

FAQs on Customisation of National Quality Assurance Standards (NQAS)

Toolkit

FAQ 1. What is meant by the customisation of the NQAS checklist?

Customisation means making minor changes to checkpoints so that the checklist matches the actual services provided at the facility level. This is done as per the state's service delivery official notifications or government orders.

FAQ 2. At what level can customisation be done in the NQAS checklist?

Customisation is permitted only at the checkpoint or means-of-verification level, and no changes are allowed to the standard or measurable element statements.

FAQ 3. Who can request customisation of the NQAS checklist?

Only the State can request customisation, and it must be approved by the State Quality Assurance Committee (SQAC).

FAQ 4. What conditions must be met before requesting customisation?

The proposed changes must comply with mandatory core NQAS standards and IPHS norms. It must apply across the State, not just to a single facility.

FAQ 5. What documents are required for submitting a customisation request?

The State must submit service provision as per government orders, a list of mapped facilities, and justification for the proposed changes.

FAQ 6. How is the customisation proposal submitted?

The State submits the proposal to NHSRC (QPS Division) through official communication after SQAC approval.

FAQ 7. How does NHSRC review the customisation request?

NHSRC reviews the proposal for compliance with IPHS, alignment with program alignment, NQAS standards, and continuity of care. Based on the review, NHSRC may suggest improvements/changes.

FAQ 8. What happens after NHSRC reviews the proposal?

NHSRC shares observations with the State for approval by SQAC or provides feedback if changes are not accepted.

FAQ 9. What happens after the customised checklist is approved?

The approved checklist is shared with the State and uploaded on the SaQsham portal for implementation.

FAQ 10. How long is the customised checklist valid?

The customised checklist is valid for two years and is used for all assessments during that period.