



TOT OF INTERNAL ASSESSORS CUM SERVICE PROVIDERS TRAINING REPORT

UTTAR PRADESH

18th – 20th October 2023

Venue: SPMU Conference Hall, NHM, Charbagh, Lucknow, Uttar Pradesh



INDEX		
S. no	Content	Page no
1.	Background	3-4
2.	Agenda and Schedule of Training	5-6
3.	Session Brief	7-9
4.	Attendance Record of the Training	10-18

Background

A Three days “Training of Trainers of Internal Assessors cum Service Providers Training” was conducted in the State of Uttar Pradesh by the National Health System Resource Centre in collaboration with the State’s National Health Mission from 18th October to 20th October, 2023.

The objective of the training was to train the nominated officials of the State for the implementation of the National Quality Assurance Program, by mentoring the facility quality teams as per the action plan defined by the State. The aim of the training was to train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Prescription and Medical Audit, QI Methodology, Quality documentation and Risk Management. Training also provided an overview of different programs under National Quality Assurance Framework including LaQshya, MusQan and Suman

Training was intended to enable the participants to provide further trainings on IA and SPT in the state based on post training evaluation.

Training also aided the participants with the tools, techniques and support to health professionals to enable them to implement NQAS at healthcare facility and thereby, take ownership of improving, sustaining and creating a culture of the quality of care.


The State had nominated 59 participants for the training including Medical Officers, Specialists, District Quality Consultants, Nursing In charges and Programme Officers etc. The training constituted eighteen (18) topics with five (05) exercises for hands on experience in the application of certain quality tools.

The training was initiated with an inaugural keynote by Dr A B Singh, GM (QA), National Health Mission, Uttar Pradesh, where he discussed about the importance of Quality in Healthcare service delivery and the current status of the NQAS certifications in the State. He also highlighted the progress of the Quality Improvement/ Assurance initiatives at the state and also emphasized on the importance of the training in implementing the NQAS standards at the facility level. He also collated the implementation of quality assurance activities with SDG goals and progress of the state against the listed goals..

A Pre and Post-training evaluation were also taken during the course of the training to evaluate the effectiveness of the training. Post-training evaluation was an open book exam with 42 multiple-choice questions, related to the quality improvement activities and the NQAS framework and standards. Out of total 59 participants, 41 participants (nearly 69%) cleared the post-evaluation exam and now will be empanelled as Internal Assessors under the existing pool of NQAS assessors. The participants which cleared the post evaluation program will also function as state resource for conducting Service Provider training and internal auditor training in the state of Uttar Pradesh under supervision of SQAC Uttar Pradesh.

All the participants submitted the feedback on the training, which was taken on standardized feedback form and was analyzed on a 5-point likert- scale. The overall rating of the training as per the analysis of the feedbacks from the participants was over 4 in a 5-point likert scale.

Agenda and Schedule of Training

	Training of Trainers (TOT) NQAS Internal Assessor-cum- Service Provider Training Date: October 18th to 20th 2023	
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Agenda and Schedule

Agenda of Training:

- To conduct the Training of Trainers (TOT) for Internal Assessment and Service provider Training
- To train the participants on listed topics including NQAS Quality Standards, Measurement system under NQAS, Gap Analysis and prioritization, Process mapping, Quality Tools, Patient Satisfaction Survey, Prescription and Medical Audit, QI Methodology, Quality documentation, Risk Management
- To provide an overview of different programs under National Quality Assurance Framework including LaQshya, MusQan and Suman
- To enable the participants to provide further trainings on IA and SPT in the state based on post training evaluation.

Schedule of the Training:

Day-1		
Time	Topic	Resource Person
8:45AM - 09:15AM	Registration	
09:15AM - 09:30AM	Inaugural Address	Dr. A.B Singh GM-QA, Uttar Pradesh
09:30AM - 10:15AM	Key Concepts of Quality	Dr.Kamal Mishra (State Consultant Q.A.)
10:15AM - 11:00AM	Measurement system and Assessment Protocols and Checklist	Dr Naveen Kumar Consultant-QPS, NHSRC
11.00AM - 11:30AM	Tea Break	
11:30AM - 12:15PM	Quality standard under NQAS- An Introduction	Dr Siddhi Dhond Consultant-QPS, NHSRC
12:15PM - 01:00PM	Quality standard under NQAS- An Introduction	Dr Naveen Kumar Consultant-QPS, NHSRC
01:00 PM - 01:30 PM	Exercise -1 (Measurement System)	NHSRC & STATE QA Team
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 02:45 PM	Exercise -2 (Standard Identification)	NHSRC & STATE QA Team
02:45 PM-04:15 PM	Exercise on AOC (A- H)	NHSRC & STATE QA Team
04:15 PM - 04:30 PM	Tea Break	

