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10th REGIONAL cum 52nd NATIONAL EXTERNAL ASSESSORS' TRAINING ON NQAS

20th July–25th July 2026



Regional Resource Centre for North-Eastern States (RRC-NE)

(Branch of NHSRC, MOHFW, Govt of India, New Delhi)

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SECTION I

Introduction

Providing quality care in public healthcare facilities is a key priority of the Ministry of Health & Family Welfare (MoHFW). The **National Quality Assurance Standards (NQAS)** offer a structured framework to assess and improve healthcare services across public health facilities in the country.

To implement this effectively, the National Health Systems Resource Centre (NHSRC), New Delhi conducts **NQAS External Assessors' Training (EAT)** to build a pool of qualified and skilled professionals who can evaluate public health facilities and support States/UTs in achieving quality certification targets set by MoHFW, Government of India. The pool of assessors is managed by the Certification Unit, Quality & Patient Safety (QPS) Division, NHSRC.

The External Assessor Training (EAT) is accredited by the **International Society for Quality in Healthcare (ISQua)** and ensures that assessors are well-versed in assessment methodologies, scoring systems, and reporting protocols.

As the program is primarily intended for the public health system, professionals such as clinicians, health administrators, and nursing personnel working in the public health system are encouraged to undertake this training. However, interested candidates from private organizations working in the field of quality healthcare are also eligible to participate.

The **10th Batch of Regional cum 52nd Batch of National External Assessors' Training** was organized by the Quality & Patient Safety Division, Regional Resource Centre for NE States, with support from the QPS Division, NHSRC, New Delhi. The training was conducted at the Hotel Palacio, Guwahati, Assam, from **20th July to 25th July 2026**.

This batch was planned for 12 States (**Bihar, Jharkhand, Odisha, West Bengal, and the 8 North-Eastern States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura**) for the nomination of eligible candidates in accordance with the Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities. State-wise seat allocation is provided in Annexure-I. A total of fifty-three (53) participants were nominated by 12 States, of whom 52 attended the training (List attached as Annexure -II).

A pre-training orientation session was also designed for the nominated candidates in online mode. The session was planned two days before the scheduled training and online resource materials were shared with all the nominated participants so that they are acquainted with the terminology of the NQAS and different requirements to become empaneled External Assessor.

The training followed a participatory approach; attendees were divided into six groups ensuring a balanced mix in terms of gender, geographical representation, and educational background (Annexure III).

At the end of each day, online feedback was collected from participants to assess the effectiveness of sessions and the level of engagement. Group performance was also evaluated by moderators based on participation in daily group exercises (Day-wise scoring attached as Annexure-IV).

On the fifth day of the training, a field visit to selected public health facilities in Assam was organized. It allowed participants to apply their learning of assessment methods and scoring systems in real-time scenarios.

On the sixth, final day, a written post-training evaluation was conducted as per the schedule. Participants, who scored 70% and above were empaneled as External Assessors for a period of 3 years. A total of 53 participants appeared for the examination, including 01 participant who did not qualify previously, reappeared for the exam. Out of these, 41 participants qualified in the post-training evaluation (Annexure VII).

This report provides an overview of this training, key takeaways, feedback and recommendations given by the participants for further improvement in subsequent training.

Aims and Objectives of the Training

The six-day External Assessors' Training aims to strengthen the knowledge, skills, and assessment capabilities of participants to effectively assess the public health facilities by implementing the National Quality Assurance Standards (NQAS).

The specific objectives of the training are as follows:

- To create a pool of Qualified assessors for undertaking Quality assessments at the State and National level.
- To make prospective assessors aware of the Quality Assurance Standards for public health facilities.
- To equip participants with knowledge to conduct objective assessments of healthcare facilities against predefined standards.
- Understanding of Area of Concern-wise standards and measurable elements for different levels of healthcare facilities from AAM-SHC to District Hospital.
- To provide hands-on training and proficiency in using departmental assessment tools, assessment methods, and scoring.
- To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback.
- To instigate and strengthen the behavioral and attitudinal values of an assessor.
- To orient the participants about the code of conduct of the empaneled external assessor

Methodology:

The six-day training program followed a mixed pedagogy approach, incorporating lectures, interactive sessions, group exercises, role plays, and field visits. A combination of diverse learning methods was employed during the 52nd NQAS External Assessors' Training Workshop, ensuring active participation and practical understanding. The methods included:

- a) PowerPoint presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and presentations
- e) Question-and-answer sessions
- f) Role plays
- g) Practical learning through field visits

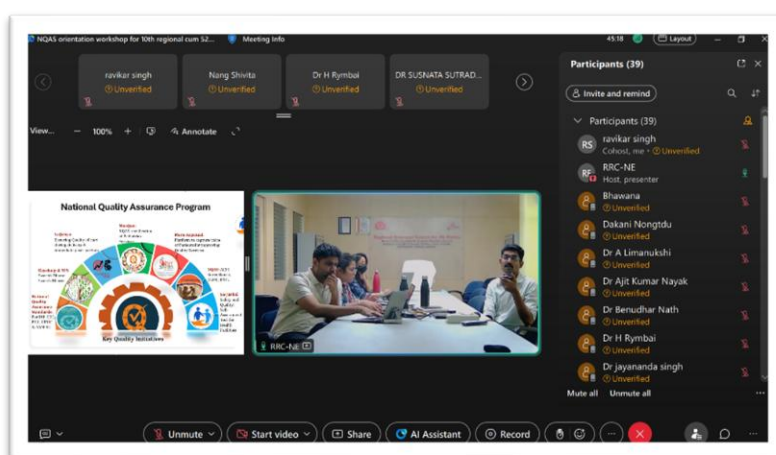


SECTION II

Pre-training Orientation

A pre-training online orientation was organized two days before the scheduled training to help participants gain an initial understanding of National Quality Assurance Standards (NQAS) framework. Resource materials were shared in advance with all nominated participants to support their preparation.

The QPS team, RRC-NE conducted these online sessions on 16th and 17th July 2026. The sessions were attended by the nominated candidates. The primary objective was to familiarize participants with the structure and key components of NQAS, including Areas of Concern, Standards, and Measurable Elements, ahead of the in-person training.



Pre-training preparation

The six-day External Assessor Training program featured comprehensive sessions on Standards, Measurable Elements, Checkpoints, and all Areas of Concern as outlined in the Operational Guidelines for Quality Assurance in Public Health Facilities. Participants were divided into six groups to ensure a balanced mix of gender, geography, and educational background. Day-wise exercise workbooks were prepared and distributed to the participants on each day after the technical sessions. These interactive exercises encourage active participation, helping attendees to deepen their understanding, strengthen analytical skills, and build confidence for their future roles as External Assessors.

The following resource materials were distributed to the participants at the time of registration on day1:

- National Quality Assurance Standards for Public Health Facilities (2020)
- Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- Assessors' Guidebook for Quality Assurance in District Hospital Vol-I
- Assessors' Guidebook for Quality Assurance in District Hospital Vol-II

- Assessors' Guidebook for Quality Assurance in District Hospital Vol-III
- Assessors' Guidebook for Quality Assurance in CHC
- Assessors' Guidebook for Quality Assurance in PHC
- Quality Standards for Urban Primary Health Centre
- Assessors' Guidebook for Health & Wellness Centre (Sub-Centre)
- Integrated CHC Checklist
- Concept Note- NQAS
- All the reading materials along with the required stationary items like a writing pad, pen, pencil, sharpener, eraser, sticky flags, and highlighter were handed over in a bag to the participants at the registration counter

SECTION III

INAUGURATION SESSION

Dr. Munmee Das, Consultant, QPS, RRCNE extended warm greetings to all participants on behalf of the Quality and Patient Safety Division, Regional Resource Centre for Northeastern States (RRC-NE), to the 10th batch of Regional cum 52nd batch of National External Assessors Training on National Quality Assurance Standards.



