

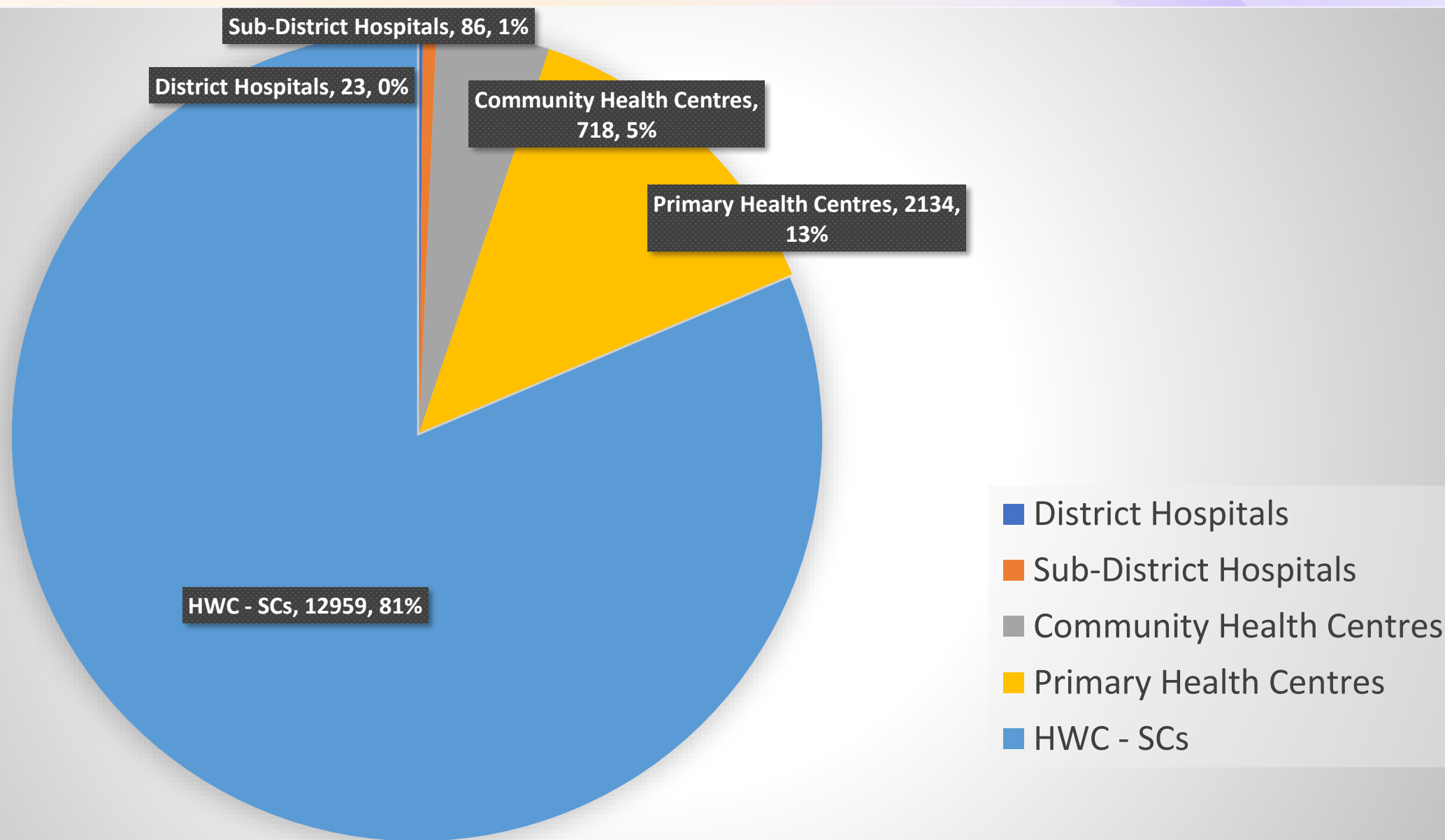
A stylized sun graphic is positioned on the left side of the slide. It consists of a large, solid yellow circle representing the sun's disk, with several short, curved yellow lines radiating from its top-left edge to represent sunbeams. The sun is partially obscured by a large white semi-circle that frames the main title area.