04:30 PM – 05:30 PM	Exercise on AOC (A-H) Continued	NHSRC & STATE QA Team
	Day-2	
09:00 AM - 09:15 AM	Recap	Dr Naveen Kumar Consultant-QPS, NHSRC
09:15 AM - 10:30 AM	Prescription Audit and Medical Audit	Dr. Parvez (professor KGMU, Lucknow)
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	RCA/Process Mapping	Dr Siddhi Dhond Consultant-QPS, NHSRC
11:45 AM – 12:45 PM	7 Basic quality Tools	Mr Anand Yadav Consultant-QPS, NHSRC
12:45 PM - 01:30 PM	PSS	Dr. Sarita Saxena (M.S.VAB Lucknow)
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:00 PM	Gap analysis/Action Plan/Prioritization	DR. BPS Kalyani (AD Communicable Disease)
03:00 PM- 03:30 PM	Case Study -1 (Gaps)	NHSRC & STATE QA Team
03:30 PM – 04:15 PM	Case Study-2 (Process Mapping)	NHSRC & STATE QA Team
04:15 PM – 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Case Study -3 (Gap Analysis and Application of concepts action planning and prioritization)	NHSRC & STATE QA Team
	Day-3	
09:00 AM - 09:15 AM	Recap	Mr. Anand Yadav Consultant-QPS, NHSRC
09:15 AM - 10:45 AM	Quality Improvement Methodology (PDCA)	Mr. R.S. Chaurasia (State Consultant QA)
10:45 AM - 11:00 AM	Tea Break	
11:00 AM – 11:45 AM	Documentation in Quality	Mr Anand Yadav Consultant-QPS, NHSRC
11:45 AM – 12:45 PM	Risk Management	Dr Naveen Kumar Consultant-QPS, NHSRC
12:45 PM - 01:30 PM	Overview of LaQshya, MusQan, SUMAN	Dr. Salman (senior Con. VAB' Hospital Lucknow)
01:30 PM - 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	Case Study on risk Management Prioritization	NHSRC & STATE QA Team

03:15 PM- 04:15 PM	Post Training evaluation Test	NHSRC &STATE QA Team
04:15 PM – 04:30 PM	Feedback	NHSRC &STATE QA Team

SESSION'S BRIEF

Topic and Presenter	Brief
Key concepts of Quality Dr Kamal Mishra	The topic covered key concepts of Quality, importance of Quality in healthcare, Evolution of the National Quality Assurance Standards and & their implementation framework along with the key features of the program
Quality Standards under NQAS- An Introduction Dr Naveen Kumar & Dr Siddhi Dhond	This session detailed about the NQAS structure, measurement system for different level of healthcare facilities, brief about requirements of each of area of concern and standards under NQAS.
Measurement System and Assessment Protocols and Checklist Dr Naveen Kumar	It covered the concepts of Measurement system under the National Quality Assurance standards. Description of the 8 Areas of Concern, Standards, Measurable Elements, Checkpoints and Means of Verifications defined under the NQAS. It also included the scoring system with the discussion of the different assessment methods and departmental checklist at various level of the health facilities.
Gap Analysis/ Action Plan/ Prioritization Dr BPS Kalyani	This session detailed on Internal assessment process, general principles of the internal assessment, internal assessment activities including pre assessment activities, preparation of the assessment plan and assessment schedule, assessment methodology and assessment methods. Session also provided insight on the post assessment activities including gap analysis and reporting, preparation of action plan for gap closure and use of Quality Tools for prioritization of the gap closure activities based on PICK chart.
RCA/ Process Mapping Dr Siddhi Dhond	It included the use of Quality tool Root Cause Analysis based on "5 Why" approach and Fishborn Diagram to identify the underlying cause of identified gaps. This session acquainted the participants with the idea that process mapping is a vital tool used in service improvement to clearly understand each step of a process. All the Participants were oriented on the symbols used to draw a process map and all process maps must have start and end points. The trainer also presented that a process map needs to draw, identification of the process bottlenecks, difference between value-adding and non-value adding activities, and importance of removing MUDAS (waste) from a process to make it more efficient. The session was followed by an exercise to give a hands-on experience to the participants.

