



9th Batch of Regional cum 47th Batch of National External Assessors' Training 22nd – 27th September 2025



REGIONAL RESOURCE CENTRE FOR NORTH- EASTERN STATES
(Branch of NHSRC, MoH & FW, Govt of India, New Delhi)



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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 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 **9th Batch of Regional cum 47th 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 **22nd to 27th September 2025**. This batch was planned for 12 States (**Bihar, Jharkhand, Odisha, West Bengal, and the 8 North-Eastern States**) 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. Training agenda is attached as Annexure – II.

A total of 54 participants were nominated by **10 States** (Bihar, West Bengal, and the 8 North-Eastern States), of whom **53 attended** the training (List attached as Annexure -VI). 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 (Participant distribution attached as Annexure V).

On the last day of training, a **post-training written evaluation** was conducted as scheduled. Participants who scored **70% or above** were empanelled as External Assessors for a period of three years. A total of **61 participants** appeared for the examination, **including 8 reappearing candidates** who had not qualified previously. Out of these, **51 participants qualified** in the post-training evaluation (List attached as Annexure VII).

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-III).

This report provides an overview of the training, key takeaways, participant feedback, and recommendations for improving future training programs.

AIMS & 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 implementing the **National Quality Assurance Standards (NQAS)**.

Training objectives:

- To create a pool of qualified assessors for undertaking quality assessments at the State and National levels.
- To familiarize prospective assessors with the Quality Assurance Standards for public health facilities.
- To equip participants with the necessary knowledge to conduct objective assessments of healthcare facilities against predefined standards.
- To enhance understanding of the Area of Concern-wise standards and measurable elements across different levels of healthcare facilities, from Ayushman Arogya Mandir–SHCs to District Hospitals.
- To provide hands-on training and develop 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 mechanisms.
- To cultivate and reinforce the behavioral and attitudinal attributes essential for effective assessors.
- To orient participants on the code of conduct expected of empanelled External Assessors.

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 **47th 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

PRE-TRAINING ONLINE ORIENTATION

A **pre-training online orientation** session was organized two days before the scheduled training to help participants gain an initial understanding of the 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 sensitization sessions on **18th and 19th September 2025**. The sessions were attended by candidates from all eight North-Eastern States, along with Bihar and West Bengal. 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:

- a) National Quality Assurance Standards for Public Health Facilities (2020)
- b) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- c) Assessors' Guidebook for Quality Assurance in District Hospital Vol-I
- d) Assessors' Guidebook for Quality Assurance in District Hospital Vol-II
- e) Assessors' Guidebook for Quality Assurance in District Hospital Vol-III
- f) Assessors' Guidebook for Quality Assurance in CHC
- g) Assessors' Guidebook for Quality Assurance in PHC
- h) Quality Standards for Urban Primary Health Centre
- i) Assessors' Guidebook for Health & Wellness Centre (Sub-Centre)
- j) LaQshya Guidelines
- k) MusQan Guidelines
- l) Concept Note- NQAS
- m) 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.

PRE-TRAINING EVALUATION

At the onset of NQAS External Assessors' Training, a pre-evaluation examination was conducted for all participants, consisting of 20 multiple-choice questions to assess baseline understanding of NQAS concepts.

INAUGURATION SESSION

Dr. Munmee Das, Consultant, QPS, RRCNE welcomed all participants on behalf of the Quality and Patient Safety Division, Regional Resource Centre for Northeastern States (RRC-NE), to the 9th batch of Regional cum 47th batch of National External Assessors Training on National Quality Assurance Standards (NQAS).

The training commenced during a period of **state mourning in Assam**, following the demise of the renowned singer and cultural icon **Shri Zubeen Garg** on **19th September 2025**. As a mark of respect, Dr. Das paid tribute to Shri Garg — a celebrated singer, actor, and cultural luminary of Assam, fondly known as the *Voice of the Brahmaputra*. A **two-minute silence** was observed in his memory before proceeding with the inaugural session.



Dr. Raj Prabha Moktan, Director, RRC-NE, welcomed all participants to the six-day External Assessors Training. She expressed her appreciation for the active participation from all **eight North-Eastern States, Bihar and West Bengal**, making a total of **53 participants**. Special acknowledgment was extended to Group Captain Dr. Rajiv Pathni, Advisor-QPS, and Dr. Deepika Sharma, Lead Consultant-QPS, NHSRC, for their continuous contributions to advancing quality and patient safety initiatives. Dr. Moktan emphasized the importance of aligning NQAS implementation with the objectives of the National Health Policy 2017 and the Sustainable Development Goals (SDGs) 2030, with the overarching aim of achieving universal, affordable, and quality healthcare.



She reaffirmed the national goal of achieving **100% certification of public health facilities by December 2026**, with an interim target of **50% certification by December 2025**. Highlighting the commendable progress of **Tripura (48%), Sikkim (30%), and Meghalaya (29%)** in NQAS certification, Dr. Moktan urged participants to engage actively throughout the training, qualify as External Assessors in the final evaluation, and contribute to strengthening quality improvement initiatives within their respective States. She concluded her address by emphasizing the need to foster a culture of quality and patient safety across the public health system.

Group Captain (Dr.) Rajiv Pathni, Advisor – Quality & Patient Safety (QPS), NHSRC, highlighted the **aims and objectives** of the training. He extended a warm welcome to all participants and expressed his personal connection with Assam, along with sincere gratitude to Dr. Raj Prabha Moktan and the RRC-NE team for inviting him to the program. He also acknowledged the presence of Dr. Arun Baruah and Dr. Deepika Sharma, appreciating their expertise and long-standing contributions to the External Assessors' Training initiative.

Dr. Pathni emphasized the significance of the training, noting that it is the only assessor training program in India **accredited by the International Society for Quality in Healthcare (ISQua)** — a recognition that affirms its global credibility and benchmark standards. He reflected on the evolution of public healthcare facilities in India, describing their journey from neglected infrastructures to model health centers and high-performing hospitals, crediting NQAS as a cornerstone in this transformation.



Encouraging active participation, he advised participants to move beyond passive learning, share field experiences, and engage in discussions to enrich collective knowledge. He described the role of trained assessors as change agents, mentors and advocates of quality, emphasizing their responsibility to promote continuous improvement and foster a culture of patient safety within the health system. Concluding his address, Dr. Pathni urged participants to utilize the training as a lifelong learning opportunity and assured continued support from NHSRC and RRC-NE in their quality improvement journey.

The inaugural session concluded with a brief self-introduction by the participants, followed by a group photograph. After a short tea break, the technical sessions commenced.



TECHNICAL SESSIONS

Day 1 – 22nd September 2025

Session 1.1 - Overview of the Public Health System and NQAS:

Gp. Capt. (Dr) Rajiv Pathni, Advisor - QPS, NHSRC welcomed participants to the NQAS External Assessor Training, highlighting its unique recognition by ISQua and the credibility of both the standards and the certification process. He emphasized that the training is not just theoretical but an interactive platform for participants to become agents of change in public healthcare. Participants were encouraged to share experiences, learn collaboratively, and contribute to rebuilding trust and confidence in public health institutions through improved outcomes, ethical practice, and professional excellence.

Dr. Pathni underscored that most patient harm is systemic rather than individual, citing global and Indian statistics on preventable deaths, medication errors, hospital-acquired infections, and diagnostic inaccuracies. He emphasized that quality begins with patient safety, not infrastructure or technology. India's transition from selective to comprehensive primary healthcare, supported by initiatives such as Ayushman Bharat, Integrated Public Health Laboratories, and community engagement, ensures preventive, promotive, and continuous care with a strong focus on outcome-driven improvement.



