

**Date: 10<sup>th</sup> July, 2024**

**Guidance notes for registration and creation of availability on SaQsham portal**

Currently NQAS certification is being undertaken through SaQsham portal. Therefore, all activities and sub-activities required for the certification need to be managed through the portal. Your participation in assessment process is also fully integrated in the SaQsham portal. Henceforth, there will not be any calling from certification unit except during exceptional circumstance.

We request for your cooperation by observing the following protocol:

1. Please register yourself in the SaQsham portal within 7 days of issue of this guidance note through the following URL: <https://saqsham.nhsrindia.org/>

Please go to register tab, if you are registering for the first time.

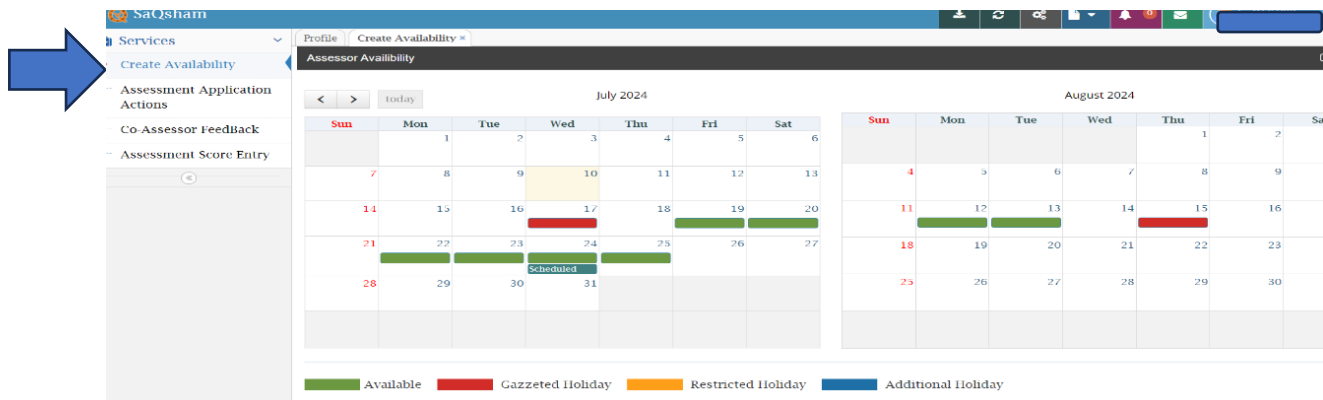
While registering, please select **Assessor** in USER type.

After registration, you will receive your credentials through your registered email id after due approval of the CU-NHSRC within 72 hours of registration.

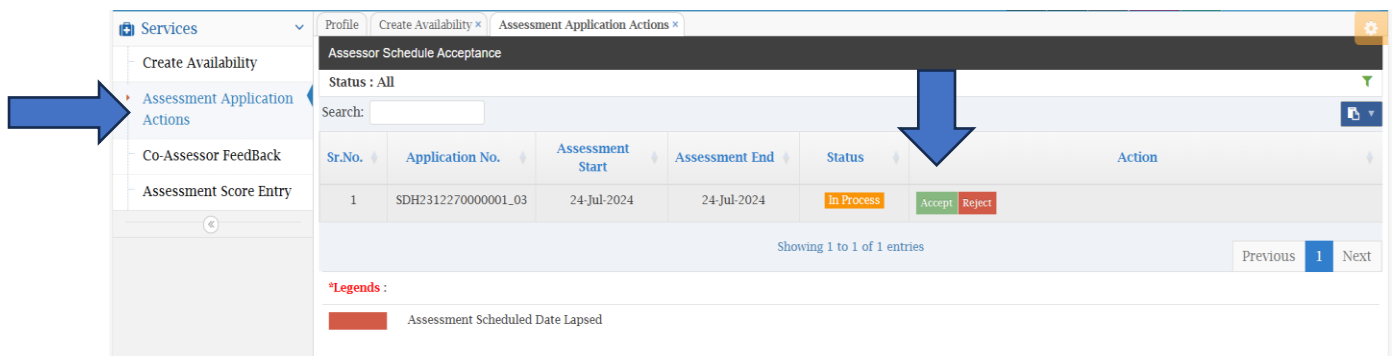
You may refer the guidelines to registration process by just click **register or search on YouTube: how to register in SaQsham portal**.

*In case of any further guidance, please refer user manual & user guide enclosed as annexure. You may also contact: Dr Neeraj Gautam @ 9792044111 & Dr Ranjit Kr Mandal @ 9874229798.*

