



# NQAS Certification of Public Health Facilities

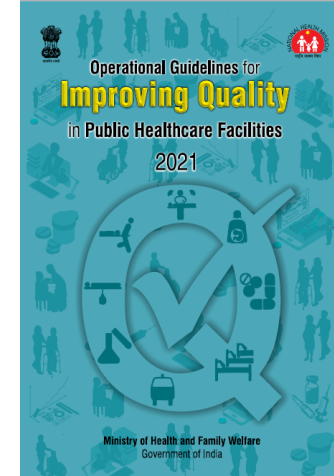
Ms. Vinny Arora  
Lead Consultant  
Certification Unit  
Quality & Patient Safety Division  
NHSRC



# Level of Assessments



## NQAS Certification of Public Health Facilities



### National Level Assessment

राष्ट्रीय स्तर का मूल्यांकन

### State Level Assessment

राज्य स्तर का मूल्यांकन

Certification assessment of Primary Health Care facilities (HWC-SC/HWC-PHC/PHC/U-PHC) in a district may be planned at the district level through a robust system of peer assessment. Such team will have at least one experienced NQAS Internal Assessor from another district.

# State Level Assessment



Assessment date  
scheduled

मूल्यांकन की तिथि निर्धारित  
की गई है



Planned through  
district level

जिला स्तर के माध्यम से  
योजना बनाई गई है



Team of atleast 1  
NQAS internal  
assessor of another  
district

कम से कम एक अन्य जिले  
के NQAS आंतरिक  
मूल्यांकनकर्ता की टीम



Assessment  
conducted

मूल्यांकन किया गया



Result Declared

परिणाम घोषित



After being State Certified,  
apply for the national-level  
assessment within six  
months

राज्य प्रमाणन प्राप्त होने के बाद,  
छह महीनों के भीतर राष्ट्रीय स्तर के  
मूल्यांकन के लिए आवेदन करें



# Mode of National Assessments



## Mode of Assessments

भौतिक मूल्यांकन  
Physical Assessments  
(AAM-SHCs)