Tracing India's journey in healthcare quality, he highlighted key milestones from early maternal-child health programs, National Health Mission (NHM), to the current unified quality framework. Dr. Pathni emphasized that continuous monitoring, process improvement, and ethical clinical governance are critical to delivering safe, patient-centered care. In conclusion, he reminded participants that their role as External Assessors is crucial for strengthening Health systems, reducing preventable harm, and advancing India's vision of high-quality public healthcare.

Session 1.2 - Overview of Ayushman Aarogya Mandir:

Dr Devajit Bora, Sr. Consultant - CP-CPHC, RRCNE provided an overview of Ayushman Arogya Mandirs (AAMs) aimed at achieving Universal Health Coverage (UHC) under SDG 3. He highlighted the shift from a selective to a comprehensive primary healthcare model, with the vision of providing quality, affordable, and accessible health services within 30 minutes to every household. Comprehensive Primary Health care through the network of AAM includes 12 comprehensive service packages and is intended to serve as the initial and primary point of contact for the patients within the public health systems. This way the AAMs helps in gate keeping and prevent congestion in the higher-level health facilities, The program also ensures continuity of care through a two-way referral system.



Key reforms include improved infrastructure, IT-enabled systems (like CPHC-NCD, e-Sanjeevani, DVDMS), and community participation through VHSNCs and Jan Arogya Samitis. Incentives such as performance-based (PBI) and team-based incentives (TBI) were highlighted as drivers of improved service delivery. Dr. Bora concluded that AAMs aim to reduce out-of-pocket expenses, and strengthen preventive and promotive healthcare, advancing the vision of equitable, people-centered primary health services.

Session 1.3 - Introduction to National Quality Assurance Standards:

The third session, conducted by Dr. Deepika Sharma, Lead Consultant, QPS, NHSRC focused on introducing participants to the National Quality Assurance Standards (NQAS). She provided a comprehensive overview of the standards, explaining the scope of the various Areas of Concern and the purpose of each standard. Participants were guided on the use of reference materials and



learned how the standards are adapted for different levels of healthcare facilities. Dr. Sharma also presented a comparative summary of standards applicable across various levels of care, helping attendees understand their practical application and relevance.



Session 1.4 - Measurement System under National Quality Assurance Standards:

The fourth session, facilitated by Dr. Ajay Arya, Sr. Consultant -QPS, RRCNE focused on the NQAS Measurement System and Assessment Protocols. He explained the structure of the NQAS checklist, including its Areas of Concern, standards, measurable elements, checkpoints, and scorecards, helping participants understand how each component is interrelated. Dr. Arya discussed assessment methods, compliance, and scoring system, emphasizing the importance of a

standardized measurement system in evaluating quality standards. He concluded the session with a summary of departmental checklists, reinforcing the practical application of NQAS tools in real-world assessments.

Session 1.5 - Exercise on Overview and standards, measurement system and Area of concern

All 53 participants were divided into six groups, with 9–10 members each, for group exercises. A moderator was assigned to guide and oversee the activities. Dr. Munmee 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 – 23rd September 2025

The first-day session recap was conducted by Dr. Ravikar Singh, Consultant – QPS, RRC-NE. The objective was to review the key learnings and assess the participants' understanding of the previous day's sessions.

Session 2.1 - Introduction of National Quality Assurance Standards for Primary Care Facilities:

The session provided an overview of the National Quality Assurance Standards (NQAS), focusing on their application in primary healthcare facilities. **Dr. Deepika Sharma** explained the purpose, rationale, and applicability of the standards at AAM-SC, AAM-PHC, and UPHC levels. She also discussed which standards applicable to each level of primary healthcare facilities and how compliance with these standards can be assessed.



Session 2.2 - Area of Concern E - RMNCHA+N Services at primary healthcare facilities



This session focused on Reproductive, Maternal, Newborn, Child, and Adolescent Health (RMNCHA+N) services at primary healthcare facilities. **Dr. Vineet Pathak**, External Faculty highlighted strategies to improve adolescent health, address nutritional needs, promote safe childbirth, and reduce maternal and infant mortality. He also emphasized the importance of family planning, immunization, and accessible healthcare services.

Session 2.3 - Area of Concern E - Extended services package at primary healthcare facilities:

In this session, Dr. Pathak discussed the applicable standards of AAM-SHC to assess the 5 expanded services of AAM. Standards E8 to E12 cover the extended packages viz. ophthalmic, oral, ENT, mental health, disease control program, elderly and palliative care etc. He further explained how these services can be evaluated effectively at Ayushman Arogya Mandir (AAM) centers, giving participants practical guidance on applying NQAS standards in real-world settings.

Session 2.4 - Overview of General Clinical Services:

Dr. Munmee Das, Consultant QPS RRCNE provided a detailed overview of General Clinical Services (E1–E9) across all levels of healthcare facilities. She explained the importance of the first nine standards, covering registration, admission, consultation, patient assessment, nursing care, continuity of care, identification of high-risk patients, safe drug administration, prescription practices, record-keeping, and hospital discharge. Dr. Das also emphasized the quantifiable components of each standard and the linking the Areas of Concern to fully understand the intent and practical application of the standards.



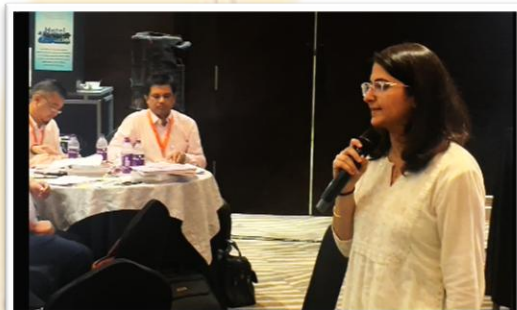
Session 2.5 - Area of Concern E: assessment of National Health Programs:

Dr. Pankaj Thomas, Lead Consultant RRCNE provided an overview of National Health Programs, including Nutrition Programs, Health System Strengthening initiatives, Communicable and Non-Communicable Diseases, Vector disease control program, and Surveillance disease program and relevant Operational/Clinical Guidelines. He briefed participants on the elements of nutrition, immunization, illness prevention, mental health, and maternal and child health.



Session 2.6 - overview of Quality Management System- Primary healthcare facilities:

Dr. Vineeta Dhankar, Consultant, QPS NHSRC, delivered the session on Area of Concern 'G' which covered various standards related to quality improvement at primary level health facilities. She discussed establishing a quality team within facilities, emphasizing the importance of documenting meeting minutes and conducting a collaborative activity for compliance evaluation. Additionally, she explained Patient Satisfaction Surveys (PSS) including calculating attribute-specific and overall scores and explored key aspects of quality enhancement such as gap identification, prioritization, and action plan formulation. The session also covered quality tools and methods, including brainstorming, WHY-WHY Analysis, and PICK Charts. She provided brief insights on driving quality improvement through Standard Operating Procedures (SOPs), process mapping, and identifying MUDAs (wasteful practices) within hospitals.



Session 2.7 - Exercises:

Two exercises based on Day 2 sessions were assigned, and participants discussed their responses with their respective moderators within the groups. Moderators evaluated each group's performance and assigned scores based on their responses, reinforcing understanding and practical application of the topics covered.



