



8th Regional Cum 41st National External Assessors' Training 24th February – 1st March 2025



**8th Regional cum 41st National External Assessors' Training on
National Quality Assurance Standards**
Organized by:
**Regional Resource Centre for NE States
(Branch of National Health Systems Resource Centre)**



Date : 24th February - 1st March, 2025
Venue : Hotel Palacio, Khanapara, Guwahati-781022

**REGIONAL RESOURCE CENTRE FOR NORTH- EASTERN STATES (Branch of
NHSRC, MoH & FW, Govt of India, New Delhi)**



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Section -I

Background:

India has persistently worked towards enhancing 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 the 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. It facilitates continuous assessments, and capacity building through training, certification, and incentives, thereby strengthening the 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 empaneled External Quality Assessors. These assessors meet the qualification criteria outlined in the 'Operational Guidelines for Quality Assurance in Public Health Facilities' and undergo rigorous 06-day training followed by a post-training evaluation. Considering the growing number of health facilities undergoing NQAS and LaQshya External Assessments, it has become imperative to expand the current pool of NQAS External Assessors.

To address this need, the 8th batch of Regional cum 41st batch of National External Assessors' Training was organized by the Quality & Patient Safety Division of the Regional Resource Centre for NE States, with support from the QPS Division of NHSRC, New Delhi. The training took place at the Hotel Palacio, Guwahati, Assam from 24th February to 1st March 2025. A total of fifty-five (55) participants attended the training, which was tailored to provide knowledge, skills, and insights for assessing various healthcare facilities across India.

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 focuses on:

- Imparting in-depth knowledge and understanding about the various Areas of Concern, Standards, 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 Assessments.
- 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.

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- Instigate and strengthen the values of an independent assessor in participants' conduct. Impart necessary skills for professional report writing.
- Provide working knowledge for using IT-enabled tools (GUNAK & SaQsham) for assessments.

Aims & Objectives:

The aim of the 06-day External Assessors' training was focused on strengthening the capacities of the participants in knowledge, skills, and assessment of Operational Guidelines for Quality Improvement.

Training objectives:

- To acquire knowledge and skills to conduct objective assessments of healthcare facilities against pre-defined norms.
- To provide hands-on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence, and scoring.
- 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-vis future certification.
- To impart necessary skills for professional report writing and working knowledge for using IT-enabled tools for assessment.

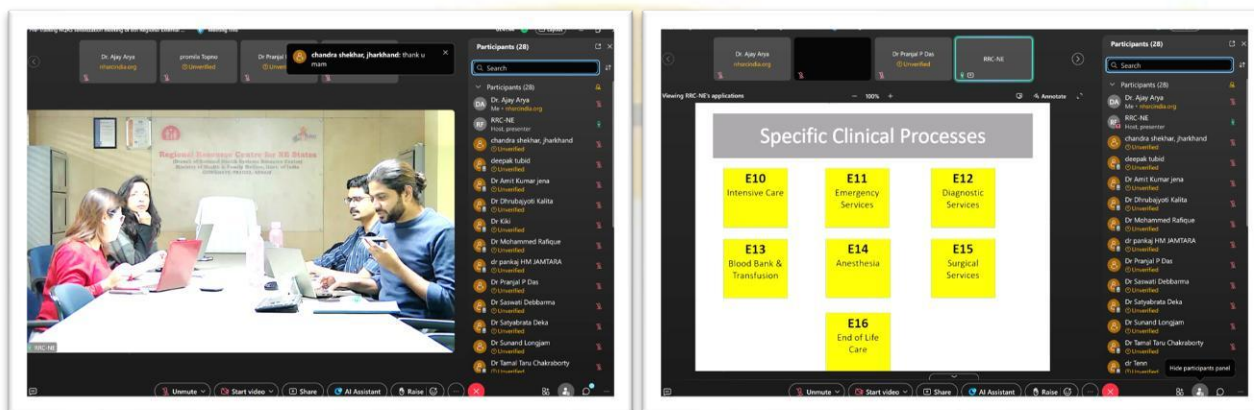
Methodology:

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

- Pre-training sensitization workshop: A series of online sensitization sessions on various topics under NQAS were conducted for govt participants.
- PowerPoint presentations
- Questions and Answers
- Exercises, Group work, and Group Presentations
- Brainstorming sessions
- Case studies
- Role Play
- Field Visit for practical exposure

Section II

Pre-training sensitization sessions: The Quality & Patient Safety (Q&PS) Division of the Regional Resource Centre for Northeastern States (RRCNE) conducted a series of online sensitization sessions for the state government nominated participants. These sessions, held on February 20 and 21, 2025, were attended by the candidates from seven Northeastern states (excluding Sikkim) as well as Bihar, West Bengal, Odisha, and Jharkhand. The primary goal was to familiarize participants with the National Quality Assurance Standards (NQAS), focusing on Areas of Concern, Standards, and Measurable Elements, ahead of the External Assessors' Training.



Training Pedagogy and curriculum overview:

The course syllabus was developed by the QPS Division of the National Health Systems Resource Centre (NHSRC). The subsequent 06-day training program featured in-depth sessions covering Standards, Measurable Elements, Checkpoints, and all Areas of Concern as outlined in the Operational Guidelines for Quality Assurance in Public Health Facilities. On February 28, 2025, participants, organized into eleven groups, conducted a field visit to various healthcare facilities in Assam: one District Hospital (Sonapur DH), two Community Health Centre-First Referral Unit (CHC-FRU), three Urban Primary Health Centres (UPHCs). This hands-on experience allowed the participants to conduct NQAS assessments and gain valuable "first-hand" exposure to real-world applications of NQAS.

To enhance engagement, the training incorporated numerous exercises and group work. These activities encouraged active participation, enabling attendees to deepen their understanding and refine their skills in preparation for their roles as External Assessors.

Following study materials in hard copies were provided to all the participants:

1. Operational Guidelines for Quality Assurance in Public Health Facilities 2021
2. National Quality Assurance Standards for Public Health Facilities 2020
3. Assessors Guidebook for Quality Assurance in District Hospital 2018 - Volume I
4. Assessors Guidebook for Quality Assurance in District Hospital 2018 - Volume II
5. Assessors Guidebook for Quality Assurance in District Hospital 2018 - Volume III
6. Assessors Guidebook for Quality Assurance in CHC(FRU)
7. Assessors Guidebook for Quality Assurance in PHC
8. Assessors Guidebook for Quality Assurance in UPHC
9. Assessors Guidebook for Quality Assurance in AAM-SC/HWC
10. Labour Room Quality Improvement Initiative – LaQshya
11. Revised Kayakalp Guideline-2024
12. Guideline for MusQan
13. A bag with a writing pad, pen, pencil, sharpener, eraser & sticky pad

Section III

a) Inaugural Session:

Dr. Munmee Das, Consultant-QPS, RRCNE, welcomed all participants to the inaugural session of the 8th Regional cum 41 National EAT. Dr. JN Srivastava, Advisor QPS, NHSRC and Maj Gen Prof Atul Kotwal, ED, NHSRC joined the inaugural session virtually. Dr. Raj Prabha Moktan, Director RRC-NE, Dr. Deepika Sharma, Lead Consultant, QPS, NHSRC and Dr. Pankaj Thomas, Lead Consultant, RRCNE graced the occasion by their presence in the inaugural session.



In her opening remarks, RRCNE Director **Dr. Raj Prabha Moktan** welcomed all the attendees and dignitaries to the 8th Regional External Assessors' Training. She emphasized on the significance of the training and urged everyone to participate wholeheartedly. She underlined on the importance of the NQAS Assessors in assisting facilities and other colleagues in the process of NQAS certification by offering advice and support.

