.

Dr. Srivastava told about the Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata declaration and National Health Policy. Then he told the participants about Primary Care in the Nineties. He briefed that India is facing a dual burden and how the government is managing it currently. He further explained National Health Mission, its structure, 5 key pillars and their implications.

Dr. Srivastava laid emphasis about the high mortality due to low quality of health system and the need to improve the health system through the implementation of NQAS standards. While giving an overview of NQAS he talked about the journey of Quality Assurance in he explained the historic perspective of accreditation process. He also explained that National Health Mission, NQAS is based on the Donabedian Model of QoC and are available for DH, CHC, PHC, UPHC, H&WC (SC) to improve the health care services.

Dr. JN Srivastava also briefed the participants about the ISQua Accreditation of the NQAS. He explained the participants about the possible role as trained NQAS assessors and touched upon Kayakalp Initiative.

He also briefed the participants about the training norms, role of external assessor, complaints and appeal process in regard to the training as per the ISQua Protocols.

### **Session 2: - An Introduction to National Quality Assurance Standards**

The second session was taken by Dr. Deepika Sharma, Lead Consultant (QPS) on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. She briefed the participants about the books to use as a guide for reference. She gave a comparative overview of the



standards which are applicable at different level of Health Care Facilities.

### **Session 3: Measurement Systems under National Quality Assurance Standards**

Ms. Vinny Arora, Senior Consultant (QPS – CU) took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of her session was to understand the architecture- the layout & design of different components of NQAS, comprehend area of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, complete clarity/ understanding of scoring rules and get acquainted with assessment protocol.



She talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. She made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating she talked about the relationship between these various components. She talked about the compliance as well as scoring rules. She gave an overview of the departmental checklists that are available for different level of healthcare facilities.

### **Session 4 : - Brief and Objectives of the exercise**

Dr. Deepika Sharma, Lead Consultant (QPS) gave brief introduction about the exercises, and guide the participants about the intent and conduct of the exercises pertaining to the sessions conducted in the morning of DAY 1 of the training.

Participants were divided in seven groups for the exercises. Each group was asked to undertake the exercises individually in a time bound manner which was followed by group discussions. Participants attempted the exercises in DAY 1 workbook

Each group was monitored and supported by 7 Consultants from QPS division of NHSRC



## **DAY 2- 13<sup>th</sup> June 2023**

The 2<sup>nd</sup> day of training started with recap of the sessions from Day 1. Dr. Chinmayee Swain, Sr. Consultant, QPS Division, NHSRC briefed the participants on the learnings/ take away lessons from Day 1, brief of the sessions was also prepared in form of power point presentation to enable the participants to recollect and reconnect to the day 1 easily.

### **Session 1 : - Service Provision under NQAS Framework**

Dr. Arpita Agrawal, Consultant (QPS) took the first session of Day 2, for Service Provision under NQAS Framework. The session detailed in the keywords and navigation through the books. She explained how to assess the facility as per the six standards under area of concern A and gave a comparative overview of the Service provision in different types of Health Care facilities. She explained about checking the availability of services as per the scope of facilities.



### **Session 2 : - Patients' Rights under NQAS Framework**

The second session of Day 2 was taken by Dr Abhay Dahiya, Consultant (QPS). He talked about the patient Rights and their fundamental responsibilities. He briefed about the six standards those encompasses:

- Availability of Drugs, Diagnostics, Doctors and Devices
- Accessibility in terms of physical access, financial access, information and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity and courteous behavior.
- Affordability in terms of the services entitled as per the government schemes.
- He also briefed about Ethical issues faced by patients in seeking healthcare.



### **Session 3 : Inputs under NQAS Framework**

The third session of Day 2 was taken up by Dr. Annapoorna KN, Consultant (QPS). Area of concern C covers the structure part as per Donabedian model- structure, process and outcome. And this is the only Area of concern that details about the structure component in Health facilities under National Quality Assurance Standards. She also spoke in detail about physical safety and fire safety and their compliances.



### **Session 4: Support Services under NQAS Framework**

Mr. Ranjith Menon, Quality Expert (ADB) took this session and started the presentation by explaining why support services are important under NQAS framework. He explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. He laid emphasis on how support services directly and indirectly lead to poor quality of services for example poor upkeep of facility, long down time of equipment and little efforts in process improvement may give high & visible results to clinical care.



He gave the brief description of all the 12 standards under support services and gave glance of comparison of standards as per level of facility with one of the core standard – D10.

### **Session 5: Infection Prevention under NQAS**

Dr. Chinmayee Swain, Senior Consultant (QPS) explained about the infection control practices. She made the understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control and biomedical waste management. She also explained about how these standards are distributed in different checklists and things to be kept in mind while conducting assessment



of the standards. She also gave an overview of the standards at various levels of facility.

### **Session 6: - Exercises & discussion with moderator : Area of Concern (A, B, C & D)**

After the brief discussion on the intent of AOC 'A' to AOC 'D'; exercises were supported and guided by the moderators. Participants were asked to give answers on the basis of discussion with respective participants in the groups.

Slides were shown to the participants one by one for Area of Concern D. All the groups were given scores for their responses.



### **DAY 3- 14<sup>th</sup> June 2023**

The 3<sup>rd</sup> day training started with recap of the last day sessions by Dr. Abhay Dahiya, Consultant, QPS, NHSRC.

### **Session 1: Quality Management System-I**

Dr. Deepika Sharma Lead Consultant, QPS took this session. Through this session she explained about the Quality management in a facility and how a facility can improve its process and achieve the Quality improvement. She briefed to identify the problems and using Quality tools how can the Quality teams achieve the target of providing the quality services to the population near the health care facility.



Presentation made it clear how employee satisfaction and patient satisfaction can play important role in quality improvement of a facility. Having Quality checks in the laboratory can improve the quality of diagnosis, having written and implemented procedures, records & formats, work instructions can give the wide spectrum to the employees to improve their knowledge and skills. Using the quality tools to identify and solve the problems, conducting various audits with their analysis, preparing a strategic plan to achieve the mission and vision of the facility.

## **Session 2: - Clinical Services under NQAS (General Clinical Services)**

Dr. Arpita Agarwal took over this session and talked about the general clinical services in which she discussed standards E1 to E9 which covers the processes implemented in the hospital commencing from registration of patient followed by consultation & admission, Clinical assessment & reassessment, Continuity of care and referral till the Discharge of patient.



## **Session 3: - Overview of National Health Programs under NQAS**

Dr. Utsuk Dutta took this session. Through this session he explained about the Quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP.

Under communicable disease he covered following programs:

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control Program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme



### **Under non-communicable disease he covered the following programs:**

- National Programme for Prevention & Control of Non communicable Diseases
- National Tobacco Control Programme
- National Mental Health Programme
- National Programme for Control of Blindness
- National Programme for Prevention and Control of Deafness
- National Programme for the Health Care of Elderly
- National Oral Health Care Programme

He gave the brief description about the Integrated Health Information Platform (IHIP) programs. He explained about the difference between old and new IDSP portal.

#### **Session 4: Key Interventions at HWC-SCs**

To give clear picture on key interventions at Health & Wellness Centers-SCs, Dr. Balu Mote, Senior Consultant (CP-CPHC) took the session. He delivered the information about how the "AYUSHMAN BHARAT YOJANA" is working in fulling of "Universal Health Coverage" with holistic approach. In key elements, he mentioned about Comprehensive primary care, Service for All & Continuum of Care. He also discussed about operationalization criteria of AB-HWCS and on Expanded range of Service Delivery.



He detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation he detailed about availability of human resources and Tele-Consultation Services. In the end he delivered the information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs. He also emphasized on Standards D3 and D5 of Health and Wellness centre i.e progressive use of digital technology and patient support group.