Day 3 – 24th September 2025

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

Session 3.1 - Introduction to National Quality Assurance Standards:

The first session, led by **Dr. Vineeta Dhankar**, introduced participants to the National Quality Assurance Standards (NQAS). She provided a comprehensive overview of the standards, explained the scope of various Areas of Concern, and described the purpose of each standard. Participants were guided on the use of reference materials and how standards are developed for different levels of healthcare facilities. Dr. Dhankar also presented a comparative summary of standards across facility levels, helping participants understand their practical application and relevance.

Session 3.2 - RMNCHA+N Services at secondary health care facilities:

Dr. Rohini Kumar, External Faculty conducted session on Reproductive, Maternal, Newborn, Child, and Adolescent Health (RMNCHA) at secondary healthcare facilities. She focused on critical interventions across all stages of reproductive and child health, including strategies to reduce maternal and infant mortality, address nutritional needs, promote safe childbirth, and improve adolescent health. The session also emphasized the importance of family planning, immunization, and accessible healthcare services.



Session 3.3 - Area of Concern E: Specific Clinical Service under NQAS:

Dr. Rohini Kumar's session focused on key NQAS standards for specific clinical services, including intensive care, emergency services, diagnostic services, blood bank management, anesthesia, operation theater services, and end-of-life care. She emphasized critical measures such as monitoring high-risk patients in intensive care, timely triage in emergencies, accuracy in diagnostics, safety protocols in anesthesia and operation theaters, and proper screening and storage in blood banks. The session also highlighted the ethical provision of end-of-life care, ensuring patient dignity. Through case studies and interactive discussions, Dr. Kumar provided participants with practical strategies to enhance clinical service quality across healthcare facilities.



Session 3.4 - Area of Concern F (Infection Control):

Dr. Ravikar Singh, Consultant, QPS, RRCNE facilitated the discussion on Infection Control, focusing on the policies and procedures public health facilities should follow to prevent infections. He discussed the implementation of infection control strategies, including monitoring nosocomial infections, hand hygiene, personal protective equipment protocols, equipment handling, biomedical waste management, and environmental controls. The session also explained how these practices are assessed in the NQAS checklist, reinforcing their importance in maintaining patient and staff safety.

Session 3.5 - Assessment under Support services in NQAS:

Mr. Anand Yadav, Consultant QPS, NHSRC introduced Area of Concern D: Support Services, using the example of an iceberg to illustrate how these foundational services are often overlooked in public healthcare facilities. 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. Mr. Yadav 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 3.6 - Assessment of Digital Records in Primary Healthcare Facilities:

Dr. Ranjit Mandal, Sr. Consultant-QPS(CU) NHSRC conducted the session on assessment of digital records in primary healthcare facilities, briefing participants on the various portals used to capture health information in public health facilities. He explained how to assess and verify digital data during facility evaluations. He reinforced the fact that it is not mandatory to review all records in physical mode only, records available in digital mode are also acceptable. He shared examples of RCH and AAM portal to help participants understand how digital data can be verified effectively during NQAS assessments.



Session 3.7 – 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.



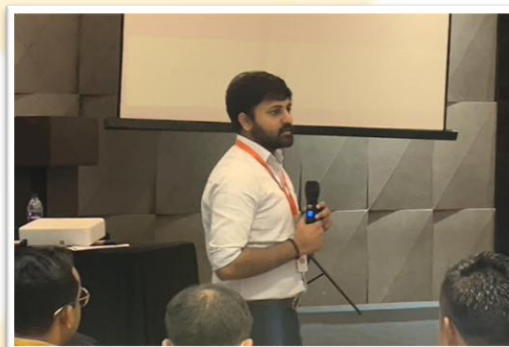
Day 4 – 25th September 2025

The day's proceedings began with a recap of Day 3, led by Mr. Eddy Peter Kandulna, Fellow – QPS, RRCNE. The session aimed to reinforce key learnings from the previous day.

Session 4.1 - An overview of the Quality Management System at secondary healthcare facilities:

Mr. Anand Yadav, Consultant – QPS, NHSRC, delivered a comprehensive session on Area of Concern 'G', focusing on quality improvement at secondary-level healthcare facilities. He elaborated on internal and external quality assessments, particularly in laboratory practices, and discussed key quality enhancement methods such as gap analysis, prioritization, and action plan development. Mr. Yadav also introduced practical quality tools and techniques, including brainstorming, the WHY-WHY Analysis, and the PICK Chart.

The session further covered essential aspects of risk management—its significance in healthcare facilities, processes for risk reporting, and classification of risks such as near-miss, adverse, and sentinel events. He also explained the use of tools like SWOT analysis and analogies for risk identification, maintaining a risk register, and formulating effective risk mitigation plans.



Session 4.2 - Area of Concern B (Patient Rights under NQAS):

Dr. Ajay Arya, Sr. Consultant – QPS, RRCNE, conducted the session on Patient Rights under Area of Concern 'B'. He explained the six standards (B1–B6) that define how healthcare facilities must safeguard and promote patient rights, emphasizing the responsibility of providers to ensure patients are informed, respected, and treated ethically. Dr. Arya highlighted key aspects such as accessibility and availability of services, maintaining privacy and confidentiality, ensuring informed consent, eliminating financial barriers, and fulfilling statutory and ethical obligations in medico-legal cases. He stressed that patient awareness and communication are central to building trust and accountability within public health facilities.



Session 4.3 - Overview of KPIs and Outcome Indicators:

Dr Munmee Das -Consultant-QPS RRCNE, in her KPIs and the Outcome session, she described the four areas of quality measurement: Clinical Care, Productivity, Efficiency, and Service Quality. Clinical care and safety metrics, productivity indicators, efficiency indicators, and service quality indicators were all thoroughly described. Additionally, the attendees received practical instruction on how to calculate various critical indicators throughout the program.



Session 4.4 - Conduct of National Level Assessments:

Dr. Ranjit Mandal, Senior Consultant – CU, NHSRC, conducted a session outlining the fundamentals of assessment and its guiding principles. He detailed the phases of the assessment process, the role and responsibilities of external assessors, audit man-days, and stages of external review. Dr. Mandal also discussed essential Do's and Don'ts during assessments, along with the documentation and evidence required for certification. Drawing from past experiences, he shared common challenges faced by assessors and the Certification Unit, along with strategies adopted to address them. The session concluded with an overview of key assessment principles such as independence, confidentiality, integrity, due professional care, and evidence-based evaluation.



Session 4.5 - Continual Improvement in NQAS assessed facilities – Gap analysis & Action Plan:

Dr. Ravikar Singh, Consultant – QPS, RRCNE, led the session on Continual Quality Improvement (CQI), aimed at familiarizing participants with key principles of ongoing quality enhancement in



healthcare. The session clarified the difference between continuous and continual improvement, emphasizing the importance of change and the use of quality improvement tools. Through practical examples from healthcare settings, Dr. Singh illustrated how CQI drives measurable progress in service delivery. He also guided participants on identifying and analyzing gaps, prioritizing issues, and applying quality management techniques for effective action planning and system improvement.

Session 4.6 - Key Components of Report Writing with Exercise:

Dr. Ranjit Mandal, Sr. Consultant – CU, NHSRC, conducted the session on report writing, explaining the standard framework and timelines to be followed after facility assessments. He emphasized clarity, accuracy, and completeness in reporting, highlighting the importance of documenting identified gaps with proper justification and supporting photographs where applicable before submission to the Certification Unit, NHSRC.

