

6th Regional Cum 33rd National External Assessors' Training

18th - 23rd March 2024



6th Regional Cum 33rd National External Assessors' Training
on
NATIONAL QUALITY ASSURANCE STANDARDS



Organized by:
Regional Resource Centre for NE States
(Branch of NHSRC, New Delhi)



REGIONAL RESOURCE CENTRE FOR NORTH- EASTERN STATES
(Branch of NHSRC, MoHFW, Govt of India, New Delhi)

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Section -I:

a) Background:

India has persistently worked towards enhancing the service quality, laying the groundwork through the establishment of service delivery and National Quality Assurance Standards (NQAS) for all levels of public healthcare institutions. These standards align with global benchmarks set by the World Health Organization (WHO) and accredited by International Society of Quality in Healthcare (ISQua).

In 2013, the Ministry of Health and Family Welfare, Govt of India instituted the National Quality Assurance Program, which systematically introduced the Central Quality Supervisory Committee (CQSC) at the National level, followed by State and District Quality Assurance Committees (SQACs & DQACs), further reinforced by facility level Committees and departmental circles. This institutional framework promotes transparency at every step, facilitating continuous assessment processes, capacity building through training, certification, and incentives for public health facilities, thus fortifying the entire public health system.

All twenty-eight states (28) and eight (8) Union Territories of the country have operationalized SQACs, playing a pivotal role in program implementation and sustainability. The program is characterized by a robust mentoring system and an effective periodic mentoring mechanism, supplemented by a comprehensive assessment tool covering all aspects of public health facilities.

Under the National Quality Assurance Programme, the certification assessment for NQAS is conducted by empanelled External Quality Assessors. These assessors undergo 5.5 days of successful training and meet the qualification criteria outlined in the 'Operational Guidelines for Quality Assurance in Public Health Facilities'. Considering the growing number of health facilities undergoing NQAS and LaQshya External Assessments, there is a pressing need to expand the current pool of NQAS External Assessors.

To address this need and increase the number of External assessors, the 6th Regional cum 33rd National External Assessors' Training was organized by the Quality & Patient Safety Division of Regional Resource Centre for NE States, with support from the QPS Division of NHSRC, New Delhi. The training took place at the IIBM campus in Khanapara, Guwahati, Assam from March 18th to 23rd March 2024. A total of fifty-three (53) participants attended the training, which was tailored to provide knowledge, skills, and insights for assessing various healthcare facilities across India.

b) Purpose of External Assessors' Training:

The purpose is to increase the pool of Assessors for extending a helping hand to MoHFW in assessing public healthcare facilities to achieve the targets set by the Government of India and improving the quality of healthcare facilities and their services towards the people.

The specific purpose of conducting External Assessors Training focusses on:

- Imparting in-depth knowledge and understanding about the various Areas of Concerns, Measurable Elements, Checkpoints etc. of National Quality Assurance Standards and its various domains.
- Creating a pool of qualified External Assessors for conducting National and State level NQAS Assessment.
- Provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
- Ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback.
- Instigate and strengthen the behavioural and attitudinal values of an independent assessor.
- Impart necessary skills for professional report writing.
- Provide working knowledge for using IT enabled tool (GUNAK) for assessments.

c) Aims & Objectives:

The aim of the 5.5 days External Assessors' training was focussed upon strengthening the capacities of the participants on knowledge, skills, and assessment on Operational Guidelines for Quality Improvement.

Training objectives:

- a) To create a pool of qualified assessors for undertaking National and State level Assessment for NQAS, LaQshya, MusQan Certification etc.
- b) To acquire knowledge and skills to conduct objective assessment of healthcare facilities against pre- defined norms.
- c) To provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
- d) To equip participants with knowledge of key concepts, tools, and methodologies of quality improvement for subsequent mentoring of the health facilities for rendering quality services vis-à-vis future certification.
- e) To impart necessary skills for professional report writing.
- f) To provide working knowledge for using IT enabled tools for assessment.

Methodology: The following mixed methods were used in conducting External Assessors Training under Quality Assurance:

- a) Pre-training sensitization workshop: Series of online sensitization sessions on various topics under NQAS were conducted for govt participants.
- b) Power point presentations
- c) Questions and Answers
- d) Exercises, Group work and Group Presentations
- e) Brainstorming sessions
- f) Case studies
- g) Role Play
- h) Field Visit for practical exposure



Section III.: INAUGURATION:

a) Inaugural Session:

The 6th Regional cum 33rd National External Assessors' training started with the welcome address by Ms. SL Chochoi, Fellow -QPS, RRCNE. She extended warm welcome to all the dignitaries: Dr. Anusha Lama, Mission Director, NHM Sikkim, Dr J N Srivastava, Advisor-QPS, NHSRC, Dr Madhulika Jonathan, Chief of Field-UNICEF, Dr Ashoke Roy, Director-RRCNE, Dr Raj Prabha Moktan, Lead Consultant, RRC-NE, Dr. Deepika Sharma, Lead consultant, QPS, NHSRC & all Govt & Private nominated participants followed by a felicitation the esteemed dignitaries present on dais.



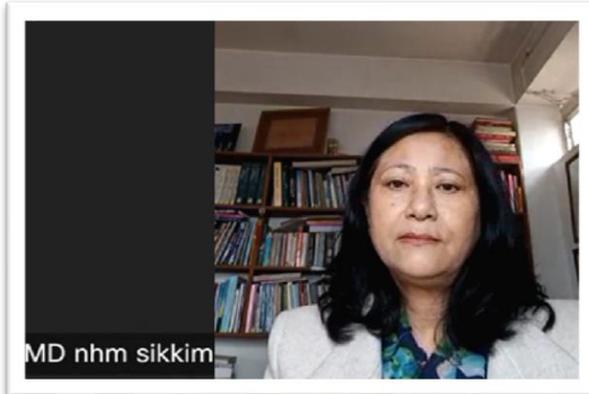
Dr Ashoke Roy, Director RRCNE commenced his address by welcoming all dignitaries and participants to the 6th Regional External Assessors' Training. He elaborated on the importance of the training and encouraged the participants to participate actively throughout the training and group work. Dr. Roy emphasized the significance of NQAS Assessors in providing guidance and support to fellow colleagues and facilities in their pursuit of obtaining NQAS certification.



Dr J.N Srivastava, Advisor- Q&PS, NHSRC, joined through online platform and explained the objectives of the training. He discussed the increasing focus on improving healthcare quality at both the Central and State government levels. Dr. Srivastava highlighted the significance of the NQAS certification in enhancing the quality of healthcare facilities across the country. He emphasized the role of participants not only as evaluators but also as mentors and supporters in the healthcare system. Dr. Srivastava encouraged participants to actively engage in the training and seek clarification on any doubts or questions they may have during the training.



Dr. Anusha Lama, Mission Director, NHM Sikkim also joined virtually, shared valuable insights into the healthcare landscape of Sikkim. Dr. Lama highlighted the healthcare challenges faced by Sikkim, emphasizing the state's commitment to overcoming them through collaboration with national and regional healthcare bodies. She provided an overview of the current healthcare infrastructure and outlined ambitious targets for future improvements.



Dr. Madhulika Jonathan, Chief of Field, UNICEF, reflected on the remarkable progress in healthcare quality over the years, drawing from her own experiences as a Medical Officer in Jharkhand. She underscored the importance of maintaining high standards of care to uphold the fundamental principle of "first, do no harm." Dr. Jonathan's address resonated with participants, reinforcing the significance of quality assessment in healthcare delivery. Her insights served as a reminder of the progress made and the challenges that lie ahead in ensuring accessible and high-quality healthcare for all.