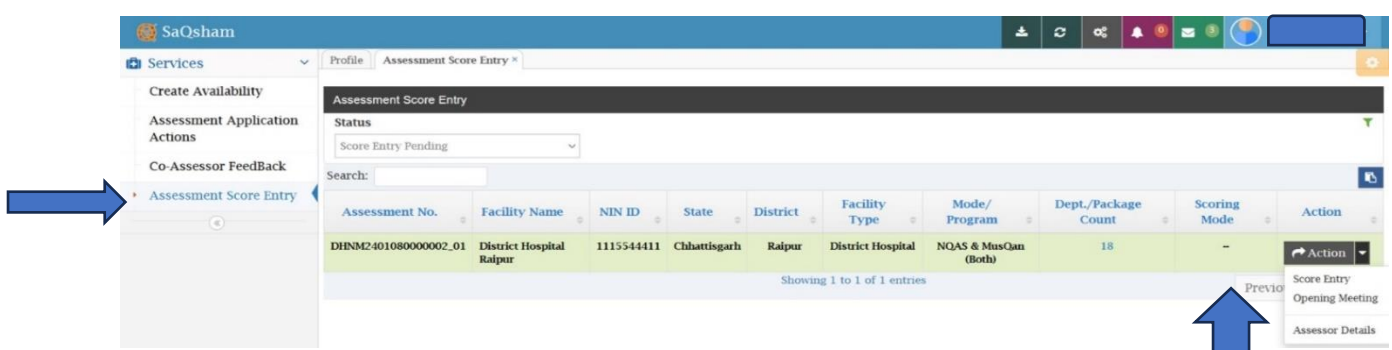
2. After receiving the credentials from the Certification Unit (CU) in your register email id, please update your profile including empanelment Certificate Number, academic qualifications, work experience, training attended, reliving authority email id, type of job (Govt/Non-Govt), contact details, etc.
3. Any false information like Job type, reliving authority email id may invite disciplinary actions including removal of your name from the list of empanelled assessors.
4. Once you have updated your profile, you need to create your availability in *Service tab (Top Left side corner)* in SaQsham portal for undertaking the assessment. At any given point, availability can be given up to a period of coming 90 days.



5. Assessment will be assigned to only those External Assessors who have given availability in the SaQsham portal.
6. For regular NQAS assessment, all deputations are being done through SaQsham portal only, you need to give your acceptance within 3 days of scheduling.
7. For acceptance, please go to the Acceptance pending tab in the middle of your screen on the SaQsham portal. Non -acceptance within the timeline will lead to auto-cancellation and assessment will be allotted to next available assessor.



8. Reconfirmation for the assessment must be done after seeking due approval from the relieving authority before 15 days of scheduled assessment. Declaration of Impartiality tab will open along with Re-confirm itself. Kindly fill it simultaneously.
9. There is no provision of sending toolkit through mail in SaQsham. Assessment tool, Opening and closing meeting formats will be visible on SaQsham on the day of assessment only.



- 10.**Non-acceptance of three consecutive assessment may lead to de-empanelment.
- 11.**After the completion of the assessment, the feedbacks are expected to be filled by the assessors.
- 12.**For Assessors modules, you may kindly refer the **Annexure A** (User manual & User Guide for SaQsham).

S/d: Advisor-QPS(CU), NHSRC



Training Manual & User Guide  
**NHSRC**



**User Manual & User Guide**  
**National Health System Resource Centre**  
**SaQsham**

**Version No.: 1.0**

**Release Date: 20-Oct-2022**



**‘Anusandhan Bhawan’**

C-56/1, Sector- 62, Institutional Area,  
Noida - 201307, District Gautam Budh Nagar (Uttar Pradesh)

Tel.: 0120 – 3063311-13, Fax: 0120 – 3063317

Website: [www.cdac.in](http://www.cdac.in)



# User Manual & User Guide **NHSRC**



## **Table of Contents**

1. Purpose of the Manual .....	3
2. Assessor Desk.....	3
2.1 Assessor Profile .....	3
2.1.1 Edit Profile.....	4
2.1.1.1 Education Profile.....	5
2.1.1.2 Work Experience .....	5
2.1.1.3 Previous Assessment.....	6
2.1.1.4 Reporting Details.....	7
2.1.1.5 Training Details .....	7
2.1.2 Create Availability .....	8
2.1.3 Assessment Application Actions .....	10
2.1.4 Assessment Score Entry .....	15
2.1.5 Co-assessor FeedBack .....	17
2.1.6 Change Password .....	18
2.1.7 Help Desk .....	19
2.1.7.1 Raise a Ticket.....	19
2.1.7.2 View the Solution .....	21



## 1. Purpose of the Manual

The User Manual contains all essential information for the users to make full use of the SaQsham Application. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and systematic procedures for application access and use.

With the help of this User Manual, the “**Assessors**” will be able to edit their profiles, create their availabilities for the assessments and will be able to accept or reject from the assessment schedules. Along with that, the user will be able to fill the documents and the scores for the assessment they have accepted or conducted.

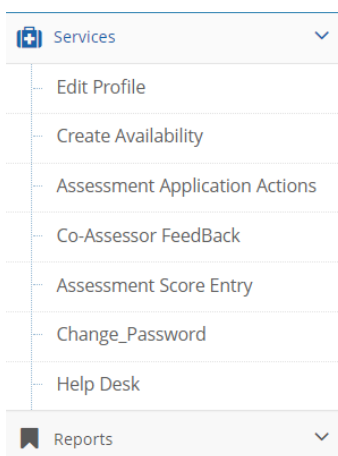
## 2. Assessor Desk

### 2.1 Assessor Profile

This section is the **visual display of personal data associated with a specific assessor**. Here, the user will be able to edit his profile and manage his availability for assessments.