7 Basic quality Tools Mr Anand Yadav	<p>It covered the basics of an established Quality Management System and the rationale of its implementation in a healthcare institution. The session covered the seven basic tools of quality with examples.</p>
Patient Satisfaction Survey Dr Sarita Saxena	<p>Under this session, the participants were acquainted with the idea that a key component for understanding and improving patients' experience is ensuring that what is measured reflects. More emphasis were reflected on the whole idea that it is not about just to collect the PSS on a pre-defined attribute, but after collection of responses, data should be analysed to identify the lowest attributes and prepare an action plan for the closure of gaps identified during the survey. There could be more than one identified problem, prioritization rule can be applied based on identified attributes and corrective and preventive action can be taken accordingly. Later, a short orientation was done on Mera-Aspataal initiative. The session was followed by an exercise to give a hands-on experience to the participants.</p>
Prescription Audit and Medical Audit Dr Parvez	<p>The speaker covered the different types of the audit (Medical/Clinical/Prescription/Death) envisaged under the framework of NQAS along with the guiding principles and rules for the conduct of the audit. This was followed by the various attributes of a legible prescription with detailed methodology for the conduct of Prescription Audit, which was followed by an exercise (with the real-time hospital prescriptions) to give a hands-on experience to the participants.</p>
Quality Improvement Methodology Mr R S Chaurasia	<p>The session included the Quality Improvement Methodology which detailed about the quality improvement cycle, approaches to quality, life cycle on change, difference between quality improvement and quality assurance, model of improvement, the principles of PDCA and PDSA cycles for improvement and sustenance of progress achieved after the incorporation of intervention/change in the process for achievement of set objectives.</p>

Risk Management Dr Naveen Kumar	This session briefed the participants on Risk management encompassing the identification, analysis, and response to risk factors that form part of healthcare delivery system. It included effective risk management, attempting to control, as much as possible, future outcomes by acting proactively rather than reactively. Session also covered the Risk Management Matrix and identification of the severity of the impact of the identified risks and measures to eliminate the same.
Documentation in Quality Mr Anand Yadav	This session included the importance of the documentation in quality management system , the objectives of the documentation , different level of documentation , framing mission and vision statements ,Quality policy , establishing and components of quality objectives , framing of standard operating procedures , control of the documents and documents/ records required to be submitted to by the healthcare facility for NQAS certification.
Overview of LaQshya, MusQan and SuMan Dr Salman	This session covered the overview of the Quality Assurance program framed for strengthening of maternal, child and paediatric health services. The trainer gave the insight on the institutional framework for implementation of the initiatives, the assessment criteria and departments to be assessed, certification criteria and incentives related to the program
Post-Training Evaluation	The Post training Evaluation of participants was undertaken at the end, based on which the qualified candidates shall be empaneled as the Internal Assessors under the NQAS.

The training ended with a vote of thanks to all the participants.

ATTENDANCE RECORD OF THE PARTICIPANTS (3 DAYS RECORD)

NOAS Internal Assessor's TOT

Date : 18-20 Oct, 2023

Venue: SMU Meeting Hall, NHM, Lucknow

S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID	Signature - Morning	Signature - Evening
1)	Prayagraj	Hari Suman	Div PM	Prayagraj	9415271246	basu.suman@gmail.com		
2)	BAHRAICH	M. RASHID.	DC PM.	BAHRAICH	8005193173	depmlahm@gmail.com		
3)	Fatehpur	Dheerendra	DC PM	Fatehpur PMU	9432471161	depmlfpr@gmail.com		
4)	Shrawasti	D. Ramamurthy	DC QA	Shrawasti	9554020510	dpmslshrawasti@gmail.com		
5)	BASTI	Dr. Anand	Medical Officer	Basti	8574337117	anand.anand@gmail.com		
6)	Sonebhadra	Ripudhara Singh	IPM	Sonebhadra	8005193090	ripudhara.singh@gmail.com		
7)	Mirzapur	BRITESH Mishra	Div. D.M	Mirzapur	8005192930	divpmmirzapur@gmail.com		
8)	Lucknow	Brijendra Prasad	Div. D.M	Lucknow	8429696147	brijendra.prasad@gmail.com		
9)	LKO	Gaurav	Constant	LKO	9634842335	gaurav.spmu2023@gmail.com		
10)	Lucknow	Dr. Anurag Kumar	H.M	VAB - Lko	7860917904	anurag.kumar@gmail.com		
11)	Saharanpur	Rajesh	H.M	Saharanpur	995334212	rajesh.yadav@gmail.com		
12)	Shrawasti	Skatish Kumar	Div. PM	Shrawasti	8005192928	skatish.kumar@gmail.com		
13)	Barailly	Dr. Ganga Suman	Div. H.C	AD Office, Bly	9837740273	divpmbarailly@gmail.com		
14)	Barailly	Dr. Anand	Div. H.C	AD Office, Barailly	9452026812	divpmbarailly@gmail.com		
15)	Barailly	Anand Kumar	RMCP	AD Office, Barailly	7905218220	anand.kumar@gmail.com		
16)	Sant Kabir Nagar	Dr. Subodh Kumar	Div. H.C	AD Office, Sant Kabir Nagar	9450473598	subodh.kumar@gmail.com		
17)	Lucknow	Mudassar Ahmad	Asst. Professor	SIHFW, UP	9891745331	mudassar.ahmad@gmail.com		
18)	Lko	Prinadivi H. M	Div. PM	AD Office, Lko	8802996884	prinadivi.hm@gmail.com		
19)	Lko	Dr. Ravi Singh	Div. PM	AD Office, Lko	9984546062	divpmkashipur@gmail.com		
20)	Lko	Dr. Ravi Singh	RM - CP	AD Office, Lko	9934673350	rmcpkashipur@gmail.com		
21)	Lko	Dr. Ravi Singh	Div. PM	Div PMU - AYO	945763610	divpm2023@gmail.com		