Dr Raj Prabha Moktan, Lead consultant RRC-NE, delivered the vote of thanks to the house. She thanked all the dignitaries: Dr. Anusha Lama, Mission Director, NHM Sikkim, Dr J N Srivastava, Advisor-QPS, NHSRC, Madhulika Jonathan, CFO-UNICEF, Dr Ashoke Roy, Director-RRCNE for their encouraging and motivating words. She also thanked the resource persons from QPS Division-NHSRC, External Moderator and Govt/Private participants. Dr. Moktan shared her experiences as a program officer, stressing the importance of enjoying the workshop. The session ended with special thanks to Dr. Madhulika Jonathan for her valuable contribution.



Section-IV: Technical Sessions

Day 1: 18th March 2024 (Monday)

Session 1: Overview of Quality in the Public Health System

The first technical session, led by Dr. Raj Prabha Moktan, Lead Consultant-RRCNE focused on the Overview of Quality in Public service, particularly in healthcare. Dr. Moktan discussed the Introduction of National Quality Assurance Standards (NQAS) and their alignment with ISQua norms, emphasizing the importance of quality in healthcare delivery, covering aspects such as patient safety, effectiveness, accessibility, timeliness, affordability, efficiency, and equity. She elaborated on the organizational framework for Quality Assurance in India and detailed the process flow for NQAS Certification of public health facilities. Dr. Moktan also provided an overview of External Assessor Training (EAT), explaining the role and responsibilities of assessors in states and operational procedures, including appeals, evaluation tests, and ongoing assessment criteria.



Session 2: Introduction to National Quality Assurance Standards

Dr. Deepika Sharma, Lead Consultant- QPS, NHSRC led the second session, introducing participants to the National Quality Assurance Standards. During this session, she delivered an overview of standards, clarified the scope of different areas of concern, and explained the intent behind each standard. She discussed how the standards are designed for various levels of healthcare facilities and briefed the participants on the use of reference materials. Additionally, Dr. Sharma offered a comparative overview of the standards applicable at different healthcare levels. She also linked quality elements to outcomes, emphasizing the role of quality systems through models like the Donabedian model, Juran's trilogy, and the PDCA cycle.



Sessions 3: Measurement System under National Quality Assurance Standards

Dr. Anup Basistha, Senior Consultant -QPS, RRCNE, led the third session on the Measurement System & Assessment Protocols of NQAS. The session aimed to understand the anatomy of the checklist, explaining its components like area of concern, standards, measurable elements, checkpoints, and



scorecard. Dr. Basistha explored their interrelationships and discussed various assessment methods, compliance and scoring rules. Dr. Basistha also highlighted the characteristics of the NQAS checklist, emphasizing its explicit nature, he effectively conveyed the role of standardized measurement system in assessing quality standards. He concluded by providing an overview of departmental checklists.

Session 4: Exercise on Area of concern & Measurement system:

For the group work & exercise, all 53 participants are divided in six groups, each comprising 8 - 9 participants and each group having one moderator to monitor and facilitate the group activities.



In Session 4, following a brief discussion about the intent and conduct of the exercises pertaining to the sessions conducted in the morning of Day 1 of the training, participants were tasked with completing exercises individually in a time bound manner. The exercise aimed to deepen

understanding and application of the concepts discussed earlier in the day. Subsequently, participants engaged in discussions with their respective moderators.



Day 2: 19th March 2024 (Tuesday)

The 2nd day training started with recap of the first day sessions by Dr Ravikar Singh, Consultant-QPS, RRC-NE. The objective of recap was to refresh the learning of the previous day sessions.

Session 1: Area of Concern A (Service Provision under NQAS)-

Area of Concern A: Service provision of NQAS was taken by Dr. Deepika Sharma where she briefed the participants about the standards under Service Provision and various measurable elements. She imparted her knowledge about the various functional services which must be available in healthcare facilities to end users and the importance of each service in facilities and in departments.

The standards under Service Provision being discussed is as under:

- a) A1- Curative Service
- b) A2- RMNCH+A Service
- c) A3- Diagnostic Service
- d) A4- Service under NHP
- e) A5- Support service
- f) A6- Services as per community needs.



Session 2: Area of Concern B (Patient Rights under NQAS)-

Dr. Anup Basistha conducted an informative session on Area of Concern B: Patient Rights within NQAS. He explained the standards and measurable elements associated with Patient Rights, aligning



them with the rights of patients. He emphasized the vital role of public healthcare workers in educating patients about their rights/responsibilities and ensuring an understanding of the services provided in healthcare settings.

Dr Anup elaborated the 6 standards under Ao C B from B1 to B6 which are as follows:

- a) B1 - Availability of Information about services and their modalities to patients and visitors
- b) B2 - Accessibility of services in relation to Physical & Financial Access
- c) B3 - Patient friendly services in terms of Privacy, Confidentiality & Dignity
- d) B4 - Practices like Informed Consent, Communication to patients about their condition
- e) B5 - Free Services, No Financial Barriers to the services
- f) B6 - Statutory obligations to carry MLC services, portraying high standards of Ethical management.

Session 3: Area of Concern C (Inputs under NQAS)-

Dr. Ajay Arya, Consultant-QPS, RRCNE led the third session on the Inputs, this is the only Area of Concern that covers structural component of the Donabedian model. Dr. Arya discussed the standards and measurement element of the Inputs which emphasized the availability of essential resources such as adequate infrastructure as per the load, safety measures in public healthcare settings and the availability of instruments, equipment's, consumable, and drugs at point of use, availability of trained and skilled human resources, as well as procedures for the utilization, evaluation, and enhancement of staff competence and performance.



Session 4: Area of Concern D (Support services under NQAS)-

Dr. Deepika Sharma took the session on the support services. She emphasized that support services are often overlooked in public healthcare settings despite being the backbone of hospital operations. She elucidated how neglecting support services can directly and indirectly impact the quality of care provided to patients. For example, poor facility maintenance and equipment downtime can compromise patient care quality significantly. Dr. Sharma provided a detailed overview of the 12 standards under support services, covering aspects such as equipment maintenance and calibration, inventory



management, facility upkeep, power backup, laundry services, dietary services, finance management, contract services, statutory requirements etc. she further stressed on the importance and relevance of support services at different levels of healthcare facilities.

Session 5: Area of Concern E -General Clinical Services under NQAS (E1-E9)-

The next session was taken over by Dr. Annapoorna KN, Consultant-QPS, NHSRC, on General Clinical Services (E1-E9). She explained the importance of first 09 set of standards (E1-E9) for Clinical Services which includes registration, admission, consultation, assessment, continuity of care, nursing care,



identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital. She also focuses on the measurable elements under each standard and the importance of co-relating the area of concerns to understand the intents.



Session 6: Exercise on Area of Concern A, B, C and D –



After the technical sessions, a workbook containing exercise and case studies related to Area of Concern A, B & C was shared with all the participants. They were tasked with identifying the standards and measurable elements related to the respective Area of Concern based on discussions

within their groups. Participants worked collaboratively within their groups to analyse the case studies and provide answers based on their discussions. For Area of Concern D, various images of the facilities were shown to the participants, and they were asked to identify the gap statement & standard related to the images shown.