To do so, the user have the following available under the “**Services**” Menu -

1. Edit Profile
2. Create Availability
3. Assessment Application Actions
4. Co-Assessor Feedback
5. Assessment Score Entry
6. Change Password
7. Help Desk





## User Manual & User Guide NHSRC



### 2.1.1 Edit Profile

Here, the user will be able to view and edit the following details –

- Personal Details
- Education Details
- Work Experience
- Previous Assessment Details
- Reporting Details
- Training Details

The user will be able to do so by clicking on their respective menus available to the screen.

**Step – 1** – The user will click on the “**Edit Profile**” Menu under the “**Assessor Profile**” Menu. The following screen will be displayed –

Full Name	User Type
Mr. Dhruva Sreenivasa Chakravarthi	Assesor
Email Id	Mobile No
dschakri@rediffmail.com	7013037586, 9848145227
State	Designation
Andhra Pradesh	-
Certificate No	
EQ/V235 /Delhi V/2018	

Edit Profile	
* Father's Name	01-Jan-1900
Current Address	* Permanent Address
Prashant Hospital, Plot no. GO, 2nd lane, LIC Colony, Opposite ITI, Vijaywada-520008.	Prashant Hospital, Plot no. GO, 2nd lane, LIC Colony, Opposite ITI, Vijaywada-520008.
Office Address	* Category
Enter Office Address	General
* Mobile No	* Email Id
7013037586, 9848145227	dschakri@rediffmail.com
Alternative Mobile No	Alternative Email Id
Please Enter Alternative Mobile No	Enter Alternative Email Id

On the above screen, the user will be able to view his personal details.

Along with that, the user will be able to edit details such as **Father's Name, Current Address, Category, Date of Birth, Permanent Address**. The mandatory fields are marked with a red asterisk sign.

The user will also be able to update the following details on this page –

- Education Profile
- Work Experience
- Previous Assessment
- Reporting Details
- Training Details



## User Manual & User Guide NHSRC




From the above points, it is mandatory for the user to add “**Work Experience**” and “**Reporting Details**”.

### 2.1.1.1 Education Profile

**Step – 1** – The user will click on the box “**Education Profile**”. The following screen will appear –

Edit Profile

  
[Update Picture](#)  
**Dr. Deep kumar Debbarma**

[Edit Profile](#)[Education Profile](#)[Work Experience](#)[Previous Assessment](#)[Reporting Details](#)[Training Details](#)

Full Name	Dr. Deep kumar Debbarma	User Type	Assesor
Email Id	dr.deepkumar@gmail.com	Mobile No	9862670872 / 7005513426
State	Tripura	Designation	-
Certificate No	EQW153/Delhi IV/2017		

Qualifying Education	Qualification	Examination Passed	Year of Passing	Specialization	Class / Division	Upload Certificate	Marks(%) / CGPA	
<input type="radio"/>	Enter Qualification	Select Value	Select Value	Select Value	- Please select	<input type="button" value="No File"/> <input type="button" value="Choose"/>		<input checked="" type="checkbox"/>

On the above screen, under the Education Profile section, the user will be able to add his educational qualification.

**Step – 2** – The user will click on the “+” sign on the top right of the “Education Profile” section. The user will add the details and click on the “tick” sign to add it.

Qualifying Education	Qualification	Examination Passed	Year of Passing	Specialization	Class / Division	Upload Certificate	Marks(%) / CGPA	
<input checked="" type="radio"/>	MBBS	Graduate	1998	Surgeon	First	<a href="#">file_Document_30Sep2022-12:02:38...</a> ✖	56.0	<input checked="" type="checkbox"/>

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

### 2.1.1.2 Work Experience

**Step – 1** – The user will click on the box “**Work Experience**”. The following screen will appear –






# User Manual & User Guide NHSRC



Edit Profile



Update Picture

Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience

Previous Assessment

Reporting Details

Training Details

Full Name	Dr. Deep kumar Debbarma	User Type	Assesor
Email Id	dr.deepkumar@gmail.com	Mobile No	9862670872 / 7005513426
State	Tripura	Designation	-
Certificate No	EQA/153/Delhi IV/2017		

Work Experience

Total Reports: 1

Current	Comp/Org Name	State	District	Start Date	End Date	Job Type	Nature of duties	Experience Letter	Work Experience	
<input type="radio"/>	Select Value	Select 1	Select 1			Select 1	Select 1	No File ... <div>Choose</div>		

On the above screen, under the Work Experience section, the user will be able to add his job details along with the experience letter that he has done so far.

**Step – 2** – The user will click on the “+” sign on the top right of the “Work Experience” section. The user will add the details and click on the “tick” sign to add it.

Work Experience

Total Reports: 1


Current	Comp/Org Name	State	District	Start Date	End Date	Job Type	Nature of duties	Experience Letter	Work Experience	
<input checked="" type="radio"/>	NHSRC	Karnataka	Bangalore	02-Sep-2013	30-Sep-2022	Govt	Clinical	<a href="#">file Document 30Sep202..</a>	9 Year 0 Months	

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

## 2.1.1.3 Previous Assessment

**Step – 1** – The user will click on the box “Previous Assessment”. The following screen will appear –

Edit Profile



Update Picture

Dr. Deep kumar Debbarma

Edit Profile

Education Profile

Work Experience

Previous Assessment

Reporting Details

Training Details

Full Name	Dr. Deep kumar Debbarma	User Type	Assesor
Email Id	dr.deepkumar@gmail.com	Mobile No	9862670872 / 7005513426
State	Tripura	Designation	-
Certificate No	EQA/153/Delhi IV/2017		

Previous Assessment

Total Reports: 0

Facility Type	State	Region	District	Name of Facility	Program	Prev Assessment Dates From	Prev Assessment Dates To
---------------	-------	--------	----------	------------------	---------	----------------------------	--------------------------



## User Manual & User Guide NHSRC




On the above screen, under the Previous Assessment section, the user will be able to view the details of any previous assessment he has done and for which facility.