NOAS Internal Assessor's TOT

Date : 18-20 Oct, 2023

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S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID	Signature -Morning	Signature - Evening
22	AGRA	Mohit Bharti	NM	DH AGRA	9458340274	mohitbharti37@gmail.com		
23	ALIGARH	Masim	NM	DH ALIGARH	7317614417	masim.aligarh@gmail.com		
24	LUCKNOW	Dr. Salman	S. Consultant	VARA, M.H. U-	8756624008	salman.kumar.salman@gmail.com		
25	Gorakhpur	Dr. Bondi	DM-PR	DH Gorakhpur	8005192529	divyanshu@gmail.com		
26	Mirzapur	Dr. Mukesh	dy. CMO	CMO office.	9936881983	dr.mukeshmishra@gmail.com		
27	Kushinagar	Dr. Shweta Singh	DCPM	CMO office	8005193205	shweta.singh@gmail.com		
28	SONBU	Dr. K. Suman	IC-TPC	SPMU	9415467653	suman.k@gmail.com		
29	NWO LKO	Dr. Rishi Bhardwaj	ICD	NWO	7509284075	rishi.bhardwaj@gmail.com		
30	—	Dr. Naveen Kumar	Consultant	NHRC	9821812669	naveen.kumar@gmail.com		
31	—	Dr. Siddhikant	consultant-gps	NHRC	9433620299	siddhikant@gmail.com		
32	—	Dr. Shikha	Follow-up	NHRC	9068556969	dr.shikha@gmail.com		
33	LUCKNOW	Dr. Sharmila Pradhan	DM-PR	SPMU	9013467450	pradhan.sharmila@gmail.com		
34	SPMU, NHM	Archana Shukla	Prog. Assist.	SPMU	8829974715	archana.shukla@gmail.com		
35	SPMU, NHM	Dr. Shweta Singh	Technical consultant	SPMU	8317034311	shweta.singh@gmail.com		
36	Aligarh	Kamlesh Kumar Chandra	DCPM	SPMU, Aligarh	9919872204	kamleshkumar@gmail.com		
	Budhau	Arvind Kataria	DCPM	SPMU Budhau	8393029706	arvindkataria@gmail.com		
	Pilibhit	UTAM Kumar	D.C.P.M	D.P.M.U Pilibhit	8005193223	upm.pilibhit@gmail.com		
	LUCKNOW	Ram Nagesh	Asst. - NHM	SPMU	8115333135	ramnagesh@gmail.com		
	Kaushal Nagari	Heta Tiwari	Head of NHM	MCH & TC	9651373639	heta.tiwari@gmail.com		
	Kaushal Nagari	Rakesh Gupta	DCPM	Shrawasti	9453912598	rakeshgupta@gmail.com		
	Moradabad	Himanshu	IC-PR	Moradabad	7895058005	himanshu.moradabad@gmail.com		

NOAS Internal Assessor's TOT

Date : 19 Oct, 2023

Venue: SMU Meeting Hall, NHM, Lucknow

S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID	Signature - Morning	Signature - Evening
1	Casabhyar	Dr. Jyoti	Dir. DC-NM	Dir. DC-NM	8005182929	dpnubak@gmail.com		
2	Kanpur	Dr. S. K. Singh	Dir. PM	Dir. PM	9412329382	dpnubak@gmail.com		
3	Pratapgarh	Dr. S. K. Singh	Dir. PM	Dir. PM	9415211241	dpnubak@gmail.com		
4	Bagdogra	Dr. S. K. Singh	Dir. PM	Dir. PM	9415894441	dpnubak@gmail.com		
5	Ballabgarh	Dr. S. K. Singh	Dir. PM	Dir. PM	9560525006	dpnubak@gmail.com		
6	Almora	Dr. S. K. Singh	Dir. PM	Dir. PM	9616006741	dpnubak@gmail.com		
7	Lucknow	Dr. S. K. Singh	Dir. PM	Dir. PM	7084444399	dpnubak@gmail.com		
8	Moradabad	Dr. S. K. Singh	Dir. PM	Dir. PM	9414510582	dpnubak@gmail.com		
9	Ghaziabad	Dr. S. K. Singh	Dir. PM	Dir. PM	9205621067	dpnubak@gmail.com		
10	Kushinagar	Dr. S. K. Singh	Dir. PM	Dir. PM	9451972431	dpnubak@gmail.com		
11	Lucknow	Dr. S. K. Singh	Dir. PM	Dir. PM	9891715331	dpnubak@gmail.com		
12	Casabhyar	Dr. S. K. Singh	Dir. PM	Dir. PM	9984546667	dpnubak@gmail.com		
13	Moradabad	Dr. S. K. Singh	Dir. PM	Dir. PM	9434673350	dpnubak@gmail.com		
14	AYODHYA	Dr. S. K. Singh	Dir. PM	Dir. PM	5457436110	dpnubak@gmail.com		
15	Fatehpur	Dr. S. K. Singh	Dir. PM	Dir. PM	9852471161	dpnubak@gmail.com		
16	UNNAO	Dr. S. K. Singh	Dir. PM	Dir. PM	9450466029	dpnubak@gmail.com		
17	REUNJAY KR.	Dr. S. K. Singh	Dir. PM	Dir. PM	8005193630	dpnubak@gmail.com		
18	BAHAR	Dr. S. K. Singh	Dir. PM	Dir. PM	9905182929	dpnubak@gmail.com		
19	Muzaffarpur	Dr. S. K. Singh	Dir. PM	Dir. PM	9905182929	dpnubak@gmail.com		
20	Muzaffarpur	Dr. S. K. Singh	Dir. PM	Dir. PM	9905182929	dpnubak@gmail.com		
21	Lucknow	Dr. S. K. Singh	Dir. PM	Dir. PM	9413467450	dpnubak@gmail.com		
22	SARAN	Dr. S. K. Singh	Dir. PM	Dir. PM	9413467450	dpnubak@gmail.com		

