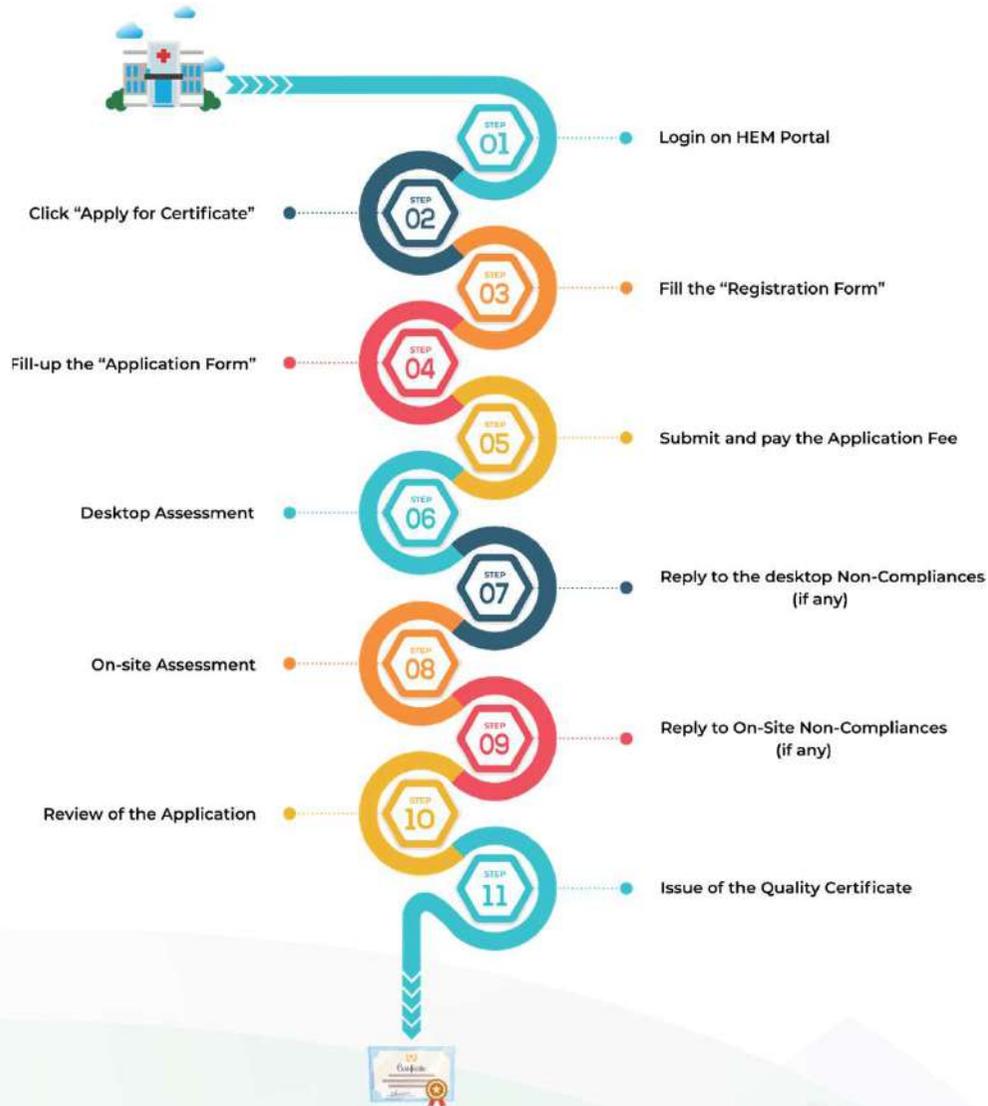




AB PMJAY Quality Certification – Processes



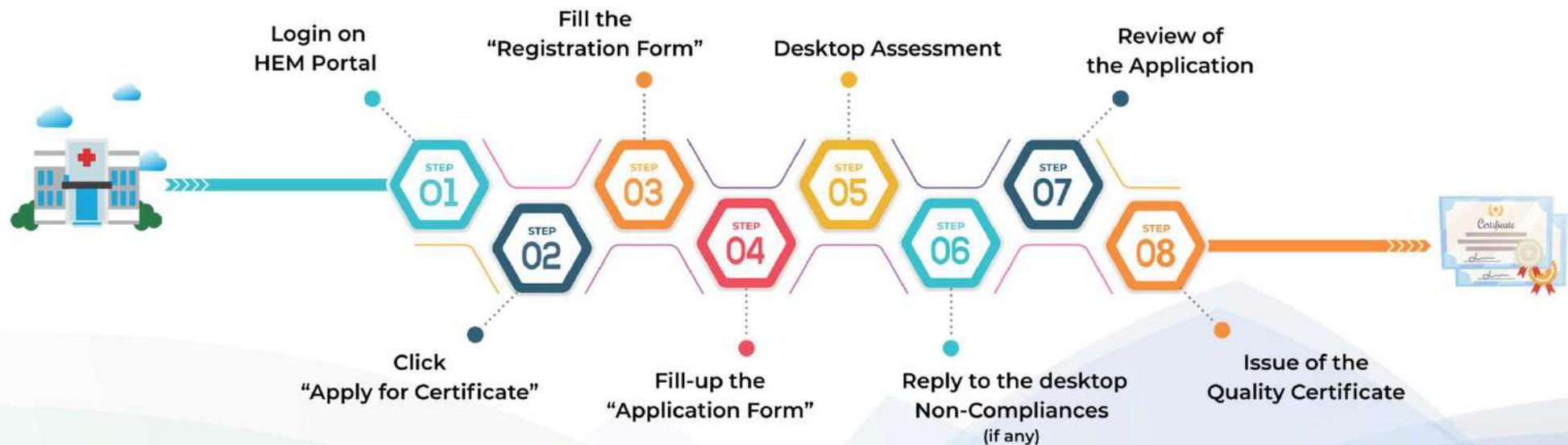


CERTIFICATION PROCESS (Bronze)

A digital certification process has been created to help the empanelled healthcare organisations to get the ABPM-JAY quality certification. The initiative will help the hospitals to get fast-track certification while enhancing healthcare services. The objective of this certification process is to put in place a simple, swift, transparent and paperless mechanism to encourage the hospitals to apply for certification and build a quality culture at all level and across all the function of the healthcare organisations. This certification process is applicable for the hospitals which don't have any certification and for the hospitals (Bronze Quality Certificate)

CERTIFICATION PROCESS (Silver & Gold)

Hospitals which are already certified by nationally or internationally recognized accreditation body can also avail the benefits of the scheme. NABH's Entry-Level/ NQAS certified hospitals can apply for AB PMJAY Silver quality certification and hospitals with NABH's Full Accreditation/JCI accreditation can apply for AB PMJAY Gold quality certification directly. These hospitals have to just answer a few questions related to Ayushman Bharat Pradhan Mantri Jan Aaroya Yojana (AB PMJAY) to get the Silver/ Gold Quality certification.

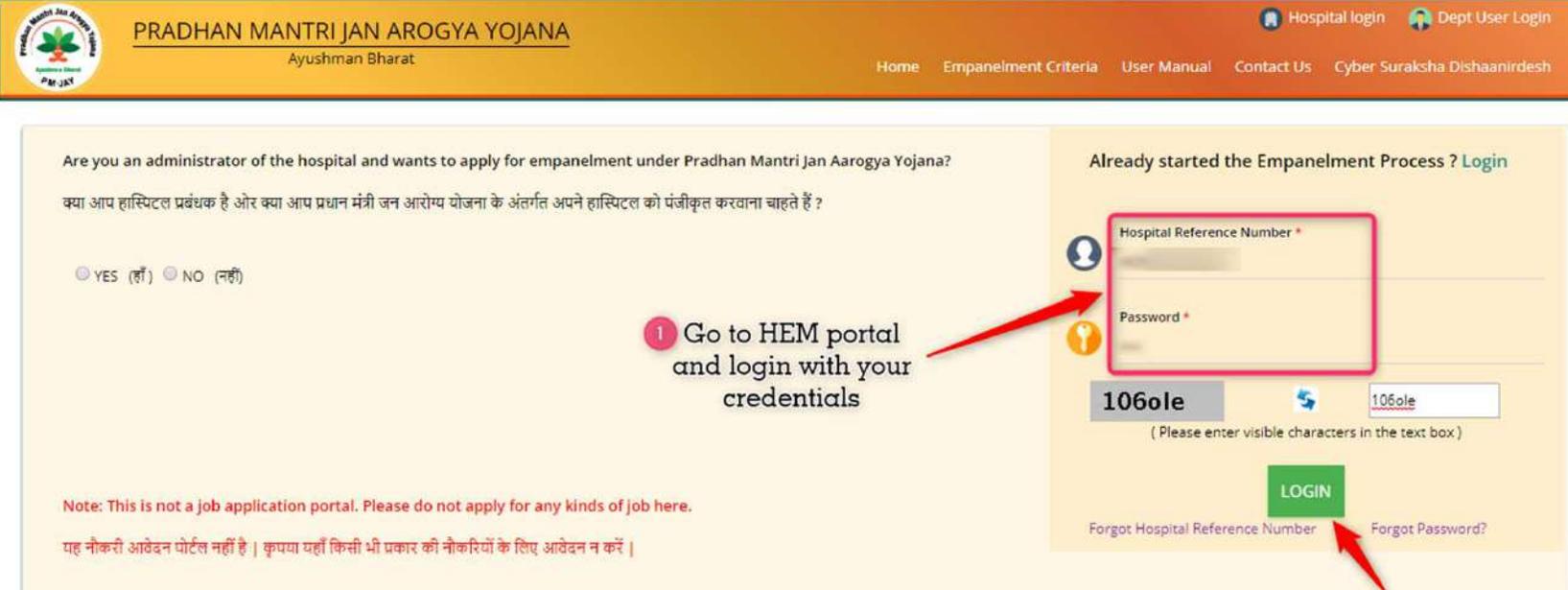


Registration Steps (Empanelled organization)



STEPS TO REGISTER

Go to <https://hospitals.pmjay.gov.in/> and login with your credential



The screenshot shows the PM-JAY Hospital Registration Portal. At the top, there is a navigation bar with the PM-JAY logo, the text "PRADHAN MANTRI JAN AROGYA YOJANA" and "Ayushman Bharat", and links for "Hospital login" and "Dept User Login". Below the navigation bar, there are links for "Home", "Empanelment Criteria", "User Manual", "Contact Us", and "Cyber Suraksha Dishaanirdesh".

The main content area is divided into two sections. The left section asks: "Are you an administrator of the hospital and wants to apply for empanelment under Pradhan Mantri Jan Aarogya Yojana?" and "क्या आप हास्पिटल प्रबंधक है और क्या आप प्रधान मंत्री जन आरोग्य योजना के अंतर्गत अपने हास्पिटल को पंजीकृत करवाना चाहते हैं?". Below this, there are radio buttons for "YES (हाँ)" and "NO (नहीं)".

The right section is titled "Already started the Empanelment Process ? Login" and contains a login form. The form has two input fields: "Hospital Reference Number *" and "Password *". Below these fields, there is a CAPTCHA image showing the number "106ole" and a text box for the user to enter the visible characters. A green "LOGIN" button is located below the CAPTCHA. There are also links for "Forgot Hospital Reference Number" and "Forgot Password?".

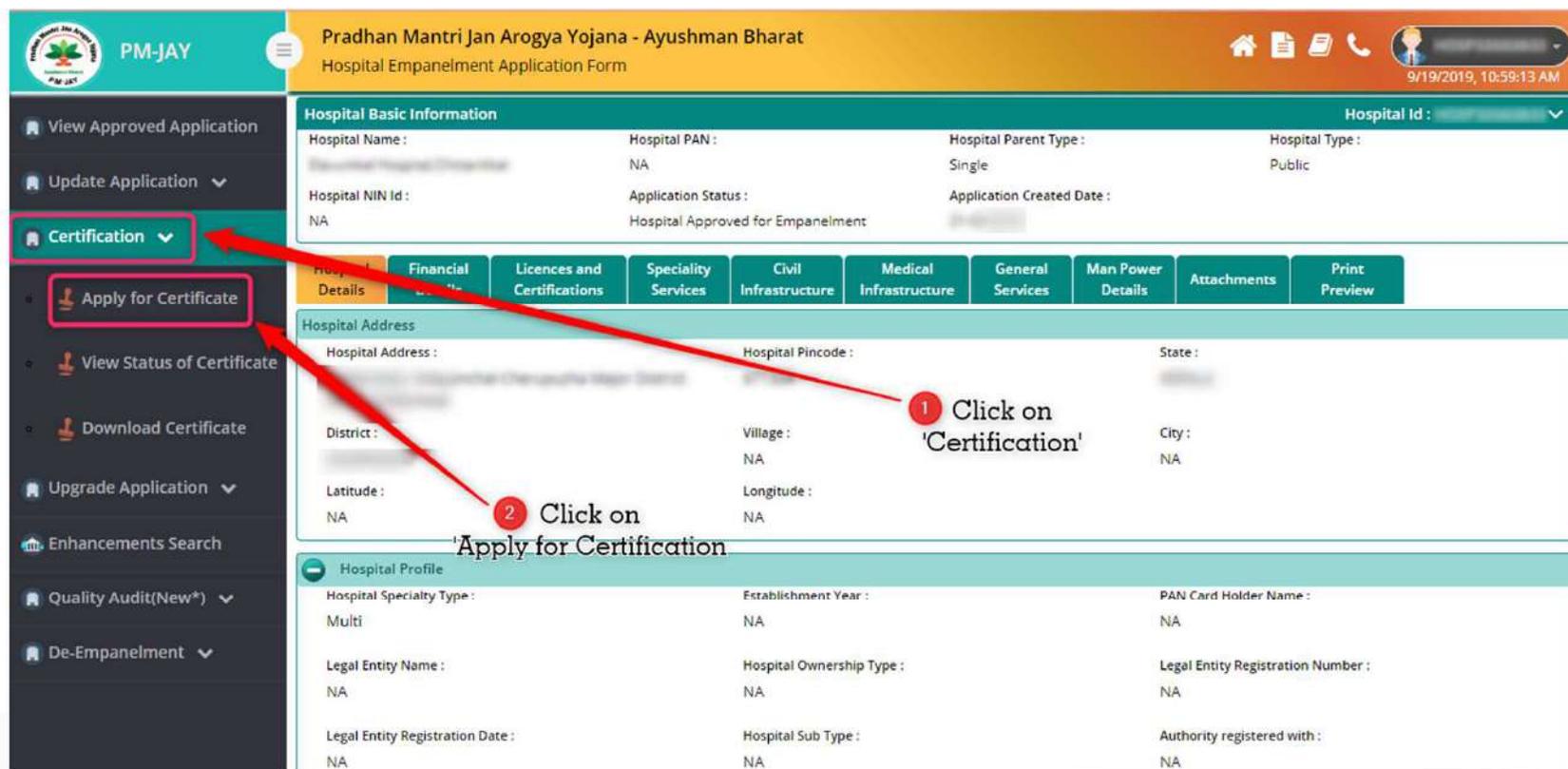
Two red arrows point to the login form. The first arrow points to the "Hospital Reference Number" field, and the second arrow points to the "LOGIN" button.