# **Strengthening NQAS Certifications in Aspirational Blocks**

**25<sup>th</sup> Aug 2023**

**Dr J N Srivastava**  
Advisor, QPS  
NHSRC

# Distribution of Level of Health facilities in Aspirational Blocks



**LaQshya:**  
Ensuring Quality of care  
during delivery & immediate  
post- partum

**MusQan:**  
NQAS certification of  
Pediatrics Services

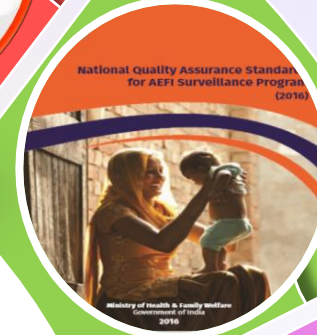
**Mera-Aspataal:**  
Platform to capture  
voice of Patients for  
improving Quality  
Services

**AEFI Surveillance  
&CLMC:**  
Ensuring Quality in  
AEFI Surveillance &  
Human Milk Banks

**Kayakalp & SSS:**  
Swachh Bharat Swasth  
Bharat

**National Quality  
Assurance  
Standards:**  
For DH, CHC,  
PHC, UPHC and  
HWCs

**SaQushal**  
Safety and  
Quality:  
Self-  
Assessment  
Tool for  
Health  
Facilities



**National Quality Assurance Programme**

# Building Blocks of National Quality Assurance Standards

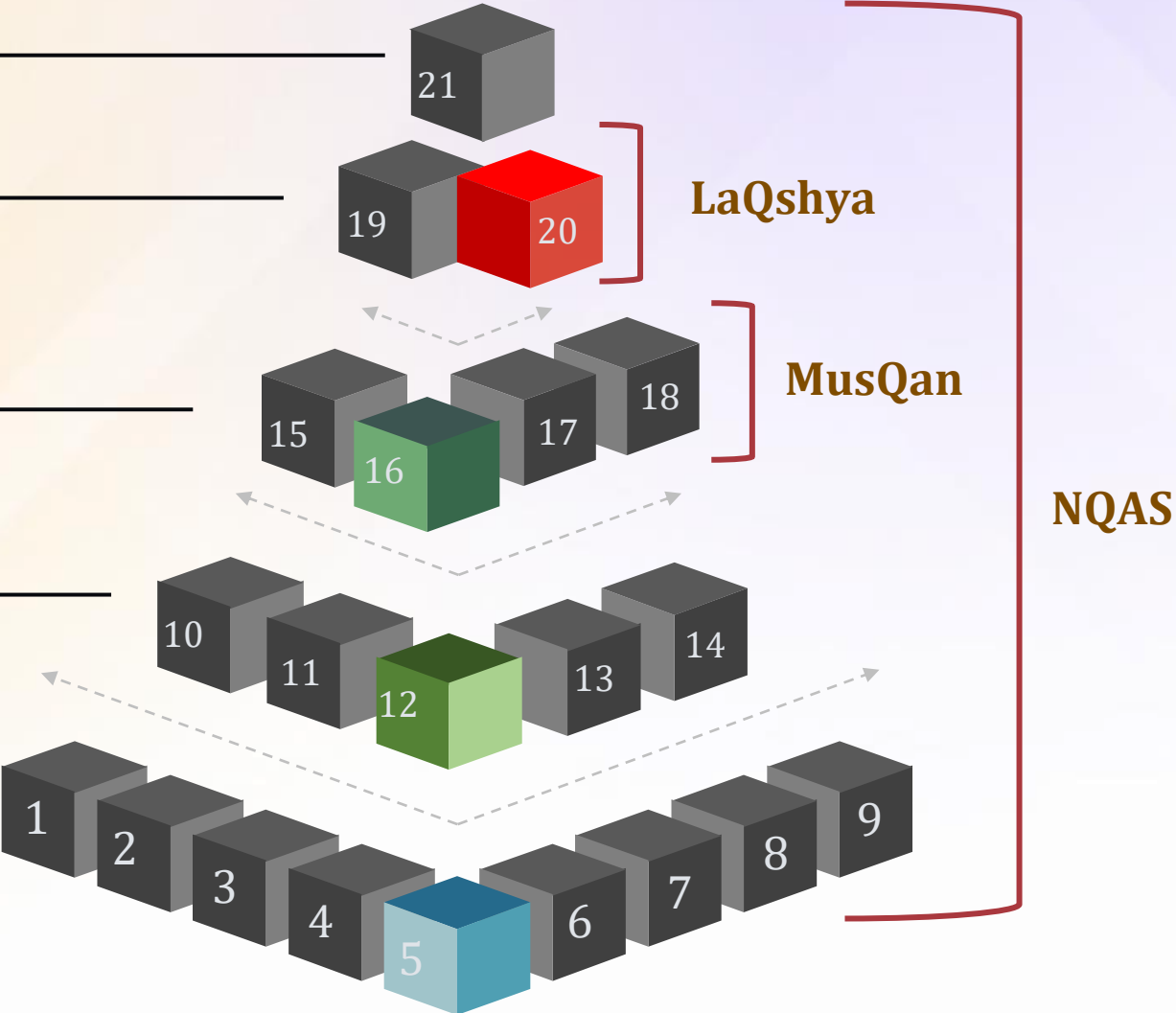
Haemodialysis Unit

Labour Room, Maternity  
Operation Theatre

Paediatrics OPD, SNCU,  
NRC, Paediatrics Ward

Accident & Emergency, ICU, Laboratory,  
Operation Theatre, Radiology

OPD, Maternity Ward, IPD, Post partum  
Unit, Blood Bank, Pharmacy, Auxiliary,  
Mortuary, General Administration



## Leverage the part certification under NQAS



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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

No.NHSRC/13-14/Q1/01/QAP  
10<sup>th</sup> March 2017

**Subject: Certification of Public Health Facilities against National Quality Assurance Standards**

*Dear Colleagues,*

After launch of the National Quality Assurance Programme, States and UTs have been supported for operationalization of Quality Assurance Units at State and District level and capacity building of the quality teams. However, only a few public health facilities have been certified under NQAS.

It is understandable that obtaining certification of all of its departments (18 departmental check lists for DH, 12 departmental check lists for CHC, 6 check lists for PHC and 12 Thematic check lists for Urban PHC) could be overwhelming for some of the public health facility managers. The matter has been considered in the Ministry. It is felt that the facility in-charge should be advised that they could start