

NQAS REVIEW MEETING 2025

28th-29th May 2025



*Scaling up the NQAS
Certification: National
Progress & State Highlights*

Dr J.N. Srivastava
Advisor – Quality and Patient Safety
Division, NHSRC

National Quality Assurance Standards for Public Health Facilities

LaQshya: Labour Quality Improvement Initiative

National Quality Assurance Standards for CLMC

MusQan: Ensuring Child-Friendly Services

NQAS For AEFI Surveillance Program



National Quality Assurance Standards for District Hospital

National Quality Assurance Standards for Community Health Centre

National Quality Assurance Standards for Primary Health Centre

National Quality Assurance Standards for Urban Primary Health Centre

National Quality Assurance Standards for AAM-Sub Health Centre

Newer Initiatives in FY 2024-25

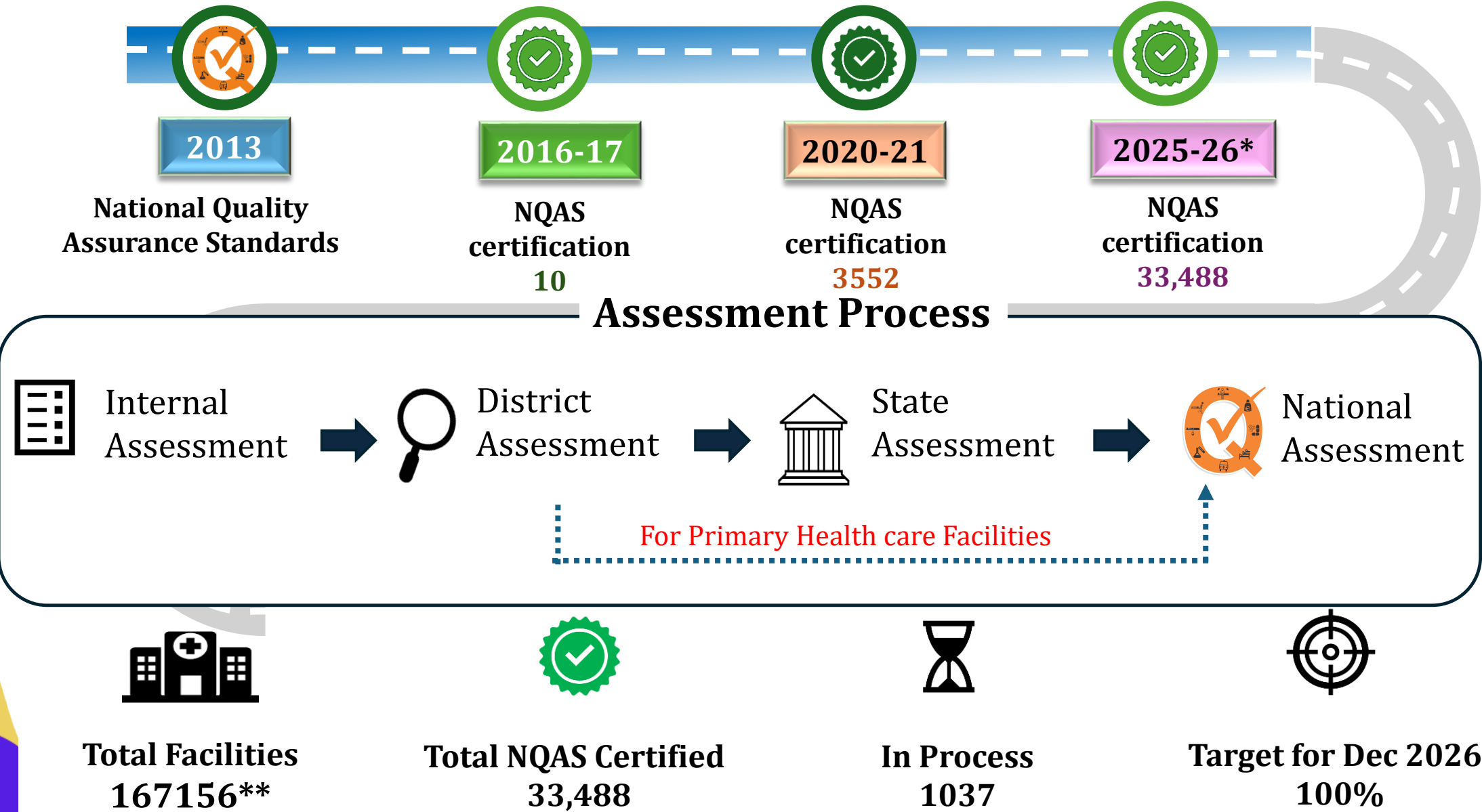
NQAS for IPHL



Virtual Assessment of AAM-SHC



Quality Certification Milestones and Process



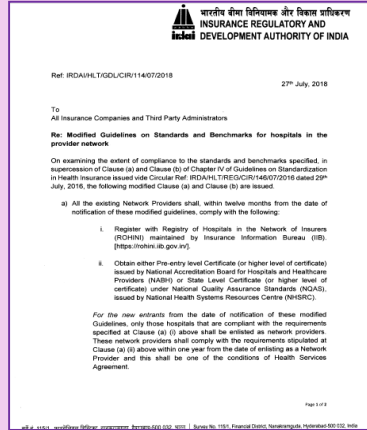
** As per HDI 2022-23 and AAM Portal 31st March 2024

* Cumulative NQAS certification as on 20th May 2025

National And International Recognition



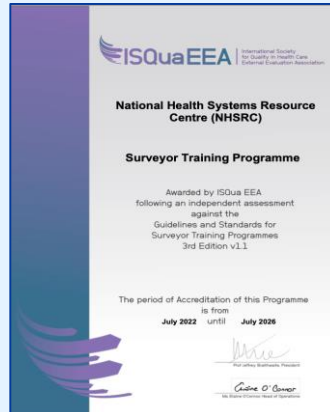
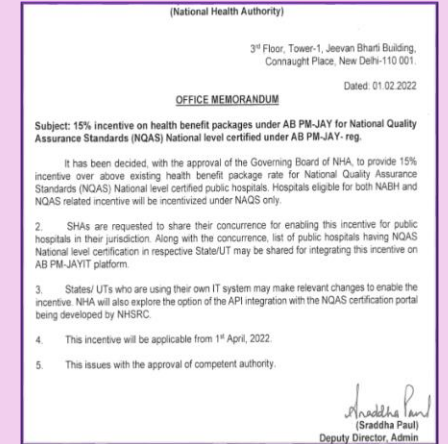
**IRDAI recognizes NQAS
State certification for
empanelment hospitals**



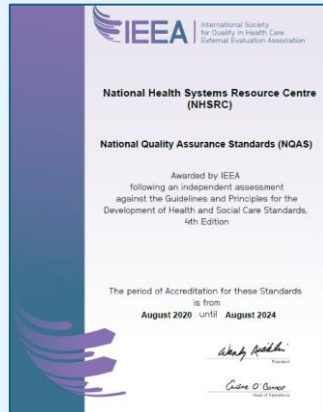
**National
Recognition**



**NQAS certification for
Gold Category by National
Health Authority**



**Surveyor Training
Program
(July 2026)**



**NQAS Standards
(Feb 2029)**



**Certification Unit
(June 2028)**

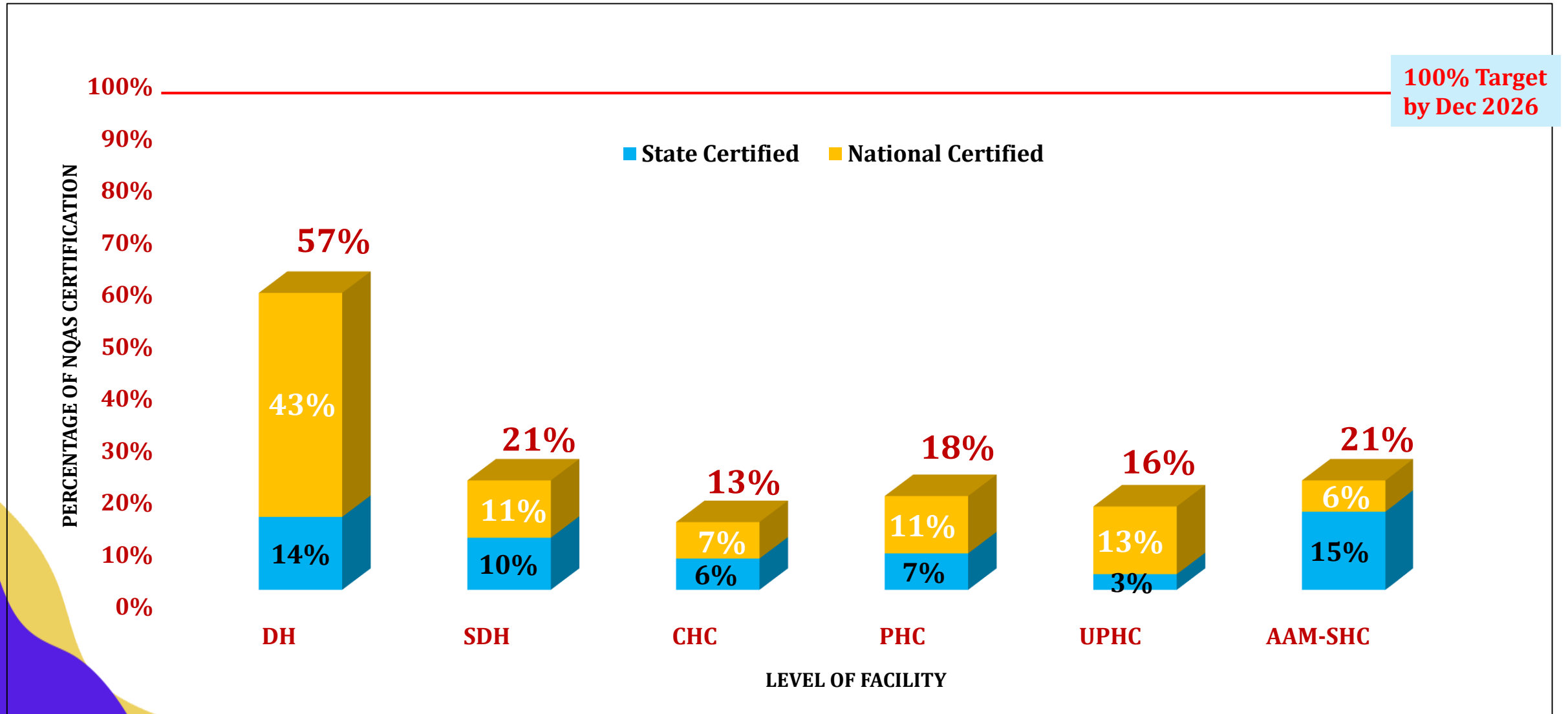


**WHO Collaborating
Centre for Implementing
Patient Safety Programs
1st in South East Asia
Region**



International Recognition

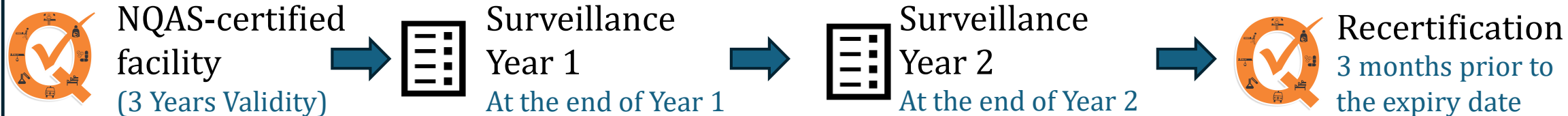
Percentage of NQAS Certification (State and National)



Data as on 20th May 2025

Surveillance and Recertification

NQAS Certification Cycle



Total National NQAS
Certified: 11975

Due as on 30th April
2025: **2564**
Received: **271**

Due as on 30th April
2025 : **864**
Received: **21**

Recertification due
as on 20th May
2025: **1397**
Recertification
Done: **598**

Continuous Quality
Maintenance

Performance
Monitoring

Sustained Quality
Measures

Targets NQAS Certification

(D.O.No. Z-18015/13/2023-NHM dates
3rd February 2024)

12.	The NQAS Certification of 50% Public Health Facilities	December 2025
13.	The NQAS Certification of 100% Public Health Facilities	December 2026

अपूर्व चन्द्रा, भा.प्र.से.
सचिव
APURVA CHANDRA, IAS
Secretary



सत्यमेव जयते



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण विभाग
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
Government of India
Department of Health and Family Welfare
Ministry of Health and Family Welfare

D.O.No.Z-18015/13/2023-NHM
3rd February, 2024

Dear Secretary

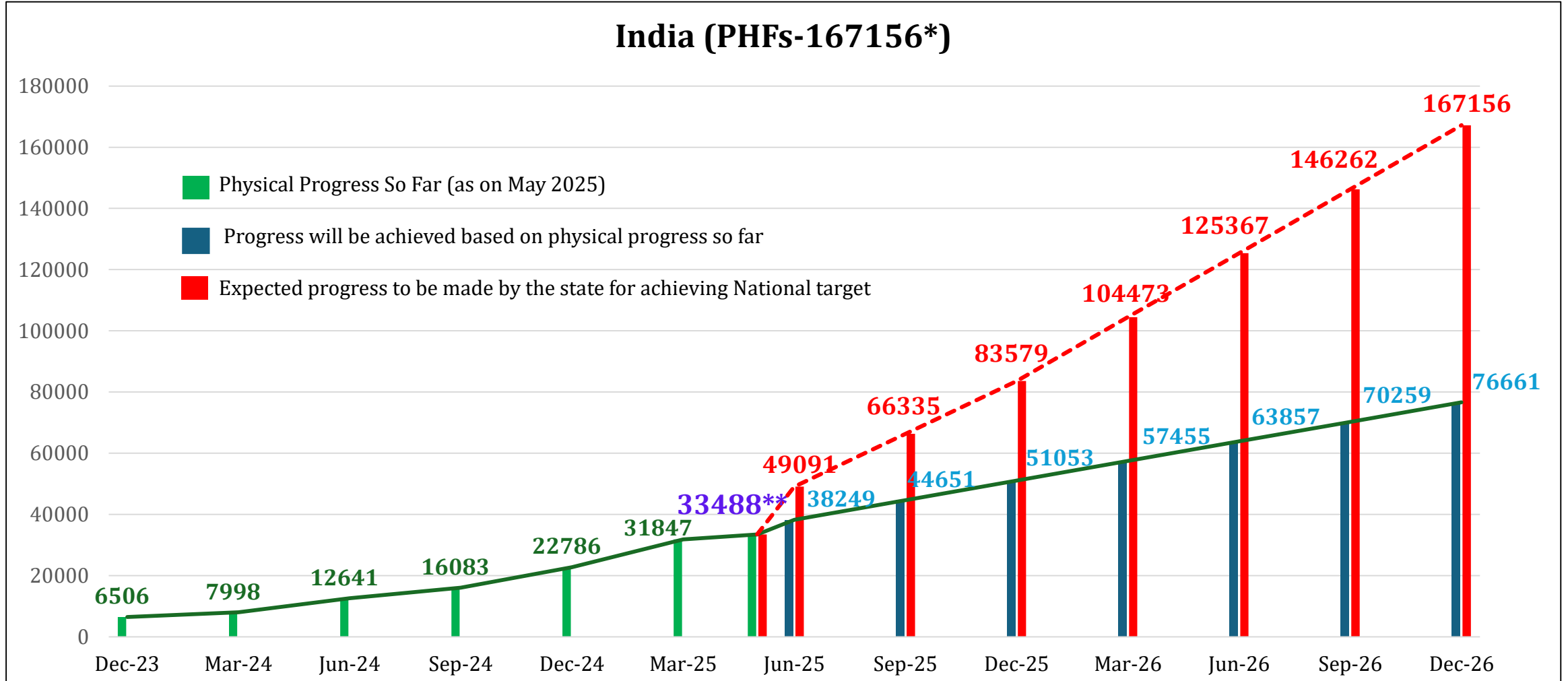
I am writing to reflect on the recently concluded Third National Conference of Chief Secretaries, which was held on 27-29th December 2023.

The theme for this year's conference was "Promoting Ease of Living", under which five sub-themes were identified, namely, land & property, electricity, drinking water, health and wellness, and schooling. The concepts of "Health and Wellness" and "Ease of Living" are interconnected and focus on improving the overall quality of life for individuals and communities.

The deliberations at the conference served as a guiding path for our progress towards the improvement of social indicators. It was reiterated at the conference that comprehensive primary healthcare is the foundation of our health systems. This directly impacts the health of our nation and ultimately, the ease of living for our citizens. With all the resources, including infrastructure, HR, drugs & diagnostics, teleconsultation, and expanded services, now in place at the transformed AB-HWCs, we are at a crucial juncture.

Through collaborative efforts of Centre and States, certain action points have been identified to ensure ease of living of citizens along with defined timelines. The same are being shared with you for developing further course of action to ensure the timely implementation:

Projection for NQAS Certification (State and National)

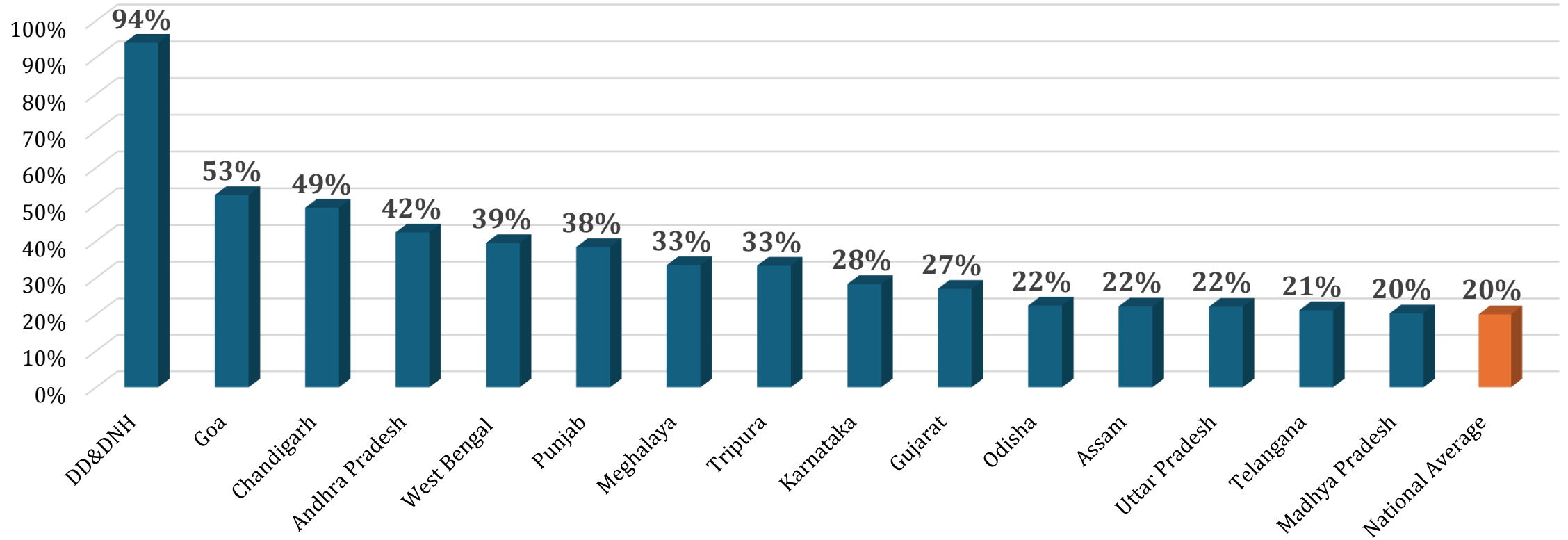


* As per HDI 2022-23 and AAM Portal 31st March 2024

** Data as on 20th May 2025

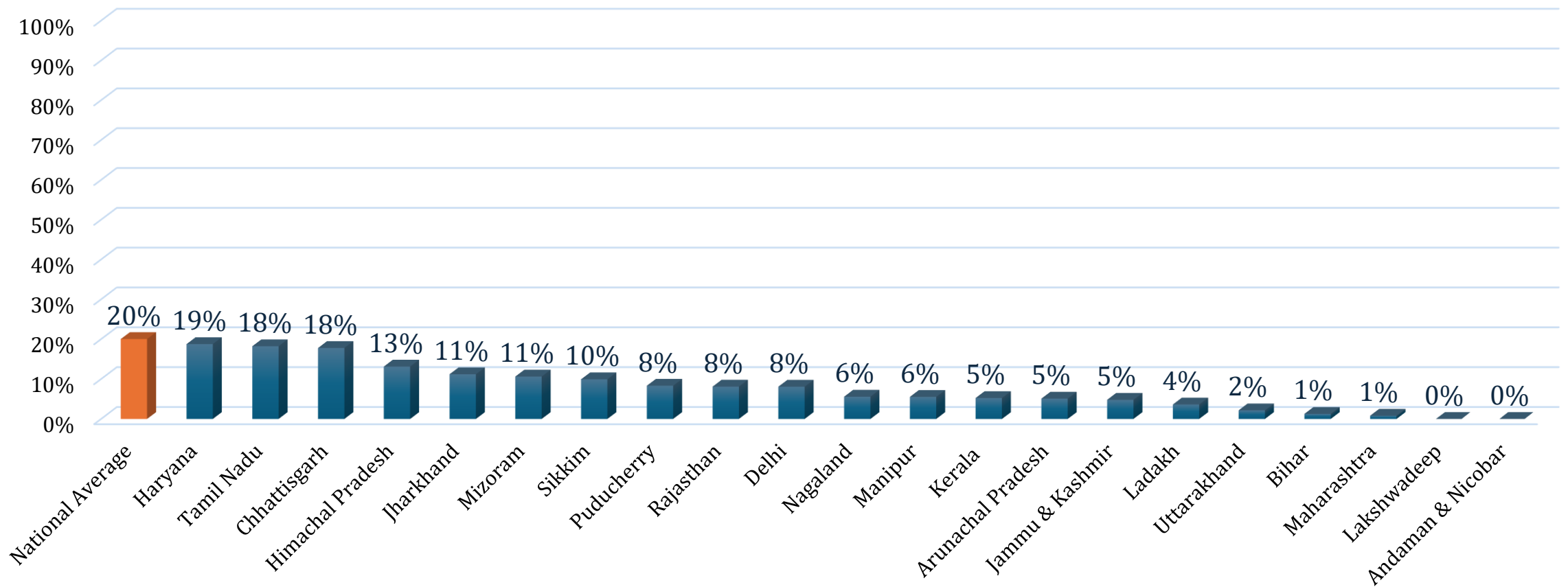
State/UT-wise NQAS Certification (State and National)

