



32nd Batch of NQAS External Assessors Training Report 11th to 16th December 2023



National Health Systems Resource Centre

Ministry of Health & Family Welfare

Government of India

New Delhi

32nd Batch NQAS External Assessors, Training 11th to 16th December 2023



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INTRODUCTION

The Ministry of Health and Family Welfare (MoHFW) has launched the “National Quality Assurance Program” in the year 2013 for the public health facilities. National Quality Assurance Standards have been developed keeping in view the specific requirements for public health facilities as well as global best practices. These standards are ISQua (International Society of Quality in Healthcare) accredited and meets the global benchmarks.

For building quality health systems, a comprehensive understanding is required therefore, the Ministry of Health and Family Welfare (MoHFW) has rolled out 'Operational Guidelines for improving Quality Assurance in Public Healthcare Facilities'. These guidelines suggests an institutional framework for Quality Assurance in states, districts and facilities for implementation of National Quality Assurance Standards (NQAS). Under the National Quality Assurance Program, assessment of Public Health Facilities is required to be undertaken by a team of empaneled External Quality Assessors. The National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of quality assessors for which six-days NQAS external assessors training was organized from 11th to 16th December 2023. The Training Module was designed to provide knowledge and skills for conducting assessment of healthcare facilities against the pre-defined checklists mentioned in Assessors' guidebooks.

This report provides information on the six days workshop which was conducted, lessons learnt and way forward for improving the Quality of public health facilities in India. (Agenda attached as Annexure II). A total of 60 participants attended the training (List is attached as Annexure I) out of which 56 were nominated by State Government and remaining 4 participants were self-sponsored/non-government. Training was participatory in nature. All the participants were divided into eight groups, based on gender ratio, geographical areas, and organization capacities to maintain the equilibrium.

The sessions during the training were divided into five days followed by post-training evaluation on the last day. Each day was divided into two parts, sessions followed by exercises. Sessions were taken for all areas of concern, standards, measurable elements, checkpoints 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 were collected from the participants on the sessions conducted. Each group was scored based on their performance in the exercises. On the fifth day all the participants were divided into twelve groups and visited three district hospitals of Delhi State. Lastly, on 6th day a written post-evaluation exam was undertaken at the end of the training as per the schedule, the participants who secured 70% and above marks were empaneled as external assessors. Total 65 participants appeared in post-training evaluation exam (5 participants re-appeared). The list of passed candidates is attached as Annexure III)

Overall feedback of the training is 4.78 out of the 5 (scoring on Likert scale of 5).

The purpose of the external assessors training was to enlarge the pool of external assessors for the purpose of extending support in assessing public healthcare facilities to achieve the targets set by the Government of India and for improving the quality of healthcare facilities and their services towards the people.

AIMS & OBJECTIVES OF 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 an understanding of the 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.

PREPARATION

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in three (03) District level health facilities in Delhi 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
Group 1 – 3	West Delhi	Guru Gobind Singh Govt. Hospital	Raghubir Nagar, New Delhi 110027
Group 4-8	North East Delhi	Jag Pravesh Chandra Hospital	Shastri Park, Delhi 110053
Group 9-12	South Delhi	Pt. Madan Mohan Malviya Hospital	Malviya Nagar, New Delhi 110017

The following materials were distributed:

- a) A bag with required stationary items like writing pad, pen, pencil, sharpener, highlighter, 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) Concept Note

METHODOLOGY

A mix of methods were used for the 32nd NQAS External Assessors' Training Workshop. These are as follows-

1. Power point presentations
2. Brainstorming sessions
3. Case studies
4. Group work and Group Presentation
5. Questions and Answers
6. Practical Experiences from Field Visit

PRE-TRAINING EVALUATION

Before the commencement of NQAS External Assessors' Training, a pre-training evaluation was conducted for all the participants. The pre training evaluation consisted of 20 multiple-choice questions. The duration of the examination was 20 minutes.

INAUGURAL SESSION

The External Assessor Training started by Welcome address and introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by address by Guest of Honour, Brig. Sanjay Baweja, Principal Administrative Officer (PAO), NHSRC.

Address by Guest of Honour was followed by Lamp lighting ceremony and Address by Chief Guest for the inaugural session Maj Gen (Prof) Atul Kotwal, ED, NHSRC who in his address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. He conveyed that these six days of training would be an enriching experience for all. After that, all the participants introduced themselves and shared what they understood by the term "quality" and what were their expectations out of this training. After the introductions by the participants Dr Deepika Sharma (Lead Consultant QPS) expressed Vote of Thanks to the dignitaries which was followed by technical sessions.



PRESENTATION BRIEFINGS

DAY 1- 11th December 2023

Session 1: - Overview of Quality in Public Health System

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

The session was delivered by Dr. J.N Srivastava (Advisor QPS). He started with the requirements expected of the participants in the training as well as the appeal process in the system.

Dr. J.N 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 the Alma Ata Declaration and the 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 on the high mortality due to the 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 which he explained the historic perspective of the 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 role of External assessors' and training norms and 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- Certification Unit) 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

Ms. Vinny Arora (Senior Consultant- Certification Unit) gave brief introduction about the exercises, and guided 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 into eight 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 the DAY 1 workbook. Each group was monitored and supported by eight Consultants from the QPS division of NHSRC



DAY 2- 12th December 2023

The 2nd day of training started with recap of the sessions from Day 1 Ms Vinny Arora (Senior Consultant-Certification Unit), NHSRC briefed the participants on the learnings/takeaway lessons from Day 1, brief of the sessions were also prepared in form of a PowerPoint presentation to enable the participants to recollect and reconnect to the day 1 easily. In addition to this, she also discussed key-words and provides examples of how to navigate through books using them.

Session 1 : - Service Provision under NQAS Framework

Dr. Arpita Agrawal (Senior Consultant- QPS) took the first session of Day 2, for Service Provision under NQAS Framework. 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's Rights and their fundamental responsibilities. He briefed about the following six standards:

- 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 scheme .
- Briefing about the identification, reporting and resolution of ethical issues



Session 3 : Inputs under NQAS Framework

The third session of Day 2 was taken up by Dr. Naveen Kumar (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.