Dr. Raj Prabha Moktan, Director of RRC-NE, welcomed all participants to the six-day training on National Quality Assurance Standards (NQAS). She noted participation from all the Bihar, Jharkhand, Odisha, West Bengal, and eight Northeastern states representing a multidisciplinary group of medical officers, dental professionals, and practitioners from Ayurveda, Homeopathy, nursing, and hospital administration. Special acknowledgment was given to Professor Dr. Pragya Sharma (Executive Director-NHSRC) for the constant support and also to Dr. Rajiv Pathni, Advisor, Quality and Patient Safety Division, NHSRC, along with and all the resource persons from NHSRC and RRC-NE.



Dr. Moktan emphasized that the objective of NQAS is to ensure every individual accessing a public health facility; whether in an urban center or a remote location, receives quality, safe, and dignified care. She reaffirmed the goal of scaling up NQAS-certified facilities so that quality becomes an institutional habit rather than an exception, describing assessors as gatekeepers whose role is to guide facilities toward

excellence rather than find fault. She urged participants to engage actively with the rigorous evaluation tools, standardized protocols, and hands-on facility visits over the coming days, before closing with a light-hearted reference to the World Cup final and thanks to NHSRC, RRC-NE, and all participants.

Gp. Capt (Dr) Rajiv Pathni, Advisor - QPS, NHSRC, extended a warm welcome to all dignitaries and participants, including Dr. Raj Prabha Moktan (Director, RRC-NE) and Dr. Baruah. He commended participants for qualifying for the training given its stringent selection criteria, noting that it is the only quality assurance training programme in the country recognized by ISQua (International Society for Quality in Health Care), a distinction not yet achieved by NABH despite its longer existence.

Dr. Pathni reiterated the national target of 100% NQAS certification of public health facilities by December 2026, noting that of nearly 2 lakh facilities, around 68,000 are currently certified, hence the need to build a larger pool of trained external assessors. He described participants as the enablers and champions of quality who would also be expected to strengthen quality assurance efforts within their own states and districts. He concluded by cautioning participants on the rigor of the six-day course ahead, expressing hope that all would qualify as external assessors, and thanked them for their commitment.



The inaugural session concluded with brief self-introductions by all participants and resource persons. This was followed by a vote of thanks delivered by Dr. Ajay Arya, Sr. Consultant, QPS, who expressed gratitude to the dignitaries for their words of inspiration and encouragement and acknowledged the support of the QPS Team, resource persons; QPS and Administrative team; and the participants. The session concluded with a group photograph.

Pre-Training Evaluation: Before the commencement of the External Assessors' Training, a pre-training evaluation of twenty (20) multiple choice questions was conducted online for all 53 participants.



SECTION IV

TECHNICAL SESSIONS

DAY 1: 20TH JULY, 2026

Session 1: Overview of Quality and Patient Safety in Public Health System: Gp Capt (Dr) Rajiv Pathni, Advisor- QPS, NHSRC

Dr. Pathni described the NQAS External Assessor Training, as an interactive platform for participants to become agents of change, encouraging them to share experiences and help rebuild trust in public health institutions through better outcomes and ethical practice. He explained that most patient harm is systemic rather than individual, citing global and Indian



data on preventable deaths and hospital-related errors. Introducing the WHO definition of quality and Donabedian's model of structure, process, and outcome, he stressed that quality begins with patient safety and depends more on improving processes than on infrastructure alone. He concluded by reminding participants that their role as External Assessors is vital to strengthening health systems and advancing quality public healthcare across the country.

Session 2: Introduction to NQAS and Area of Concerns: Dr. Abhay Dahiya, Sr Consultant-QPS NHSRC

Dr. Abhay Dahiya introduced participants to the key assessment resources like the NQAS Compendium (2020) and facility-wise Assessor's Guidebooks for District Hospitals, CHCs, PHCs, UPHCs, and AAM Sub-Centres highlighting that the MusQan and LaQshya toolkits are now merged into the secondary care guidebooks. He explained the NQAS structure as four levels: Area of Concern, Standard, Measurable Element, and Checkpoint, which together build up into facility-level scores, and linked this to the Donabedian's model of Structure, Process, and Outcome.

He also covered the eight Areas of Concern reiterating that the number of standards varies by facility level (35 at UPHC to 75 at District Hospital), with Clinical Services carrying the highest weightage throughout. The session ended with a facility-wise comparison of standards and measurable elements, followed by practical exercises where



participants matched real field scenarios such as fire safety drills, HAI surveillance, and RKS functioning to the correct Area of Concern.

Session 3: Measurement Systems under National Quality Assurance Standards Dr. Ajay Arya, Sr Consultant-QPS RRCNE

Dr. Arya moved from the earlier conceptual overview into how NQAS is scored. He broke the standards into their building blocks of Area of Concern, Standard, Measurable Element, and Checkpoint showing how these add up into a final scorecard, using AAM-SHC as an example, and walked through a sample Accident & Emergency checklist to show how each item links to



its evidence. He introduced the five ways assessors gather evidence such as observation, staff interviews, record reviews, patient interviews, and client interviews along with the core scoring rules, reinforced through real scenarios like duty rosters, biomedical waste handling, and drug stock checks. The session closed with a review of facility-specific checklists, scorecard formats, and a quick recap quiz.

Session 4: Exercise on Intent of Area of Concern

All 52 participants were divided into six groups, with 8-9 members each, for group exercises.

A moderator was assigned to guide and oversee the activities. Dr. Ajay explained the purpose and methodology of the exercises, and participants were asked to complete the exercises within a set amount of time. The exercises aimed to enhance understanding and practical application of the topics covered earlier in the day. Upon completion, participants discussed their exercises with their respective moderators for feedback and clarification.



DAY 2: 21ST JULY, 2026

Day-2:

Recapitulation of the key learnings and assessment of the participants' understanding of the previous day's sessions was done by Dr. Munmee, Consultant- QPS, RRC-NE.

Session 1: Area of Concern -B (Patient Rights) Dr. Abhay Dahiya, Sr Consultant-QPS NHSRC

The session provided an overview of Area of Concern-B (Patient Rights), one of the eight areas of concern under NQAS, delivered by Dr. Abhay Dahiya, Senior Consultant-QPS, NHSRC. He explained the purpose, rationale, and reference framework of Patient Rights, describing it as essential for ensuring access and dignity to users. He also discussed the six standards under this area (B1–B6) covering Information, Accessibility, Privacy & Confidentiality, Participation, Free Services, and Ethical Issues and how compliance is assessed through Measurable Elements across DH, CHC, PHC, UPHC, and SHC levels, along with the specific checks (signage, citizen charter, informed consent, grievance redressal, cashless services, and ethical management frameworks) auditors look for at each facility type.

Session 2: Overview of Ayushman Arogya Mandir, Sub-Health Centre (AAM-SHC) Dr. Devajit Bora Sr Consultant-CP CPHC RRCNE

The 2nd session conducted by Dr. Devajit Bora, Sr. Consultant-CP CPHC RRCNE took participants through the concept of Ayushman Arogya Mandirs earlier known as Health and Wellness Centres under the theme "*Aarogyam Parmam Dhanam*," explaining why the shift was made. He also introduced the "8C" framework behind AAMs i.e., first point of contact, comprehensive, continuous, convergent, coordinated, client-centered, community-driven, and cost-free and how the service basket has grown from RMNCH+A to 12 healthcare packages, reinforced through reforms like expanded HR (CHOs, MPWs, ASHAs), free medicines and diagnostics, digital tools such as e-Sanjeevani, and community platforms like Jan Arogya Samitis. The session closed with population norms for rural and urban AAMs and a look at the practical challenges facilities face in securing NQAS certification.