% NQAS Certification as on 20th May 2025



State/UT-wise NQAS Certification (State and National)

% NQAS Certification as on 20th May 2025



States & UTs Performance in NQAS Certification



FRONT RUNNERS

- Andhra Pradesh
- Chandigarh
- Daman Diu & Dadar Nagar Haveli
- Goa
- Meghalaya
- Punjab
- Tripura
- West Bengal



PERFORMERS

- Karnataka



POTENTIAL PERFORMERS

- Gujarat
- Odisha
- Assam
- Uttar Pradesh
- Telangana
- Madhaya Pradesh

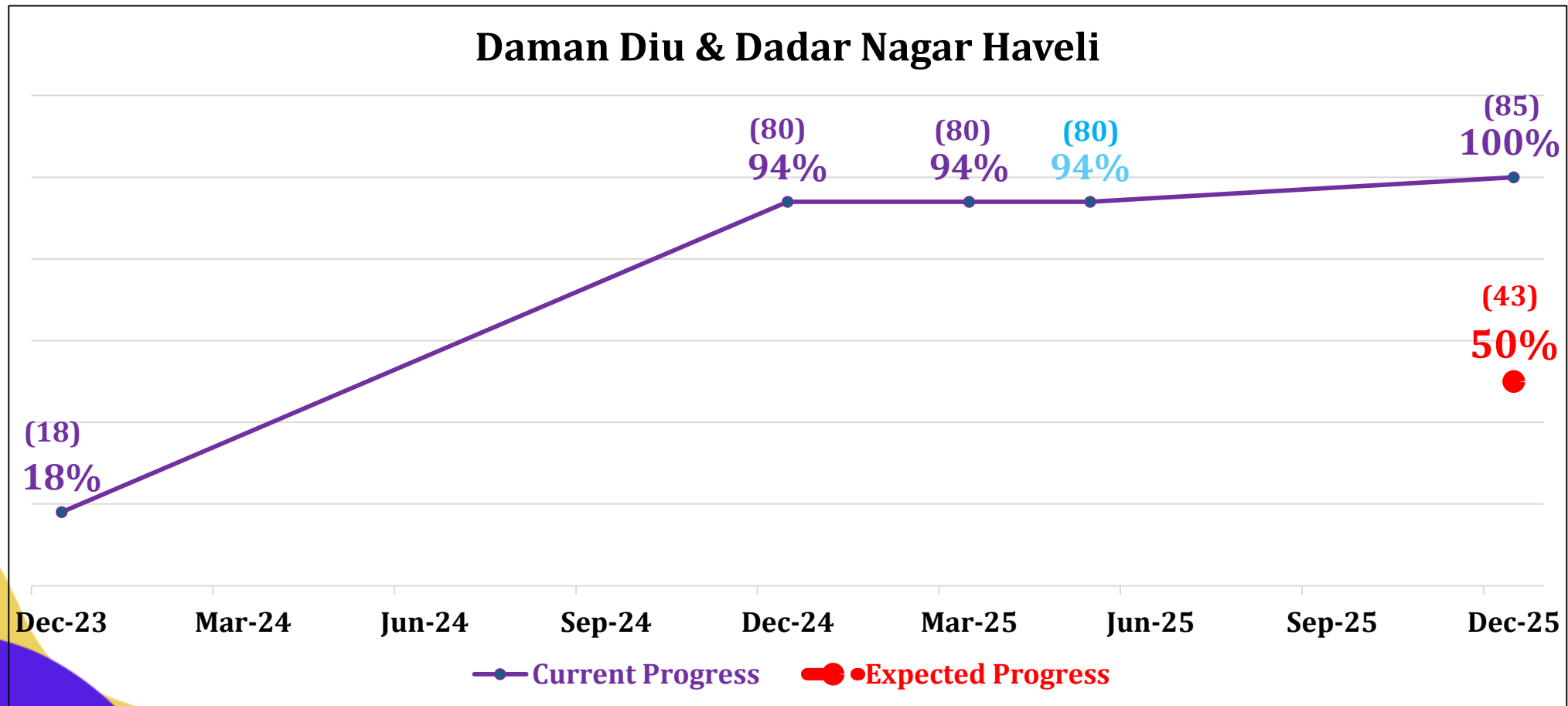


ASPIRANTS

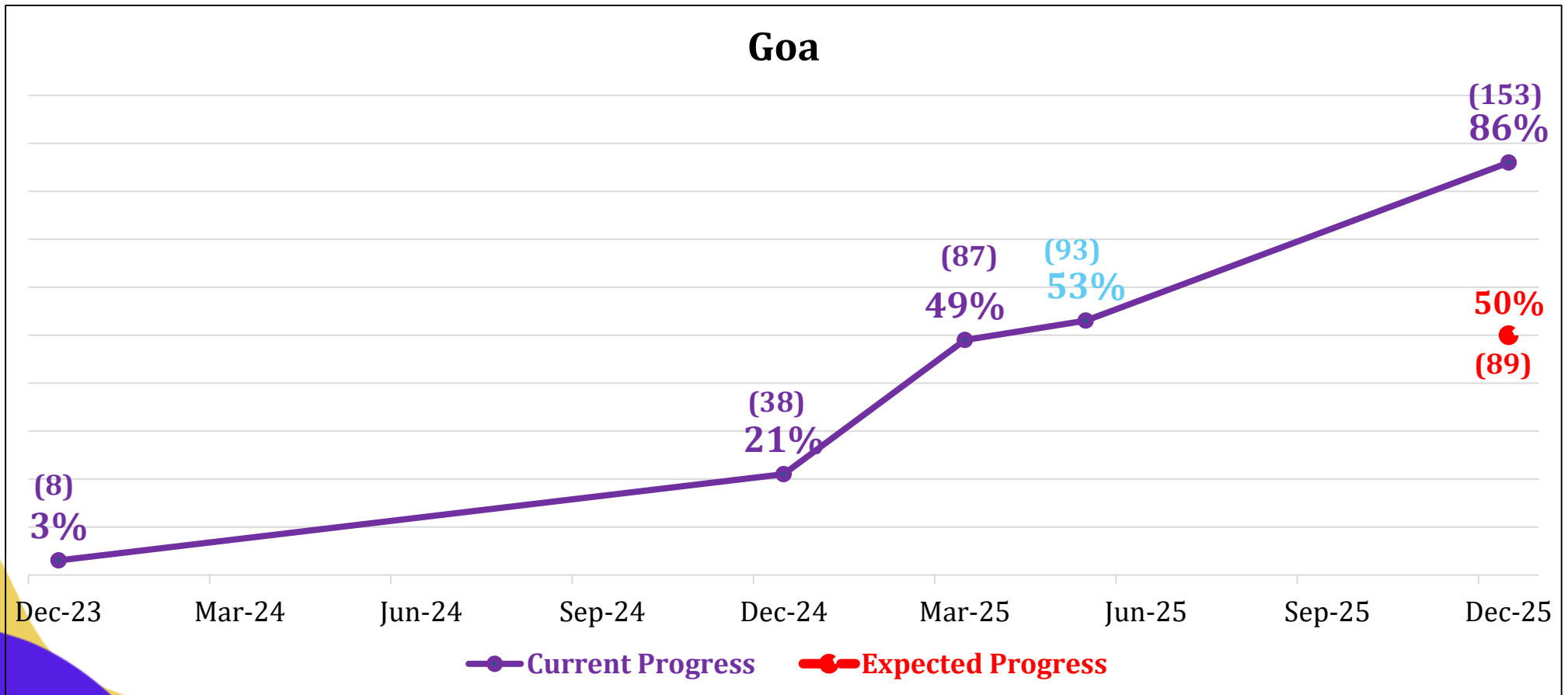
- Andaman & Nicobar
- Bihar
- Chhattisgarh
- Delhi
- Haryana
- Himachal Pradesh
- Jammu & Kashmir
- Jharkhand
- Kerala
- Ladakh
- Lakshadweep
- Maharashtra
- Manipur
- Mizoram
- Nagaland
- Puducherry
- Rajasthan
- Sikkim
- Tamil Nadu
- Uttarakhand



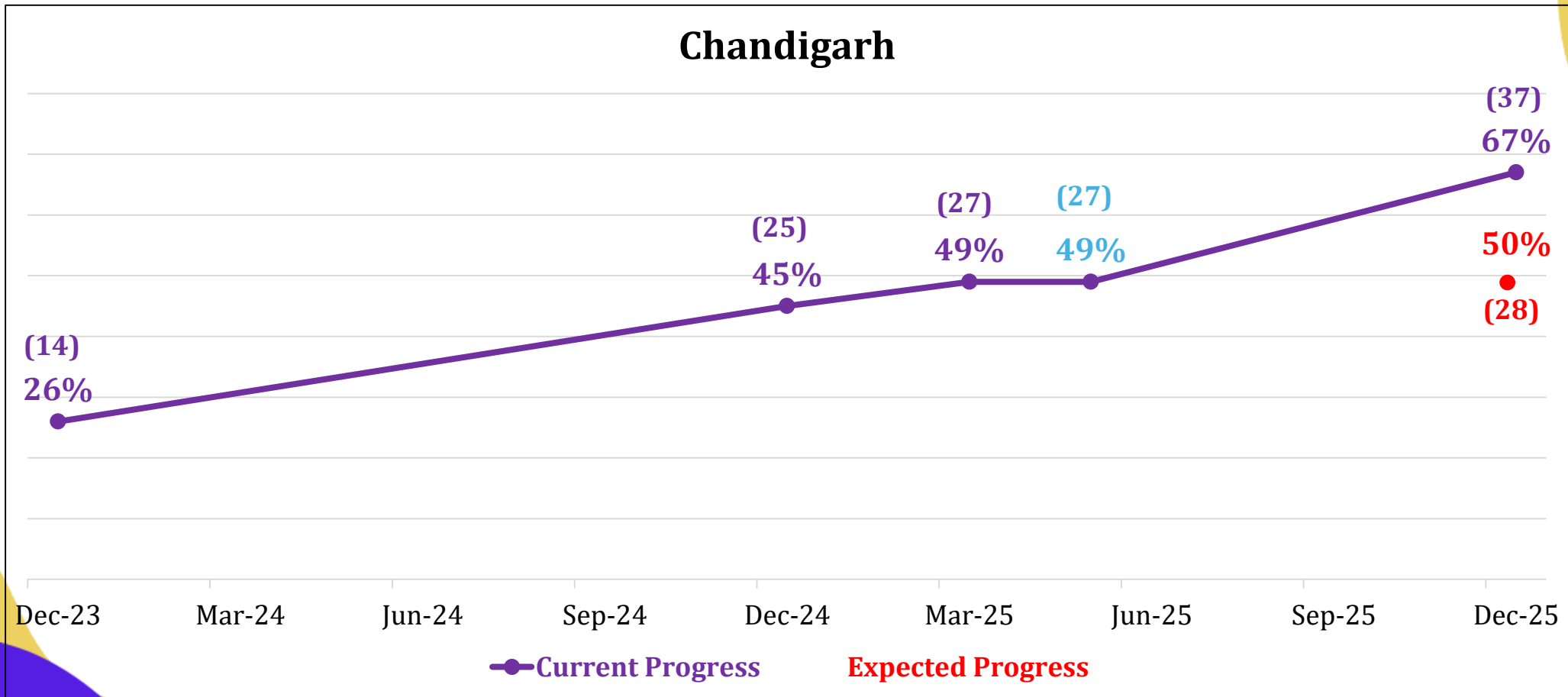
Timeline	Mar 2025	May 2025	Dec 2025	Dec 2026
No. of targeted NQAS certifications	94% (80)	94% (80)	50% (43)	100% (85)



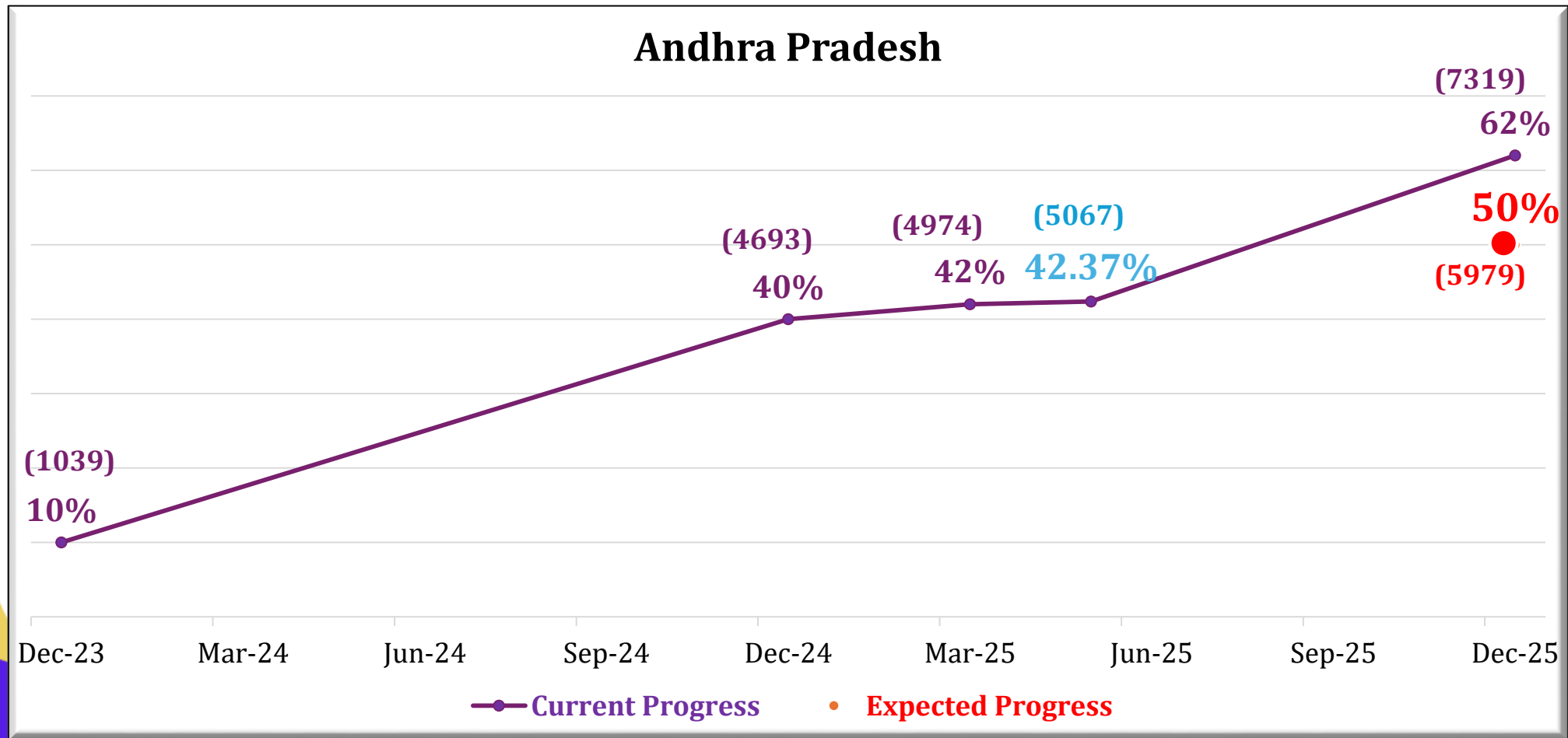
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	49% (87)	53% (93)	50% (89)	75% (133)	100% (177)



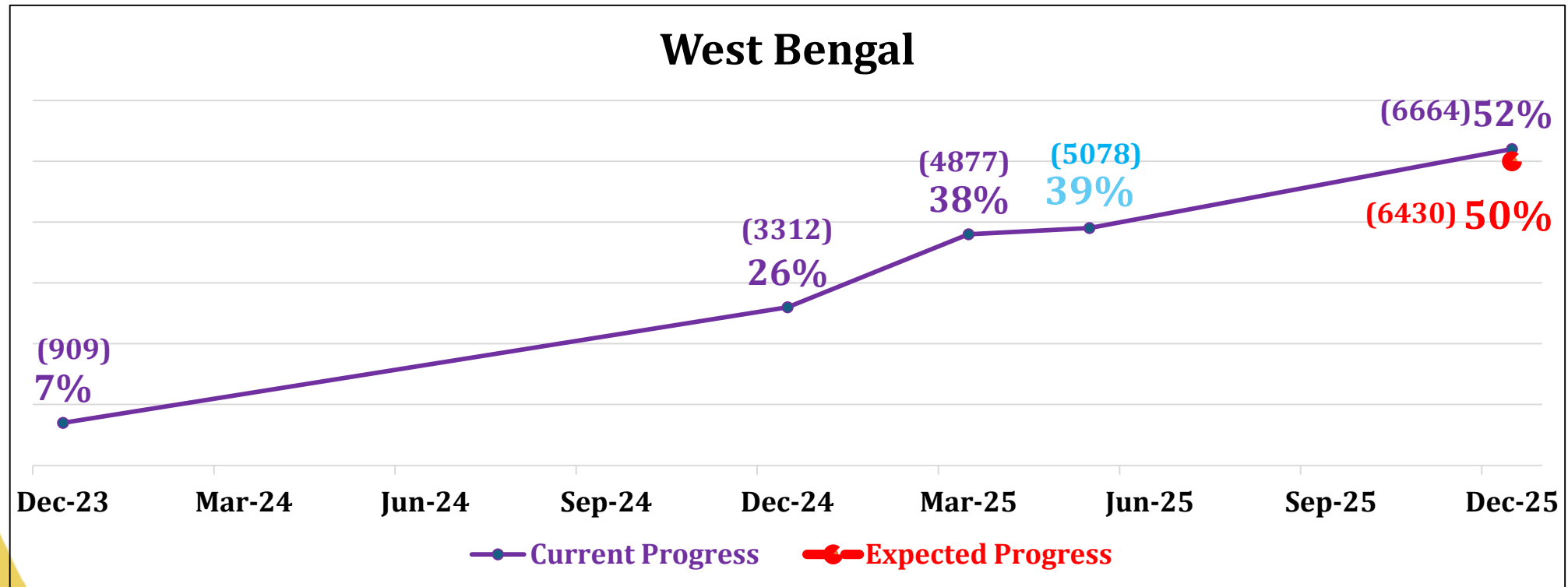
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	49% (27)	49% (27)	50% (28)	76% (42)	100% (55)



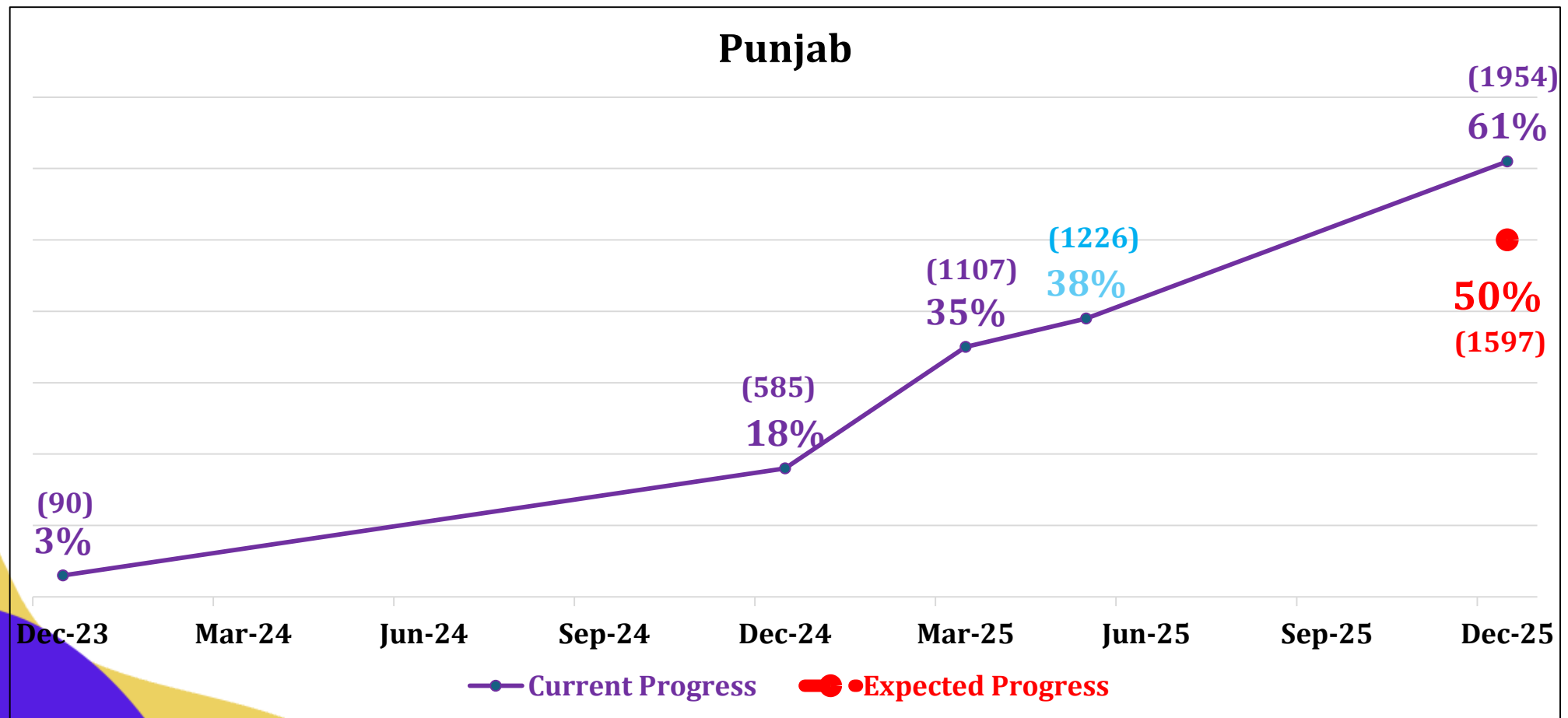
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	42% (4974)	42.37% (5067)	50% (5979)	92% (10921)	100% (11959)