Surprise Assessments

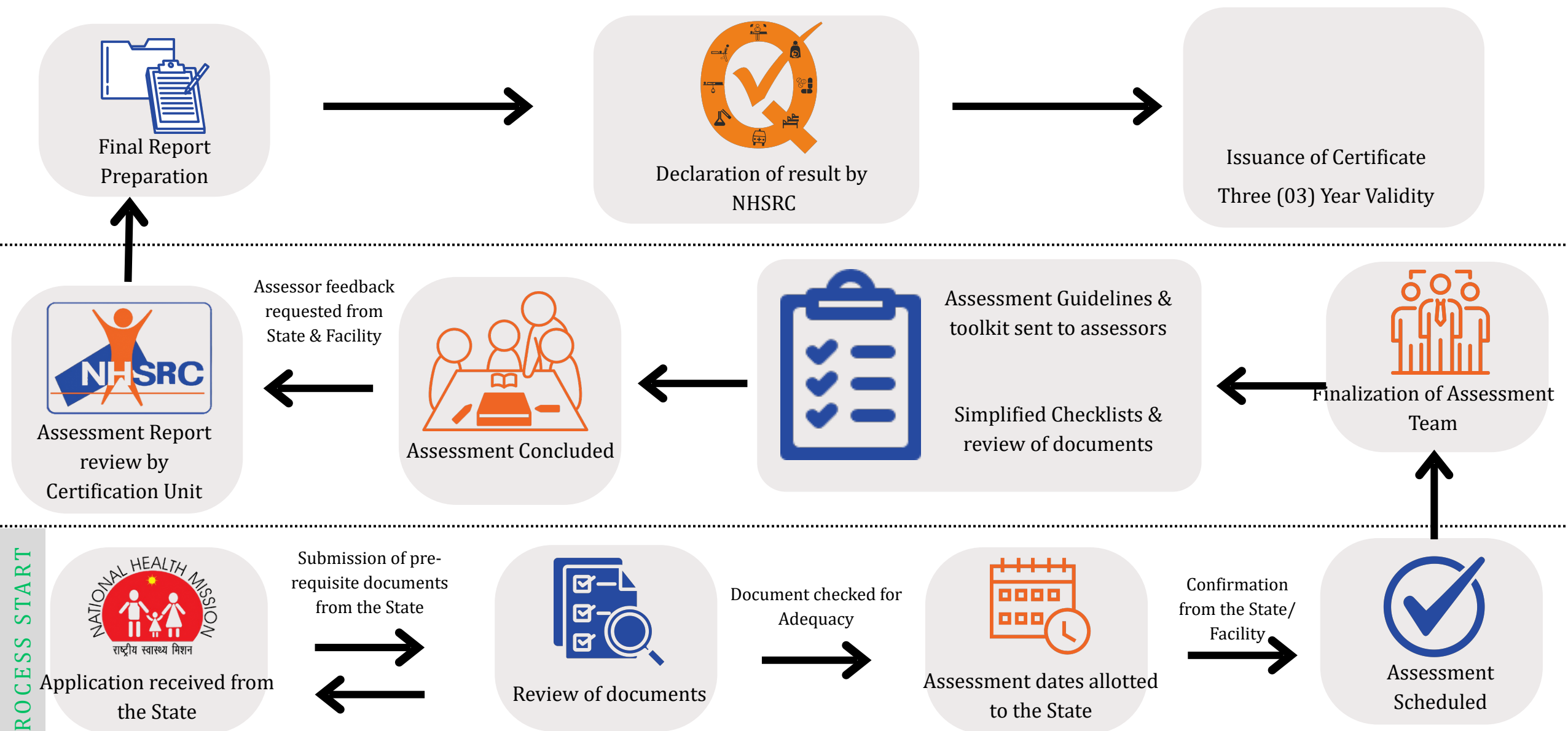
आभासी मूल्यांकन  
Virtual Assessments  
(AAM-SHCs)

Physical Verification

# AYUSHMAN BHARAT- HEALTH AND WELLNESS CENTRES



# Certification process





# How to start the assessment process



01

Apply through SaQsham portal  
सक्षम पोर्टल के माध्यम से आवेदन करें

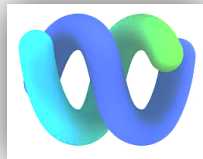
02

Upon finalization of dates, an intimation letter along with the assessor's details is sent to the State & Facility.



03

The assessment links are generated through Webex for virtual Assessments and shared a day before the assessment.



04

Facility to check their internet connectivity a day prior and contact the assessors.



05

Assessment is conducted and virtual monitoring is done from national level.



आभासी मूल्यांकन के लिए Webex के माध्यम से मूल्यांकन लिंक जनरेट किए जाते हैं और मूल्यांकन से एक दिन पूर्व साझा किए जाते हैं

संस्था को मूल्यांकन से एक दिन पूर्व अपनी इंटरनेट कनेक्टिविटी की जांच करनी चाहिए और मूल्यांकनकर्ताओं से संपर्क करना चाहिए

मूल्यांकन की राष्ट्रीय स्तर से निगरानी की जाती है

"तिथियों के अंतिम रूप दिए जाने के बाद, मूल्यांकनकर्ता के विवरण सहित एक सूचना पत्र राज्य एवं संस्था (फैसिलिटी) को भेजा जाता है

# List of documents for NQAS Certification



1. Filled application form & Hospital data sheet.
2. Last district level assessment report verified by the state, not older than 6 months
3. Last month Quality Team's minutes of meeting
4. Work instructions (as per service package)
5. Quality Policy
6. Last 3 months record of Patient Satisfaction Survey with CAPA Availability of a system for Biomedical Waste Management
7. Last 3 months record of Outcome Indicators\*
8. State notified Essential Medicine List\*
9. Last 3-months data from drug stock register for drugs availability as per state's notified Essential Medicine List, signed by CHO or equivalent\*