#### **Session 5 :- Specific clinical services- I (Reproductive, Maternal, Newborn, Child and Adolescent Health)**

This session was delivered by Dr. Mrinalini Mani, Head of Department of Obstetrics and Gynaecology. She explained about RMCHA+ services under Standards E17 to E22. She talked about Antenatal, Intranatal and Postnatal care. She also spoke about Abortion and family planning services at healthcare facilities. She explained the counselling services, spacing and limiting method service es availability. She also enlightened the participants about adolescent health.



### **Session 6: Key components of Report writing**

Mr. Gulam Rafey, Consultant (QPS- CU) took this session and discuss issues related with the report writing, ideal way of making assessment report, common mistakes during report writing and basic principle for report writing.



### **Session 7: Exercises on Area of concern E**

The group exercises were monitored by moderators where all the participants were given the exercise sheet and scoring was done by the moderators.

## **DAY 4- 15<sup>th</sup> June 2023**

The 4<sup>th</sup> day training started with recap of the last day sessions by Dr. Annapoorna K.

### **Session 1 : Specific Clinical Services**

The session was delivered by Dr. J N Srivastava, Advisor (QPS). He talked about the general clinical services in which he discussed standards E10 to E16 and E24. He elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and End-of-life care and death. He gave a comparative view of the standards applicable at different level of health care facilities.



### **Session 2 : Specific Clinical Services (Haemodialysis)**

Dr. Chinmayee Swain, Senior Consultant (QPS) enlightened on the haemodialysis services which is covered under standard E29. It is the newly added checklist in DH as 21<sup>st</sup> checklist. She spoke about assessment, treatment plans, PMNDP and referrals for the haemodialysis patients.



### **Session 3 : Quality Management System Session II**

Dr. Deepika Sharma, Lead Consultant (QPS) took this session. Through this session she explained the risk management (Existing and potential risks) in the health care facilities, how to assess, report, evaluate and manage the risks as per risk management plan and also talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.



### **Session 4: - Ethical Issues in Assessment Process**

Session on ethical issues was taken by Ms. Vinny Arora, Senior Consultant (QPS -CU). She started with the principles of assessment: Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.

She also discussed about some ethical issues that has been raised by states during the external assessment. She also explained about the process of de-empanelment of assessors and current status.



### **Session 5: Outcome indicators under NQAS**

Dr Naveen Kumar, Consultant (QPS) took session on the outcome indicators. He highlighted the difference between the KPIs and outcome indicators and also emphasized on the departmental indicators to be monitored under NQAS and also the data sources.



### **Session 6: IT initiative under NOAS platform**

This session was taken up by Ms Priyanka from CDAC Team. She oriented the participants about the interim of IT Solutions for certification process. She gave an information about IT solutions for the automation of management of the Certification process (assessment, certification & reporting) to SaQsham.

### **Session 7: Briefing about the field visit & Group work**

Dr. Siddhi Dhond, Consultant (QPS) briefed the participants about the field visit and gave the instructions for the field visit. She briefed the participants about the DH selected for the field visit and divided the participants into twelve groups. Each group had team coordinator from NHSRC team who were responsible for the coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. Dr. Siddhi Dhond also emphasized on the rules to be followed during the field visit & group work.



### **DAY 5 – 26<sup>th</sup> May 2023 Field Visit**

On 5<sup>th</sup> Day, the participants were assembled at Hotel JRD Exotica, New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health care facility. The team members and assigned Departments were as follows: -

#### **DH-1 Group (01- 06): DH Faridabad, Haryana**

Group No.	S. No.	Name of Participant	Facilitators and Department to be assessed
<b>Group 1</b>	1	Dr Yogendra Taneja	<b>Dr. Naveen Kumar</b>  <b>Laboratory</b>
	2	Dr. Sudip Ranjan Kanrar	
	3	Lt. Col Dr Shashikant Sharma	
	4	Col (Dr) Savita Tevatia	
	5	Dr. Vijay Kumar	
<b>Group 2</b>	6	Dr Manohar Lal Rana	<b>Dr. Vineeta Dhankhar</b>  <b>SNCU</b>
	7	Dr. Sanjay Chikkar	
	8	Ms. Mrinalini Upadhyay	
	9	Dr Deepak Kumar Sahoo	
	10	Maj Gen (Dr) Jai Prakash Prasad	
<b>Group 3</b>	11	Col Arun Yadav	<b>Dr. Annapoorna KN</b>
	12	Dr Govind Singhal	

	13	Dr Arghya Pradhan	<b>OT</b>
	14	Dr Jyoti Sharma	
	15	Dr.Sangeeta Goel	
<b>Group 4</b>	16	Dr Sushil Devendra Chavan	<b>Dr. Deepika Gaur</b> <b>Radiology</b>
	17	Dr. Usha Devi Gangwar	
	18	Dr Subhransu Pradhan	
	19	Dr Puneet Khanna	
	20	Mrs.Kiran Manth	
<b>Group 5</b>	21	Dr.Monisha Biswas	<b>Dr. Amrita Rastogi</b> <b>General Admin</b>
	22	Lt Col Dr Patel Kushagra D	
	23	Dr Sangeeta Ajay Kumar	
	24	Dr. Jayanta Sarkar	
	25	Maj. Ashish Jain	
<b>Group 6</b>	26	Dr. Geetanjali Joshi Jasrotia (PT)	<b>Dr. Abhay Dahiya</b> <b>NRC</b>
	27	Dr Prashant Nayak	
	28	Dr. Prem Singh	
	29	Dr. Smita Rai	
	30	Dr Jnanaranjan Nayak	
<b>Group 7</b>	31	Dr. Amritpal Singh	<b>Dr. Ratan Shekhawat</b> <b>OPD</b>
	32	Dr Gazala Naziki	
	33	Dr. Apurba Das	
	34	Dr. Vinod Deorao Karanjekar	
	35	Ms Preeti Sharma	
<b>Group 8</b>	36	Dr Vinay Kumar Ravi	<b>Ms. Rachana</b> <b>Accident &amp; Emergency</b>
	37	Yatendra Kumar Sharma	
	38	Dr Anjana Sadana	
	39	Dr.Mohd.Masood Hasan Usmani	
	40	Dr Seema	
<b>Group 9</b>	41	Dr Ekta Pandey	<b>Dr. Pavitra Sangwan</b> <b>IPD</b>
	42	Dr Ritesh Tanwar	
	43	Dr. Naveena Kandula	
	44	Dr Amulyaratna Mohanta	
	45	Dr. Deepak Kumar	
<b>Group 10</b>	46	Dr Shilpi Goyal	<b>Dr. Gaurav</b> <b>Labour Room</b>
	47	Dr. Nilanjan Gangopadhyay	
	48	Dr.Sanjay Jaiswal	
	49	Dr Kiran Nagpal	
	50	Dr. Inder Kumar Satnam	
<b>Group 11</b>	51	Dr. Pramod Kumar Sah	<b>Dr. Richa Raju</b> <b>Paediatric Ward</b>
	52	Dr.Amit Kumar	
	53	Dr Amitkumar Mahadeo Patil	
	54	Dr Ramandeep Kaur	
	55	Anjana Dhall	

<b>Group 12</b>	56	Dr Shaista Ganai	<b>Mr. Ranjith Menon</b>  <b>Blood Bank</b>
	57	Dr. Sunita Lale	
	58	Mr Ramesh Shivanna	
	59	Dr. Rakesh Chakraborty	
	60	Dr. Shailesh Parihar	

This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

**Presentations on the field visit:** - All the twelve teams presented on the respective departments those were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.