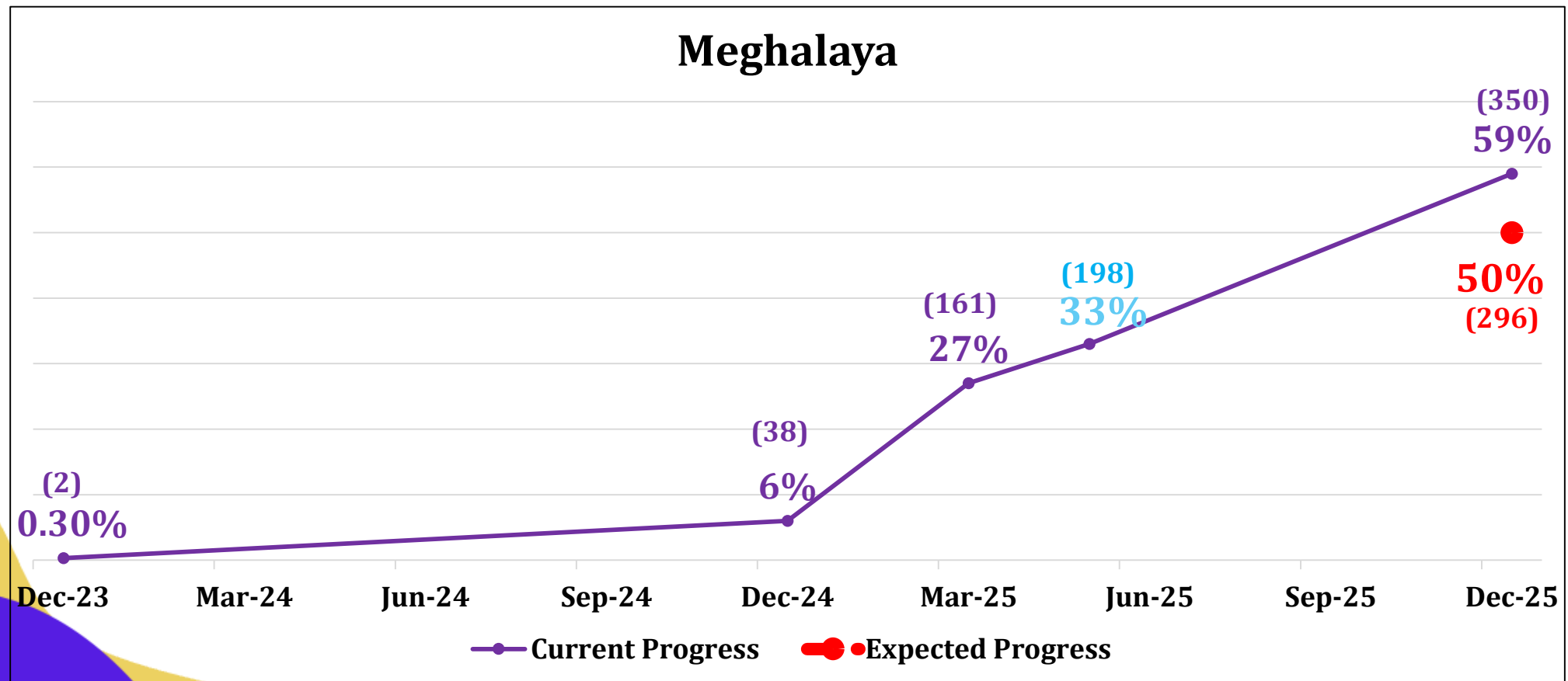
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	38% (4877)	39% (5078)	50% (6430)	74% (9520)	100% (12859)



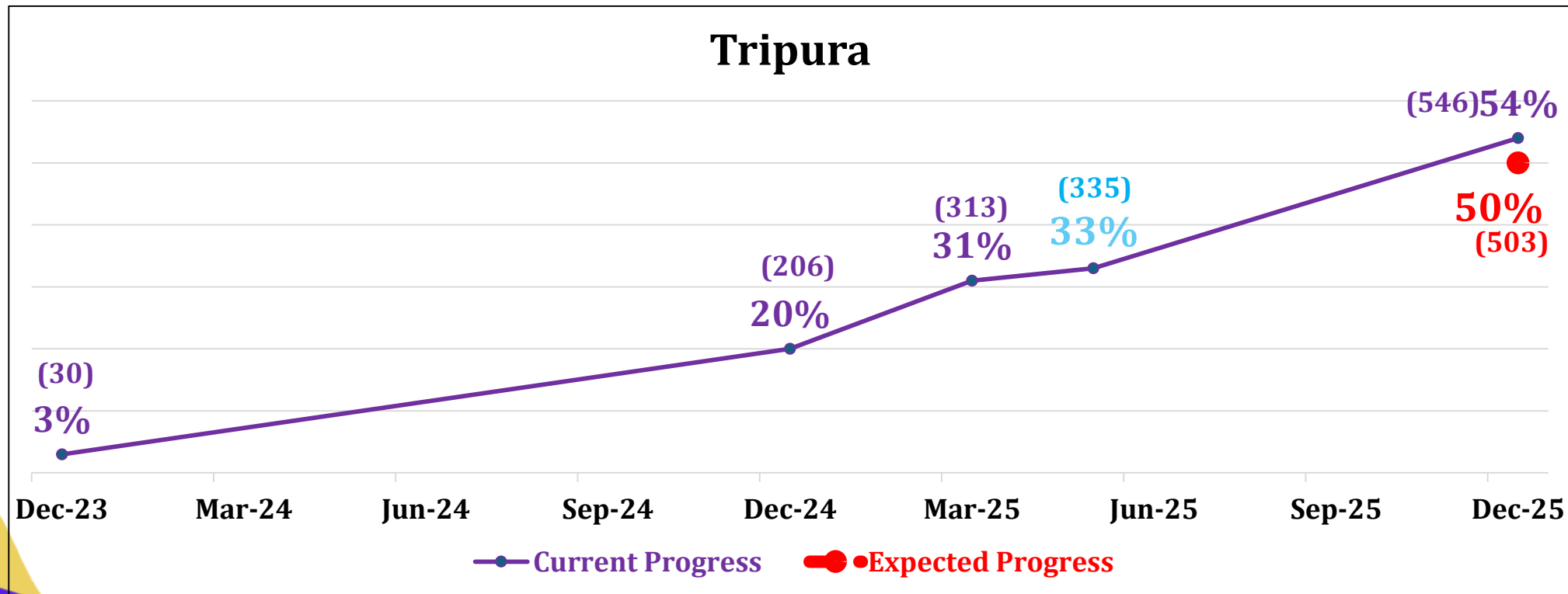
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	35% (1107)	38% (1226)	50% (1597)	73% (2333)	100% (3193)



Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	27% (161)	33% (198)	50% (296)	69% (407)	100% (592)



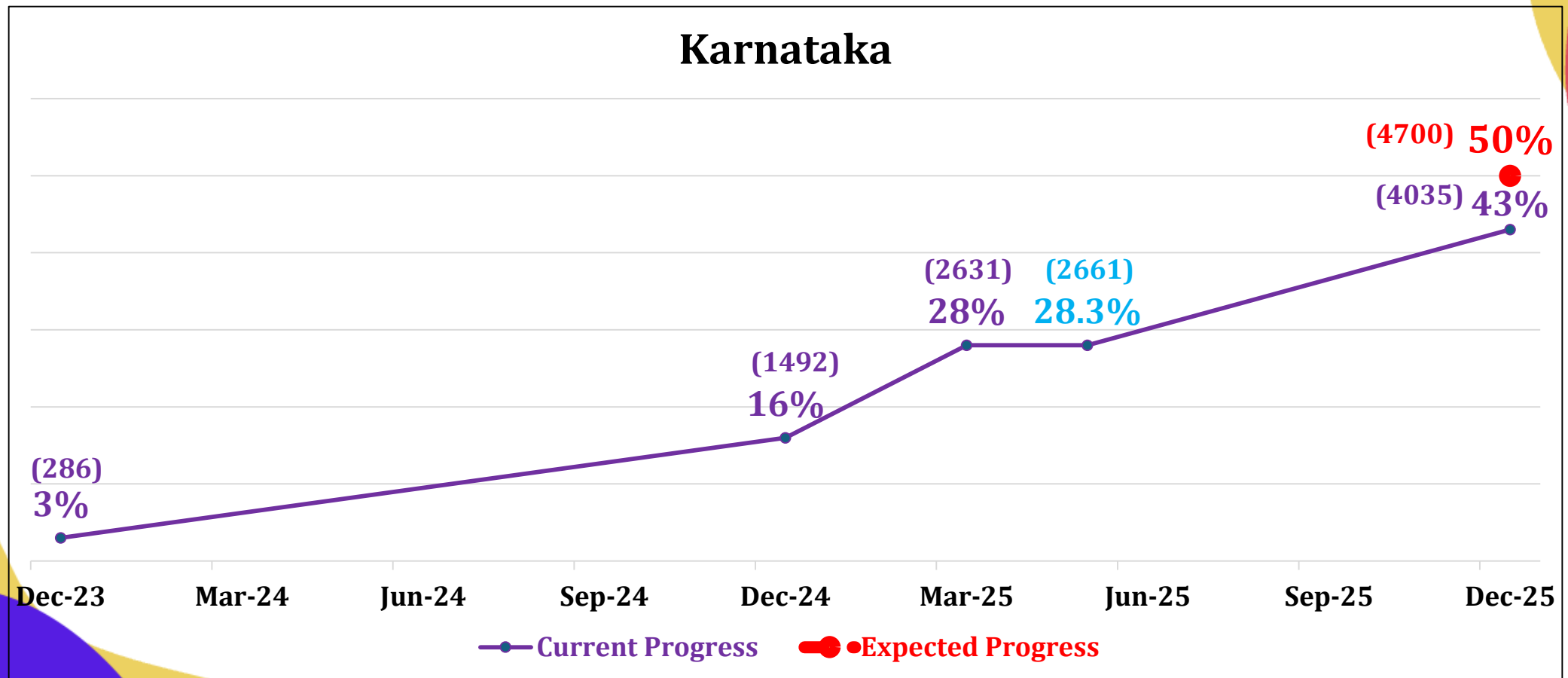
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	31% (313)	33% (335)	50% (503)	69% (698)	100% (1006)





Performers*- likely to achieve 50% on time

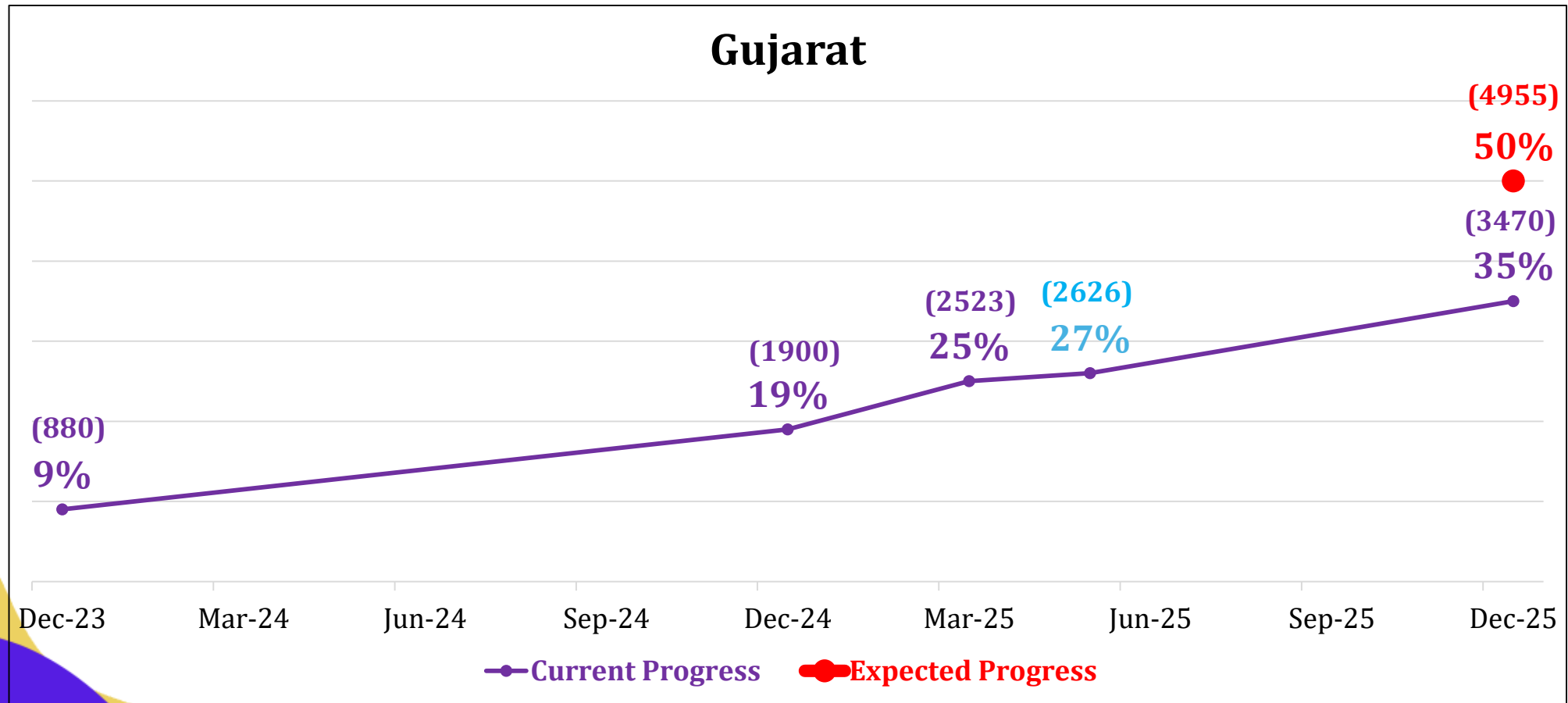
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	27.98% (2631)	28.3% (2661)	50% (4700)	65% (6138)	100% (9400)



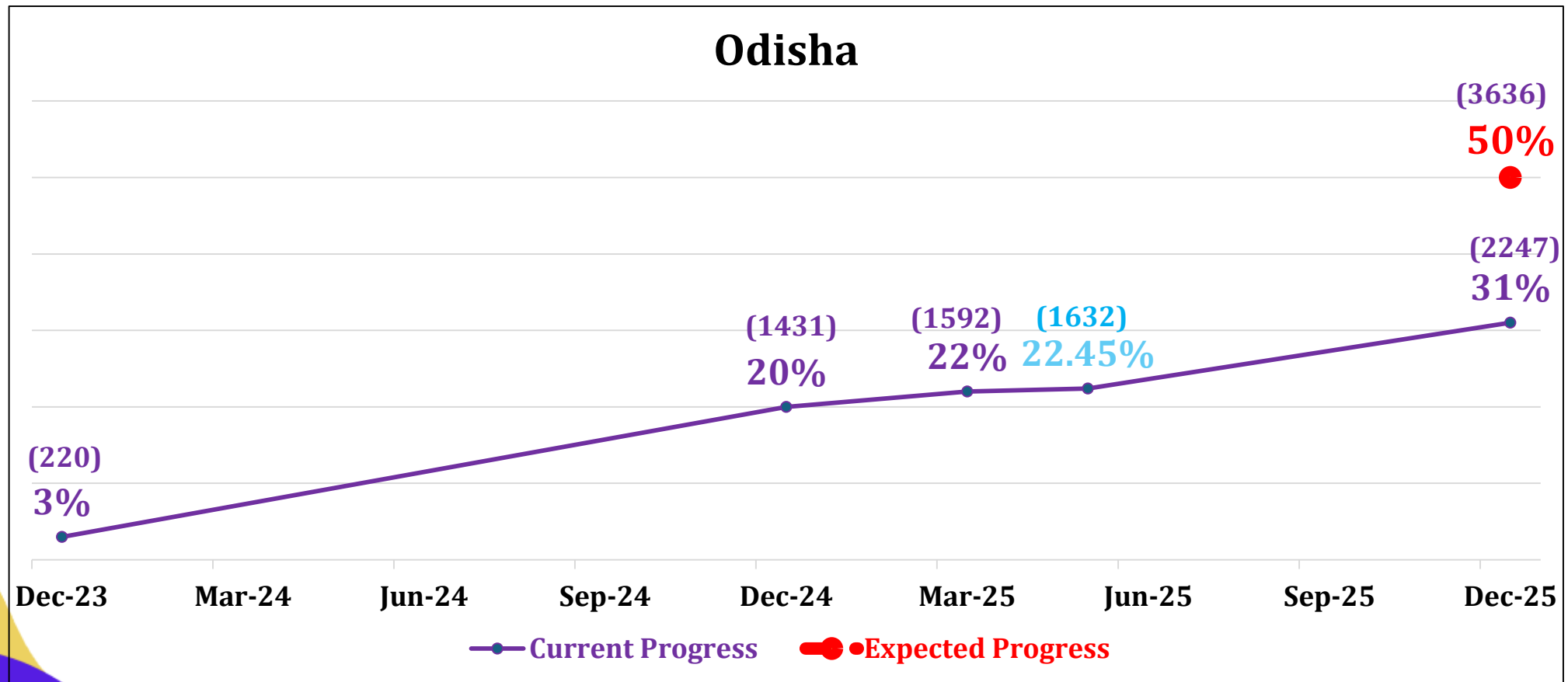


Potential Performers*- likely to achieve 50% on time

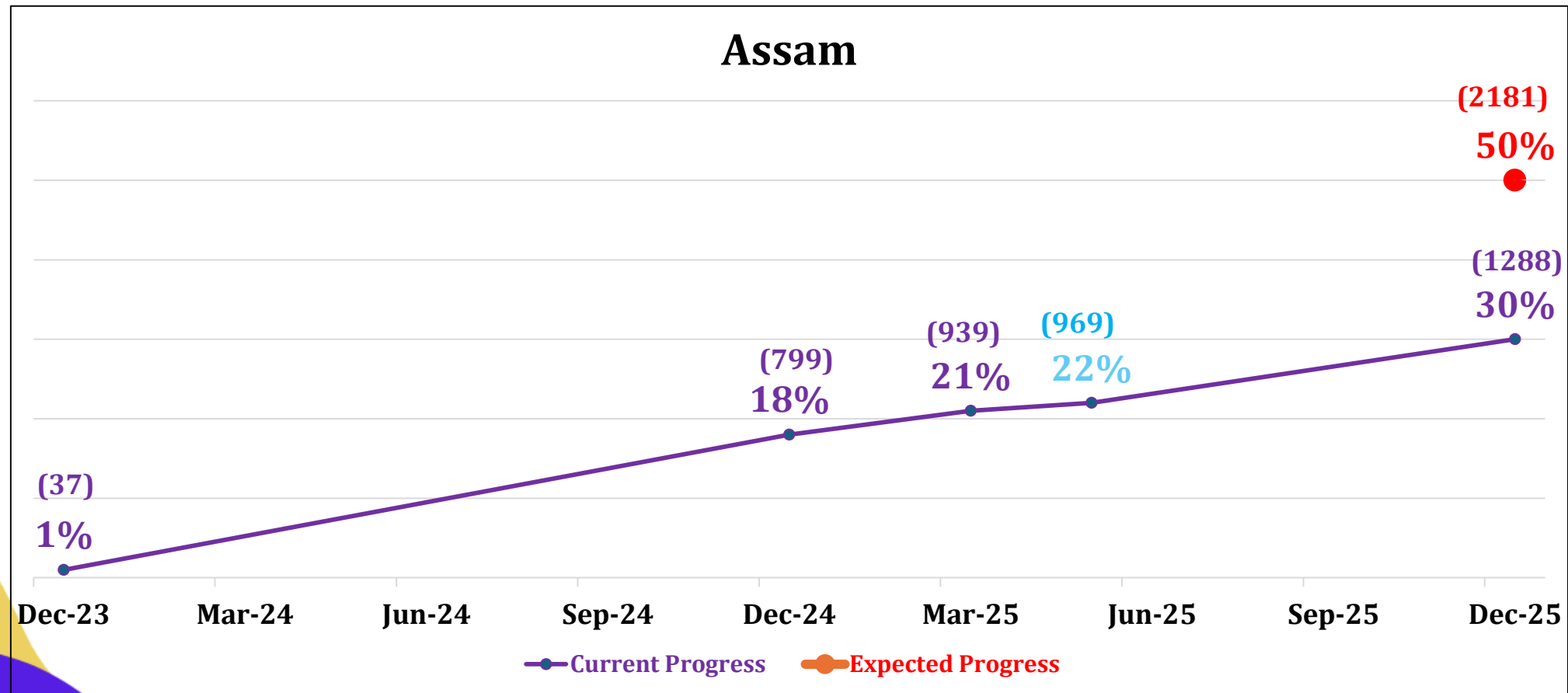
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	25% (2523)	27% (2626)	50% (4955)	70% (6976)	100% (9910)



