

NHSRC/20-21/QI/01/HWC Quality Standards

Date: 24th Aug 2026

NOTICE

Mandatory Registers for NQAS Certification Assessment of AAM-SHC

Reference: D.O No: NHSRC/20-21/QI/01/HWC Quality Standards, dated 24th July 2024
(copy annexed for reference)

It has been observed that, despite prior instructions, some External Assessors are requesting verification of registers beyond the prescribed list during NQAS assessment of AAM-SHCs.

It is reiterated that only the following **seven (7)** mandatory registers are to be verified during the **NQAS certification assessment of AAM-SHC** :

Sl. No	Name of Register
1	OPD register
2	Laboratory register
3	Drug register
4	Bio Medical waste register
5	Training register
6	Complaint Management register
7	Quality Team Meeting register

Additionally, registers may be maintained at AAM - SHCs as per programmatic requirements, but **all efforts should be made to avoid duplication between portals and registers**, and online portals should be fully utilized. Data or records of any other programs presented in digital format shall be deemed acceptable for compliance purposes of NQAS certification

All assessors are advised to strictly adhere to these directions to ensure uniformity, procedural consistency, and compliance with established NQAS standards.



(Dr RK Pathni)
Advisor - QPS

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Aradhana Patnaik, IAS
Additional Secretary & Mission Director (NHM)



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

D.O.No.NHSRC/20-21/QI/01/HWC Quality Standards
Date: 24th July 2024

Respected Sir / Madam,

It has been observed during recent field visits that Public Health Care Facilities, mainly AAM-SCs (Ayushman Arogya Mandir - Subcentres) are maintaining a large number of registers. It has been conveyed that the registers are maintained in order to be shown to the NQAS External Assessors at the time of their NQAS Certification. While the Assessors look for evidences which confirm compliances to the Quality Standards, it is also pertinent to note that such evidences exist on online portals, files, office orders. As per NQAS guidelines no registers have been mandated for the purpose of assessment. Hence, an exercise was undertaken to rationalize the list of registers required for the NQAS certification.

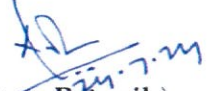
List of such registers which are mandatory required to be maintained for NQAS certification is given at **Annexure - A**.

Additionally, registers may be maintained at AAM - SCs as per programmatic requirements, but all efforts should be made to avoid duplication between portals and registers and online portals should be fully utilized.

In view of the above, you are advised not to prescribe any additional registers at state level for the purpose of NQAS assessment and to inform the state assessors not to ask for any additional registers other than those mentioned in Annexure-A for the purpose of NQAS certification.

With regards.

Yours sincerely,


(Aradhana Patnaik)

To

Addl. Chief Secretary / Principal Secretary / Secretary (Health) - All States / UT

Copy to:

- PSO to Secretary (HFW)
- Mission Director (NHM) - All States / UTs.

Annexure A

S. no.	Name of Register
1.	OPD Register
2.	Laboratory Register
3.	Drug Stock register
4.	Bio Medical waste register
5.	Training register
6.	Complaint Management register
7.	Quality Team Meeting Register