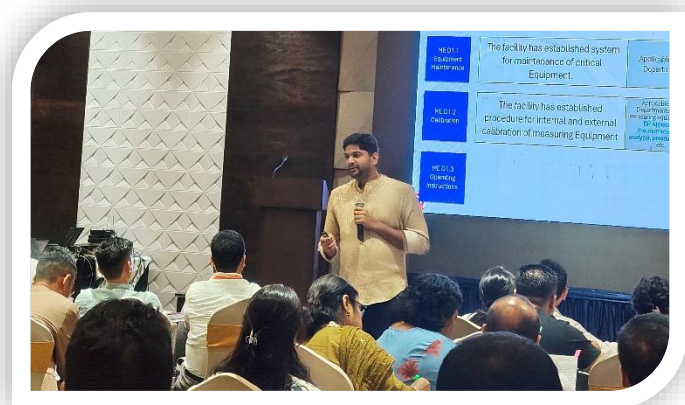
Session 3: Area of Concern - C (Inputs) Dr. Ajay Arya, Sr Consultant-QPS RRCNE

The 3rd session of Day 2 was taken by Dr. Ajay Arya, Sr Consultant-QPS RRCNE on the Inputs, the only Area of Concern that covers structural component of the Donabedian's model. Dr. Arya discussed the standards and measurement element of the Inputs which emphasized the availability of essential resources such as adequate infrastructure as per the load, safety measures in public healthcare settings and the availability of instruments, equipment's, consumable, and drugs at point of use, availability of trained and skilled human resources, as

well as procedures for the utilization, evaluation, and enhancement of staff competence and performance.

Session 4: Area of Concern- D (Support Services) Dr. Ravikar Singh Consultant-QPS RRCNE

Dr. Ravikar, Consultant-QPS, RRC-NE, introduced Area of Concern D: Support Services, by explaining how these foundational services are often overlooked in public healthcare facilities



despite being the backbone of the system. He highlighted the direct and indirect impact of neglected support services on patient care, such as how poor facility maintenance or equipment failure can significantly compromise quality of care. The session provided a detailed overview of the 12 standards under support services, including statutory compliance, contract services, laundry, dietary services, financial

management, inventory management, facility upkeep, power backup, and equipment maintenance and calibration. He also emphasized the importance and applicability of support services across different levels of healthcare facilities, reinforcing their critical role in ensuring overall quality of care.

Session 5: Area of Concern -E (Area of Concern E1 E9) General Clinical Services* Dr Amrita Rastogi Consultant-QPS NHSRC

The next session was taken by Dr. Amrita Rastogi, Consultant-QPS, NHSRC, on General Clinical Services (E1-E9). She explained the importance of first nine (9) set of standards (E1-E9) for Clinical Services which includes registration, admission, consultation, assessment, continuity of care, nursing care, identification of high risk and vulnerable patients, prescription practices, safe drug administration, maintenance of records and discharge from the hospital. She also focused on the measurable elements under each standard and the importance of co- relating to the area of concerns to understand the intents.



Session 6: Area of Concern – F (Infection Control) Dr Shikha Sharma Consultant-QPS NHSRC

The 6th session on Area of Concern F was taken by Dr. Shikha Sharma, Consultant –QPS, NHSRC, where she explained the key requirements of area of concern F under NQAS and how to assess and monitor infection control measures such as infection prevention practices, including hand hygiene, PPE use, disinfection, sterilization, and biomedical waste management to ensure patient safety and compliance with NQAS standards. She iterated that the main rationale behind this Area of Concern F is that the first aim is to do no harm and focused on the policies and procedures public health facilities should follow to prevent infections. The session also explained how these practices are assessed in the NQAS checklist, reinforcing their importance in maintaining patient and staff safety.



Session 7: Exercise on Area of Concern B, C, D & F

After the technical sessions, a workbook containing exercise and case studies related to Area of Concern B, C, D & F was shared with all the participants. They were tasked with identifying the standards and measurable elements related to the respective Area of Concern based on discussions within their groups. Participants worked collaboratively within their groups to analyze the case studies and provide answers based on their discussions. For Area of Concern D, various images of the facilities were shown to the participants, and they were asked to identify the gap statement & standard related to the image shown.

DAY 3: 22ND JULY, 2026

The day commenced with a review of Day 2 sessions led by Dr. Ravikar Singh. The session aimed to refresh participants' knowledge and revise their understanding of the topics covered on the previous day.

Session 1: Overview of Quality Management Systems (I) (AoC G) Dr Amrita Rastogi Consultant-QPS NHSRC

Dr Amrita Rastogi Consultant-QPS NHSRC, conducted the session on Area of Concern 'G' (G1- G3) which covered various standards related to quality improvement. She discussed establishing a quality team within facilities, emphasizing the importance of documenting meeting minutes and conducted a collaborative activity for compliance evaluation.

Additionally, she explained Patient Satisfaction Surveys (PSS) and led attendees through calculating attribute-specific and overall scores. The session also covered Internal and External Quality Assessment, particularly focusing on laboratory procedures. Several aspects of quality enhancement were addressed, including gap identification, prioritization techniques, and action plan formulation. She also discussed quality tools & methods like brainstorming and WHY-WHY Analysis, along with tools such as the PICK Chart.

Session 2: Assessment on National Health Program E23(NHP) Dr. JN Srivastava External Faculty

The 2nd session, facilitated by Dr. J.N. Srivastava, Patient Safety Expert, JCI, focused on the Assessment of National Health Programmes (NHPs) under NQAS. He explained how NHPs are embedded within the NQAS hierarchy, tracing the linkage from Areas of Concern through Standards, Measurable Elements, and Checkpoints down to the Means of Verification, and explained this structure through worked examples such as NVBDCP and NACP. Dr. Srivastava discussed the programme-wise assessment of communicable diseases, non-communicable diseases, and other priority health programmes, emphasizing how certain programmes are assessed directly through dedicated measurable elements while others are verified indirectly through cross-cutting standards such as Patient Rights, Blood Bank, and Infection Control. He concluded the session by outlining four key assessment methods of record review, staff interview, patient engagement, and observation along with common gaps typically encountered during facility assessments, reinforcing the practical application of NHP evaluation within the NQAS framework.



Session 3: Area of Concern E (E10 - E16, E24) (Specific Clinical Services) (expanded packages for AAM-SHC) By Dr. Rohini Kumar External Faculty

Dr. Rohini Kumar, External Faculty, began the 3rd session by emphasizing that clinical care is the core purpose of a hospital, making assessment of clinical processes critical given their direct bearing on patient outcomes. She explained this in brief with a comparative overview of Area of Concern 'E' (Clinical Services) across facility levels before proceeding to Standards E10–E16, covering Intensive Care, Emergency Services & Disaster Management, Diagnostic Services, Blood Bank & Transfusion, Anesthesia, Operation Theatre Services, and Management of Death & Dead Bodies, along with their intent, measurable elements, and key checkpoints. She also covered Hemodialysis Services (E24), addressing pre-dialysis, intra-dialysis, and post-dialysis protocols, using field photographs and real facility documentation to illustrate practical assessment techniques.

Session 4: Area of Concern-E (E17-E22) RMNCHA+ Services Dr. Rohini Kumar External Faculty

In this session, Dr. Rohini Kumar, provided an overview of the RMNCAH+N strategy under the National Health Mission and walked through the specific standards and measurable elements relevant to Antenatal Care (E17), Intra-natal Care (E18), Postnatal Care (E19), Newborn & Child Health (E20), Family Planning & Abortion Services (E21), and Adolescent Reproductive and Sexual Health (E22). For each standard, the session details applicable checklists across facility levels key clinical protocols (e.g., AMTSL, PPH management, newborn resuscitation, anemia grading and treatment, vaccine cold-chain handling), and supporting national initiatives such as Anemia Mukht Bharat, Kangaroo Mother Care, and the National Family Planning Program. The session closed by reinforcing the importance of prevention and quality of care in maternal and child health services.



Session 5: Assessment Using Digital Records Dr Shikha Sharma Consultant-QPS NHSRC

Dr Shikha Sharma, Consultant-QPS NHSRC, began by outlining the significance of digital records in ensuring continuity of care, supporting evidence-based decision-making and enabling alignment with national digital health initiatives such as ABDM. She provided an overview of the public health system in India and the key digital platforms operational across facility levels explaining their core functionalities and dashboard as well as the key considerations for assessors while evaluating digital records. She concluded the session by referencing NHSRC's guidance on rationalizing mandatory registers for NQAS certification and introducing the SaQsham portal, reinforcing the practical integration of digital tools in facility-level assessments.