Session 4.7 - Exercises on AOC B, D & G:

Post-technical session, Exercise on Patient Rights and support services was conducted, during which all participants were provided with a worksheet. The exercises were based on case scenarios and calculation of different KPI. Each group was facilitated by 1 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 4.8 - Briefing about the field visit & Group work:

Dr. Ajay Arya outlined the objectives and guidelines for the upcoming field visit, providing details about the selected health facilities and transportation arrangements. Participants were divided into eleven groups and were assigned a group coordinator from QPS Team.

- The exercise was only a demonstration, and not an official assessment.
- Focus would be on fact-finding rather than on fault-finding.
- The participants would aim to support and enhance the facility, not enforce.
- Always prioritize patient care.
- 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.

Day 5 – 26th September 2025

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

Details of Field Visit Groups					
Group No.	Participant name	Roll No.	Group	Facilitator	Facility and Dept.
Group 1	Dr Akhilesh Kumar Rana	15	Barak	Dr Arun Baruah	Sonapur DH (LR)
	Dr Sattradhaja Keisham	28	Dibang		
	Dr Arvind Khonglah	29	Teesta		
	Dr Thejavituo Kire	40	Brahmaputra		
	Mrs Sushmita Rai	42	Kameng		
	Dr Somnath Das	54	Barak		
Group 2	Dr Rasto Mena	6	Teesta	Dr Arun Baruah	Sonapur DH (MOT)
	Dr Kalyan Kumar Ray	12	Teesta		
	Dr Avinash Kumar	16	Brahmaputra		
	Dr Haobam Manaranjan Singh	21	Barak		
	Dr Christina Zonunmawii	35	Kameng		
	Dr S Limajungshi Chang	39	Dibang		
Group 3	Dr Tabi Nguba	8	Lohit	Dr Ranjit Mandal	Sonapur DH (A& E)
	Dr Rajoo Kumar Maurya	18	Dibang		
	Ms Oinam Yasmeen Devi	25	Brahmaputra		
	Dr C. Lalfakzuala	34	Lohit		
	Dr Imnanoktsung Longchar	37	Kameng		
	Dr Goutam Paik	50	Dibang		
Group 4	Dr Sartam Taro	7	Lohit	Dr Ranjit Mandal	Sonapur DH (SNCU)
	Dr Biman Choudhury	9	Barak		
	Dr Ratish Raman	19	Lohit		
	Dr Pamza Luikham	26	Brahmaputra		
	Dr Mary Lalnunpuii Ralte	36	Teesta		
	Dr Parthapratim Gupta	51	Kameng		

Group 5	Dr Bomto Riram	2	Kameng	Dr Ajay Arya	Pandu FRU (LR)
	Dr Mridul Ranjan Dev	13	Brahmaputra		
	Dr Pankaj Sagar	17	Teesta		
	Dr N. Thangginmang	24	Dibang		
	Dr Arpita Debnath	44	Brahmaputra		
	Dr Poonam Joshi	52	Lohit		
Group 6	Dr Boki Yuto	1	Dibang	Dr. Ajay Arya	Pandu FRU (Pharmacy)
	Dr Jyotirmoy Das	11	Dibang		
	Dr Debina Chanu Athokpam	20	Barak		
	Dr Jacob Broney R. Marak	30	Barak		
	Dr Diptanu Biswas	45	Kameng		
	Dr Priyadarshi Jash	53	Teesta		
Group 7	Dr Mope Riba	5	Brahmaputra	Dr. Munmee Das	Sonapur (Lab)
	Dr Jahidul Islam Ahmed	10	Kameng		
	Dr Jimmy Carter Shamurailatpam	22	Kameng		
	Dr Jimrich A. Marak	31	Brahmaputra		
	Mrs Anju Subba	41	Barak		
	Dr Lokraj Banik	46	Lohit		
Group 8	Dr Menbom Miji	4	Barak	Dr. Ravikar singh	Bhetapara UPHC
	Dr Mukut Chandra Das	14	Lohit		
	Dr Paotinlal Haokip	27	Lohit		
	Dr Victoria Grikchi Tariang Momin	33	Dibang		
	Mrs Yankeela Bhutia	43	Dibang		
	Dr Lopamudra Das	47	Teesta		
Group 9	Dr Kentai Pangkam	3	Barak	Dr. Aditi Sharma	Adinigiri UPHC
	Dr Kamei Khampu	23	Teesta		
	Dr Phibatlaidor H Tariang	32	Kameng		
	Dr Soumik Hazra	48	Teesta		
	Dr Abhijit Biswas	49	Brahmaputra		

Group presentation on Field visit: All the 11 groups were given 2 hours' time to do the score entry in the checklist by using their laptop. 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.



Day 6 – 27th September 2025

Revision Session:

Dr. Ajay Arya, Sr. Consultant-QPS conducted this session in an interactive format covering the AoCs, standards, and departments under NQAS, which 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

On the sixth day, all 53 participants underwent an evaluation based on the training conducted over the previous five days. 08 Participant of previous EAT batches also reappeared the exam. Each participant received a question paper comprising of multiple-choice questions, a case study, and descriptive questions—distributed across five different sets. Prior to attempting the question paper, participants completed a spotting exercise, where they were required to identify gaps based on slides shown to them. These gaps had to be documented as a gap statement, their relevant Standard and ME.



VALEDICTORY

Dr. Raj Prabha Moktan, Director – RRCNE, delivered the valedictory address, appreciating the enthusiastic participation and commitment of all attendees throughout the training. Participants shared valuable insights and expressed their gratitude to NHSRC, RRCNE and QPS Team for organizing such Training. Many highlighted that the training enhanced their technical skills, enriched their existing knowledge, and provided new perspectives on healthcare quality, which they intend to implement in their respective practice areas and institutions.

Annexures I - DO letter from JS (P)



Maj Gen (Prof) Atul Kotwal, SM, VSM

MBBS, MD (PSM), PDF (Epidemiology),
FRCP Edin, FAMS, FIPHA, FIAPSM
Executive Director



National Health Systems Resource Centre
राष्ट्रीय स्वास्थ्य प्रणाली संसाधन केंद्र
Ministry of Health and Family Welfare
Government of India

F. No. RRC NE/Q&PS/REC/Programme (07)/01

August ²⁹, 2025

Dear *Colleagues,*

Under the National Quality Assurance Program, assessment of the facilities for NQAS certification is required to be undertaken by empanelled NQAS External Assessors, who have successfully undergone six days training and passed the post training evaluation exam. For undertaking national certifications surveillance assessment, there is a need to increase the pool of National External Assessors.

The 9th 'Regional External Assessors' Training' is being scheduled during **22nd September 2025 - 27th September 2025** by Regional Resource Centre for North-eastern States (RRC-NE), (branch of NHSRC, New Delhi) at **Guwahati, Assam**. State wise allocation of seats is placed as Annexure - 'I'.

For the proposed training, you are requested to nominate 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 care of patients/ 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 per year of allocated facilities and to support the state in NQAS implementation for a period of five years post-empanelment

Desirable Requirements:

- Selected 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.
- Proficiency in using certification portals and assessment IT applications.
- Qualified NQAS Internal Assessors may be given preference.
- Candidate must not be an empanelled Ayushman Assessor. For the proposed training, states are requested to nominate suitable candidates as per the following criteria:

Those participants who do not meet essential eligibility criteria specified as mandatory will not be allowed to attend the training and will be asked to return to their state/place of work.

Venue of the training is **Hotel Palacio, GS road, Guwahati, Assam**. Outstation participants are expected to reach Guwahati by 21st September 2025 in the evening. Registration for the training would commence on 22nd September 2025 at 8:45 AM. All 6 days' attendance is mandatory, and training would conclude on 27th September 2025 by 3.00 PM.