### DAY 6- 17<sup>th</sup> June, 2023

#### Recap & Revision of National Quality Assurance Standards

Dr Deepika Sharma took this session as a Quiz about the AOC, Standards, Departments under NQAS, which made many things easy and clear to the participants. The participants understood the key concept of NQAS through this session which helped them to prepare for the exam. Participants felt motivated as well as confident after this session to appear in the exam.

## EVALUATION

Participants underwent an evaluation on 6<sup>th</sup> day based on the 6 days of training. They were given Question paper with multiple-choice questions, case study & descriptive questions. There was total five sets (each participant having a different set). In addition to these participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in form of gap statement.

## VALEDICTORY

Dr. Atul Kotwal SM, VSM, Executive Director, NHSRC delivered the Valedictory address. He thanked all the participants for their overwhelming participation and sincerity towards the training.

Few participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.

## Annexure D

### FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day 1	4.83
Day 2	4.56
Day 3	4.57
Day 4	4.73
Day 5	4.66
Day 6	4.76

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.74
Dr. Deepika Sharma	4.82
Ms. Vinny Arora	4.85
Dr. Chinmayee Swain	4.84
Dr. Arpita Agrawal	4.59
Dr. Annapoorna	4.41
Mr. Gulam Rafey	4.40
Dr. Abhay Dahiya	4.60
Mr. Ranjith Menon	4.43
Dr. Neeraj Gautam	4.72
<b>External Faculty feedback</b>	
Dr. Utsuk Dutta	4.82
Dr. Mrinalini Mani	4.68
Dr. Balu Mote	4.15

Ms Priyanka (CDAC Team)	4.43
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S.No.	Most Liked Sessions	Trainer
1.	Measurement System Under NQAS	Ms. Vinny Arora
2.	Introduction to National Quality Assurance Standards	Dr. Deepika Sharma
3.	Quality Management System	Dr. Deepika Sharma

Although most of the participants were from various domains of the Healthcare System ranging from Clinician, Healthcare Education and so forth; they all participated and came forward to deliver the vote of thanks to Quality and Patient Safety Division of NHSRC. They expressed their satisfaction with the training. They have learned many new subjects, acquired a number of new technical skills and improved another group of existing skills. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / hospitals.

## **SUGGESTIONS BY PARTICIPANTS**

<b>S.No.</b>	<b>SUGGESTIONS TO IMPROVE TRAINING</b>
1	Food quality was not good
2	Instead of plastic bottles, common water bottles can be kept
3	Introductory sessions before training to be taken
4.	Insufficient days of training
5.	More time for sessions

## DAY WISE EVALUATION ANALYSIS (DAY 1 TO 4)

### Group Exercise Scoring Sheet of the participants: -

#### Day Wise Evaluation Analysis (Day 1 to Day 4)

S. no.	Name	State	Day 1		Day 2				Day 3	Day 4
			Exercise on Intent of Area of Concern and Measurement System		Exercise on Area of Concern A to D				Exercise on Area of Concern E	
			Section A	Section B	AOC A	AOC B	AOC C	AOC D	AOC E	
1	Dr. Naveena Kandula	Andhra Pradesh	9	10	9.5	8.5	8.75	9	9	8
2	Dr. Pramod Kumar Sah	Bihar	9	8	9	9	9	9	9.5	8
3	Dr Ekta Pandey	Delhi	8	8	8	8	8	8	9	8
4	Dr Shilpi Goyal	Delhi	8	7	10	10	10	9	9.25	8
5	Lt. Col Dr Shashikant Sharma	Delhi	9	9	8.5	8.5	8.5	9	9.5	8
6	Dr Anjana Sadana	Delhi	9	10	9.5	9	9.25	8.75	9	8
7	Dr Puneet Khanna	Delhi	9	8.5	9.5	9.5	9.5	9.5	10	8
8	Maj Gen (Dr) Jai Prakash Prasad	Delhi	9	9	8	8.5	8	7	9	8
9	Anjana Dhall	Delhi	8.5	8.5	8.5	8.5	8.5	8.5	9.5	8
10	Lt Col Dr Patel Kushagra D	Gujarat	9	9.5	9	9	9	9	9.5	8
11	Dr Manohar Lal Rana	Jammu & Kashmir	9	9	7	8	7	8	9	8
12	Dr. Geetanjali Joshi Jasrotia (PT)	Jammu & Kashmir	8.5	8.5	9	9	9	9	9	8
13	Dr Shaista Ganai	Jammu & Kashmir	9	9	9	9	9	9	9	8
14	Dr Gazala Naziki	Jammu & Kashmir	7	8	8	8	8	8	9.5	8

15	Dr. Vijay Kumar	Jammu & Kashmir	9.25	9	8	9	9	8	9	8
16	Maj. Ashish Jain	Jammu & Kashmir	9	9	8.5	8.5	9.5	8.5	9.5	8
17	Dr. Deepak Kumar	Jammu & Kashmir	9	9	8.5	9	9	8.5	9.5	8
18	Mr Ramesh Shivanna	Karnataka	10	10	9.5	9	8.75	8	9	8
19	Col Arun Yadav	Ladakh	9	9	9	9	9	8	10	8
20	Dr Vinay Kumar Ravi	Madhya Pradesh	9	9	9	8	9	9	10	8
21	Dr Prashant Nayak	Madhya Pradesh	9	9	9	9	9	9	9.25	8
22	Dr Ritesh Tanwar	Madhya Pradesh	9	9	9.5	9	9	8.5	9	8
23	Dr. Inder Kumar Satnam	Madhya Pradesh	8	9.5	8.5	9	9	8.5	9.5	8
24	Dr. Sushil Devendra Chavan	Maharashtra	9	9	9	8	9	9	10	8
25	Dr. Sanjay Chilkar	Maharashtra	7	7	9	9	9	9	9.25	8
26	Dr. Sunila Lale	Maharashtra	8	8	9.5	9.5	8.5	8.5	9.5	8
27	Dr. Amitkumar Mahadeo Patil	Maharashtra	10	9	9	9.25	9	8.75	9	8
28	Col (Dr) Savita Tevatia	Maharashtra	8	8.5	9.5	9.5	9.5	9.5	9	8
29	Dr. Vinod Deora Karanjekar	Maharashtra	8	8.5	9.5	9.5	9.5	9.5	9	8
30	Dr Arghya Pradhan	Odisha	9	9	9.5	8.5	9	8.5	9	8
31	Dr Subhansu Pradhan	Odisha	10	9	9.5	9	9	9	9	8
32	Dr Deepak Kumar Sahoo	Odisha	8	8.5	9.5	9.5	9.5	9.5	10	8
33	Dr Amulyaratna Mohanta	Odisha	9.5	9	9	9	8	9	8.5	8
34	Dr Jnanaranjan Nayak	Odisha	8.5	8.5	8.5	9	9	9	9.5	8
35	Dr. Amritpal Singh	Punjab	9	9	9	9	9	9	9	8
36	Dr Sangeeta Ajay Kumar	Punjab	9	10	9.5	9	8.5	9	9	8
37	Dr Jyoti Sharma	Punjab	9	8.5	9.5	9.5	9.5	9.5	9	8