Day 3: 20th March 2024 (Wednesday)

The third day of the training started with the recap session from Dr Ravikar Singh, Consultant, Q&PS RRC-NE.

Session 1: Area of Concern G-I - Quality Management System:

Dr. Annapurna delivered the session on Area of Concern 'G' which covered various standards related to quality improvement. She discussed establishing a quality team within facilities, emphasizing the importance of documenting meeting minutes and conducted a collaborative activity for compliance evaluation. Additionally, she explained Patient Satisfaction Surveys (PSS) and led attendees through calculating attribute-specific and overall scores. The session also covered Internal and External Quality Assessment, particularly focusing on laboratory procedures. Several aspects of quality enhancement were addressed, including gap identification, prioritization techniques, and action plan formulation. She



also discussed quality tools & methods like brainstorming and WHY-WHY Analysis, along with tools such as the PICK Chart. The session concluded with insights into driving quality improvement, Standard Operating Procedures (SOPs), and concepts like Process Mapping and MUDA's (wasteful practices) within hospitals.

Session 2: Key intervention at Ayushman Aarogya Mandir (AAMs) & CPHC.

Dr. Meena Chavan, SPM at Jhpiego, conducted a session focusing on key interventions at Ayushman Arogya Mandir-SCs. She provided insights into the functioning of the "AYUSHMAN BHARAT YOJANA" in achieving "Universal Health Coverage" with an integrated approach. Key elements discussed included Comprehensive primary care, Service for All, and Continuum of Care. Dr. Chavan elaborated on the operationalization criteria of AB-HWCS and the expanded range of Service Delivery, particularly emphasizing Comprehensive Primary Health Care (CPHC). She detailed the services offered for NCD, CD, RMNCH+A & Family Planning. The presentation also covered the availability of human resources and Tele-Consultation Services. Dr. Chavan concluded by providing information on community platforms in rural and urban areas and monitoring progress at Ayushman Arogya Mandir.



Session 3: Area of concern F (Infection Control)

Dr. Ajay Arya conducted a session Area of Concern F- During the session, He elaborated on the recommended infection control practices and protocols to be adhered to within public health facilities. These measures are particularly important due to the high volume of visitors in such facilities. Topics covered included implementing infection control programs, monitoring nosocomial infections,



maintaining hand hygiene, employing standard practices for personal protection, handling equipment, managing biomedical waste, and ensuring environmental controls. These measures are essential for preventing cross infections and nosocomial infections within healthcare settings.

Session 4: Area of Concern H (Outcome Indicators):

Dr Ravikar Singh took the session of Area of Concern H – Outcome where he explained about the four areas of measurement of quality – Productivity, Efficiency, Clinical Care & Service Quality. In between, there was also quiz for practical learning, the participants give their full participation in the session. He trained the participants on measuring KPI and outcome indicators of each department in the hospital.



Session 5: Assessment of National Health Program under NQAS-



Dr Raj Prabha Moktan explained (Standard E23) of Area of Concern- E which covers the various National Health Programs as per Operational/Clinical Guidelines under RMNCHA Services, National Nutritional Programmes, Health System Strengthening Programs, Communicable diseases, non-communicable diseases. She briefed about the components of



National Health Programs & Integrated Disease Surveillance Project and explained about the difference between vertical and horizontal implementation of programs and the addition of Elderly Care in RMNCHA.

Exercises on AOC E & G:



Post technical session, Exercise on Area of Concern-E was conducted, during which all participants were provided with a worksheet. This session encompassed activities related to Clinical Services, which was further divided into three segments.

For the Area of Concern G, four Exercises were given to the participants during the session on Quality management. In exercise I, the Participants asked to perform analysis of the Patient Satisfaction surveys (PSS). In exercise II, Variance Index Score (VIS) and subsequent questions.



In exercise III & IV, PICK chart analysis and So P Reviews were designed, & participants needs to perform by using the Books & the knowledge gained during the Sessions.



Day 4: 21st March 2024 (Thursday)

The session started with the recap of the previous day topics by Dr Annapoorna, to refresh the previous days learning followed by technical sessions.

Session 1: Area of Concern G-II (Quality Management System):

In this session Dr Annapoorna explained how to use quality tools like Pareto Analysis, Fish bone diagram, Control chart, and Run chart in the hospital and explained with an example. Participants also completed exercises in the workbook to solve the problem by using quality tools. Later she explained the risk management framework, its importance in the facility, how to report the risk, criteria to identify the risks in the hospital like adverse events, sentinel events & near miss events and categorisation of risks acc. to their potentiality, need to prepare the risk mitigation plan, risk identification tools like Analogy, Delphi technique, SWOT analysis and documentation in risk register have been explained during the session. & finally with an exercise of prescription audit the session was concluded.



Session 2: Principle on NQAS Assessment and Ethical Issues in Assessment of Health Facilities-

Dr Neeraj Gautam, Sr Consultant-Certification Unit-NHSRC took the session that includes definition of Assessment, and principles of conducting an assessment. He explained the step-by-step process of assessment, role of External assessor, various audit man-days & different phases of external assessment. In this session he also gave an overview of some ‘Do’s and Don’ts’ while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification. He discussed the various challenges faced by the assessor during the NQAS Assessment



followed by the solutions. Challenges faced by certification unit were also discussed during the session. He also explained the various principal of assessment like- integrity, fair presentation, due professional care, confidentiality, independence, evidenced based approach & risk-based thinking.

Session 3: Continual Improvement in NQAS assessed facilities: Action Plan

Mr. Anand Yadav, Consultant-QPS, NHSRC took the session on Continual Quality Improvement. The Continual Quality Improvement (CQI) session aimed to familiarize participants with concepts related to continuous improvement in quality management. It covered key aspects such as the difference between continual and continuous improvement, the significance of change, tools for quality enhancement, and practical examples of CQI implementation, particularly in healthcare settings. The session elucidated the disparity between continual and continuous improvement. Continuous improvement was likened to an uninterrupted process, whereas continual improvement involved incremental advancements followed by pauses for evaluation and adjustment.

Session 4: Key Components of Report Writing with exercise -

This session was taken by Dr Neeraj Gautam, and he explained some dos and don'ts that needs to be followed while preparing the report after the facility assessment along with timeline of the report submission. He also highlighted the basic principles of report writing and to specify the details of the gaps with proper explanation along with pictures, if possible, to Certification Unit, NHSRC.

Session 5: IT Initiative under NQAS-

This session was taken by Mr Anand Yadav, NHSRC. He oriented the participants about the SaQsham portal and its use for NQAS assessment process. He also oriented the participants about the IT Solution for certification process, downloading and usage of the Gunak app, which can be used during an assessment of NQAS by the participants. He gave an information about IT solutions for automation of management of Certification process (assessment, certification & reporting) through SaQsham Portal.

Session 6: Area Of Concern E- Specific & RMNCHA Services (E10-E22)

Dr Rohini Kumar, Public Health Expert talked about the clinical services where she explained in detail the seven standards for specific clinical Services (E10 to E16) which included the standards for services like Intensive care treatment, Emergency clinical processes, ambulance, MLC Cases & Disaster preparedness & its management, Lab and radio diagnostics, Blood bank, Anaesthesia, OT & Established procedures for end-of-life care & death.

Continuing with Standard E17 to E22, she focused on Maternal and Child Health Services including Intra natal care, Antenatal Care and Postnatal Care. She also emphasized on the established procedures for care of New-born, infant and child, and procedures for abortion and family planning including Adolescent Reproductive and Sexual health Services.