NHSRC Advisor Q&PS Dr. J.N. Srivastava outlined the training's goals. Dr. Srivastava welcomed government representatives from 12 states and 11 non-government organizations to one of the nation's most sought-after training sessions. He talked on the growing emphasis on raising the standard of healthcare at the federal and state levels of government. The importance of the NQAS accreditation in raising the calibre of medical facilities nationwide was emphasized by Dr. Srivastava.

Dr. Srivastava stressed the need of communication & interaction during the training keeping in mind the different background of each participant. He claimed that as public health systems and programme administration can be intriguing for clinicians and the private practitioners; interaction and discussion among participants as well as with instructors would aid in the development of a thorough understanding of the NQAS system and how public health administration operates. He also underlined the importance of participation in the healthcare system as mentors, supporters, and assessors. Dr. Srivastava urged participants to actively participate and ask questions if they had any reservations during the course.



In his virtual participation, **Maj. Gen. (Prof.) Atul Kotwal, Executive Director, NHSRC**, outlined on the advancements in healthcare quality while highlighting the necessity of a robust pool of external assessors with critical professional attributes. He commended RRCNE for hosting the 8th EAT and for helping to train 350 of the country's 1600+ External Assessors. Dr. Kotwal emphasized the necessity for ongoing quality improvement while pointing out the growing importance of public health facilities, whose treatment coverage has increased from 15% in the 1990s to 35% now and nearly 100% for some illnesses. External assessors have played an important role in this process ever since the NQAS standards were introduced in 2013. He further added that assessments should be viewed as "fact-finding" rather than "fault-finding," with the goal of assisting facilities in maintaining service quality and filling in gaps.



b) Vote of Thanks:

RRC-NE Consultant **Dr. Ajay Arya** thanked all the dignitaries for their words of inspiration and encouragement. He expressed gratitude towards the QPS Division-NHSRC resource persons, the external moderator, and the government/private participants for their time and efforts. Dr. Arya urged the attendees to actively participate in the technical session in order to facilitate and ensure its success.

All the resource-persons were felicitated by the RRCNE with a *Phulam Gamasha*.



Pre-training evaluation: Before the commencement of the External Assessors' Training, a pre-training evaluation was conducted for all 55 participants which consisted of twenty-two (22) multiple choice questions.

Section IV: Technical Sessions

Day -1

Session 1: Overview of Quality in the Public Health System: Dr. Deepika Sharma, Lead Consultant, Q&PS, NHSRC, led the first technical session. She emphasized on the Overview of Quality in Public Service, especially the country's public health reform movement. Patient safety, effectiveness, accessibility, timeliness, affordability, efficiency, and equity are some of the key topics Dr. Sharma covered in her discussion of the National Quality Assurance Standards (NQAS) and how they align with ISQua norms.

She described the steps involved in getting public health facilities certified by the NQAS and detailed out the organizational structure for quality assurance in India. In order to give the participants as much transparency as possible, she also explained the roles and responsibilities of the assessors as well as the requirements for empanelment and de-empanelment under National Quality Assurance Standards.



Session 2: Introduction to National Quality Assurance Standards: The second session began with an introduction to the National Quality Assurance Standards by Dr. Deepika Sharma, Lead Consultant, QPS, NHSRC. She provided a thorough review of the standards, elucidated the extent of the many areas of concern, and described the purpose of each standard throughout this session. She gave the attendees a briefing on the use of reference materials and talked about how the standards are developed for different levels of healthcare facilities. Dr. Sharma also provided a comparative summary of the standards that apply at various levels of healthcare.

Sessions 3: Measurement System under National Quality Assurance Standards

The third session on the NQAS Measurement System & Assessment Protocols was facilitated by **Dr. Ajay Arya, Consultant -QPS, RRCNE**. By outlining the checklist's elements—such as the area of concern, standards, quantifiable components, checkpoints, and scorecard—the workshop sought to help participants comprehend its structure. In addition to discussing different assessment techniques, compliance, and grading guidelines, Dr. Arya examined their relationships with one another. Additionally, Dr. Arya emphasized the precise nature of the NQAS checklist and its features; he successfully communicated the function of a standardized measurement system in evaluating quality standards. He included a summary of departmental checklists in his conclusion.



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

All 56 participants were split up into six groups for group work and exercise, with nine to ten people in each group. A moderator was allotted to oversee and guide the group activities. The purpose and methodology of the exercises were explained by Dr. Sherin OP and the participants were then instructed to complete the assignment exercises on their own within a set amount of time. The overall purpose of the exercise was to enhance comprehension and application of the topics and ideas covered earlier in the day. The participants, after completion, discussed their assignments with their respective moderators.



Day 2

The recapitulation of the first day sessions was conducted by Dr Munmee Das, Consultant-QPS, RRC-NE. The objective was to revise the learning as well as to see the understanding by the participants of the sessions of the previous day.

Session 1: Area of Concern A (Service Provision under NQAS): Area of Concern A: Service provision of NQAS was taken by **Dr. Chinmayee Swain, Sr. Consultant, Q&PS** where she minutely discussed the standards under Service Provision and various measurable elements. She imparted her knowledge about the various functional services that must be available in healthcare facilities to end users and the importance of each service in facilities and departments.

The topics discussed under the Area of concern A- (Service Provision) were:

- A1- Curative Service
- A2- RMNCH+A Service
- A3- Diagnostic Service
- A4- Service under NHP
- A5- Support service
- A6- Services as per community needs.



Session 2: Area of Concern B (Patient Rights under NQAS): **Dr. Ravikar Singh, Consultant-QPS** RRCNE, 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 responsibilities of providers. 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 Ravikar elaborated on the 6 standards under AoC B from B1 to B6 which are as follows:

- B1 - Availability of Information about services and their modalities to patients and visitors
- B2 - Accessibility of services, especially Physical & Financial Access
- B3 - Patient-friendly services in terms of Privacy, Confidentiality & Dignity
- B4 - Practices like Informed Consent and communication to patients about their condition
- B5 - Free Services, No Financial Barriers to the services
- 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 Inputs, this is the only Area of Concern that covers the 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, consumables, and drugs at the 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.

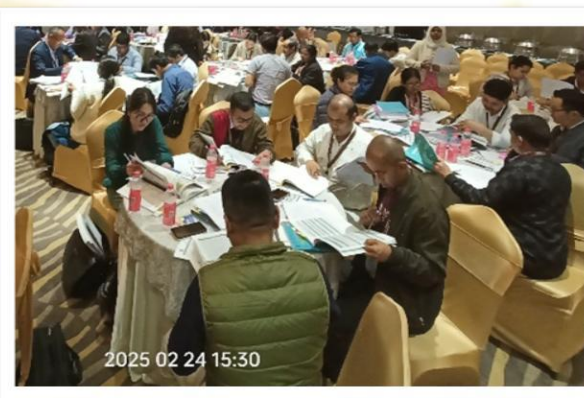
Session 4: Area of Concern D (Support services under NQAS): The session on AoC D was introduced by **Dr. Chinmayee Swain, Sr. Consultant-QPS NHSRC**, who compared it to an iceberg to highlight how support services, which are the foundation of hospital operations, are frequently disregarded in public healthcare settings. She clarified the direct and indirect effects that neglecting support services might have on the standard of patient care. For instance, how inadequate facility upkeep and equipment failure can seriously lower the standard of patient care.

Dr. Swain gave a thorough rundown of the 12 standards under support services, including things like statutory requirements, contract services, laundry services, dietary services, finance management, inventory management, facility upkeep, power backup, and equipment maintenance and calibration. She also emphasized the value and applicability of support services at various healthcare facility levels.

Session 5: Area of Concern E -General Clinical Services under NQAS (E1-E9): Dr. Naveen Kumar, Consultant-QPS, NHSRC, took over the following session on General Clinical Services (E1-E9). He outlined the significance of the first nine standards (E1–E9) for clinical services, which include registration, admission, consultation, assessment, nursing care, continuity of care, identification of vulnerable and high-risk patients, safe drug administration, prescription practices, record-keeping, and hospital discharge. He also emphasizes the quantifiable components of each standard and the significance of connecting the areas of concern to comprehend the intentions.