with obtaining certification of few service departments of health facilities. It will be a good idea to prioritize services such as RMNCH+A and Emergency Department services for QA certification. The National Certificate under NQAS would be issued for such departments of the health facilities on meeting the certification criteria during external assessment. The incentive structure under NHM is proposed to be suitably modified to reward States based on number of health facilities with QA certification even when only a few departments of these health facilities may have been certified.

Criteria for QA certification of DH, CH and PHC are enclosed as Annexure I, II and III for ready reference.

*With regards,*

Yours sincerely,

*MJ*

( Manoj Jhalani )

Principal Secretary (Health) of all States / UTs

# Certification Criteria for National Certification

Criteria No.	Criteria	District Hospital	CHC	PHC/APHC	HWC (SC)
I	Aggregate Score	Aggregate score $\geq 70\%$	Aggregate score of $\geq 70\%$	Aggregate score of $\geq 70\%$	Aggregate score of $\geq 70\%$
II	Department Score	Individual Quality Score for all selected Department $\geq 70\%$	Individual Quality Score for all selected Department $\geq 70\%$	NA	Score of Each Service Package (Minimum 7 packages) $\geq 70\%$
III	Area of Concern Wise Score	Individual Quality Score of all 8 area of concern $\geq 70\%$	Individual Quality Score of all 8 area of concern $\geq 70\%$	Individual Quality Score of all 8 area of concern $\geq 60\%$	Individual Quality Score of all 8 area of concern $\geq 70\%$
IV	Critical Standards	Standard A2, B5 and D10 $\geq 70\%$	Standard A2, B5 and D8 $\geq 60\%$	Standard A2, B4 and F6 $\geq 60\%$	Standard A1, D3, D4, D5, G2 $\geq 60\%$
V	Standards wise Score	Individual Standard wise score $\geq 50\%$	Individual Standard wise score $\geq 50\%$	Individual Standard wise score $\geq 50\%$	Individual Standard wise $\geq 50\%$
VI	Patient Satisfaction Score	PSS -70% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>3.5</b> on Likert Scale	PSS- 65% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>3.2</b> on Likert Scale	PSS- 60% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>3.0</b> on Likert Scale	PSS - 60% in the preceding Quarter or more on Mera-Aspataal) or Score of <b>3.0</b> on Likert scale.

