

Do's and Don'ts for NQAS External Assessors

All NQAS empanelled External Assessors are requested to kindly observe the following Do's and Don'ts strictly while undertaking External assessment as NQAS External Assessors. **Non compliance to these may affect continuation of your empanelment.**

	Do's	Don'ts
Before Assessment	<ol style="list-style-type: none"> 1. Give your consent for assessment only after confirmation from your reporting authority. 2. If you have agreed for an assessment & due to any unavoidable situation, if you are not able to undertake the assessment, please communicate well before in time to the NHSRC Certification Cell, telephonically followed by an e-mail. 3. Communicate with your Co- Assessors well in time for coordination. 4. Abide by the NHM/State norms for travel and honorarium compensation. Please refrain from putting unreasonable demands. States have been requested to inform such instances. 5. Reach one day prior to the scheduled date of assessment. 6. Submit soft copy of Declaration form of Impartiality & Confidentiality. 7. Share Assessment Schedule/ Plan with the facility beforehand. 8. Use customized checklist as per the level of facility/ State and those only provided by the certification cell of NHSRC. 9. Choose a team leader to coordinate activities & please co operate with him/her. 	<ol style="list-style-type: none"> 1. Request to visit only specific level of facilities (DH/SDH/CHC or PHC). 2. Request to be accompanied with your choice of Co-assessor. 3. Request for a particular area/state. 4. Request/demand from the state for arranging your stay in luxurious hotels, local sightseeing, extension of stay or arranging your stay with your family or travel by any specific mode of travel.

<p>During Assessment</p>	<ol style="list-style-type: none"> 1. Reach to the facility on time & spend time in undertaking assessment related. 2. Conduct opening meeting with the facility team. 3. Conduct an impartial and objective assessment. 4. Extend courtesy to assessee and please be polite. Your behavior towards assessee is expected to be supportive. 5. Manage your time judiciously during assessment. 6. Guide and support the facility for undertaking improvement initiatives. 7. Exhibit honesty, integrity and sincerity. 8. Hold closing meeting after completion of assessment. Praise the facility and staff for their hospitality and share few good practices/positive about the facility. 	<ol style="list-style-type: none"> 1. Share the details of your travel, facility's pictures or name of the facility and staff, on social media platforms. 2. Interfere in your co assessor's assessment. 3. Pass undesirable/negative/objectionable comments on any co-assessor. 4. Demand/accept any gifts from the facility /district/state in-charges. 5. Demand pen drive/electronic storage from the facility 6. Abuse/harass/pass adverse comment on facility's staff. 7. Share or post facility's status or result, post assessment on any information platform (social media/electronic or print media etc.)
<p>After Assessment</p>	<ol style="list-style-type: none"> 1. Adhere to timeline for submission of assessment report along with relevant evidence collected during the assessment. 2. E-Mail the reports to Certification Cell of NHSRC only. 	<ol style="list-style-type: none"> 1. Take assistance & help of the facility/state personnel for initialization of report & data entry. 2. Divulge content of the assessment to the facility & the state