Session 4: Support Services under NQAS Framework

Mr. Ranjith Menon (Health Services Quality Assurance Specialist-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 the 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 effort 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 the level of facility.



Session 5: Clinical Services under NQAS (General Clinical Services)

Dr. Chinmayee Swain (Senior Consultant- QPS) took this session and talked about the general clinical services in which she discussed standards E1 to E9 which cover 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 6: - Exercises & discussion with moderators : 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- 13th December 2023

The third day training started with recap of the last day sessions by Mr Gulam Rafey, Consultant Certification Unit, 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 Quality improvement. She briefed to identify the problems and using Quality tools how can the Quality teams achieve the target of providing quality services to the population near the health care facility.



The 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, and work instructions can give a 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: Specific clinical services under NQAS (E17-E19)

The session was delivered by Rohini Kumar External faculty (Public Health Consultant). She talked about Standard E17 to E19 focusing on Maternal Health Services including Antenatal, Intranatal, and Postnatal Care. She also explained about the LaQshya programme, its importance and implementation.

Session 3: Specific clinical services under NQAS (New born, child health, Adolescents health and Family Planning Services E20-E22)

This session was delivered by Dr. Rohini Kumar. She talked about Standard E20 focusing on Child Health Services including immunization, LBW, neonatal asphyxia, sepsis, jaundice, Severe acute malnutrition, diarrhoea and breastfeeding practices for new born & infants. She also explained about MusQan programme, its importance and implementation. She talked about Abortion and family planning services at healthcare facilities. She explained the counselling services, spacing and limiting method service availability.



Session 4: Infection Prevention under NOAS

Dr. Neeraj Gautam (Consultant Certification Unit) 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 5 : Specific Clinical Services I under NQAS

The session was delivered by Dr. J N Srivastava. He talked about the general clinical services in which he discussed standards E10 to E16. He elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Trans-fusion, 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 6: 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- 14th December 2023

The fourth day training started with recap of the last day sessions by Dr. Neeraj Gautam.

Session 1 : 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 2: Outcome indicators under NOAS

Dr Vineeta Dhankar (Consultant QPS) took this session. She 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 3: Overview of National Health Programs under NQAS

Dr. Utsuk Dutta (Consultant NIHF) took this session. Through this session he explained about the Quality components of the National Health Programs. 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 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



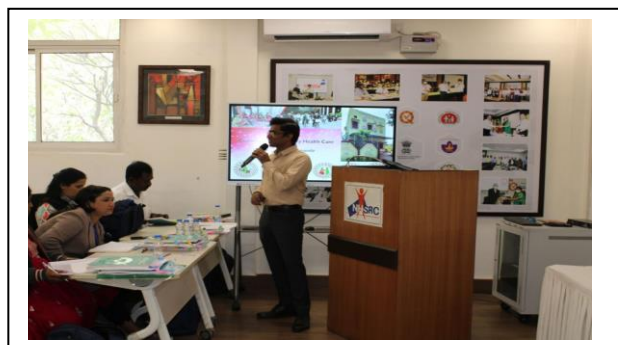
- National Programme for the Health Care of Elderly
- National Oral Health Care Programme.

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. Anantha Kumar (Senior Consultant, Community Processes) took this 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 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 information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs.



Session 5: Ethical Issues in Assessment Process

A session on ethical issues was taken by Ms. Vinny Arora (Senior Consultant, Certification Unit. 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 6: Key components of Report writing

Mr. Gulam Rafey (Consultant, Certification Unit) took this session and discussed 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: Briefing about the field visit & Group work

Dr. Amrita Rastogi (Consultant, Certification Unit) briefed the participants about the field visit. She provided instructions for the field visit and briefed the participants about the District Hospitals selected for the field visit and divided the participants into twelve groups. Each group had a team coordinator from NHSRC team who were responsible for coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. She also emphasized, the rules to be followed during the field visit.

Session 9: Role Play by QPS Team

Role play was done by fellows of Quality and Patient Safety team on conduct of assessment and to examine ethical and non-ethical practices. The role play effectively highlighted instances of ethical and unethical conduct by assessors during the assessment process. This served as a valuable lesson to all participants, emphasizing that any unethical behavior observed during assessments would lead to severe consequences for the individuals involved.





DAY 5- 15th December 2023

On 5th Day, the participants were assembled at NHSRC, New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health facility. The team members and assigned departments were as follows: -

Group No.	S. No.	Name of the Participant	Names of Facilitators and Departments assessed
(Group 1-3) Guru Gobind Singh Govt. Hospital			
Group 1	1	Dr Hemender Mahajan	Dr. Ranjit Mandal (Labour Room)
	2	Dr. Komal Kumar Vinod Kumar Patva	
	3	Dr Abdul Roof	
	4	Dr Y. Subrahmanyam	
	5	Dr Ananya Ghoshal Mukherjee	
Group 2	6	Dr (Wg Cdr) Smita Rani Borgohain	Dr. Pavitra (Maternity O.T)
	7	Dr Jay K Sheth	
	8	Dr. Dahar Mohammed VP	
	9	Dr. Himani Yadav	
	10	Ms.Rama Malik	
Group 3	11	Dr. Amar Subhash A Minz	Ms. Rachana (Post Partum Unit)
	12	Dr. Balaji Boda	
	13	Dr Mohd Ijtaba Shafi Bhat	
	14	Dr Mahesh D. Nagare	
	15	Dr Rupendra Kumar	
(Group 4-8) Jag Pravesh Chandra Hospital, Shastri Park, Delhi			
Group 4	16	Dr. Pravakar Sethi	Dr. Neeraj Gautam (General Administration)
	17	Dr. Mousumi Pal Banerjee	
	18	Dr Pramod Kumar Goel	
	19	Dr Naveen Kumar	
	20	Dr. K. Shantha Kumar	
Group 5	21	Dr Sukhpreet Singh	Dr Naveen Kumar (Auxiliary Services)
	22	Dr. Avtarjeet Singh	
	23	Dr. Abhilash Sood	
	24	Dr. Dinesh Kumar Naik	
	25	Dr. Salil Kumar Mishra	
Group 6	26	Dr Raveendra Sandhu	Dr. Siddhi (Paediatric Ward)
	27	Dr. Dhiraj Roy	
	28	Dr. Manish Kumar Mishra	
	29	Dr. Padma Sree Doli	