Session 7: Group Exercises

The group exercises were mentored by moderators where all the participants were given the exercise workbook for day 3. The exercises were based on RMNCHA+N & Specific Clinical Services in secondary healthcare facilities. Each group was facilitated by a moderator who guided them to complete the exercise. At the end, moderator gave the group exercise score to each member based on their participation during the group exercise.

Day 4: 23RD JULY,2026

Session 1: Overview of Quality Management Systems (II) (AoC G) Dr Neeraj Gautam Sr Consultant-CU NHSRC

Dr. Neeraj Gautam, Senior Consultant, Certification Unit, Quality & Patient Safety Division, NHSRC, facilitated the discussion on Area of Concern G – Quality Management System (Part II), focusing on how public health facilities institutionalize quality through defined mission, values, quality policy, and strategic planning. He discussed the practical application of quality improvement tools such as check sheets, Pareto analysis, fishbone diagrams, histograms, scatter diagrams, control charts, run charts, and flowcharts, illustrating each with facility-level examples ranging from OPD waiting time to medication errors and hand hygiene compliance. The session also covered the establishment of risk management frameworks, risk identification and prioritization, and clinical governance structures encompassing clinical audits, prescription audits, and accountability mechanisms, explaining how these elements are assessed under the NQAS checklist to strengthen organizational quality and patient safety.

Session 2: Area of Concern-A (Service Provision) Dr. Ravikar Singh Consultant-QPS RRCNE

Dr. Ravikar Singh, Consultant, Q&PS, RRC-NE began the discussion on Area of Concern A, covering the availability of minimum assured services at public health facilities as mandated under IPHS and National Health Program guidelines. He explained the six standards Curative Services, RMNCH+A, Diagnostic Services, National Health Programs, Support Services, and Local Community Needs along with how these are assessed under the NQAS checklist. He concluded by highlighting why service provision matters, noting that it is fundamental to ensuring timely and quality patient care.

Session 3: Area of Concern H (Outcome) Dr. Munmee Das Consultant-QPS RRCNE

Dr Munmee Das -Consultant-QPS RRC-NE took the session of Area of Concern H -Outcome, where she explained the four areas of measurement of quality – Productivity, Efficiency, Clinical Care & Service Quality. All the key indicators like Productivity indicator, Efficiency indicator, Clinical care and safety indicators, and Service quality indicators were explained in detail. The participants were also given hands-on training for calculating different key indicators during the session.



Session 4: Conduct of National Level Assessments (Ethics & Code of Conduct) Dr Neeraj Gautam Sr Consultant-CU NHSRC

The session was led by Dr. Neeraj Gautam, Sr. Consultant-CU-NHSRC, and covered the definition of assessment as well as the fundamentals of performing one. He described the steps involved in the assessment process, the function of the external assessor, the numerous audit man-days, and the various stages of the external evaluation. Along with conducting an assessment and conducting a discussion on the paperwork, records, and procedures that the state must submit for certification, he provided an overview of some "Do's and Don'ts" during this session. He mentioned the various problems that the assessor encountered during the NQAS Assessment in the past and how they were resolved. During the session, the certification unit's challenges were also highlighted. He then described the several principles of assessment, such as independence, secrecy, due professional care, integrity, fair presentation, evidence-based approach, etc.



Session 5: Key Component of Report Writing Dr Shikha Sharma Consultant QPS, NHSRC

This session was taken by Dr Shikha Sharma Consultant QPS, NHSRC, where she explained the basic framework that needs to be followed while preparing the report after the facility assessment along with the timeline of the report submission. She also highlighted the basic principles of report writing and specifying the details of the gaps with proper explanation along with pictures, if possible, to Certification Unit, NHSRC.

Session 6: Exercise on Area of Concern G & H.

Post-technical session, Exercise on Area of Concern G & H was conducted, during which all participants were provided with two worksheets. The exercises were based on case scenarios and calculation of different KPI. Each group was facilitated by a moderator who guided them to complete the exercise. At the end, moderator gave the group exercise score to each member based on their participation during the group exercise.

Session 7: Briefing about the field visit & Group work:

The participants were given an outline of the objectives and guidelines for the upcoming field visit. They were briefed on the selected health facilities and the transportation details. The

participants were then divided into nine groups, and each group chose their team captain within themselves. Further, the team was assigned a group coordinator from RRCNE/NHSRC. The following points for the field visit were elaborated on that:

- The exercise was only a demonstration, and not an official assessment.
- Focus should be on fact-finding rather than on fault-finding.
- The participants should aim to support and enhance the facility, not enforce.
- Prioritize patient care at all times. o Use the OB, SI, PI, and RR assessment methods.
- Respect patient privacy, maintain dignity, and obtain consent before taking photographs or conducting activities within the facility.
- Gather evidence judiciously to support accurate conclusions, if needed.
- Collaborate effectively within teams for both the assessment and report compilation.
- Adhere to punctuality and effective time management.

SECTION V

Day 5: 24TH JULY 2026

Field Visit

On the fifth day of the training, a field visit to selected health facilities in Assam was organized to provide participants with hands-on experience in applying assessment methods and scoring systems in real-life settings.



Participants visited one CHC-FRU, six Urban Primary Health Centres (UPHCs), and one AAM-SHC and were divided into nine groups for the exercise. All teams departed from the hotel at 8:15 AM and reached their respective facilities by 9:30 AM. Following the completion of the on-site assessments, all groups returned to the training venue by 1:00 PM.

Presentations on the field visit: All the 9 groups were given 2 hours' time to do the score entry in the checklist. Based on their assessment findings, power point presentation for each group was prepared in specific format. Each group was given 10 minutes for presentation and 5 minutes for discussion. Each group presentation was evaluated by 3-member panel and scored on 5 parameters.

SECTION VI

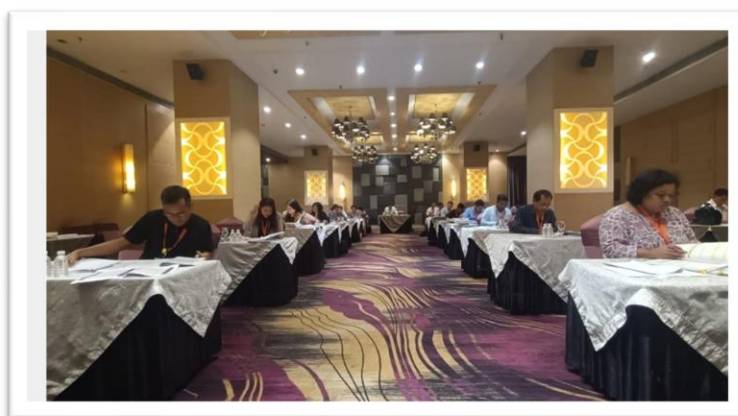
Day 6: 26TH JULY, 2026

Revision:

Dr. Ajay Arya conducted this session in an interactive format covering the AoCs, standards, and departments under NQAS, which greatly clarified key concepts for the participants. This interactive approach helped participants understand essential aspects of NQAS, providing valuable preparation for their upcoming exam.

Post Training Evaluation

The participants underwent an evaluation on the 6th day. They were given a Question paper with multiple-choice questions, case study & descriptive questions. There was a total of five sets (each participant having a different set). In addition to this, participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in the form of a “gap statement”.



SECTION VII

Valedictory/Feedback:

Dr. Ajay Arya, Sr. Consultant, QPS, RRC-NE delivered his gratitude to all participants for their enthusiastic involvement and commitment throughout the training. Participants from various cadres within the healthcare system actively took part in the session, shared valuable feedback, and extended heartfelt appreciation to the Quality and Patient Safety Division of NHSRC and RRCNE. They conveyed their satisfaction with the training, highlighting that they had gained new insights, strengthened their technical competencies, and refined their existing knowledge. Many expressed that the program had significantly enhanced their understanding of healthcare quality, which they now plan to apply in their respective institutions and practice areas.