# Certification Criteria for State Certification

Criteria No.	Criteria	District Hospital	CHC	PHC/APHC	HWC (SC)
I	Aggregate Score	Aggregate score $\geq 65\%$	Aggregate score of $\geq 65\%$	Aggregate score of $\geq 65\%$	Aggregate score of $\geq 65\%$
II	Department Score	Individual Quality Score for all selected Department $\geq 65\%$	Individual Quality Score for all selected Department $\geq 65\%$	NA	Score of Each Service Package (Minimum 7 packages) $\geq 65\%$
III	Area of Concern Wise Score	Individual Quality Score of all 8 area of concern $\geq 65\%$	Individual Quality Score of all 8 area of concern $\geq 65\%$	Individual Quality Score of all 8 area of concern $\geq 55\%$	Individual Quality Score of all 8 area of concern $\geq 65\%$
IV	Critical Standards	Standard A2, B5 and D10 $\geq 65\%$	Standard A2, B5 and D8 $\geq 55\%$	Standard A2, B4 and F6 $\geq 55\%$	Standard A1, D3, D4, D5, G2 $\geq 55\%$
V	Standards wise Score	Individual Standard wise score $\geq 45\%$	Individual Standard wise score $\geq 45\%$	Individual Standard wise score $\geq 45\%$	Individual Standard wise $\geq 45\%$
VI	Patient Satisfaction Score	PSS -65% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>3.2</b> on Likert Scale	PSS- 60% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>3.0</b> on Likert Scale	PSS- 55% in the preceding Quarter or more (Satisfied & Highly Satisfied on Mera-Aspataal) or Score of <b>2.75</b> on Likert Scale	PSS - 55% in the preceding Quarter or more on Mera-Aspataal) or Score of <b>2.75</b> on Likert scale.



# Quality Certification Targets

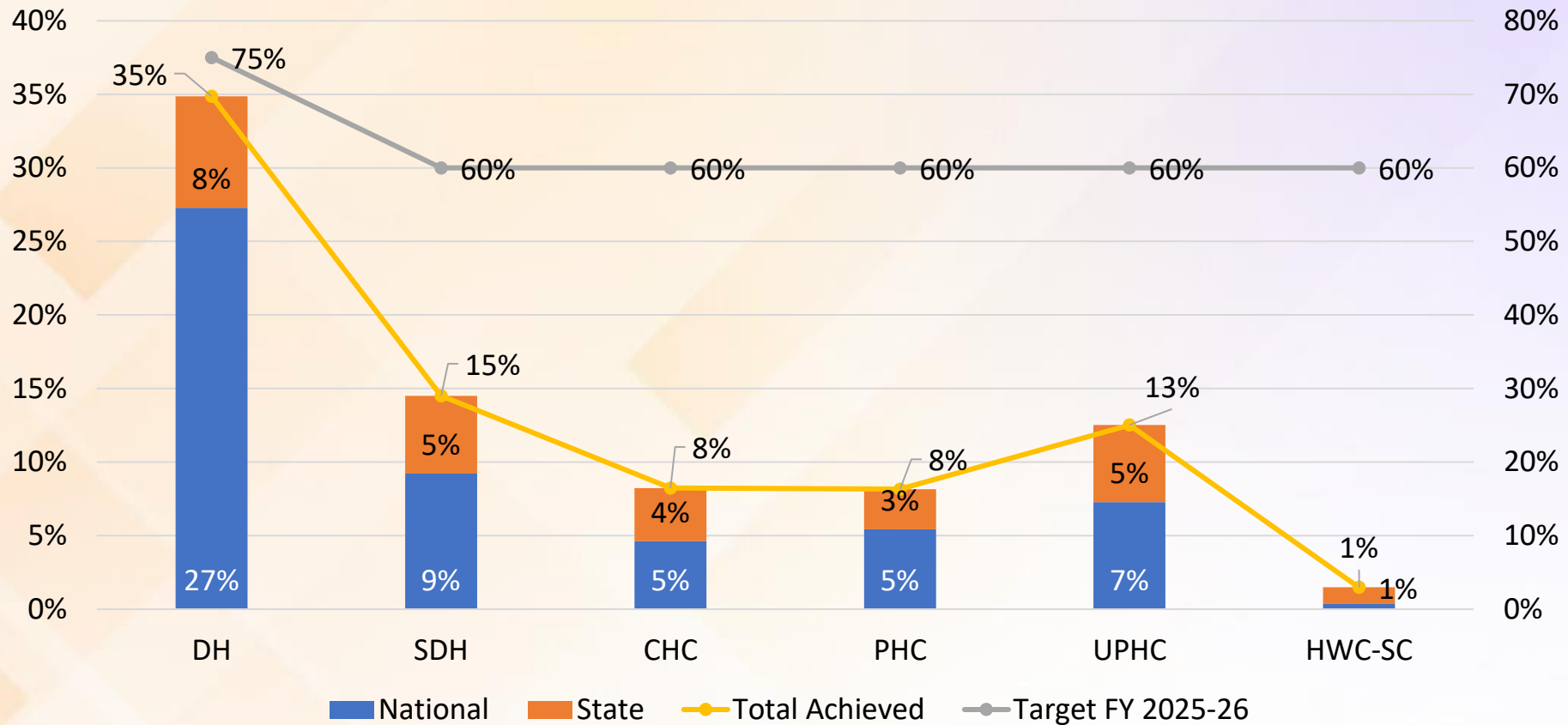
Type of facilities	Targets for NQAS Certification
District Hospitals	<b>75%</b>
Sub – District Hospitals	<b>60%</b>
Community Health Centres	<b>60%</b>
Primary Health Centres	<b>60%</b>
Health & Wellness Centres – Sub Centres	<b>60%</b>