Session 7: Role Play

A role play was conducted by the team of RRC-NE and NHSRC team to impart a practical based knowledge. The participants are provided with a scenario of assessment-based scenes where they need to identify the wrong practices, gaps, and the good practice. The role play enables the picturesque information to the participants which gives them a better understanding of what is ethically right and wrong and helps the moderators understand the level of knowledge gained by the participants throughout the training.

Session 8: Brief about the field visit

Participants received a comprehensive overview of the field visit from Dr Anup Basistha. He provided instructions for the visit and detailed information about the health facilities that were chosen for the visit. The participants were then divided into eleven new groups, each group led by Moderator in each group. Dr Basistha also underlined the importance of adhering to the guidelines during both the field visit and preparing presentation.

Day 5: 22nd March 2024 (Friday)

On the 5th Day, the participants were assembled at the training venue (IIBM campus) and were divided according to their groups and departments assigned followed by the field visit to their respective public health care facility. The team members and health facilities were as follows: -

Groups	Participant name	Roll No.	Team Coordinator	Health facility
Group - 1	Dr. Mingma Lhamu Sherpa	56	Dr. Arun Baruah (Ext. Ass.)	Sonapur DH
	Dr. Sanjeeb Kumar Dash	33		
	Dr. Kusum Baruah	45		
	Ms. Nazneen Sultana Rohman	10		
	Ms. Suganthira S	52		
Group - 2	Ms. Shahnaaz Hussain	47		
	Dr. Gopal Mishra	13		
	Dr. Wandarity Mawlong	22		
	Mrs. V. Poornima Sakthivel	53		
	Dr. Jatileswar Debbarma	40		
Group - 3	Dr. Manas Jyoti Kotoky	8		
	Dr. Mithilesh Chandra Suri	50		
	Dr. Zonunsangi Kiangte	28		
	Mrs. Padma Kumari Chettri	35		
	Dr. Khan Mustafa Mohd Yousuf	58		
Group - 4	Dr. Manjit Boruah	9		
	Dr. Lalrengpuii Ralte	27		
	Ms. Prasansamani Ruth Rai	36		
	Mr. Mukesh Kumar	51		
	Dr. Sagnik Roy	59		



Groups	Participant name	Roll No.	Team Coordinator	Health facility
Group - 5	Dr. Evelyn Lalremsangi Hmar	26	Dr Anupjyoti Basistha (Sr. Consultant-QPS)	Pandu FRU
	Dr. Anasuya Bordoloi Maurya	5		
	Dr. Om Pradhan	3		
	Dr. Rati kanta Sahoo	32		
	Dr. Chandan Sarma	44		
Group - 6	Mrs. Breenila Targain	55		
	Dr. R. N. Thongchi	4		
	Dr. Sanasam Jupitar	20		
	Dr. L. Chensangba	31		
	Dr. Subhakanta Behera	12		
Group - 7	Ms. Binga Marde	1		
	Dr. Elsa Lalramzauvi Pachuau	25		
	Dr. Tapaswini Panigrahi	34		
	Mr. Sourav Saikia	11		
	Dr. Joydeep Acharjee	41		
Group - 8	Dr. C. Lalhmingmawii	23	Dr. Ajay Arya (Consultant-QPS)	Sarabhati UPHC
	Dr. Holiba A. Anar	30		
	Dr. Samapti Pal	15		
	Dr. Pralay Dutta	42		
	Dr. Sourabh Upadhyay	48		
Group - 9	Dr. Dipen Saikia	2	Dr. Ravikar Singh (Consultant-QPS)	Satgaon UPHC
	Dr. Ranjit Prasad	18		
	Dr. Rajeev Kumar	14		
	Dr. Alok Kumar Dhar	38		
	Dr. Arunjit Roy	39		
Group - 10	Dr. C. Vankhuma	24	Ms. SL Chochoi (RRCNE)	UPHC Adingiri
	Dr. Bimlesh Kumar	17		
	Ms. Chayanika Dutta	6		
	Dr. Shely Dhar	43		
	Mr. Ajay Singh Shekhawat	57		
Group - 11	Ms. Bandana Moktan	54	Dr. Anand Yadav (Consultant-QPS)	Umsawnongkharai HWC-SC
	Dr. Salmatchi K Sangma	21		
	Dr. Amresh Kumar	16		

This field visit gave a great exposure to the participants, giving them an opportunity for practical application of the learned concept in the technical sessions.



Scoring, Analysis, and Presentation on Field Visit-

All the eleven groups presented their presentations based on their observation of the respective health facilities and departments in a common format and focuses on finding one main gap in each area of concern along with their suggestions. The mentors of each group provided support to their respective groups during the field visit. The field visit gave the participants a great exposure in assessing the various facilities allotted to them and helps in better understanding of assessment of quality process in healthcare facilities.



Field Visit by EAT Participants



Field Visit Presentation by EAT Participants



Day 6: 23rd March 2024 (Saturday)

Session 1: Revision of National Quality Assurance Standards-

The session started with Anand Yadav, NHSRC, revising the NQAS Guidelines along with areas of concern, standards, and measurable elements through power point presentation, and clarifying the doubts of the participants.

Session 2: Post Training Evaluation-

Evaluation of the participants was undertaken on 6th day of the training. The evaluation timing was 2.5 hours. The participants were then allocated in two different halls. The participants were first shown 5 slides of photos containing gaps in public health facilities, and they were asked to enumerate one major gap in the form of gap statement & write applicable standard reference number, after which question papers were distributed to each participant. Three participants from earlier EAT batches also appeared for re-examination.



Session 3: Valedictory-

Ms. SL Chochoi requested the esteemed guest joined through virtual mode: Dr. Maj. Gen. (Prof.) Atul Kotwal, Executive Director, NHSRC and Dr. J.N. Srivastava, Advisor, Q& PS, NHSRC for their Words of Wisdom.

Dr. J.N. Srivastava, Advisor-QPS, NHSRC commenced his address by extending gratitude to the attendees and highlighting the importance of becoming external assessors. He emphasized the responsibility of NQAS assessors in conducting NQAS assessments while adhering to ethical norms



and professional conduct. Participants were urged to proactively support their respective State in NQAS implementation and achieving national certification of all public health facilities by December 2026. Dr. Srivastava also shared updates regarding audits conducted by ISQua in NHSRC & recent approval of virtual certification for Ayushman Arogya Mandir-Sub Centres.

Maj. Gen. (Prof.) Atul Kotwal, Executive Director, NHSRC, emphasized pivotal role of external assessors and their commitment in driving Quality improvement. Dr. Kotwal encouraged Participants to work closely with states to improve healthcare quality in public health facilities and the role of external assessors in driving positive change. He concluded by expressing gratitude and confidence in participants' contributions to the quality movement in public health.



Dr. Raj Prabha Moktan delivered the valedictory address. She thanked all the resource persons from NHSRC, Dr Arun Baruah, External Moderator and all participants for their sincere participation during the training. She requested the esteemed guest joined through virtual mode: Dr. Maj. Gen. (Prof.) Atul Kotwal, Executive Director, NHSRC and Dr. J.N. Srivastava, Advisor, Q& PS, NHSRC for their Words of Wisdom. The session ended with distribution of participation certificate to the participants.