ANNEXURE-I**DO letter from JS (P)**

4989521/2026/U/U JS(SL)-NHM



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सत्यमेव जयते

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
कर्तव्य भवन-1, नई दिल्ली-110001
Government of India
Ministry of Health & Family Welfare
Kartavya Bhawan-1, New Delhi-110001

DO No. V-14011/04/2026-NHM-III
Dated: 06th July, 2026

Dear *Sir/Madam,*

As you may be aware that the National Quality Assurance Standards (NQAS) Programme envisages assessment of public health facilities by empanelled External Assessors who have successfully completed the prescribed training and qualified the post-training evaluation. With the increasing number of facilities undergoing certification and surveillance assessments, there is a continuing need to strengthen the pool of National External Assessors.

2. To address this requirement, the 10th Regional External Assessors' Training (EAT) is being organized by the Regional Resource Centre for North Eastern States (branch of NHSRC, New Delhi) from 20th to 25th July 2026 at Guwahati, Assam. The State-wise allocation of seats is enclosed at Annexure-I.

3. For the proposed training, you are requested to nominate suitable participants having the following eligibility as mentioned in Operational Guidelines for Improving Quality in Public Healthcare Facilities 2021:

Essential Requirements:

- Qualification: MBBS/ BDS/ BAMS / BHMS/ BSMS / BUMS/ BSc (Nursing) Degree / Full Time MHA or equivalent.
- Experience: 10 years post qualification experience in the direct patient care/ Programme Administration/ Health Administration/ Health Consultancy/ Relevant Teaching experience/ Experience in training and mentoring.
- An undertaking from nominated candidates to conduct at least six (06) National and six (06) State certification assessments annually and support NQAS implementation in the State for a period of five years following empanelment.

Desirable Requirements:

- Nominated candidates from Government service should have at least 5 years of service remaining before their retirement.
- Preference should be given to candidates with a minimum of 3 years of experience at primary care level health facilities.
- Fitness to travel extensively, sometimes in hard-to-reach areas.

Continue..

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-2-

- d) Proficiency in using certification portals and assessment related IT applications.
- e) Qualified NQAS Internal Assessors may be given preference.
- f) Candidate should not be an empanelled Ayushman Assessor.

4. It may kindly be ensured that only candidates fulfilling the essential eligibility criteria are nominated. Candidates not meeting the mandatory requirements will not be permitted to participate in the training and will be asked to return to their state/place of work.

5. The training will be conducted in Guwahati, Assam. Participants are requested to arrive in Guwahati by the evening of **19th July 2026**. Registration will commence at **08:45 AM on 20th July 2026**. Attendance throughout the six-day programme is mandatory. The training is scheduled to conclude by **03:00 PM on 25th July 2026**.

6. The cost of travel to and from Guwahati shall be borne by the respective State NHM, while RRC-NE will provide boarding and lodging support for the nominated participants during the training period.

7. The names of nominated candidates, along with their duly completed CVs in the prescribed format (Annexure-II), may kindly be forwarded to **eat.rrcne@nhsrcindia.org** on or before **10th July 2026**.

With regards,

Yours sincerely,



(Sibin C.)

Encl. As above

To,

Principal Secretary/Secretary, H&FW, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/West Bengal

Copy to:

Mission Director, National Health Mission, Government of Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/West Bengal

ANNEXURE

10th Regional External Assessors' Training 20th July 2026 to 25th July 2026, Guwahati, Assam		
S. No	Name of state	No. of allotted participant to the States for the training
1	Arunachal Pradesh	9
2	Assam	5
3	Bihar	5
4	Jharkhand	3
5	Manipur	5
6	Meghalaya	6
7	Mizoram	4
8	Nagaland	5
9	Odisha	4
10	Sikkim	2
11	Tripura	7
11	West Bengal	5
Total		60

ANNEXURE-II**List of Participants of 10th Regional cum 52nd National Batch of EAT**

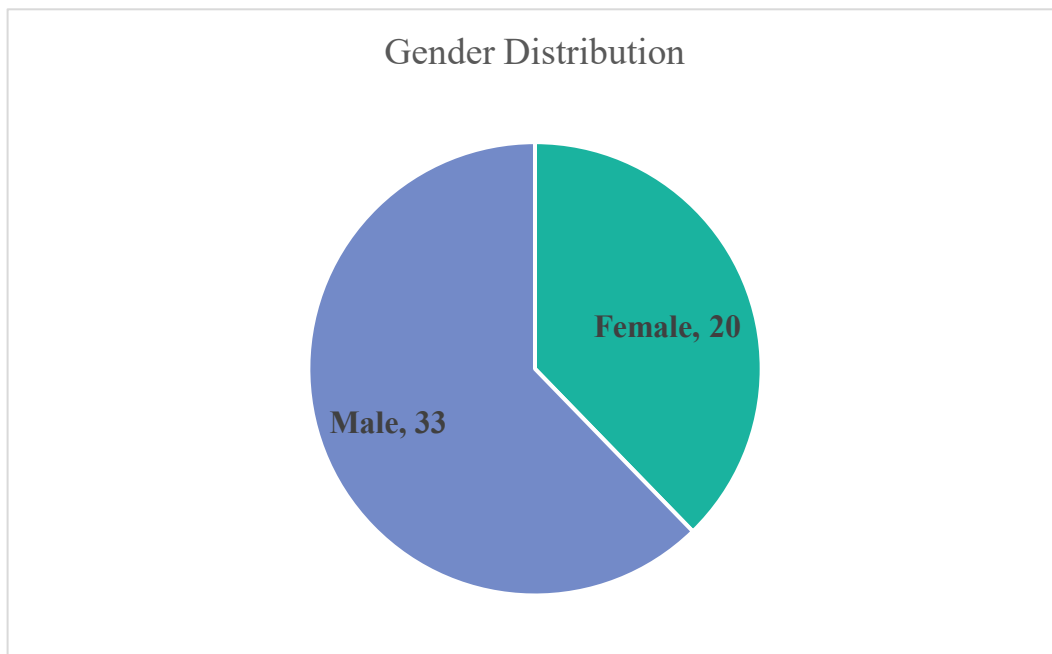
Sl.	Group	Roll No.	State	Name of the participant	Gender
1	Barak	5	Arunachal	Ms. Dakini Nongtudu	F
2		14	Assam	Dr. Benudhar Nath	M
3		34	Nagaland	Dr. Chapkelilakbo Dailiam	M
4		15	Manipur	Dr. Ngaokhaini Hippolytus Halouni	M
5		23	Mizoram	Dr. Shalom Lalmuankimi	F
6		27	Meghalaya	Dr. Yourita R. Sangma	F
7		48	Bihar	Dr. Kumar Abhimanyu	M
8		6	Arunachal	Dr. Tope Yomcha	M
9		51	Jharkhand	Mr. Mohan Singh Jatav	M
10	Brahmaputra	2	Arunachal	Dr. Nani Obing	M
11		12	Assam	Dr. Gulam Nabi Azad	M
12		46	Odisha	Dr. Japani Mohapatra	F
13		7	Arunachal	Dr. Samle Manyu	M
14		26	Meghalaya	Dr. Steffi Laloo	F
15		49	Bihar	Dr. Md Jawed Ali Khan	M
16		32	Nagaland	Dr. A.Limanukshi	M
17		28	Meghalaya	Dr. K Valleyrose L. Nonglait	F
18		50	Jharkhand	Mr. Mithun Kumar Dubey	M
19	Dibang	29	Meghalaya	Mrs. Yoosarki Passah	F
20		39	Tripura	Dr. Dipesh Bhowmick	M
21		4	Arunachal	Dr. Mrinal Kanti Thakuria	M
22		10	Assam	Dr. Indrani Gogoi	F
23		17	Manipur	Dr. Mutum Rakesh Meetei	M
24		40	Tripura	Dr. Trisha Dutta	F
25		52	West Bengal	Dr. Banani Roy	F
26		9	Arunachal	Dr. Sototlum Nayil	M
27		35	Nagaland	Dr. Y. Saotakum Chang	M
28	Kameng	36	Nagaland	Dr. Thungdeno P Murry	F
29		18	Manipur	Dr. Th Kalidash Singh	M
30		37	Tripura	Mrs. Rima Singha	F