	30	Dr. Dipti J. Joshi	
Group 7	31	Dr. Siddhi Ghatwal	Ms. Sowjanya (Paediatric OPD)
	32	Dr Karal Devanathan	
	33	Dr. Sibasish Swain	
	34	Dr. Rajesh Ranjan	
	35	Dr. Rajesh Kumar Sharma	
Group 8	36	Dr. Sonica Sharma	Ms Sherin (SNCU)
	37	Dr. Sanjay Kumar	
	38	Dr.Dudam Sai Kiran	
	39	Dr.Arya Surender	
	40	Gp Captain Anjali Gautam	
(Group 9-12) Pt. Madan Mohan Malviya Hospital, Malviya Nagar, New Delhi			
Group 9	41	Dr Arun P V	Ms. Tanya (I.P.D)
	42	Dr. Sukhjinder Singh	
	43	Dr. S. Vanitha	
	44	Dr. Vidhi Bhatial	
	45	Dr. Alpesh Kumar Bansilal Makwana	
Group 10	46	Dr.Mahikirti Sisodia	Dr. Abhay Dahiya (O.P.D)
	47	Dr.Lakshmi G G	
	48	Ms Kavita Singh	
	49	Dr.N. Ramalingam	
	50	Dr.B. Veera Bhadrudu	
Group 11	51	Dr. Sunanda Gholap	Mr. Gulam Rafey (Accident & Emergency)
	52	Dr.Lakhwinder Singh Athwal	
	53	Dr.Asha Vijayan	
	54	Mr.B.Barath Kumar	
	55	Ms.K. Shailaja	
Group 12	56	Ms. Swathi Pandla	Ms. Himani (Laboratory)
	57	Dr. Preethi Rajagopal Pisharodi	
	58	Dr. Roselin Rashmi Ekka	

	59	Dr Pradeepta Kumar Subudhi	
	60	Dr.Rajan.T	

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

Presentations on the field visit: - After the field visit, all twelve groups prepared their presentations based on their observations for respective departments. The team coordinators provided support to their respective groups during the field visit. The presentations were delivered in a common format, which briefly described the findings, gaps observed during the field visit along with their suggestions. All twelve groups gave their presentations which were evaluated.



DAY 6- 16th December 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 6th day based on the six 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 exercise in which they were shown pictures of gaps in public health hospitals and were asked to mention the gaps in form of gap statement.



VALEDICTORY

Dr. J.N Srivastava 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 learned here they will implement in their facilities. Based on scores of group presentation, for appreciation, a box of chocolates were distributed to winners of group presentation. The training ended with the distribution of participation certificates by Dr. J.N Srivastava.



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FEEDBACK BY PARTICIPANTS

I. Overall Feedback of NQAS Training-

Sl.no	Training's Attribute	Average Score
1	The usefulness of the information received in the Training	4.77
2	The structure of the training session	4.63
3	The pace of the training sessions	4.49
4	Inclusion of relevant exercises and activities	4.64
5	Easy to follow content, language, and instructions	4.53
6	Well balanced theory and practical elements	4.50
7	The usefulness of the training material	4.73
8	Overall rating of the Training	4.78

II. Field Visit Feedback:

Sl.no	Domain	Average score
1	Hospital selection by NHSRC/RRCNE Team	4.52
2	Timing for Field Visit	4.38
3	Logistic Arrangement (Bus & Snacks)	4.62
4	Co-ordination among team members during field visit	4.57
5	Co-ordination among team members for presentations	4.63
6	Co-ordination & Management during Hospital Visit by NHSRC Team	4.77
7	Rating of your learning from other groups competency, knowledge about their presentations	4.69
8	How you rate overall exercise to achieve the learning objectives	4.81

III. Hotel/Accommodation Feedback

Sl.no	Domain	Average Score
1	Check-in Process	4.68
2	Connectivity of wi-fi in hotel	4.43
3	Room Amenities (Bed, Mattress, Hygiene, Cleaning of Rooms, Water Bottles, Beverages, Sachets etc.)	4.44
4	Food & Snacks – Hygiene, Taste, Servings etc.	4.29
5	Overall Rating of the Hotel	4.46

IV. Session-wise Participant Feedback Average Score

Day: 1	Topic	Resource Person	Average Score
Session 1	Overview of Quality in Public Health System	Dr. J.N Srivastava	4.70
Session 2	Introduction to National Quality Assurance Standards	Dr. Deepika Sharma	4.71
Session 3	Measurement System under National Quality Assurance Standards	Ms. Vinny Arora	4.83
Day: 2	Topic	Resource Person	Average Score
Session 1	Area of Concern A: Service Provision under NQAS	Dr. Arpita Agarwal	4.35
Session 2	Area of Concern B: Patients' Rights under NQAS	Dr. Abhay Dahiya	4.80
Session 3	Area of Concern C: Inputs under NQAS	Dr. Naveen Kumar	4.25
Session 4	Area of Concern D: Support Services under NQAS	Mr. Ranjith Menon	4.34
Session 5	Area of Concern E: General Clinical Services under NQAS (E1-E9)	Dr. Chinmayee Swain	4.57
Day: 3	Topic	Resource Person	Average Score
Session 1	Area of Concern G: Quality Management System I	Dr Deepika Sharma	4.75
Session 2	Area of Concern E: Specific Clinical Services under NQAS (E17-E19)	Dr Rohini Kumar	4.24
Session 3	Area of Concern E: Specific Clinical Services under NQAS (E20-E22)	Dr Rohini Kumar	4.24
Session 4	Area of concern F: Infection Control Practices	Dr Neeraj Gautam	4.58
Session 5	Area of Concern E: Specific Clinical Services under NQAS (E10-E16 & E24)	Dr J.N Srivastava	4.75
Day: 4	Topic	Resource Person	Average Score
Session 1	Area of Concern G: Quality Management System- II	Dr Deepika Sharma	4.84
Session 2	Area of Concern -H: Outcome Indicators under NQAS	Dr. Vineeta Dhankar	4.57
Session 3	Overview of National Health Programs under NQAS (E23)	Dr. Utsuk Dutta	4.85
Session 4	Key Interventions at Health and Wellness Centers	Dr. Anantha Kumar	4.01
Session 5	Ethical Issues in Assessment of Health Facilities	Ms. Vinny Arora	4.74
Session 6	Key Components of Report Writing with exercise	Mr. Gulam Rafey	4.74
Day: 6	Topic	Resource Person	Average Score
Session 1	Revision of National Quality Assurance Standards	Dr Deepika Sharma	4.93