The cost of travel to Guwahati and back will be borne by the State NHM whereas RRCNE would provide boarding and lodging support to the State nominated candidates.

NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067
(T): 011 - 2610 8983, E-mail: atul.kotwal@nhsrcindia.org

The names of nominated candidates along with duly filled CV format (Annexure-II) may please be communicated to eat_rreng@nhsrcindia.org by 10th September 2025.

Warm regards

Yours Sincerely

Maj. Gen (Prof) Atul Kotwal

To,

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



Copy to:

Nodal officer (QA), NHM - Arunachal Pradesh/ Assam/ Bihar/ Jharkhand/ Manipur/ Meghalaya/ Mizoram/ Nagaland/ Odisha/ Sikkim/ Tripura/ West Bengal

ANNEXURE I

9 th Regional External Assessors' Training 22 nd September - 27 th September 2025, Guwahati, Assam		
Sl.	Name of state	No. of allotted participant to the States for the training
1	Arunachal Pradesh	5
2	Assam	6
3	Bihar	5
4	Jharkhand	5
5	Manipur	5
6	Meghalaya	5
7	Mizoram	4
8	Nagaland	6
9	Odisha	5
10	Sikkim	4
11	Tripura	5
11	West Bengal	5
Total		60

Annexures II – Training Agenda

<div style="display: flex; justify-content: space-between; align-items: center;">   </div>		
Day 1 – 22 nd September, 2025 (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 - 09:40 AM	Welcome Address	Dr. Raj Prabha Moktan, Director RRCNE
09:40 AM - 09:50 AM	Lamp Lighting	
09:55 AM - 09:55 AM	Aims & Objectives of the Training	Gp Capt (Dr) Rajiv Pathni, Advisor - QPS, NHSRC
09:55 AM - 10:00 AM	Keynote Address	ED – NHSRC (TBC)
10:00 AM - 10:25 AM	Introduction of Participants	
10:25 AM - 10:30 AM	Vote of Thanks	Dr. Ajay Arya Sr. Consultant-QPS, RRCNE
10:30 AM - 11:00 AM	Group Photograph followed by Tea	
11:00 AM - 12:00 PM	Overview of the Public Health System and NQAS	Gp Capt (Dr) Rajiv Pathni, Advisor - QPS, NHSRC
12:00 PM - 01:00 PM	Overview of Ayushman Aarogya Mandir	Dr Devajit Bora Sr. Consultant - CP-CPHC, RRCNE
01:00 PM - 02:00 PM	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant-QPS, NHSRC
02:00 PM - 02:45 PM	Lunch	
02:45 PM - 03:45 PM	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya Sr. Consultant-QPS, RRCNE
03:45 PM - 04:30 PM	Exercises	QPS Team
04:30 PM - 04:45 PM	Tea Break	
04:45 PM - 5:30 PM	Exercise	QPS Team



Day 2 – 23 rd September 2025 (Tuesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 1	Dr. Ravikar Singh Consultant-QPS, RRCNE
09:15 AM - 10:15 AM	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Deepika Sharma Lead Consultant-QPS, NHSRC
10:15 AM – 11:15 AM	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr. Vineet Pathak (External Faculty)
11:15 AM – 11:30 AM	Tea Break	
11:30 AM – 12:30 PM	Assessment of the extended Service Package in Primary Care #	Dr. Vineet Pathak (External Faculty)
12:30 PM – 01:30 PM	Overview of General clinical services	Dr. Munmee Das Consultant-QPS, RRCNE
01:30 PM - 02:15 PM	Lunch	
02:15 PM – 03:15 PM	Assessment of National Health Programs	Dr Pankaj Thomas, Lead Consultant
03:15 PM- 04:15 PM	Overview of Quality Management Systems at Primary Care	Dr Vineeta Dhankhar Consultant-QPS, NHSRC
04:15 PM - 04:30 PM	Tea Break	
04:30 PM – 05:30 PM	Exercise	QPS Team

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



Day 3 – 24 th September 2025 (Wednesday)		
Time	Topic	Resource Person
09:00 AM - 09:15 AM	Recap of Day 2	Dr. Munmee Das Consultant-QPS, RRCNE
09:15 AM – 10:15 AM	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Vineeta Dhankhar Consultant-QPS, NHSRC
10:15 AM – 11:15 AM	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr. Rohini Kumar (External Faculty)
11:15 AM - 11:30 AM	Tea Break	
11:30 AM - 12:30 PM	Overview of special clinical services at Secondary Care ##	Dr. Rohini Kumar (External Faculty)
12:30 PM - 01:30 PM	Overview of Infection Control in Primary and Secondary Care	Dr. Ravikar Singh Consultant-QPS, RRCNE
01:30 PM – 02:15 PM	Lunch Break	
02:15 PM – 03:15 PM	Assessment under Support Services	Anand Yadav Consultant-QPS, NHSRC
03:15 PM - 04:15 PM	Assessment of Digital Records in Primary Healthcare Facilities	Dr Ranjit Mandal Sr Consultant – Certification Unit - QPS, NHSRC
04:15 PM - 04:30 PM	Tea Break	
04:30 PM - 05:30 PM	Exercises	QPS Team

##Haemodialysis, Blood Bank, ICU, Accident & Emergency, OT, Mortuary, Lab. Radiology.



Day 4 – 25th September 2025 (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 at Secondary Care	Anand Yadav Consultant-QPS, NHSRC
10:45 AM - 11:00 AM	Tea Break	
11:00 AM - 11:45 PM	Assessment under Patient Rights	Dr. Ajay Arya Sr. Consultant-QPS, RRCNE
11:45 PM - 12:30 PM	Overview of KPIs and Outcome Indicators	Dr. Munmee Das Consultant-QPS, RRCNE
12:30 PM - 01:30 PM	Conduct of National Level Assessments – Pre assessment and during assessment activities	Dr Ranjit Mandal Sr Consultant – Certification Unit - QPS, NHSRC
01:30PM - 02:15 PM	Lunch Break	
02:15PM - 03:00 PM	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Dr. Ravikar Singh Consultant-QPS, RRCNE
03:00 PM - 03:45 PM	Key Components of Report Writing for NQAS Certification	Dr Ranjit Mandal Sr Consultant-Certification Unit - QPS, NHSRC
03:45 PM - 04:15 PM	Role Play	QPS Team
04:15 PM - 04: 30 PM	Tea Break	
04:30 PM - 05:15 PM	Exercises	QPS Team
05:15 PM - 05:30 PM	Briefing about the field visit and group work	QPS Team



Day 5 – 26th September 2025 (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 – 05:15 PM	Presentation & Discussion on Field Visit	QPS Team

Day 6 – 27th September 2025 (Saturday)

Time	Topic	Resource Person
09:00 AM – 10:00 AM	Revision	QPS Team
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	

Annexures III – Participants Feedback

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

A. Average Feedback score day-wise:

Training Day	Average Score
Day 1	4.60
Day 2	4.37
Day 3	4.50
Day 4	4.62
Day 5	4.62
Day 6	4.56