9415467683
dpnubak@gmail.com

31 Oct 2023

NOAS Internal Assessor's TOT

Date : 19 Oct, 2023

Venue: SMU Meeting Hall , NHM, Lucknow

S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID
	Aligarh	Ikasim Islem	Ham.	Aligarh	7317614412	hamidulhaque@gmail.com
	Aligarh	Mohit Bhatt	PH	Aligarh	9450749074	mohitbhatt@gmail.com
	LKO	Dr. Salman	V.A.O. MHL	V.A.O. MHL	8786624408	salman1988@gmail.com
	Sambhal	Dr. S. S. Singh	Senior Surgeon	Sambhal	9450743585	
	ETAWAH	Dr. Veerendra Singh	Anesthetist	ETAWAH	8394009122	veerendra.singh@gmail.com
	Jaunpur	Dr. Pooja	Div. Urban Consult	Jaunpur	9450743585	
	Bareilly	Amalish Kumar	RMC	Bareilly	9450743585	
	"	Dr. Ganga Saran	Div. Urban Consult	"	9450743585	
	Bareilly	Dr. Shalini Mishra	Div. PM	Bareilly	8055192928	pmabbar@gmail.com
	Meerut	Kumari	Div. PM	Meerut	7095658005	divpmu@gmail.com
	Saharanpur	Ranjeet Kumar	Div. PM	Saharanpur	910187481	divpmu@gmail.com
	MORADABAD	Shamsher Alam	Regional Manager	MORADABAD	9037261200	shamsher.alam@gmail.com
	Banabarkhi	Dr. Mairashree	Pathologist	Banabarkhi	9918215822	banabarkhi@gmail.com
	Lucknow	Dr. Anupam	HM	Lucknow	9953329212	anupam.yadav@gmail.com
	Lucknow	Dr. Vandana	HM	Lucknow	7860977904	vandana.mohanta@gmail.com
	LKO	Dr. Anurag	Consultant	LKO	9634072333	anurag.yadav@gmail.com
	Lucknow	Dr. Jyoti	TC - HWG	Lucknow	8429696147	jyoti.yadav@gmail.com
	Lucknow	Ram Nareish	TC - CP HWC	Lucknow	8115777135	ramnareish@gmail.com
	Rae Bareilly	Dr. Anurag	HM	Rae Bareilly	8429696147	anurag.yadav@gmail.com
	Meerut	Dr. Anurag	HM	Meerut	8429696147	anurag.yadav@gmail.com
	Aligarh	Dr. Anurag	HM	Aligarh	8429696147	anurag.yadav@gmail.com
	Sambhal	Dr. Anurag	HM	Sambhal	8429696147	anurag.yadav@gmail.com
	Shrawasti	Dr. Anurag	HM	Shrawasti	8429696147	anurag.yadav@gmail.com
	Bahraich	Dr. Anurag	HM	Bahraich	8429696147	anurag.yadav@gmail.com