S.No.	Most Liked Sessions	Trainer
1	Revision of National Quality Assurance Standards	Dr. Deepika Sharma
2	Overview of National Health Programs under NQAS (E23)	Dr. Utsuk Dutta
3	Area of Concern G: Quality Management System- II	Dr Deepika Sharma

V. Faculty wise feedback Analysis:-

S.No	Resource Person	Average Score
1	Dr. J.N Srivastava	4.72
2	Dr. Deepika Sharma	4.81
3	Ms. Vinny Arora	4.79
4	Dr. Chinmayee Swain	4.57
5	Dr. Neeraj Gautam	4.58
6	Dr. Arpita Agrawal	4.35
7	Mr. Gulam Rafey	4.74
8	Mr. Ranjith Menon	4.34
9	Dr. Naveen Kumar	4.25
10	Mr. Abhay Dahiya	4.80
11	Dr. Anantha Kumar	4.01
12	Dr. Utsuk Dutta	4.85
13	Dr. Rohini Kumar	4.24

VI. Moderator's feedback : The group exercises were monitored by moderators. The participants after completion of exercises rated their moderator. Following is the overall feedback of moderator :-

Overall Feedback of Moderator:-

Sl.no	Training's Attribute	Average Score
1	Moderator's understanding, proficiency and knowledge of subject matter.	4.69
2	Moderator's ability to explain and illustrate concepts with	4.66

	relevant examples	
3	Moderator's ability to answer questions and clear doubts of participants completely.	4.71
4	Ability to keep the group Interactive and participative.	4.66
5	Did moderator enable you to achieve the learning objectives.	4.7
6	Your overall satisfaction with the moderator's conduct:	4.69

Moderator wise feedback Analysis:-

S.No	Moderators	Average Score
1	Ms Sonia Verma	4.66
2	Dr Aman	4.75
3	Dr Naveen Kumar	4.68
4	Mr. Ranjith Menon	4.89
5	Dr Deepika Gaur	4.51
6	Dr Ratan	4.16
7	Dr Siddhi	4.67
8	Dr. Ranjith Mandal	4.61
9	Mr Gulam Rafey	4.85
10	Ms Rachana	4.62
11	Dr Abhay Dahiya	4.97

Participants delivered the vote of thanks to Quality and Patient Safety Division of NHSRC. They said that the training was excellent, well planned and coordinated. 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

Following suggestions were given by the participants to improve the training with regards to structure, format, method or materials for training: -

1. Number of training days to be extended.
2. More exercises to be incorporated for practical exposure.
3. Arranging field visits to HWC, CHC & PHCs for better understanding.
4. Duration of each session to be of 40-45 minutes.

DAY WISE EXERCISE EVALUATION

Name	Day 1		Day 2				Day 3
	Intent of Area of Concern	Measurement System	Area of Concern A	Area of Concern B	Area of Concern C	Area of Concern D	Area of Concern E
Dr Hemender Mahajan	8	8	9	9	9	9	9
Dr. Himani Yadav	8	7	9	8.5	9	8.5	9
Dr. Mousumi Pal Banerjee	9	9	8.5	9	8.5	9	9
Dr. Salil Kumar Mishra	8	7	9	9	9	8.5	9
Dr. Sibasish Swain	7	7	7	7	7	7	9
Dr.Arun P V	8	7	9	9	9	8.5	9
Dr.N. Ramalingam	9	9	9	9	9	8.5	9
Dr. Preethi Rajagopal Pisharodi	8	8	9	9	9	8.5	9
Dr Komal Kumar Vinod Kumar Patva	9.5	9.5	8	9	9	9	8.5
Ms. Rama Malik	9	9	8	8	9	8	8.5
Dr Pramod Kumar Goel	9	9	9	8	9	9	8.5
Dr Raveendra Sandhu	9.5	9.5	8	9	9	8	8.5
Dr. Rajesh Ranjan	9	8.5	9	9	8	9	8.5
Dr. Sukhjinder Singh	8.5	8.5	9	9	8	9	8.5
Dr.B. Veera Bhadrudu	9	9	8	9	9	8	8.5
Dr.Roselin Rashmi Ekka	8.5	8.5	8	9	8	9	8.5
Dr Abdul Roof	8	8	9	8	9	8	9
Dr.Amar Subhash A Minz	9	9	8	9	9	8	9
Dr Naveen Kumar	9	9	8	7	7	8	9
Dr. Dhiraj Roy	9	8	8	9	9	9	9
Dr. Rajesh Kumar Sharma	8	9	8	8	8	8	9
Dr. S.Vanitha	9	9	8	9	8	8	9
Dr. Sunanda Gholap	8	9	8	9	9	8	9
Dr Pradeepta Kumar Subudhi	9	9	9	9	8	9	9
Dr Y. Subrahmanyam	9.25	9.25	9	9	9	9	9
Dr. Balaji	9	9	9	9	9	9	10



