

**GOVERNMENT OF INDIA  
MINISTRY OF HEALTH AND FAMILY WELFARE  
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA  
UNSTARRED QUESTION NO. 4627  
TO BE ANSWERED ON 28.03.2025**

**NATIONAL QUALITY ASSURANCE STANDARDS**

**4627. DR. D. PURANDESWARI:**

Will the **Minister of HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether the Government has successfully implemented the National Quality Assurance Standards (NQAS) framework in health facilities, if so, the details thereof indicating the number of facilities which have received NQAS certification, State/UT-wise including Andhra Pradesh;
- (b) whether the expansion of NQAS to include various types of health facilities, such as Sub-District Hospitals and Community Health Centres, has improved the quality of healthcare services in the States, including Andhra Pradesh, if so, the details thereof;
- (c) whether the introduction of digital technology for virtual assessments under NQAS has facilitated compliance and enhanced the efficiency of healthcare service delivery in these States including in Andhra Pradesh, if so, the details thereof;
- (d) whether there are ongoing efforts to ensure that Integrated Public Health Laboratories (IPHLs) meet NQAS standards in these States including Andhra Pradesh and if so, the measures being taken to monitor and improve laboratory testing processes; and
- (e) whether the Government anticipates that the implementation of NQAS will lead to better patient outcomes and increased public trust in healthcare services, if so, the details thereof?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI PRATAPRAO JADHAV)**

- (a) to (e): The Government of India has successfully implemented the National Quality Assurance Standards (NQAS) which is a comprehensive framework established by the Ministry of Health and Family Welfare (MoHFW), aimed at ensuring and enhancing the quality of healthcare services provided at public health facilities.

The State/UT-wise number of facilities which have received NQAS certification including Andhra Pradesh is at **Annexure**.

Initially, the Standards were applied for District Hospitals, aiming to ensure that services provided through public health facilities are safe, patient-centric, and of assured quality. Subsequently, these standards were extended to Sub-District Hospitals (SDH), Community Health Centers (CHCs), Ayushman Arogya Mandir -Urban Primary Health Centre (AAM-UPHC), Ayushman Arogya Mandir- Primary Health Centre (AAM-PHC), and Ayushman Arogya Mandirs Sub-Centers (AAM-SHCs).

To further instil a culture of continuous quality improvement and ease of compliance in healthcare sector, digital technology was leveraged and ‘Virtual Assessment for National Quality Assurance Standards (NQAS) Certification of Ayushman Arogya Mandir- Sub Health Centers (AAM-SHCs)’ was launched on 28<sup>th</sup> June, 2024. 10% of the virtually assessed AAM- Sub Centres be verified physically through onsite-assessment. This has facilitated compliance and enhanced the efficiency of healthcare service delivery in all States/UTs including Andhra Pradesh.

In Andhra Pradesh, since the inception of virtual certification in August 2024, a total of 333 AAM-SHC have undergone virtual assessment. Apart from this 506 AAM-SHC have undergone physical assessment before August 2024.

On June 28, 2024, the National Quality Assurance Standards (NQAS) for Integrated Public Health Laboratories (IPHLs) were launched to enhance the accuracy and precision of testing processes and results. To support this initiative, a Training of Trainers (ToT) program was conducted in August 2024, equipping state and district level officials with the knowledge and skills required for effective implementation. These measures aim to improve the accuracy, reliability, and efficiency of laboratory testing while ensuring consistent quality standards across all IPHLs.

NQAS provides a comprehensive framework aimed at enhancing the quality of care in public health facilities by focusing on areas such as service provision, patient rights, inputs, support services, clinical care, infection control, quality management. This lead to better patient outcomes and increased public trust in healthcare services.

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**State/UT-wise number of facilities received NQAS certification**

Sl. No.	State	Total NQAS Certified Facilities*
1	Daman and Diu & Dadar and Nagar Haveli	101
2	Chandigarh	25
3	Andhra Pradesh	4884
4	West Bengal	3500
5	Goa	42
6	Tripura	230
7	Odisha	1536
8	Gujarat	1977
9	Assam	814
10	Punjab	595
12	Madhya Pradesh	1962
11	Karnataka	1511
13	Telangana	696
14	Tamil Nadu	1168
15	Haryana	381
16	Uttar Pradesh	2625
17	Sikkim	18
18	Mizoram	34
22	Chhattisgarh	497
19	Delhi	48
20	Rajasthan	760
21	Jharkhand	238
23	Meghalaya	44
24	Himachal Pradesh	105
25	Puducherry	6
26	Nagaland	23
27	Manipur	19
28	Kerala	271
29	Arunachal Pradesh	13
30	Jammu & Kashmir	65
31	Uttarakhand	38
32	Ladakh	4
33	Maharashtra	91
34	Bihar	43
35	Andaman & Nicobar Islands	0
36	Lakshadweep	0
	<b>TOTAL</b>	<b>24364</b>

\*As on 28.02.2025.