B. Session wise Feedback:

S.no.	Topic	Resource Person	Score
Session 1	Overview of the Public Health System and NQAS	Gp Capt. (Dr) Rajiv Pathni, Advisor - QPS, NHSRC	4.59
Session 2	Overview of Ayushman Aarogya Mandir	Dr Devajit Bora Sr. Consultant - CP-CPHC, RRCNE	4.46
Session 3	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma Lead Consultant-QPS, NHSRC	4.74
Session 4	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya Sr. Consultant-QPS, RRCNE	4.64
Session 5	Introduction of National Quality Assurance Standards for Primary Care Facilities	Dr Deepika Sharma Lead Consultant-QPS, NHSRC	4.56
Session 6	Assessment of RMNCHA+N services at Primary Healthcare Facilities – I	Dr. Vineet Pathak (External Faculty)	4.43
Session 7	Assessment of the extended Service Package in Primary Care #	Dr. Vineet Pathak (External Faculty)	4.37
Session 8	Overview of General clinical services	Dr. Munmee Das Consultant-QPS, RRCNE	4.48
Session 9	Assessment of National Health Programs	Dr Pankaj Thomas, Lead Consultant, RRCNE	3.86
Session 10	Overview of Quality Management Systems at Primary Care	Dr Vineeta Dhankhar Consultant-QPS, NHSRC	4.53
Session 11	Introduction of National Quality Assurance Standards for Secondary Care Facilities	Dr Vineeta Dhankhar Consultant-QPS, NHSRC	4.49
Session 12	RMNCHA+N services at Secondary Healthcare Facilities – II	Dr. Rohini Kumar (External Faculty)	4.52
Session 13	Overview of special clinical services at Secondary Care ##	Dr. Rohini Kumar (External Faculty)	4.57

S.no.	Topic	Resource Person	Score
Session 14	Overview of Infection Control in Primary and Secondary Care	Dr. Ravikar Singh Consultant-QPS, RRCNE	4.51
Session 15	Assessment under Support Services	Mr. Anand Yadav Consultant-QPS, NHSRC	4.47
Session 16	Assessment of Digital Records in Primary Healthcare Facilities	Dr Ranjit Mandal Sr Consultant – Certification Unit - QPS, NHSRC	4.59
Session 17	Overview of Quality Management Systems at Secondary Care	Mr. Anand Yadav Consultant-QPS, NHSRC	4.57
Session 18	Assessment under Patient Rights	Dr. Ajay Arya Sr. Consultant-QPS, RRCNE	4.66
Session 19	Overview of KPIs and Outcome Indicators	Dr. Munmee Das Consultant-QPS, RRCNE	4.62
Session 20	Conduct of National Level Assessments – Pre assessment and during assessment activities	Dr Ranjit Mandal Sr Consultant – Certification Unit - QPS, NHSRC	4.62
Session 21	Continual Quality Improvement and Action Plan for NQAS assessed facilities	Dr. Ravikar Singh Consultant-QPS, RRCNE	4.59
Session 22	Key Components of Report Writing for NQAS Certification	Dr Ranjit Mandal Sr Consultant – Certification Unit - QPS, NHSRC	4.63

C. Most Liked sessions:

Sl.	Topic	Resource Person	Score
1	Introduction to NQAS and Area of Concerns	Dr Deepika Sharma, Lead Consultant-QPS, NHSRC	4.74
2	Assessment under Patient Rights	Dr. Ajay Arya, Sr. Consultant-QPS, RRCNE	4.66
3	Measurement Systems under National Quality Assurance Standards	Dr. Ajay Arya, Sr. Consultant-QPS, RRCNE	4.64

D. Suggestions by participants to improve training:

1.	No. of Virtual training (online Sensitization session) days can be increased
2.	It would be much appreciated if a greater number of training days are added, may be at least 2 days if a week is not possible
3.	Few resource Person's need to stick the timeline

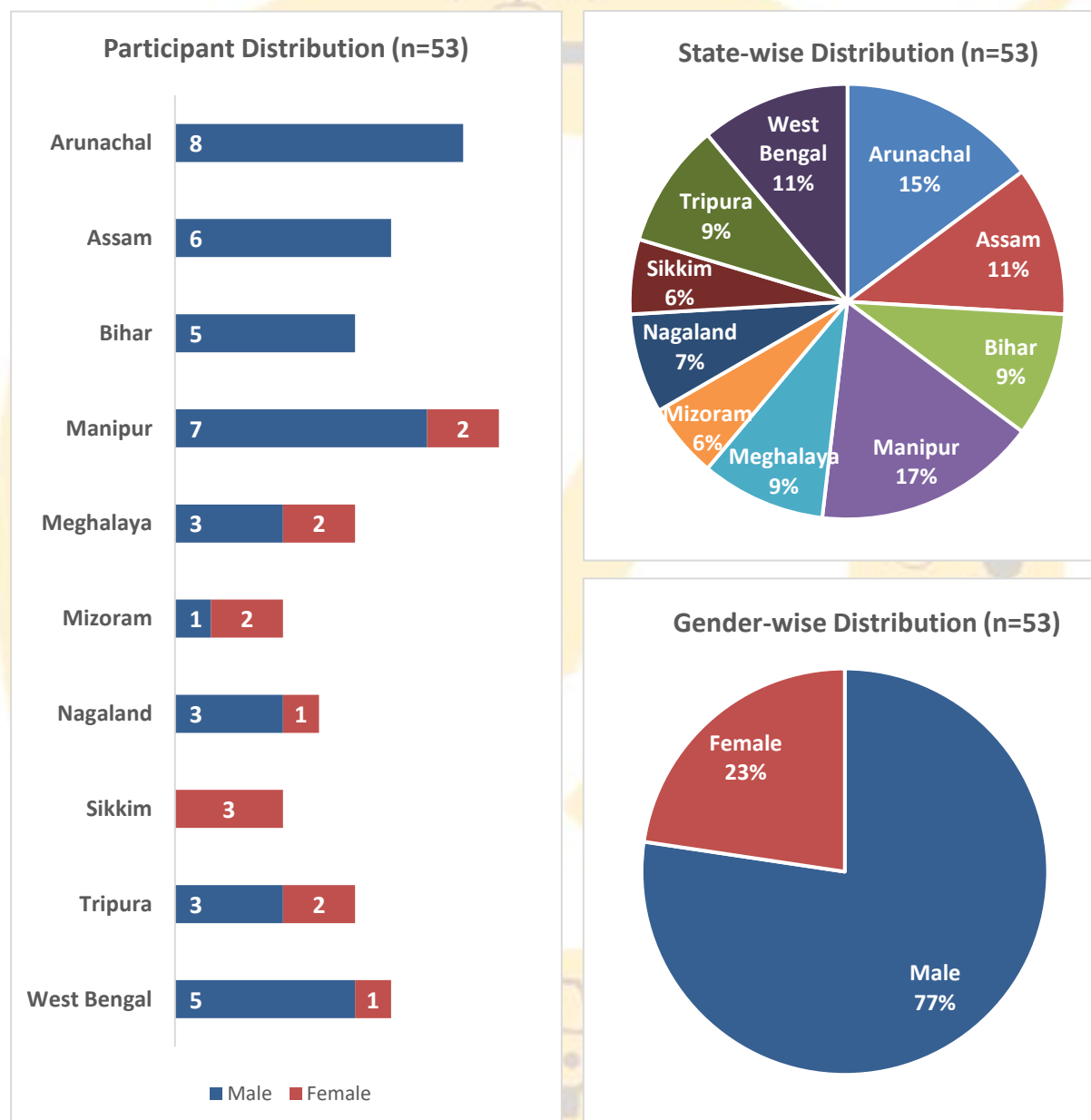
Annexures IV – Participants Exercises and Group Work Scoring

