

FAQs on Disbursement of Incentives under Quality Assurance Programmes

A. National Quality Assurance Standards (NQAS)

1. Who is eligible to receive incentives under NQAS?

Healthcare facilities that achieve NQAS certification or score above the required benchmark (70% or higher) are eligible for incentives.

2. Will separate incentives be provided for LaQshya and MusQan certification?

No, from 1 April 2026 onwards, there will be no separate incentives for LaQshya and MusQan certification, as these programmes have been integrated within the NQAS framework.

3. Are incentives available for all types of public healthcare facilities?

Yes, incentives are available for District Hospitals, CHCs, PHCs, UPHCs, and AAM-SHCs based on their category.

4. Do NQAS-certified facilities receive incentives every year?

Yes, facilities can receive incentives for three years, provided they maintain certification through surveillance assessments and demonstrate improvement in their performance.

5. What types of incentives are provided?

Incentives may be financial (e.g., monetary support) or non-financial (e.g., certificates, recognition, and training opportunities).

6. How is the incentive amount utilised at the facility level?

Typically, 25% of the incentive is used for staff recognition and welfare, while 75% is used for improving facility infrastructure and services.

7. Who decides how the incentive funds are utilised?

The Rogi Kalyan Samiti (RKS) or the facility management is responsible for deciding how the funds are utilised.

8. Who provides these incentives?

Incentives are provided by the State under the National Health Mission (NHM), based on approvals in the Programme Implementation Plan (PIP).

9. Do facilities receive incentives at the State certification level?

Yes, facilities may receive up to 25% of the national incentive amount at the State certification stage, subject to defined conditions.

10. When is the remaining incentive amount released under NQAS?

The remaining 75% is released once the facility attains National NQAS certification and approval.

11. Can incentive funds be used for staff welfare?

Yes, funds may be used for staff welfare activities such as rest areas, training, and recognition.

12. Can incentive funds be used for improving patient services?

Yes, facilities can use funds to improve patient amenities, waiting areas, and overall service quality.

B. Kayakalp scheme

13. Are incentives provided under the Kayakalp initiative?

Yes, facilities achieving the required scores under Kayakalp are eligible for incentives.

14. What are the eligibility criteria for Kayakalp incentives?

Facilities must conduct internal and peer assessments and achieve at least 70% in the external assessment.

15. Are Kayakalp and NQAS incentives linked?

Yes, Kayakalp incentives are linked to encourage facilities to progress toward NQAS certification.

16. When is the Kayakalp incentive released?

The incentive is released only if the facility applies for State-level NQAS certification within three months of receiving Kayakalp results, within the same financial year.

17. Are incentives available for all types of facilities under Kayakalp?

Yes, incentives are available for District Hospitals, CHCs, PHCs, UPHCs, and AAM-SHCs based on their category.

18. Can facilities that do not rank at the top still receive incentives?

Yes, facilities scoring above 70% may receive commendation incentives.

19. What is a commendation incentive under Kayakalp?

Facilities scoring above 70% but not ranking among the top performers may receive a commendation incentive.

20. Are Kayakalp incentives the same for all facilities?

No, the incentive amount varies depending on the facility level and ranking.

21. Can Kayakalp incentive funds be used for staff welfare and facility improvement?

Yes, funds can be used for staff welfare, infrastructure improvement, and service enhancement.

22. What is the purpose of incentives under Kayakalp?

Incentives motivate facilities and staff to maintain cleanliness, hygiene, and infection control standards and to continuously improve services.

References –

Operational Guidelines for Improving Quality in Public Health Care Facilities 2021.

Kayakalp Rejuvenation the Public Healthcare Facilities

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