\*Additional documents requested from the facility as compared to physical assessment



# National Certification Criteria



Sl. No.	Criteria Name	Score Required (%)	Meets Criteria
1	Aggregate score of the health facility	$\geq 70$	Criteria Met %
2	Score of each Service Package of the health facility	$\geq 70$	Criteria Met
3	Aggregated score in each Area of Concern	$\geq 60$ %	Criteria Met
4	Score of Standard of A1,D3,D4,D5,G2	$\geq 60$ %	Criteria Met Standard A1 - % Standard D3 - % Standard D4 - % Standard D5 - % Standard G2 - %
5	Individual Standard wise score	$\geq 50$	Criteria Met
6	Patient Satisfaction Score in the preceding quarter or more (Satisfied or Highly satisfied on Mera-Aspataal)	PSS $\geq 60$	Criteria Met (PSS Score - %)

# Virtual Weightage Criteria



S. No.	Criteria	Weightage	Score Obtained
1	State certification score of the facility	25%	
2	Virtual assessment score of the facility	40%	
3	PSS Score	5%	
4	Service Availability	10%	
5	Drugs Availability	10%	
6	Diagnostic Availability	5%	
7	Outcome Indicators	5%	
Total Score			

# Certification Outcome



## Fully Certified

- Overall score- 70% or above
- Met all Criteria

Facility can apply for Recertification after completion of validity through Virtual Mode.

## Conditionally Certified

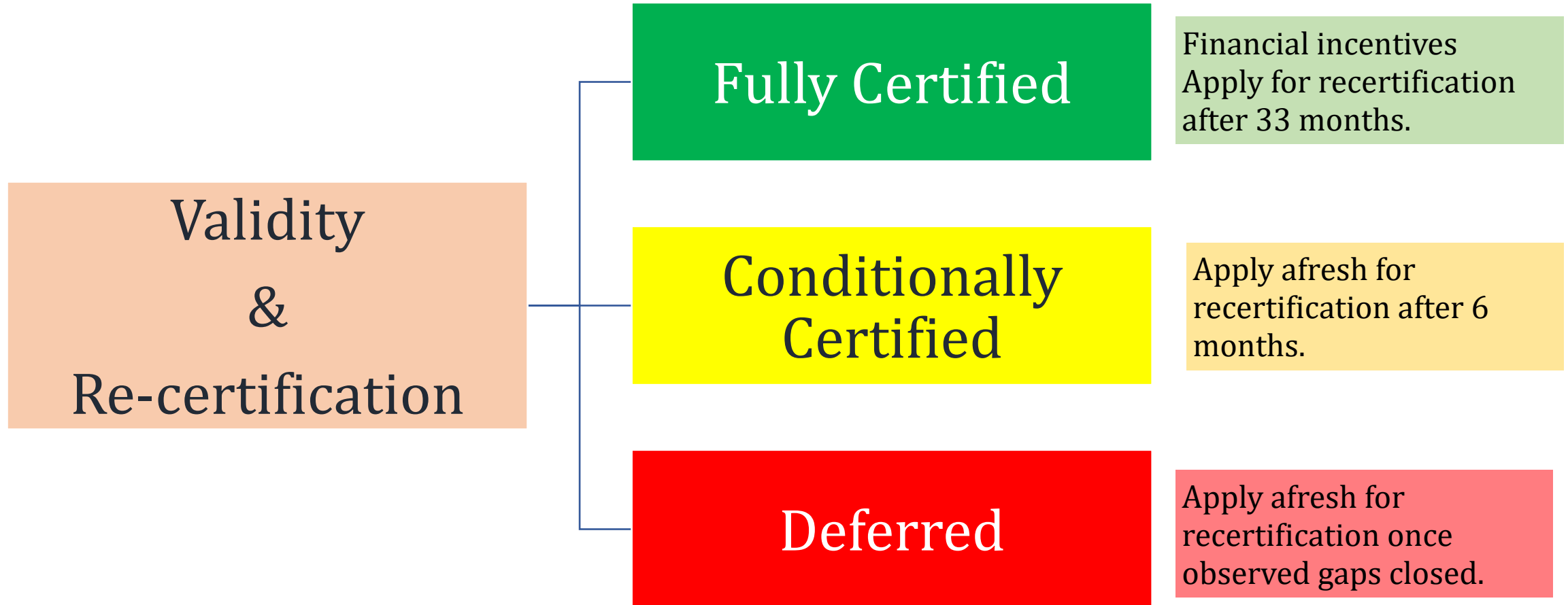
- Overall score- 60% to 69%
- Met five/four out of six mandatory criteria