Roll No	Name of the participant	D 1 E-1	D 1 E-2	D 1 E-3	D 2 E-1	D 2 E-2	D 2 E-3	D 3 E-1	D 3 E-2	D 3 E-3	D 4 E-1
1	Dr. Boki Yuto	9	9	9	9	9.5	9.5	9	9	9	9
2	Dr. Bomto Riram	10	9.5	9	8.5	8.5	8.5	9.5	9	9.5	9
3	Dr. Kentai Pangkam	9	9	8	10	9	8	9	9	9	9.5
4	Dr. Menbom Miji	8	8	7	10	9	8	9	9	9	9
5	Dr. Mope Riba	8	9	8	10	9	9	8	8	8	10
6	Dr. Rasto Mena	9.5	9	9	10	9	9	9	9	10	9.5
7	Dr. Sartam Taro	8	8	8	8	8	8	10	9	9	9
8	Dr. Tabi Nguba	9	9	9	9.5	9.5	9.5	9	9	9	10
9	Dr. Biman Choudhury	9	8	9	10	9	8	9	9	9	10
10	Dr. Jahidul Islam Ahmed	10	9.5	9	9	9	9	9.5	9	9.5	9
11	Dr. Jyotirmoy Das	10	9	9	9	9.5	9.5	10	10	9	9
12	Dr. Kalyan Kumar Ray	9.5	9.5	9.5	9	9	9	9	9	10	9.5
13	Dr. Mridul Ranjan Dev	8	8	8	9	9	9	9.5	10	10	10
14	Dr. Mukut Chandra Das	9	9	9	9.5	9	9	9	10	9	9
15	Dr. Akhilesh Kumar Rana	9	9	8	10	9	8	9	9	9	9.5
16	Dr. Avinash Kumar	9	9	8	9	10	9	9	9	9	10
17	Dr. Pankaj Sagar	9	9	9	10	9	10	9	9	10	9.5
18	Dr. Rajoo Kumar Maurya	9	8	9	9	9.5	9.5	9	9	9	9
19	Dr. Ratish Raman	9	9	9	10	9.5	9.5	9	9	9	9
20	Dr. Debina Chanu Athokpam	8	9	8	10	9	8	9	9	9	9.5
21	Dr. Haobam Manaranjan Singh	9	9	9	10	9	8	9	9	9	10
22	Dr. Jimmy Carter Shamurailatpam	10	9.5	9	9	9	9	9.5	9	9.5	10
23	Dr. Kamei Khampu	9.5	9.5	9	9	8	8	9	9	10	9.5
24	Dr. N. Thangginmang	9	8	9	9	9.5	9.5	9	9	8	9
25	Ms. Oinam Yasmeen Devi	8	8	8	9	9	9	9.5	9.5	9.5	10
26	Dr. Pamza Luikham	8	8	8	9	10	9	9.5	9	9	10
27	Dr. Paotinlal Haokip	9	9	9	9.5	9.5	9.5	10	9	9	9

Roll No	Name of the participant	D 1 E-1	D 1 E-2	D 1 E-3	D 2 E-1	D 2 E-2	D 2 E-3	D 3 E-1	D 3 E-2	D 3 E-3	D 4 E-1
28	Dr. Sattradhaja Keisham	9	9	9	9	9.5	9.5	10	9	10	9
29	Dr. Arvind Khonglah	9	9	9	9	9	9	8	8	9	9.5
30	Dr. Jacob Broney R. Marak	9	9	8	10	9	8	9	9	9	9.5
31	Dr. Jimrich A. Marak	9	9	8	9	9	9	9	9	9	10
32	Dr. Phibatlaidor H Tariang	10	9.5	9	9	9	9	9.5	9	9.5	9
33	Dr. Victoria Grikchi Tariang Momin	9	9	9	9	9.5	9.5	9	9	9	9
34	Dr. C. Lalfakzuala	9	9	9	9.5	9.5	9.5	10	9	9	9
35	Dr. Christina Zonunmawii	10	9.5	9	9	9	9	9.5	9	9.5	9
36	Dr. Mary Lalnunpuii Ralte	9.5	9.5	9.5	9	9	8	8	8	9	9.5
37	Dr. Imnanoktsung Longchar	10	9.5	9	10	10	10	9.5	9	9.5	9
39	Dr. S Limajungshi Chang	9	8	9	9	9.5	9.5	9	9	9	9
40	Dr. Thejavituo Kire	9	8	9	10	9	9	9	9	9	10
41	Mrs. Anju Subba	9	9	9	10	9	8	9	9	9	9.5
42	Mrs. Sushmita Rai	10	9.5	9	8	8	8	9.5	9	9.5	10
43	Mrs. Yankeela Bhutia	9	9	9	9	9.5	9.5	10	9	9	9
44	Dr. Arpita Debnath	8	9	8	10	10	9	10	10	10	10
45	Dr. Diptanu Biswas	10	9.5	9	9.5	9.5	9.5	9.5	9.5	9.5	10
46	Dr. Lokraj Banik	9	9	9	9.5	9.5	9.5	9	9	9	9
47	Dr. Lopamudra Das	9	9	8	9	10	9	9	9	10	9.5
48	Dr. Soumik Hazra	9.5	9	9	9	9	10	9	9	10	9.5
49	Dr. Abhijit Biswas	8	8	8	10	9	9	10	10	10	10
50	Dr. Goutam Paik	9	9	9	9	9.5	9.5	9	8	9	9
51	Dr. Parthapratim Gupta	10	9.5	9	9	9	9	9.5	9.5	9.5	9
52	Dr. Poonam Joshi	9	9	9	8	8.5	8	9	9	9	9
53	Dr. Priyadarshi Jash	9	9.5	9	9	9	9	8	8	9	9.5
54	Dr. Somnath Das	9	9	8	10	9	8	9	9	9	9.5

Annexures V – Distribution of Participants (Equity Report)

In the 9th Regional cum 47th National External Assessor Training, held at Hotel Palacio, Guwahati, Assam, a total of 54 participants were nominated from 10 states — Bihar, West Bengal, and the eight North-Eastern States. Jharkhand and Odisha did not submit any nominations for this batch. Based on the eligibility criteria, all 54 nominations were shortlisted; however, 53 participants attended the training, as one nominee from Nagaland was unable to join. The detailed distribution of participants is provided below:



Annexures VI - List of Participants

Sl.	State	Participant Name	Email ID
1	Arunachal Pradesh	Dr Boki Yuto	bokiyuto@gmail.com
2	Arunachal Pradesh	Dr Bomto Riram	Dr.bomtoriram@gmail.com
3	Arunachal Pradesh	Dr Kentai Pangkam	kentaiipangkam@gmail.com
4	Arunachal Pradesh	Dr Menbom Miji	Menbommiji32@gmail.com
5	Arunachal Pradesh	Dr Mope Riba	drmoperiba17@gmail.com
6	Arunachal Pradesh	Dr Rasto Mena	mena.rasto82@gmail.com
7	Arunachal Pradesh	Dr Sartam Taro	Marutarorobin@gmail.com
8	Arunachal Pradesh	Dr Tabi Nguba	tnguba870@gmail.com
9	Assam	Dr Biman Choudhury	biku79.bc@gmail.com
10	Assam	Dr Jahidul Islam Ahmed	jahidahmeddr@gmail.com
11	Assam	Dr Jyotirmoy Das	drjyotidas@gmail.com
12	Assam	Dr Kalyan Kumar Ray	ray83kalyan@gmail.com
13	Assam	Dr Mridul Ranjan Dev	mridulranjan.dev2014@gmail.com
14	Assam	Dr Mukut Chandra Das	drmcddas12@gmail.com
15	Bihar	Dr Akhilesh Kumar Rana	drkana2k5@gmail.com
16	Bihar	Dr Avinash Kumar	dravinashaks@gmail.com
17	Bihar	Dr Pankaj Sagar	pankaj78sagar@gmail.com
18	Bihar	Dr Rajoo Kumar Maurya	rajookumarmaurya37@gmail.com
19	Bihar	Dr Ratish Raman	ratishraman84@gmail.com
20	Manipur	Dr Debina Chanu Athokpam	dcathokpam@gmail.com
21	Manipur	Dr Haobam Manaranjan Singh	haobam69@gmail.com
22	Manipur	Dr Jimmy Carter Shamurailatpam	jimmyeein@gmail.com
23	Manipur	Dr Kamei Khampu	kameikhampu18@gmail.com
24	Manipur	Dr N. Thangginmang	mangnaulak@gmail.com
25	Manipur	Ms. Oinam Yasmeen Devi	yasmeenoinam69@gmail.com
26	Manipur	Dr Pamza Luikham	pamza86@gmail.com
27	Manipur	Dr Paotinlal Haokip	lalpuhaokipdr@gmail.com
28	Manipur	Dr Sattradhaja Keisham	skeisham11@gmail.com
29	Meghalaya	Dr Arvind Khonglah	khonglaharvind@gmail.com
30	Meghalaya	Dr Jacob Broney R. Marak	ritchiljacob@gmail.com
31	Meghalaya	Dr Jimrich A. Marak	JIMRICH85@GMAIL.COM
32	Meghalaya	Dr Phibatlaidor H Tariang	tariangphibat@gmail.com
33	Meghalaya	Dr Victoria Grikchi Tariang Momin	victoriamomin.1@gmail.com

Sl.	State	Participant Name	Email ID
34	Mizoram	Dr C. Lalfakzuala	faktea2888@gmail.com
35	Mizoram	Dr Christina Zonunmawii	christinazhmar@gmail.com
36	Mizoram	Dr Mary Lalnunpuii Ralte	marynunuralte@gmail.com
37	Nagaland	Dr Imnanoktsung Longchar	longcharnoktsung@gmail.com
38	Nagaland	Dr S Limajungshi Chang	limajungshichang@gmail.com
39	Nagaland	Dr Thejavituo Kire	thejakirez@gmail.com
40	Sikkim	Mrs. Anju Subba	mangmooanju@gmail.com
41	Sikkim	Mrs. Sushmita Rai	sushmitarai273@gmail.com
42	Sikkim	Mrs. Yankeela Bhutia	yankeelakyongterpa@gmail.com
43	Tripura	Dr Arpita Debnath	debnatharpita1987@gmail.com
44	Tripura	Dr Diptanu Biswas	drdiptanubiswas@gmail.com
45	Tripura	Dr Lokraj Banik	dr.raj.banik@gmail.com
46	Tripura	Dr Lopamudra Das	LOPABDS@GMAIL.COM
47	Tripura	Dr Soumik Hazra	soumikhazra2017@gmail.com
48	West Bengal	Dr Abhijit Biswas	babhijit805@gmail.com
49	West Bengal	Dr Goutam Paik	drgoutam1975@gmail.com
50	West Bengal	Dr Parthapratim Gupta	guptaparthapratim365@gmail.com
51	West Bengal	Dr Poonam Joshi	poonam.nursing@aiimskalyani.edu.in
52	West Bengal	Dr Priyadarshi Jash	jashpriyadarshi69@gmail.com
53	West Bengal	Dr Somnath Das	smnthdas@yahoo.co.in
Reappear Participants			
1	Rajasthan	Dr Ram Niwas Sewar	drarniwasenwar@gmail.com
2	Assam	Dr. Utpala Baruah	utpalabaruah@gmail.com
3	Nagaland	Dr Lanuyanger Jamir	Lanuyanger1aug@gmail.com
4	Bihar	Dr. Samant Manish Deo	manishdeosamant@gmail.com
5	Assam	Ms. Parineeta Kashyap	parineetakashyap75@gmail.com
6	Jharkhand	Dr Vivek Bharti	viveknih@gmail.com
7	West Bengal	Dr. Jhuma Biswas	drjhumabiswas78@gmail.com
8	Tamilnadu	Mr. Krishnamoorthy D	rishnamoorthid@yahoo.co.in

Annexures VII - List of Qualified Participants

Sl.	State	Participants
1	Arunachal Pradesh	Dr. Boki Yuto
2	Arunachal Pradesh	Dr. Bomto Riram
3	Arunachal Pradesh	Dr. Kentai Pangkam
4	Arunachal Pradesh	Dr. Rasto Mena
5	Arunachal Pradesh	Dr. Tabi Nguba
6	Assam	Dr. Biman Choudhury
7	Assam	Dr. Jahidul Islam Ahmed
8	Assam	Dr. Jyotirmoy Das
9	Assam	Dr. Kalyan Kumar Ray
10	Assam	Dr. Mridul Ranjan Dev
11	Bihar	Dr. Akhilesh Kumar Rana
12	Bihar	Dr. Avinash Kumar
13	Bihar	Dr. Rajoo Kumar Maurya
14	Bihar	Dr. Ratish Raman
15	Manipur	Dr. Debina Chanu Athokpam
16	Manipur	Dr. Haobam Manaranjan Singh
17	Manipur	Dr. Jimmy Carter Shamurailatpam
18	Manipur	Dr. N. Thangginmang
19	Manipur	Ms. Oinam Yasmeen Devi
20	Manipur	Dr. Pamza Luikham
21	Manipur	Dr. Paotinlal Haokip
22	Manipur	Dr. Sattradhaja Keisham
23	Meghalaya	Dr. Arvind Khonglah
24	Meghalaya	Dr. Jacob Broney R. Marak
25	Meghalaya	Dr. Jimrich A. Marak
26	Meghalaya	Dr. Phibatlaidor H Tariang
27	Meghalaya	Dr. Victoria Grikchi Tariang Momin

28	Mizoram	Dr. C. Lalfakzuala
29	Mizoram	Dr. Mary Lalnunpuii Ralte
30	Nagaland	Dr. Imnanoktsung Longchar
31	Nagaland	Dr. S Limajungshi Chang
32	Sikkim	Mrs. Anju Subba
33	Sikkim	Mrs. Sushmita Rai
34	Sikkim	Mrs. Yankeela Bhutia
35	Tripura	Dr. Arpita Debnath
36	Tripura	Dr. Diptanu Biswas
37	Tripura	Dr. Lokraj Banik
39	Tripura	Dr. Lopamudra Das
40	Tripura	Dr. Soumik Hazra
38	West Bengal	Dr. Abhijit Biswas
41	West Bengal	Dr. Goutam Paik
42	West Bengal	Dr. Parthapratim Gupta
43	West Bengal	Dr. Poonam Joshi
44	West Bengal	Dr. Priyadarshi Jash
45	West Bengal	Dr. Somnath Das
<u>Reappear Participants</u>		
1	Bihar	Samant Manish Deo
2	Jharkhand	Dr Vivek Bharti
3	Nagaland	Dr Lanuyanger Jamir
4	Rajasthan	Dr Ram Niwas Sengar
5	Tamilnadu	Mr. Krishnamoorthy D
6	West Bengal	Jhuma Biswas