### 2.1.1.4 Reporting Details

**Step – 1** – The user will click on the box “Reporting Details”. The following screen will appear –




Edit Profile

  
Update Picture  
Dr. Deep kumar Debbarma

[Edit Profile](#)[Education Profile](#)[Work Experience](#)[Previous Assessment](#)[Reporting Details](#)[Training Details](#)

Full Name	Dr. Deep kumar Debbarma	User Type	Assesor
Email Id	dr.deepkumar@gmail.com	Mobile No	9862670872 / 7005513426
State	Tripura	Designation	-
Certificate No	EQA/153/Delhi IV/2017		




**Reporting Details** Total Records: 1

Current	Name	Address	Email	Contact No	Designation	Company/Organisation Name	
<input type="radio"/>	Please enter Report	Please enter Reporting Add	Please enter reporting Offi	Please enter Contact No	Select Value	Select Value	  

On the above screen, under the Reporting Detail section, the user will be able to add the details of his reporting authority.

**Step – 2** – The user will click on the “+” sign on the top right of the “Reporting Detail” section. The user will add the details and click on the “tick” sign to add it.

**Reporting Details** Total Records: 1

Current	Name	Address	Email	Contact No	Designation	Company/Organisation Name	
<input checked="" type="radio"/>	Deepika Sharma	Delhi	deepikasharma@gmail.com	8989898989	Additional Director	null	  

In the first column, there are radio-buttons provided. By clicking on any one, the user can choose the latest one.

### 2.1.1.5 Training Details



**Step – 1** – The user will click on the box “Training Details”. The following screen will appear –



# User Manual & User Guide NHSRC



Edit Profile

  
  
**Dr. Deep kumar Debbarma**

Edit Profile

Education Profile

Work Experience

Previous Assessment

Reporting Details

Training Details

Full Name	Dr. Deep kumar Debbarma	User Type	Assesor
Email Id	dr.deepkumar@gmail.com	Mobile No	9862670872 / 7005513426
State	Tripura	Designation	-
Certificate No	EQA/153/Delhi IV/2017		

**Training Details**Total Reports: 1

Re-Certification Training	Training Type	Training name	From Date	To Date	Address	State	District	Remarks	
<input type="checkbox"/>	Online	Please enter Training Program				Select Va	Select Val		

On the above screen, under the Training Detail section, the user will be able to add the details of the certification trainings he has done along with dates.

**Step – 2** – The user will click on the “+” sign on the top right of the “Training detail” section. The user will add the details and click on the “tick” sign to add it.

**Training Details**Total Reports: 1

Re-Certification Training	Training Type	Training name	From Date	To Date	Address	State	District	Remarks	
<input checked="" type="checkbox"/>	Online	Assessor Training Programme	30-Sep-2022	30-Sep-2017	--	--	--	Completed	

## 2.1.2 Create Availability

Here, the user will be able to create his availability i.e. the user will be able to select the days on which he is available for assessment.

To create the availability, the user must follow the following steps –

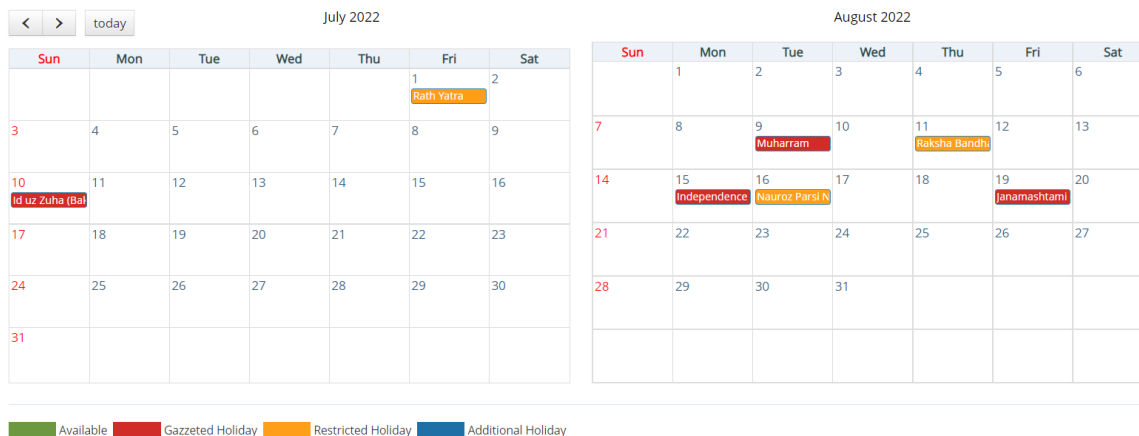
**Step – 1** – The user will click on the “**Create Availability**” Menu under the “Services” Menu. The following screen will be displayed –