- Health Secretary DO letter no. Z- 18015/26/2020 – NHM – II , dated 22<sup>nd</sup> September 2021
- 14<sup>th</sup> Conference of Central Council of Health & Family Welfare (Swasthya Chintan Shivir) – 2022
- 2<sup>nd</sup> National Conference of Chief Secretaries – Jan 2023
- NITI Aayog – Aspirational Block Programme indicator – 2023
- NQAS Certification targets as per the State PIPs.

we must ensure quality at all levels of our health facilities, i.e., Health & wellness centres (HWCs), community Health centres (cHCs), District Hospitals, Medical College Hospitals, etc.



# Overall Percentage of NQAS Certified Facilities\*

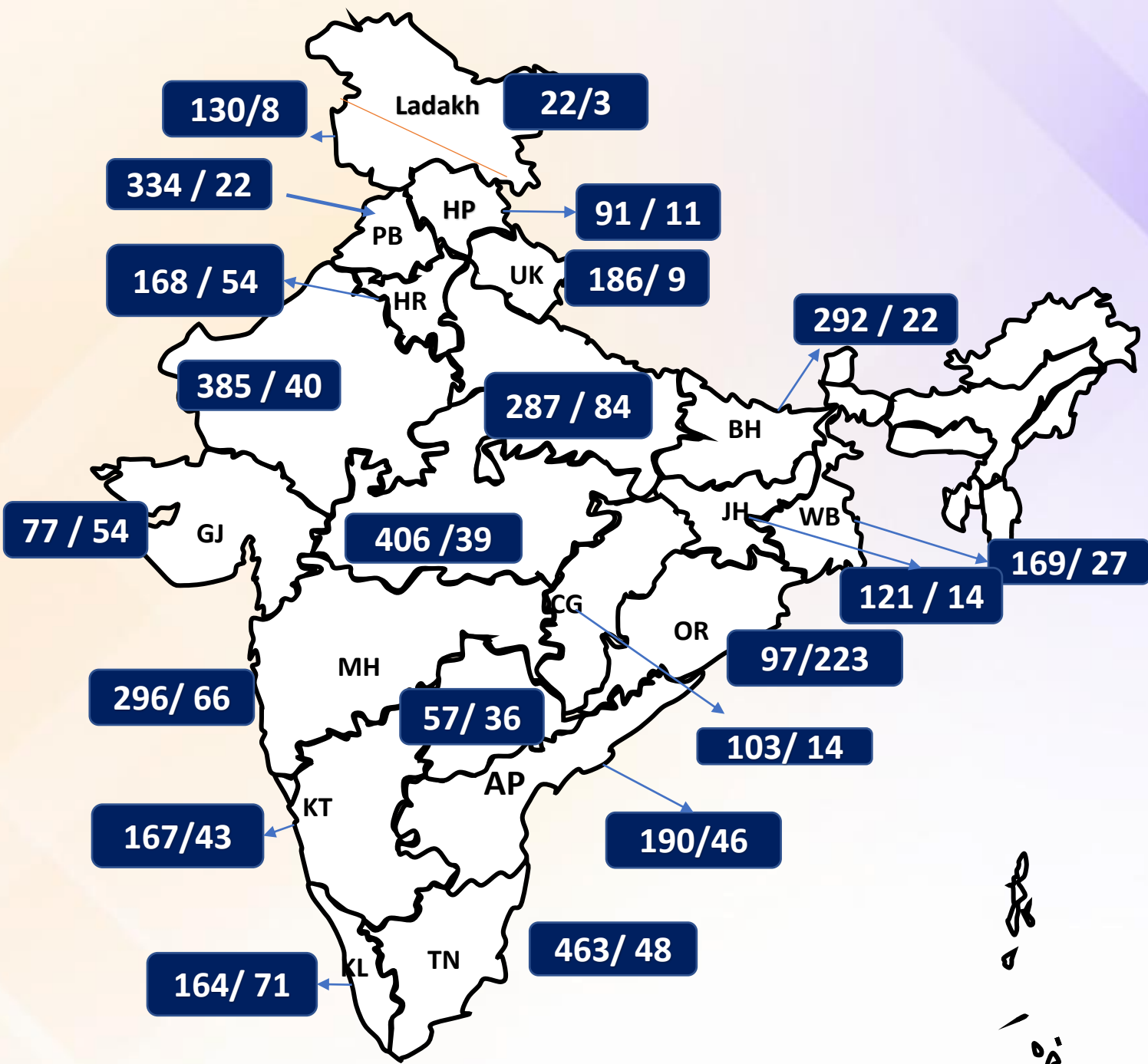


\*As on 15 Aug 2023



# Pan India Quality Assessor's Pool

Delhi	162/136
Chandigarh	24/6
Dadra & Nagar Haveli & Daman & Diu	101/3
Goa	110/5
Lakshadweep	17/0
Puducherry	32/4
Internal Assessor	External Assessor
5821	1086



Arunachal Pradesh	70/12
Assam	336/42
Meghalaya	106/16
Manipur	181/14
Mizoram	109/13
Nagaland	119/10
Sikkim	42/4
Tripura	103/18
NHSRC	21
AFMS Officers	57
DPs	27

\*IA/EA

# Aspirational Block Programme

- Announced by Honorable PM Shri Narendra Modi in Second National Conference of Chief Secretaries.
- Focuses on improving governance to enhance the quality of life of citizens in the most difficult and underdeveloped blocks of India
- It covers **500 blocks** across **31 states** and Union Territories, with over half of these blocks located in six states – Uttar Pradesh, Bihar, Madhya Pradesh, Jharkhand, Odisha and West Bengal.

## NQAS Indicator for Aspirational Blocks

Indicator	Numerator	Denominator
% of NQAS certified facilities in block	Number of National NQAS certified facilities in Block + Number of State NQAS certified facilities in the same aspirational block	Total number of Public Health Facilities in the aspirational block (as per the state HMIS report)

# Percentage of NQAS Certified Facilities in Aspirational Blocks\*

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified#	Percentage
District Hospitals	23	2	8.6%