38	Dr Ramandeep Kaur	Punjab	9	9	9	10	8	9	9	8
39	Dr Seema	Punjab	9.5	9	8.5	9	9	9	9.5	8
40	Mrs.Kiran Manth	Rajasthan	9	9.5	9	9.5	8.5	8.5	8.5	8
41	Dr Yogendra Taneja	Rajasthan	9	9	8	9	8	9	10	8
42	Dr Govind Singhal	Rajasthan	9	9	9	9	9	9	9.5	8
43	Yatendra Kumar Sharma	Rajasthan	8	9	9	9.5	8.5	9	9	8
44	Dr. Prem Singh	Rajasthan	9	10	9	9.25	9	8.75	9	8
45	Dr Kiran Nagpal	Rajasthan	9	9.5	9	10	8	9	9	8
46	Ms Preeti Sharma	Rajasthan	8.5	8	8.5	8.5	8.5	8.5	9.5	8
47	Dr.Monisha Biswas	Uttar Pradesh	9	9	7	8	7	8	10	8
48	Dr. Usha Devi Gangwar	Uttar Pradesh	9	10	9	9	9	9	9	8
49	Dr.Amit Kumar	Uttar Pradesh	9	9	8.5	9	8.5	9	8	8
50	Ms. Mrinalini Upadhyay	Uttar Pradesh	9	8	8.5	8.5	8	8.5	9.5	8
51	Dr.Sanjay Jaiswal	Uttar Pradesh	9	10	9	9.25	9	8.25	9	8
52	Dr. Smita Rai	Uttar Pradesh	9.5	9	9.5	9.5	9.5	9.5	10	8
53	Dr.Mohd.Masood Hasan Usmani	Uttar Pradesh	8.5	8.5	9.5	9.5	9.5	9.5	9	8
54	Dr.Sangeeta Goel	Uttar Pradesh	9.25	9	9	10	9	9	8.5	8
55	Dr.Shailesh Parihar	Uttar Pradesh	9	9	8.5	8.5	9	9	9.5	8
56	Dr. Sudip Ranjan Kanrar	West Bengal	9	9	9	9	9	9	9.5	8
57	Dr. Nilanjan Gangopadhyay	West Bengal	8	8	8.5	9	9.5	9	9	8
58	Dr. Apurba Das	West Bengal	10	10	9	9.25	8.75	9	9	8
59	Dr. Jayanta Sarkar	West Bengal	9	8.5	9.5	9.5	9.5	9.5	9	8
60	Dr. Rakesh Chakraborty	West Bengal	9.25	9	9	10	10	9.5	8.5	8

## Field Visit Evaluation: -

### Evaluation of Field Visit: 28th Batch EAT 12-17th June 2023

Group No.	Understanding of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination and Management	Completion of Presentation	Score out of 25
Group 1	4.2	4.2	4.2	4.3	4.5	22.5
Group 2	3.7	3.7	4.1	4.3	4.2	20.1
Group 3	3.8	4.0	4.0	4.1	4.0	19.9
Group 4	4.0	4.3	4.0	4.0	4.1	20.4
Group 5	4.2	4.2	4.3	4.2	4.2	21.0
Group 6	3.9	3.9	3.9	4.3	4.1	20.0
Group 7	3.3	3.3	3.8	4.0	4.0	18.3
Group 8	3.4	3.9	3.8	4.0	4.0	19.0
Group 9	4.3	4.2	4.2	4.0	4.3	21.0
Group 10	3.5	3.9	4.1	3.9	3.8	19.1
Group 11	3.3	3.1	3.1	3.9	3.9	17.3
Group 12	3.3	3.5	3.9	4.1	4.1	18.9

## Annexure C

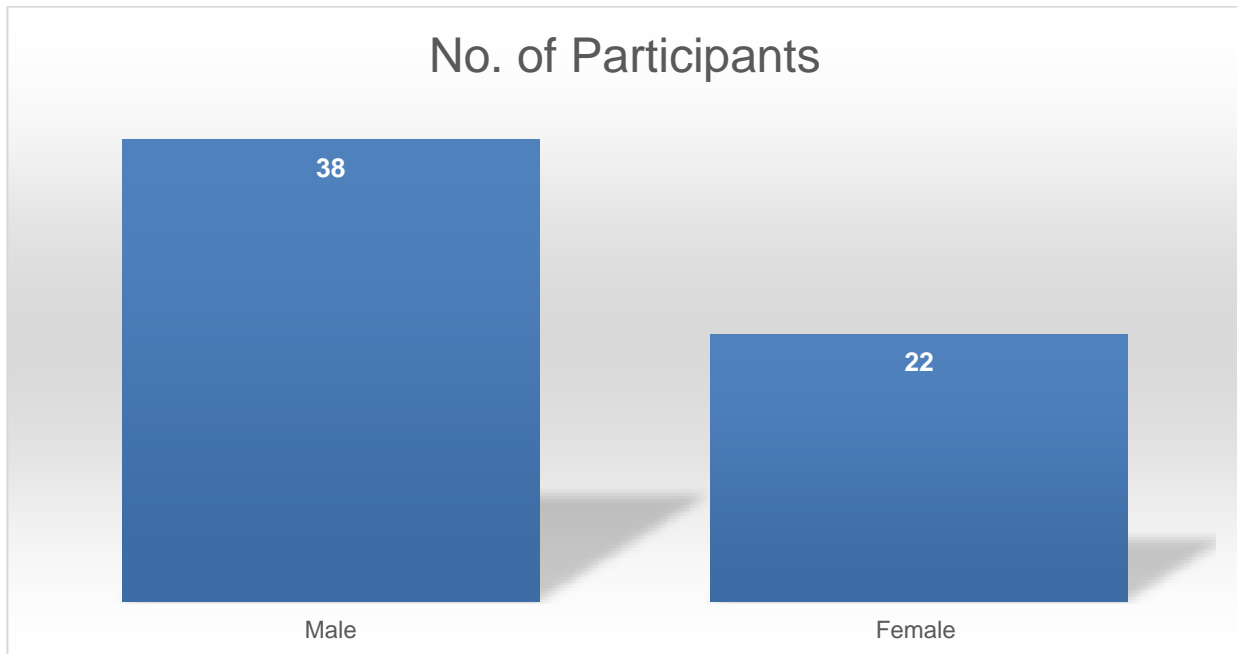
### Gender Wise List of the participants: -

S. No.	Name	State	Gender
1	Dr. Naveena Kandula	Andhra Pradesh	Female
2	Dr Ekta Pandey	Delhi	Female
3	Dr Shilpi Goyal	Delhi	Female
4	Dr Anjana Sadana	Delhi	Female
5	Anjana Dhall	Delhi	Female
6	Dr. Geetanjali Joshi Jasrotia (PT)	Jammu & Kashmir	Female
7	Dr Shaista Ganai	Jammu & Kashmir	Female
8	Dr Gazala Naziki	Jammu & Kashmir	Female
9	Dr. Sunila Lale	Maharashtra	Female
10	Col (Dr) Savita Tevatia	Maharashtra	Female
11	Dr Sangeeta Ajay Kumar	Punjab	Female
12	Dr Jyoti Sharma	Punjab	Female
13	Dr Ramandeep Kaur	Punjab	Female
14	Dr Seema	Punjab	Female
15	Mrs.Kiran Manth	Rajasthan	Female
16	Dr Kiran Nagpal	Rajasthan	Female
17	Ms Preeti Sharma	Rajasthan	Female
18	Dr.Monisha Biswas	Uttar Pradesh	Female
19	Dr. Usha Devi Gangwar	Uttar Pradesh	Female
20	Ms. Mrinalini Upadhyay	Uttar Pradesh	Female
21	Dr. Smita Rai	Uttar Pradesh	Female
22	Dr.Sangeeta Goel	Uttar Pradesh	Female