NQAS Internal Assessor's TOT

Date : 19 Oct, 2023

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S/N	District	Name of participants	Designation	Place of Posting	Contact no	Email ID	Signature - Morning	Signature - Evening
	Kinshasa District	Dr. Dilip K. Kasozi	DCGA	CMD Office Kinshasa District	7905345159	dilipkasozidhat@gmail.com	[Signature]	[Signature]
	Bushanga	Dr. Pauline Mungira	DCGA	CMD Office Bushanga	9889667411	paulinegm572@gmail.com	[Signature]	[Signature]
	Burundi	Felix Ndayishimiye	HGM	CMD Office Burundi	9792052669	felixndayishimiye@gmail.com	[Signature]	[Signature]
	Kinshasa District	Dr. Arib	DCGA	CMD Office Kinshasa	8090283548	arib@kinshasa.gov.rw	[Signature]	[Signature]
	ETHIOPIA	Dr. RAHESUDON	DCGA	CMD Office Ethiopia	9736366967	rah@ethio.gov.et	[Signature]	[Signature]
	Kinshasa District	Helen Tuma	Hospital Manager	MCHS TC	9651373639	helenatuma@gmail.com	[Signature]	[Signature]
	Kenya	Dr. Sunil Prinjha	DCGA	CMD Office Kenya	9919156972	sunilprinjha@gmail.com	[Signature]	[Signature]
	FAREEDAHABAD	DR. SHIKHTAR KHAN	DCGA	CMD OFFICE FAR	9598880987	drshikhtar.khan@gmail.com	[Signature]	[Signature]
	Uttarakhand	Uttam Kumar	DCP-M	CMD Office PBT	8005193223	uttamkumar@gmail.com	[Signature]	[Signature]
	Alligona	Kamalakar Chaurasia	DCM	DCM Alligona	9919872224	kamalakar.chaurasia@gmail.com	[Signature]	[Signature]
	Raidwan	Arvind Raney	DCM	DCM Raidwan	0393029786	arvindraney@gmail.com	[Signature]	[Signature]
	Algeria	Noureddine Sial	DCM	Konstantinople	805193005	noureddine.sial@gmail.com	[Signature]	[Signature]
	—	Dr. Navan Kumar	Consultant-OPS	NHSRC	987181269	navankumar@yahoo.co.uk	[Signature]	[Signature]
	Anand Yadav	(onsite) OPS	NHSRC	8744946382	anand.yadav@nhsrindia.org	[Signature]	[Signature]	[Signature]
	Shrikanta Sharma	Fellow-OPS	NHSRC	9908550969	dr.shrikanta.sharma@gmail.com	[Signature]	[Signature]	[Signature]
	Gorelaapur	Dr. Upendra	DCM	DCM Gorelaapur	800198929	gorelaapur@gmail.com	[Signature]	[Signature]
	AACHINATHUR	Prag. Arun	NHM, SP	8249747157	prag.arun@gmail.com	[Signature]	[Signature]	[Signature]
	SPMU, Lko.	Thasmonir Kumar Singh	Technical com- ulaut	SPMU, NHM, UP	8317034711	tcslhnm@gmail.com	[Signature]	[Signature]

NQAS Internal Assessor's TOT

Date : 18-20 Oct, 2023


















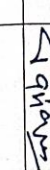
Venue: SMU Meeting Hall, NHM, Lucknow

S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID	Signature -Morning	Signature -Evening
1	AGRA	MOHIT BHARTI	HM DH AGRA	District Hospital AGRA	9458748074	mohitbharti3@gmail.com		
2	Aligarh	Waseem Islam	Hospital Quality Manager	DCH Aligarh	7317614417	hqmdwahaigarhnm@gmail.com		
3	Aligarh	Kamlesh Chaurasia	DCPM Aligarh	DMU, Aligarh	9919872204	dcpmaligarh@gmail.com		
4	Ayodhya	Mr D Debnath	Divisional Project Manager	DMU - Ayodhya	9457636110	ddunv2007@gmail.com		
5	Azamgarh	Neelratan Panda	Hospital Manager	DMU - Bahraich	7686882486	nll.prime11@gmail.com		
6	Bahraich	MOHIT RASHID	DCPM-Bahraich	DMU Bahraich	8005193173	dcpmbahraich2021@gmail.com		
7	Balrampur	Dr Ruchi Pandey	Hospital Quality Manager	DCH Balrampur	8400595277	hqmdchbalrampurnm@gmail.com		
8	Barabanki	Dr. Pankaj Kumar Maurya	District Consultant QA	CNO Office BBL	9889667411	pankajm725@gmail.com		
9	Barabanki	Mr. Raj Kumar Verma	Hospital Manager	DMU Barabanki	9792052669	rajvermah@gmail.com		
10	Barabanki	Dr. Nainshtree Sonkar	Pathologist, DMH, BBK	DMH, Barabanki	9918215827	drnainshtreesonkar@gmail.com		
11	Bulandshahr	Dr Parvendra Singh Oberoi	Anaesthetist	DCH BSL	9560525006	parminder17872oberoi@gmail.com		
12	Chandauli	Dr. Ashok Kumar	General Surgeon (Nodal - Quality Assurance)		9628410228	ashok.bhu123@gmail.com		
13	Etawah	Dr. Raheesuddin	District consultant QA	CMO Office - Etawah	9936366967	raisudddeen@gmail.com		
14	ETAWAH	DR VEERENDRA SINGH	ANESTHETIST	CHC - Jaisant Nagar Etawah	8394009122	veerendraagra2005@gmail.com		
15	Farrukhabad	Dr. Shekhar Yadav	District Consultant	DMU office Farrukhabad	9598880987	dqaufarrukhabad@gmail.com		
16	Fatehpur	Mr. Dhivendra	DCPM Fatehpur	DMU - Fatehpur	9452471161	dcpm.fatehp@gmail.com		
17	Fatehpur	Dr. Abdullah	District Epidemiologist	CMO office Fatehpur	9621600674	abdullah.alig1@gmail.com		
18	GHAZIABAD	DR.ABHISHEK TRIPATHI	Consultant, DMU, Ghaziabad	DMU office Ghaziabad	9205191637	abhishek392@gmail.com		
19	Gorakhpur	Dr. Preeti Singh	Divisional Urban health consultant	DMU office Gorakhpur	9984546062	preetiyogeshg@gmail.com		
20	Gorakhpur	Mr. Arvind Kumar Pandey	Divisional Project Manager	DMU office Gorakhpur	9452859824	pandeyar3@gmail.com		
21	Gorakhpur	Dr. Rajiv Ranjan Verma	Regional Manager -Community Process	DMU office Gorakhpur	9934673350	rncpgrakhpur@gmail.com		
22	Kannauj	Dr. Sunil Prajapati	District consultant QA	CMO office Kannauj	9919156972	sunilprajapati244@gmail.com		