Dr. K. Shantha Kumar	9	9	8.5	8.5	8.5	8.5	8
Dr. Manish kumar Mishra	9.25	9.25	9	9	9	9	9
Dr. Sonica Sharma	9	9	9	9	9	9	9
Dr. Vidhi Bhatial	9.25	9.25	9	9	9	9	8
Dr.Lakhwinder Singh Athwal	8.75	8.75	9	9	9	9	8
Dr.Rajan.T	9	9	9	9	9	9	9
Dr Ananya Ghoshal Mukherjee	8.5	9	9	9	9	9	9
Dr Mohd Ijtaba Shafi Bhat	9	9	9	9	9	9	9
Dr Sukhpreet Singh	9	8.5	9.5	9.5	9.5	9.5	9
Dr. Padma Sree Doli	9	9	9	9	9	9	8
Dr. Sanjay Kumar	8.5	8	8.5	8.5	8.5	8.5	8
DR.ALPESEKUMAR BANSILAL MAKWANA	9	9	8.5	8.5	8.5	8.5	8
Dr.AshaVijayan	10	9	9	9	9	9	9
Dr (Wg Cdr) Smita Rani Borgohain	8.5	9	9	9	9	9	9.5
Dr Mahesh Nagare	9.5	9.5	8	8.5	9	8.5	9
Dr. Avtarjeet Singh	9.5	9.5	8	8	8	8	9
Dr. Dipti Joshi	9	9	9	9	9	9	9.5
Dr.Dudam Sai kiran	9	9	9	9	9	9	9
Dr.Mahikirti Sisodia	9	9	9	9	9	9	9
Mr.B.Barath kumar	9.5	9.5	8.5	9	8.5	9	9
Dr Jay K Sheth	9	9	9.5	9.5	9	9	9
Dr Rupendra Kumar	9.5	9.5	9	9	8.5	9	9
Dr. Abhilash Sood	9	9	9.5	9.5	9	9	9
Dr. Siddhi Ghatwal	9.5	9.5	9.5	9.5	9	9	9.5
Dr.Arya surrender	9	9	9	9	8.5	9	9
Dr.Lakshmi G G	9	9	9.5	9.5	9	9	9
K. Shailaja	9	9	9	9.5	9	9	9
Dr. Dahar Mohammed VP	9	9	9	9	8.5	8.6	8.5
Dr. Pravakar Sethi	8.5	8.5	9	9	8.5	8.6	8
Dr. Dinesh Kumar Naik	8.5	8.5	9	9	8.5	8.5	8.5
Dr.D.Karal	9	9	9	9	8.5	8.6	8.5
Gp Captain Anjali Gautam	9.5	9.5	9	9	8.5	8.5	9
Miss Kavita Singh	9	8	9	9	8.5	8.6	9
Pandla Swathi	9	9	9	8.5	9	8.5	8



Field visit presentation evaluation: All twelve groups gave their presentations which were evaluated based on understanding of NQAS, technical knowledge, assessment methodology, team coordination & management and completion of presentation, groups were given scores out of 25 marks.

Group No	Understanding of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination and Management	Completion of presentation	Score out of 25 marks
Group 1	4.5	4.5	4.5	4.5	5	23
Group 2	4.2	4.5	4.3	4.7	4.8	22.5
Group 3	3	3.5	3.5	4.5	5	19.5
Group 4	3.5	3.8	3.8	4.2	4	19.3
Group 5	3	3	3	5	4	18
Group 6	4.3	4.3	4.1	4.2	4.2	21.16
Group 7	4	4	4	5	5	22
Group 8	4.5	4.5	4.3	4.9	4.5	22.75
Group 9	3.5	4	4.5	5	5	22
Group 10	4.6	4.6	4.3	4.9	4.5	22.9
Group 11	4.5	4.5	5	4.5	5	23.5
Group 12	5	4.5	4.5	4.5	5	23.5