31		8	Arunachal	Dr. Ram Prasad Deori	M
32		20	Mizoram	Dr. Lalramchhana	M
33		43	Tripura	Dr. Manish Chaudhury	M
34		30	Sikkim	Mrs. Bhawana Poudyal	F
35		24	Meghalaya	Dr. Handaka Rymbai	F
36		53	West Bengal	Dr. Subhendu Das	M
37	Lohit	11	Assam	Dr. Hiyeswar Borah	M
38		38	Tripura	Dr. Pritam Debbarma	M
39		19	Manipur	Dr. Tongbram Jayananda Singh	M
40		41	Tripura	Dr. Niloy Das	M
41		1	Arunachal	Dr. Nang Shivita Mancheykhun	F
42		21	Mizoram	Dr. T. Lalliankimi	F
43		47	Odisha	Dr. Smrutiranjana Biswal	M
44		31	Sikkim	Ms. Mingma Yangzee Sherpa	F
45	Teesta	16	Manipur	Dr. L. Robinson Singh	M
46		22	Mizoram	Ms. LalChhanmawii	F
47		44	Odisha	Dr. Ajit Kumar Nayak	M
48		13	Assam	Dr. Rinku Borah	M
49		45	Odisha	Dr. Akshay Kumar Gochhayat	M
50		33	Nagaland	Ms. Rukhietuonuo	F
51		3	Arunachal	Dr. Ree Gara	M
52		42	Tripura	Dr. Susnata Sutradhar	F
53		25	Meghalaya	Dr. Luckystar Sungoh	M

Reappear Candidate					
Sl.	Group	Roll No.	State	Name of the participant	Gender
1	NA	R1	Arunachal	Dr. Mope Riba	M

ANNEXURE-III**Equity Report on Gender & Geographical Distribution of Participants**

In the 10th Regional cum 52nd batch of National External Assessor Training as held at Hotel Palacio, Guwahati, Assam, a total of 53 Participants attended the training, 1 participant reappeared for the exams, and 1 participant withdrew after 2 days of training. An analysis has been done as per the criteria mentioned below under the equity report:



sl.	State	No. of Participant
1	Arunachal	9
2	Assam	5
3	Bihar	2
4	Jharkhand	2
5	Manipur	5
6	Meghalaya	6
7	Mizoram	4
8	Nagaland	5
9	Odisha	4
10	Sikkim	2
11	Tripura	7
12	West Bengal	2
	Grand Total	53

ANNEXURE-IV**Day-wise Group Exercise Scoring**

Roll No.	Complete name	Day 1 (20)	Day 2 (40)	Day 3 (30)	Day 4 (20)	Total (110)	Average (25)
1	Dr. Nang Shivita Mancheykhun	17.0	33.5	25.5	17.0	93.0	21.1
2	Dr. Nani Obing	17.1	32.0	26.5	17.0	92.6	21.0
3	Dr. Ree Gara	15.0	28.0	28.0	18.0	89.0	20.2
4	Dr. Mrinal Kanti Thakuria	19.0	37.5	25.0	18.0	99.5	22.6
5	Ms. Dakani Nongtdu	16.0	28.0	25.0	17.0	86.0	19.5
6	Dr. Tope Yomcha	17.0	34.0	25.0	17.0	93.0	21.1
7	Dr. Samle Manyu	17.1	32.0	25.5	17.0	91.6	20.8
8	Dr. Ram Prasad Deori	15.0	36.0	27.0	18.0	96.0	21.8
9	Dr. Sototlum Nayil	18.0	36.0	24.0	18.5	96.5	21.9
10	Dr. Indrani Gogoi	19.0	37.5	27.0	18.0	101.5	23.1
11	Dr. Hiyeswar Borah	17.0	35.0	27.0	17.0	96.0	21.8
12	Dr. Gulam Nabi Azad	17.1	32.0	27.0	17.0	93.1	21.2
13	Dr. Rinku Borah	17.0	32.0	27.0	17.5	93.5	21.3
14	Dr. Benudhar Nath	15.0	38.0	25.0	18.0	96.0	21.8
15	Dr. Ngaokhaini Hippolytus Halouni	16.0	36.0	25.0	17.0	94.0	21.4
16	Dr. L. Robinson Singh	17.0	28.0	27.0	17.0	89.0	20.2
17	Dr. Mutum Rakhesh Meetei	19.0	36.0	25.5	17.5	98.0	22.3
18	Dr. Th Kalidash Singh	17.5	37.0	28.5	18.0	101.0	23.0
19	Dr. Tongbram Jayananda Singh	17.0	35.0	27.0	17.0	96.0	21.8
20	Dr. Lalramchhana	16.0	37.0	28.5	17.0	98.5	22.4
21	Dr. T. Lalliankimi	17.0	35.0	27.0	18.0	97.0	22.0
22	Ms. Lalchhanmawii	18.0	32.0	27.0	17.0	94.0	21.4
23	Dr. Shalom Lalmuankimi	17.0	34.0	25.0	17.0	93.0	21.1
24	Dr. Handaka Rymbai	16.0	36.0	28.5	19.0	99.5	22.6
26	Dr. Steffi C Laloo	17.1	36.0	26.5	17.0	96.6	22.0
27	Dr. Yourita.R. Sangma	16.0	34.0	25.0	16.0	91.0	20.7
28	Dr. K Valleyrose L. Nonglait	17.1	32.0	27.0	17.0	93.1	21.2
29	Ms. Yoosarki Passah	19.0	37.5	24.0	18.0	98.5	22.4

30	Mrs. Bhawana Poudyal	18.0	37.0	28.5	19.0	102.5	23.3
31	Ms. Mingma Yangzee Sherpa	17.0	33.5	27.0	18.0	95.5	21.7
32	Dr. A.Limanukshi	17.1	32.0	26.0	17.0	92.1	20.9
33	Mrs. Rukhietuonuo	15.0	32.0	27.0	18.0	92.0	20.9
34	Dr. Chapkelilakbo Dailiam	17.0	32.0	25.0	17.0	91.0	20.7
35	Dr. Y. Saotakum Chang	18.0	36.0	24.5	17.5	96.0	21.8
36	Dr. Thungdeno P. Murry	17.5	37.0	28.5	18.0	101.0	23.0
37	Mrs. Rima Singha	16.5	36.0	28.5	19.0	100.0	22.7
38	Dr. Pritam Debbarma	17.0	34.5	23.0	16.0	90.5	20.6
39	Dr. Dipesh Bhowmik	18.0	36.0	25.0	18.0	97.0	22.0
40	Dr. Trisha Datta	20.0	37.5	29.0	18.0	104.5	23.8
41	Dr. Niloy Das	17.0	34.5	28.5	16.0	96.0	21.8
42	Dr. Susnata Sutradhar	19.0	32.0	28.0	18.0	97.0	22.0
43	Dr. Manish Chaudhury	16.0	36.0	28.5	19.0	99.5	22.6
44	Dr. Ajit Kumar Nayak	18.0	28.0	27.0	18.5	91.5	20.8
45	Dr. Akshay Kumar Gochhayat	19.0	32.0	29.0	17.5	97.5	22.2
46	Dr. Japani Mohapatra	17.1	28.0	27.0	17.0	89.1	20.3
47	Dr. Smrutiranjana Biswal	17.0	35.0	29.0	18.0	99.0	22.5
48	Dr. Kumar Abhimanyu	18.5	38.0	25.0	18.0	99.5	22.6
49	Dr. Md Jawed Ali Khan	17.1	32.0	27.0	17.0	93.1	21.2
50	Mr. Mithun Kumar Dubey	17.1	32.0	27.0	17.0	93.1	21.2
51	Mr. Mohan Singh Jatav	16.0	34.0	25.0	17.0	92.0	20.9
52	Dr. Banani Roy	19.0	37.5	28.5	19.0	104.0	23.6
53	Dr. Subhendu Das	16.5	36.0	27.0	16.0	95.5	21.7