NQAS Internal Assessor's TOT

Date : 18-20 Oct, 2023

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S/N	District	Name of participants	Designation	Place of Posting	contact no	Email ID	Signature -Morning	Signature -Evening
23	Kanpur Dehat	Dr. Dileep Kumar Verma	District Consultant	CMD office K.D	7905345199	dqaukanpurdhat@gmail.com		
24	Kanpur Division	Mr. Rajan Prasad Singh	Divisional Project Manager Kanpur	Div. PMU Kanpur	9412329382	dpmkanpurnagar@gmail.com		
25	Kanpur Nagar	Dr. Arif Beg	District Consultant	CMD office K N	8090283548	dqaukanpurnagar1@gmail.com		
26	Kushinagar	Dr. Shaunak Shrivastava	Medical Officer (Specialist)	CME Kasia	9451976311	shaunakshivastav@gmail.com		
27	Lucknow	Dr. Anupam Yadav	Hospital Manager	R.L.B. Hospital Lko	9953324212	anupam.yd@gmail.com		
28	Lucknow	Dr. Vandana Mourya	Hospital Manager	VABMH Lucknow	7860977904	vandanamo26@gmail.com		
29	Mirzapur	Anuj Kumar	Hospital Manager		9074424145	upnhm.anujm10@gmail.com		
30	Mirzapur	Brijesh Mishra	Divisional Project Manager	Div. PMU Mirzapur	9559683852	vra108@gmail.com, divpmumirzapur1@gmail.com		
31	Moradabad	Dr. Sher Singh Kakkar	Senior Consultant Male Hospital Moradabad	DRS/K/K/CLM	6396046962	shersinghkakkar1971@gmail.com		
32	Prayagraj	Harit Saxena	Divisional Programme Manager	PAV PH	9415271246	saxenaharit20@gmail.com		
33	Prayagraj	Dr. V. K. Mishra	Joint Director (AD Health)	AD office	9415316999	doctorvivectm@gmail.com		
34	Prayagraj	Mr. Ravi Kumar Maurya	Divisional Urban health consultant	AD office	9415894491	Divurbhealthprayagraj@gmail.com		
35	Raebareli	Miss Mitinaini Upadhyay	Hospital manager	DUSH Raebareli	8882996840	mitinainiupadhyay55@gmail.com		
36	Shrawasti	Mr. Rakesh Kumar Gupta	DCPM	Shrawasti	9453912598	dcpmshrawasti@gmail.com		
37	Shrawasti	Dr. Ramsamujh Chaudhary	District Consultant -QA	Shrawasti	9554820518	dqaushrwasstnhm2022@gmail.com		
38	Unnao	Mr. J.B. Pandey	District Community Process manager	DPMU-Unnao	9450866029	jib.cmph@gmail.com		
39	Varanasi	Dr. Tanveer Siddiki	divisional consultant q.a.		7786989624	qualityassurancevaranasi@gmail.com		
40	Moradabad	Humaira Bin Salma	Div. Program Manager Moradabad	Div. PMU Moradabad	7895058005	humairabinsalma@gmail.com		
41	Moradabad	Shamshir Alam	Regional Manager CP Moradabad	AD office M/S/D	9837261200	arc.moradabad@gmail.com		
42	Lalitpur	Dr. Tarique Parvez Ansari	District Consultant QA	CMD office	8319102009	tariqueansari94@yahoo.com		
43	Basti	Dr. Nandlal Yadav	Medical Officer FRU Harriya		9415722476	chcharriya2@gmail.com		
44	Basti	Faiz waris	Moic Kudraha		8005193433	chckudraha@gmail.com		