1 Go to HEM portal and login with your credentials

2 Click login

Note: This is not a job application portal. Please do not apply for any kinds of job here.
यह नौकरी आवेदन पोर्टल नहीं है | कृपया यहाँ किसी भी प्रकार की नौकरियों के लिए आवेदन न करें |

STEPS TO REGISTER



The screenshot shows the PM-JAY Hospital Empanelment Application Form interface. The left sidebar contains a menu with the following items: View Approved Application, Update Application, Certification, Apply for Certificate, View Status of Certificate, Download Certificate, Upgrade Application, Enhancements Search, Quality Audit(New*), and De-Empanelment. The main content area is titled "Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat Hospital Empanelment Application Form" and displays the following information:

Hospital Basic Information

| | | | |
|-------------------|-----------------------------------|----------------------------|-----------------|
| Hospital Name : | Hospital PAN : | Hospital Parent Type : | Hospital Type : |
| NA | NA | Single | Public |
| Hospital NIN Id : | Application Status : | Application Created Date : | |
| NA | Hospital Approved for Empanelment | | |

Hospital Address

| | | |
|--------------------|--------------------|---------|
| Hospital Address : | Hospital Pincode : | State : |
| | | |
| District : | Village : | City : |
| | NA | NA |
| Latitude : | Longitude : | |
| NA | NA | |

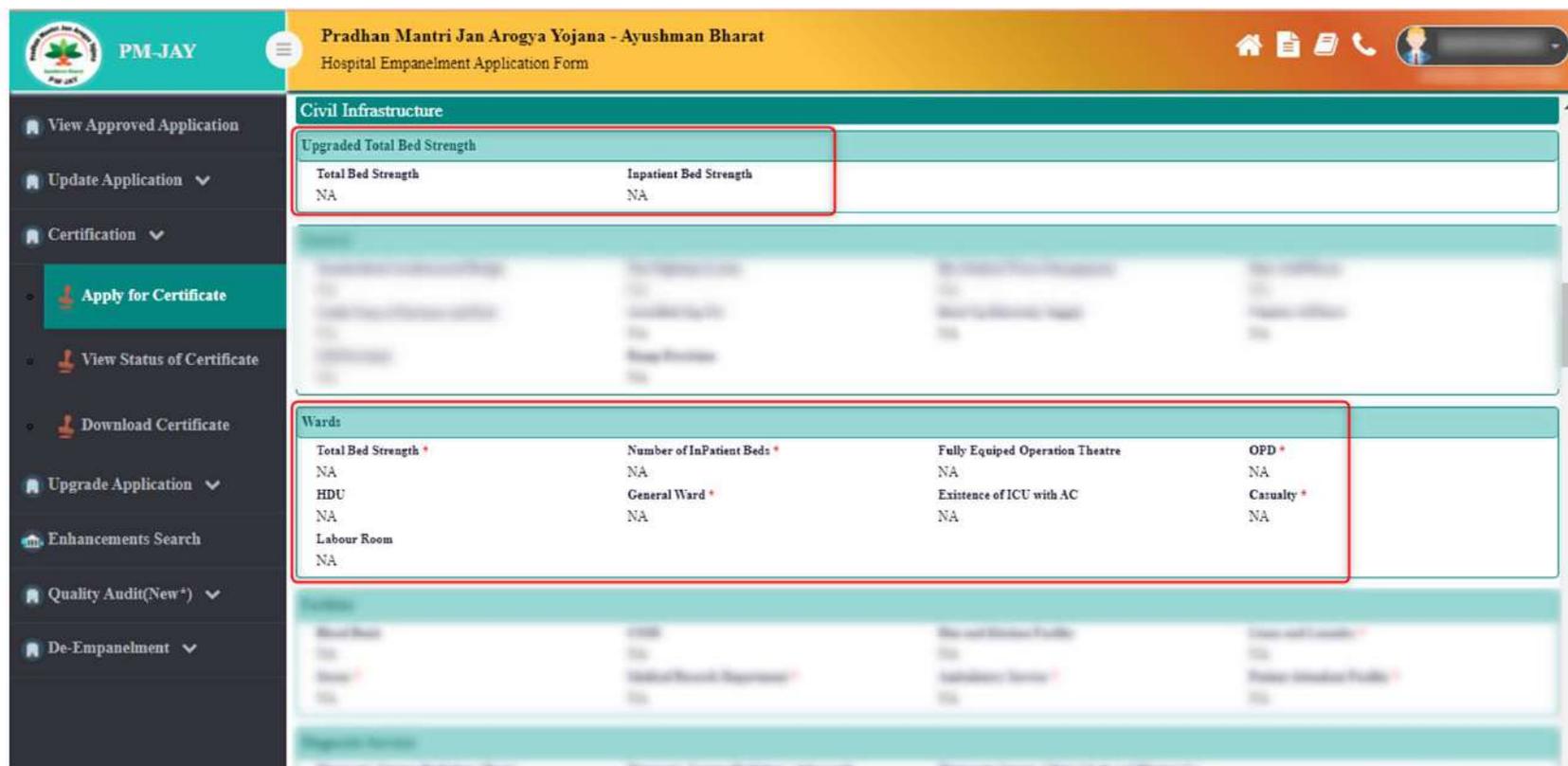
Hospital Profile

| | | |
|----------------------------------|---------------------------|------------------------------------|
| Hospital Specialty Type : | Establishment Year : | PAN Card Holder Name : |
| Multi | NA | NA |
| Legal Entity Name : | Hospital Ownership Type : | Legal Entity Registration Number : |
| NA | NA | NA |
| Legal Entity Registration Date : | Hospital Sub Type : | Authority registered with : |
| NA | NA | NA |

Annotations on the screenshot indicate the registration steps:

- 1 Click on 'Certification'
- 2 Click on 'Apply for Certificate'

STEPS TO REGISTER



PM-JAY Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

Civil Infrastructure

| Upgraded Total Bed Strength | |
|-----------------------------|------------------------|
| Total Bed Strength | Inpatient Bed Strength |
| NA | NA |

Wards

| | | | |
|----------------------|----------------------------|---------------------------------|------------|
| Total Bed Strength * | Number of InPatient Beds * | Fully Equiped Operation Theatre | OPD * |
| NA | NA | NA | NA |
| HDU | General Ward * | Existence of ICU with AC | Casualty * |
| NA | NA | NA | NA |
| Labour Room | | | |
| NA | | | |

Confirm already filled Bed strength and Specialities offered on the HEM portal

STEPS TO REGISTER



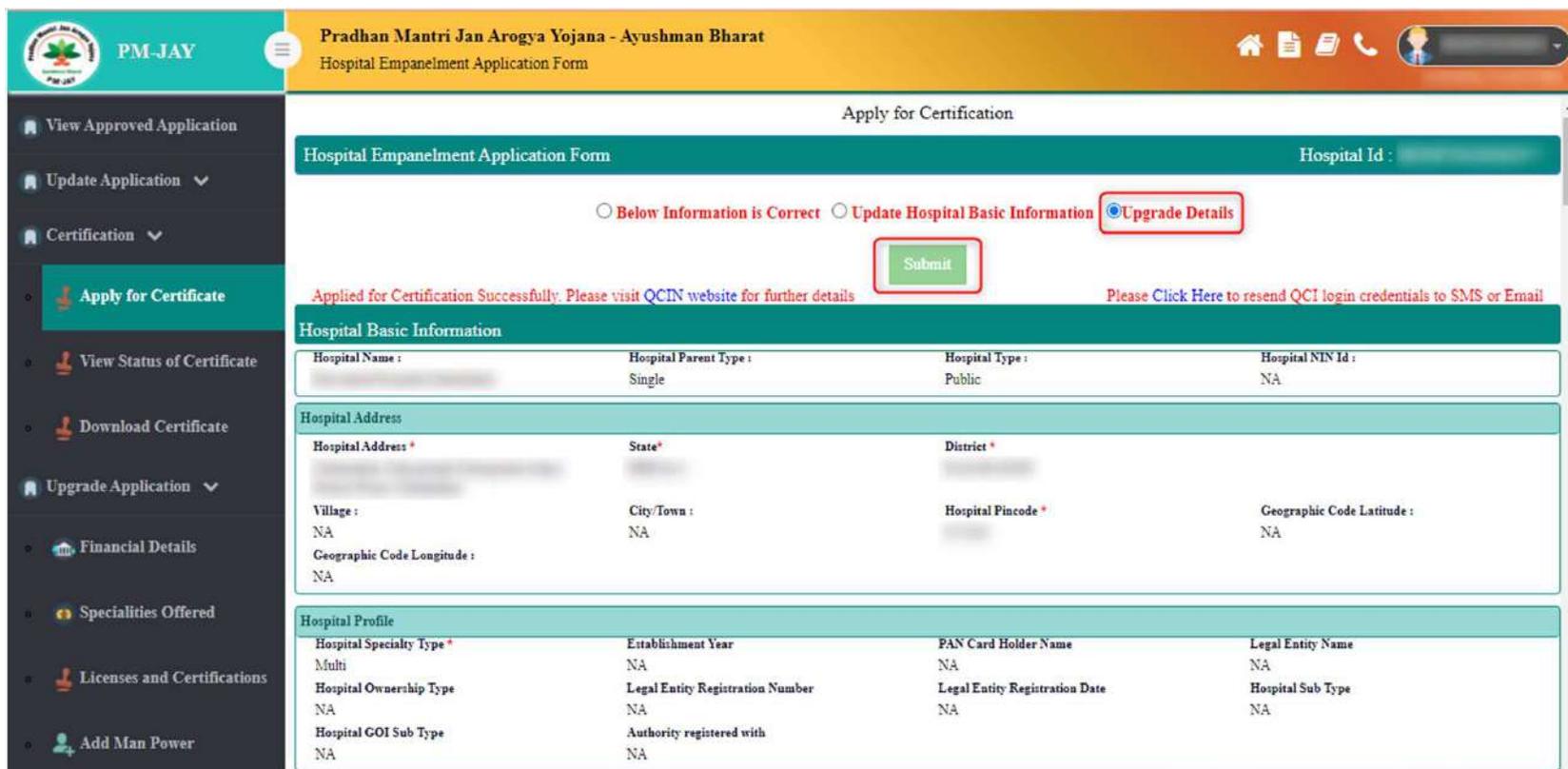
Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

Specialities Offered

| S.No | Speciality Code | Speciality Name | Hospital Applied Specialities | Empanelled Specialities | Upgraded Specialities | De-Empanelled Specialities | Admissions done Previous Financial Year | Admissions done Before Last Year |
|------|-----------------|----------------------------------------|-------------------------------------|-------------------------------------|--------------------------|----------------------------|-----------------------------------------|----------------------------------|
| 1 | S1 | General Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 2 | S2 | ENT | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 3 | S3 | Ophthalmology | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 4 | S4 | Obstetrics & Gynaecology | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 5 | S5 | Orthopaedics | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 6 | S7 | Cardio Thoracic Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 7 | S8 | Paediatric surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 8 | S9 | Genitourinary Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 9 | S10 | Neuro Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 10 | S11 | Surgical Oncology | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 11 | S12 | Medical Oncology | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 12 | S13 | Radiation Oncology | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 13 | S14 | Burns,Plastic & reconstructive Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 14 | S15 | Polytrauma | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 15 | S18 | Dental Surgery | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 16 | S16 | Paediatric Cancer | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 17 | M1 | Critical Care | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 18 | M2 | General Medicine | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |
| 19 | M4 | Paediatrics | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NA | NA |

Confirm already filled Bed strength and Specialities offered on the HEM portal

STEPS TO REGISTER



Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

Apply for Certification

Hospital Empanelment Application Form Hospital Id : _____

Below Information is Correct
 Update Hospital Basic Information
 Upgrade Details

[Submit](#)

Applied for Certification Successfully. Please visit QCIN website for further details [Please Click Here to resend QCI login credentials to SMS or Email](#)

Hospital Basic Information

| | | | |
|-----------------|------------------------|-----------------|-------------------|
| Hospital Name : | Hospital Parent Type : | Hospital Type : | Hospital NIN Id : |
| _____ | Single | Public | NA |

Hospital Address

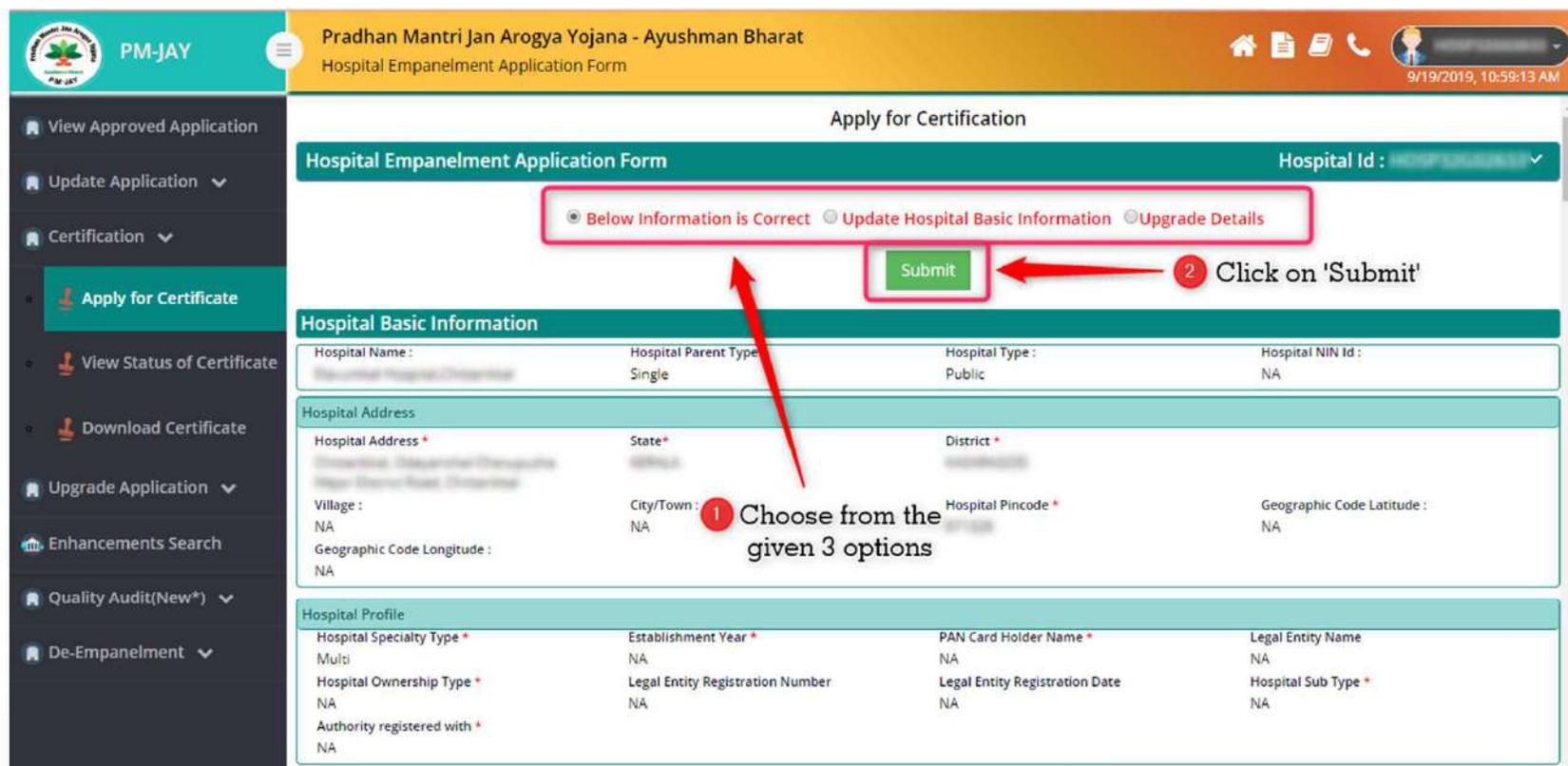
| | | | |
|-----------------------------|-------------|--------------------|----------------------------|
| Hospital Address * | State * | District * | |
| _____ | _____ | _____ | |
| Village : | City/Town : | Hospital Pincode * | Geographic Code Latitude : |
| NA | NA | _____ | NA |
| Geographic Code Longitude : | | | |
| NA | | | |