# User Manual & User Guide NHSRC



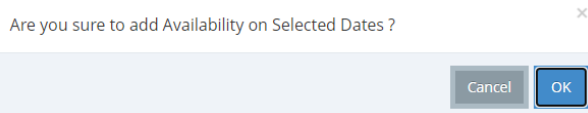
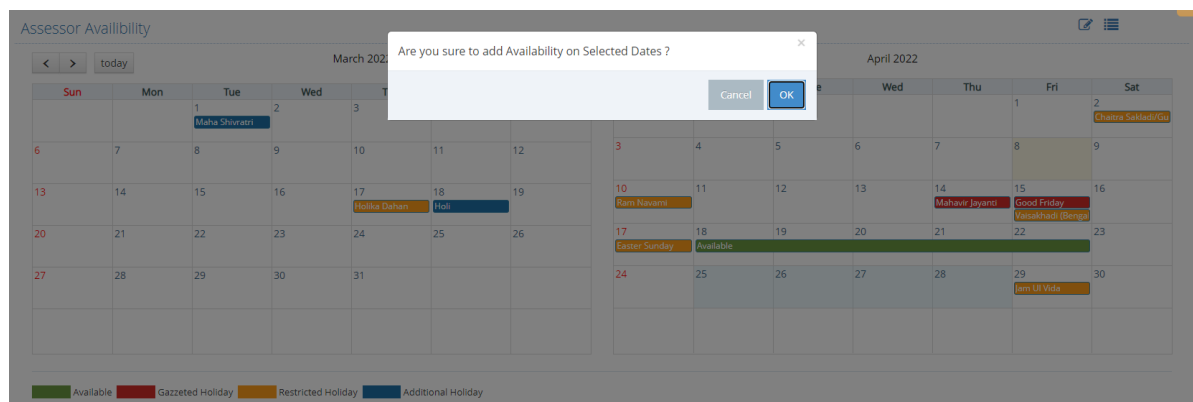
## Assessor Availability



On the above screen, the user will also be able to see the holidays marked on the calendar. All the holidays and the availability can be differentiated by different colors. The colors and their significance is as follows –



**Step – 2 – To create availability**, the user will click on the date/dates he wants to be available for. To do so the user can either click on one date or can drag and select multiple dates. Post that, a pop-up will appear.



The pop-up will ask for confirmation from the user. The user will click on “Ok” button to confirm. Finally, after confirmation, the **available days will be marked with green color**.



# User Manual & User Guide NHSRC



April 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2 Chaitra Sakladi/Gu
3	4	5	6	7	8	9
10 Ram Navami	11	12	13	14 Mahavir Jayanti	15 Good Friday Vaisakhadi (Bengal)	16
17 Easter Sunday	18 Available	19	20	21	22	23
24	25 Available	26	27	28	29 Jam Ul Vida	30

The user will not be able to create availability on “**Gazetted Holidays**”, but will be allowed to create availability on “**Restricted Holidays**” and “**Additional Holidays**”.

## 2.1.3 Assessment Application Actions

In this section, the user will be able to accept or reject the scheduled assessments proposed by the Certification Cell.

**Step – 1** – The user will click on the “**Assessment Application Actions**” Menu under the “**Services**” Menu. The following screen will be displayed –

Assessor Schedule Acceptance						
Status : All						
Search: <input type="text"/>						
Sr.No.	Application No.	Schedule Start	Schedule End	Status	Action	
1	DHNL2209220000001_01	03-Oct-2022	04-Oct-2022	In Process	Accept	Reject
2	PHCN2209260000001_01	29-Sep-2022	30-Sep-2022	Re-Confirmed	View Declaration of Impartiality	Team Lead Selected
					View Travel Itinerary	View Tool Kit
					View	
Showing 1 to 2 of 2 entries						
					Previous	Next

Here, the user will be able to view all the assessment applications along with their dates that were sent by the Certification Cell.

At first, the user will be able to perform any one of the 2 actions i.e. either “**Accept**” or “**Reject**”.

Assessor Schedule Acceptance						
Status : All						
Search: <input type="text"/>						
Sr.No.	Assessment No.	Schedule Start	Schedule End	Status	Action	
1	PHC2204057001_01	18-Apr-2022	19-Apr-2022	In Process	Accept	Reject



## User Manual & User Guide **NHSRC**



### Accept –

**Step – 2** – The user will click on either of the option is “Action” column to proceed ahead.

Action
Accept Reject

If the user wants to accept the assessment schedule, click on “**Accept**”. The following pop-up will appear –

**Confirm Schedule** ×

Confirm your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

Note: Information regarding assessment details will be shared with you 15 days prior to scheduled date

Write Message if any :

Confirm

The user can enter remarks in the text box given.

**Step – 3** – Once the user has accepted, the user will have 2 options – either he can “**Re-Confirm**” or either he can “**Withdraw**”.