Annexures - I: DO letter from JS (P)



Aradhana Patnaik, IAS
Joint Secretary



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली-110011
Government of India
Ministry of Health and Family Welfare
Nirman Bhawan, New Delhi-110011

D.O. No. Z-18015/35/2021-NHM-II
Dated the: 12th January, 2024

Respected Sir/Madam,

Under National Quality Assurance Standards, Public Health facilities need to undergo NQAS assessment by empanelled External Quality Assessors to achieve the National Certification. However, with increase in number of health facilities for NQAS External Assessment, there is a need to increase the pool of External Assessor further.

2. The **6th 'Regional External Assessors' Training** is being scheduled during **18th -23rd March 2024** by Regional Resource Centre for North-eastern States, branch of NHSRC, New Delhi at **Guwahati, Assam**. For the proposed training, NE & Eastern States are requested to identify suitable candidates as in under:

2.1. MBBS/BDS/AYUSH/B.Sc (Nursing)/Master's in Public Health/Master's in Health/Hospital Administration or equivalent. Preferences to be given those, who have successfully undergone Internal Assessor Training under NQAS. Faculties of Medical Colleges, who are willing to travel and spare time for assessment, may also be encouraged and nominated.

2.2. **Mandatory 10 years post qualification experience** in direct Careofpatient/ProgrammeAdministration/HealthAdministration/Health Consultancy/Relevant teaching field.

2.3. Experienced contractual candidates may also be considered subject to submission of an undertaking to serve for a minimum period of 2 (Two) years, if found suitable otherwise.

2.4. Fitness to travel extensively.

2.5. The successful candidate will undertake 6 State level and 4 National level certification assessments in a year as per the request of NHSRC. Failing which the empanelment may be cancelled. An honorarium would be paid by the state for the assessment days spent in undertaking the Certification Assessment.

3. Nominated candidates need to attend a series of online sensitization sessions on various topics related to the National Quality Assurance Standard conducted by QPS Division, Regional Resource Centre prior to the External Assessor Training, details of which would be shared subsequently after receiving the confirmed list of nominated candidates from the states.

4. External Assessor training will commence at sharp **9 AM on 18th March 2024**, thus the outstation participants are expected to reach Guwahati a day prior. An evaluation will be carried out on **23rd March 2024** and the successful participants will be



awarded with External Assessors Certificate under the National Quality Assurance Standards subject to fulfilling all the required criteria prescribed in Operational guideline.

5. Accommodation and other logistics of the State nominees will be borne by RRC – NE
6. Whereas TA/DA has to be borne by the State.
7. State wise tentative number of allocations are in Annexure I. The list of the nominated candidates along with the details of the personal information of the State nominees as per the attached prototype of the short bio-data form (Annexure II) may please be communicated to rrcnes-asm@nic.in and eat.rrcne@gmail.com **positively by 15th February 2024.**

Yours sincerely

Sd/-
(Aradhana Patnaik)

Addl. Chief Secretary/Principal Secretary/Secretary, H&FW, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/ West Bengal

Copy to:

- Mission Director, National Health Mission, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/ West Bengal
- PPS to JS (Policy) MoHFW
- PS to Director NHM (II)
- PS to ED NHSRC


(Aradhana Patnaik)

Annexure - II: Training Agenda

6th Regional Cum 33rd National External Assessors' Training on National Quality Assurance Standards

Day 1 – 18 th March 2024 (Monday)		
Time	Topic	Resource Person
08:30 AM - 08:45 AM	Registration	RRCNE
08:45 AM - 09:00 AM	Pre-training Evaluations	RRCNE
Inauguration Session		
09:00 AM - 09:10 AM	Welcome Address	Dr Ashoke Roy, Director RRCNE
09:10 AM - 09:20 AM	Objective of the training (Online)	Dr J N Srivastava, Advisor-QPS, NHSRC
09:20 AM - 09:30 AM	Address by Special Guest (Online)	Dr Anusha Lama, MD, NHM, Sikkim
09:30 AM - 09:40 AM	Address by Chief Guest	Dr Madhulika Jonathan, CoF, UNICEF
09:40 AM - 09:55 AM	Introduction by Participants	RRCNE
09:55 AM - 10:00 AM	Vote of Thanks	Dr Raj Prabha Moktan, Lead Consultant, RRCNE
10:00 AM - 10:30 AM	Group Photography followed by tea break	
10:30 AM - 11:30 AM	Overview of Quality in the Public Health System	Dr Raj Prabha Moktan, Lead Consultant-RRCNE
11:30 AM - 01:00 PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma, Lead Consultant-QPS, NHSRC
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Measurement System under National Quality Assurance Standards	Dr Anup Basistha, Senior Consultant-QPS, RRCNE
03:00 PM - 03:15 PM	Brief about exercises	QPS Team
03:15 PM - 04:30 PM	Exercise on the intent of Area of Concern	QPS Team
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 05:30 PM	Exercise on Measurement System	QPS Team

Day 2 – 19 th March 2024 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:15 AM	Area of Concern A: Service Provision under NQAS	Dr Deepika Sharma, Lead Consultant-QPS, NHSRC
10:15 AM - 11:00 AM	Area of Concern B: Patients' Rights under NQAS	Dr Anup Basistha, Sr Consultant-QPS, RRCNE
11:00 AM - 11:15 AM	Tea Break	



11:15 AM - 12:00 PM	Area of Concern C: Inputs under NQAS	Dr Ajay Arya, Consultant-QPS, RRCNE
12:00 PM - 01:15 PM	Area of Concern D: Support Services under NQAS	Dr Deepika Sharma, Lead Consultant-QPS, NHSRC
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:00 PM	Area of Concern E: General Clinical Services (E1-E9) under NQAS	Dr Annapoorna, Consultant-QPS, NHSRC
03:00 PM - 04:15 PM	Exercise on Area of Concern A & B	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercise on Area of Concern C & D	QPS Team

Day 3: 20th March 2024 (Wednesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	RRCNE
09:30 AM - 11:00 AM	Area of Concern G: Quality Management System- I	Dr Annapoorna, Consultant-QPS, NHSRC
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:15 PM	Key intervention at Ayushman Aarogya Mandir (HWCs) & CPHC.	Dr. Meena Chavan, SPM, Jphiego
12:15 PM - 01:15 PM	Area of Concern E: National Health Program	Dr Raj Prabha Moktan, Lead Consultant-RRCNE
01:15 PM - 02:00 PM	Lunch	
02:00 PM - 03:15 PM	Area of Concern F: Infection Control Practices	Dr Ajay Arya, Consultant-QPS, RRCNE
03:15 PM - 04:15 PM	Area of Concern -H: Outcome Indicators under NQAS	Dr Ravikar Singh, Consultant-QPS, RRCNE
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercise on Area of Concern E	QPS Team

Day 4: 21st March 2024 (Thursday)

Time	Time	Time
09:00 AM - 09:15 AM	Recap	RRCNE
09:15 AM - 10:30 AM	Area of Concern G: Quality Management System- II	Dr Annapoorna, Consultant-QPS, NHSRC
10:30 AM - 11:15 AM	Principle of NQAS Assessment & Ethical Issues in Assessment of Health Facilities	Dr Neeraj Gautam, Sr Consultant-CU, NHSRC
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:15 PM	Continual Improvement in NQAS assessed facilities: Action Plan	Mr. Anand Yadav, Consultant-QPS, NHSRC
12:15 AM - 01:00 PM	Key Components of Report Writing with exercise	Dr Neeraj Gautam, Sr Consultant-CU, NHSRC