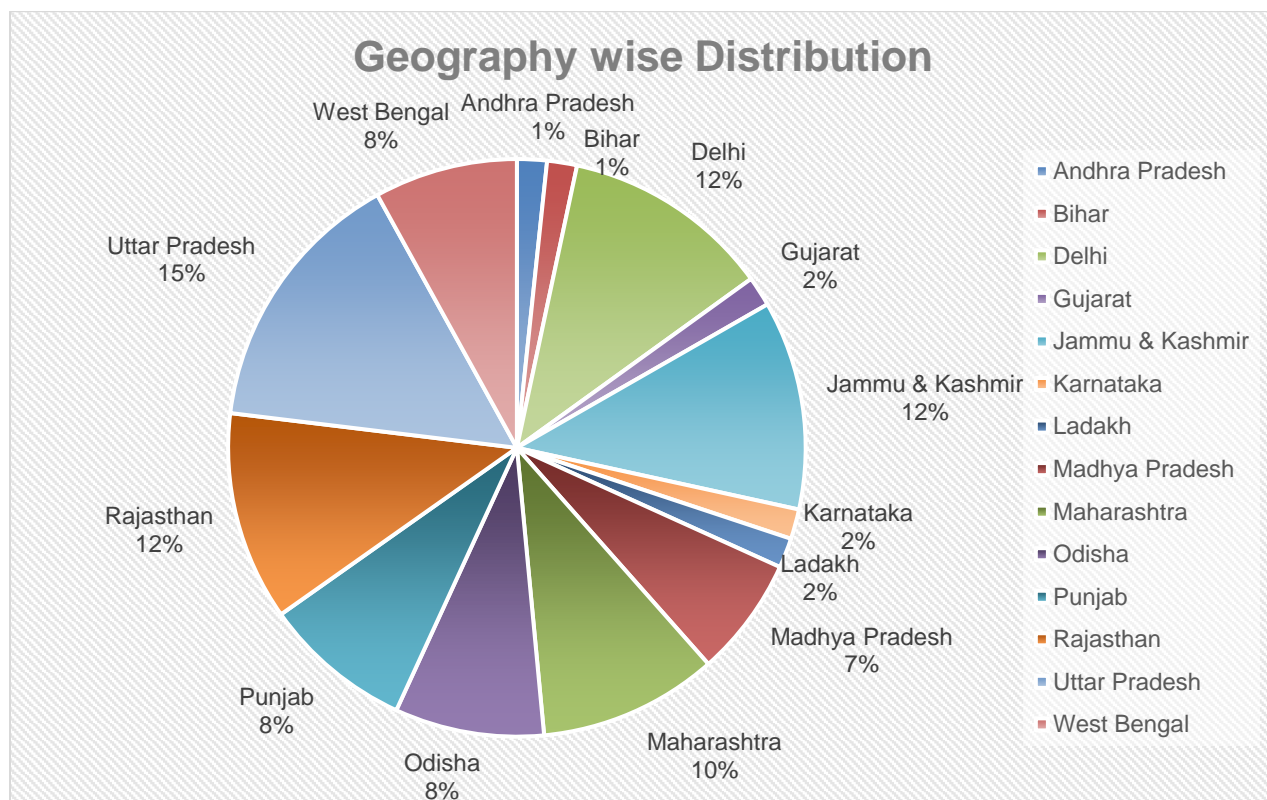
S. No.	Name	State	Gender
1	Dr. Pramod Kumar Sah	Bihar	Male
2	Lt. Col Dr Shashikant Sharma	Delhi	Male
3	Dr Puneet Khanna	Delhi	Male
4	Maj Gen (Dr) Jai Prakash Prasad	Delhi	Male
5	Lt Col Dr Patel Kushagra D	Gujarat	Male

6	Dr Manohar Lal Rana	Jammu & Kashmir	Male
7	Dr. Vijay Kumar	Jammu & Kashmir	Male
8	Maj. Ashish Jain	Jammu & Kashmir	Male
9	Dr. Deepak Kumar	Jammu & Kashmir	Male
10	Mr Ramesh Shivanna	Karnataka	Male
11	Col Arun Yadav	Ladakh	Male
12	Dr Vinay Kumar Ravi	Madhya Pradesh	Male
13	Dr Prashant Nayak	Madhya Pradesh	Male
14	Dr Ritesh Tanwar	Madhya Pradesh	Male
15	Dr. Inder Kumar Satnam	Madhya Pradesh	Male
16	Dr. Sushil Devendra Chavan	Maharashtra	Male
17	Dr. Sanjay Chilkar	Maharashtra	Male
18	Dr. Amitkumar Mahadeo Patil	Maharashtra	Male
19	Dr. Vinod Deorao Karanjekar	Maharashtra	Male
20	Dr Arghya Pradhan	Odisha	Male
21	Dr Subhransu Pradhan	Odisha	Male
22	Dr Deepak Kumar Sahoo	Odisha	Male
23	Dr Amulyaratna Mohanta	Odisha	Male
24	Dr Jnanaranjan Nayak	Odisha	Male
25	Dr. Amritpal Singh	Punjab	Male
26	Dr Yogendra Taneja	Rajasthan	Male
27	Dr Govind Singhal	Rajasthan	Male
28	Yatendra Kumar Sharma	Rajasthan	Male
29	Dr. Prem Singh	Rajasthan	Male
30	Dr.Amit Kumar	Uttar Pradesh	Male
31	Dr.Sanjay Jaiswal	Uttar Pradesh	Male
32	Dr.Mohd.Masood Hasan Usmani	Uttar Pradesh	Male
33	Dr.Shailesh Parihar	Uttar Pradesh	Male
34	Dr. Sudip Ranjan Kanrar	West Bengal	Male
35	Dr. Nilanjan Gangopadhyay	West Bengal	Male
36	Dr. Apurba Das	West Bengal	Male
37	Dr. Jayanta Sarkar	West Bengal	Male
38	Dr. Rakesh Chakraborty	West Bengal	Male

## A. Gender Wise Participation



## B. Geography wise Distribution



## TRAINING AGENDA

**Day 1-12<sup>th</sup> June 2023**

Time	Topic	Resource Person
08:45AM-09:00AM	Registration	Mr. Divyanshu, Dr Richa, Mr. Brajaraj
09:00AM - 09:30AM	Pre-training Evaluation	QPS Team
<b>INAUGURAL SESSION</b>		
09:30AM - 09:40AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor – QPS
09:40AM- 09:50AM	Lamp Lighting	
09:50AM-10:00AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal ED, NHSRC
10:10AM – 10:25AM	Introduction of Participants	
10:25AM-10:30AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant - QPS
<b>10:30AM-11:00PM</b>	<b>Group Photograph followed by tea</b>	
11:00AM-12:15PM	Overview of Quality in Public Health System	Dr J.N. Srivastava Advisor – QPS
12:15 PM -01:30PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant - QPS
<b>01:30PM-02:15PM</b>	<b>Lunch</b>	
02:15PM-03:15PM	Measurement Systems under National Quality Assurance Standards	Ms. Vinny Arora Senior Consultant – QPS (CU)
03:15 PM-03:30PM	Brief about Exercises	Dr Deepika Sharma Lead Consultant - QPS
03:30 PM-4:30 PM	Exercise on Intent of Area of Concern	QPS Team
<b>04:30PM-04:45PM</b>	<b>Tea Break</b>	
04:45PM-05:30PM	Exercise on Measurement System	QPS Team

Day 2-13 <sup>th</sup> June 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Chinmayee Swain Senior Consultant- QPS
09:15AM-10:00AM	Area of Concern A – Service Provision Under NQAS	Dr Arpita Agrawal Consultant - QPS
10:00AM-11:00AM	Area of Concern – B Patient Rights Under NQAS	Dr Abhay Dahiya Consultant – QPS
<b>11:00AM-11:15AM</b>	<b>Tea Break</b>	
11:15AM-12:15PM	Area of Concern C– Inputs Under NQAS	Dr Annapoorna K N Consultant-QPS
12:15PM – 01:15PM	Area of Concern D – Support Services under NQAS	Mr. Ranjith Menon Consultant-ADB
<b>01:15PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:00PM	Area of Concern F- Infection Prevention & Control	Dr Neeraj Gautam Consultant-CU(QPS)
03:00PM-04:00PM	Exercises on Area of Concern A & B	QPS Team
<b>04:00PM-04:15PM</b>	<b>Tea Break</b>	
04:15PM-05:30PM	Exercises on Area of Concern C & D	QPS Team