Hospital Profile

| | | | |
|----------------------------|----------------------------------|--------------------------------|-------------------|
| Hospital Speciality Type * | Establishment Year | PAN Card Holder Name | Legal Entity Name |
| Multi | NA | NA | NA |
| Hospital Ownership Type | Legal Entity Registration Number | Legal Entity Registration Date | Hospital Sub Type |
| NA | NA | NA | NA |
| Hospital GOI Sub Type | Authority registered with | | |
| NA | NA | | |

If the already filled information is not correct or the Hospital want to update any pre-filled information then the hospital can select 'Upgrade details' and click 'Submit'

STEPS TO REGISTER



PM-JAY Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

Apply for Certification

Hospital Empanelment Application Form Hospital Id : [dropdown]

Below information is Correct
 Update Hospital Basic Information
 Upgrade Details

Submit 2 Click on 'Submit'

Hospital Basic Information

| | | | |
|-----------------|------------------------|-----------------|-------------------|
| Hospital Name : | Hospital Parent Type : | Hospital Type : | Hospital NIN Id : |
| [input] | Single | Public | NA |

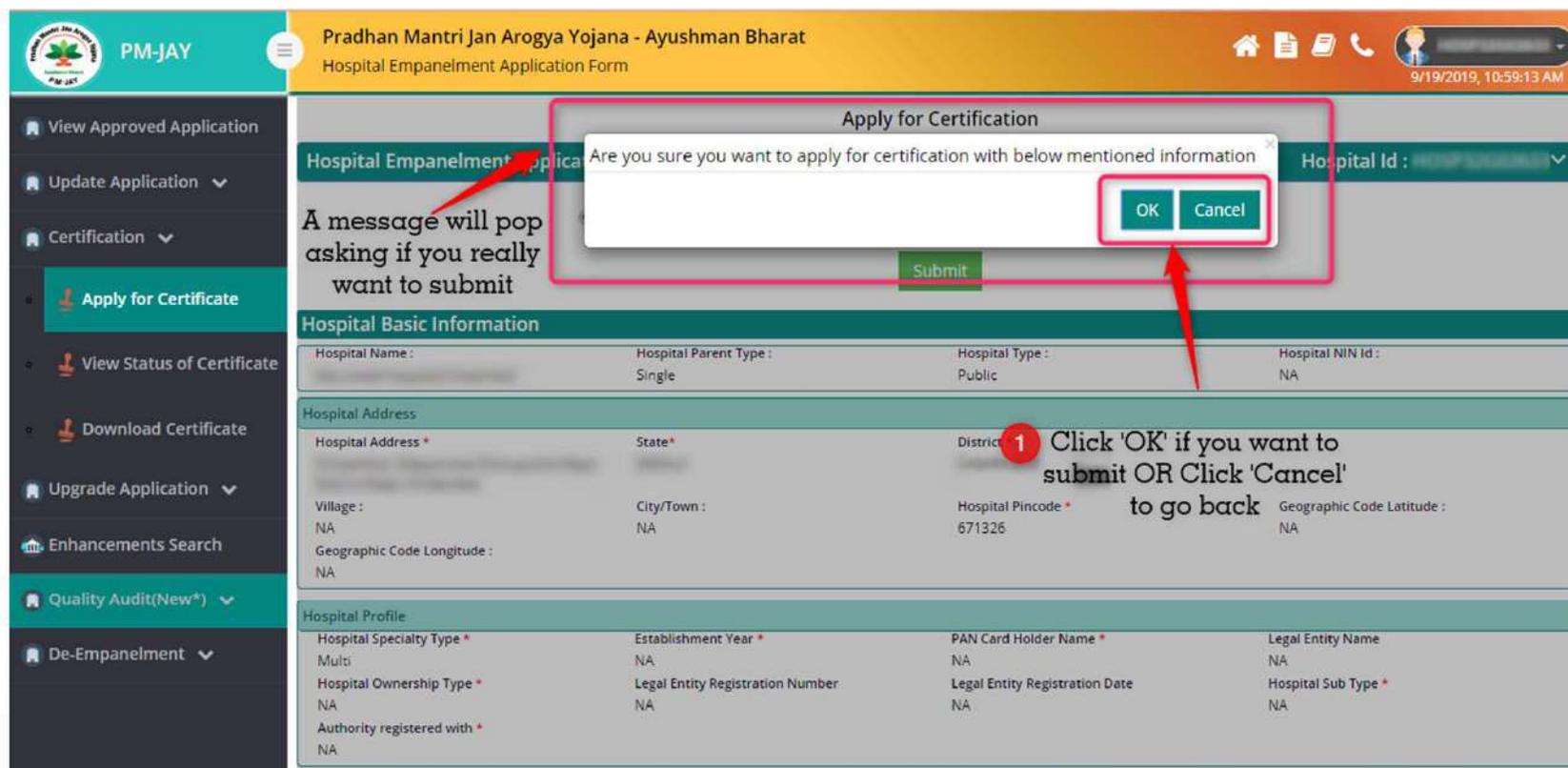
Hospital Address

| | | |
|-----------------------------|-------------|----------------------------|
| Hospital Address * | State * | District * |
| [input] | [dropdown] | [dropdown] |
| Village : | City/Town : | Hospital Pincode * |
| NA | [dropdown] | [dropdown] |
| Geographic Code Longitude : | | Geographic Code Latitude : |
| NA | | NA |

Hospital Profile

| | | | |
|-----------------------------|----------------------------------|--------------------------------|---------------------|
| Hospital Specialty Type * | Establishment Year * | PAN Card Holder Name * | Legal Entity Name |
| Multi | NA | NA | NA |
| Hospital Ownership Type * | Legal Entity Registration Number | Legal Entity Registration Date | Hospital Sub Type * |
| NA | NA | NA | NA |
| Authority registered with * | | | |
| NA | | | |

STEPS TO REGISTER



PM-JAY Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

9/19/2019, 10:59:13 AM

Apply for Certification
Are you sure you want to apply for certification with below mentioned information

OK Cancel

Submit

Hospital Basic Information

| | | | |
|-----------------|----------------------------------|---------------------------|-------------------------|
| Hospital Name : | Hospital Parent Type : Single | Hospital Type : Public | Hospital NIN Id : NA |
|-----------------|----------------------------------|---------------------------|-------------------------|

Hospital Address

| | | | | |
|-----------------------------|-------------|------------|--------------------|----------------------------|
| Hospital Address * | State * | District * | Hospital Pincode * | Geographic Code Latitude : |
| NA | NA | 671326 | NA | NA |
| Village : | City/Town : | | | |
| NA | NA | | | |
| Geographic Code Longitude : | | | | |
| NA | | | | |

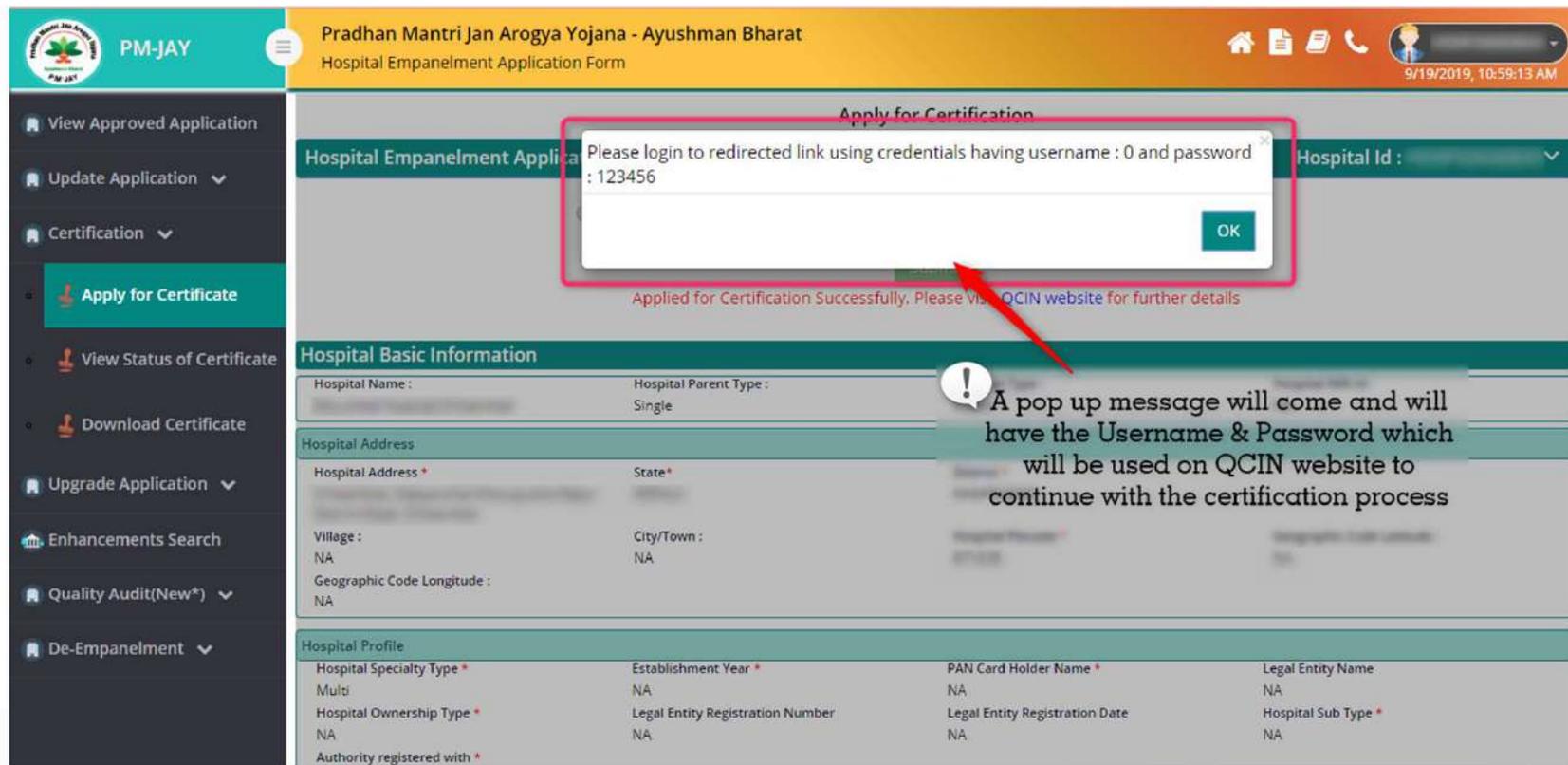
Hospital Profile

| | | | |
|-----------------------------|----------------------------------|--------------------------------|---------------------|
| Hospital Specialty Type * | Establishment Year * | PAN Card Holder Name * | Legal Entity Name |
| Multi | NA | NA | NA |
| Hospital Ownership Type * | Legal Entity Registration Number | Legal Entity Registration Date | Hospital Sub Type * |
| NA | NA | NA | NA |
| Authority registered with * | | | |
| NA | | | |

1 Click 'OK' if you want to submit OR Click 'Cancel' to go back

A message will pop asking if you really want to submit

STEPS TO REGISTER



PM-JAY Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

9/19/2019, 10:59:13 AM

Apply for Certification

Hospital Empanelment Application Form

Please login to redirected link using credentials having username : 0 and password : 123456

OK

Applied for Certification Successfully. Please visit QCIN website for further details

Hospital Basic Information

| | |
|-----------------|------------------------|
| Hospital Name : | Hospital Parent Type : |
| Single | |

Hospital Address

| | |
|-----------------------------|-------------|
| Hospital Address * | State * |
| Village : | City/Town : |
| NA | NA |
| Geographic Code Longitude : | |
| NA | |

Hospital Profile

| | | | |
|-----------------------------|----------------------------------|--------------------------------|---------------------|
| Hospital Specialty Type * | Establishment Year * | PAN Card Holder Name * | Legal Entity Name |
| Multi | NA | NA | NA |
| Hospital Ownership Type * | Legal Entity Registration Number | Legal Entity Registration Date | Hospital Sub Type * |
| NA | NA | NA | NA |
| Authority registered with * | | | |

Apply for Certificate

View Status of Certificate

Download Certificate

Upgrade Application

Enhancements Search

Quality Audit(New*)

