NHQAC

Accreditation Norms

for

Clinics / Primary Health Centres / Polyclinics

Prescribed under Sections 115, 120 and 172 of the

National Professional Accreditation and Healthcare Licensing Regulation Act, 2025 (Non-Statutory)"

NHQAC

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I. Category & Applicability

Entity Type	Bed Capacity / Setup	Scope of Accreditation
Clinic / Dispensary	1–5 beds or outpatient only	OPD, consultation, first-aid, minor procedures
Primary Health Centre (PHC)	6–10 beds	OPD, short-stay IPD, delivery or emergency unit
Polyclinic / Group Practice	10–20 beds	Multi-specialty OPD (medicine, surgery, paediatrics, gynaecology, etc.), diagnostics & pharmacy

Note: These units usually function under one doctor or a small team and serve local populations in semi-urban / rural areas.

II. Infrastructure & Facility Norms

Area / Facility	Minimum Requirement	Remarks
Location & Building	Safe, accessible, non-residential area; minimum 500–1000 sq.ft. built-up	Ramp & signage in local language mandatory
Reception & Waiting Area	Seating for 5–10 patients, display of registration certificate & patient rights	Hand-sanitizer & drinking-water point required
Consultation Room	Min. 120 sq.ft.; examination couch, BP apparatus, weighing scale, stethoscope, thermometer	Privacy curtain compulsory
Minor Procedure Room	Stainless-steel table, autoclave, basic surgical instruments, sterilization tray	Required for dressing / suturing
Injection / Dressing Area	Clean zone, color-coded waste bins	Biomedical waste segregation mandatory
Observation / Short-Stay Beds	2–6 beds with oxygen outlet & call-bell	Optional for single-doctor clinics
Pharmacy Counter	Licensed pharmacist or tie-up pharmacy nearby	Temperature-controlled storage
Diagnostic Facility	Basic lab (Hb, sugar, urine, malaria test) or external MoU with laboratory	Calibration record mandatory
Toilet / Sanitation	Separate for male, female, and staff	Running water & hand-wash basin required
Fire Safety	Minimum 2 extinguishers + evacuation signage	Valid fire NOC if >10 beds
Power & Water Supply	Continuous supply + inverter or generator	RO drinking water recommended

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Area / Facility	Minimum Requirement	Remarks
Waste Disposal	Color-coded bins + tie-up with authorized waste handler	Daily record maintenance

III. Human Resources & Staffing Pattern

Category	Minimum Requirement	Qualification / Remarks
Medical Officer / Doctor	1 full-time registered practitioner	MBBS / AYUSH / Allied-Professional as per scope
Nursing / Paramedical Staff	1 for every 5 beds or per shift	GNM / ANM / Diploma holder
Lab / Diagnostic Technician	1 qualified technician (if in-house lab)	DMLT / equivalent
Pharmacist	1 (if in-house pharmacy)	Registered with State Pharmacy Council
Receptionist / Clerk	1	Knowledge of record-keeping
Cleaning / Support Staff	1–2	Basic hygiene training
Emergency Tie-up	With nearest 24×7 hospital / ambulance	Written MoU must be displayed

IV. Documentation & Record-Keeping Requirements

Document Type	Purpose / Evidence
Registration Certificate (Local / CEA Act)	Legal identity
Doctor's Registration Certificate	Qualification verification
Fire & Waste Certificates	Statutory compliance
Patient Register (OPD / IPD)	Daily entry with diagnosis
Consent & Prescription Format	Ethical documentation
Biomedical Waste Logbook	Waste segregation record
Staff Attendance Register	HR monitoring
MoU with Lab / Pharmacy / Ambulance	Service linkage proof
Stock & Medicine Register	Drug accountability
Fee Receipt / Bill Format	Transparency

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Document Type	Purpose / Evidence
Incident & Complaint Register	Grievance redressal
Infection Control Policy	SOP compliance
Disinfection & Cleaning Schedule	Housekeeping evidence
Photo Documentation	Premises verification
Self-Evaluation Report (SER)	For NHQAC submission

V. Quality & Safety Standards

Standard Area	Indicators of Compliance
Patient Safety	Clean environment, safe injection practices, sterilized equipment
Infection Control	Daily disinfection, use of gloves/masks, waste segregation
Emergency Readiness	First-aid kit, oxygen cylinder, tie-up with ambulance
Record Confidentiality	Locked register room / password-protected system
Display Requirements	Doctor qualification, registration number, patient rights
Community Outreach	Health camps, immunization drives, health-awareness posters
Fire & Electrical Safety	Fire extinguishers tested, wiring checked every 6 months
Ethical Practices	Fee transparency, no misleading advertisement

VI. Accreditation Grading (Clinics / PHCs / Polyclinics)

Score Range	Grade	Validity	Remarks
85 – 100 %	A+ (Excellent)	5 Years	Model Clinic / PHC
75 – 84 %	A (Very Good)	5 Years	Full Compliance
60 – 74 %	B+ (Good)	3 Years	Needs minor improvement
50 – 59 %	B (Satisfactory)	2 Years	Improvement plan required
< 50 %	C (Provisional)	1 Year	Re-inspection after correction

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VII. Documents to Upload / Submit for Accreditation

1. Filled NHQAC Application Form (Category: Clinics/PHCs/Polyclinics)
2. Self-Evaluation Report (SER)
3. Photos of premises, rooms, signage, and certificates displayed
4. Copies of all statutory licences (CEA, Fire, Waste, Drug, etc.)
5. MoUs with Lab / Pharmacy / Ambulance (if applicable)
6. Patient Rights & Safety Display Proof
7. HR list with qualifications & ID proofs
8. Waste management agreement / payment receipts
9. Medical equipment list with calibration certificates
10. Accreditation fee receipt

VIII. Inspection & Scoring Method

Inspection Area	Weightage (%)
Infrastructure & Cleanliness	25%
Staff & HR Verification	15%
Clinical Practice & Safety	25%
Documentation & Records	20%
Governance & Ethics	15%

Total = 100% → Grade decided as per score obtained.

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