Day 3- 14 <sup>th</sup> June 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Abhay Dahiya Consultant - QPS
09:15 AM-10:30AM	Area of Concern G – Quality Management System -I	Dr Deepika Sharma Lead Consultant - QPS
10:30AM-11:30 AM	Area of Concern E: General Clinical Services	Dr Arpita Agrawal Consultant - QPS
<b>11: 30 AM-11:45 AM</b>	<b>Tea Break</b>	
11:45 AM- 12:45 PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta Consultant, NIHFV
12:45 PM -02:00 PM	Key interventions at Health and Wellness Centers	Dr Balu Natha Mote Sr. Consultant, CP-CPHC
<b>02:00 PM-02:45PM</b>	<b>Lunch</b>	
02:45 PM-03:30 PM	Area of Concern E: Specific Clinical Services-I*	Dr Mrinalini Mani HOD (Obs & Gynae) Guru Govind Singh Govt. Hospital
03:30 PM – 04:30 PM	Key Components of Report Writing with exercise	Mr Gulam Rafey Consultant CU(QPS)
<b>04:30 PM-04:45 PM</b>	<b>Tea Break</b>	
04:45PM – 05:30PM	Exercise on Area of Concern E Primary & Secondary Care Service	QPS Team
*- Reproductive, Maternal, Newborn, Child and Adolescent Health **- Intensive Care, A&E, Diagnostics, Blood bank, Anaesthesia, Surgical, End of life care and Hemodialysis		

Day 4 – 15 <sup>th</sup> June 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Annapoorna Consultant- QPS
09:15AM-10:15AM	Area of Concern E: Specific Clinical Services-II**	Dr J N Srivastava Advisor QPS
10:15AM-11:00AM	Area of Concern E: Specific Clinical Services -II** (Hemodialysis)	Dr Chinmayee Swain Senior Consultant -QPS
<b>11:00 AM-11:15AM</b>	<b>Tea Break</b>	
11:15 AM-12:45 PM	Area of Concern G: Quality Management System -II	Dr Deepika Sharma Lead Consultant - QPS
<b>12:45 PM – 1:15 PM</b>	<b>Lunch</b>	
1:15 PM – 2:15 PM	Ethical issues in Assessment of Health Facilities	Ms. Vinny Arora Senior Consultant-CU(QPS)
02:15PM- 03:15	Area of Concern H: Outcome Indicators under NQAS	Dr Naveen Kumar Consultant -QPS
<b>03:15 PM – 03:30PM</b>	<b>Tea Break</b>	
3:30 PM – 4:15 PM	IT Initiative under NQAS	CDAC Team
4:15PM - 5:00PM	Briefing about the field visit & Groupwork	Dr Siddhi Dhond Consultant- QPS

Day 5 – 16 <sup>th</sup> June 2023		
Time	Topic	ResourcePerson
09:00AM-01:00PM	Field Visit	QPS Team
<b>01:00PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:30PM	Scoring, Analysis and Report Writing of the Field Visit	QPS Team
03:30PM-04:15PM	Presentation & Discussion on Field Visit	QPS Team
<b>04:15PM-04:30PM</b>	<b>Tea Break</b>	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 17 <sup>th</sup> June 2023		
Time	Topic	ResourcePerson
09:00AM-10:00AM	Revision	Dr Deepika Sharma Lead Consultant - QPS
<b>10:00AM-10:30AM</b>	<b>Tea Break</b>	
10:30AM-01:00PM	Post Training Evaluation	
01:00PM-01:30PM	Valedictory/Feedback	
<b>01:30PMonwards</b>	<b>Lunch</b>	

## NAME OF PARTICIPANTS

S. No.	Name	Email address	Mobile No.	STATE/DIS-TRICT
1	Dr. Naveena Kandula	<a href="mailto:drnaveena@gmail.com">drnaveena@gmail.com</a>	9494488887	Andhra Pradesh
2	Dr. Pramod Kumar Sah	<a href="mailto:dr.pramodkumarsah@gmail.com">dr.pramodkumarsah@gmail.com</a> <a href="mailto:pkisah@careindia.org">pkisah@careindia.org</a>	97711782474	Bihar
3	Dr Anjana Sadana	<a href="mailto:dranjanasadana301@gmail.com">dranjanasadana301@gmail.com</a>	9811035727	Delhi
4	Maj Gen (Dr) Jai Prakash Prasad	<a href="mailto:jaiprakash_prasad@yahoo.com">jaiprakash_prasad@yahoo.com</a>	8800662896	Delhi
5	Lt. Col Dr Shashikant Sharma	<a href="mailto:shashi0681@gmail.com">shashi0681@gmail.com</a>	8412821773	Delhi
6	Dr Ekta Pandey	<a href="mailto:drektapandey@gmail.com">drektapandey@gmail.com</a>	7042277898	Delhi
7	Dr Puneet Khanna	<a href="mailto:k.punit@yahoo.com">k.punit@yahoo.com</a>	9873106516	Delhi
8	Anjana Dhall	<a href="mailto:dhallanajana@gmail.com">dhallanajana@gmail.com</a>	9810661538	Delhi
9	Lt Col Dr Patel Kushagra D	<a href="mailto:kushagra1610@gmail.com">kushagra1610@gmail.com</a>	8193896009	Gujarat
10	Dr. Vijay Kumafr	<a href="mailto:pmntepnhmjk@gmail.com">pmntepnhmjk@gmail.com</a>	9419130033	Jammu & Kashmir
11	Dr. Deepak Kumar	<a href="mailto:drdeepakdysudh@gmail.com">drdeepakdysudh@gmail.com</a>	7006508099	Jammu & Kashmir
12	Dr Manohar Lal Rana	<a href="mailto:rana.doc86@gmail.com">rana.doc86@gmail.com</a>	9419142187	Jammu & Kashmir
13	Dr Shaista Ganai	<a href="mailto:shazuganai@gmail.com">shazuganai@gmail.com</a>	9906929193	Jammu & Kashmir
14	Dr Gazala Naziki	<a href="mailto:drsyedgazalanazki@gmail.com">drsyedgazalanazki@gmail.com</a>	7006226131	Jammu & Kashmir
15	Maj. Ashish Jain	<a href="mailto:drashishjain27286@gmail.com">drashishjain27286@gmail.com</a>	7889389815	Jammu & Kashmir
16	Dr. Geetanjali Joshi Jasro-tia (PT)	<a href="mailto:deicjmu@gmail.com">deicjmu@gmail.com</a>	9419262529	Jammu & Kashmir
17	Mr Ramesh Shivanna	<a href="mailto:rameshpcha@gmail.com">rameshpcha@gmail.com</a>	9731788496	Karnataka
18	Col Arun Yadav	<a href="mailto:arunyadavpsm@gmail.com">arunyadavpsm@gmail.com</a>	9868815430	Ladakh
19	Col (Dr) Savita Tevatia	<a href="mailto:drstevatia12@gmail.com">drstevatia12@gmail.com</a>	8171723693	Maharashtra
20	Dr Sushil Devendra Chavan	<a href="mailto:sushilchavan0101@gmail.com">sushilchavan0101@gmail.com</a>	8208835054	Maharashtra
21	Dr. Sanjay Chilkar	<a href="mailto:sanjaydchilkar@gmail.com">sanjaydchilkar@gmail.com</a>	9404824848	Maharashtra
22	Dr Amitkumar Mahadeo Patil	<a href="mailto:amp2050@gmail.com">amp2050@gmail.com</a>	7972594972	Maharashtra
23	Dr. Vinod Deorao Karan-jekar	<a href="mailto:drvdkaranjekar2@gmail.com">drvdkaranjekar2@gmail.com</a>	9021443050	Maharashtra
24	Dr. Sunita Lale	<a href="mailto:drlasunila@gmail.com">drlasunila@gmail.com</a>	9890001842	Maharashtra
25	Dr. Inder Kumar Satnam	<a href="mailto:indrasanjid@gmail.com">indrasanjid@gmail.com</a>	6260981038	Madhya Pradesh
26	Dr Vinay Kumar Ravi	<a href="mailto:vinayravi28.vr@gmail.com">vinayravi28.vr@gmail.com</a>	9584114243	Madhya Pradesh