If the user wants to withdraw, click on the “**Withdraw**” button in the “Action” Column. The following pop-up will be displayed –

**Withdraw Schedule** ×

Withdraw your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

\*Write Message or Remarks :

Withdraw



## User Manual & User Guide **NHSRC**



If the user wants to re-confirm, click on the “**Re-Confirm**” button in the “Action” Column. The following pop-up will be displayed –

**Re-Confirm Schedule** ×

Re-Confirm your Scheduled Date: 18-Apr-2022 to 19-Apr-2022

Note: Information regarding assessment details will be shared with you 15 days prior to scheduled date

Write Message if any :

**Re-Confirm**

Once the user has re-confirmed, 3 options will be displayed in the “Action” column.

Action				
Declaration of Impartiality	Team Lead Selection	Fill Travel Itinerary	Withdraw	View

The user will have to enter the following details –

- Declaration of Impartiality
- Team Leader Selection
- Fill Travel Itinerary

### **Declaration of Impartiality –**

**Step – 1** – The user will click on the “**Declaration of Impartiality**” button under the “Action” column. The following screen will be displayed –



# User Manual & User Guide

## NHSRC



Name of Health Facility: DH SIDHI

Full Address : hospital chauk , nh-75 , , 7822

Applied Department / Program: Accident and Emergency, Auxiliary Services, Blood Bank, General Administration, Labour Room, Maternity OT / NQAS & LaQshya (Both)

### Declaration Of Impartiality

#### Declaration of Impartiality and Confidentiality

National Health Systems Resource Centre, New-Delhi

External Assessment of Public Health facilities under National Quality Assurance

1	Full Name	Dr Rita Gupta
2	Address	Jeewan Nursing Home, Rohtak Gate Chowk, Dadri Road, Near Khassa Hospital, Bhiwani, 127021, Haryana
3	Qualification	aktu
4	Present Organization	
5	Designation	Additional Director
6	Name of the Health Facility assessed	DH SIDHI
7	Date(s) of Assessment	03-Oct-2022 To 04-Oct-2022
8	Name Of Departments to be Assessed	Accident and Emergency, Auxiliary Services, Blood Bank, General Administration, Labour Room, Maternity OT

I declare that

Click on submit to save.

### Fill Travel Itinerary –

**Step – 1** – The user will click on the “**Fill Travel Itinerary**” button under the “**Action**” column. The following screen will be displayed –

Profile x Manage Availability x Manage Assessments x

### Fill Travel Itinerary

Name of Health Facility: CHATLA, Assam

Application Details

Address: , CHATLA HIGH SCHOOL ,  
Zip Code: 781312  
State: Assam  
Nearest Railway Station:  
Nearest Airport:

Application No.: PHC2204057001\_01  
Applied for: NQAS  
Applied Date: 08-Apr-2022  
Applied Departments: General Administration, IPD, Laboratory, Labour Room, National Health Programme, OPD  
Selected Assessment Date: 18-Apr-2022 To 19-Apr-2022

Itinerary of Assessment for Dr. Mrinalini Mani			
	From/To	Date	Flight/Bus/Train Details
Arrival			-Please select-
Departure			-Please select-

Generate Back

The user will have to enter the details and click on “**Generate**” button.

Itinerary of Assessment for Dr. Mrinalini Mani			
	From/To	Date	Flight/Bus/Train Details
Arrival	Delhi	17-Apr-2022	flight
Departure	Assam	20-Apr-2022	flight

After submitting, the user can view the itinerary by clicking on “**View Travel Itinerary**” under the “**Action**” column.





## User Manual & User Guide **NHSRC**



### Team Leader Selection –

**Step – 1** – The user will click on the “**Team Leader Selection**” button under the “Action” column. The following screen will be displayed –

Team Lead Selection

Assessor Name	
Dr Rita Gupta <input type="radio"/>	Dr Ishita Pant <input type="radio"/>

The assessors will have the option to choose among themselves the team leader and can choose from here.

The user will have to select the radio button in front of the name of the assessor chosen as team leader, and click on “**Save**” button to save it.

### Reject –

If the user wants to reject the assessment schedule, click on “**Reject**”. The following pop-up will appear –

Reject Schedule ×

Reject your Scheduled Date: 17-Oct-2022 to 17-Oct-2022

\*Write Message or Remarks :

The user can enter remarks in the text box given. It is mandatory.

Click on the “**Reject**” button to submit.

Once the assessor rejects the assessment schedule, the status updates to “**Rejected**” on the list page.



## User Manual & User Guide NHSRC



Assessor Schedule Acceptance					
Status : All					
Search: <input type="text"/>					
Sr.No.	Application No.	Schedule Start	Schedule End	Status	Action
1	CHCNL2209220000001_01	17-Oct-2022	17-Oct-2022	Rejected	

### 2.1.4 Assessment Score Entry

In this section, the user can fill the scores for the assessment that the user has conducted at the facility. The user will have the option either to directly enter from the Gunak Mobile Application or from the SaQsham application. The scores entered in the Gunak Mobile Application will reflect directly on the SaQsham portal.