Session 6: Exercise on Area of concern A, B, C & D

Following the technical sessions, each participant received a workbook with exercises and case studies pertaining to Areas of Concern A, B, and C. Based on the group discussions, they were entrusted with determining the criteria and quantifiable components associated with the corresponding Area of Concern. Groups of participants collaborated to analyze the case studies and offer responses based on their conversations. Participants were shown a variety of facility photos for Area of Concern D, and they were asked to determine and write down the gap statement and standard associated with each image.



Day 3

The third day of the training started with the recapitulation session conducted by Dr Munmee Das, Consultant, Q&PS RRC-NE.

Session 1: Area of Concern E: Specific Clinical Service under NQAS (E10-E16): Key NQAS standards for specific clinical services, such as intensive care, emergency services, diagnostic services, blood bank management, anesthetic services, operation theater services, and end-of-life care, were highlighted in **Dr. Rohini Kumar's** session on Area of Concern E (E10–E16).

Critical measures, as stressed by Dr. Kumar, included monitoring high-risk patients in intensive care; timely triage and coordination in emergency services; precision in diagnostics; safety protocols in anaesthesia and operation rooms; and thorough screening and storage in blood banks. Her observations on end-of-life care emphasized the need for ethical treatment and patient dignity. Dr. Kumar supported participants in improving clinical service quality across facilities by offering useful ideas for implementing these standards through case studies and interactive conversations.



Session 2: Area of Concern E: National Health Program (E23): The National Nutritional Program, Health System Strengthening Programs, Communicable and Non-Communicable Diseases, and Operational/Clinical Guidelines under RMNCHA Services were among the main topics covered in the National Health Program presentation by **Dr. Utsuk Dutta, Consultant, NIHFW**. He gave a briefing on the elements of nutrition, immunization, illness prevention, mental health, and maternal and child health.

In order to fulfill population needs and reduce health disparities, Dr. Utsuk Dutta in the session outlined the reasoning behind the creation of public health programs. He cited the National AIDS Control Programme (NACP) as an example to illustrate how these programs are designed to reach marginalized and disadvantaged populations. He used quality initiatives to highlight current infrastructure deficiencies that impede efficient service delivery, particularly in rural and underdeveloped areas. Additionally, he emphasized how vital it is to increase access to basic health care so that no group of people is left behind.



Session 3: Area of Concern E: RMNCHA

Services under NQAS (E17-E22): Critical interventions across various stages of reproductive and child health were covered in a session on RMNCHA (Reproductive, Maternal, Newborn, Child, and Adolescent Health) delivered by **Dr. Rohini Kumar**. She focused on ways to improve adolescent health, meet nutritional needs, encourage safe birthing, and lower mother and infant mortality. Dr. Kumar talked about the significance of family planning, proper vaccinations, and easily available medical care.

Session 4: Area of Concern F (Infection Control): Dr. Ravikar Singh led the session. He highlighted on the recommended infection control policies and procedures that public health facilities should adhere to, as well as the importance of these precautions. He covered how putting infection control strategies into action, monitoring for nosocomial infections, hand washing practices, following standard protocols for personal protection, handling equipment, handling biomedical waste, and ensuring environmental controls, were assessed in the NQAS checklist.

Session 5: Area of Concern G- Quality Management System-I (G1-G3): **Dr. Naveen Kumar, Consultant, QPS NHSRC**, delivered the session on Area of Concern 'G' (G1-G3) which covered various standards related to quality improvement. He discussed establishing a quality team within facilities, emphasizing the importance of documenting meeting minutes and conducting a collaborative activity for compliance evaluation. Additionally, He 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. He also discussed quality tools & methods like brainstorming and WHY-WHY Analysis, along with tools such as the PICK Chart. The session concluded with brief insights into driving quality improvement, like Standard Operating Procedures (SOPs), and concepts of Process Mapping and MUDAs (wasteful practices) within hospitals.

Session 6: 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 were 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 were asked to perform an analysis of the Patient Satisfaction surveys (PSS). In exercise II, the Variance Index Score (VIS) and subsequent questions.

Exercises III & IV were take-home exercises in which PICK chart analysis and SoP Reviews were designed, & participants were required to use the knowledge gained during the sessions to come up with solutions of the problem statements.

Day 4

The recapitulation of the previous day's topics was conducted by Dr. Munmee Das, Consultant-QPS, RRCNE, to refresh the previous day's learning followed by technical sessions.

Session 1: Area of Concern G-II (Quality Management System): In this session, by using various examples, **Dr. Chinmayee Swain** described how to apply high-quality tools such as Pareto Analysis, Fish Bone Diagram, Control Chart, and Run Chart in a hospital setting. Additionally, participants finished the workbook's tasks that required them to use previously discussed Quality tools to tackle the problem. She then went on to discuss the risk management framework, its significance for the facility, how to report risks, criteria for identifying hospital risks, such as adverse events, sentinel events, and near-miss events, and how to categorize risks based on their potentiality. She also covered the necessity of creating a risk mitigation plan, as well as risk identification tools like SWOT analysis and analogy and documentation in the risk register. Lastly, the course ended with a prescription audit exercise.

Session 2: Area of Concern H (Outcome Indicators): Dr Munmee Das -Consultant-QPS RRCNE, took the session of Area of Concern H – Outcome where she explained the four areas of measurement of quality –Productivity, Efficiency, Clinical Care & Service Quality. All the key indicators-Productivity indicator, Efficiency indicator, Clinical care and safety indicators, and Service quality indicators were explained in detail. The participants were also given hands-on training for calculating different key indicators during the session.

Session 3: NQAS assessment at Ayushman Arogya Mandir- Sub Health Centres: The session led by **Dr. Devajit Bora, Senior Consultant, CPHC, RRCNE** covered the key interventions that had already been initiated at Ayushman Arogya Mandir-SCs. Service for All, Continuum of Care, and Comprehensive Primary Care, the expanded scope of Service Delivery and the operationalization requirements of Ayushman Arogya Mandir (AAM) were explained in detail by Dr. Bora, who placed special emphasis on Comprehensive Primary Health Care (CPHC). He described the process of NCD, CD, RMNCH+A, and family planning services that are available at AAMs. The availability of human resources, teleconsultation services and the concept of wellness including Fit India & Eat Right Campaign were also discussed in the presentation. Dr. Bora concluded by discussing on available community platforms (Village Health Sanitation and Nutrition Committee, Mahila Arogya Samiti and Jan Arogya Samiti) in both rural and urban regions and the work being made at Ayushman Arogya Mandir.

Session 4: Conduct of National Level Assessments and Conflict Resolution: The session was led by **Dr. Neeraj Gautam, Sr. Consultant-CU-NHSRC**, and covered the definition of assessment as well as the fundamentals of performing one. He described the steps involved in the assessment process, the function of the external assessor, the numerous audit man-days, and the various stages of the external

evaluation. Along with conducting an assessment and conducting a discussion on the paperwork, records, and procedures that the state must submit for certification, he provided an overview of some "Do's and Don'ts" during this session.

He mentioned about the various problems that the assessor had encountered during the NQAS Assessment in the past and how they were resolved. During the session, the certification unit's challenges were also highlighted. He then described the several principles of assessment, such as independence, secrecy, due professional care, integrity, fair presentation, evidence-based approach, etc.

Session 5: Key Components of Report Writing with Exercise: This session was taken by **Dr. Gautam**, Sr. Consultant-CU NHSRC, he explained the basic framework that needs to be followed while preparing the report after the facility assessment along with the timeline of the report submission. He also highlighted the basic principles of report writing and specifying the details of the gaps with proper explanation along with pictures, if possible, to Certification Unit, NHSRC.

