



Assessment protocol as an observer

Assessors are expected to visit the facility as an observer in their first national level assessment under NQAS/ LaQshya/ MusQan to observe the assessment process. Assessors' opinion regarding the scoring and compliance towards certification criteria may not be considered for the particular assessment. Assessors are requested to refer the protocol given below:

1. General -

- a. Assessors will be contacted atleast 21 days prior to the assessment.
- b. As soon as the assessor give the verbal confirmation, a declaration form of confidentiality will be e-mailed to the assessor. Assessors are expected to submit the filled declaration form of confidentiality within 3 days of receipt of form.
- c. Once the assessor submits the declaration form of impartiality an official mail with the letter will be sent to State/ UT atleast 14 days prior to assessment.
- d. Assessors are expected to maintain the confidentiality during the conduct of assessments.
- e. Feedback of the performance would be provided by the co-assessors.

2. Travel Norms -

- a. The assessment cost (Travel cost, Boarding, Lodging, Local Travel and Honorarium) will be reimbursed by Certification unit, NHSRC.
- b. Assessors to book their Boarding and lodging themselves and submit their bills/ claim forms within 3 working days on completion of assessment.
- c. Assessors can undertake their journey as per the defined protocols, however assessor must ensure to opt for the shortest possible route between the stations.
- d. Details for undertaking travels are given below:

Mode of Journey	
By Air:	<ul style="list-style-type: none"> ➤ Flight journey is applicable only when the distance between the stations is more than 500 Kms. ➤ Class: Economy
By Rail	<ul style="list-style-type: none"> ➤ For distance between 150 to 500 kms approved mode of travel is Train.
By Road	<ul style="list-style-type: none"> ➤ For distance between 0-150 Kms acceptable mode of transport is AC bus/AC taxi. Fare will be reimbursed on submission of original receipt and duty slip of Taxi Service.
Accommodation, Per Diem & Honorarium	
Accommodation per day	<ul style="list-style-type: none"> ➤ Upto ₹ 5,000/- only (taxes additional)
Per Diem	₹ 900/ day No separate payment for food/beverages/laundry or others will be reimbursed.
Honorarium	50% of the honorarium will be reimbursed to the assessor during the conduct of assessment as an observer.



Note:

1. Assessors to opt for the shortest direct route only.
2. Any deviation from the travel rules given above would require prior approval from NHSRC.
3. Post Assessment: Assessors to submit honorarium claim forms within 3 working days of completion of assessment in separate envelope. Assessors to post the self-attested original bill of the local claim forms, tickets/ boarding passes of the air travel, tickets of the rail travel for further processing along with the filled honorarium claim form (**Form F/Adm-08/13 Rev 03** (attached to this letter)) after reaching back to the base destination.
4. Reimbursement will be completed within 30 working days of receipt of original bills at Certification Unit, NHSRC.

Following points may also be considered for further clarification related to reimbursement:

1. **Air Tickets:**
Will be accepted only when the original boarding passes along with the self-attested e-ticket are attached with the claim.
2. **Road Travel Bills:**
Hired vehicle: Original attested bills and signed duty slips to be claimed for hired car along with the vehicle number and the distance travelled in kilometres.
3. **Accommodation Bill:**
Original bill of hotel is mandatory (whether hotel is booked directly or by MMT/ Trip Advisor etc.) which should be duly signed by the hotel management and self-attested by the Assessor in the letter head of the respective hotel, for the duration of the stay, which must not be more than ₹ 5,000/- per day (additional taxes).
4. **Food Bill:**
₹ 900/ day will be given to assessor. **No separate payment for food/beverages/laundry will be reimbursed.**