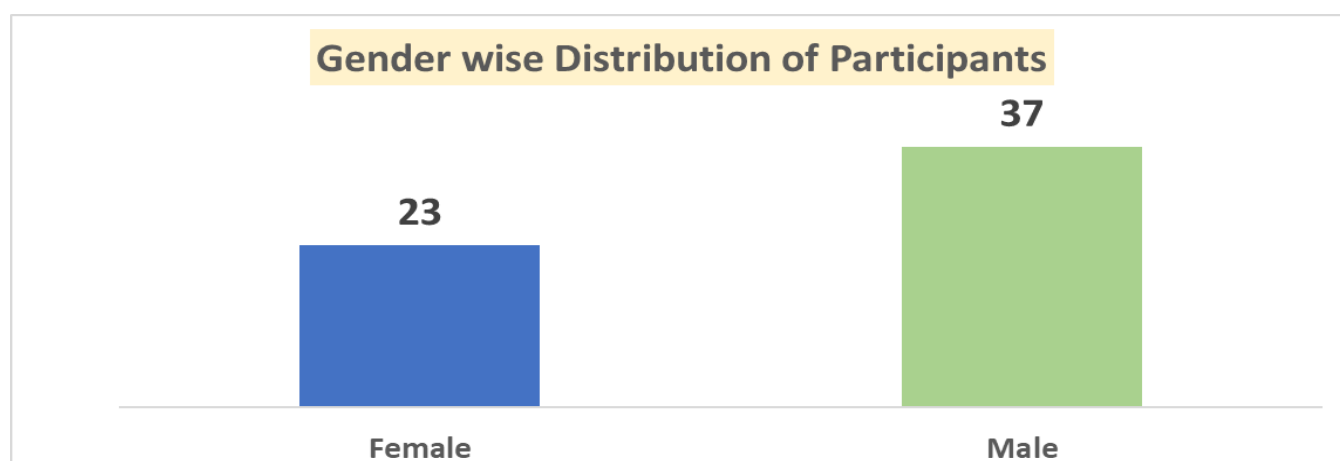
Annexure I

Gender wise list of Participants: -

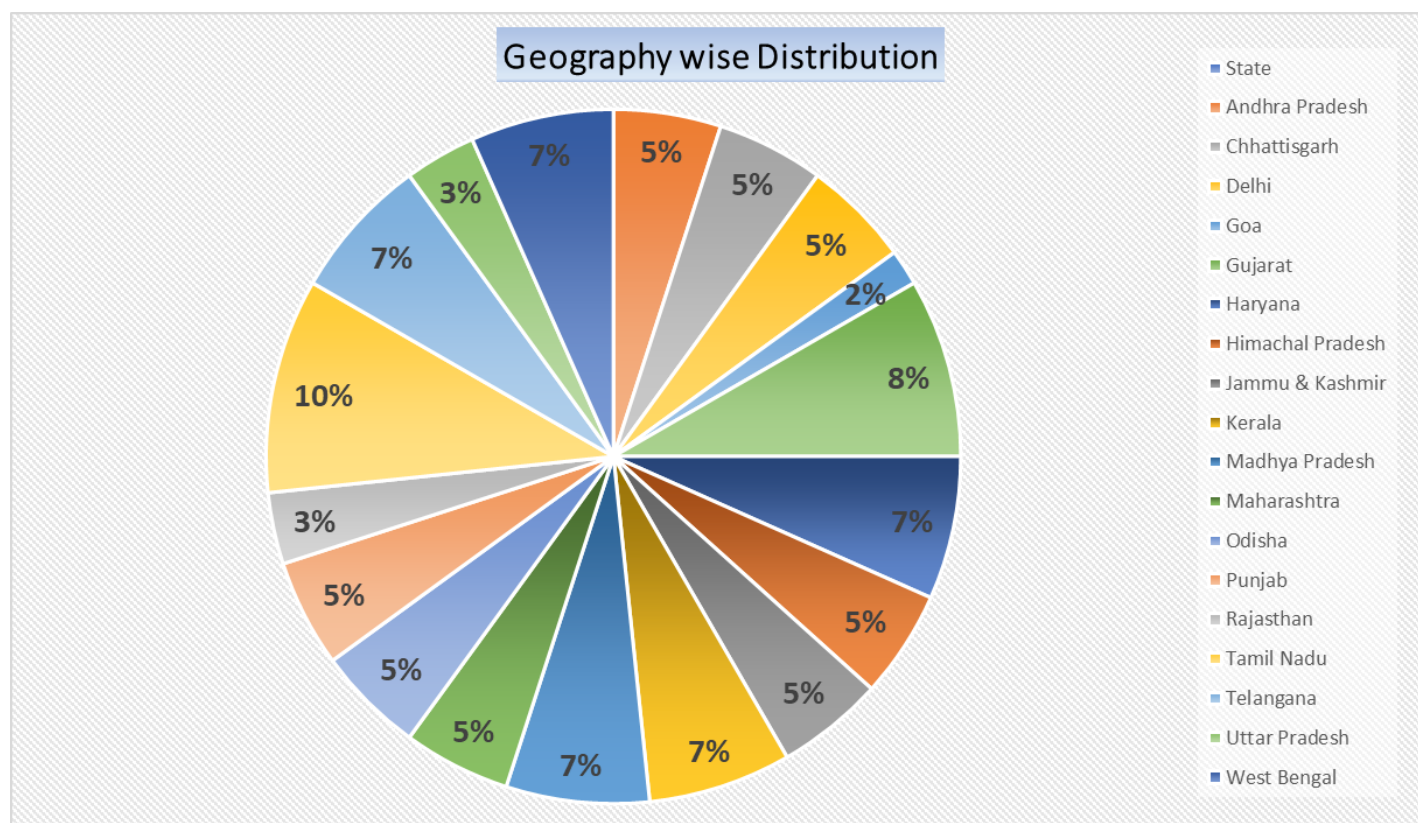
Group.No	Name	State	Gender
H	Swathi Pandla	Andhra Pradesh	Female
B	Dr.B. Veera Bhadrudu	Andhra Pradesh	Male
D	Dr Y. Subrahmanyam	Andhra Pradesh	Male
H	Dr. Dinesh Kumar Naik	Chhattisgarh	Male
B	Dr.Roselin Rashmi Ekka	Chhattisgarh	Female
A	Dr. Salil Kumar Mishra	Chhattisgarh	Male
F	Dr (Wg Cdr) Smita Rani Borgohain	Delhi	Female
H	Dr. Anjali Gautam	Delhi	Female
B	Dr. Rajesh Ranjan	Delhi	Male
G	Dr. Siddhi Ghatwal	Goa	Female
G	Dr Jay K. Sheth	Gujarat	Male
B	Dr Komal Kumar Vinod Kumar Patva	Gujarat	Female
C	Dr. Amar Subhash A Minz	Gujarat	Male
E	Dr. Alpesh Kumar Bansilal Makwana	Gujarat	Male
F	Dr. Dipti J. Joshi	Gujarat	Female
B	Dr Raveendra Sandhu	Haryana	Male
E	Dr Sukhpreet Singh	Haryana	Male
C	Dr Naveen Kumar	Haryana	Male
G	Dr. Arya Surender	Haryana	Male
A	Dr Hemender Mahajan	Himachal Pradesh	Male
G	Dr. Abhilash Sood	Himachal Pradesh	Male
E	Dr. Sanjay Kumar	Himachal Pradesh	Male
C	Dr Abdul Roof	Jammu & Kashmir	Male
D	Dr. Vidhi Bhatial	Jammu & Kashmir	Female
E	Dr. Ijtaba Shafi	Jammu & Kashmir	Male
G	Dr. Lakshmi G.G	Kerala	Female
E	Dr.Asha Vijayan	Kerala	Female
A	Dr.Arun P V	Kerala	Male
H	Dr. Dahar Mohammed VP	Kerala	Male
A	Dr. Himani Yadav	Madhya Pradesh	Female
H	Ms Kavita Singh	Madhya Pradesh	Female
D	Dr. Manish Kumar Mishra	Madhya Pradesh	Male
B	Dr Pramod Kumar Goel	Madhya Pradesh	Male
A	Dr. Preethi Rajagopal Pisharodi	Maharashtra	Female
C	Dr. Sunanda D. Gholap	Maharashtra	Female
F	Dr Mahesh D. Nagare	Maharashtra.	Male
C	Dr Pradeepta Kumar Subudhi	Odisha	Female
A	Dr. Sibasish Swain	Odisha	Male
H	Dr. Pravakar Sethi	Odisha	Male
B	Dr. Sukhjinder Singh	Punjab	Male