Session 6: Continual Improvement in NQAS assessed facilities - Action Plan: **Dr. Gautam**, Sr. Consultant-CU -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 7: Briefing about the field visit & Group work: **Dr. Neha Ninawe**, Ext Consultant QPS, NHSRC outlined the objectives and guidelines for the upcoming field visit. She briefed the participants on the selected health facilities and the transportation details. The participants were then divided into eleven groups and each group chose their team captain within themselves. Further, the team was assigned a group coordinator from RRCNE/NHSRC.

The following points for the field visit were elaborated on that,

- The exercise was only a demonstration, and not an official assessment.
- Focus should be on fact-finding rather than on fault-finding.
- The participants should aim to support and enhance the facility, not enforce.
- Prioritize patient care at all times.
- Use the OB, SI, PI, and RR assessment methods.
- Respect patient privacy, maintain dignity, and obtain consent before taking photographs or conducting activities within the facility.
- Gather evidence judiciously to support accurate conclusions, if needed.
- Collaborate effectively within teams for both the assessment and report compilation.
- Adhere to punctuality and effective time management.

Day 5

Section VI- Field Visit

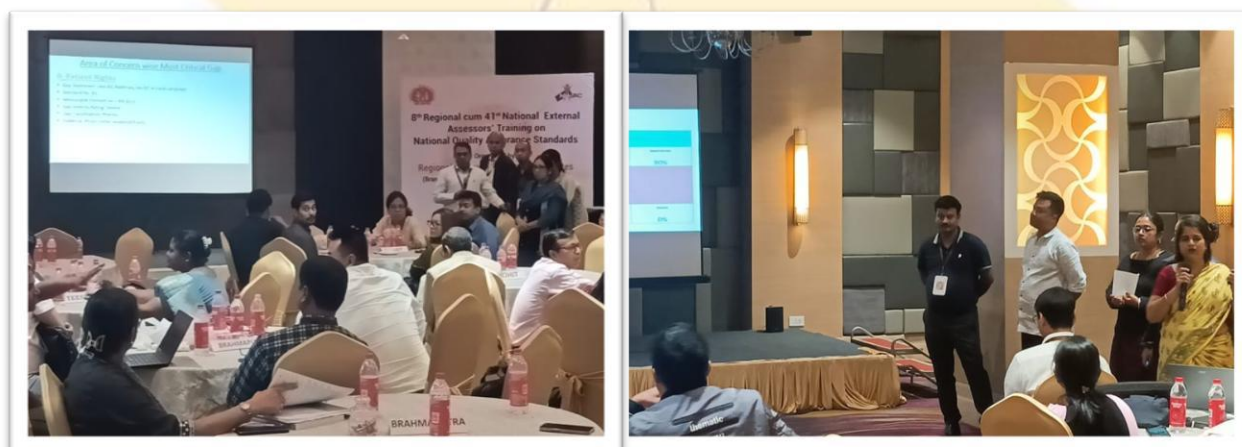
On the 5th Day, the participants were assembled at Hotel Palacio, Guwahati and were placed according

to their groups and departments assigned followed by field visits to their respective public health care facilities. The team members and the assigned various health facilities/departments were as follows:

Field Visit Group	Name of the participant	Facilitators	Facility	Dept
Group - 1	Dr. Ajit kumar Dubey	Dr. Arun Baruah	Sonapur DH	SNCU
	Dr. Chirag Atrey			
	Dr. Randhir Kumar			
	Dr. Mohammed Rafique			
	Dr. Yopovinu Rhutso			
Group - 2	Dr. Pankaj Kr Sharma	Dr. Arun Baruah	Sonapur DH	A&E
	Mrs. Swastika Chhetri			
	Dr. Dimpy Pathak Das			
	Dr. Myntuhiwot shylla			
	Dr. Samant Manish Deo			
Group - 3	Dr. Ishita Guha	Dr. Munmee Das	Sonapur DH	MOT
	Dr. Ashish Mohan Sinha			
	Dr. Mehedi Hasan			
	Dr. Chieky Azyu			
	Dr. Sunand Longjam			
Group - 4	Ms. H. Lalmuankimi	Dr. Munmee Das	Sonapur DH	LR
	Dr. Rituraj Agarwal			
	Dr. Tenden Nok			
	Dr. Mridul Kumar Deka			
	Mr. Kunchok Tsering			
Group - 5	Dr. Komal Raman Khobragade	Dr. Ravikar Singh	Pandu FRU	Pharmacy
	Dr. Minakshi Kalita			
	Dr. Marem Rocky Maring			
	Dr. Ashutosh Kumar			
	Dr. Satyabrata Deka			
Group - 6	Ms. Ranju Mudoi Gohain	Dr. Ravikar Singh	Pandu FRU	LR
	Mr. Mukesh Kumar Singh			
	Dr. Wanpynbiang L. Nonglait			
	Ms. Promila Topno			
	Dr. Rapbanker Marwein			
Group - 7	Dr. V. Lalremruata	Dr. Ajay Kr. Arya	Dhirenpara FRU	Pharmacy
	Dr. Johnson Moirangthem			
	Dr. Mitabar Pal			

Field Visit Group	Name of the participant	Facilitators	Facility	Dept
	Dr. Neelu Vishwakarma			
	Mr. Chandra Sekhar Mahato			
Group - 8	Dr. Fani Bhusan Pattanaik	Dr. Ajay Kr. Arya	<i>Dhirenpara FRU</i>	LR
	Dr. Michael Nongrum			
	Ms. Supriya Shil			
	Ms. Deepika Rana			
	Dr. Khumukcham Trusty			
Group - 9	Dr. Saswati Debbarma	Dr. Neeraj Gautam	<i>Sarabhabati UPHC</i>	UPHC
	Dr. Amit Kumar Jena			
	Ms. Parineeta Kashyap			
	Dr. Tamal Taru Chakraborty			
	Dr. Sarita Lakra			
Group - 10	Dr. Rohan Pal	Dr. Neha Ninawe	<i>Kamakhya SD</i>	AAM-SHC
	Mr. Prateek Singh			
	Ms. Grace Lalhlupuii			
	Dr. Nilmani Kumar			
	Dr. Lanuyanger Jamir			
Group - 11	Mr. Deepak Tubid	Ms. SL Chochoi	<i>Gotanagar UPHC</i>	UPHC
	Dr. Dai Koyu			
	Dr. Sourav Maiti			
	Ms. Sushma Ekka			
	Dr. Dhrubajyoti Kalita			

Presentations on the field visit: - All the eleven teams presented their findings on their respective departments that were allotted to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.



Day 6

Recapitulation & Revision of National Quality Assurance Standards: Dr. Neeraj Gautam conducted this session in an interactive format covering the AoCs, standards, and departments under NQAS, which greatly clarified key concepts for the participants. This interactive approach helped participants understand essential aspects of NQAS, providing valuable preparation for their upcoming exam.

Section VII- Post Training Evaluation

The participants underwent an evaluation on the 6th day. They were given a Question paper with multiple-choice questions, case study & descriptive questions. There was a total of five sets (each participant having a different set). In addition to this, participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in the form of a “gap statement”.



Section VII- Valedictory

Mr. Bhaswat Das, Senior Consultant, HCT & HCF - RRCNE, delivered the Valedictory Address, expressing his gratitude to all participants for their enthusiastic involvement and commitment throughout the training. Participants from various domains within the healthcare system—administration, clinical services, healthcare education, and more—actively took part in the session, shared valuable feedback, and extended heartfelt appreciation to the Quality and Patient Safety Division of NHSRC and RRCNE. They conveyed their satisfaction with the training, highlighting that they had gained new insights, strengthened their technical competencies, and refined their existing knowledge. Many expressed that the program had significantly enhanced their understanding of healthcare quality, which they now plan to apply in their respective institutions and practice areas.