To enter the scores, the user will follow the following steps –

**Step – 1** – The user will click on the “**Assessment Score Entry**” under the “**Services**” Menu. The following screen will be displayed –

Application List For Result Generation								
Search: <input type="text"/>								
Assessment No.	Facility Name/NIN ID	State	Facility / Basic Type	Programme Mode/Name	Applied Date	Applied Dept. Count	Status	Action
SDHL2209200000001_01	SDH Ajnala/4235637487	Punjab	Sub-District Hospital / Sub-District Hospital	Physical / LaQshya	20-Sep-2022	2	Document Generation Done	<a href="#">View</a> <a href="#">Proceed</a>
Showing 1 to 1 of 1 entries								
							Previous	Next

The details of the assessment done will be visible on the list page.

**Step – 2** – To proceed with the scoring, the user will click on the “**Proceed**” button, under the “**Action**” column. The following screen will be displayed –

Result Generation Details

Scorecard Summary

Labour Room

M-OT

Scorecard For SDH Ajnala ( Sub-District Hospital )

No Assessment Done...Kindly Fill Department Score

On top of the page, the departments for which the assessment is done will be visible.

**Step – 3** – To enter the scores, the user will go on the particular departments and enter the score in the checklist.



# User Manual & User Guide

## NHSRC



Reference No.	Measurable Elements	Checkpoints	Compliance	Assessment Method	Means Of Verification	Remarks
National Quality Assurance Standard For SDH Ajnala ( Sub-District Hospital )						
Checklist For Labour Room						
Area Of Concern - Service Provision						
Standard A1	The facility provides Curative Services					
ME A1.1	Services are available for the time period as mandated	Labour room service is functional 24X7	2	RR/SI	Verify with records that deliveries have been conducted in night on regular basis	
Standard A2	The facility provides RMNCHA Services					
ME A2.1	The facility provides Reproductive health Services	Availability of Post Partum IUD Insertion services	2	RR/SI	Verify with records that PPIUD services have been offered in labour room	
ME A2.2	The facility provides	Septic Delivery & Delivery of HIV			Check if infected delivery cases are managed at	

Once the user has entered the score, he will have to save the result. To do so, click on the “**Final Save**” button at the bottom of the page. Once the user has done final save, the user won’t be able to modify the score.

Once the user has saved the final scores, a “**Scorecard Summary**” will be generated. The user will click on it to view it.

### Result Generation Details

Scorecard Summary	Labour Room	M-OT	
Scorecard For SDH Ajnala ( Sub-District Hospital )			
Hospital Score Card (Department Wise)			
Labour Room 100%		M-OT 100%	
Hospital Quality Score Card Area of Concern wise			
Service Provision 100%	Patient Rights 100%	Inputs 100%	Support Services 100%
Clinical Services 100%	Infection Control 100%	Quality Management 100%	Outcome 100%



## User Manual & User Guide NHSRC



### 2.1.5 Co-assessor FeedBack

In this section, the user can fill the co-assessor feedback form after assessment. The user can give feedback of the assessor that with which he has assessed the facility.

**Step – 1** – The user will click on the “Co-Assessor FeedBack” under the “Services” Menu. The following screen will be displayed –

External Co-Assessor FeedBack List					
Status :Active					
Search: <input type="text"/>					
<input type="checkbox"/>	Application No.	Program	Assessment Date	Co-Assessor Name	Action
<input type="checkbox"/>	SDHL220920000001_01	LaQshya	30-Sep-2022 To 01-Oct-2022	Mr. Dhruva Sreenivasa Chakravarthi	<a href="#">Fill FeedBack</a>
Showing 1 to 1 of 1 entries					
					Previous 1 Next

**Step – 2** – The user will click on “Fill Feedback” in the “Action” column. The following screen will be displayed –

[External Co-assessor Feedback Form](#) » Fill Feedback

#### External Co-Assessor Feedback Form

Dear Esteemed Assessor

On behalf of National Health Systems Resource Centre, we would like to thank you for providing your continuous support to conduct National level assessments.

Central Quality Assurance Supervisory Committee needs Co assessor(s) feedback for 360degree appraisal of assessors which is an important aspect of external assessors evaluation process.

Hence, we request you to provide feedback of Co assessor(s) who had conducted the External Assessment with you on each of the following attributes using a five-point scale, as given below, where 5=Significantly exceeded the Expectation, 4= Exceeded the Expectation, 3= Met Expectation, 2= A bit below Expectation, 1= Well below Expectation.

Information provided by you would be kept confidential and would only be used for improving the assessment process as part of Internal Quality Improvement Plan.

Name of the Facility Assessed & Name of the State		SDH Ajnala & Punjab				
Assessment Date		30-Sep-2022 To 01-Oct-2022				
Co-Assessor's Name		Mr. Dhruva Sreenivasa Chakravarthi				

Sr.No	Attributes	Poor	Fair	Good	Very Good	Excellent
1	Contribution during the preparation of assessment plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Punctuality as per the assessment schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The user will have the option to choose from the following attributes –

- Poor
- Fair
- Good
- Very Good
- Excellent

**Step – 3** – Finally, to submit, the user has to click on the “Submit” button. Also, the user has the option to “Reset” or “Back”.



## User Manual & User Guide **NHSRC**



### 2.1.6 Change Password

In this section, the user will be able to change his current password for his login credentials.

To change the password, the user should follow the following steps –

**Step – 1** – The user will click on the "Change Password" Menu under the "Services" Menu. The following screen will be displayed –

Change\_Password > Change

Old Password \* Enter Old Password

New Password \* Enter Password

Confirm Password \* Re-Enter Password

Save Reset

In the above screen, the user will enter the old password along with the new password.