F	Dr. Avtarjeet Singh	Punjab	Male
D	Dr.Lakhwinder singh Athwal	Punjab	Male
D	Dr. Sonica Sharma	Rajasthan	Female
C	Dr. Rajesh Kumar Sharma	Rajasthan	Male
A	Dr.N. Ramalingam	Tamil Nadu	Male
D	Dr.T. Rajan	Tamil Nadu	Male
H	Dr. Karal Devanathan	Tamil Nadu	Male
C	Dr. S.Vanitha	Tamil Nadu	Female
F	Mr.B.Barath Kumar	Tamil Nadu	Male
D	Dr. K. Shantha Kumar	Tamil Nadu	Male
D	Dr. Balaji Boda	Telangana	Male
G	Kampally Shailaja	Telangana	Female
F	Dr.D. Sai Kiran	Telangana	Male
E	Dr. Padma Sree Doli	Telangana	Female
F	Dr. Mahikirti Sisodia	Uttar Pradesh	Female
G	Dr Rupendra Kumar	Uttar Pradesh	Male
B	Rama Malik	West Bengal	Female
A	Dr. Mousumi Pal Banerjee	West Bengal	Female
E	Dr Ananya Ghoshal Mukherjee	West Bengal	Female
C	Dr. Dhiraj Roy	West Bengal	Male

A. Gender wise Distribution



B. Geography wise Distribution



Annexure -II

TRAINING AGENDA



Day 1-11 th Dec 2023		
Time	Topic	Resource Person
08:45AM-09:00AM	Registration	Ms Tripti, Dr Shikha , Mr. Mukesh Nehra, Ms. Sherin op
09:00AM - 09:30AM	Pre-training Evaluation	QPS Team
INAUGURAL SESSION		
09:30AM - 09:40AM	Welcome Address and Aims & Objectives	Dr J.N. Srivastava Advisor- QPS
09:40AM- 09:45AM	Lamp Lighting	
09:45AM-09:50AM	Address by Guest of Honour	Brig. Sanjay Baweja PAO-NHSRC
09:50AM-10:00AM	Address by Chief Guest	Maj Gen (Prof) Atul Kotwal, SM, VSM ED, NHSRC
10:00AM – 10:25AM	Introduction of Participants	
10:25AM-10:30AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant- QPS
10:30AM-11:00PM	Group Photograph followed by tea	
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
01:30PM-02:15PM	Lunch	
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
04:30PM-04:45PM	Tea Break	
04:45PM-05:30PM	Exercise on Measurement System	QPS Team



Day 2-12 th Dec 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Ms. Vinny Arora Sr. Consultant – CU (QPS)
09:15AM-10:00AM	Area of Concern A – Service Provision Under NQAS	Dr. Arpita Agrawal Sr. Consultant - QPS
10:00AM-11:00AM	Area of Concern – B Patient Rights Under NQAS	Dr. Abhay Dahiya Consultant - QPS
11:00AM-11:15AM	Tea Break	
11:15AM-12:15PM	Area of Concern C- Inputs Under NQAS	Dr. Naveen Kumar Consultant - QPS
12:15PM – 01:15PM	Area of Concern D – Support Services under NQAS	Mr. Ranjith Menon Consultant - QPS
01:15PM-02:00PM	Lunch	
02:00PM-03:00PM	Area of Concern E: General Clinical Services (E1-E9)*	Dr. Chinmayee Swain Sr. Consultant - QPS
03:00PM-04:00PM	Exercises on Area of Concern A & B	QPS Team
04:00PM-04:15PM	Tea Break	
04:15PM-05:30PM	Exercises on Area of Concern C & D	QPS Team
<p>* General Clinical Services</p> <p>E1-Registration, Consultant & Admission</p> <p>E2-Clinical Assessment, Reassessment & Treatment Plan preparation</p> <p>E3-Continuity of care of patient & referral</p> <p>E4-Nursing Care</p> <p>E5-High Risk & Vulnerable Patients</p> <p>E6-Rational prescribing & use of medicines</p> <p>E7-Safe Drug Administration</p> <p>E8-Maintenance, updating & storage of patient's clinical records</p> <p>E9-Discharge of patient</p>		



Day 3- 13 th Dec 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Deepika Gaur Consultant – CU (QPS)
09:15 AM-11:15AM	Area of Concern G – Quality Management System -I	Dr Deepika Sharma Lead Consultant-QPS
11:15 AM-11:30 AM	Tea Break	
11:30 AM - 12:15PM	Area of Concern E: Specific Clinical Services under NQAS (E17-E19) *	Dr. Rohini Kumar Public Health Expert, External Faculty
12:15 PM - 01:15 PM	Area of Concern E: Specific Clinical Services under NQAS (E20-E22)**	Dr. Rohini Kumar Public Health Expert, External Faculty
01:15 PM-02:00 PM	Lunch	
02:00 PM – 02:45 PM	Area of Concern F – Infection Control Practices	Dr. Neeraj Gautam Consultant – CU (QPS)
02:45 PM – 03:45 PM	Area of concern E-Specific Clinical Services *** Under NQAS (E10-E16, & E24)	Dr J.N. Srivastava Advisor – QPS
03:45 PM-04:00PM	Tea Break	
04:00 PM – 05:15PM	Exercise on Area of Concern E Primary & Secondary Care Service	QPS Team
<div> <div> <p>***Specific Clinical Services</p> <p>E10-Intensive Care</p> <p>E11-Emergency Services & Disaster Management</p> <p>E12-Diagnostic Services</p> <p>E13-Blood Bank storage, management & transfusion</p> <p>E14-Anaesthetic Services</p> <p>E15-Operation Theatre Services</p> <p>E16-Management of death & bodies of deceased patients</p> <p>E24-Haemodialysis services.</p> </div> <div> <p>*Maternal Health Services</p> <p>E17-Antenatal Care</p> <p>E18-Intranatal Care</p> <p>E19-Postnatal Care</p> </div> <div> <p>** Specific Clinical Services</p> <p>E20-Newborn, Infant & Child Health Care</p> <p>E21-Abortion & Family Planning</p> <p>E22-Adolescent, Reproductive & Sexual Health</p> </div> </div>		