## Deferred

- Overall score-less than 60%
- Met three/two/one/no criteria

A facility once deferred must apply through the physical mode of assessments.

# Validity & Recertification




# Physical Verification of Virtually Certified facilities



Random Selection of certified AAM-SHC facilities of each State/UTs for physical verification assessment.

Scheduling of the assessment by team of 1 External Assessor & 1 Ayushman Assessor within 30 days .



Intimation letter or invitation email sent to the State and the deputed assessor at least 10 days before the scheduled assessment.

Name of the facility is communicated on the day of the scheduled assessment with the State and Assessors.





Physical verification assessment is conducted on scheduled date.


Deputed Assessors submit the report in prescribed format within 3 days of completion of assessment, result communicated to state

# Letters from MoHFW





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



आजादी का  
अमृत महोत्सव

D.O.No.NHSRC/14-15/QI/01/CQSC-Part-1  
Dated: 24<sup>th</sup> July 24

आराधना पटनायक, भा.प्र.से.  
अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)  
Aradhana Patnaik, IAS  
Additional Secretary & Mission Director (NHM)

*Respected Sir / Madam,*


As you are aware, under the ambit of National Quality Assurance Standards (NQAS) there is provision of State and National level Quality Certifications. It is reiterated that all facilities are expected to achieve National Certification of all departments of health facility.

State Certification is an intermediary step for achieving National certification and every health facility should be nudged to go for the national certification within six months of getting the State NQAS certification. While the requirement against each criteria for the state certification is 5% lower as compared to the score against the criteria for the national certification, the assessment team for state level certification needs to observe the same assessment protocol as that of national-level assessment. States may also like to go for national assessment of the facilities that have scored above the national criteria, within a shorter time period.



As deferment of national certification for state certified facilities not only demotivates the staff but also results in greater resource diversion, it is also expected that States will ensure that there is no laxity in State assessments.

You may like to institutionalize a system of regular monitoring of the NQAS Certification in your State and UT, so that all the public health facilities for state level certification achieve the national level certification by December 2026 as communicated in Health Secretary's D.O. Letter No.Z-18015/13/2023-NHM dated 03<sup>rd</sup> February 2024.


*With regards.*

Yours sincerely,  
  
(Aradhana Patnaik)

State Certification



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



आजादी का  
अमृत महोत्सव

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

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

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

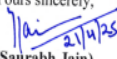
*Dear Mission Director,*

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)

12 Service Package



भारत सरकार  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
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Government of India  
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Nirman Bhawan, New Delhi - 110011



आजादी का  
अमृत महोत्सव

D.O. No. Z-18015/27/2022-NHM-II  
Date: 27<sup>th</sup> January 2025

SAURABH JAIN, IAS  
JOINT SECRETARY  
Tele : 23052870  
E-mail : js.policy-mohfw@gov.in

*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 (SQAUs) to follow the above-mentioned protocols.

*Regards,*

Yours sincerely,  
  
(Saurabh Jain)

Physical Verification

<https://qps.nhsrindia.org/repository-standard/quality-QA-Directives>





Thank You!