01:00 AM - 1:30 PM	IT Initiative under NQAS	Mr. Anand Yadav, Consultant-QPS, NHSRC
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 03:15 PM	Area of Concern E: Specific Clinical Services (E10 – E16) under NQAS	Dr Rohini Kumar, Public Health Expert, External Faculty
03:15 PM - 04:15 PM	Area of Concern E: RMNCHA Services (E17 – E22) under NQAS	Dr Rohini Kumar, Public Health Expert, External Faculty
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:00 PM	Role Play	Mr. Anand Yadav, Consultant-QPS, NHSRC
05:00 PM - 05:30 PM	Briefing about the field visit & Group work	Dr Anup Basistha, Sr Consultant-QPS, RRCNE

Day 5: 22nd March 2024 (Friday)

Time	Topic	Resource Person
09:00 AM - 01:00 PM	Field Visit	QPS Team
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:30 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:30 PM - 04:15 PM	Presentation & Discussion on Field Visit	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:45 PM	Presentation & Discussion on Field Visit	QPS Team

Day 6: 23rd March 2024 (Saturday)

Time	Topic	Resource Person
09:00 AM - 10:00 AM	Revision	Mr. Anand Yadav, Consultant-QPS,
10:00 AM - 10:30 AM	Tea Break	
10:30 AM - 01:00 PM	Post Training Evaluation	RRCNE/NHSRC
01:00 PM - 01:10 PM	Take home message from Advisor-QPS, NHSRC (Online)	Dr J N Srivastava, Advisor-QPS, NHSRC
01:10 PM - 01:20 PM	Concluding remarks from Executive Director, NHSRC (Online)	Maj Gen (Prof) Atul Kotwal, SM, VSM, Executive Director, NHSRC
01:20 PM - 01:30 PM	Valedictory/Feedback	Dr Raj Prabha Moktan, Lead Consultant-RRCNE
01:30 PM onwards	Lunch	



Annexure - III: Participants Feedback

A. Session-wise Participant feedback average score

Day: 1	Topic	Resource Person	Average Score
Session 1	Overview of Quality in Public Health System	Dr Raj Prabha Moktan	4.69
Session 2	Introduction to National Quality Assurance Standards	Dr Deepika Sharma	4.88
Session 3	Measurement System under National Quality Assurance Standards	Dr Anup Basistha	4.72
Day: 2	Topic	Resource Person	Average Score
Session 1	Area of Concern A: Service Provision under NQAS	Dr Deepika Sharma	4.81
Session 2	Area of Concern B: Patients' Rights under NQAS	Dr Anup Basistha	4.75
Session 3	Area of Concern C: Inputs under NQAS	Dr Ajay Arya	4.70
Session 4	Area of Concern D: Support Services under NQAS	Dr Deepika Sharma	4.86
Session 5	Area of Concern E: General Clinical Services under NQAS	Dr Annapoorna	4.81
Day: 3	Topic	Resource Person	Average Score
Session 1	Area of Concern G: Quality Management System- I	Dr Annapoorna	4.81
Session 2	Comprehensive Primary Health Care and Key intervention at Ayushman Aarogya Mandir (HWCs)	Dr Meena Chavan	4.79
Session 3	Area of concern F: Infection Prevention under NQAS	Dr Ajay Arya	4.74
Session 4	Area of Concern -H: Outcome Indicators under NQAS	Dr Ravikar Singh	4.75
Session 5	Area of Concern E: National Health Program	Dr Raj Prabha Moktan	4.71
Day: 4	Topic	Resource Person	Average Score
Session 1	Area of Concern G: Quality Management System- II	Dr Annapoorna	4.84
Session 2	Principle of NQAS Assessment & Ethical Issues in Assessment of Health Facilities	Dr Neeraj Gautam	4.81
Session 3	Continual Improvement in NQAS assessed facilities: Action Plan	Mr. Anand Yadav	4.73
Session 4	Key Components of Report Writing	Dr Neeraj Gautam	4.85
Session 5	IT Initiative under NQAS	Mr. Anand Yadav	4.73
Session 6	Area of Concern E: Specific Clinical Services under NQAS	Dr Rohini Kumar	4.81
Session 7	Area of Concern E: RMNCHA Services under NQAS	Dr Rohini Kumar	4.79



B. Faculty wise feedback Analysis

Sl.	Training's Attribute	Average Score
1	Dr Raj Prabha Moktan, Lead Consultant-RRCNE	4.70
2	Dr Deepika Sharma, Lead Consultant-QPS, NHSRC	4.85
3	Dr Anup Basistha, Sr Consultant-QPS, RRCNE	4.73
4	Dr Neeraj Gautam, Sr Consultant-CU, NHSRC	4.83
5	Dr Annapoorna, Consultant-QPS, NHSRC	4.82
6	Dr Ajay Arya, Consultant-QPS, RRCNE	4.72
7	Mr. Anand Yadav, Consultant-QPS, NHSRC	4.74
8	Dr Ravikar Singh, Consultant-QPS, RRCNE	4.75
9	Dr Rohini Kumar, External Faculty	4.80
10	Dr. Meena Chavan, SPM, Jhpiego	4.79

C. Field Visit Feedback:

Sl.	Domain	Average score
1	Hospital selection by RRCNE Team	4.57
2	Timing for Field Visit	4.60
3	Logistic Arrangement (Bus & Snacks)	4.66
4	Co-ordination among team members during field visit	4.75
5	Co-ordination among team members for presentations	4.64
6	Co-ordination & Management during Hospital Visit by QPS Team	4.77
7	Rating of your learning from other groups competency, knowledge about their presentations	4.55
8	How you rate overall exercise to achieve the learning objectives	4.79

D. Overall Feedback of NQAS Training:

Sl.	Training's Attribute	Average Score
1	The usefulness of the information received in the Training	4.83
2	The structure of the training session	4.75
3	The pace of the training sessions	4.64
4	Inclusion of relevant exercises and activities	4.75
5	Easy to follow content, language, and instructions	4.69
6	Well balanced theory and practical elements	4.68
7	The usefulness of the training material	4.77
8	Overall rating of the Training	4.77

E. Hotel/accommodation Feedback

Sl.	Domain	Average Score
1	Check-in Process	4.51
2	Connectivity of wi-fi in hotel	3.85
3	Room Amenities (Bed, Mattress, Hygiene, Cleaning of Rooms, Water Bottles, Beverages, Sachets etc.)	4.03
4	Food & Snacks – Hygiene, Taste, Servings etc.	3.97
5	Overall Rating of the Hotel	4.09