De-Empanelment

View Approved Application

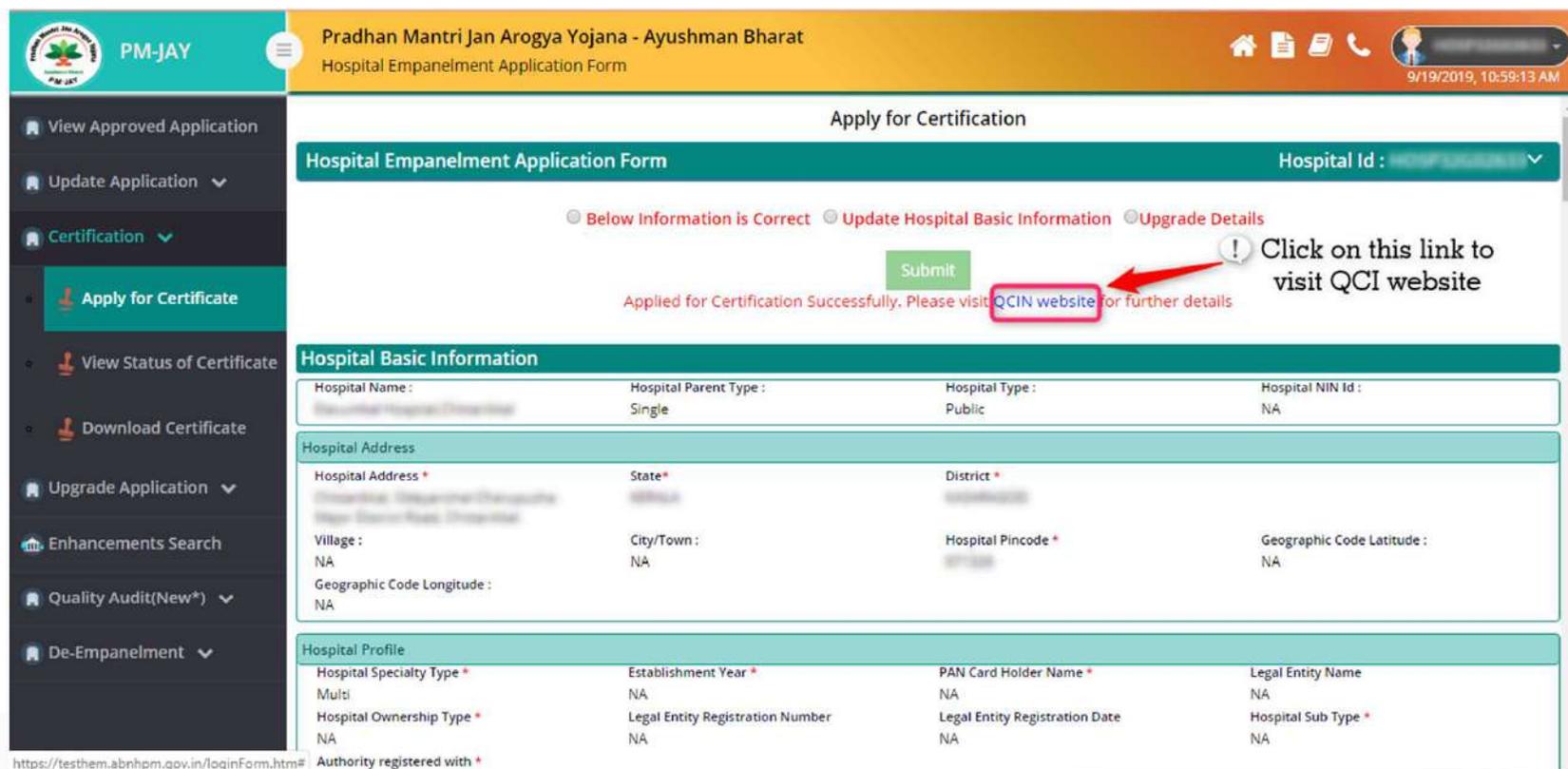
Update Application

Certification

Hospital Id :

A pop up message will come and will have the Username & Password which will be used on QCIN website to continue with the certification process

STEPS TO REGISTER



PM-JAY Pradhan Mantri Jan Arogya Yojana - Ayushman Bharat
Hospital Empanelment Application Form

9/19/2019, 10:59:13 AM

Apply for Certification

Hospital Empanelment Application Form Hospital Id : [dropdown]

Below information is Correct
 Update Hospital Basic Information
 Upgrade Details

Submit

Applied for Certification Successfully. Please visit [QCIN website](#) for further details

! Click on this link to visit QCI website

Hospital Basic Information

| | | | |
|-----------------|------------------------|-----------------|-------------------|
| Hospital Name : | Hospital Parent Type : | Hospital Type : | Hospital NIN Id : |
| [text] | Single | Public | NA |

Hospital Address

| | | | |
|-----------------------------|-------------|--------------------|----------------------------|
| Hospital Address * | State * | District * | |
| [text] | [text] | [text] | |
| Village : | City/Town : | Hospital Pincode * | Geographic Code Latitude : |
| NA | NA | [text] | NA |
| Geographic Code Longitude : | | | |
| NA | | | |

Hospital Profile

| | | | |
|---------------------------|----------------------------------|--------------------------------|---------------------|
| Hospital Specialty Type * | Establishment Year * | PAN Card Holder Name * | Legal Entity Name |
| Multi | NA | NA | NA |
| Hospital Ownership Type * | Legal Entity Registration Number | Legal Entity Registration Date | Hospital Sub Type * |
| NA | NA | NA | NA |

Authority registered with *

https://testthem.abnhpm.gov.in/loginForm.htm#

STEPS TO REGISTER

Toll Free Helpline Number: 14555/1800111565 Social Connect:    Site Map: 

 AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA
QUALITY CERTIFICATION  

HOME ABOUT US ▾ RESOURCES ▾ MEDIA ▾ CONTACT US **LOGIN**



Latest Insights

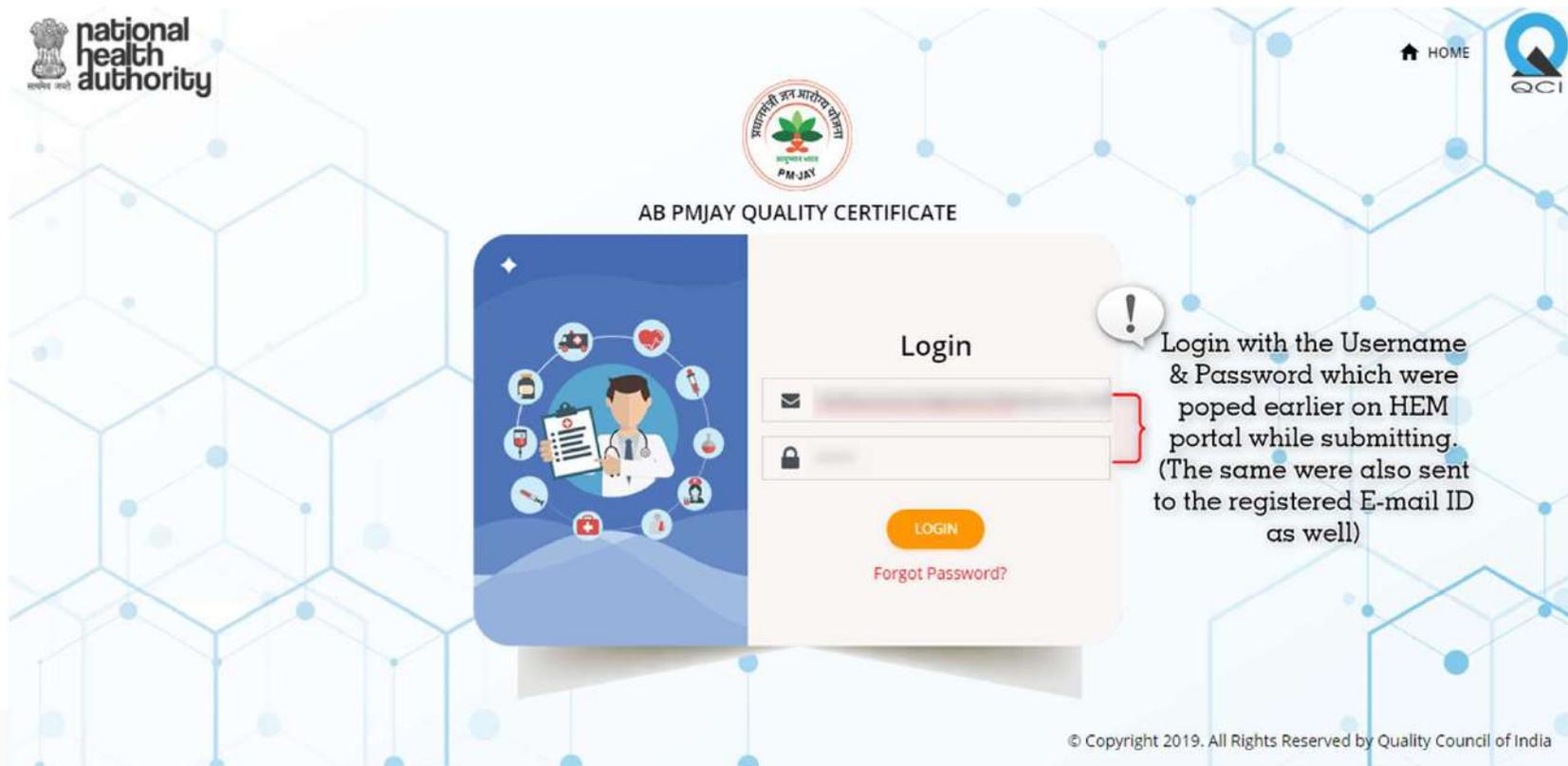
- Bronze Quality Certification Standards...
- Guideline for How to Achieve Bronze Quality Certificate in AB PM-JAY Empaneled Hospitals...
- Analysis of PM-JAY High-Value Claims...
- NHA, QCI to fast track digital certification for hospitals...
- National Health Authority inks MoU with Quality Council of India...

1 Click on the 'Login' button

[View All →](#)

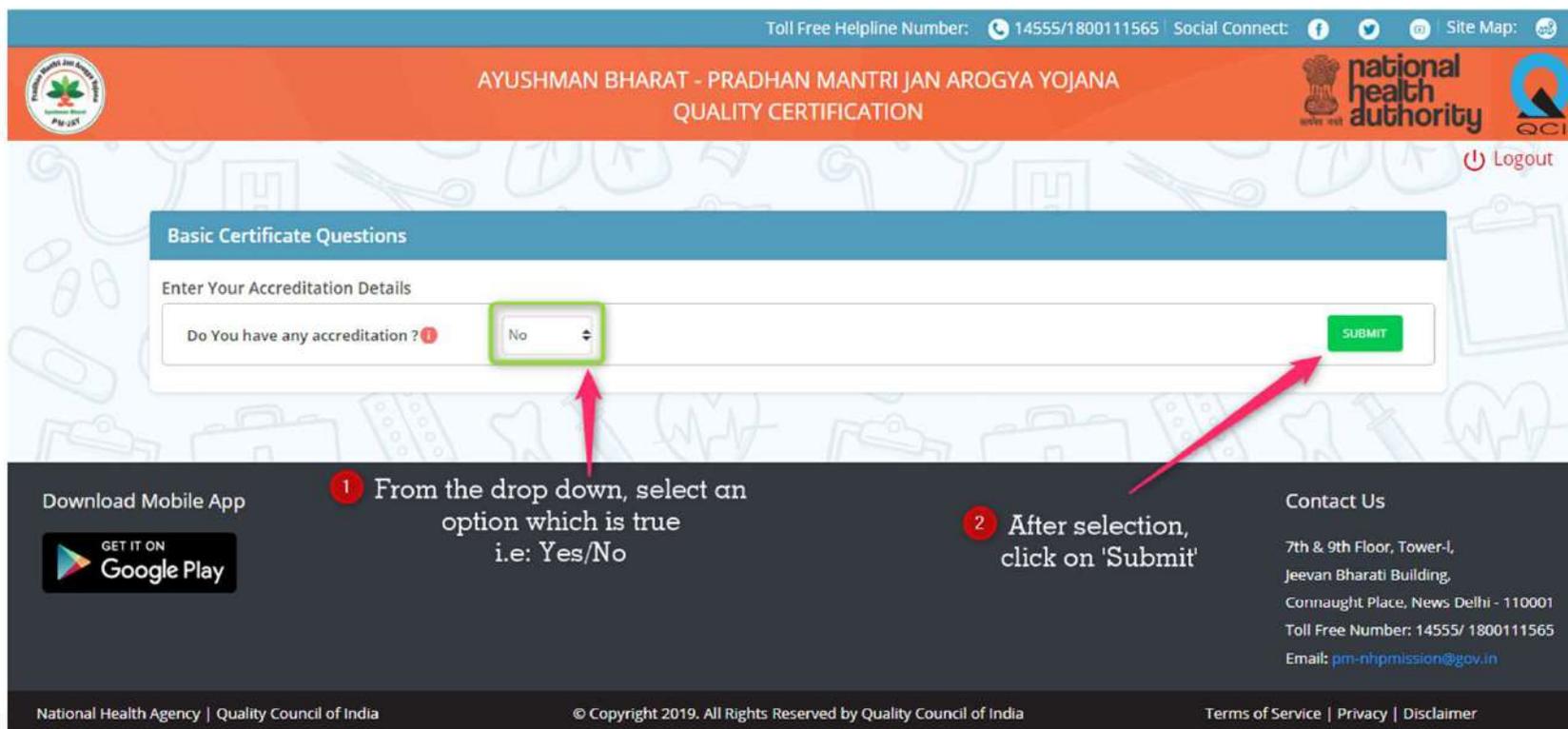
<https://pmjay.qcin.org>

STEPS TO REGISTER



The screenshot shows the 'AB PMJAY QUALITY CERTIFICATE' portal. At the top left is the National Health Authority logo, and at the top right is the QCI logo with a 'HOME' button. The main heading is 'AB PMJAY QUALITY CERTIFICATE'. Below it is a login form with a blue sidebar containing a doctor icon and various medical symbols. The login form has a 'Login' title, an email input field, a password input field, an orange 'LOGIN' button, and a 'Forgot Password?' link. A red bracket highlights the email and password fields, with a warning icon and text: 'Login with the Username & Password which were popped earlier on HEM portal while submitting. (The same were also sent to the registered E-mail ID as well)'. At the bottom right, there is a copyright notice: '© Copyright 2019. All Rights Reserved by Quality Council of India'.

STEPS TO REGISTER



Toll Free Helpline Number: 14555/1800111565 Social Connect: Site Map:

AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA
QUALITY CERTIFICATION

national health authority QCI

Logout

Basic Certificate Questions

Enter Your Accreditation Details

Do You have any accreditation ?