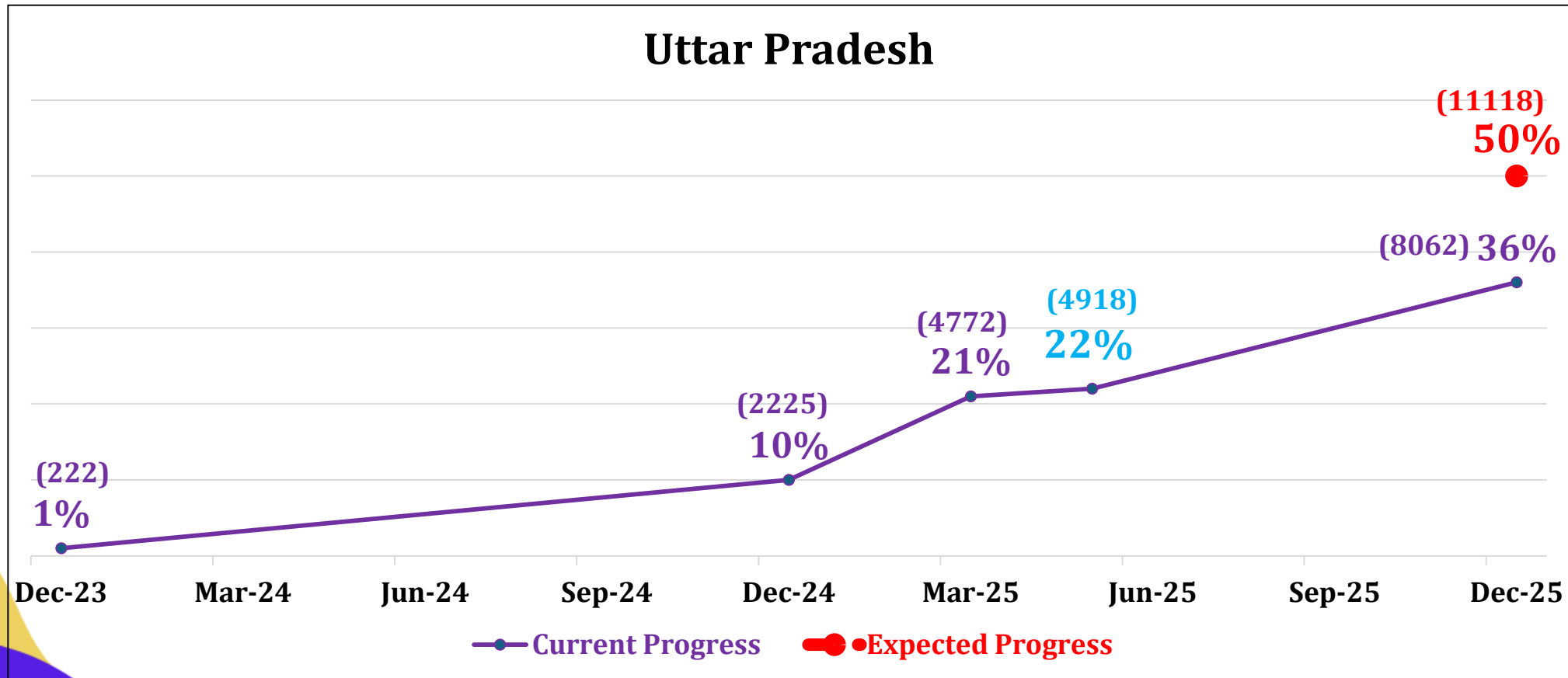
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	22% (1592)	22.4% (1632)	50% (3636)	70% (5076)	100% (7271)



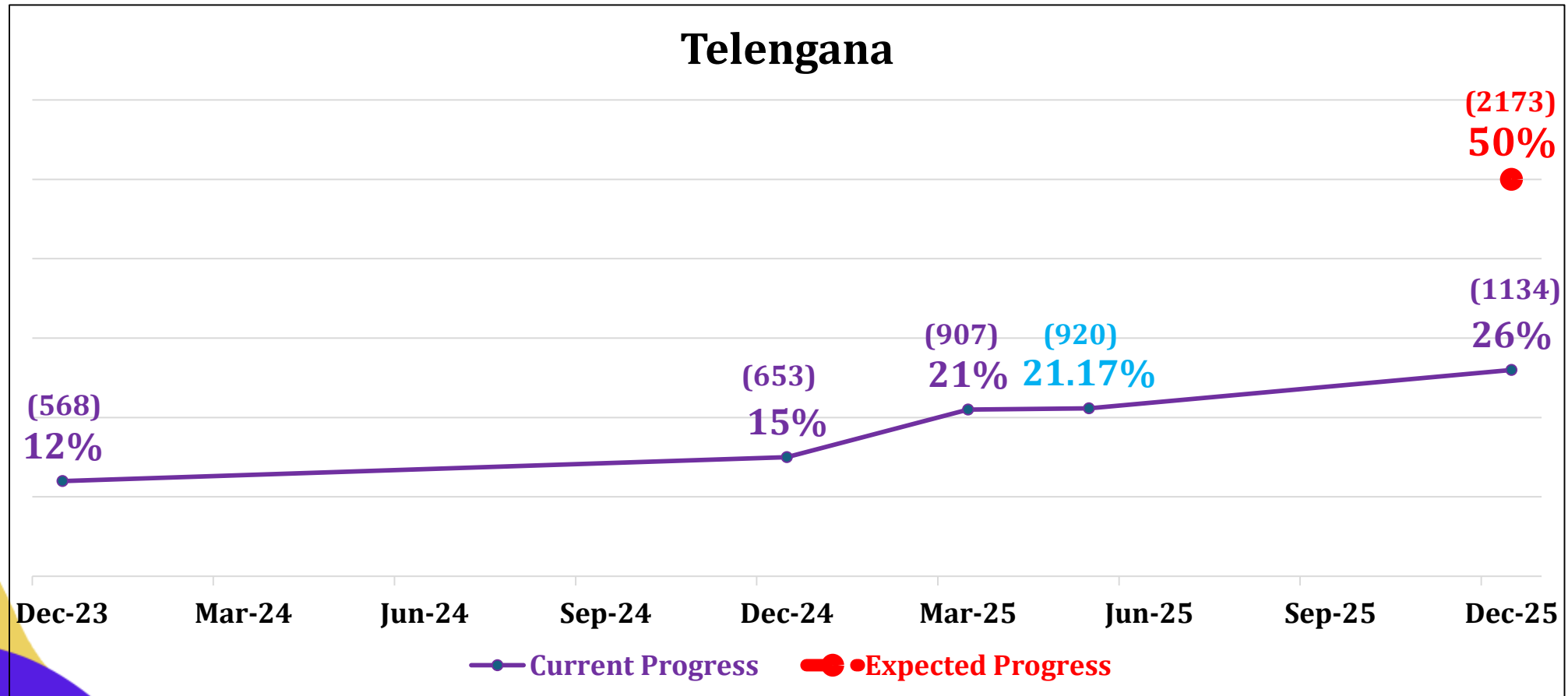
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	21% (934)	22% (969)	50% (2181)	73% (3199)	100% (4361)



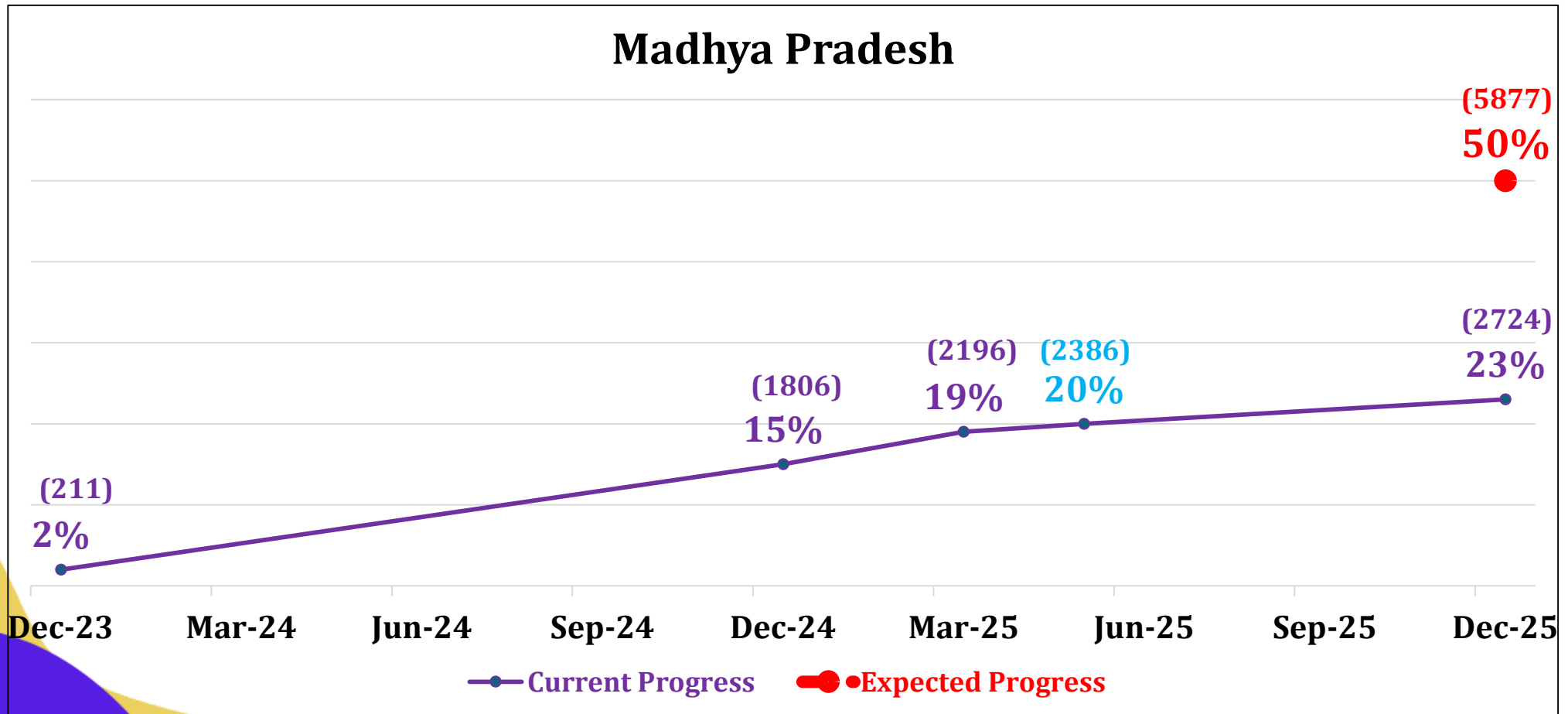
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	21% (4772)	22% (4918)	50% (11118)	70% (15551)	100% (22235)



Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	21% (907)	21.17% (920)	50% (2173)	72% (3113)	100% (4346)



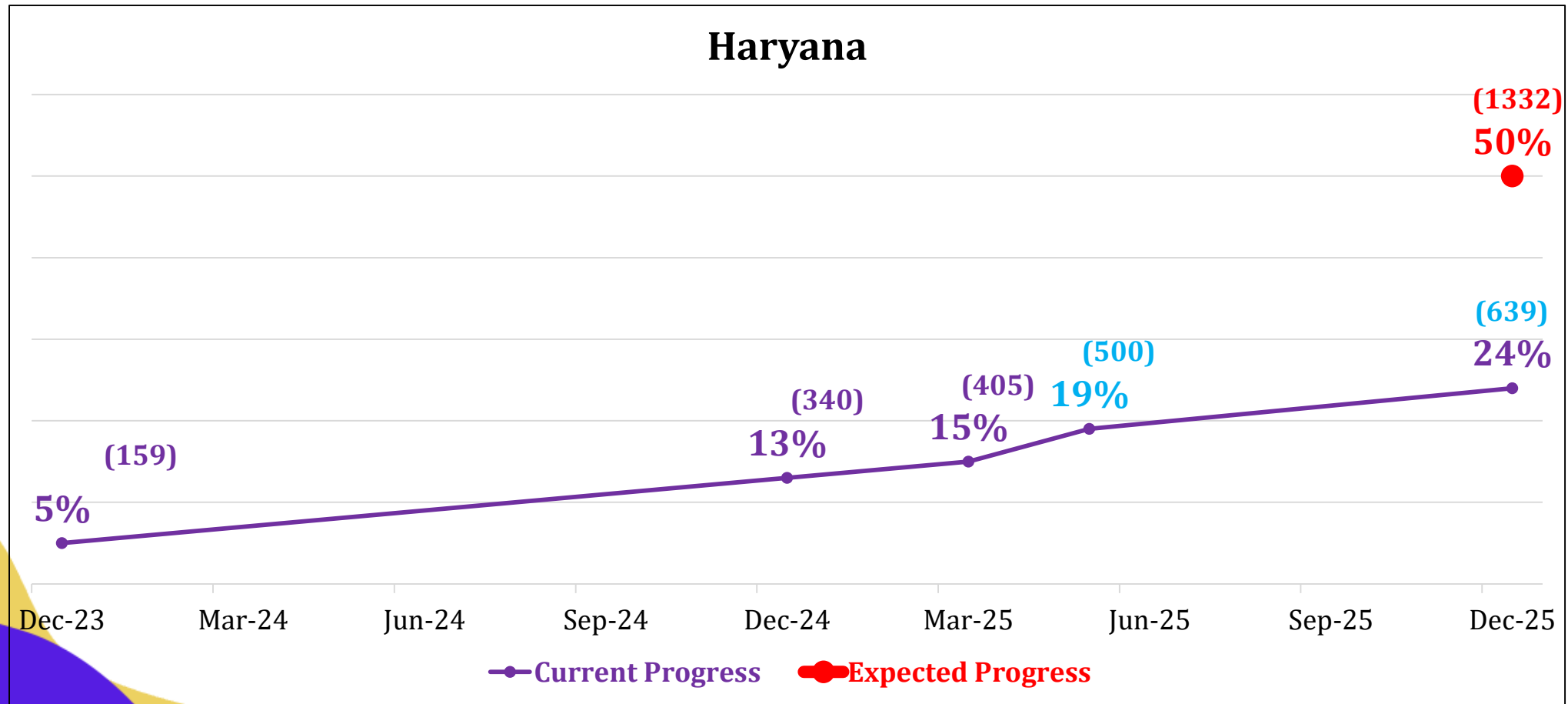
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	19% (2196)	20% (2386)	50% (5877)	74% (8740)	100% (11754)



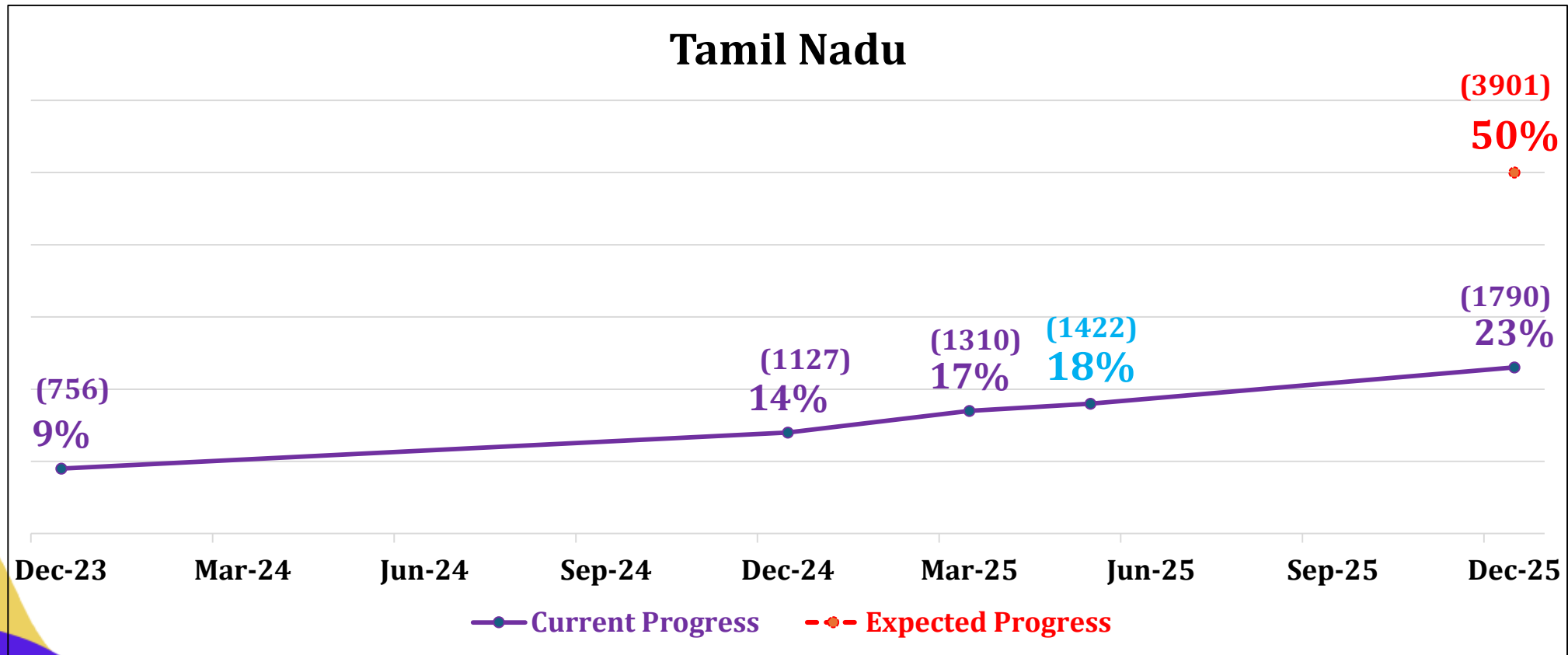


Aspirants*- State's likely to lag behind in achieving 50% target

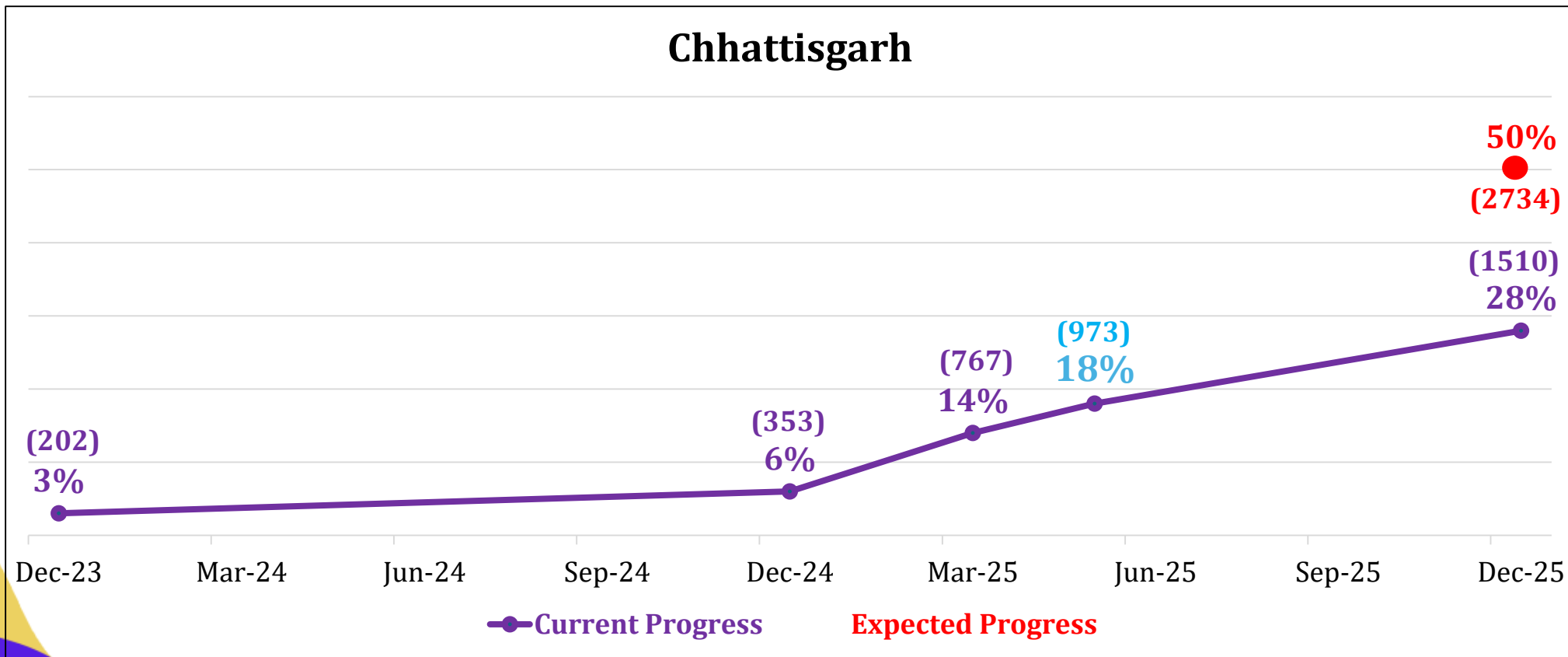
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	15% (405)	19% (500)	50% (1332)	98% (2614)	100% (2664)