Day 4 – 14 th Dec 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Neeraj Gautam Consultant – CU (QPS)
09:15AM-11:15AM	Area of Concern G: Quality Management System -II	Dr Deepika Sharma Lead Consultant - QPS
11:15AM-11:30AM	Tea Break	
11:30AM-12:30AM	Area of Concern H: Outcome Indicators under NQAS	Dr. Vineeta Dhankar Consultant – QPS
12:30AM-1:30PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta Consultant, NIHFV
01:30 PM-02:15PM	Lunch	
2:15 PM – 3:15 PM	Key interventions at Health and Wellness Centers	Dr. Deepika Gaur Consultant – CU (QPS)
03:15PM- 04:15 PM	Ethical issues in Assessment of Health Facilities	Ms. Vinny Arora Senior Consultant-QPS (CU)
04:15PM – 5:00PM	Key Components of Report Writing with exercise	Mr. Gulam Rafey Consultant -QPS (CU)
05:00 PM – 05:10PM	Tea Break	
05:10 PM-05:20PM	Briefing about the field visit & Groupwork	Dr. Amrita Rastogi Consultant-QPS (CU)
05:20PM – 05:30PM	Role Play	QPS Team



Day 5 – 15 th Dec 2023		
Time	Topic	Resource Person
09:00AM-01:00PM	Field Visit	QPS Team
01:00PM-02:00PM	Lunch	
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
04:15PM-04:30PM	Tea Break	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 16 th Dec 2023		
Time	Topic	Resource Person
09:00AM-10:00AM	Revision	Dr. Deepika Sharma Lead Consultant - QPS
10:00AM-10:30AM	Tea Break	
10:30AM-01:00PM	Post Training Evaluation	
01:00PM-01:30PM	Valedictory/Feedback	
01:30PM onwards	Lunch	

**Annexure -III****LIST OF QUALIFIED PARTICIPANTS**

ID No	Name	State
1	Dr Jay K. Sheth	Gujarat
2	Dr Komal Kumar Vinod Kumar Patva	Gujarat
3	Dr. Himani Yadav	Madhya Pradesh
4	Dr Hemender Mahajan	Himachal Pradesh
5	Ms Rama Malik	West Bengal
6	Dr Mrinalini Upadhyay	Uttar Pradesh
7	Dr.N. Ramalingam	Tamil Nadu
8	Dr.T. Rajan	Tamil Nadu
9	Dr. Lakshmi G.G	Kerala
10	Dr.Asha Vijayan	Kerala
11	Dr. Preethi Rajagopal Pisharodi	Maharashtra
12	Dr. Mousumi Pal Banerjee	West Bengal
13	Dr. Sukhjinder Singh	Punjab
14	Dr Raveendra Sandhu	Haryana
15	Dr Abdul Roof	Jammu & Kashmir
16	Dr.Arun P V	Kerala
17	Dr. Balaji Boda	Telangana
18	Ms Kavita Singh	Madhya Pradesh
19	Ms Swathi Pandla	Andhra Pradesh
20	Dr. Abhilash Sood	Himachal Pradesh
21	Dr Ananya Ghoshal Mukherjee	West Bengal
22	Dr. Amar Subhash A Minz	Gujarat
23	Dr. Alpesh Kumar Bansilal Makwana	Gujarat
24	Ms.Kampally Shailaja	Telangana
25	Dr Sukhpreet Singh	Haryana
26	Dr Gerik Jini	Arunachal Pradesh
27	Dr (Wg Cdr) Smita Rani Borgohain	Delhi

32nd Batch NQAS External Assessors, Training 11th to 16th December 2023



28	Dr.D. Sai Kiran	Telangana
29	Dr. Manish Kumar Mishra	Madhya Pradesh
30	Dr. Anjali Gautam	Delhi
31	Dr. Dhiraj Roy	West Bengal
32	Dr Pradeepta Kumar Subudhi	Odisha
33	Dr. Sonica Sharma	Rajasthan
34	Dr. Siddhi Ghatwal	Goa
35	Dr. Vidhi Bhatial	Jammu & Kashmir
36	Dr Pramod Kumar Goel	Madhya Pradesh
37	Dr. Padma Sree Doli	Telangana
38	Dr. Sanjay Kumar	Himachal Pradesh
39	Dr. Rajesh Ranjan	Delhi
40	Dr. Mahikirti Sisodia	Uttar Pradesh
41	Dr. Ijtaba Shafi	Jammu & Kashmir
42	Dr. Karal Devanathan	Tamil Nadu
43	Dr. Sunanda D. Gholap	Maharashtra
44	Dr. Avtarjeet Singh	Punjab
45	Dr. Dahar Mohammed VP	Kerala
46	Dr Mahesh D. Nagare	Maharashtra.
47	Dr. Rajesh Kumar Sharma	Rajasthan
48	Dr. S.Vanitha	Tamil Nadu
49	Dr Naveen Kumar	Haryana
50	Dr. Dinesh Kumar Naik	Chhattisgarh
51	Dr.Lakhwinder singh Athwal	Punjab
52	Dr.B. Veera Bhadrudu	Andhra Pradesh
53	Mr.B.Barath Kumar	Tamil Nadu
54	Dr. Dipti J. Joshi	Gujarat
55	Dr. Sibasish Swain	Odisha
56	Dr. Pravakar Sethi	Odisha
57	Dr. Arya Surender	Haryana
58	Dr Dipti Shukla	Uttar Pradesh
59	Ms Sunita Duhan	Haryana
60	Dr Y. Subrahmanyam	Andhra Pradesh
61	Dr Rupendra Kumar	Uttar Pradesh
62	Dr.Roselin Rashmi Ekka	Chhattisgarh
63	Dr Gurjeet Kour	Jammu & Kashmir



Annexure -IV

NAME OF PARTICIPANTS FOR RE EXAMINATION

ID No	Name	State
1	Dr. Salil Kumar Mishra	Chhattisgarh
2	Dr. K. Shantha Kumar	Tamil Nadu