1 From the drop down, select an option which is true i.e: Yes/No

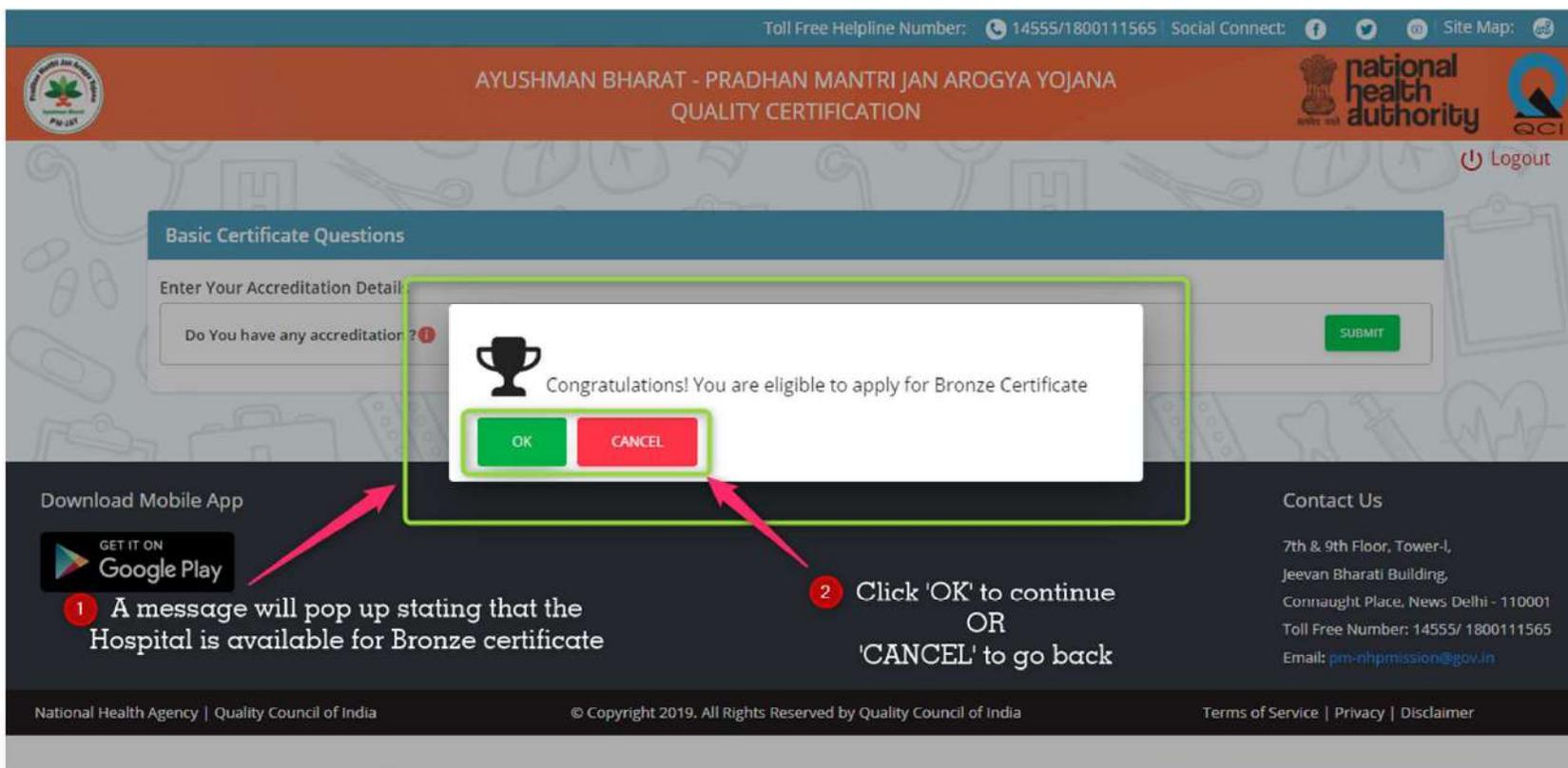
2 After selection, click on 'Submit'

Download Mobile App
GET IT ON Google Play

Contact Us
7th & 9th Floor, Tower-I,
Jeevan Bharati Building,
Connaught Place, News Delhi - 110001
Toll Free Number: 14555/ 1800111565
Email: pm-nhpmission@gov.in

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STEPS TO REGISTER



Toll Free Helpline Number: 14555/180011565 Social Connect: Site Map:

AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA
QUALITY CERTIFICATION

national health authority QCI

Logout

Basic Certificate Questions

Enter Your Accreditation Detail

Do You have any accreditation ?

Congratulations! You are eligible to apply for Bronze Certificate

OK CANCEL

1 A message will pop up stating that the Hospital is available for Bronze certificate

2 Click 'OK' to continue OR 'CANCEL' to go back

Download Mobile App

GET IT ON Google Play

Contact Us

7th & 9th Floor, Tower-I,
Jeevan Bharati Building,
Connaught Place, News Delhi - 110001
Toll Free Number: 14555/ 180011565
Email: pm-nhpmission@gov.in

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STEPS TO REGISTER

If you have previous accreditation or certification please provide details

Basic Certificate Questions

Enter Your Accreditation Details

Do You have any accreditation ?

1 Upon selecting 'Yes' The hospital will need to fill-up some basic details of the current accreditation

Capture Accrediation Details

Name of Accrediation Board

Select Type of certification/Accrediation Level

Accrediation Number

Issued date

Valid Upto

Upload document

2 Click on 'Choose File' and upload the desired file

3 Click on 'Add' button

STEPS TO REGISTER

Basic Certificate Questions

Enter Your Accreditation Details

Do You have any accreditation ? Yes No

Capture Accreditation Details

Name of Accreditation Board

Select Type of certification/Accreditation Level

Accreditation Number

Issued date

Valid Upto

Upload document

! Make sure all the details shown here are correct

| ACCREDITATION BOARD | TYPE OF ACCREDITATION/ACCREDITATION LEVEL | ACCREDITATION NUMBER | ISSUED DATE | VALID UPTO | DOCUMENT |
|---------------------|-------------------------------------------|----------------------|-------------|------------|--------------------------------------------------------------------------------------------|
| NABH | Full Accreditation | 3123153116516 | 04/09/2019 | 04/09/2022 | 2019-08-22-14-52-42-813_1566465762813_XXXPK1126X_ITRV.PDF <input type="button" value="X"/> |

I have filled the above data true and correct as per my knowledge and is aware about that if data is found false or incorrect may lead to rejection of the application.

1 Click 'Submit' to proceed

STEPS TO REGISTER

Basic Certificate Questions

Enter Your Accreditation Details

Do You have any accreditation ?

Capture Accreditation Details

Name of Accreditation Board

Select Type of certification/Accreditation Level

Accreditation Number

Issued date

Valid Upto

Upload document

! A message will pop up showing the certificate for which the Hospital is eligible

 Congratulations! You are eligible to apply for Gold Certificate

1 Click 'OK' to continue OR 'CANCEL' to go back

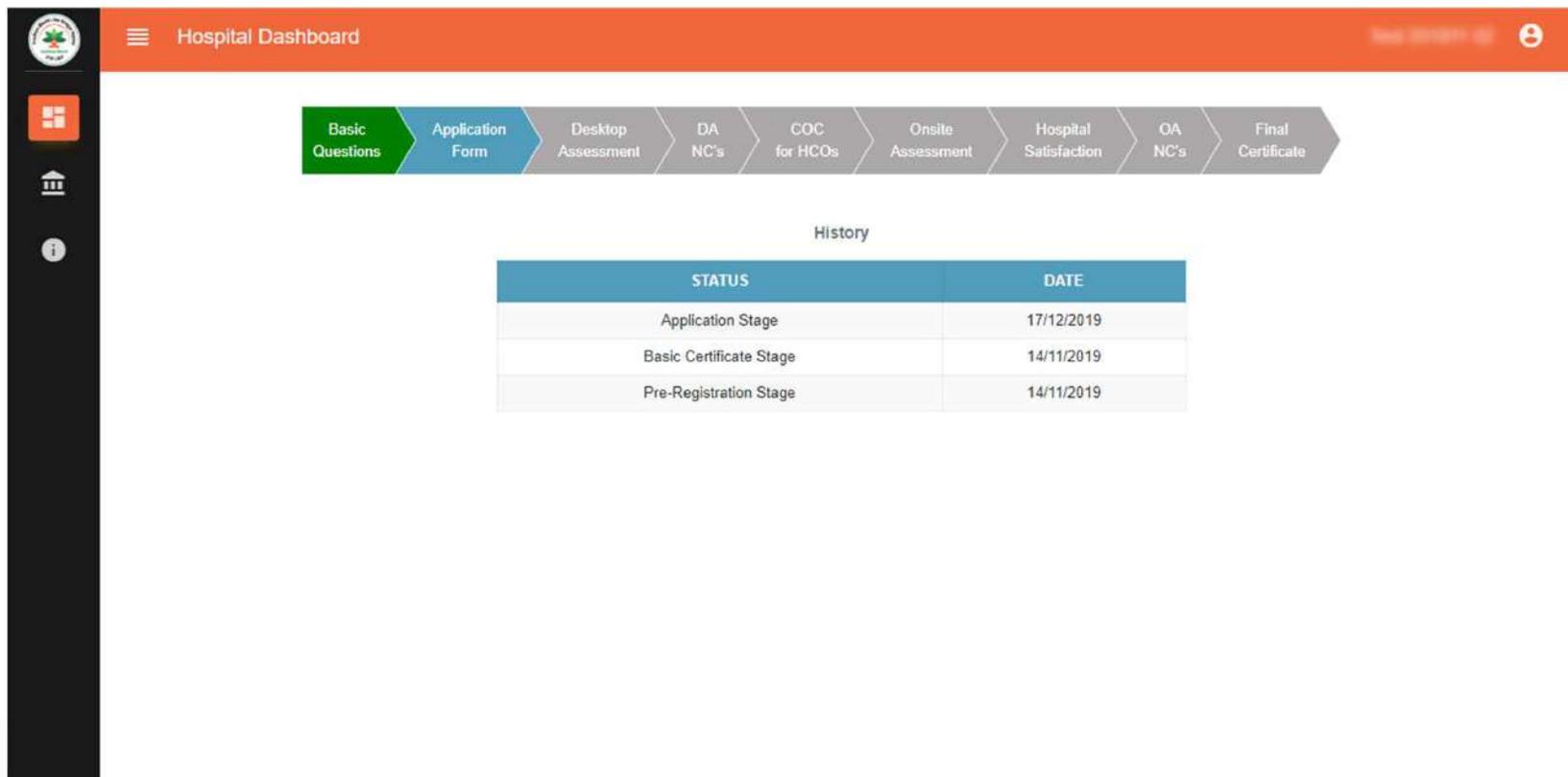
| ACCREDITATION BOARD | TYPE OF ACCREDITATION/ACCREDITATION LEVEL | ACCREDITATION NUMBER | ISSUED DATE | VALID UPTO | DOCUMENT | |
|---------------------|-------------------------------------------|----------------------|-------------|------------|-----------------------------------------------------------|----------------------------------|
| NABH | Full Accreditation | 3123153116516 | 04/09/2019 | 04/09/2022 | 2019-08-22-14-52-42-813_1566465762813_XXXPK1126X_ITRV.PDF | <input type="button" value="X"/> |

I have filled the above data true and correct as per my knowledge and is aware about that if data is found false or incorrect may lead to rejection of the application.



APPLICATION PROCESS

STEPS TO APPLY

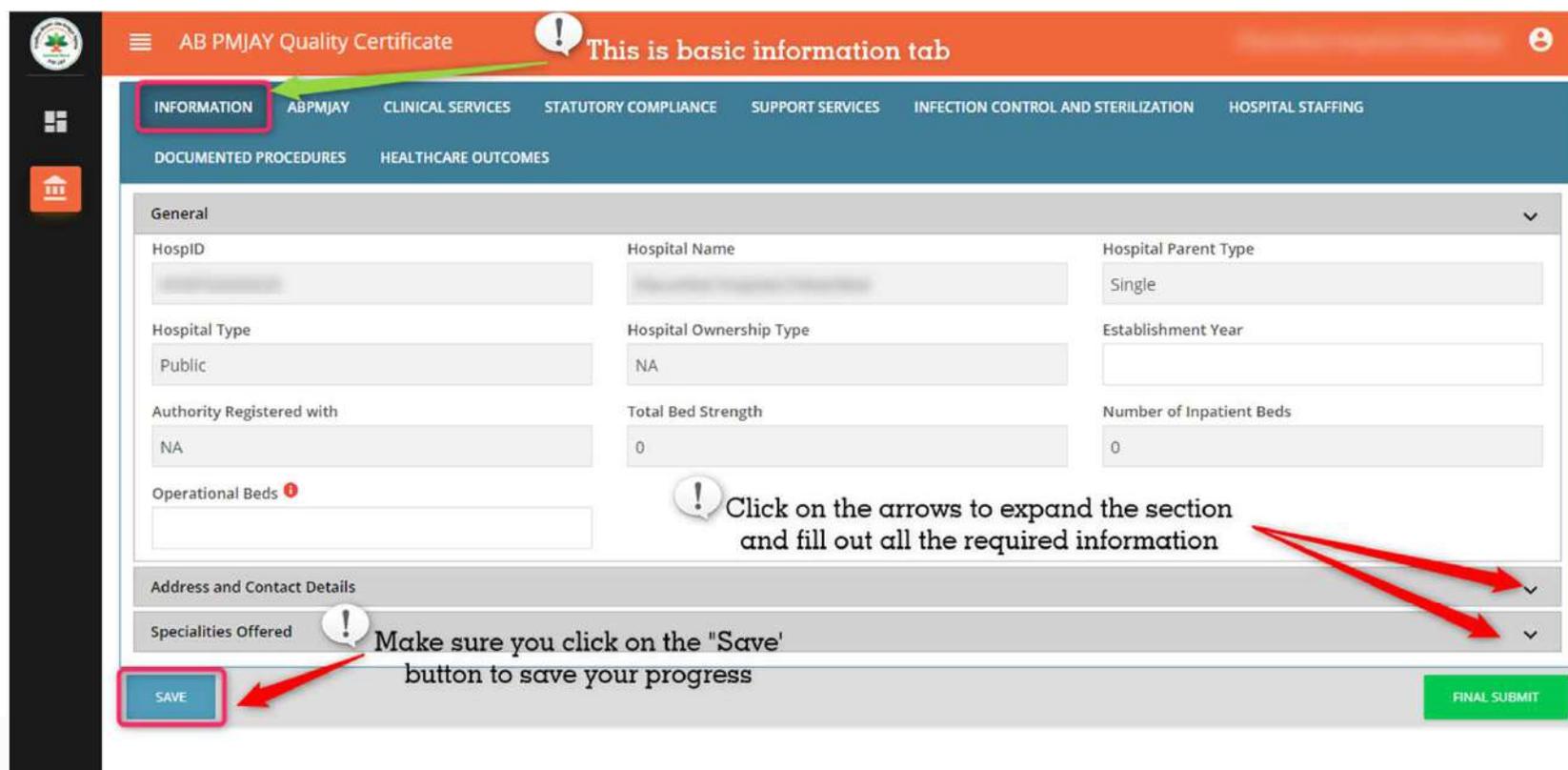


The screenshot displays the 'Hospital Dashboard' interface. At the top, there is a navigation bar with the text 'Hospital Dashboard' and a user profile icon. Below this is a horizontal flowchart showing the application process steps: Basic Questions, Application Form, Desktop Assessment, DA NC's, COC for HCOs, Onsite Assessment, Hospital Satisfaction, OA NC's, and Final Certificate. The 'Application Form' step is highlighted in blue. Below the flowchart is a 'History' table with two columns: STATUS and DATE.

| STATUS | DATE |
|-------------------------|------------|
| Application Stage | 17/12/2019 |
| Basic Certificate Stage | 14/11/2019 |
| Pre-Registration Stage | 14/11/2019 |

Go to 'Application Form' tab to start filling form

STEPS TO APPLY



AB PMJAY Quality Certificate

This is basic information tab

INFORMATION ABPMJAY CLINICAL SERVICES STATUTORY COMPLIANCE SUPPORT SERVICES INFECTION CONTROL AND STERILIZATION HOSPITAL STAFFING