Sub – District Hospitals	86	3	3.4%
Community Health Centres	718	31	4.3%
Primary Health Centres	2134	79	3.7%
Health & Wellness Centres – Sub Centres	12959	190	1.4%
<b>TOTAL</b>	<b>15920</b>	<b>305</b>	<b>1.9%</b>

\* As on July 2023

# National + State





# State wise picture

# Andaman & Nicobar Islands

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	1	0	0%	1
Primary Health Centres	2	0	0%	2
Health & Wellness Centres – Sub Centres	40	0	0%	40
<b>TOTAL</b>	<b>43</b>	<b>0</b>	<b>0%</b>	<b>43</b>



# Andhra Pradesh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	2	0	0%	2
Community Health Centres	16	2	12.5%	14
Primary Health Centres	41	14	34.1%	27
Health & Wellness Centres – Sub Centres	196	109	55.6%	87
<b>TOTAL</b>	<b>255</b>	<b>125</b>	<b>49%</b>	<b>130</b>

# Arunachal Pradesh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	2	0	0%	2
Primary Health Centres	3	0	0%	3
Health & Wellness Centres – Sub Centres	6	0	0%	6
<b>TOTAL</b>	<b>11</b>	<b>0</b>	<b>0%</b>	<b>11</b>

# Assam

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	17	0	0%	17
Primary Health Centres	94	0	0%	94
Health & Wellness Centres – Sub Centres	371	2	0.5%	369
<b>TOTAL</b>	<b>483</b>	<b>2</b>	<b>0.4%</b>	<b>481</b>

# Bihar

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	4	0	0%	4
Community Health Centres	45	0	0%	45
Primary Health Centres	227	0	0%	227
Health & Wellness Centres – Sub Centres	1239	0	0%	1239
<b>TOTAL</b>	<b>1515</b>	<b>0</b>	<b>0%</b>	<b>1515</b>

# Chhattisgarh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	3	0	0%	3
Sub – District Hospitals	1	0	0%	1
Community Health Centres	27	0	0%	27
Primary Health Centres	98	9	9.1%	89
Health & Wellness Centres – Sub Centres	757	4	0.5%	753
<b>TOTAL</b>	<b>886</b>	<b>13</b>	<b>1.4%</b>	<b>873</b>

# Dadra Nagar Haveli & Daman and Diu

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	1	0	0%	1
Sub – District Hospitals	1	0	0%	1
Community Health Centres	3	0	0%	3
Primary Health Centres	28	0	0%	28
Health & Wellness Centres – Sub Centres	94	1	1%	93
<b>TOTAL</b>	<b>128</b>	<b>1</b>	<b>0.7%</b>	<b>127</b>