Annexure – IV: Participant exercises and Group Work Scoring

Sl.	Participant 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	Area of Concern G
1	Ms. Binga Marde	8.0	8.0	7.5	7.0	7.5	7.0	9.0	8.0
2	Dr. Dipen Saikia	8.0	9.0	7.5	7.0	7.5	7.5	8.5	8.0
3	Dr. Om Pradhan	8.0	8.0	9.3	9.0	9.3	8.8	9.0	9.0
4	Dr. R. N. Thongchi	8.0	8.0	9.5	8.5	9.0	9.0	9.0	8.0
5	Dr. Anasuya Bordoloi Maurya	9.0	9.0	8.0	7.5	8.0	8.0	9.3	8.5
6	Ms. Chayanika Dutta	8.0	9.0	8.0	10.0	10.0	8.0	9.0	9.0
7	Dr. Manas Jyoti Kotoky	9.0	8.0	9.0	9.0	10.0	9.0	9.0	9.0
8	Dr. Manjit Boruah	9.0	9.0	8.0	8.0	8.0	8.0	9.0	8.5
9	Ms. Nazneen Sultana Rohman	9.0	10.0	8.0	8.0	8.0	9.0	9.0	9.0
10	Mr. Sourav Saikia	8.0	8.0	8.0	8.0	9.0	9.0	8.5	8.5
11	Dr. Subhakanta Behera	9.0	8.0	8.0	8.5	8.0	8.0	9.5	8.5
12	Dr. Gopal Mishra	8.0	9.0	8.0	8.0	10.0	8.0	9.0	8.5
13	Dr. Rajeev Kumar	8.5	9.0	9.5	9.0	9.0	8.8	9.0	9.0
14	Dr. Samapti Pal	9.0	9.0	7.5	8.0	8.0	8.0	9.0	8.5
15	Dr. Amresh Kumar	8.5	9.0	8.0	8.0	8.0	8.0	9.0	8.5
16	Dr. Bimlesh Kumar	8.0	8.0	9.3	9.5	9.0	8.5	9.0	9.0
17	Dr. Ranjit Prasad	7.0	8.0	8.5	8.0	8.5	8.0	9.0	8.0
18	Dr. Sanasam Jupitar	9.0	8.0	8.0	8.0	8.0	9.0	8.0	8.5
19	Dr. Salmatchi K Sangma	8.0	9.0	10.0	8.0	10.0	8.0	9.0	9.0
20	Dr. Wandarity Mawlong	9.0	9.0	8.0	8.0	8.0	8.0	9.0	8.5
21	Dr. C. Lalhmingmawii	8.0	8.0	9.0	9.3	9.0	8.5	9.0	9.0
22	Dr. C. Vankhuma	8.0	8.0	8.0	8.0	8.0	8.0	9.3	8.5
23	Dr. Elsa Lalramzauvi Pachuau	8.0	8.0	9.0	9.0	10.0	9.0	8.5	9.0
24	Dr. Evelyn Lalremsangi Hmar	9.0	10.0	8.0	8.0	9.0	9.0	9.5	9.0
25	Dr. Lalrengpuii Ralte	8.0	9.0	8.0	10.0	10.0	8.0	9.0	9.0
26	Dr. Zonunsangi Khiangte	9.0	9.5	8.0	8.0	8.0	8.0	9.0	8.5
27	Dr. Holiba A. Anar	8.0	8.0	8.5	8.0	9.0	8.0	9.0	8.5



Sl.	Participant 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	Area of Concern G
28	Dr. L. Chensangba	8.0	9.0	9.0	8.0	10.0	9.0	8.0	9.0
29	Dr. Rati kanta Sahoo	8.0	9.0	10.0	10.0	8.0	8.0	9.0	9.0
30	Dr. Sanjeeb Kumar Dash	8.5	9.5	8.0	8.0	8.0	8.0	8.5	8.5
31	Dr. Tapaswini Panigrahi	9.0	9.0	8.0	8.0	8.0	8.0	9.0	8.5
32	Mrs. Padma Kumari Chettri	8.0	8.0	9.0	9.3	9.0	8.8	9.0	9.0
33	Ms. Prasansamani Ruth Rai	9.0	9.0	9.0	9.0	9.0	9.0	9.5	9.5
34	Dr. Alok Kumar Dhar	8.0	9.0	9.0	9.0	9.0	8.0	8.5	9.0
35	Dr. Arunjit Roy	9.0	8.0	8.5	8.0	8.0	8.0	8.5	8.5
36	Dr. Jatileswar Debbarma	8.0	8.0	8.0	9.0	8.0	8.5	9.3	8.5
37	Dr. Joydeep Acharjee	8.0	9.0	8.0	10.0	10.0	8.0	9.0	9.0
38	Dr. Pralay Dutta	9.0	9.0	8.0	8.0	8.0	8.0	8.0	8.5
39	Dr. Shely Dhar	9.0	9.0	8.0	9.0	8.0	8.0	9.0	9.0
40	Dr. Chandan Sarma	8.0	9.0	10.0	10.0	10.0	8.0	10.0	9.5
41	Dr. Kusum Baruah	9.0	9.5	8.0	8.0	8.0	8.0	9.5	9.0
42	Ms. Shahnaaz Hussain	8.0	8.0	9.0	9.0	9.8	8.5	9.0	9.0
43	Dr. Sourabh Upadhyay	9.0	8.0	8.0	7.0	7.0	8.0	8.5	8.0
44	Dr. Mithilesh Chandra Suri	9.0	9.5	9.3	9.0	9.0	9.0	9.0	9.5
45	Mr. Mukesh Kumar	7.0	8.0	8.5	8.0	8.0	8.5	9.5	8.5
46	Ms. Suganthira S	8.0	8.0	8.0	9.0	9.0	8.0	8.5	8.5
47	Mrs. V. Poornima Sakthivel	9.0	10.0	9.0	9.0	8.0	9.0	8.0	9.0
48	Ms. Bandana Moktan	8.0	9.0	10.0	10.0	8.0	8.0	9.0	9.0
49	Mrs. Breenila Targain	9.0	9.0	8.0	8.0	8.0	8.0	9.0	8.5
50	Dr. Mingma Lhamu Sherpa	9.0	9.0	9.0	8.0	7.0	8.0	9.0	8.5
51	Mr. Ajay Singh Shekhawat	8.0	9.0	8.0	10.0	8.0	8.0	10.0	9.0
52	Dr. Khan Mustafa Mohd Yousuf	9.5	9.5	9.5	9.8	9.8	9.0	9.0	9.5
53	Dr. Sagnik Roy	9.0	9.0	9.0	8.0	8.0	9.0	9.0	9.0