DOCUMENTED PROCEDURES HEALTHCARE OUTCOMES

General

Hospital ID Hospital Name Hospital Parent Type

Hospital Type Hospital Ownership Type Establishment Year

Authority Registered with Total Bed Strength Number of Inpatient Beds

Operational Beds

Address and Contact Details

Specialities Offered

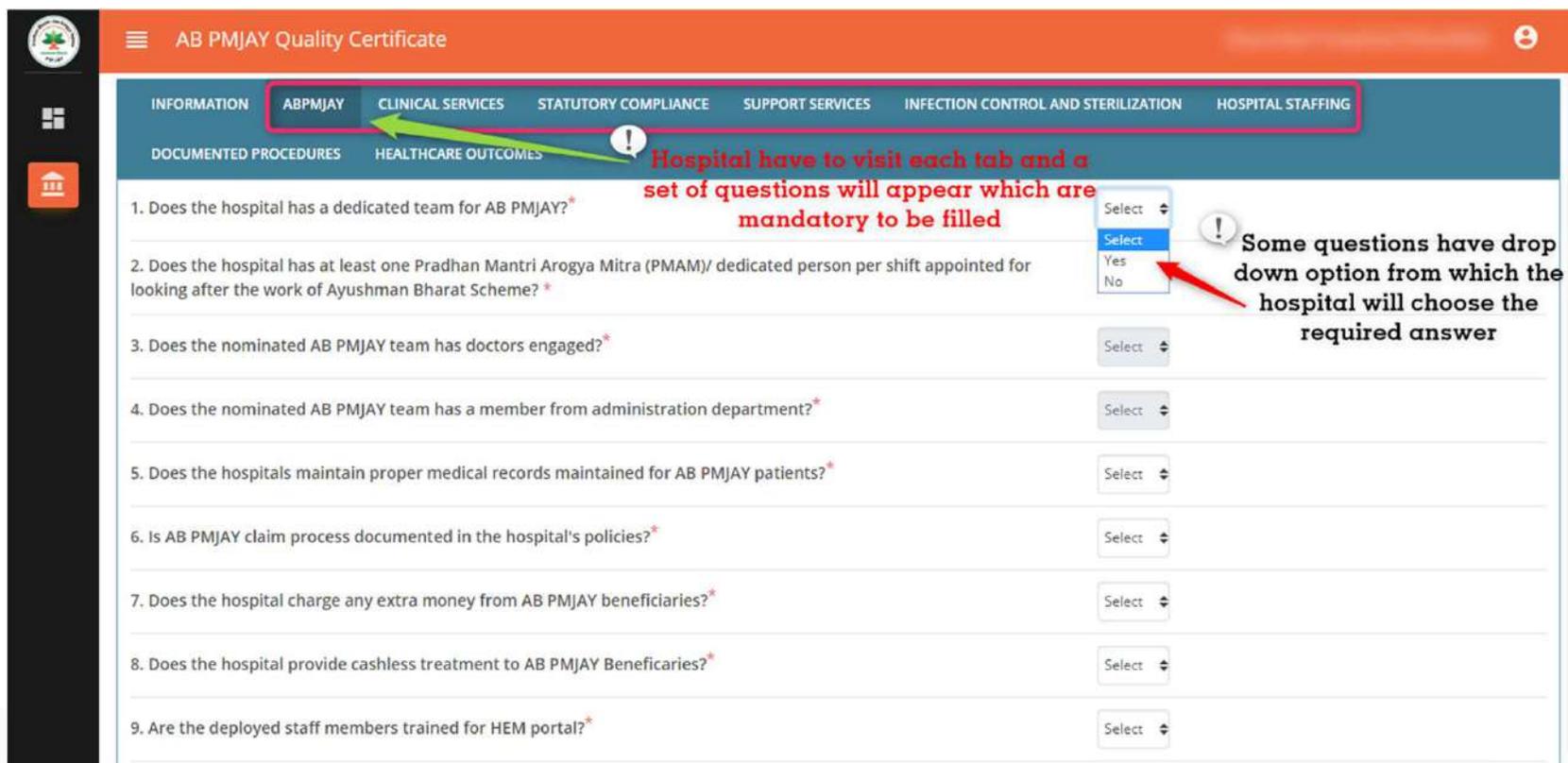
SAVE FINAL SUBMIT

Click on the arrows to expand the section and fill out all the required information

Make sure you click on the "Save" button to save your progress

For Silver & Gold application, only 'Information' and 'ABPMJAY' tab will be visible

STEPS TO APPLY



AB PMJAY Quality Certificate

INFORMATION ABPMJAY CLINICAL SERVICES STATUTORY COMPLIANCE SUPPORT SERVICES INFECTION CONTROL AND STERILIZATION HOSPITAL STAFFING

DOCUMENTED PROCEDURES HEALTHCARE OUTCOMES

Hospital have to visit each tab and a set of questions will appear which are mandatory to be filled

1. Does the hospital has a dedicated team for AB PMJAY?*

2. Does the hospital has at least one Pradhan Mantri Arogya Mitra (PMAM)/ dedicated person per shift appointed for looking after the work of Ayushman Bharat Scheme? *

3. Does the nominated AB PMJAY team has doctors engaged?*

4. Does the nominated AB PMJAY team has a member from administration department?*

5. Does the hospitals maintain proper medical records maintained for AB PMJAY patients?*

6. Is AB PMJAY claim process documented in the hospital's policies?*

7. Does the hospital charge any extra money from AB PMJAY beneficiaries?*

8. Does the hospital provide cashless treatment to AB PMJAY Beneficiaries?*

9. Are the deployed staff members trained for HEM portal?*

Some questions have drop down option from which the hospital will choose the required answer

STEPS TO APPLY

 **AB PMJAY Quality Certificate** File uploaded success

INFORMATION | **ABPMJAY** | CLINICAL SERVICES | STATUTORY COMPLIANCE

DOCUMENTED PROCEDURES | HEALTHCARE OUTCOMES

Upon successful upload, a success message will pop up

1. Does the hospital has a dedicated team for AB PMJAY?

2. Does the hospital has at least one Pradhan Mantri Arogya Mitra (PMAM)/ dedicated person per shift appointed for looking after the work of Ayushman Bharat Scheme?

3. Does the nominated AB PMJAY team has doctors engaged?

4. Does the nominated AB PMJAY team has a member from administration department?

5. Does the hospitals maintain proper medical records maintained for AB PMJAY patients?

Pre authorization form, diagnostic reports and clinical notes, etc... to be upload

Upload medical record for patient 1

Upload medical record for patient 2

Upload medical record for patient 3

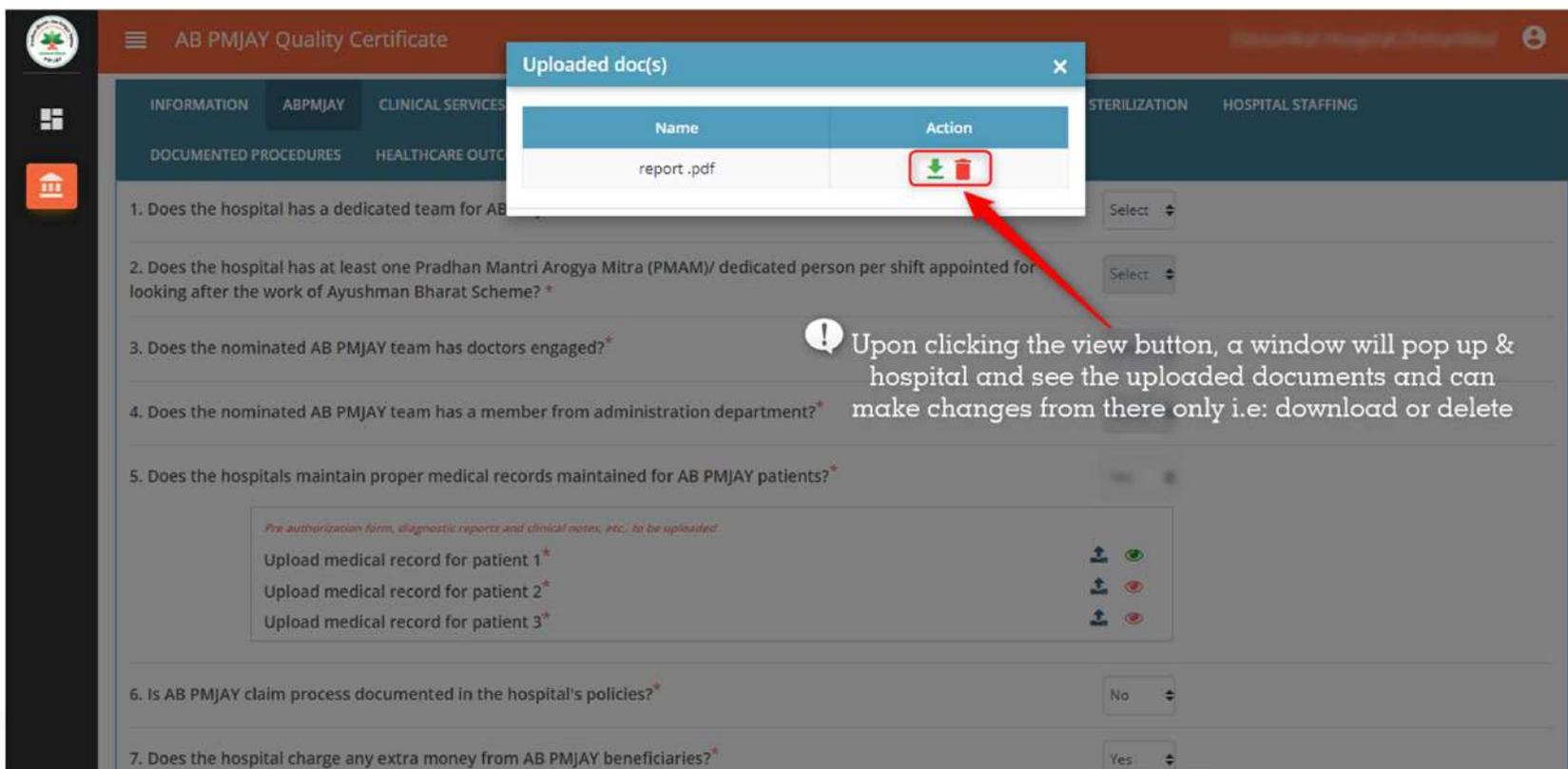
6. Is AB PMJAY claim process documented in the hospital's policies?

7. Does the hospital charge any extra money from AB PMJAY beneficiaries?

1 Click on upload icon to upload file

2 Upon successful upload, the view icon changes to 'Green' color. Click on the view button to view the uploaded file

STEPS TO APPLY



The screenshot shows the 'AB PMJAY Quality Certificate' application form. A popup window titled 'Uploaded doc(s)' is open, displaying a table of uploaded documents. The table has two columns: 'Name' and 'Action'. The first row shows 'report .pdf' with a download icon and a delete icon in the 'Action' column. A red arrow points from the text below to the download icon.

| Name | Action |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| report .pdf |   |

1. Does the hospital has a dedicated team for AB PMJAY?

2. Does the hospital has at least one Pradhan Mantri Arogya Mitra (PMAM)/ dedicated person per shift appointed for looking after the work of Ayushman Bharat Scheme?

3. Does the nominated AB PMJAY team has doctors engaged?*

4. Does the nominated AB PMJAY team has a member from administration department?*

5. Does the hospitals maintain proper medical records maintained for AB PMJAY patients?*

Pre authorization form, diagnostic reports and clinical notes, etc., to be uploaded.

Upload medical record for patient 1*

Upload medical record for patient 2*

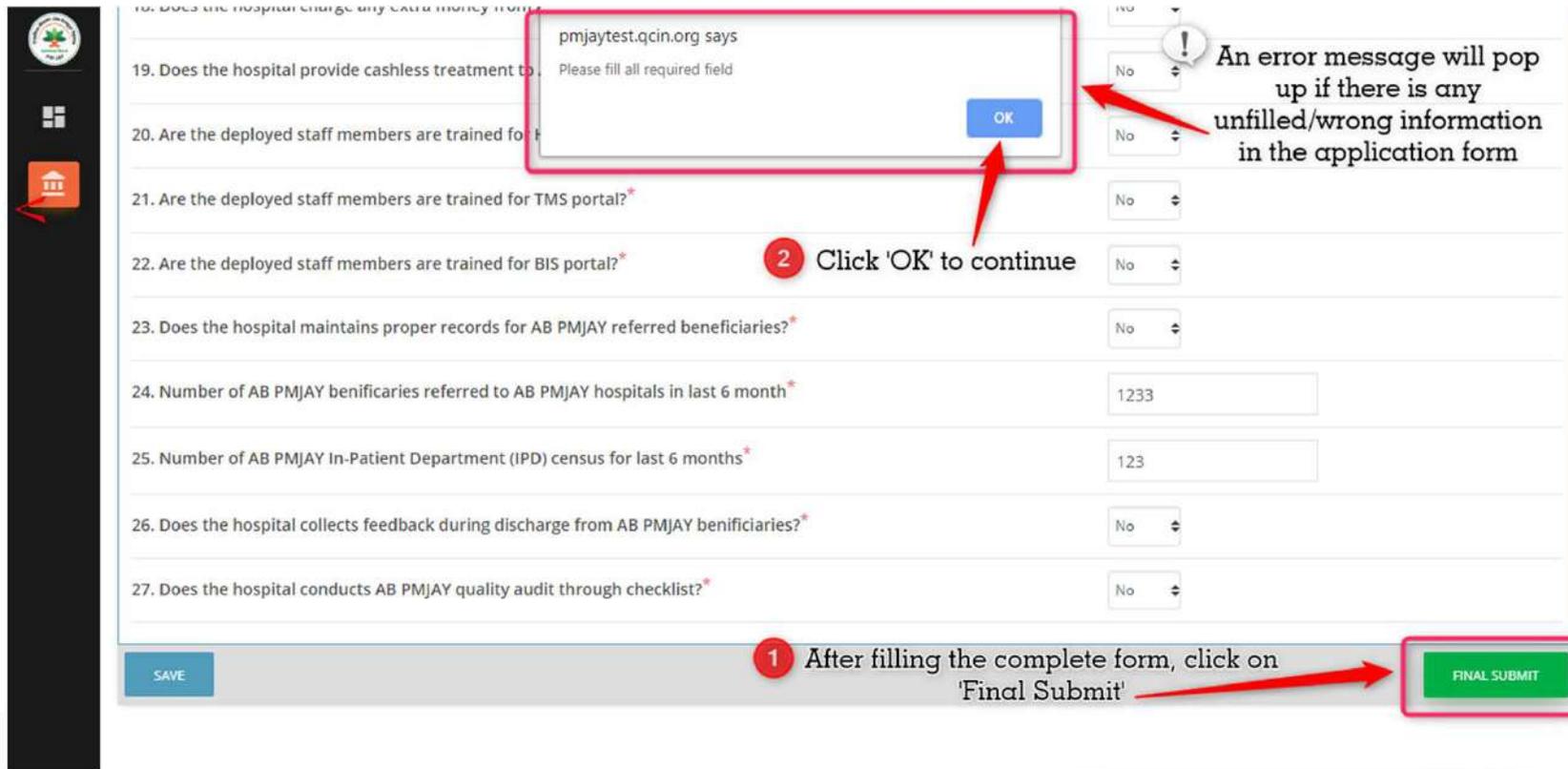
Upload medical record for patient 3*

6. Is AB PMJAY claim process documented in the hospital's policies?

7. Does the hospital charge any extra money from AB PMJAY beneficiaries?

! Upon clicking the view button, a window will pop up & hospital and see the uploaded documents and can make changes from there only i.e: download or delete