NQAS Internal Assessor's TOT

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45	Agra	Dr. Pradeep Sharma	J D Health Agra		9411850955	divgauragranhm@gmail.com		
46	Sonbhadra	Mr. Ripunjay Kumar Srivastava	DPM	Sonbhadra	7897445596	nhmsonbhadra@gmail.com		
47	Mirzapur	Dr. Mukesh	Deputy CMO NODAL QUALITY Assurance	CMO OFFICE MIRZAPUR	9936881983	dirasadrukesh@gmail.com		
48	Jhansi	Firoz Alam	Div Urban Health Consultant	AD office	9452026812	feroz_zamal@gmail.com		
49	sant kabir nagar	DR.S.P SINGH	Ortho Surgeon	CMT S-K-N.	9198980656	HQMSKNAGARNHM@GMAIL.COM		
50	Rampur	Dr. Santosh kumar	Dy. CMO		7830276175	cmorampur@gmail.com		
51	Saharanpur	Mr. Ranjeet Kumar	Divisional Program Manager	DIV. PMU, SRE	9110189481	divpmre@gmail.com		
52	Bareilly	Mr. Shahid Hussain	Div. Program Manager Bareilly	Bareilly	8005192928	pmubareilly@gmail.com		
53	Bareilly	Dr. Ganga Saran	Div. Urban Health Consultant	AD office	9837702723	divubbareilly@gmail.com		
54	Bareilly	Mr. Ambrish Kumar	RM-CP	AD office	7905218220	rcbareilly143@gmail.com		
55	Shahjahanpur	DR NITIN CHAUDHRY	MEDICAL SUPERINTENDENT, CHC NIGOH		8707337025	bpnmnigohi@gmail.com		
56	Kanpur Dehat	Nivedita Chauhan	D C P M	CMO office Kanpur Dehat	8090098998	dpnukdcp@gmail.com		
57	Shahjahanpur	Pushp Raj Gautam	DCPM		7355529810	dpmuspn2019@gmail.com		
58	Bareilly	Jitendra Singh	DCPM		8005193178	dpnu.bareilly.16@gmail.com		
59	Budaun	Arvind Kumar Rana	DCPM		8393029786	dpnubdn@gmail.com		
60	Pilibhit	Uttam Kumar	DCPM	D-PMU. Pilibhit	8005193223	dpn.pilibhit@gmail.com		
61	Shamli	Dr. Saket Arora	District Consultant QA		8010117286	dqaushamli@gmail.com		
62	Lucknow	Chandra Prakash Gupta	Consultant SPMU	SPMU	708444999	CP77776@gmail.com		
63	Lucknow	Dr. Shamita Pradhan	DGM FRU, SPMU Lucknow	SPMU	9013467950	shamitaoradhan@yahoo.com		

Pradhan, Shamita
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NGAS Internal Assessor's TOT

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64	Kanpur Nagar	Nela Tiwari	HOD/ICD Manager	MKEH STC	9651373639	hmdkumarpurugan@nhm.org.in	Gla	
65	Lucknow	ARCHANA SHUKLA	Programme Assistant	SPMU, NHM	8299747157	archanashtk@do-eguide.com		
66	Lucknow	Ram Nagesh Prasad	Consultant	SPMU	0115793175	Prasad Ramnatesh2023@gmail.com		
67	Lucknow	ASAY Kc. SHAHQA	TL-HMC	SPMU	9415467683	asachordc@gmail.com		
68	SPMU, Lucknow	Dharmendra Kumar	Technical consultant	SPMU	9317034711	teishhmap@gmail.com		
69	Lucknow	Mudassar Ahmad	SPMU	SPMU, LKO	9651745331	mudassar.jamil@gmail.com		
70	SPMU, LKO	Bijendra Pradyumn	TC - HWC	SPMU	8429696147	bij.com@gmail.com		
71	SPMU LKO	CHAUHAN SENSEN	CONSULTANT-SPMU	SPMU	9634692333	CHAUHAN-SENSEN-1406@gmail.com		
72	Lucknow	DR. SALMAN	ICD-6, NHM LKO	VAB MJ LKO				
73	—	Dr. Naveenkumar	Consultant-OPS	NHSRC	9871812669	naveen.kumar@nhm.org.in		
74	—	Arund Yadav	Consultant-OPS	NHSRC	874946382	arund.yadav@nhm.org.in		
75	—	Dr. Shikha Swam	Fellow-OPS	NHSRC	9968556909	dr.shikha.sh@nhm.org.in		

14