**Step – 2** – Once the passwords are entered on the above screen, the user has the following two options.

Save Reset

The user will click on the "save" button to save the password, or else he can click on "reset" to remove the entered passwords.

**Step – 3** – Once the user clicks on the "save" button, the new password details will be sent on the users Email ID provided.

Also, it is mandatory for the user after changing the password, the user should logout once and login with the new credentials. If the user does not logout, and tries to click on some menu, the following pop-up will be displayed.

nhsrcluat.dcservices.in says

You changed your Password recently, So Please Logout and Login again to continue

OK



## User Manual & User Guide **NHSRC**



On the successful updation of password, the user will receive the following email on the email ID provided by him.

Dear User,

Your Password is changed successfully.Following are your credentials:-

Login Id:-dqau\_panna\_1

Password:-123456aA@

Thanks and Regards

National Health Systems Resource Center (NHSRC),  
Ministry of Health & Family Welfare, Government of India,  
NIHFW Campus, Munirka, New Delhi.

For assimilation and dissemination of knowledge, visit [cakes.cdac.in](http://cakes.cdac.in)

### 2.1.7 Help Desk

In this section, the user will be able to create tickets for any issue he is facing while using the SaQsham portal.

#### 2.1.7.1 Raise a Ticket

To raise a ticket, the user will have to follow the following steps –

**Step – 1** – The user will click on the "**Help Desk**" Menu under the "Services" Menu. The following screen will be displayed –

Ticket Raised List							+ Add
Status : All							▼
Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
No Record Found							

It will show no records if no ticket has been raised previously.

**Step – 2** – The user will click on the "**Add**" button to raise a ticket. The following screen will be displayed –



## User Manual & User Guide **NHSRC**



New Ticket Raise >

\*Select State Madhya Pradesh

\*Select Menu

\*Select Subject

Upload File

\*Description

File Allowed Size is 10 MB and valid file extensions are ( pdf | jpg | png | jpeg | PNG | JPG | JPEG | PDF | doc | docx | gif | GIF | xls | xlsx | zip ).File name should be in proper format and only some special character are allowed.(i.e. - and \_)

**Select Menu** – In the “**Select Menu**” option, the user will be able to select the menu in which he is currently facing the issue.

\*Select Menu

Upload File

xls | xlsx | zip ).File

- Select Value
- Change\_Password
- Facility Assessment Report
- Facility Incharge Master
- Help Desk
- Messages
- Pending Request
- Provisional User List

**Select Subject** – In the “**Select Subject**” option, the user will be able to select the subject of the issue.

\*Select Subject

\*Description

File Allowed Size is 10 MB and valid file extensions are ( pdf | jpg | png | jpeg | PNG | JPG | JPEG | PDF | doc | docx | gif | GIF | xls | xlsx | zip ).File name should be in proper format and only some special character are allowed.(i.e. - and \_)

- Select Value
- New Subject
- Design
- Functionality
- Issue with Pending request
- Problem

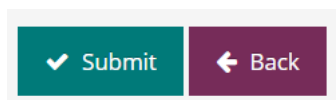
Along with the above 2, the user has the option to “**Upload**” a file that is related to the issue and the “**Description**” of the issue.



## User Manual & User Guide NHSRC



**Step – 3** – Once the user has entered the information related to the issue, the user will have the following 2 options to choose from –



Once the user clicks on the **submit** button, a ticket will be raised and the user will be able to view it in the list page.

Ticket Raised List								+ Add
Status : All								▼
Search: <input type="text"/>								🔍
	Ticket No.	Ticket Date	User	State	Menu	Subject	Status	
<input type="checkbox"/>	122090002	29-Sep-2022	DQAU Panna	Madhya Pradesh	Facility Incharge Master	Functionality	Open	
Showing 1 to 1 of 1 entries								Previous 1 Next

The user can view the status of the ticket in the “**Status**” column of the list page. A new ticket will have the status “Open”.

### 2.1.7.2 View the Solution

Once the administrator provides the solution for the raised ticket, the status will change to “Solution Received”.

**Step – 1** – To view the solution, click on the checkbox, 2 buttons will get activated on top right.



The user can either “**Modify**” or “**View Ticket**”.

By clicking on “**Modify**” button, the user will be able to make any changes in the ticket if required.

**Step – 2** – The user will click on the “View Ticket” button, to view the solution provided. The following screen will be displayed –





## User Manual & User Guide NHSRC



User/Ticket Details

User Details

Ticket Details

User Name : DQAU Panna

State Name: Madhya Pradesh

Contact Details : 7832642738/

Menu Name : Facility Incharge Master

Subject :Functionality

Ticket History

Iteration No. 1

Problem	Unable to change facility incharge details.	Date	29-Sep-2022	Uploaded File	_file_Document_29Sep2022-17:28:20.docx
Solution	Solution	Date	29-Sep-2022	Uploaded File	Document_29Sep2022-17:34:29.docx

Back

In the **top section**, the user can view the user details along with the ticket details.

In the **second section**, the user can view the problem raised along with the file that was uploaded.  
Under it the user can view the solution.