STEPS TO APPLY



The screenshot shows a web-based application form with the following questions and answers:

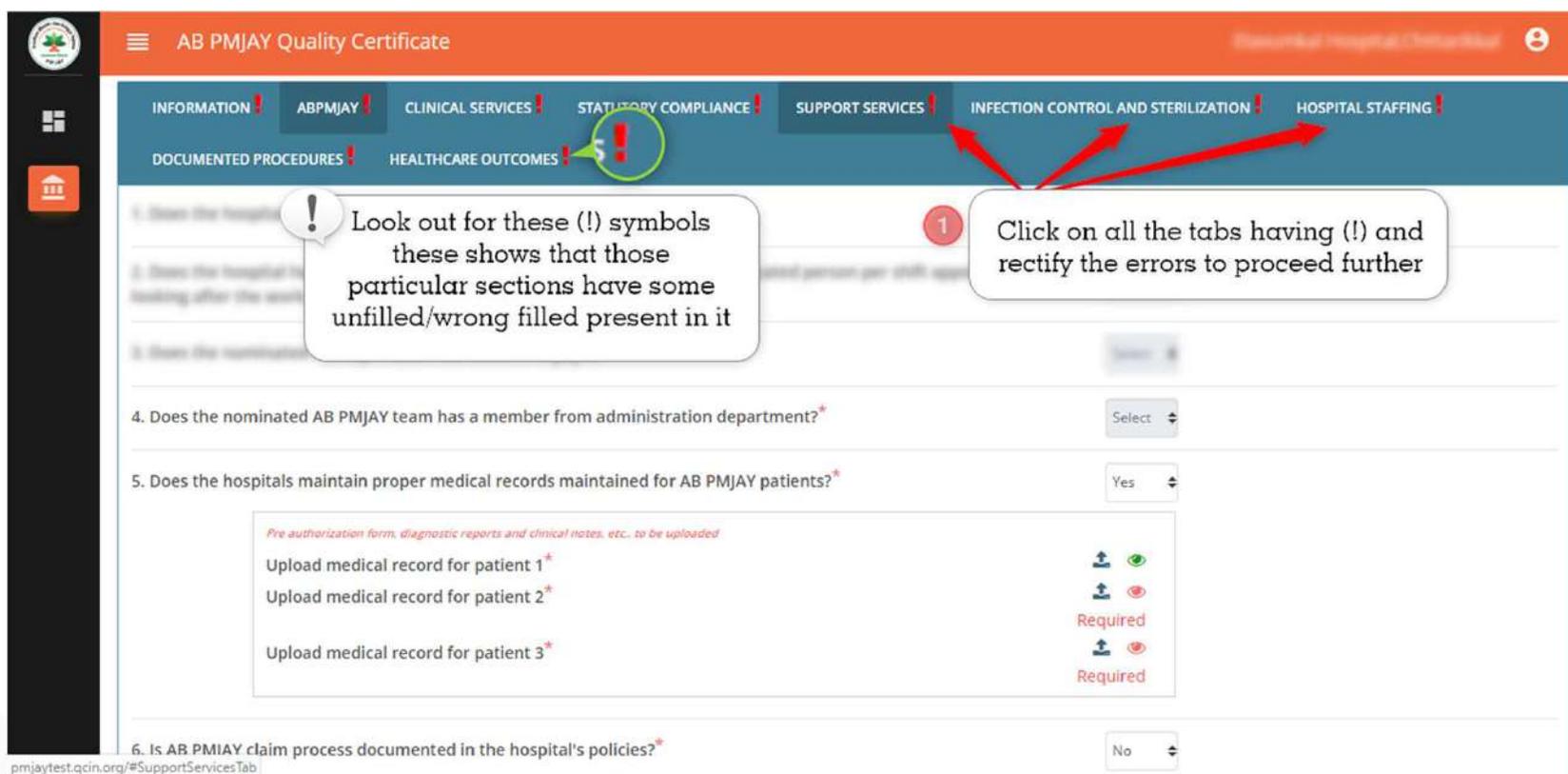
| Question | Answer |
|----------------------------------------------------------------------------------------|--------|
| 19. Does the hospital provide cashless treatment to AB PMJAY beneficiaries? | No |
| 20. Are the deployed staff members are trained for TMS portal?* | No |
| 21. Are the deployed staff members are trained for BIS portal?* | No |
| 22. Are the deployed staff members are trained for BIS portal?* | No |
| 23. Does the hospital maintains proper records for AB PMJAY referred beneficiaries?* | No |
| 24. Number of AB PMJAY beneficiaries referred to AB PMJAY hospitals in last 6 month* | 1233 |
| 25. Number of AB PMJAY In-Patient Department (IPD) census for last 6 months* | 123 |
| 26. Does the hospital collects feedback during discharge from AB PMJAY beneficiaries?* | No |
| 27. Does the hospital conducts AB PMJAY quality audit through checklist?* | No |

Step 1: After filling the complete form, click on 'Final Submit' (indicated by a red arrow pointing to the green 'FINAL SUBMIT' button).

Step 2: Click 'OK' to continue (indicated by a red arrow pointing to the blue 'OK' button in the error message box).

Error Message: An error message will pop up if there is any unfilled/wrong information in the application form (indicated by a red arrow pointing to the message box).

STEPS TO APPLY



The screenshot shows the 'AB PMJAY Quality Certificate' application form. The top navigation bar includes tabs for INFORMATION, ABPMJAY, CLINICAL SERVICES, STATUTORY COMPLIANCE, SUPPORT SERVICES, INFECTION CONTROL AND STERILIZATION, and HOSPITAL STAFFING. Below the tabs, there are sections for DOCUMENTED PROCEDURES and HEALTHCARE OUTCOMES. The form contains several questions and upload fields. Annotations include a green circle around the 'HEALTHCARE OUTCOMES' tab and a red circle around the 'SUPPORT SERVICES' tab. Red arrows point from the 'SUPPORT SERVICES' tab to the 'INFECTION CONTROL AND STERILIZATION' and 'HOSPITAL STAFFING' tabs. Two callout boxes provide instructions: one about (!) symbols indicating errors, and another about clicking on tabs with (!) symbols to rectify errors.

AB PMJAY Quality Certificate

INFORMATION ! ABPMJAY ! CLINICAL SERVICES ! STATUTORY COMPLIANCE ! SUPPORT SERVICES ! INFECTION CONTROL AND STERILIZATION ! HOSPITAL STAFFING !

DOCUMENTED PROCEDURES ! HEALTHCARE OUTCOMES !

1. Does the hospital...
2. Does the hospital...
3. Does the nomination...

4. Does the nominated AB PMJAY team has a member from administration department?*

5. Does the hospitals maintain proper medical records maintained for AB PMJAY patients?*

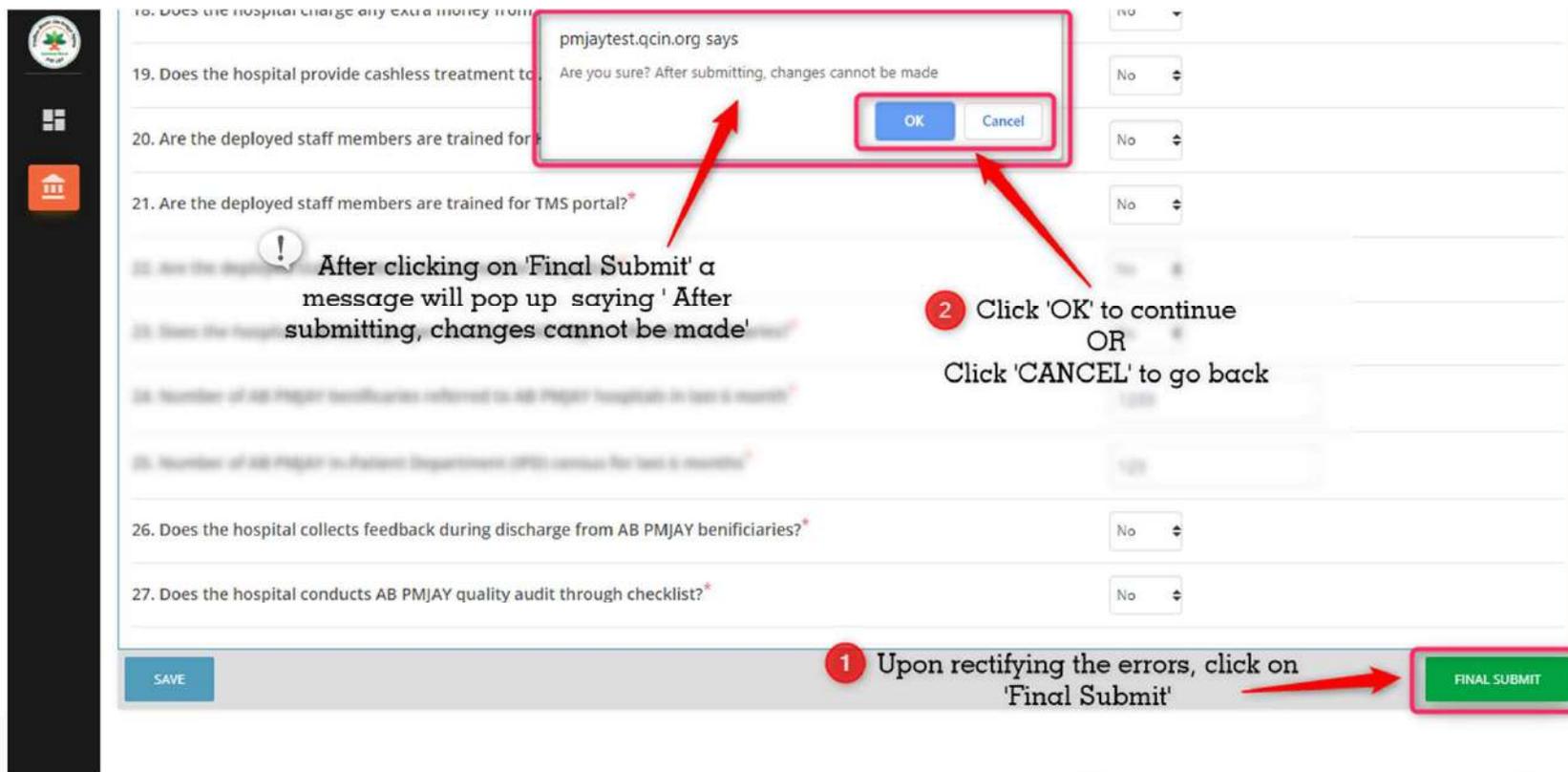
Pre authorization form, diagnostic reports and clinical notes, etc... to be uploaded

Upload medical record for patient 1*
Upload medical record for patient 2*
Upload medical record for patient 3*

6. Is AB PMJAY claim process documented in the hospital's policies?*

pmjaytest.qcin.org/#SupportServicesTab

STEPS TO APPLY



The screenshot shows a web form for PM-JAY application. A red box highlights a message box from pmjaytest.qcin.org saying "Are you sure? After submitting, changes cannot be made" with "OK" and "Cancel" buttons. Red arrows point from the "OK" button to the text "Click 'OK' to continue OR Click 'CANCEL' to go back" and from the "Cancel" button to the text "Click 'CANCEL' to go back". Another red arrow points from the "FINAL SUBMIT" button to the text "1 Upon rectifying the errors, click on 'Final Submit'".

19. Does the hospital provide cashless treatment to AB PMJAY beneficiaries? Are you sure? After submitting, changes cannot be made

20. Are the deployed staff members are trained for TMS portal?

21. Are the deployed staff members are trained for TMS portal?

22. Are the deployed staff members are trained for TMS portal?

23. Are the deployed staff members are trained for TMS portal?

24. Number of AB PMJAY beneficiaries referred to AB PMJAY hospitals in last 6 months?

25. Number of AB PMJAY in Patient Department (IPD) census for last 6 months?

26. Does the hospital collects feedback during discharge from AB PMJAY beneficiaries?

27. Does the hospital conducts AB PMJAY quality audit through checklist?

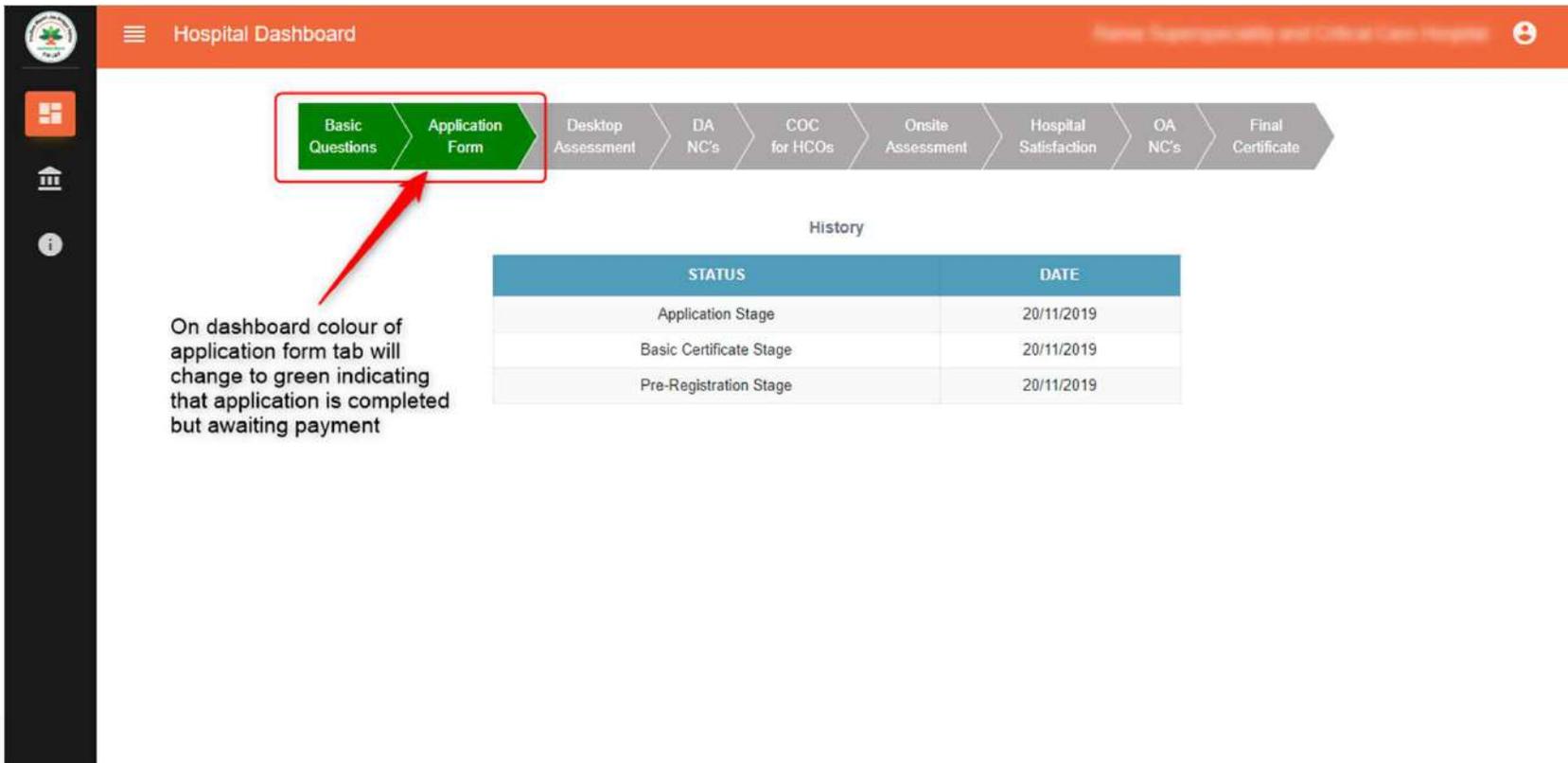
SAVE

After clicking on 'Final Submit' a message will pop up saying 'After submitting, changes cannot be made'