Annexures I - DO letter from JS (P)**SAURABH JAIN, IAS**

JOINT SECRETARY

Tele : 23062870

E-mail : js.policy-mohfw@gov.in

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

D.O. No. Z.18015/27/2022-NHM-II
Date: 6th February, 2025

Dear Mission Director,

Under National Quality Assurance Programme, assessment of the facilities for NQAS, LaQshya and MusQan certification is required to be undertaken by empaneled NQAS External Assessors who have successfully undergone six day training and passed the post training evaluation exam. Ministry of Health and Family welfare (MoHFW) has given specific targets to the states for achieving NQAS certification in all levels of health facilities. Currently, around 10% is public health facilities are NQAS certified. To meet this target, there is a need to increase pool of National External Assessors.

2. The 8th 'Regional External Assessors' Training' is being scheduled during 24th February 2025 - 1st March 2025 by Regional Resource Centre for North-eastern States (RRC-NE), (branch of NHSRC, New Delhi) at Guwahati, Assam. For the proposed training, states are requested to nominate suitable candidates as per the following criteria:

- Qualification:** MBBS/ BDS/ BAMS/ BHMS/ BSMS/ BUMS/ B. Sc (Nursing) degree/ Master's in public health/ Master's in Health/ Hospital Administration or equivalent. Preferences will be given to those, who have successfully undergone Internal Assessor Training under NQAS.
- Mandatory 10 years post qualification experience in direct care of patient/ Programme-Administration/ Health-Administration/ Health Consultancy/ Relevant Teaching experience/ experience in training and mentoring.
- Selected candidates from Government service should have at least 5 years of service remaining before their retirement.
- Successful candidates will undertake 6 State level and 6 National level certification assessments in a year of allocated facilities.
- Fit to travel extensively, sometimes in difficult conditions.
- The state must submit an undertaking from nominated participants to conduct state-level assessment and support them in NQAS implementation for a period of five-year post-empanelment.
- Proficiency in using certification portals and assessment applications.
- Nominated candidates should not be empaneled as Ayushman Assessors.

3. Ineligible participants, in terms of not having an approved qualification and ten years of experience will not be permitted to join the course and will be asked to return to their state/place of work.

4. Venue of the training is Hotel Palacio, GS road, Guwahati. External Assessor training will commence at sharp 9 AM on 24th February 2025, thus the outstation participants are expected to reach Guwahati a day prior. Registration will start from 8.45 AM on 24th February 2025. Evaluation will be carried out on 1st March 2025 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 whereas TA/DA has to be borne by the State.

6. State wise tentative number of seat 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 eat.trcne@nhsrcindia.org positively by 10th February 2025.

Regards,

Yours sincerely,

(Saurabh Jain)

To,

Mission Director, National Health Mission, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/ West Bengal

Copy to:

Nodal officer (QA), NHM - Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/ West Bengal

Room No. 158, A-Wing, Nirman Bhawan, New Delhi-110 011

ANNEXURE – I




8 th Regional External Assessors' Training 24 th February to 1 st March 2025, Guwahati, Assam		
SN	Name of state	No. of allotted participant to the States for the training
1	Arunachal Pradesh	02
2	Assam	06
3	Bihar	02
4	Jharkhand	10
5	Manipur	04
6	Meghalaya	04
7	Mizoram	04
8	Nagaland	04
9	Odisha	02
10	Sikkim	03
11	Tripura	04
11	West Bengal	03
Total (Govt Nominee)		48

ANNEXURE – II

Format of short CV:

Name	DOB	Gender	Qualification	Date of permanent registration with professional medical/ nursing council	Additional qualification	Experience after post qualification	Working experience at CHC/PHC Level	Current appointment & Address	Email ID	Mobile no.
1	2	3	4	5	6	7	8	9	10	11

Annexures II – Training Agenda

<div style="display: flex; justify-content: space-around; align-items: center;">    </div>		
Day 1 - 24th February 2025 (Monday)		
Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
08:45 AM - 09:00 AM	Pre-Training Evaluation (Online)	QPS Team
Inaugural session		
09:00 AM - 09:10 AM	Welcome Address	Dr Raj Prabha Moktan Director, RRCNE
09:10 AM - 09:20 AM	Aims & Objectives of the Training	Dr J.N. Srivastava Advisor- QPS, NHSRC (Online)
09:20 AM - 09:30 AM	Keynote address	Maj Gen (Prof) Atul Kotwal, SM, VSM (online) Executive Director - NHSRC
09:30 AM - 09:50 AM	Introduction of Participants	
09:50 AM - 10:00 AM	Vote of Thanks	QPS Team
10:00 AM - 10:30 AM	Group Photograph followed by Tea	
10:30 AM - 12:00 PM	Overview of Quality in the Public Health System	Dr Deepika S Lead Consultant QPS
12:00 PM - 01:00 PM	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya Consultant QPS
01:00 PM - 02:00 PM	Lunch	
02:00 PM - 03:15 PM	Introduction to National Quality Assurance Standards	Dr Deepika S Lead Consultant QPS
03:15 PM - 03:20 PM	Brief about Exercises	QPS Team
03:20 PM - 04:00 PM	Exercise on Intent of Area of Concern	QPS Team
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:30 PM	Exercise on Measurement Systems	QPS Team
<i>8th Regional cum 41st National External Assessors' Training (24th February - 1st March 2025)</i>		



Day 2 – 25th February 2025 (Tuesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Munmee Das Consultant QPS
09:15 AM - 10:15 AM	Area of Concern A -Service Provision	Dr Chinmayee Sr Consultant QPS
10:15 AM - 11:00 AM	Area of Concern B – PatientRights	Dr Ravikar Singh Consultant QPS
11:00 AM - 11:15 AM	Tea Break	
11:15 AM - 12:15 PM	Area of Concern C – Inputs	Dr. Ajay Arya Consultant QPS
12:15 PM - 01:15 PM	Area of Concern D – SupportServices	Dr Chinmayee Sr Consultant QPS
01:15 PM - 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Area of Concern E: General Clinical Services (E1-E9)	Dr Naveen Consultant QPS
03:00 PM - 04:00 PM	Exercise on Area of Concern A& B	QPS Team
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:30 PM	Exercise on Area of Concern C& D	QPS Team

8th Regional cum 41st National External Assessors' Training (24th February - 1st March 2025)



Day 3 – 26th February 2025 (Wednesday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Munmee Das Consultant QPS
09:15 AM - 10:15 AM	Area of Concern E: Specific Clinical Services under NQAS	Dr. Rohini Kumar External Faculty
10:15 AM – 11: 15 PM	Area of Concern E: RMNCHA Services under NQAS	Dr. Rohini Kumar External Faculty
11:15 AM - 11:30 AM	Tea Break	
11:30 AM- 12:30 PM	Area of Concern E: National Health Program- Communicable Diseases	Dr Utsuk Dutta External Faculty
12:30 PM – 01:15 PM	Area of Concern F: Infection Prevention under NQAS	Dr Ravikar Singh Consultant QPS
01:15 PM – 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Area of Concern E: National Health Program- Non-Communicable Diseases	Dr Utsuk Dutta External Faculty
03:00 PM - 04:15 PM	Area of Concern G – Quality Management System- I	Dr Naveen Consultant QPS
04:15PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercise on Area of Concern E – Primary & Secondary Care	QPS Team

8th Regional cum 41st National External Assessors' Training (24th February - 1st March 2025)



Day 4 – 27th February 2025 (Thursday)

Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap	Dr. Munmee Das Consultant QPS
09:15 AM - 10:45 AM	Area of Concern G: Quality Management System – II	Dr Chinmayee Swain Sr. Consultant- QPS
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 11:45 AM	Area of Concern H: Outcome Indicators under NQAS	Dr. Munmee Das Consultant QPS
11:45 AM - 12:45 PM	NQAS assessment at Ayushman ArogyaMandir-Sub Health Centres	Dr Devajit Bora Sr. Consultant CP-CPHC
12:45 PM - 01:30 PM	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam Sr. Consultant-CU
01:30 PM - 02:15 PM	Lunch	
02:15 PM - 03:15 PM	Key Components of Report Writing with exercise	Dr Neeraj Gautam Sr. Consultant-CU
03:15 PM - 04:00 PM	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Dr Neeraj Gautam Sr. Consultant-CU
04:00 PM - 04:15 PM	Tea Break	
04:15 PM - 05:00 PM	Role Play	QPS Team
05:00 PM - 05:30 PM	Briefing about the field visit & Group work	QPS Team

8th Regional cum 41st National External Assessors' Training (24th February - 1st March 2025)



Day 5 - 28th February 2025 (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	Participants & QPS Team
04:15 PM – 04:30 PM	Tea Break	
04:15 PM – 05:45 PM	Presentation & Discussion on Field Visit	Participants & QPS Team

Day 6 – 1st March 2025 (Saturday)

Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr Neeraj Gautam Sr. Consultant-CU
10:00 AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	Participants & QPS Team
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	

8th Regional cum 41st National External Assessors' Training (24th February - 1st March 2025)

Annexures III – Participants Feedback

A. Average Feedback score day-wise:

Day	Participant Feedback Score
Day 1	4.51
Day 2	4.48
Day 3	4.27
Day 4	4.39
Day 5	4.40
Overall training	4.54
Overall accommodation	3.96

B. Session wise Feedback:

Sl.	Topic	Resource Person	Score
Day 1			
Session 1	Overview of Quality in Public Health System	Dr Deepika Sharma Lead Consultant-QPS NHSRC	4.51
Session 2	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant-QPS NHSRC	4.51
Session 3	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya Consultant-QPS RRCNE	4.52
Day 2			
Session 1	Area of Concern A -Service Provision	Dr Chinmayee Swain Sr Consultant-QPS NHSRC	4.52
Session 2	Area of Concern B – Patient Rights	Dr. Ravikar Singh Consultant-QPS RRCNE	4.35
Session 3	Area of Concern C – Inputs	Dr. Ajay Arya Consultant-QPS RRCNE	4.47
Session 4	Area of Concern D – Support Services	Dr Chinmayee Swain, Sr Consultant-QPS NHSRC	4.56
Session 5	Area of Concern E: General Clinical Services (E1-E9)	Mr Naveen Kumar Consultant-QPS NHSRC	4.22
Day 3			
Session 1	Area of Concern E: Specific Clinical Services under NQAS	Dr. Rohini Kumar NQAS External Assessor	4.22
Session 2	Area of Concern E: National Health Program	Dr. Utsuk Dutta Consultant NIHFW	4.61
Session 3	Area of Concern E: RMNCHA Services under NQAS	Dr. Rohini Kumar NQAS External Assessor	4.25
Session 4	Area of Concern F: Infection Prevention under NQAS	Dr. Ravikar Singh Consultant-QPS RRCNE	4.37

Session 5	Area of Concern G – Quality Management System- I	Mr Naveen Kumar Consultant QPS, NHSRC	3.88
Day 4			
Session 1	Area of Concern G: Quality Management System – II	Dr Chinmayee Swain Sr Consultant-QPS NHSRC	4.44
Session 2	Area of Concern H: Outcome Indicators under NQAS	Dr. Munmee Das Consultant-QPS RRCNE	4.44
Session 3	NQAS assessment at Ayushman Arogya Mandir- Sub Health Centres	Dr. Devajit Bora Sr. Consultant-QPS RRCNE	4.07
Session 4	Conduct of National Level Assessments and Conflict Resolution	Dr Neeraj Gautam Sr Consultant-QPS NHSRC	4.48
Session 5	Key Components of Report Writing with exercise	Dr Neeraj Gautam Sr Consultant-QPS NHSRC	4.45
Session 6	Continual Quality Improvement in NQAS assessed facilities and Action Plan	Dr Neeraj Gautam Sr Consultant-QPS NHSRC	4.46

C. Most Liked sessions:

Sl.	Topic	Resource Person	Score
1	Area of Concern E: National Health Program	Dr. Utsuk Dutta, Consultant NIHFW	4.61
2	Area of Concern D – Support Services	Dr Chinmayee, Sr Consultant, QPS, NHSRC	4.56
3	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya Consultant, QPS, RRCNE	4.52

D. Suggestions by participants to improve training:

1.	No. of Virtual training (online Sensitization session) days can be increased
2.	It would be much appreciated if a greater number of training days are added, may be at least 2 days if a week is not possible
3.	Few resource Person's need to stick the timeline

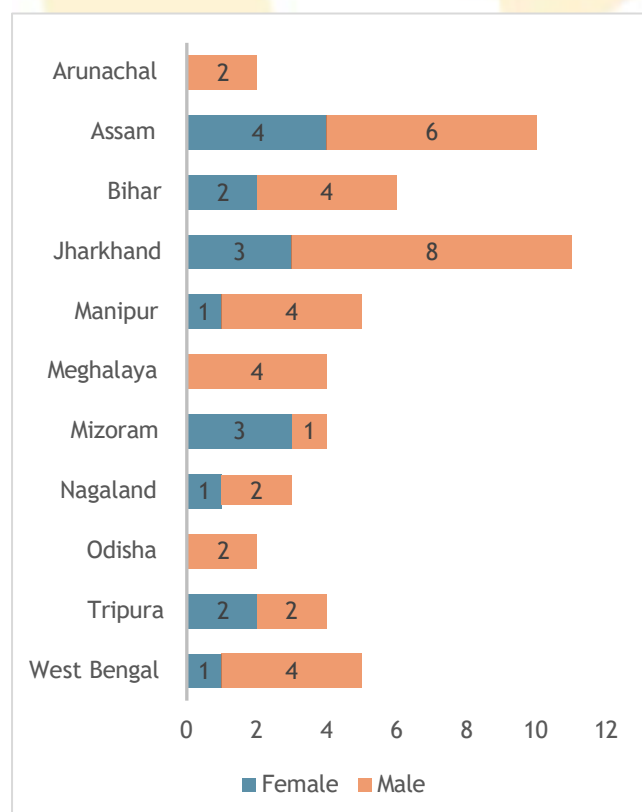
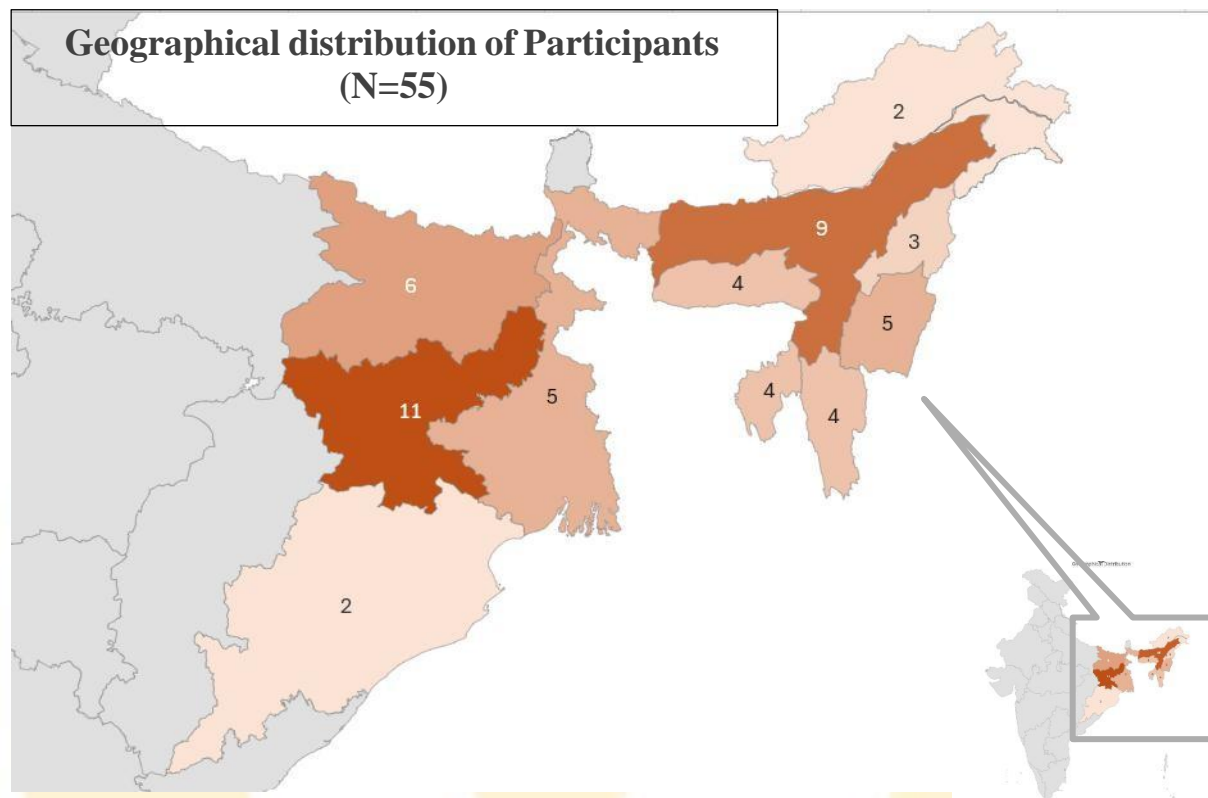
Annexures IV – Participants Exercises and Group Work Scoring