ANNEXURE-V**Field Visit Group**

Field visit Group	Roll No.	Complete name	Field visit Facility (Dept.)	Field visit in charge
Group 1	5	Ms. Dakini Nongtudu	Garigaon UPHC	Dr Neeraj
	11	Dr. Hiyeswar Borah		
	16	Dr. L. Robinson Singh		
	29	Mrs. Yoosarki Passah		
	36	Dr. Thungdeno P Murry		
	38	Dr. Pritam Debbarma		
Group 2	2	Dr. Nani Obing	Ullubari UPHC	Dr. Ravikar Singh
	14	Dr. Benudhar Nath		
	18	Dr. Th Kalidash Singh		
	34	Dr. Chapkelilakbo Dailiam		
	39	Dr. Dipesh Bhowmick		
Group 3	4	Dr. Mrinal Kanti Thakuria	Garigaon UPHC	Dr Neeraj
	12	Dr. Gulam Nabi Azad		
	19	Dr. Tongbram Jayananda Singh		
	22	Ms. LalChhanmawii		
	37	Mrs. Rima Singha		
	44	Dr. Ajit Kumar Nayak		
Group 4	8	Dr. Ram Prasad Deori	Ullubari UPHC	Dr. Ravikar Singh
	10	Dr. Indrani Gogoi		
	15	Dr. Ngaokhaini Hippolytus Halouni		
	20	Dr. Lalramchhana		
	41	Dr. Niloy Das		
	46	Dr. Japani Mohapatra		
Group 5	1	Dr. Nang Shivita Mancheykhun	Kamakhya UPHC	Dr. Ajay Arya
	13	Dr. Rinku Borah		
	17	Dr. Mutum Rakesh Meetei		
	21	Dr. T. Lalliankimi		
	40	Dr. Trisha Dutta		
	45	Dr. Akshay Kumar Gochhayat		

Group 6	7	Dr. Samle Manyu	Kamakhya UPHC	Dr. Ajay Arya
	23	Dr. Shalom Lalmuankimi		
	27	Dr. Yourita R. Sangma		
	43	Dr. Manish Chaudhury		
	47	Dr. Smrutiranjana Biswal		
	48	Dr. Kumar Abhimanyu		
Group 7	6	Dr. Tope Yomcha	CHC Pandu (LR)	Dr. Shikha Sharma
	26	Dr. Steffi Laloo		
	30	Mrs. Bhawana Poudyal		
	33	Ms. Rukhietuonuo		
	49	Dr. Md Jawed Ali Khan		
	52	Dr. Banani Roy		
Group 8	9	Dr. Sototlum Nayil	CHC Pandu (A&E)	Dr Arun Baruah
	24	Dr. Handaka Rymbai		
	31	Ms. Mingma Yangzee Sherpa		
	32	Dr. A.Limanukshi		
	51	Mr. Mohan Singh Jatav		
	53	Dr. Subhendu Das		
Group 9	3	Dr. Ree Gara	Sajanpara AAM SHC	Dr. Munmee Das
	28	Dr. K Valleyrose L. Nonglait		
	35	Dr. Y. Saotakum Chang		
	42	Dr. Susnata Sutradhar		
	50	Mr. Mithun Kumar Dubey		

ANNEXURE-VI**Participants Feedback**

The Participants shared daily feedback received for each session and details are as follows:

A. Session-wise Feedback:

Sl.	Topic	Resource Person	Score
Day 1			
Session1	Overview of Quality in Public Health System	Dr. Rajiv Pathni	4.54
Session2	Introduction to National Quality Assurance Standards	Dr. Abhay Dahiya	4.37
Session3	Measurement System Under NQAS	Dr. Ajay Arya	4.53
Day 2			
Session 1	Area of Concern -B (Patient Rights)	Dr. Abhay Dahiya	4.53
Session 2	Overview of Ayushman Arogya Mandir, Sub-Health Centre (AAM-SHC)	Dr. Devajit Bora	4.33
Session 3	Area of Concern- C (Inputs)	Dr. Ajay Arya	4.67
Session 4	Area of Concern- D (Support Services)	Dr. Ravikar Singh	4.56
Session 5	Area of Concern -E (E1- E9) General Clinical Services	Dr Amrita Rastogi	4.14
Session 6	Area of Concern – F (Infection Control)	Dr Shikha Sharma	4.52
Day 3			
Session 1	Overview of Quality Management Systems (I) (AoC G)	Dr Amrita Rastogi	4.23
Session 2	Area of Concern E (E10 - E16, E24) Specific Clinical Services	Dr. Rohini Kumar External Faculty	4.63
Session 3	Assessment on National Health Program E23(NHP)	Dr. J N Srivastava External Faculty	4.61
Session 4	Area of Concern-E (E17-E22) *RMNCHA+ Services	Dr. Rohini Kumar External Faculty	4.61
Session 5	Assessment Using Digital Records	Dr Shikha Sharma	4.57
Day 4			
Session 1	Overview of Quality Management Systems (II) (AoC G)	Dr Neeraj Gautam	4.57
Session 2	Area of Concern-A (Service Provision)	Dr. Ravikar Singh	4.61
Session 3	Area of Concern H (Outcome)	Dr. Munmee Das	4.64
Session 4	Conduct of National Level Assessments (Ethics & Code of Conduct)	Dr Neeraj Gautam	4.64

Session 5	Key Component of Report Writing	Dr Shikha Sharma	4.59
Day 6			
Session 1	Revision (NQAS in all level of Health facilities)	Dr. Ajay Arya	4.76

B. Average Feedback Score Day-wise:

Training Day	Average Score
Day 1	4.53
Day 2	4.46
Day 3	4.53
Day 4	4.61
Day 5	4.71
Day 6	4.76

C. Overall Training Feedback Score:

Sl.	Attribute	Score
1	The usefulness of the information received in the training	4.79
2	The structure of training sessions	4.74
3	The Pace of the training sessions	4.50
4	Inclusion of relevant exercises and activities	4.71
5	Easy-to-follow content, language and instructions	4.49
6	Well balanced theory and practical elements	4.57
7	The usefulness of the training material	4.77
8	Overall rating of the training	4.74
9	Overall Compliance (Average Score)	4.66

D. Most Liked Session:

Sl.	Name of the Session	Resource Person	Score
1	Area of Concern- C (Inputs)	Dr. Ajay Arya	4.67
2	Area of Concern H (Outcome)	Dr. Munmee Das	4.64
3	Conduct of National Level Assessments (Ethics & Code of Conduct)	Dr Neeraj Gautam	4.64

E. Most Liked Trainer:

Sl.	Name of The Trainers	Score
1	Dr. Ajay Arya	4.65
2	Dr. Munmee Das	4.64
3	Dr. Rohini Kumar	4.62

ANNEXURE-VII**List of Qualified Participants**

Sl.	Name of Qualified Participants
1	Mrs. Bhawana Poudyal
2	Dr. Banani Roy
3	Dr. Benudhar Nath
4	Dr. Rinku Borah
5	Dr. Trisha Datta
6	Dr. Akshay Kumar Gochhayat
7	Dr. Smrutiranjana Biswal
8	Dr. Susnata Sutradhar
9	Dr. Steffi C Laloo
10	Dr. Md Jawed Ali Khan
11	Dr. Indrani Gogoi
12	Dr. T. Lalliankimi
13	Dr. Th Kalidash Singh
14	Dr. Pritam Debbarma
15	Dr. Shalom Lalmuankimi
16	Dr. Y. Saotakum Chang
17	Dr. Niloy Das
18	Dr. Lalramchhana
19	Dr. Ngaokhaini Hippolytus Halouni
20	Dr. Kumar Abhimanyu
21	Ms. Lalchhanmawii
22	Dr. Japani Mohapatra
23	Dr. Thungdeno P. Murry
24	Dr. Ajit Kumar Nayak
25	Dr. Manish Chaudhury
26	Dr. Nani Obing
27	Dr. K Valleyrose L. Nonglait
28	Dr. A.Limanukshi
29	Dr. Tongbram Jayananda Singh
30	Ms. Mingma Yangzee Sherpa
31	Mr. Mithun Kumar Dubey
32	Dr. Chapkelilakbo Dailiam
33	Dr. Mrinal Kanti Thakuria
34	Dr. Tope Yomcha
35	Dr. Nang Shivita Mancheikhun
36	Mrs. Rukhietuonuo
37	Dr. Hiyeswar Borah
38	Dr. Yourita.R. Sangma
39	Ms. Dakani Nongtdu
40	Dr. Mutum Rakhesh Meetei
	Reappear Candidates
41	Dr. Mope Riba