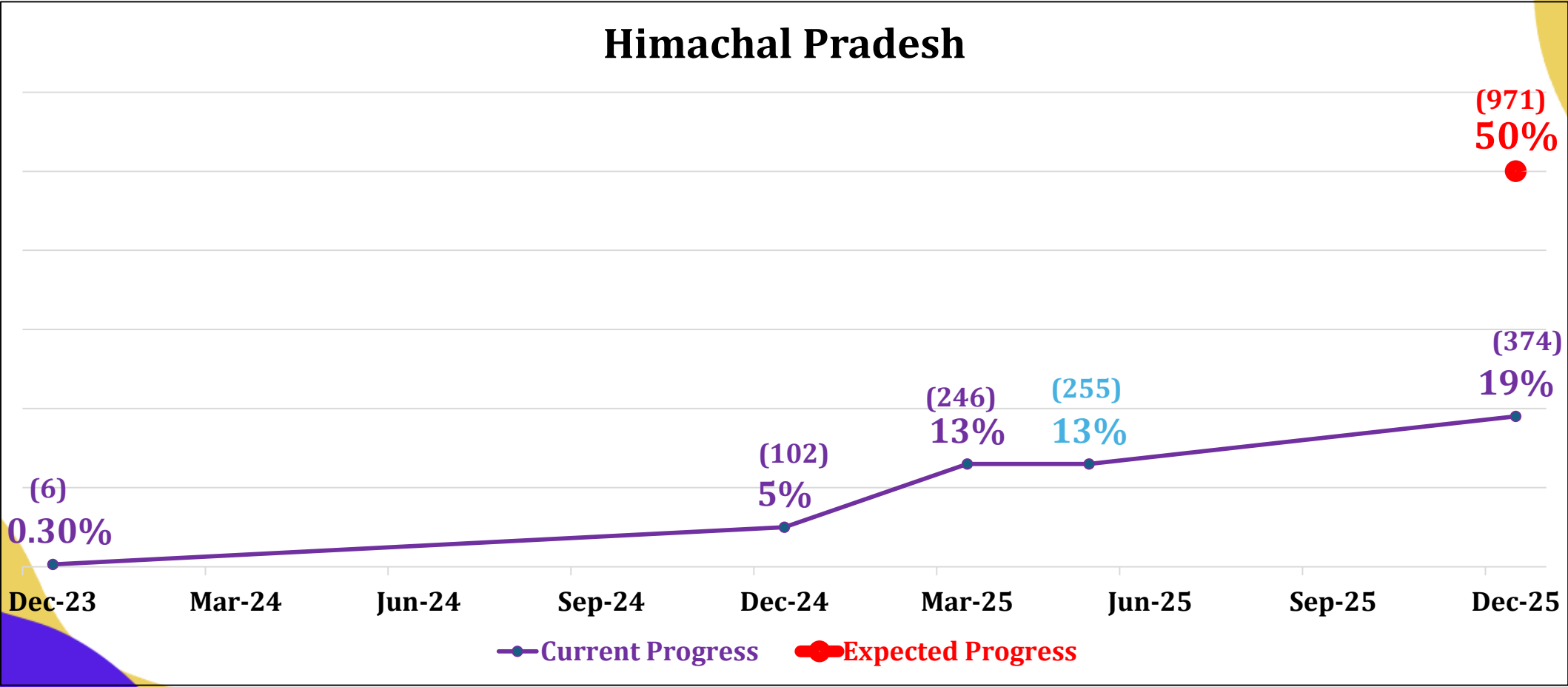
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	17% (1310)	18% (1422)	50% (3901)	23% (5733)	100% (7802)



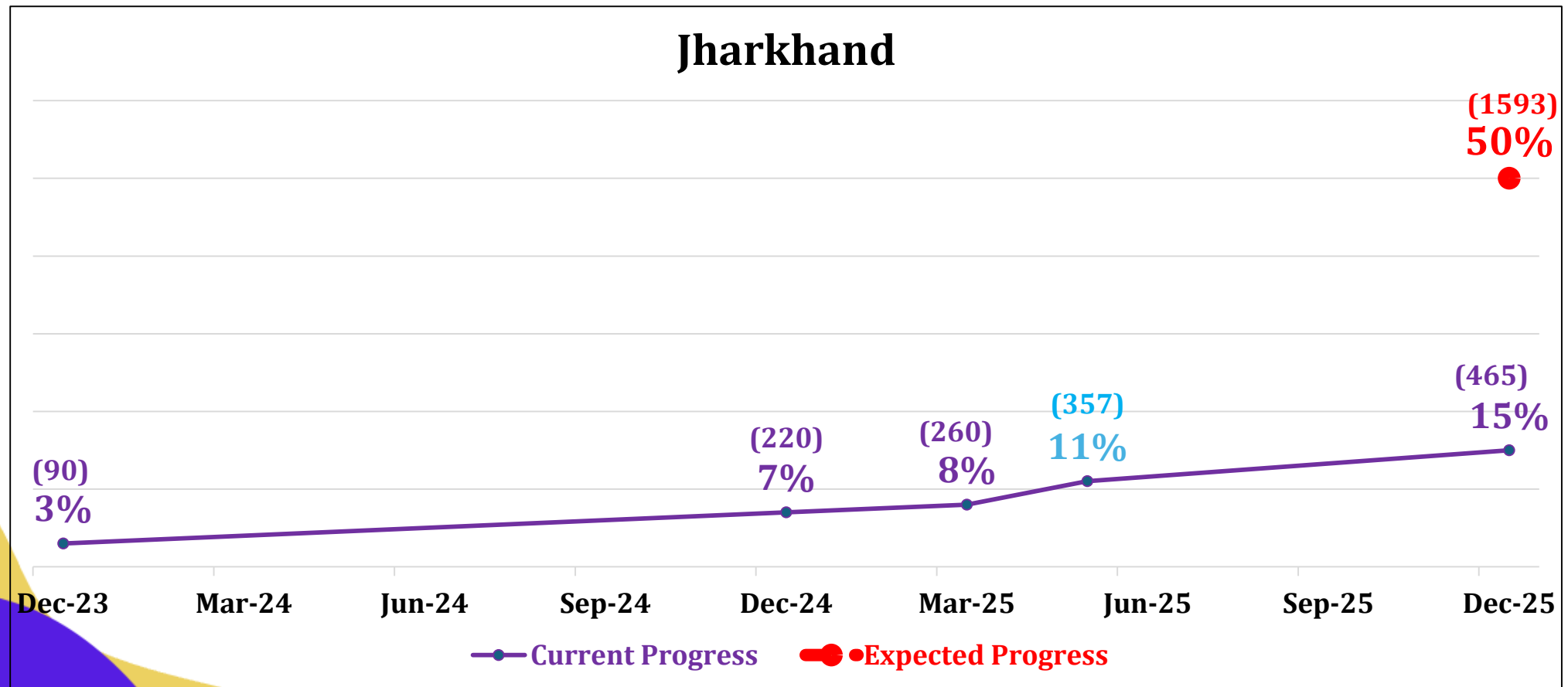
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	14% (767)	18% (973)	50% (2734)	61% (3318)	100% (5468)



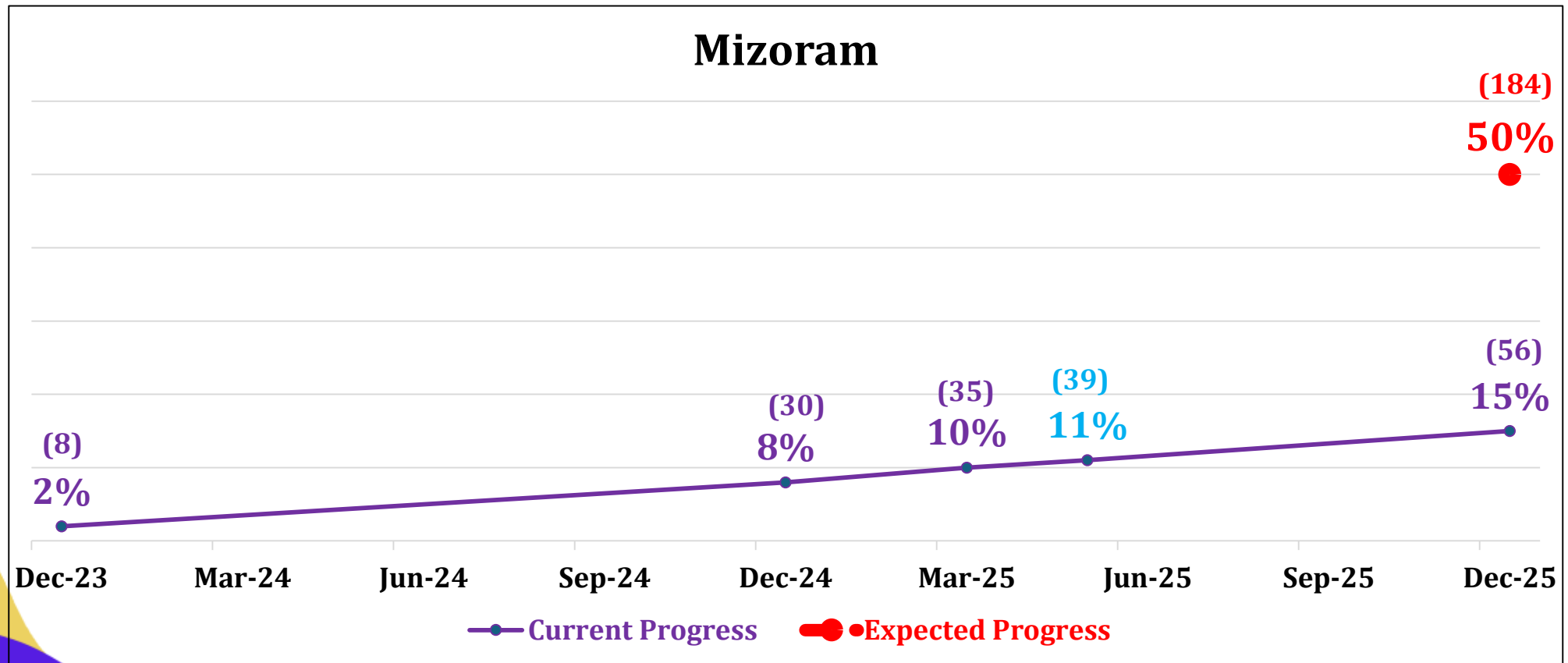
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	13% (246)	13% (255)	50% (971)	87% (1689)	100% (1942)



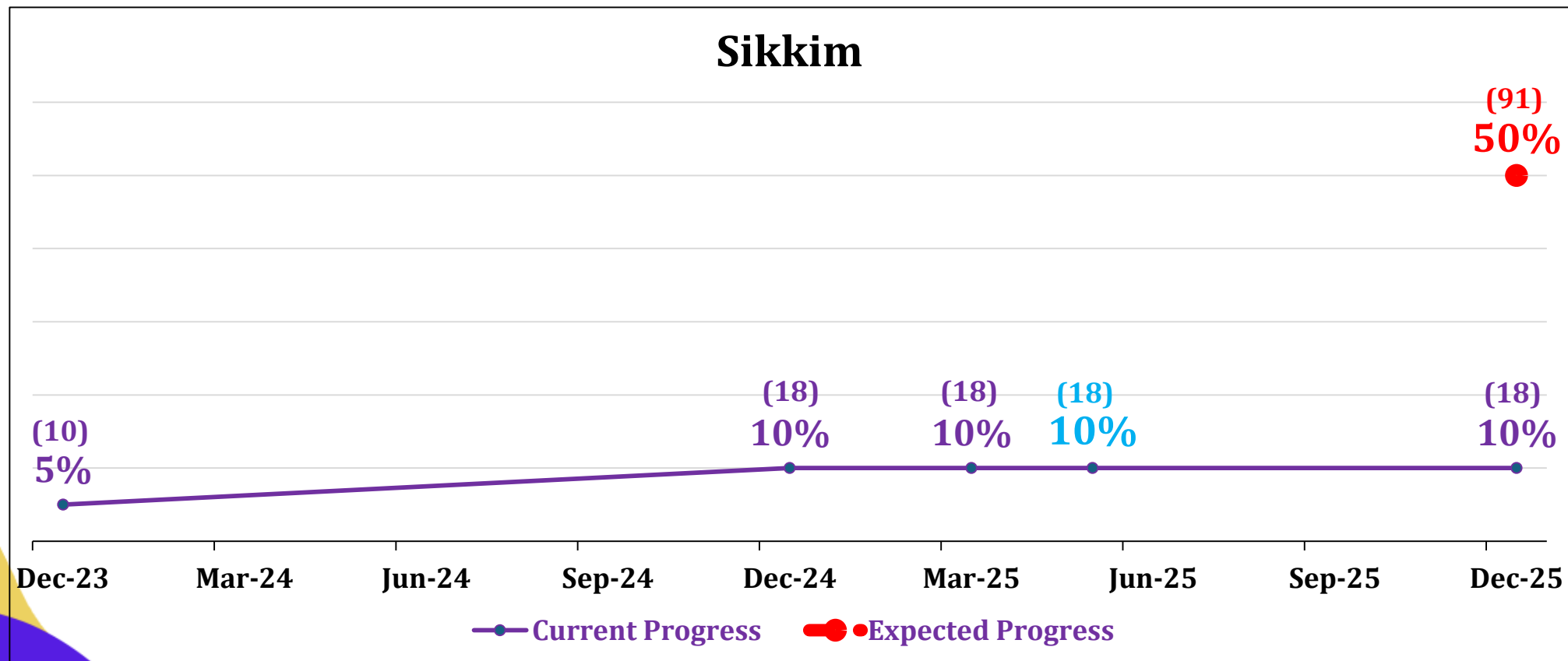
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	8% (260)	11% (357)	50% (1593)	71% (2272)	100% (3186)



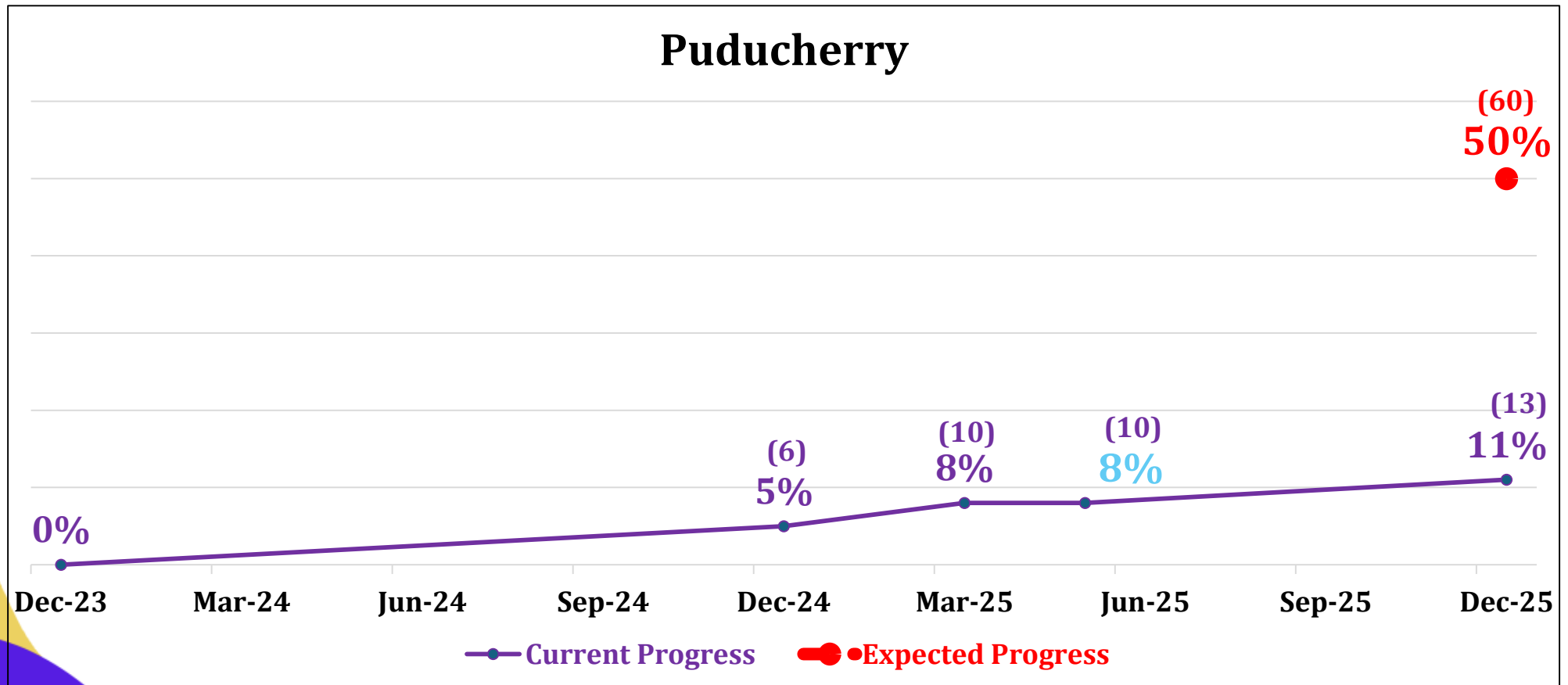
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	10% (35)	11% (39)	50% (184)	72% (264)	100% (367)



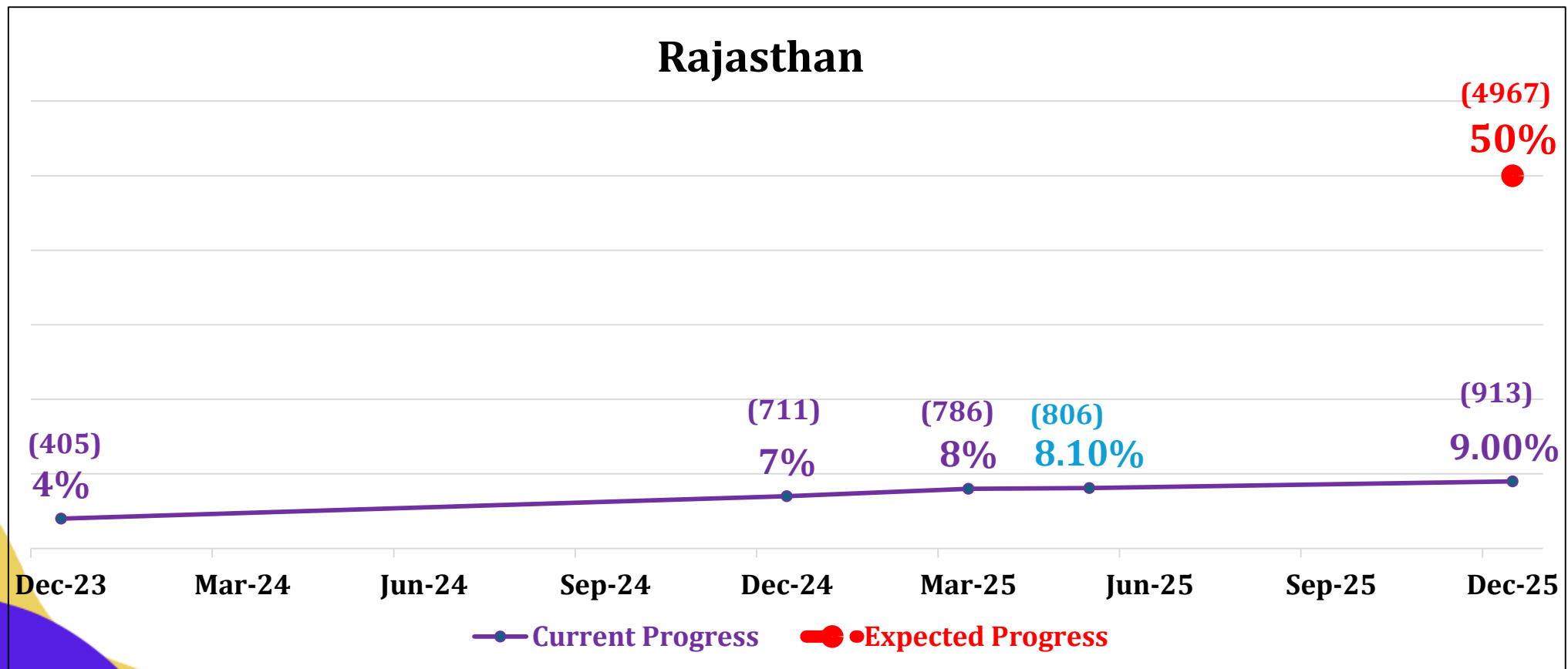
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	10% (18)	10% (18)	50% (91)	74% (134)	100% (181)