Roll No.	Participant name	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 - I	Area of Concern E - II
1	Dr. Dai Koyu	8	7	8	9	8	8	9.5	9
2	Mr. Kunchok Tsering	9.5	10	7	8	8	8	9	8.5
3	Dr. Dhrubajyoti Kalita	9.5	9.5	7	8	8	8	8.5	8
4	Dr. Minakshi Kalita	7	7	9	8	8	8	9.5	9
5	Ms. Parineeta Kashyap	7	7	8.5	9	9	8.5	8	9
7	Ms. Ranju Mudoi Gohain	8	9	9	9	9	9	8	8
8	Dr. Satyabrata Deka	9	9	7	8	8	8	8	7
10	Dr. Johnson Moirangthem	9.5	9.5	8	8	9	8	9.5	9
11	Dr. Khumukcham Trusty	9.5	9.5	7	8	8	8	9	9
12	Dr. Marem Rocky Maring	6	6	8.5	8	8	7.5	8	8
13	Dr. Mohammed Rafique	8.5	8.5	9	9	9	9	8	8.5
15	Dr. Sunand Longjam	8	8	8	8	8	8	9	9
16	Dr. Michael Nongrum	9	8	9	8	8	8	9.5	9
17	Dr. Myntuhiwot shylla	8.5	8.5	7	7	7	7	9	9
18	Dr. Rapbanker Marwein	7	8	8	8	8	8	9	9
20	Dr. Wanpynbiang L. Nonglait	7	7	8.5	8.5	8	8.5	9	8
21	Dr. Chieky Azyu	9	9	8	8	8	8	8	8
22	Ms. Grace Lalhlupuii	8	7	8.5	8.5	8	8	8	8
23	Ms. H. Lalmuankimi	9.5	9.5	8	9	8	8	9.5	9
24	Dr. V. Lalremruata	9	8	9	9	9	9	8	8
25	Dr. Lanuyanger Jamir	9.5	9.5	7	8	8	8	9	9
26	Dr. Tenden Nok	9	9	8	8	8	8	8	8
27	Dr. Yopovinu Rhutso	7	7	8	7	7.5	8	9	9
28	Dr. Ishita Guha	9	9	10	9.5	10	10	9	9
29	Dr. Mitabar Pal	7	7	9	9.5	9	8.5	9	9
30	Dr. Rohan Pal	8.5	9	9	9	9	9	9	8.5
31	Dr. Saswati Debbarma	10	10	8	9	9	9	10	9
32	Ms. Supriya Shil	7	7	8.5	8.5	8.5	8	9	9

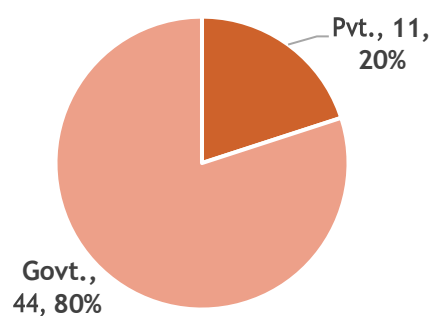
Roll No.	Participant name	Intent of Area of Concern	Measurement System	Area of Concern A	Area of Concern B	Area of Concern C	Area of Concern D	Area of Concern E - I	Area of Concern E - II
33	Mrs. Swastika Chhetri	9.5	9.5	8	8	9	8	9.5	9
34	Dr. Tamal Taru Chakraborty	8	8	9.5	8	8	8	9	9
35	Dr. Amit Kumar Jena	8	8	8	8	8	9	9.5	9
36	Dr. Fani Bhusan Pattanaik	9	9	9.5	10	10	10	9	9
37	Dr. Ajit kumar Dubey	8	9	8.5	8.5	8	8	8	8
38	Dr. Ashish Mohan Sinha	9	9	8	8	8	9	9.5	9
39	Dr. Ashutosh Kumar	8.5	8	8	8	8	8	9	9.5
40	Mr. Chandra Sekhar Mahato	8	7	8	9.5	9	9	8	8
41	Mr. Deepak Tubid	9	9	7	8	8	8	9	8.5
42	Dr. Nilmani Kumar	7	7	8	8	9	8	7	7
43	Dr. Pankaj Kr Sharma	9	8	9	9	9.5	9.5	8	8
44	Ms. Promila Topno	8.5	8.5	7	7	7	7	8	8
45	Dr. Rituraj Agarwal	7	8	9	8	8	7.5	8	9
46	Ms. Sushma Ekka	7	7	8	8.5	9	8	7	7
47	Dr. Randhir Kumar	6	6	8	7.5	8	7.5	9	8
48	Dr. Samant Manish Deo	9.5	9.5	7	8	8	8	9	8
49	Dr. Chirag Atrey	8.5	8.5	9	8	8	8	9.5	9
50	Dr. Dimpy Pathak Das	8	8	9	9	8.5	9	9	9
51	Dr. Mehedi Hasan	8	8	8.5	9	8.5	8.5	9	8
52	Dr. Mridul Kumar Deka	8	8	8.5	8.5	9	8	8	8
53	Ms. Deepika Rana	8	8	9	8.5	9	6	9	9
54	Dr. Komal Raman Khobragade	9	9	9.5	10	10	10	8	8
55	Mr. Mukesh Kumar Singh	9.5	10	8	9	8	8	9.5	9
56	Dr. Neelu Vishwakarma	9	9	9	9	9	9	8.5	9
57	Dr. Sarita Lakra	10	10	8	8	8	8	9.5	9.5
58	Mr. Prateek Singh	9	9	9	9	9	9	9	9
59	Dr. Sourav Maiti	9	9	9	9	9	9	9	10

Annexures V – Equity Report:

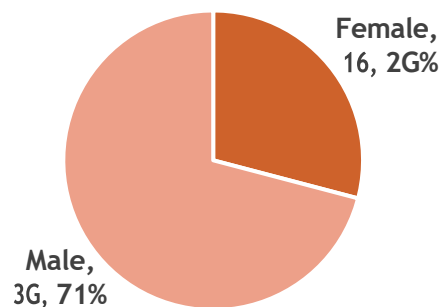
In the 8th Regional cum 41st batch of National External Assessor Training as held at Hotel Palacio, Guwahati Assam, total 55 Participants attended the training, and 14 participants reappeared for the exams. An analysis has been done as per the criteria mentioned below under the equity report:



