



सत्यमेव जयते



भारत सरकार  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
निर्माण भवन, नई दिल्ली-110011  
Government of India  
Ministry of Health & Family Welfare  
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**SAURABH JAIN, IAS**

JOINT SECRETARY

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D.O. No. Z.18015/27/2022-NHM-II

Date: 27<sup>th</sup> January 2025

*Dear Mission Director,*

Since the launch of the Virtual Assessment for Ayushman Arogya Mandir – Sub Health Centres (AAM-SHCs) on 28<sup>th</sup> June 2024, a significant number of applications have been received from various states for virtual certification.

As per the approved protocol for the virtual certification, 10% of the facilities achieving NQAS certification in virtual mode will also undergo onsite assessment for physical verification. The boarding, lodging, honorarium, and other expenses for physical verification will be borne by the state as per the norms.

The following decisions have been taken to enhance the credibility of virtual assessments –

1. It is reiterated that the Facilities must meet the CQSC-approved certification criteria to be eligible for the weightage calculation approved for the virtual certification.
2. States to ensure proper network connectivity during the virtual assessment. (In case, the virtual assessment is cancelled due to poor network connectivity, or any other reason, such AAM-SHCs will undergo for assessment in physical mode.)
3. Facilities achieving Quality Certification/Quality Certification with conditionality may apply for recertification in virtual mode.
4. Facilities getting deferred in national level assessment cannot apply for virtual assessments, such facilities will be assessed in physical mode.

You are requested to instruct the State Quality Assurance Units (SQAU) to follow the above-mentioned protocols.

*Regards,*

Yours sincerely

*[Signature]*  
(Saurabh Jain)

To  
Mission Directors – All States/UTs

Copy to:  
State Nodal Officers, Quality Assurance, All States/UTs