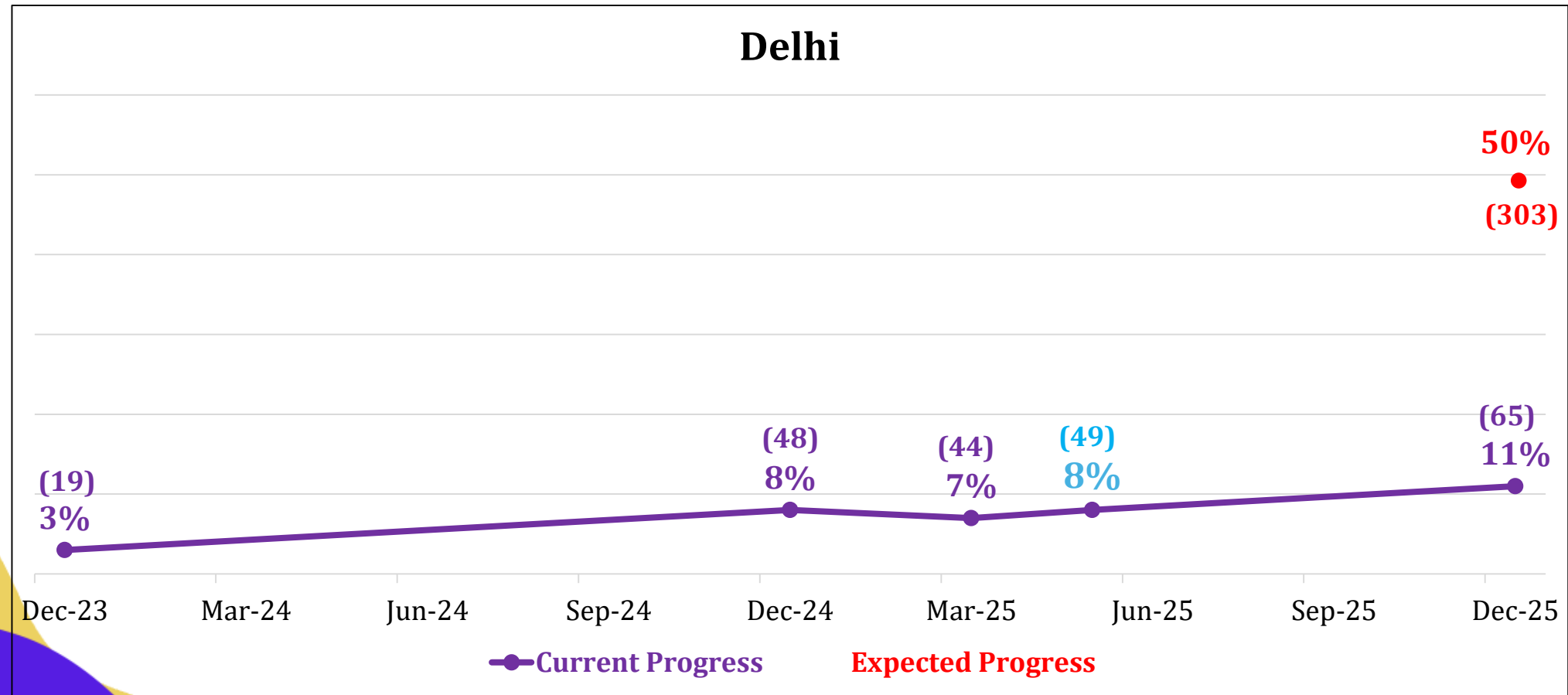
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	8% (10)	8% (10)	50% (60)	68% (81)	100% (120)



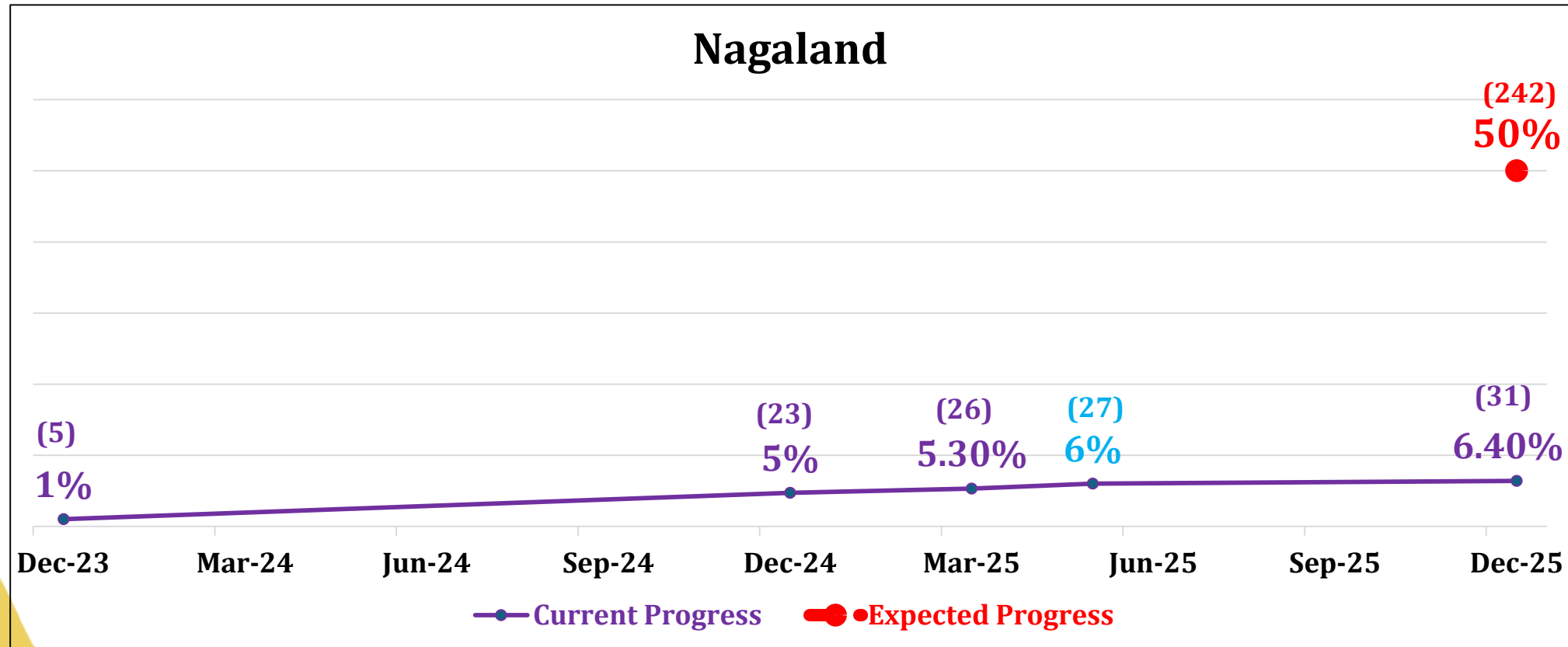
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	8% (786)	8.1% (806)	50% (4967)	88% (8720)	100% (9940)



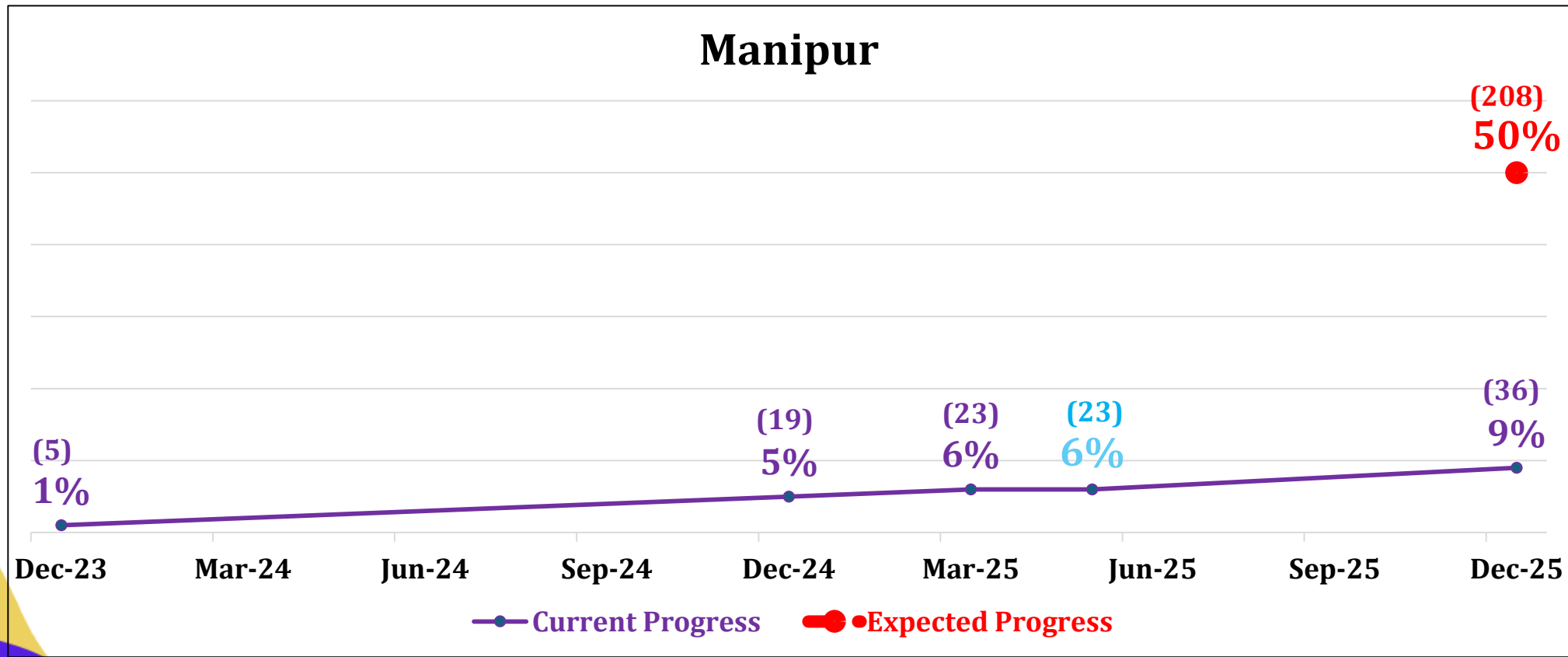
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	7% (44)	8% (49)	50% (303)	61% (368)	100% (606)



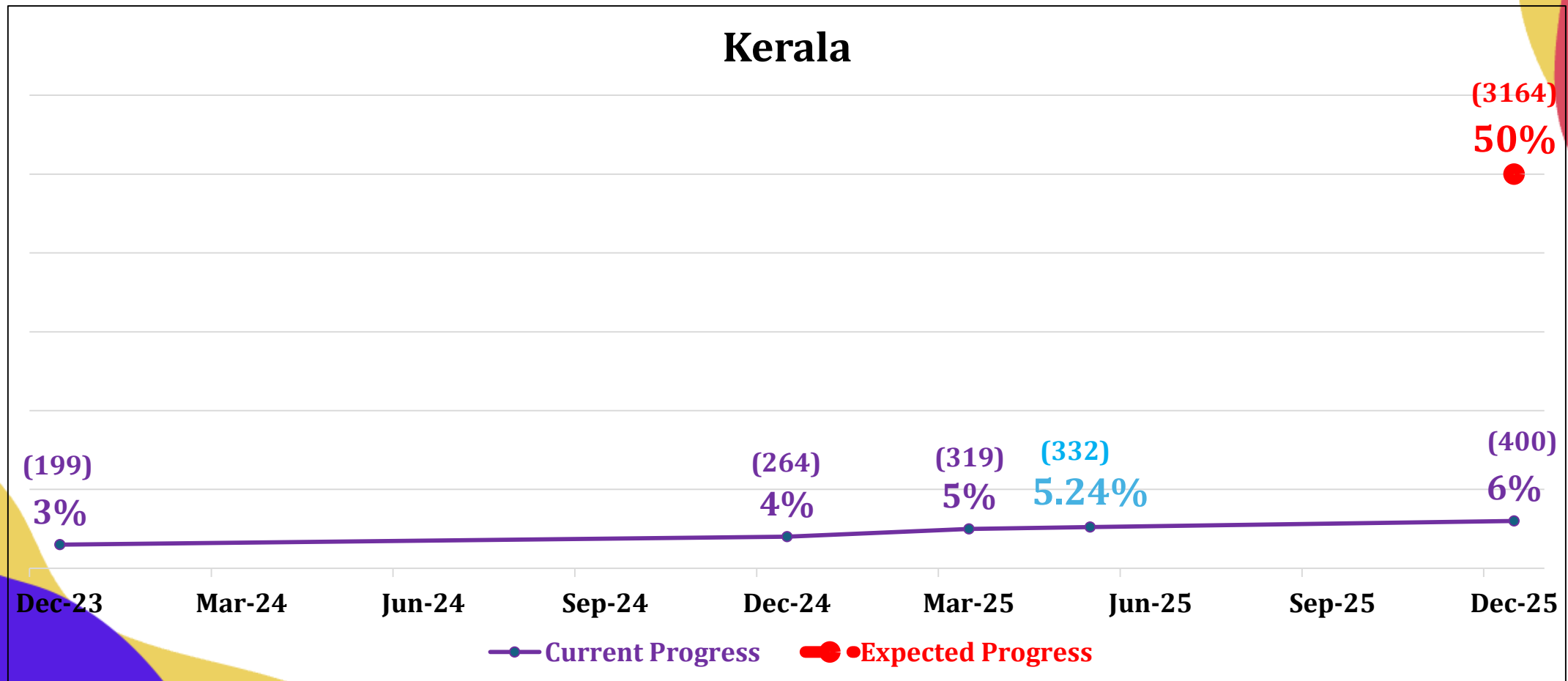
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	5.30% (26)	6% (27)	50% (242)	92% (443)	100% (483)



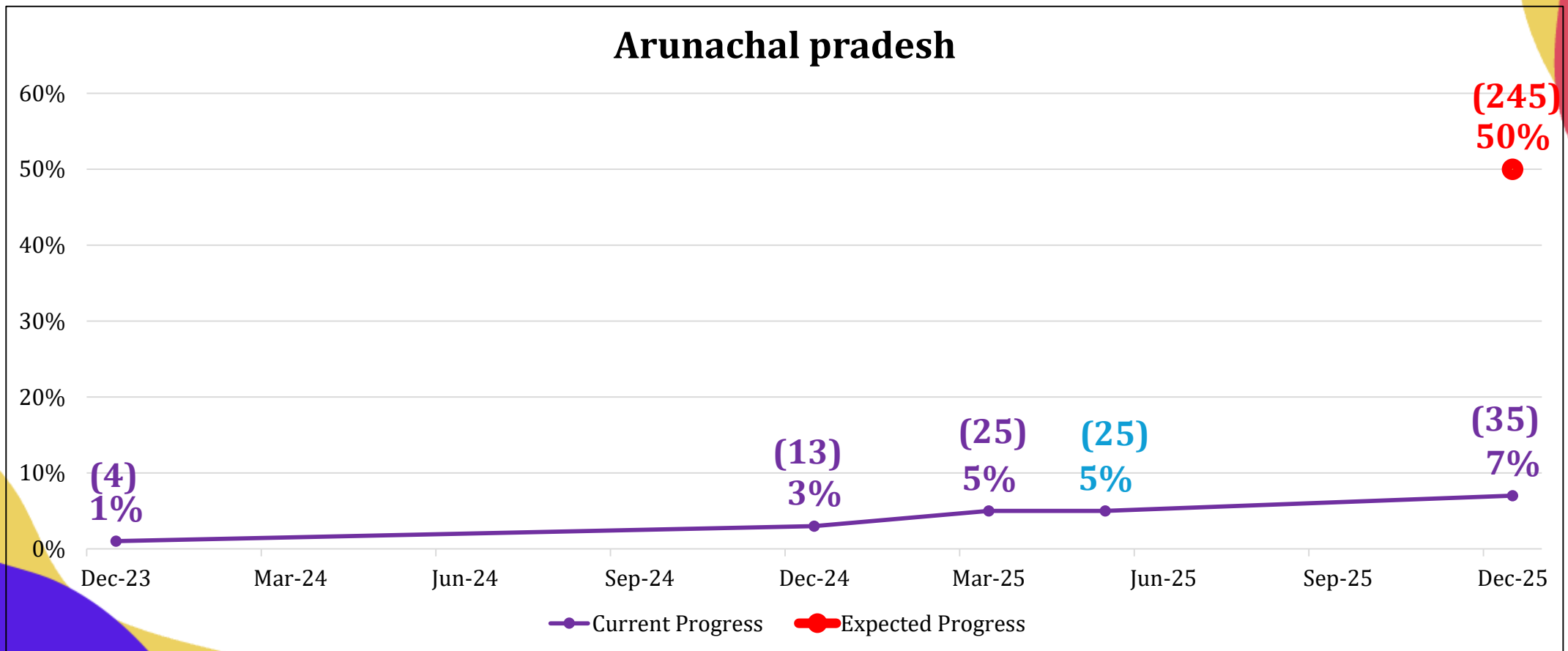
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	6% (23)	5% (23)	50% (208)	71% (296)	100% (416)



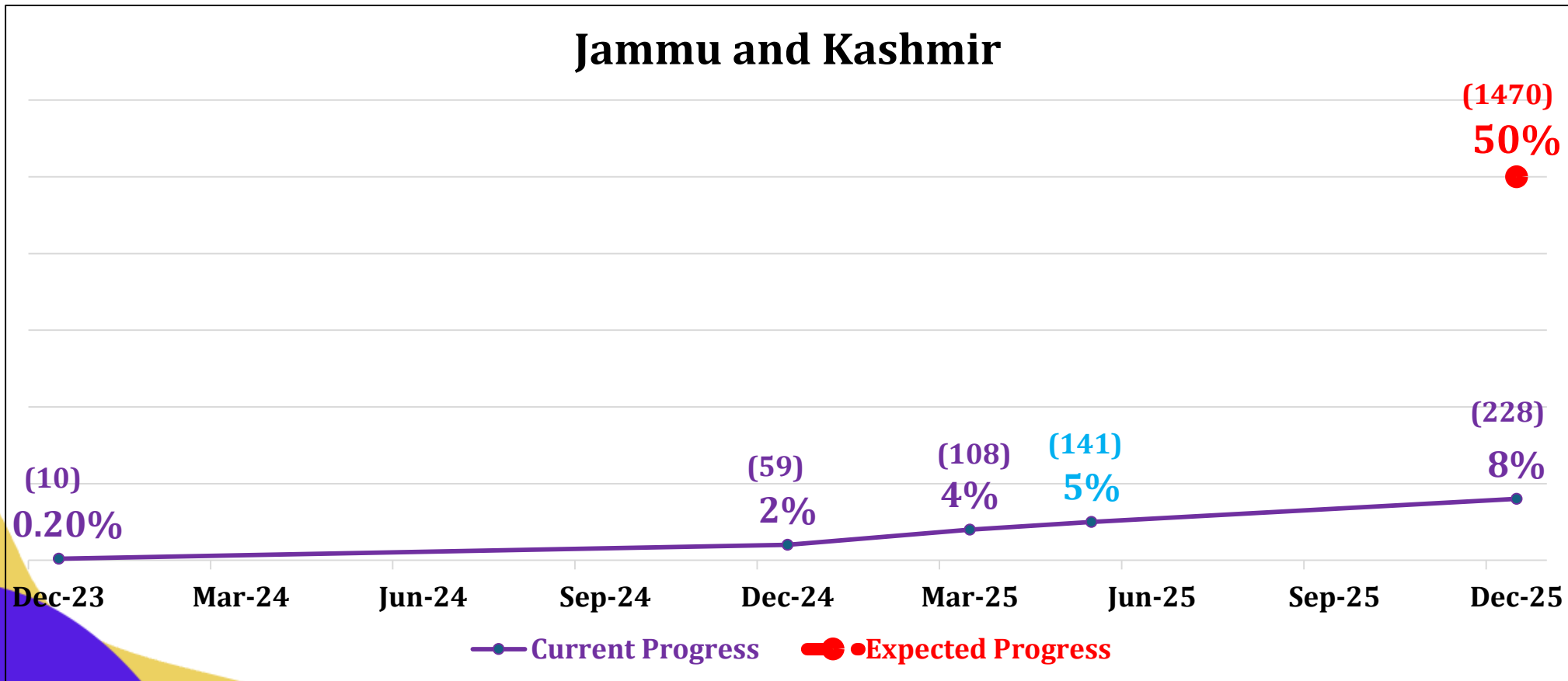
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	5% (319)	5.24% (332)	50% (3164)	61% (3873)	100% (6327)