ANNEXURE-VIII**Training Agenda**

Day 1 – 20 th July 2026 (Monday)		
Time	Topic	Resource Person
08:30 AM - 09:00 AM	Registration	QPS Team
09:00 AM - 09:30 AM	Pre-Training Evaluation	QPS Team
Inaugural session		
09:30 AM - 09:35 AM	Welcome Address	Dr. Raj Prabha Moktan, Director RRCNE
09:35 AM - 09:45 AM	Lamp Lighting	
09:45 AM - 09:55 AM	Aims & Objectives of the Training	Gp Capt (Dr) Rajiv Pathni, Advisor- QPS, NHSRC
09:55 AM - 10:00 AM	Address by Executive Director, NHSRC	Professor Dr. Pragya Sharma Executive Director, NHSRC
10:00 AM - 10:05 AM	Address by Chief Guest	Dr. Lakshmanan S., IAS MD-NHM, Assam
10:05 AM - 10:25 AM	Introduction of Participants	
10:25 AM - 10:30 AM	Vote of Thanks	QPS, RRCNE
10:30 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM - 12:00 PM	Overview of Quality and Patient Safety in Public Health System	Gp Capt (Dr) Rajiv Pathni, Advisor- QPS, NHSRC
12:00 PM - 01:15 PM	Introduction to NQAS and Area of Concerns	Dr. Abhay Dahiya, Sr Consultant-QPS NHSRC
01:15 PM - 02:00 PM	Lunch	
02:00 PM – 03:15PM	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya, Sr Consultant-QPS RRCNE
03:15 PM – 04:15 PM	Exercise on Intent of Area of Concern	QPS Team
04:15 PM - 04:30 PM	Tea Break	
04:30 PM – 5:30 PM	Group Exercise	QPS team



Day 2 – 21 st July 2026 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	QPS Team
09:15 AM – 10:00 AM	Area of Concern -B (Patient Rights)	Dr. Abhay Dahiya, Sr Consultant-QPS NHSRC
10:00AM – 11:00 AM	Overview of Ayushman Arogya Mandir, Sub-Health Centre (AAM-SHC)	Dr. Devajit Bora Sr Consultant-CP CPHC RRCNE
11:00 AM – 11:15 AM	Tea Break	
11:15 AM – 12:00 PM	Area of Concern- C (Inputs)	Dr. Ajay Arya, Sr Consultant-QPS RRCNE
12:00 PM - 01:15 PM	Area of Concern- D (Support Services)	Dr. Ravikar Singh Consultant-QPS RRCNE
01: 15 PM – 02:00 PM	Lunch Break	
02:00 PM – 03:00 PM	Area of Concern -E (Area of Concern E1-E9) General Clinical Services*	Dr Amrita Rastogi Consultant-CU NHSRC
03:00 PM-04:00 PM	Area of Concern – F (Infection Control)	Dr Shikha Sharma Consultant-CU NHSRC
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:15PM	Exercise on Area of Concern B, C, D & F	QPS Team
05:15 PM- 05:30 PM	Spotting Exercise on AOC D	QPS Team

***General Clinical Services**

- E1 – Registration, Consultation & Admission
- E2 -Clinical Assessment, Reassessment & Treatment Plan Preparation E3 – Continuity of care of patient & referral
- E4 – Nursing Care
- E5 – High Risk & Vulnerable Patients
- E6 – Rational prescribing & use of medicines E7 – Safe drugs administration
- E8 – Maintenance, updating & storage of patient's clinical records.
- E9 – Discharge of patients



Day 3 – 22 nd July 2026 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	QPS Team
09:15 AM – 10:45 AM	Overview of Quality Management Systems (I) (AoC G)	Dr Amrita Rastogi Consultant-CU NHSRC
10:45 AM – 11:00 AM	Tea Break	
11:00 AM - 12:15 PM	Area of Concern E (E10 - E16, E24)*** (Specific Clinical Services) (expanded packages for AAM-SHC) #	Dr. Rohini Kumar External Faculty
12:15PM – 01:30 PM	Assessment on National Health Program E23(NHP)	Dr. JN Srivastava External Faculty
01:30 PM – 02:15 PM	Lunch Break	
02:15 PM - 03:30 PM	Area of Concern-E (E17-E22) * RMNCHA+ Services	Dr. Rohini Kumar External Faculty
03:30 PM - 04:15 PM	Assessment Using Digital Records	Dr Shikha Sharma Consultant- CU NHSRC
04:15 PM – 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Group Exercises	QPS Team

***Specific Clinical Services

E10 – Intensive Care
 E11 – Emergency Services & Disaster Management
 E12 – Diagnostic Services
 E13 – Blood Bank storage, management & transfusion
 E14 – Anesthetic Services
 E15 – Operation Theatre Services
 E16 – Management of death & bodies of deceased patients
 E24 – Hemodialysis Services

*RMNCHA+

Maternal Health Services

E17 – Antenatal Care

E18 – Intranatal Care

E19 – Postnatal Care

**Specific Clinical Services

E20 – Newborn, Infant & Child Health Care

E21 – Abortion & Family Planning

E22 – Adolescent, Reproductive & Sexual Health

##Emergency, Elderly and Palliative, Eye, ENT, Oral, Mental Health, etc.



Day 4 – 23 rd July 2026 (Thursday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 3	QPS Team
09:15 AM – 10:45 AM	Overview of Quality Management Systems (II) (AoC G)	Dr Neeraj Gautam Sr Consultant-CU NHSRC
10:45 AM -11:00 AM	Tea Break	
11:00 AM -12:00 PM	Area of Concern-A (Service Provision)	Dr. Ravikar Singh Consultant-QPS RRCNE
12:00 PM - 01:00 PM	Area of Concern H (Outcome)	Dr. Munmee Das Consultant-QPS RRCNE
01:00 PM – 02:00 PM	Lunch Break	
02:15PM - 03:30PM	Conduct of National Level Assessments (Ethics & Code of Conduct)	Dr Neeraj Gautam Sr Consultant-CU NHSRC
03:30PM – 04:15PM	Key Component of Report Writing	Dr Shikha Sharma Consultant CU, NHSRC
04:15PM – 04:30 PM	Tea Break	
04:30 PM – 05:00 PM	Exercise on Area of Concern G & H	QPS Team
05:00 PM - 05:15 PM	Role Play	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and group work	Dr. Ravikar Singh Consultant-QPS RRCNE



Day 5 – 24 th July 2026 (Friday)		
Time	Topic	Resource Person
09:00 AM – 01:00 PM	Field Visit	QPS Team
01:00 PM– 02:00 PM	Lunch	
02:00 PM – 03:00 PM	Scoring, Analysis, and Report Writing of the Field Visit	QPS Team
03:00 PM – 04:00 PM	Presentation & Discussion on Field Visit	QPS Team
04:00 PM – 04:15 PM	Tea Break	
04:15 PM – 05:30 PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 25 th July 2026 (Saturday)		
Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	Dr. Ajay Arya, Sr Consultant-QPS RRCNE
10:00AM – 10:30 AM	Tea Break	
10:30 AM – 01:00 PM	Post Training Evaluation	QPS Team
01:00 PM – 01:30 PM	Valedictory/Feedback	QPS Team
01:30 PM onwards	Lunch	
