



## **Surprise Assessment Protocol for the Assessor**

Dear Assessor,

We would like to acknowledge your active participation in conducting national level assessments under NQAS/LaQshya/ MusQan. Regarding the surprise assessments, you are requested to refer the protocol given below:

### **1. General -**

- a. Assessor will be contacted 72 hours prior to the assessment.
- b. As soon as the assessor give the verbal confirmation, a declaration form of confidentiality will be mailed 72 hours prior to the assessment. Assessors are expected to submit the filled declaration form of confidentiality within 8 hours of receipt of form.
- c. On the receipt of declaration form of Impartiality, a formal letter with details of assessment will be e-mailed to the state atleast 48 hours prior to assessment. The letter will also be marked to the permitting authorities to grant permission for the scheduled assessment. Therefore, the same letter to be considered as reliving/ invitation letter for assessment.
- d. Assessors may contact State/ UT, 48 hours prior to assessment for seeking support in boarding / lodging.
- e. Assessors are expected to maintain the confidentiality in the conduct of assessments.
- f. Post assessment kindly ensure that score and certification status is not disclosed to the facility, district & state.

### **2. Toolkit -**

Selected department checklist will be mailed 48 hours prior to the conduct of assessment, in case of non-receipt of toolkit kindly email to [Nqas.nhsrcc@gmail.com](mailto:Nqas.nhsrcc@gmail.com).

### **3. Travel Norms –**

#### **Pre-assessment:**

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



Mode of Journey	
By Air:	<ul style="list-style-type: none"><li>➤ Flight journey is applicable only when the distance between the stations is more than 500 Kms.</li><li>➤ Class: <b>Economy</b></li></ul>
By Rail	For distance less than 500 kms approved mode of travel is Train.
By Road	<ul style="list-style-type: none"><li>• AC bus/AC taxi fare on production of Receipt and Duty Slip of Taxi Service.</li></ul>
Accommodation, Per Diem & Honorarium	
Accommodation per day	<ul style="list-style-type: none"><li>• Upto ₹ 5,000/- only (taxes additional)</li></ul>
Per Diem	₹ 900/ day <b>No separate payment for food/beverages/laundry or others is reimbursable.</b>
Honorarium	₹ 4000/ day for staff of health department ₹ 7000/ day for other category (Non-Government) Additional allowance for one day travel Kindly refer DO No. NHSRC/ 14-15/ QI/01/ Assessment of Health Facilities – pt-1

Note:

1. Flight/ Train/ Road travel is by the shortest direct route only.
2. Any deviation from the travel rules given above would require prior approval from NHSRC.

#### 4. Post Assessment-

- I. Assessor to submit the below mentioned documents
  - a. Assessment report to be submitted on the day of completion of assessment
    - Soft copy to be mailed at [Nqas.nhsrc@gmail.com](mailto:Nqas.nhsrc@gmail.com),
    - Hard copies (word format report only) to be sent by registered post/ courier (Title – NQAS surprise assessment) and marked to - Consultant, Certification Unit, Quality & Patient Safety Division, NHSRC Baba Gang Nath Marg, NIHFWS Campus Munirka, New Delhi – 110067, after reaching back the base destination.
- II. Assessor to submit honorarium claim forms within 3 working days of completion of assessments in separate envelope. Title- Claim forms of surprise assessment.
  - a. Assessor 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.
  - b. Bills must be sent by post to the address given in 4(I)a.



The claim will only be processed after the receipt of the Complete Assessment Report by the Certification Unit, NHSRC

- c. Reimbursement will be completed within 30 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:**

Must be duly signed by the Hotel Management and self-attested by 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.

**4. Food Bill:**

₹ 900/ day will be given to assessor. **No separate payment for food/beverages/laundry or others is reimbursable.**