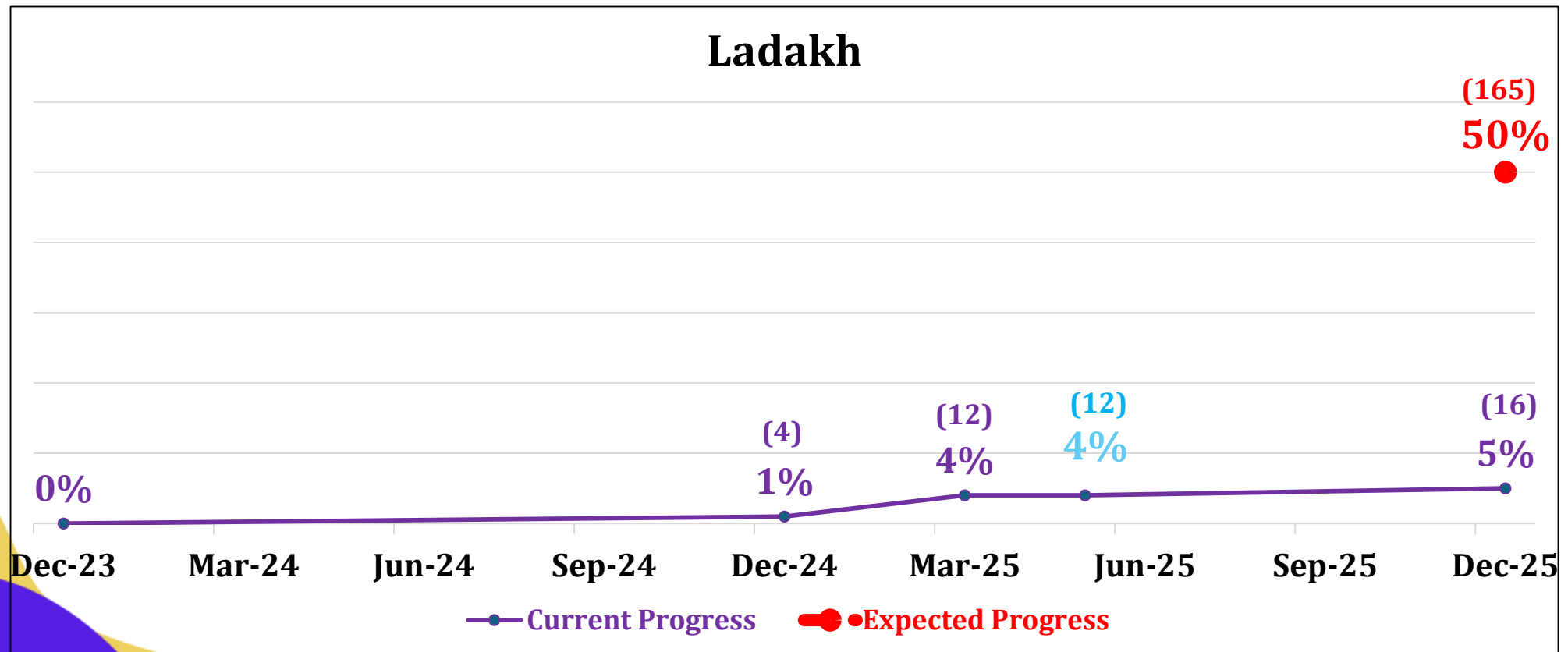
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	5% (25)	5% (25)	50% (245)	58.36% (286)	100% (490)



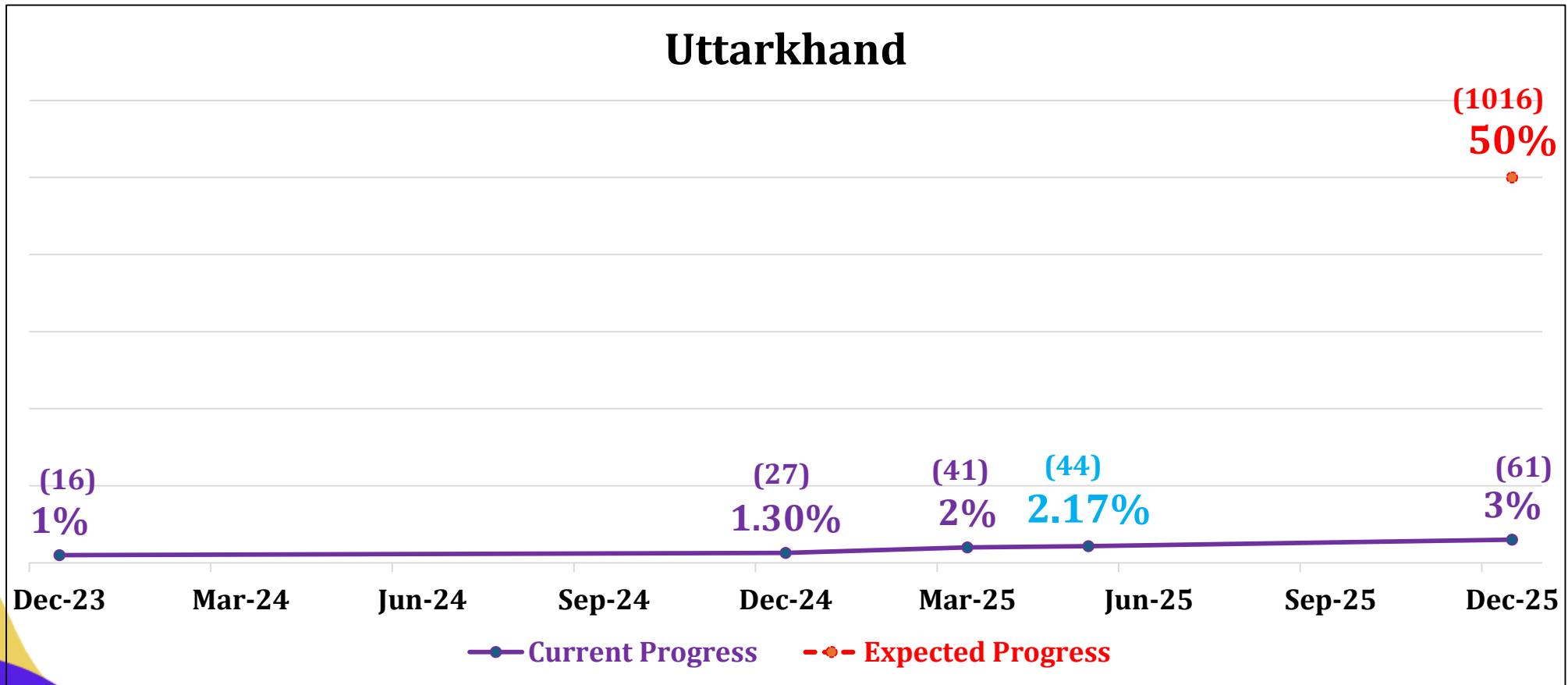
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	4% (108)	5% (141)	50% (1470)	61% (1817)	100% (2939)



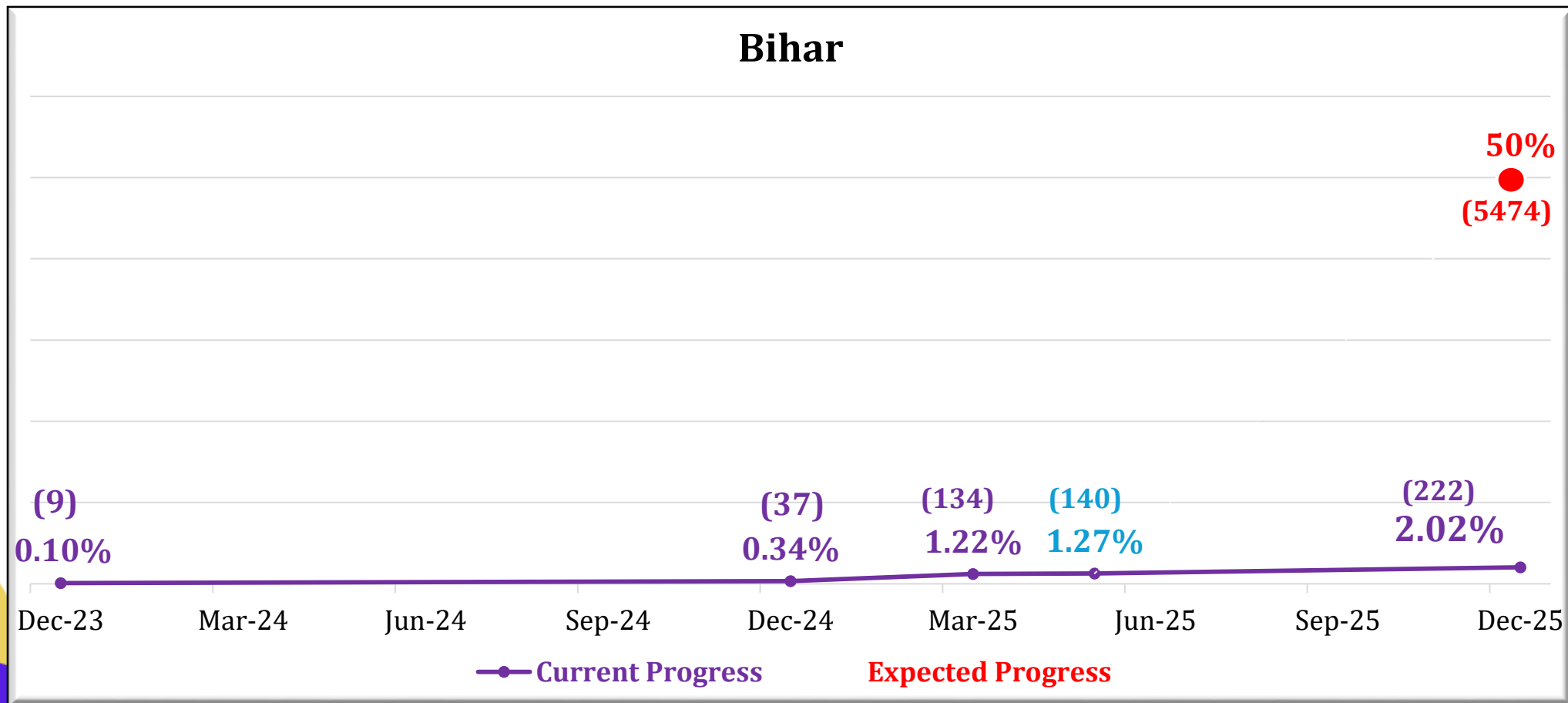
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	4% (12)	4% (12)	50% (165)	71% (235)	100% (330)



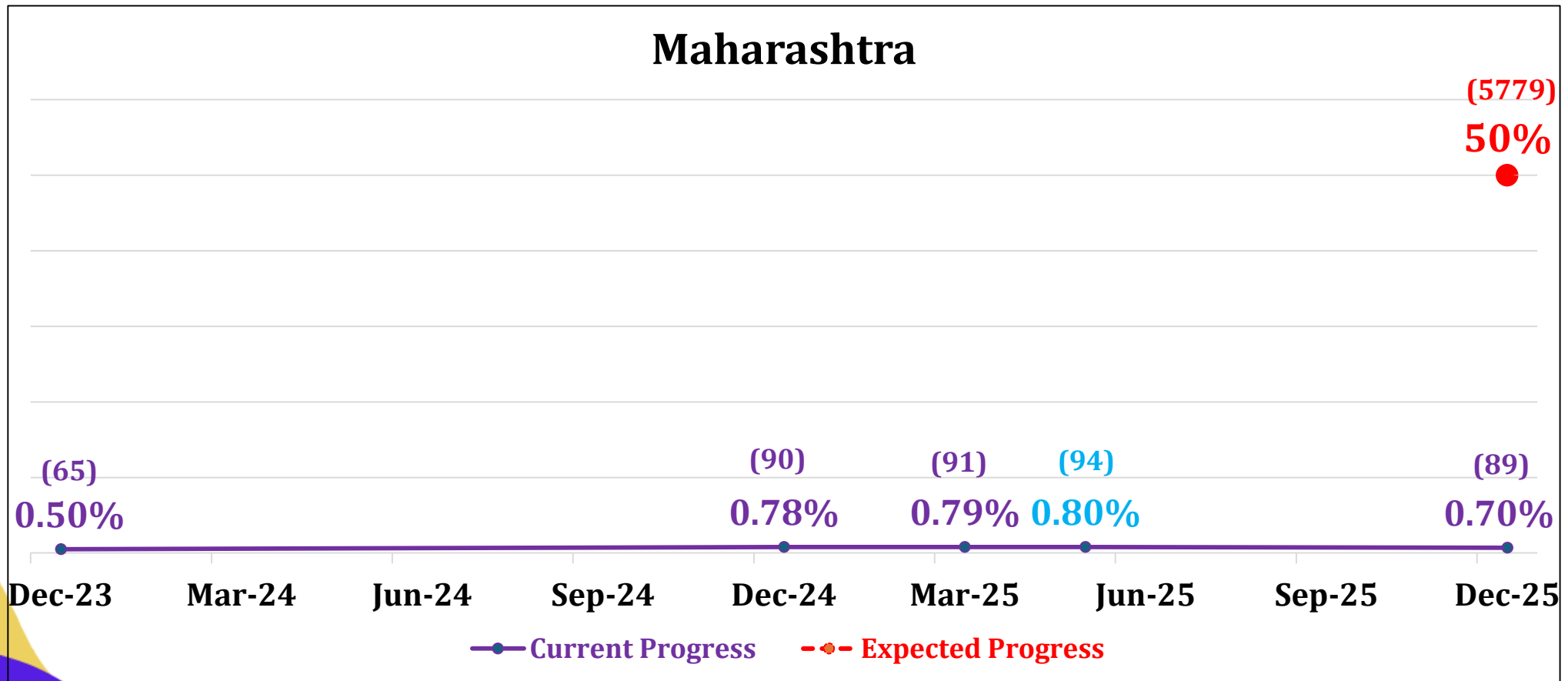
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	2% (41)	2.17% (44)	50% (1016)	65% (1324)	100% (2032)



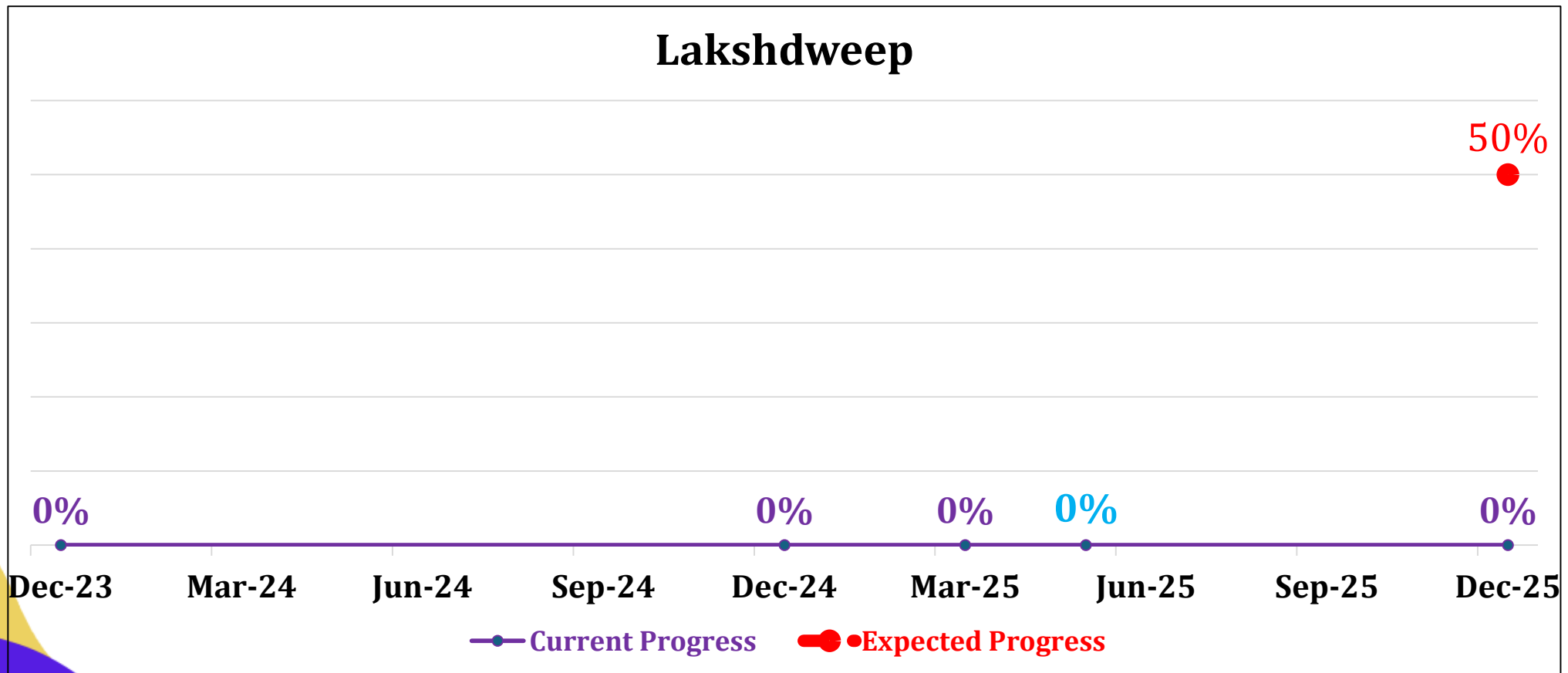
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	0.1% (134)	1.27% (140)	50% (5474)	63% (6878)	100% (10947)



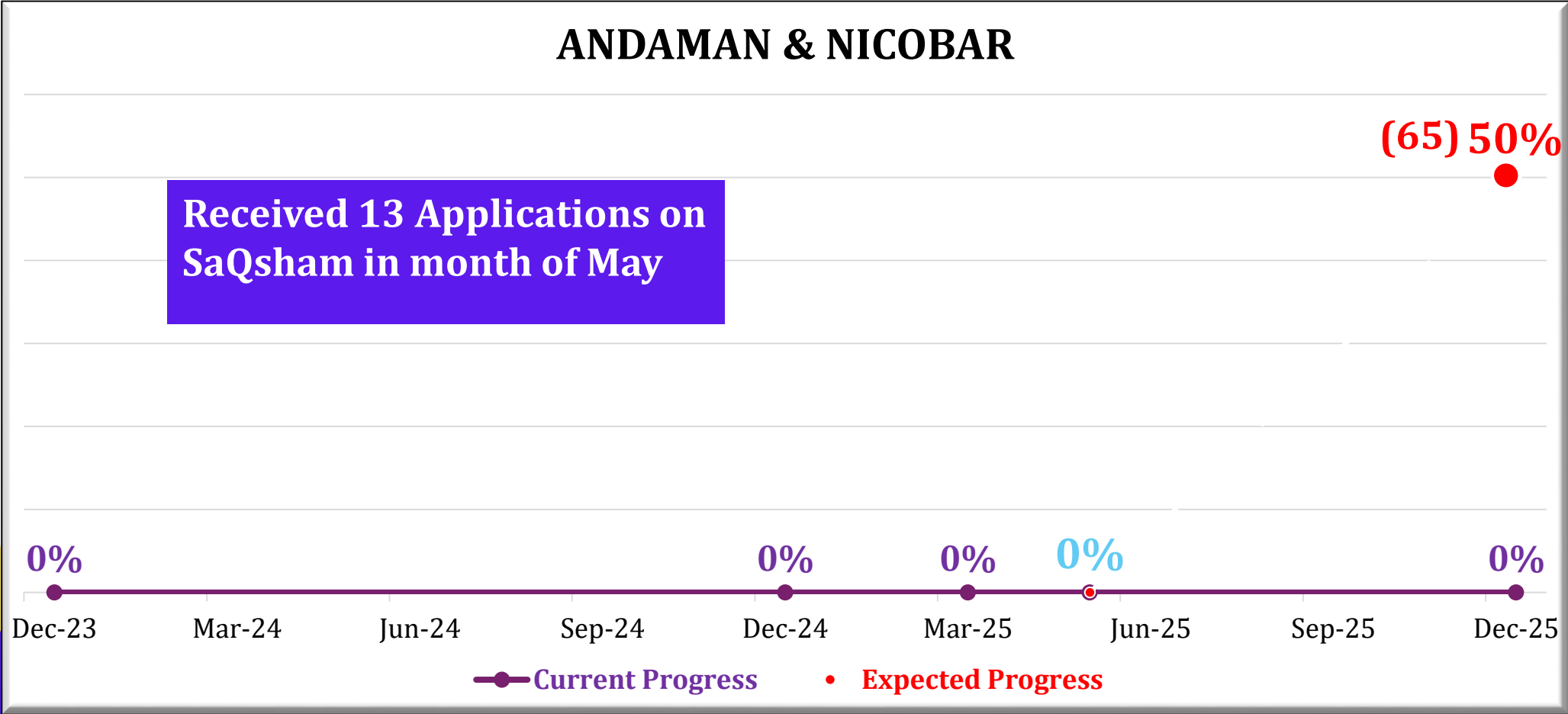
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	0.5% (91)	0.78% (94)	50% (5779)	62% (7168)	100% (11558)



Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	0%	0%	50% (5)	80% (8)	100% (10)