# Gujarat

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	50	0	0%	50
Primary Health Centres	92	10	11.1%	82
Health & Wellness Centres – Sub Centres	605	6	0.9%	599
<b>TOTAL</b>	<b>748</b>	<b>16</b>	<b>2.1%</b>	<b>732</b>



# Haryana

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	7	0	0%	7
Primary Health Centres	76	3	3.9%	73
Health & Wellness Centres – Sub Centres	133	0	0%	133
<b>TOTAL</b>	<b>218</b>	<b>3</b>	<b>1.3%</b>	<b>215</b>

# Himachal Pradesh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	4	0	0%	4
Community Health Centres	5	0	0%	5
Primary Health Centres	34	0	0%	34
Health & Wellness Centres – Sub Centres	94	0	0%	94
<b>TOTAL</b>	<b>137</b>	<b>0</b>	<b>0%</b>	<b>137</b>

# Jammu & Kashmir

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	1	0	0%	1
Primary Health Centres	26	0	0%	26
Health & Wellness Centres – Sub Centres	64	0	0%	64
<b>TOTAL</b>	<b>91</b>	<b>0</b>	<b>0%</b>	<b>91</b>

# Jharkhand

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	31	0	0%	31
Primary Health Centres	46	1	2%	45
Health & Wellness Centres – Sub Centres	511	6	1.1%	505
<b>TOTAL</b>	<b>589</b>	<b>7</b>	<b>1.1%</b>	<b>582</b>

# Karnataka

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	5	0	0%	5
Community Health Centres	11	0	0%	11
Primary Health Centres	77	2	2.5%	75
Health & Wellness Centres – Sub Centres	279	1	0.3%	278
<b>TOTAL</b>	<b>372</b>	<b>3</b>	<b>0.8%</b>	<b>369</b>

# Kerala

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	3	1	33.3%	2
Sub – District Hospitals	4	0	0%	4
Community Health Centres	14	1	7.1%	13
Primary Health Centres	45	6	13.3%	39
Health & Wellness Centres – Sub Centres	402	0	0%	402
<b>TOTAL</b>	<b>468</b>	<b>8</b>	<b>1.7%</b>	<b>460</b>

# Ladakh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	0	0	0%	0
Primary Health Centres	1	0	0%	1
Health & Wellness Centres – Sub Centres	16	0	0%	16
<b>TOTAL</b>	<b>17</b>	<b>0</b>	<b>0%</b>	<b>17</b>



# Madhya Pradesh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	1	1	100%	0
Sub – District Hospitals	10	2	20%	8
Community Health Centres	58	6	10.3%	48
Primary Health Centres	177	7	3.9%	170
Health & Wellness Centres – Sub Centres	1456	6	0.4%	1450
<b>TOTAL</b>	<b>1702</b>	<b>22</b>	<b>1.2%</b>	<b>1680</b>

# Maharashtra

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	1	0	0%	1
Sub – District Hospitals	14	0	0%	14
Community Health Centres	31	0	0%	31
Primary Health Centres	293	1	0.3%	292
Health & Wellness Centres – Sub Centres	952	0	0%	952
<b>TOTAL</b>	<b>1291</b>	<b>1</b>	<b>0.07%</b>	<b>1290</b>

# Manipur

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	3	0	0%	3
Primary Health Centres	0	0	0%	0
Health & Wellness Centres – Sub Centres	5	0	0%	5
<b>TOTAL</b>	<b>8</b>	<b>0</b>	<b>0%</b>	<b>8</b>

# Meghalaya

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	2	0	0%	2
Sub – District Hospitals	0	0	0%	0
Community Health Centres	1	0	0%	1
Primary Health Centres	13	1	7.6%	12
Health & Wellness Centres – Sub Centres	33	0	0%	33
<b>TOTAL</b>	<b>49</b>	<b>1</b>	<b>2%</b>	<b>48</b>

# Mizoram

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	1	0	0%	1
Primary Health Centres	6	0	0%	6
Health & Wellness Centres – Sub Centres	36	0	0%	36
<b>TOTAL</b>	<b>44</b>	<b>0</b>	<b>0%</b>	<b>44</b>

# Nagaland

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	0	0	0%	0
Primary Health Centres	3	0	0%	3
Health & Wellness Centres – Sub Centres	22	0	0%	22
<b>TOTAL</b>	<b>25</b>	<b>0</b>	<b>0%</b>	<b>25</b>