27	Dr Prashant Nayak	<a href="mailto:prashantnayak2002@gmail.com">prashantnayak2002@gmail.com</a>	9301107070	Madhya Pradesh
28	Dr Ritesh Tanwar	<a href="mailto:ritesh.tanwar@live.com">ritesh.tanwar@live.com</a>	9755422107	Madhya Pradesh
29	Dr Arghya Pradhan	<a href="mailto:arghyap1@gmail.com">arghyap1@gmail.com</a>	9560648252	Odisha
30	Dr Subhransu Pradhan	<a href="mailto:psubhransu@gmail.com">psubhransu@gmail.com</a>	9439994881	Odisha
31	Dr Deepak Kumar Sahoo	<a href="mailto:drdeepak.mmc26@gmail.com">drdeepak.mmc26@gmail.com</a>	9439994881	Odisha
32	Dr Amulyaratna Mohanta	<a href="mailto:dramulya00@gmail.com">dramulya00@gmail.com</a>	86589 11929	Odisha
33	Dr Jnanaranjan Nayak	<a href="mailto:anani87@gmail.com">anani87@gmail.com</a>	9861316125	Odisha
34	Dr Sangeeta Ajay Kumar	<a href="mailto:sangeeta.ajay26@gmail.com">sangeeta.ajay26@gmail.com</a>	9417000034	Punjab
35	Dr Jyoti Sharma	<a href="mailto:drjyotisharma1969@gmail.com">drjyotisharma1969@gmail.com</a>	9463611228	Punjab
36	Dr Ramandeep Kaur	<a href="mailto:raman3087@gmail.com">raman3087@gmail.com</a>	9988632302	Punjab
37	Dr Seema	<a href="mailto:seemachoprachhatwal@gmail.com">seemachoprachhatwal@gmail.com</a>	9855438439	Punjab
38	Dr. Amritpal Singh	<a href="mailto:amrit.chc0001@gmail.com">amrit.chc0001@gmail.com</a>	8699331313	Punjab
39	Dr Shilpi Goyal	<a href="mailto:drshilpi1973@gmail.com">drshilpi1973@gmail.com</a>	7568083471	Rajasthan
40	Mrs.Kiran Manth	<a href="mailto:kiranmanth14@gmail.com">kiranmanth14@gmail.com</a>	7727049284, 9460182950	Rajasthan
41	Yatendra Kumar Sharma	<a href="mailto:yatendrakumarsharma0@gmail.com">yatendrakumarsharma0@gmail.com</a>	9887676365	Rajasthan
42	Dr. Prem Singh	<a href="mailto:premsingh111@gmail.com">premsingh111@gmail.com</a>	9460060445	Rajasthan
43	Dr Kiran Nagpal	<a href="mailto:drarrora@gmail.com">drarrora@gmail.com</a>	9829373664	Rajasthan
44	Ms Preeti Sharma	<a href="mailto:arvpreeti@gmail.com">arvpreeti@gmail.com</a>	9166669562	Rajasthan
45	Dr Yogendra Taneja	<a href="mailto:tanejadryogendra7@gmail.com">tanejadryogendra7@gmail.com</a>	9413155056	Rajasthan
46	Dr Govind Singhal	<a href="mailto:govind480@gmail.com">govind480@gmail.com</a>	9929231795	Rajasthan
47	Ms. Mrinalini Upadhyay	<a href="mailto:mrinaliniupadhyay55@gmail.com">mrinaliniupadhyay55@gmail.com</a>	8178233203 8882996840	Uttar Pradesh
48	Dr. Smita Rai	<a href="mailto:smitaanurai@gmail.com">smitaanurai@gmail.com</a>	9452290561, 8318782823	Uttar Pradesh
49	Dr.Sangeeta Goel	<a href="mailto:sangeetag7282@gmail.com">sangeetag7282@gmail.com</a>	9412237282	Uttar Pradesh
50	Dr.Shailesh Parihar	<a href="mailto:drshaileshparihar@gmail.com">drshaileshparihar@gmail.com</a>	9956709507	Uttar Pradesh
51	Dr.Sanjay Jaiswal	<a href="mailto:drsanjayjaiswal69@gmail.com">drsanjayjaiswal69@gmail.com</a>	8840175573	Uttar Pradesh
52	Dr.Mohd.Masood Hasan Usmani	<a href="mailto:usmani_mh@rediffmail.com">usmani_mh@rediffmail.com</a>	8052652999	Uttar Pradesh
53	Dr.Amit Kumar	<a href="mailto:Dr.amit_delhi@yahoo.in">Dr.amit_delhi@yahoo.in</a>	9953661496	Uttar Pradesh
54	Dr.Monisha Biswas	<a href="mailto:monishabiswas@yahoo.com">monishabiswas@yahoo.com</a>	971757165	Uttar Pradesh
55	Dr. Usha Devi Gangwar	<a href="mailto:usha.gangwar67@gmail.com">usha.gangwar67@gmail.com</a>	8005192531	Uttar Pradesh
56	Dr. Sudip Ranjan Kanrar	<a href="mailto:sudipkanrar@gmail.com">sudipkanrar@gmail.com</a>	9153854344	West Bengal

57	Dr. Nilanjan Gangopadhyay	<a href="mailto:tublugangopadhyay@gmail.com">tublugangopadhyay@gmail.com</a>	7890560783	West Bengal
58	Dr. Apurba Das	<a href="mailto:dy.cmoh3ud@gmail.com">dy.cmoh3ud@gmail.com</a>	9903763199	West Bengal
59	Dr. Jayanta Sarkar	<a href="mailto:drjayanta.13@gmail.com">drjayanta.13@gmail.com</a>	9733084925	West Bengal
60	Dr. Rakesh Chakraborty	<a href="mailto:drakeshchakraborty@gmail.com">drakeshchakraborty@gmail.com</a>	9903800556	West Bengal

### ANNEXURE III: NAME OF PARTICIPANTS FOR RE-EXAMINATION

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Gujarat	Mr. Sunil Modi	Male
2	Gujarat	Mr. Moij Meghrajia	Male
3	Uttar Pradesh	Dr. Naveen Kumar Singh	Male
4	Uttar Pradesh	Dr. Ankush Shukla	Male
5	Uttar Pradesh	Dr. Shubhendra Vikram Singh	Male
6	West Bengal	Ms. Nilima Barman	Female
7	Maharashtra	Dr. Amol Awchar	Male
8	Gujarat	Ms. Yamini Sutariya	Female

### Annexure F

### LIST OF QUALIFIED PARTICIPANTS

Sl.NO.	State	Name	Please enter a valid email address
1	Jammu & Kashmir	Dr. Geetanjali Joshi Jasrotia (PT)	<a href="mailto:deicjmu@gmail.com">deicjmu@gmail.com</a>
2	Uttar Pradesh	Dr.Amit Kumar	<a href="mailto:Dr.amit_delhi@yahoo.in">Dr.amit_delhi@yahoo.in</a>
3	Maharashtra	Dr Sushil Devendra Chavan	<a href="mailto:sushilchavan0101@gmail.com">sushilchavan0101@gmail.com</a>
4	West Bengal	Dr. Nilanjan Gangopadhyay	<a href="mailto:tublugangopadhyay@gmail.com">tublugangopadhyay@gmail.com</a>