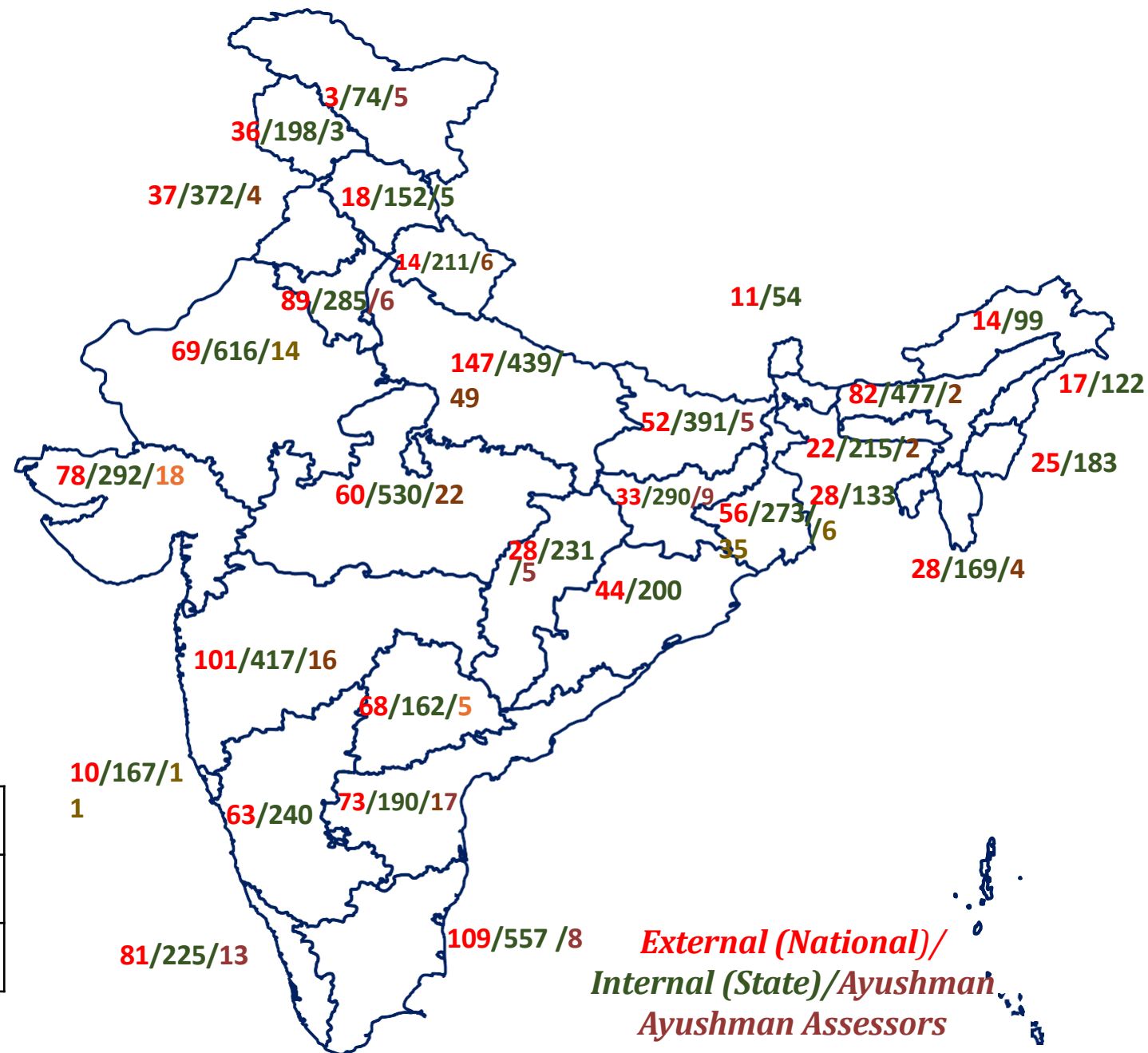
Timeline	Mar 2025	May 2025	Dec 2025	Mar 2026	Dec 2026
No. of targeted NQAS certifications	0%	0%	50% (65)	98% (127)	100% (129)



State/UT wise Available Assessor Pool

UT	EA	IA	AA
Andaman & Nicobar		37	
Chandigarh	7	24	
Dadra & Nagar Haveli and Daman & Diu	6	177	5
Delhi	185	162	
Ladakh	3	74	5
Lakshadweep	1	69	
Puducherry	7	161	

Internal Assessors (IA)	8798
External Assessors (EA)	1740
Ayushman Assessors	275



Required Assessor Pool

Level of Facilities	FY 2022-23	FY 2023-24	FY 2024-25	Estimated Assessment for FY 2025-26
DH	79	100	56	53
SDH	44	48	22	15
CHC	115	166	98	105
PHC	662	798	634	620
UPHC	190	281	331	407
AAM-SHC	71	1318	6137	8708
Total	1161	2711	7278	9908
Average of 4 assessment per assessor				2477
Existing Pool of Assessors				2015 (EA+AA)
Assessors Required				462

Virtual Certification on AAM-SC



126,861*

Total AAM-SC

To achieve the target of 100% certifications, the virtual assessment method was launched on **28th June 2024** at Vigyan Bhawan by the Honourable Health Minister

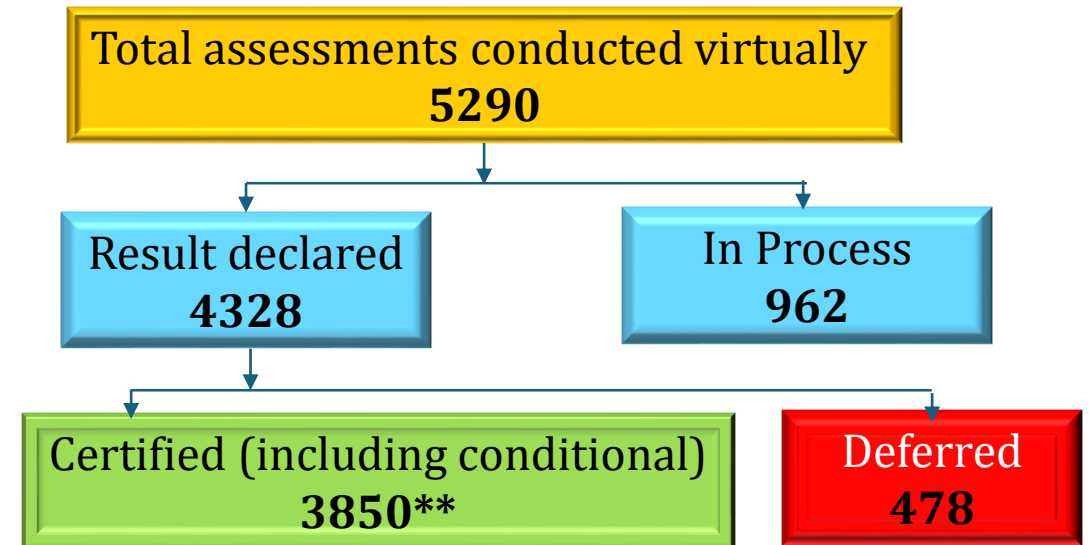


26 States

Adopted Virtual certification for AAM-SC

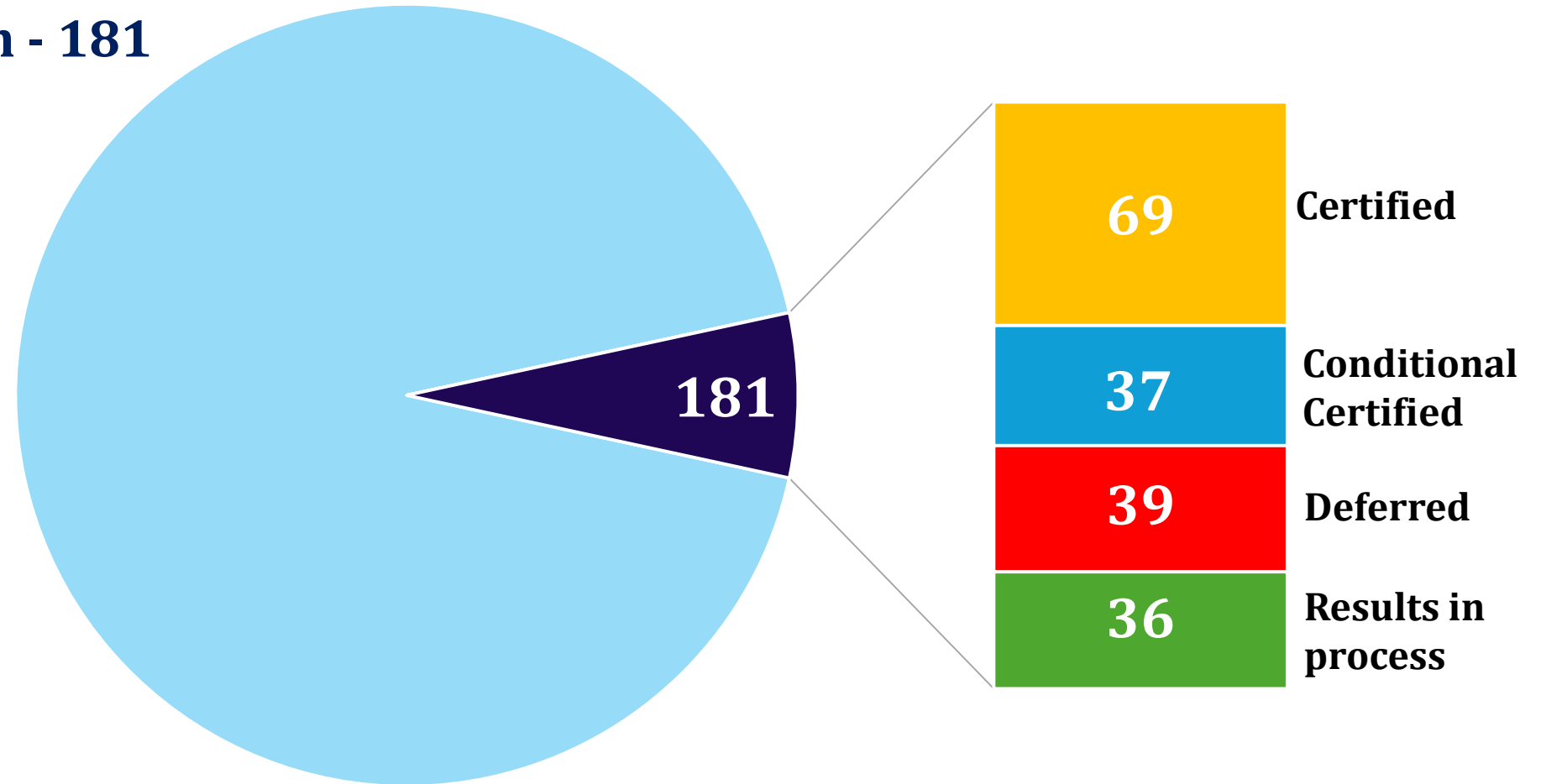
Virtual Certification yet to be initiated:
Arunachal Pradesh, Ladakh, Maharashtra,
Nagaland, Puducherry, Sikkim.

Status of Virtual Assessment



PHYSICAL VERIFICATION OF VIRTUAL CERTIFIED FACILITIES

Virtually Certified- 2668*
Physical Verification - 181



*Data as on 31st March 2024

Virtual Certification- Observations

1. Assessment supported by staff of other certified facilities
2. Equipment's and Documents are sourced from other facilities for the assessment
3. CHO's from certified facilities are deputed to respond during assessment



Kayakalp Journey



28 June 2024

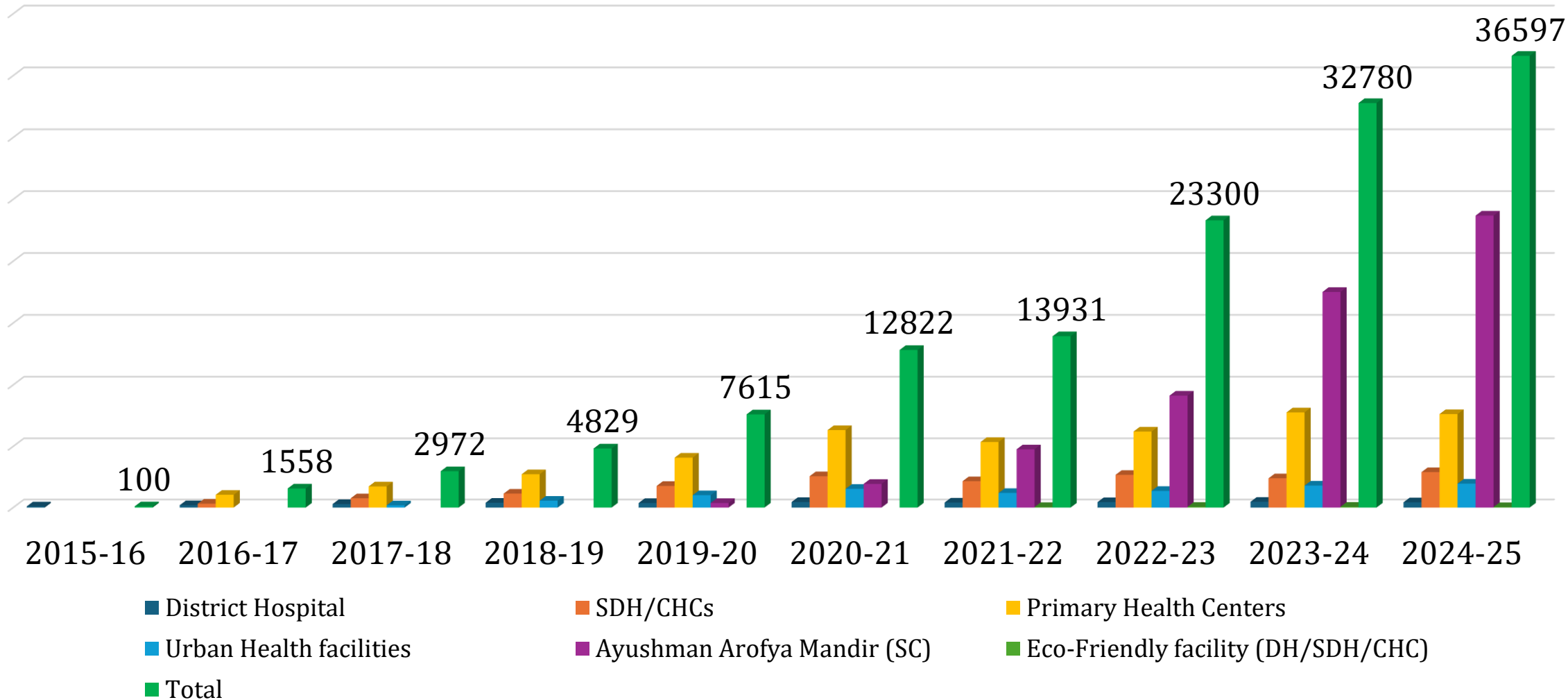
Ayushman Bharat – Gunvatt Swasth

Launch of Revised Kayakalp Guideline 2024

Challenges

- Non-adherence of the States/UTs in completion of annual Kayakalp activities as per the calendar of activities shared by the MoHFW - Andhra Pradesh, Chhattisgarh, Kerala, Maharashtra, Telangana, Meghalaya, Himachal Pradesh, Rajasthan.
- Non-conduction of peer assessment of all the facilities in the states/UTs as per Kayakalp guidelines – Andaman & Nicobar and Lakshadweep.
- Low participation of Urban Health Facilities in the initiative.

Financial Year wise Kayakalp Progress



Note - FY 2024-25: Result awaited from 8 states - Andhra Pradesh, Chhattisgarh, Kerala, Maharashtra, Telangana, Meghalaya, Himachal Pradesh, Rajasthan

KAYAKALP REVISED CALENDER OF ACTIVITIES



SAURABH JAIN, IAS
JOINT SECRETARY
Tele : 23062870
E-mail : js.policy-mohfw@gov.in



75
आज़ादी का
अमृत महोत्सव

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

DO. No. Z-18015/1/2021-NHM-II
Dated 22nd November 2024

Dear Mission Director

Please refer to the ministry's letter no. Z. 18015/27/2022-NHM-II dated 21st July 2022 regarding the calendar of activities under the Kayakalp initiative. Under the Kayakalp initiative, three levels of assessments namely, Internal, Peer and External followed by finalization of the incentives are required to be completed within a Financial year.

The revised timelines for achieving the calendar of activities are attached as Annexure A. It has been highlighted that in many states/UTs, the assessment of healthcare facilities is carried forward to the next financial year which defeat the purpose of this initiative. You are requested to issue the necessary instructions to complete the assessment by February for every year. It is also requested that same may be strictly followed to ensure timely assessments and declaration of the results.

Regards,

Your sincerely
[Signature]
(Saurabh Jain)

To
Mission Directors-All States/UTs

Copy to:
1. ACS/PS/Secretary (Health)- All States/UTs
2. Sr.PPS to AS & MD (NHM)
3. PS to JS (Policy)
4. ED,NHSRC
5. Director (NHM-II)

Kayakalp Revised Timelines of Activities

S no	Month	Activity
1.	April – August	<ul style="list-style-type: none">Internal Assessment of all the healthcare facilitiesGap Closure and Action Plan Preparation for all the assessed facilitiesRepeat Assessments –Ensure facility conducts at least two internal assessments
2.	September– November	<ul style="list-style-type: none">Peer Assessment of each level of healthcare facilitiesCollation and Analysis of the scores of peer assessment by District Kayakalp CommitteeShortlisting of healthcare facilities for External AssessmentsTransmission of Peer Assessment Scores to NHSRC
3.	December– February	<ul style="list-style-type: none">Constitution of team of assessors by State Level Committee for External Assessment of nominated facilitiesConduct of External Assessment of each level of healthcare facilitiesFinalisation of Scores
4.	15 March	<ul style="list-style-type: none">Results are communicated to MoHFW



Policy Level Decisions

Expansion of AAM-SHCs 7 packages to 12 package for NQAS Certification

D.O.No. Z-18015/27/2022-NHM-II Dated 21st April 2025



सौरभ जैन, भा.प्र.से.
संयुक्त सचिव

SAURABH JAIN, IAS
JOINT SECRETARY



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
Dated 21st April, 2025

Subject: Expansion of Quality Certification of Ayushman Arogya Mandir - Sub Health Centres to All 12 Service Packages under NQAS

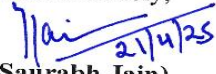
Dear Mission Director,

National Quality Assurance Standards (NQAS) for Ayushman Arogya Mandir – Sub Health Centres (AAM-SHCs) were introduced in December 2020. According to the National Quality Assurance Standards Assessor's Guidebook, facilities seeking state and national certification were previously required to apply for at least seven (7) mandatory service packages. Since its inception, 90% of AAM-SHCs across 28 States/UTs have been certified under these seven mandatory service packages.

2. In an effort to enhance the availability and scope of services at AAM-SHCs, it has been decided that, effective April 2025, applications for national assessments will be accepted for all twelve (12) service packages. These assessments will be conducted through both physical and virtual modes.

3. You are requested to direct the State Quality Assurance Units to ensure that applications for NQAS certification encompass all twelve (12) service packages available at AAM-SHCs.

Regards,

Yours sincerely,

(Saurabh Jain)

CHC Customization

D.O.No. Z.18015/27/2022-NHM-11(Pt-3) Dated 21st April 2025



सौरभ जैन, भा.प्र.से.
संयुक्त सचिव
SAURABH JAIN, IAS
JOINT SECRETARY



भारत सरकार
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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(Pt-3)
Dated 21st April, 2025

Dear *Mission Director,*

As you are aware, the National Quality Assurance Standards (NQAS) have been developed through a consultative process, incorporating program guidelines, Indian Public Health Standards (IPHS), and other relevant frameworks. Adherence to these quality standards, and meeting the certification criteria are mandatory for obtaining NQAS certification.

Recognizing the diverse healthcare needs across States/UTs, NQAS allows flexibility in customizing the checklists based on state specific requirements. In this context, NHSRC often receives multiple requests from the States/UTs for customizing the number of departments in the checklist for NQAS certification for Community Health Centres (CHCs).

As per the IPHS 2022 guidelines, CHCs are generally 30-bedded facilities categorized into:

- **First Referral Unit (FRU) CHCs**, which are mandated to have specialized services provided through physicians, surgeons, obstetricians, paediatricians, anaesthesiologists, secondary-level surgical services (elective & emergency), and a Blood Storage Unit.
- **Non-FRU CHCs**, which are not mandated to provide above mentioned services, but they are desirable.

Therefore, it is expected that all CHC level activities would compulsory be assessed in nine departments namely OPD, IPD, Laboratory, Labour Room, OT, Accident & Emergency, Auxiliary Services, Pharmacy, and General Administration.

In addition, FRU CHCs will be assessed in three mandatory departments: Radiology, Blood Storage Unit, and Newborn Stabilization Unit (NBSU). Hence, to ensure uniformity, States/UTs are requested to adhere to following points.

1. Line listing of all CHCs functioning as FRU & Non-FRU CHCs.
2. For Non-FRU CHCs, minimum of 9 departments must be included.
3. Customization, once approved, will remain valid for two years.

Thanking you,

Your sincerely,

[Signature]
(Saurabh Jain)

To

State Certification Data on SaQsham

SaQsham

HR Management

Services

Manage Application

Assessment Result View

State Certification including Aspirational Blocks

Reports

Profile

State Certification including Aspirational Blocks

Aspirational Block Indicator

State

All

Search:

S.No	Block Name	District	State	Total Facility	Total State Certified Count	Total National Certified Count	Percentage(%)
1	Pati	Barwani	Madhya Pradesh	423	0	1	0.24
2	Bolpur-Sriniketan	Birbhum	West Bengal	788	0	1	0.13
3	Udupi	Udupi	Karnataka	207	1	0	0.48
4	null	Mandi	Himachal Pradesh	623	1	0	0.16
5	Robanda	Mandi	Himachal Pradesh	623	1	1	0.32
6	Baihar	Balaghat	Madhya Pradesh	455	0	1	0.22
7	Maredumilli	Alluri Sitharama Raju	Andhra Pradesh	347	1	0	0.29
8	Bhainsa	Nirmal	Telangana	143	0	0	0.00
9	NagarKurnool	Nagarkurnool	Telangana	234	0	0	0.00
10	Barabazar	Purulia	West Bengal	708	0	0	0.00
11	Manbazar-II	Purulia	West Bengal	708	0	0	0.00
12	Venkatapuram	Mulugu	Telangana	111	0	0	0.00

Showing 1 to 12 of 768 entries

Previous12345...64Next

Lowest 100

THANK YOU