



National Health Systems Resource Centre

Technical Support Institution with National Health Mission
Ministry of Health & Family Welfare, Government of India



NQAS/ EA/ 26-27

Dated – 30th July 2026

Notice

Professional Conduct by NQAS Empanelled Assessors

National-Level NQAS Assessors are empanelled by the Ministry of Health & Family Welfare (MoHFW) to conduct assessments with integrity, impartiality, and professionalism. As representatives of the Ministry, all Assessors are expected to uphold the highest standards of ethical conduct and professionalism during assessments and throughout their empanelment, in accordance with the Code of Conduct.

In view of recent observations and the analysis of feedback received during FY 2025–26, the following provisions are reiterated for strict compliance by all National-Level NQAS Assessors.

1. Conflict of Interest: Assessors are required to disclose any consultancy, mentoring, training, or other professional engagement with any organisation, facility, district, or State, to the Certification Unit, NHSRC. Any actual, potential, or perceived conflict of interest must be reported immediately to the Certification Unit.
2. Professional Communication: All communication with the health facility, district and state officials, as well as with the Certification Unit, shall remain professional, and limited to official matters. As far as possible, it must be conducted through appropriate official channels and during official working hours.
3. Professional Conduct & Sensitivity: Assessors are expected to demonstrate sensitivity and respect towards gender, local customs, traditions, languages, and cultural practices at all times. All Assessors are expected to comply with the provisions and spirit of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act) and contribute to maintaining safe, respectful, and dignified behaviour during interactions with the staff as well as co-assessors.
4. Personal and professional boundaries must be maintained at all times. Any unwarranted personal communication or interaction would be viewed seriously.
5. Hospitality & Assessment Arrangements: Assessors shall neither seek, solicit, nor expect any personal favours, hospitality, privileges, or special arrangements from the assessed health facility. This includes, but is not limited to, requests for special meals, sightseeing, shopping, entertainment, transportation beyond the approved assessment arrangements, superior accommodation, or any other benefit not expressly authorised as part of the assessment.
6. It must be appreciated that most assessments are conducted in remote and interior locations where options for accommodation and ancillary facilities may be limited. However, the states makes all efforts to provide the best available arrangements.


Dr. R K Pathni
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