5	Andhra Pradesh	Dr. Naveena Kandula	<a href="mailto:drnaveena@gmail.com">drnaveena@gmail.com</a>
6	Rajasthan	Dr. Prem Singh	<a href="mailto:premsingh111@gmail.com">premsingh111@gmail.com</a>
7	West Bengal	Dr. Jayanta Sarkar	<a href="mailto:drjayanta.13@gmail.com">drjayanta.13@gmail.com</a>
8	Jammu & Kash- mir	Maj. Ashish Jain	<a href="mailto:drashishjain27286@gmail.com">drashishjain27286@gmail.com</a>
9	Maharashtra	Dr Amitkumar Mahadeo Patil	<a href="mailto:amp2050@gmail.com">amp2050@gmail.com</a>
10	Punjab	Dr Ramandeep Kaur	<a href="mailto:raman3087@gmail.com">raman3087@gmail.com</a>
11	Karnataka	Mr Ramesh Shivanna	<a href="mailto:rameshpcha@gmail.com">rameshpcha@gmail.com</a>
12	Uttar Pradesh	Dr.Monisha Biswas	<a href="mailto:monishabiswas@yahoo.com">monishabiswas@yahoo.com</a>
13	West Bengal	Dr. Rakesh Chakraborty	<a href="mailto:drakeshchakraborty@gmail.com">drakeshchakraborty@gmail.com</a>
14	Ladakh	Col Arun Yadav	<a href="mailto:arunyadavpsm@gmail.com">arunyadavpsm@gmail.com</a>
15	Madhya Pradesh	Dr Ritesh Tanwar	<a href="mailto:ritesh.tanwar@live.com">ritesh.tanwar@live.com</a>
16	Uttar Pradesh	Dr. Smita Rai	<a href="mailto:smitaanurai@gmail.com">smitaanurai@gmail.com</a>
17	Odisha	Dr Deepak Kumar Sahoo	<a href="mailto:drdeepak.mmc26@gmail.com">drdeepak.mmc26@gmail.com</a>
18	Madhya Pradesh	Dr Prashant Nayak	<a href="mailto:prashantnayak2002@gmail.com">prashantnayak2002@gmail.com</a>
19	Delhi	Dr Puneet Khanna	<a href="mailto:k.punit@yahoo.com">k.punit@yahoo.com</a>
20	Rajasthan	Dr Kiran Nagpal	<a href="mailto:drarrora@gmail.com">drarrora@gmail.com</a>
21	Gujarat	Lt Col Dr Patel Kushagra D	<a href="mailto:kushagra1610@gmail.com">kushagra1610@gmail.com</a>
22	Uttar Pradesh	Dr. Usha Devi Gangwar	<a href="mailto:usha.gangwar67@gmail.com">usha.gangwar67@gmail.com</a>
23	Punjab	Dr. Amritpal Singh	<a href="mailto:amrit.chc0001@gmail.com">amrit.chc0001@gmail.com</a>
24	Rajasthan	Dr Shilpi Goyal	<a href="mailto:drshilpi1973@gmail.com">drshilpi1973@gmail.com</a>
25	Delhi	Lt. Col Dr Shashikant Sharma	<a href="mailto:shashi0681@gmail.com">shashi0681@gmail.com</a>
26	Odisha	Dr Jnanaranjan Nayak	<a href="mailto:ananj87@gmail.com">ananj87@gmail.com</a>
27	Uttar Pradesh	Dr.Mohd.Masood Hasan Usmani	<a href="mailto:usmani_mh@rediffmail.com">usmani_mh@rediffmail.com</a>
28	Odisha	Dr Arghya Pradhan	<a href="mailto:arghyap1@gmail.com">arghyap1@gmail.com</a>
29	Jammu & Kash- mir	Dr. Vijay Kumar	<a href="mailto:pmntepnhmk@gmail.com">pmntepnhmk@gmail.com</a>
30	Jammu & Kash- mir	Dr Shaista Ganai	<a href="mailto:shazuganai@gmail.com">shazuganai@gmail.com</a>
31	Delhi	Dr Ekta Pandey	<a href="mailto:drektapandey@gmail.com">drektapandey@gmail.com</a>
32	Delhi	Dr Anjana Sadana	<a href="mailto:dranjanasadana301@gmail.com">dranjanasadana301@gmail.com</a>
33	Rajasthan	Dr Govind Singhal	<a href="mailto:govind480@gmail.com">govind480@gmail.com</a>
34	Rajasthan	Ms Preeti Sharma	<a href="mailto:arvpreeti@gmail.com">arvpreeti@gmail.com</a>
35	Maharashtra	Dr. Sunila Lale	<a href="mailto:drlasunila@gmail.com">drlasunila@gmail.com</a>
36	Punjab	Dr Sangeeta Ajay Kumar	<a href="mailto:sangeeta.ajay26@gmail.com">sangeeta.ajay26@gmail.com</a>
37	Punjab	Dr Seema Chopra	<a href="mailto:seemachoprachhatwal@gmail.com">seemachoprachhatwal@gmail.com</a>
38	Maharashtra	Dr. Sanjay Chilkar	<a href="mailto:sanjaydchilkar@gmail.com">sanjaydchilkar@gmail.com</a>
39	Odisha	Dr Amulyaratna Mohanta	<a href="mailto:dramulya00@gmail.com">dramulya00@gmail.com</a>

40	Jammu & Kash- mir	Dr Gazala Naziki	<a href="mailto:drsyedgazalanazki@gmail.com">drsyedgazalanazki@gmail.com</a>
41	West Bengal	Dr. Apurba Das	<a href="mailto:dy.cmoh3ud@gmail.com">dy.cmoh3ud@gmail.com</a>
42	Jammu & Kash- mir	Dr. Deepak Kumar	<a href="mailto:drdeepakdysudh@gmail.com">drdeepakdysudh@gmail.com</a>
43	Rajasthan	Yatendra Kumar Sharma	<a href="mailto:yatendrakumarsharma0@gmail.com">yatendrakumarsharma0@gmail.com</a>
44	Delhi	Maj Gen (Dr) Jai Prakash Prasad	<a href="mailto:jaiprakash_prasad@yahoo.com">jaiprakash_prasad@yahoo.com</a>
45	Punjab	Dr Jyoti Sharma	<a href="mailto:drjyotisharma1969@gmail.com">drjyotisharma1969@gmail.com</a>
46	Maharahstra	Dr. Vinod Deorao Karanjekar	<a href="mailto:drvdkaranjekar2@gmail.com">drvdkaranjekar2@gmail.com</a>
47	Rajasthan	Mrs.Kiran Manth	<a href="mailto:kiranmanth14@gmail.com">kiranmanth14@gmail.com</a>
48	Maharashtra	Col (Dr) Savita Tevatia	<a href="mailto:drstevatia12@gmail.com">drstevatia12@gmail.com</a>
49	Odisha	Dr Subhransu Pradhan	<a href="mailto:psubhransu@gmail.com">psubhransu@gmail.com</a>
50	Bihar	Dr. Pramod Kumar Sah	<a href="mailto:dr.pramodkumarsah@gmail.com">dr.pramodkumarsah@gmail.com</a> <a href="mailto:pkshah@careindia.org">pkshah@careindia.org</a>
<b>Reappear Candidates</b>			
1	Uttar Pradesh	Dr. Shubhendra	<a href="mailto:drsvikram9@gmail.com">drsvikram9@gmail.com</a>
2	Gujarat	Ms. Yamini Sutariya	<a href="mailto:Yumsmodi14983@gmail.com">Yumsmodi14983@gmail.com</a>