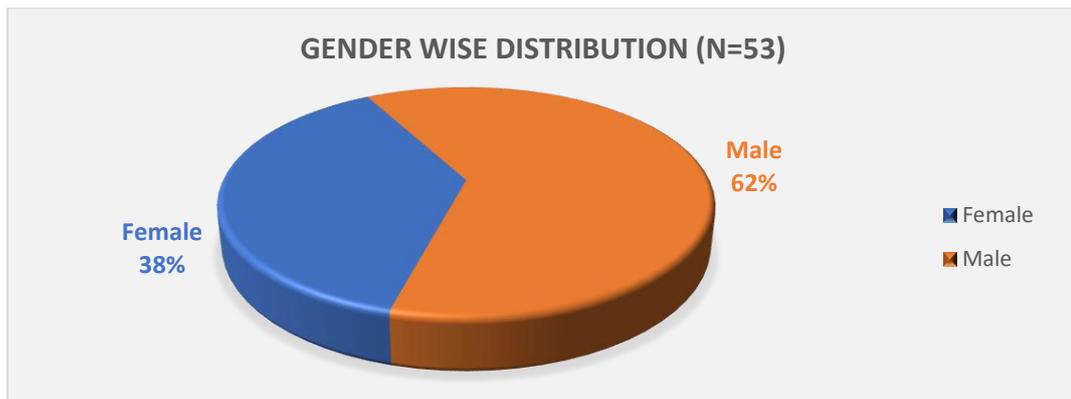


Annexure V: Equity Report

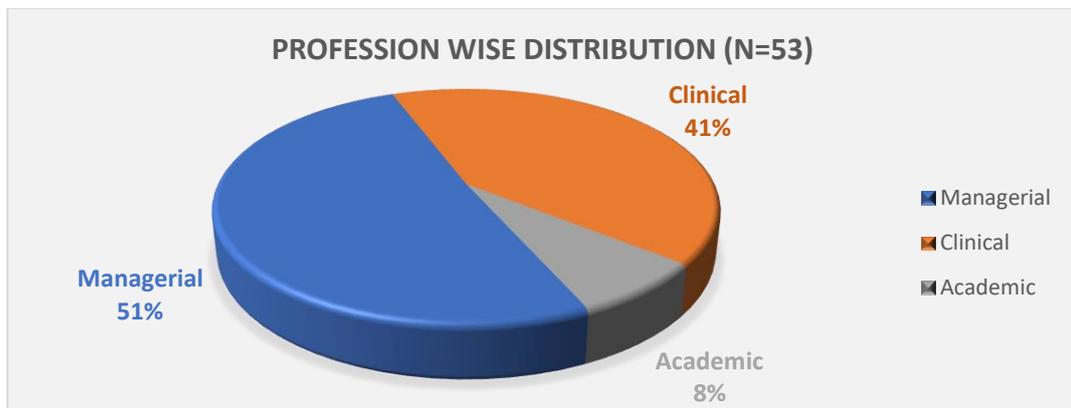
In the 6th Regional cum 33rd batch of National External Assessor Training as held at IIBM Campus, Guwahati Assam, total 53 Participants attended the training and 03 participants reappeared for the exams.

An analysis has been done as per the criteria mentioned below under equity report:

1. **Gender wise** distribution is 31 (Male): 22 (Female).



2. **Profession wise** distribution is Academic-4, Clinical-22, and Managerial-27.

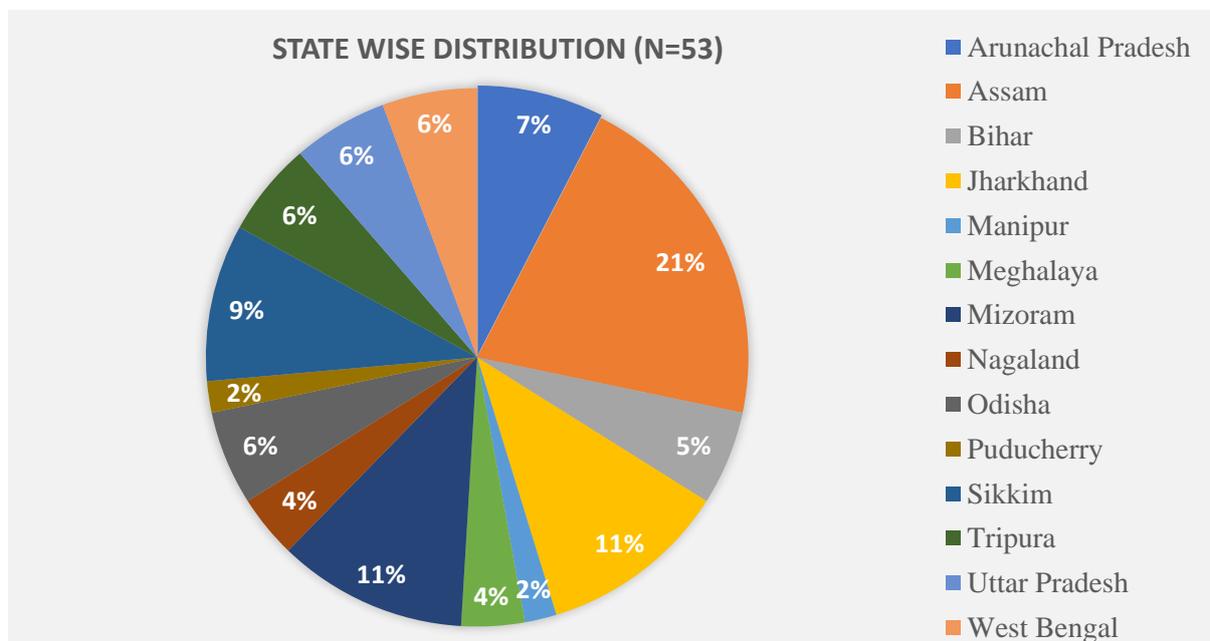


3. **Sponsor wise:** State Sponsored: Private nomination distribution is 39:14.



4. **State wise:** Geographical Distribution of the participants are as follows:

Sl.	Name of State	No. of Participants
1	Arunachal Pradesh	4
2	Assam	11
3	Bihar	3
4	Jharkhand	6
5	Manipur	1
6	Meghalaya	2
7	Mizoram	6
8	Nagaland	2
9	Odisha	3
10	Puducherry	1
11	Sikkim	5
12	Tripura	3
13	Uttar Pradesh	3
14	West Bengal	3
	TOTAL	53



Annexure VI: List of Qualified Candidates:

Sl.	State	Name
1	Assam	Ms. Chayanika Dutta
2	Assam	Dr. Manas Jyoti Kotoky
3	Assam	Dr. Manjit Boruah
4	Assam	Ms. Nazneen Sultana Rohman
5	Assam	Dr. Kusum Baruah
6	Assam	Dr. Sourabh Upadhyay
7	Assam	Dr. Subhakanta Behera
8	Assam	Ms. Shahnaaz Hussain
9	Assam	Dr. Chandan Sarma
10	Bihar	Dr. Rajeev Kumar
11	Bihar	Dr. Samapti Pal
12	Bihar	Dr. Gopal Mishra
13	Jharkhand	Dr. Mithilesh Chandra Suri
14	Jharkhand	Mr. Mukesh Kumar
15	Jharkhand	Dr. Bimlesh Kumar
16	Jharkhand	Ms.. Suganthira S
17	Manipur	Dr. Sanasam Jupitar
18	Meghalaya	Dr. Wandarity Mawlong
19	Meghalaya	Dr. Salmatchi K Sangma
20	Mizoram	Dr. C. Vankhuma
21	Mizoram	Dr. Evelyn Lalremsangi Hmar
22	Mizoram	Dr. C. Lalhmingmawii
23	Mizoram	Dr. Elsa Lalramzauvi Pachuau
24	Mizoram	Dr. Zonunsangi Khiangte
25	Mizoram	Dr. Lalrengpuii Ralte
26	Nagaland	Dr. Holiba A. Anar
27	Odisha	Dr. Rati Kanta Sahoo
28	Odisha	Dr. Sanjeeb Kumar Dash
29	Odisha	Dr. Tapaswini Panigrahi



30	Puducherry	Mrs. V. Poornima Sakthivel
31	Sikkim	Ms. Bandana Moktan
32	Sikkim	Ms. Prasansamani Ruth Rai
33	Sikkim	Dr. Mingma Lhamu Sherpa
34	Sikkim	Mrs. Padma Kumari Chettri
35	Tripura	Dr. Jatileswar Debbarma
36	Uttar Pradesh	Mr. Ajay Singh Shekhawat
37	Uttar Pradesh	Dr. Khan Mustafa Mohd Yousuf
38	Uttar Pradesh	Dr. Sagnik Roy
39	West Bengal	Dr. Joydeep Acharjee
40	West Bengal	Dr. Shely Dhar
41	West Bengal	Dr. Pralay Dutta
Reappear Candidates		
1	Assam	Mr. Bikash Ranjan Dutta
2	Assam	Mr. Chiranton Pareh
3	Odisha	Dr. Sravan Kumar Sahukar