Sponser Wise Distribution (N=55)



Gender Wise Distribution (N=55)



Annexures VI – List of Participants

Sl.	State	Participant	Email ID
1	Arunachal Pradesh	Dr. Dai Koyu	daikoyu7@gmail.com
2	Arunachal Pradesh	Mr. Kunchok Tsering	konstse65@gmail.com
3	Assam	Dr. Dhruvajyoti Kalita	dhrubajyotik7@gmail.com
4	Assam	Dr. Minakshi Kalita	dr.minakshi01@gmail.com
5	Assam	Ms. Parineeta Kashyap	parineetakashyap75@gmail.com
6	Assam	Ms. Ranju Mudoi Gohain	mudoiranju@gmail.com
7	Assam	Dr. Satyabrata Deka	dr.satyabratadeka@gmail.com
8	Assam	Dr. Chirag Atrey	dr.chiragattre@gmail.com
9	Assam	Dr. Dimpy Pathak Das	dr.dimpy2010@gmail.com
10	Assam	Dr. Mehedi Hasan	mhdhasan720@gmail.com
11	Assam	Dr. Mridul Kumar Deka	mridulkdeka@gmail.com
12	Bihar	Dr. Randhir Kumar	rkumar76317@gmail.com
13	Bihar	Dr. Samant Manish Deo	manishdeosamant@gmail.com
14	Bihar	Ms. Deepika Rana	deerana1993@gmail.com
15	Bihar	Dr. Komal Raman Khobragade	khobragadekomal@gmail.com
16	Bihar	Mr. Mukesh Kumar Singh	singhmukeshkumar1982@gmail.com
17	Bihar	Dr. Neelu Vishwakarma	dr.n.vish@gmail.com
18	Jharkhand	Dr. Ajit kumar Dubey	ajitbharadwaj0666@gmail.com
19	Jharkhand	Dr. Ashish Mohan Sinha	ashishmshyam@gmail.com
20	Jharkhand	Dr. Ashutosh Kumar	ashutoshdwivedi01@gmail.com
21	Jharkhand	Mr. Chandra Sekhar Mahato	cspgdhqm@gmail.com
22	Jharkhand	Mr. Deepak Tubid	deepaktubid@gmail.com
23	Jharkhand	Dr. Nilmani Kumar	nilmani169@gmail.com
24	Jharkhand	Dr. Pankaj Kr Sharma	drpkumar1981@gmail.com
25	Jharkhand	Ms. Promila Topno	promila.topno@gmail.com
26	Jharkhand	Dr. Rituraj Agarwal	drriturajagarwala@gmail.com
27	Jharkhand	Ms. Sushma Ekka	ekka_sushma@yahoo.com
28	Jharkhand	Dr. Sarita Lakra	saritalakra258@gmail.com
29	Manipur	Dr. Johnson Moirangthem	moirangthem_johnson@yahoo.co.in
30	Manipur	Dr. Khumukcham Trusty	trustykh09@gmail.com
31	Manipur	Dr. Marem Rocky Maring	rockymarem@gmail.com
32	Manipur	Dr. Mohammed Rafique	drmrkhan.imphal@gmail.com
33	Manipur	Dr. Sunand Longjam	sunand.longjam@gmail.com
34	Meghalaya	Dr. Michael Nongrum	mikenongrum7@gmail.com
35	Meghalaya	Dr. Myntuhiwot shylla	myntu4@gmail.com
36	Meghalaya	Dr. Rapbanker Marwein	rapmarwein.md@gmail.com
37	Meghalaya	Dr. Wanpyngbiang L. Nonglait	wan02nonglait@gmail.com

Sl.	State	Participant	Email ID
38	Mizoram	Dr. Chieky Azyu	kikiazzy@gmail.com
39	Mizoram	Ms. Grace Lalhlupuii	graceralte31501@gmail.com
40	Mizoram	Ms. H. Lalmuankimi	mkzote@gmail.com
41	Mizoram	Dr. V. Lalremruata	drpatea1@gmail.com
42	Nagaland	Dr. Lanuyanger Jamir	lanuyanger1aug@gmail.com
43	Nagaland	Dr. Tenden Nok	atenjamir57@gmail.com
44	Nagaland	Dr. Yopovinu Rhutso	ayoporhutso@gmail.com
45	Odisha	Dr. Amit Kumar Jena	dramitjena@gmail.com
46	Odisha	Dr. Fani Bhusan Pattanaik	drfbp3245@gmail.com
47	Tripura	Dr. Ishita Guha	ishita.agmc@yahoo.com
48	Tripura	Dr. Mitabar Pal	mitabarpal1991@gmail.com
49	Tripura	Dr. Rohan Pal	rohanpal87@gmail.com
50	Tripura	Dr. Saswati Debbarma	drsaswati14@gmail.com
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Annexures VII – List of Qualified Participants

Sl.	State	Participant
1	Arunachal Pradesh	Mr. Kunchok Tsering
2	Assam	Dr. Dhrubajyoti Kalita
3	Assam	Dr. Minakshi Kalita
4	Assam	Dr. Chirag Atrey
5	Assam	Dr. Dimpy Pathak Das
6	Assam	Dr. Mehedi Hasan
7	Assam	Dr. Mridul Kumar Deka
8	Bihar	Ms. Deepika Rana
9	Bihar	Dr. Komal Raman Khobragade
10	Bihar	Mr. Mukesh Kumar Singh
11	Bihar	Dr. Neelu Vishwakarma
12	Jharkhand	Dr. Ashish Mohan Sinha
13	Jharkhand	Dr. Ashutosh Kumar
14	Jharkhand	Mr. Chandra Sekhar Mahato
15	Jharkhand	Mr. Deepak Tubid
16	Jharkhand	Dr. Pankaj Kr Sharma
17	Jharkhand	Dr. Rituraj Agarwal
18	Jharkhand	Dr. Sarita Lakra
19	Manipur	Dr. Johnson Moirangthem
20	Manipur	Dr. Khumukcham Trusty
21	Manipur	Dr. Mohammed Rafique
22	Manipur	Dr. Sunand Longjam
23	Meghalaya	Dr. Michael Nongrum
24	Meghalaya	Dr. Rapbanker Marwein
25	Meghalaya	Dr. Wanpynbiang L. Nonglait
26	Mizoram	Dr. Chieky Azyu
27	Mizoram	Ms. Grace Lalhlupuii
28	Mizoram	Ms. H. Lalmuankimi
29	Nagaland	Dr. Yopovinu Rhutso
30	Odisha	Dr. Amit Kumar Jena
31	Odisha	Dr. Fani Bhusan Pattanaik
32	Tripura	Dr. Ishita Guha
33	Tripura	Dr. Mitabar Pal
34	Tripura	Dr. Rohan Pal
35	Tripura	Dr. Saswati Debbarma
36	West Bengal	Ms. Supriya Shil
37	West Bengal	Mrs. Swastika Chhetri

Sl.	State	Participant
38	West Bengal	Dr. Tamal Taru Chakraborty
39	West Bengal	Mr. Prateek Singh
40	West Bengal	Dr. Sourav Maiti
Reappear Participants		
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2	Assam	Dr Mukul Sarma
3	Assam	Dr Rakibul Hussain
4	Assam	Dr Alok Dhar
5	Assam	Dr Mofidur Rahman
6	Jharkhand	Dr Amresh Kumar
7	Jharkhand	Ms Teresa Hembrom
8	Odisha	Dr Lalit Kumar Sahu
9	Telangana	Mr T Vamshidhar Goud
10	West Bengal	Ms Soma Dutta