# Odisha

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	34	2	5.8%	32
Primary Health Centres	102	3	2.9%	99
Health & Wellness Centres – Sub Centres	548	2	0.3%	546
<b>TOTAL</b>	<b>685</b>	<b>7</b>	<b>1%</b>	<b>678</b>



# Punjab

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	12	0	0%	12
Primary Health Centres	23	1	4.3%	22
Health & Wellness Centres – Sub Centres	177	2	1.1%	175
<b>TOTAL</b>	<b>212</b>	<b>3</b>	<b>1.4%</b>	<b>209</b>

# Rajasthan

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	3	0	0%	3
Sub – District Hospitals	24	0	0%	24
Community Health Centres	92	2	2.1%	90
Primary Health Centres	171	2	1.1%	169
Health & Wellness Centres – Sub Centres	1135	0	0%	1135
<b>TOTAL</b>	<b>1425</b>	<b>4</b>	<b>0.2%</b>	<b>1421</b>

# Sikkim

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	1	0	0%	1
Sub – District Hospitals	0	0	0%	0
Community Health Centres	0	0	0%	0
Primary Health Centres	1	0	0%	1
Health & Wellness Centres – Sub Centres	11	0	0%	11
<b>TOTAL</b>	<b>13</b>	<b>0</b>	<b>0%</b>	<b>13</b>

# Tamil Nadu

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	5	0	0%	5
Community Health Centres	16	7	43.7%	9
Primary Health Centres	60	9	15%	51
Health & Wellness Centres – Sub Centres	355	0	0%	355
<b>TOTAL</b>	<b>436</b>	<b>16</b>	<b>3.6%</b>	<b>420</b>

# Telangana

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	0	0	0%	0
Community Health Centres	0	0	0%	0
Primary Health Centres	9	7	77.7%	2
Health & Wellness Centres – Sub Centres	56	4	7.1%	52
<b>TOTAL</b>	<b>65</b>	<b>11</b>	<b>16.9%</b>	<b>54</b>

# Tripura

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	0	0	0%	0
Sub – District Hospitals	1	0	0%	1
Community Health Centres	1	0	0%	1
Primary Health Centres	6	1	16.6%	5
Health & Wellness Centres – Sub Centres	30	1	3.3%	29
<b>TOTAL</b>	<b>38</b>	<b>2</b>	<b>5.2%</b>	<b>36</b>

# Uttar Pradesh

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	3	0	0%	3
Sub – District Hospitals	0	0	0%	0
Community Health Centres	189	11	5.8%	178
Primary Health Centres	258	1	0.3%	257
Health & Wellness Centres – Sub Centres	2118	0	0%	2118
<b>TOTAL</b>	<b>2568</b>	<b>12</b>	<b>0.4%</b>	<b>2556</b>

# Uttarakhand

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	1	0	0%	1
Sub – District Hospitals	2	0	0%	2
Community Health Centres	4	0	0%	4
Primary Health Centres	38	0	0%	38
Health & Wellness Centres – Sub Centres	125	0	0%	125
<b>TOTAL</b>	<b>170</b>	<b>0</b>	<b>0%</b>	<b>170</b>



# West Bengal

Type of facilities	Total Facilities in Aspirational Blocks	Currently NQAS Certified (N+S)	Percentage Achievement	Deficit (in number)
District Hospitals	3	0	0%	3
Sub – District Hospitals	3	1	33.3%	2
Community Health Centres	46	0	0%	46
Primary Health Centres	85	2	2.3%	83
Health & Wellness Centres – Sub Centres	1095	46	4.2%	1049
<b>TOTAL</b>	<b>1232</b>	<b>49</b>	<b>3.9%</b>	<b>1183</b>

# Steps for Implementation

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Mapping of the health care facilities which can easily achieve state/National certification

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Set the monthly/quarterly targets for NQAS state and national certification

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Conduct of internal assessment for all health facilities

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Gap identification, gap closure and hand holding support

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Prepare time bound action plan

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Review the status of action plan fortnightly from district and once in month from state – physically or virtually

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Conduct state assessment using external assessors & district Quality teams – as per set targets

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Share the reports to the state quality assurance units

## Way Forward

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Strengthening of the state assessment and certification mechanism

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Link the NQAS assessment with peer assessment & state assessment of Kayakalp

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Liaison with district officials like DM, CMO/CMHO/JDMS for target setting & monitoring

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Utilization of the internal and external assessors in the state assessment

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Engagement of TISS and PHFI trained state officials in handholding of aspirational blocks/facilities

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Involvement of CPHC/ Block program officials for regular monitoring of targeted HWCs in aspirational block

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Engagement with academic institution for state assessment and maintaining repository of state certified facilities.



Thank You