2 Click 'OK' to continue OR Click 'CANCEL' to go back

1 Upon rectifying the errors, click on 'Final Submit'

STEPS TO APPLY



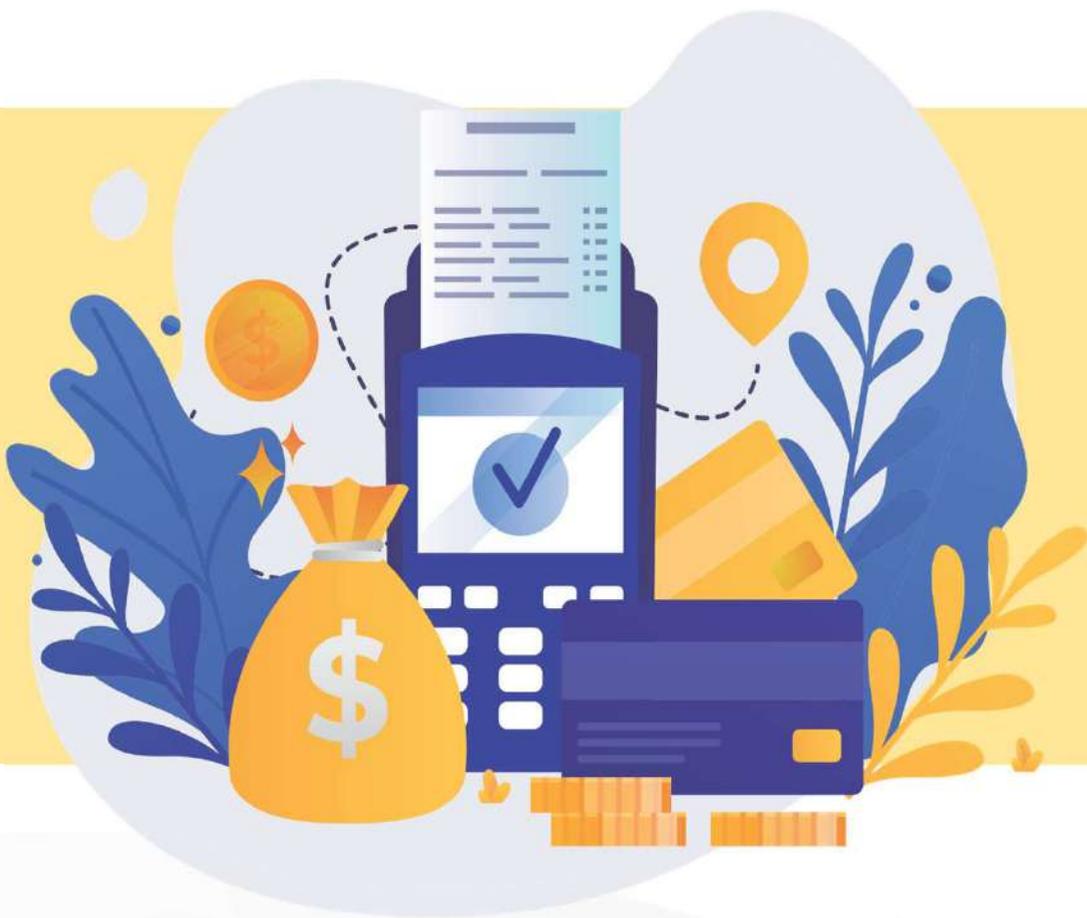
Hospital Dashboard

Steps: Basic Questions, Application Form, Desktop Assessment, DA NC's, COC for HCOs, Onsite Assessment, Hospital Satisfaction, OA NC's, Final Certificate

History

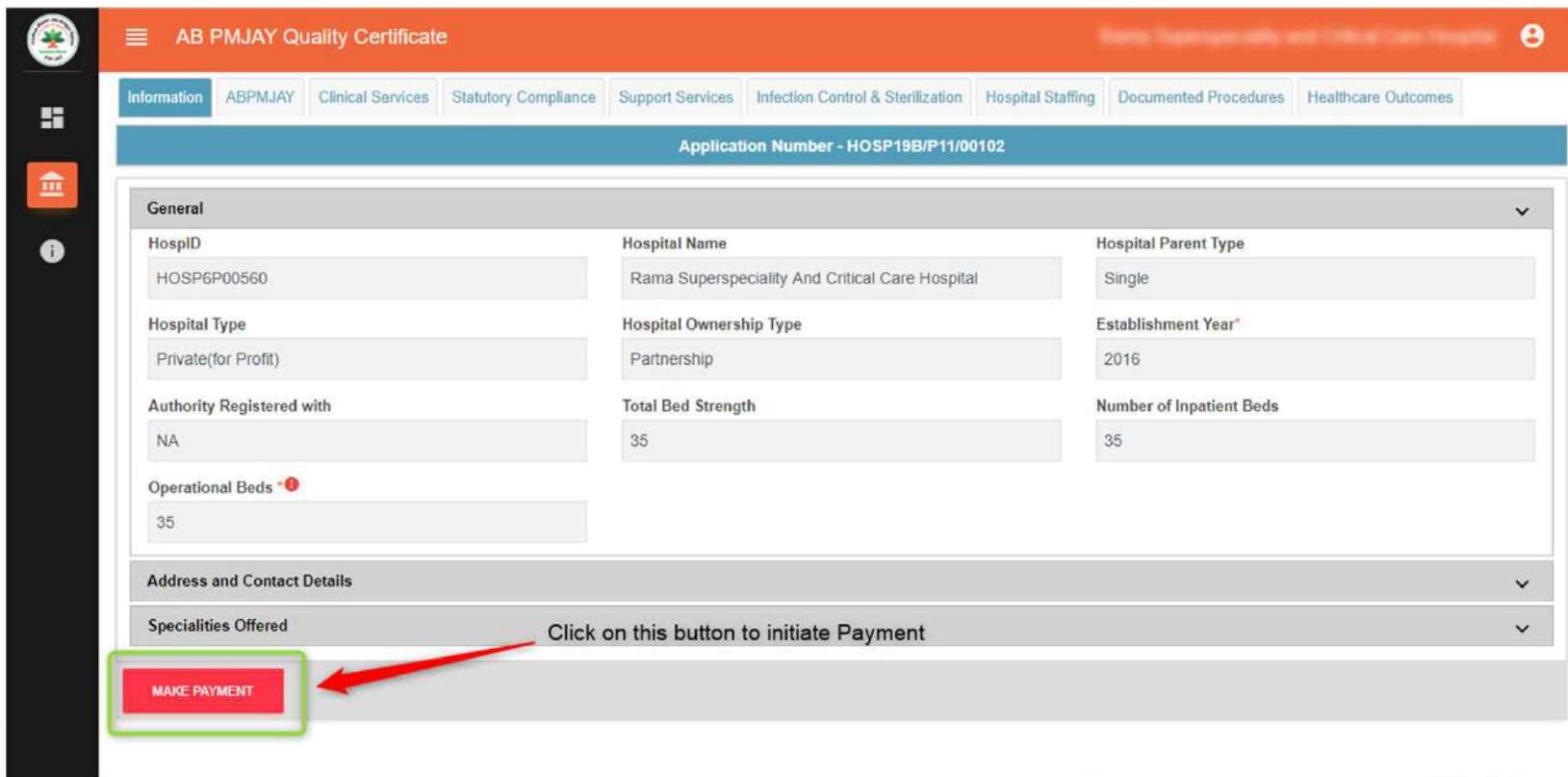
| STATUS | DATE |
|-------------------------|------------|
| Application Stage | 20/11/2019 |
| Basic Certificate Stage | 20/11/2019 |
| Pre-Registration Stage | 20/11/2019 |

On dashboard colour of application form tab will change to green indicating that application is completed but awaiting payment



Make Payment (only for bronze)

STEPS FOR PAYMENT



The screenshot displays the 'AB PMJAY Quality Certificate' portal. The top navigation bar is orange and contains the text 'AB PMJAY Quality Certificate' and 'Home, Transparency and Critical Care Hospital'. Below this, a horizontal menu lists various categories: Information, ABPMJAY, Clinical Services, Statutory Compliance, Support Services, Infection Control & Sterilization, Hospital Staffing, Documented Procedures, and Healthcare Outcomes. A blue banner indicates the 'Application Number - HOSP19B/P11/00102'. The main content area is divided into sections: 'General', 'Address and Contact Details', and 'Specialities Offered'. The 'General' section contains a grid of input fields for hospital details. A red arrow points to a 'MAKE PAYMENT' button at the bottom left, with the text 'Click on this button to initiate Payment' next to it.

| General | | |
|---------------------------|------------------------------------------------|--------------------------|
| HospID | Hospital Name | Hospital Parent Type |
| HOSP6P00560 | Rama Superspecialty And Critical Care Hospital | Single |
| Hospital Type | Hospital Ownership Type | Establishment Year* |
| Private(for Profit) | Partnership | 2016 |
| Authority Registered with | Total Bed Strength | Number of Inpatient Beds |
| NA | 35 | 35 |
| Operational Beds ⓘ | | |
| 35 | | |

Address and Contact Details

Specialities Offered

Click on this button to initiate Payment

MAKE PAYMENT

STEPS FOR PAYMENT

 AB PMJAY Quality Certificate 8

Payment

Billing information

Name: Hospital Country: India Email:

State: HARYANA District: KARNAL Pincode:

Mobile Number: Address:

PAN GSTIN

Enter PAN Enter GST No.

1 Fill in your basic details

Shipping information (optional)

Shipping Name Shipping Country Shipping State Shipping District

Shipping Zip Shipping Tel: Shipping Address

Address

Thank you for registering with us. Your final amount will be Rs + 18% GST = Rs

Click on pay to proceed further

2 Click on 'PAY' button to go to Payment Gate 

STEPS FOR PAYMENT

Notes (Optional)

My Billing and Shipping address are different.

Payment Information

Credit Card > Card Number 

Debit Cards

Net Banking

Paytm

Wallet

UPI

NEFT / RTGS

Expiry Date Month Year CVV 576

Save your cards with CCAvenue Checkout for future payments (Note: We do not store your CVV/CVC number.)

I agree with the [Privacy Policy](#) by proceeding with this payment.

INR (Total Amount Payable)

1 Select preferred payment option and fill in details

2 Click on 'Make Payment'

Checkout login for registered users only.

Enter Username

Enter Password

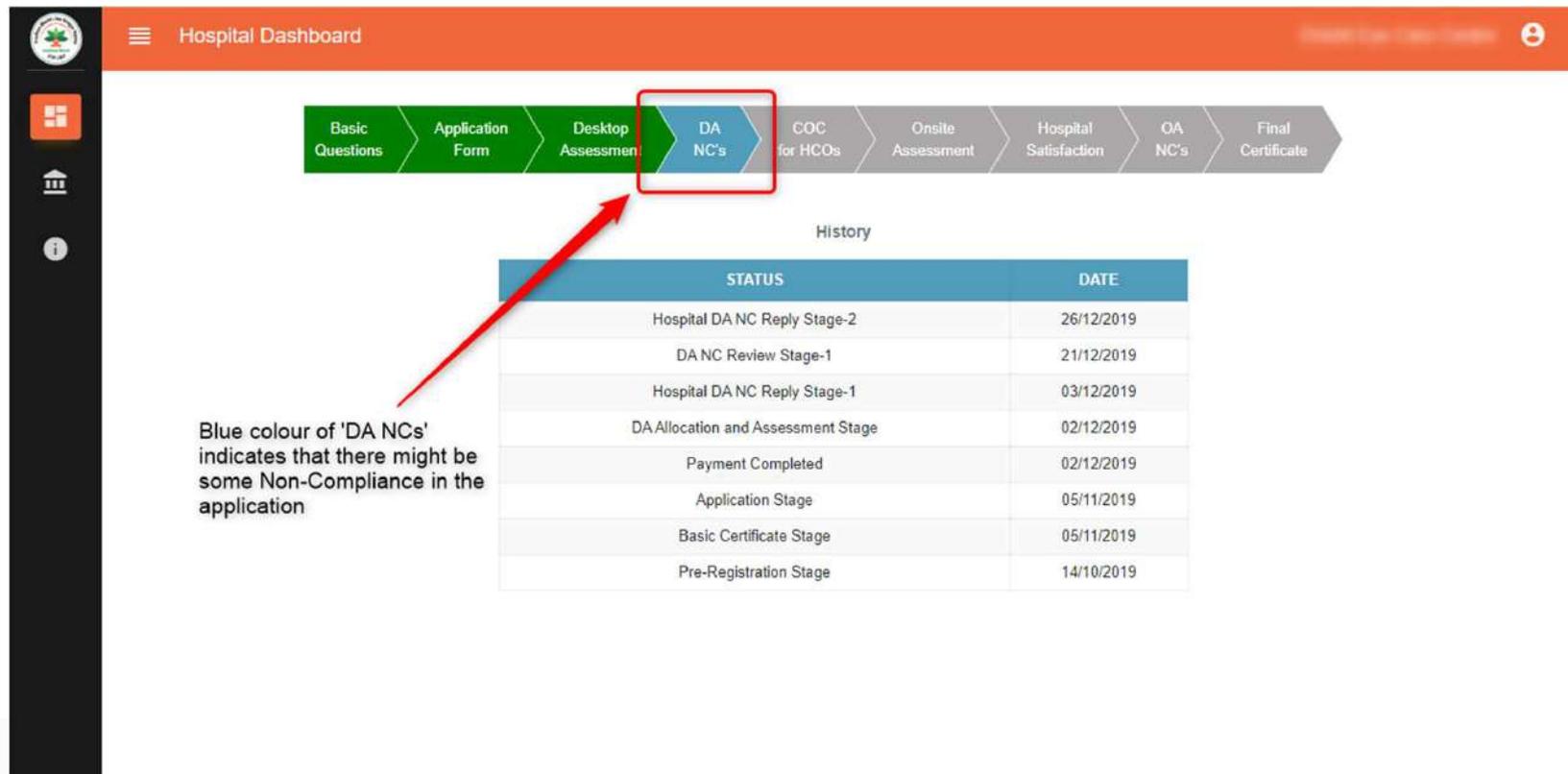
[Forgot Password?](#)

Powered by   

DESKTOP ASSESSMENT AND REVIEW



STEPS TO CHECK STATUS OF APPLICATION

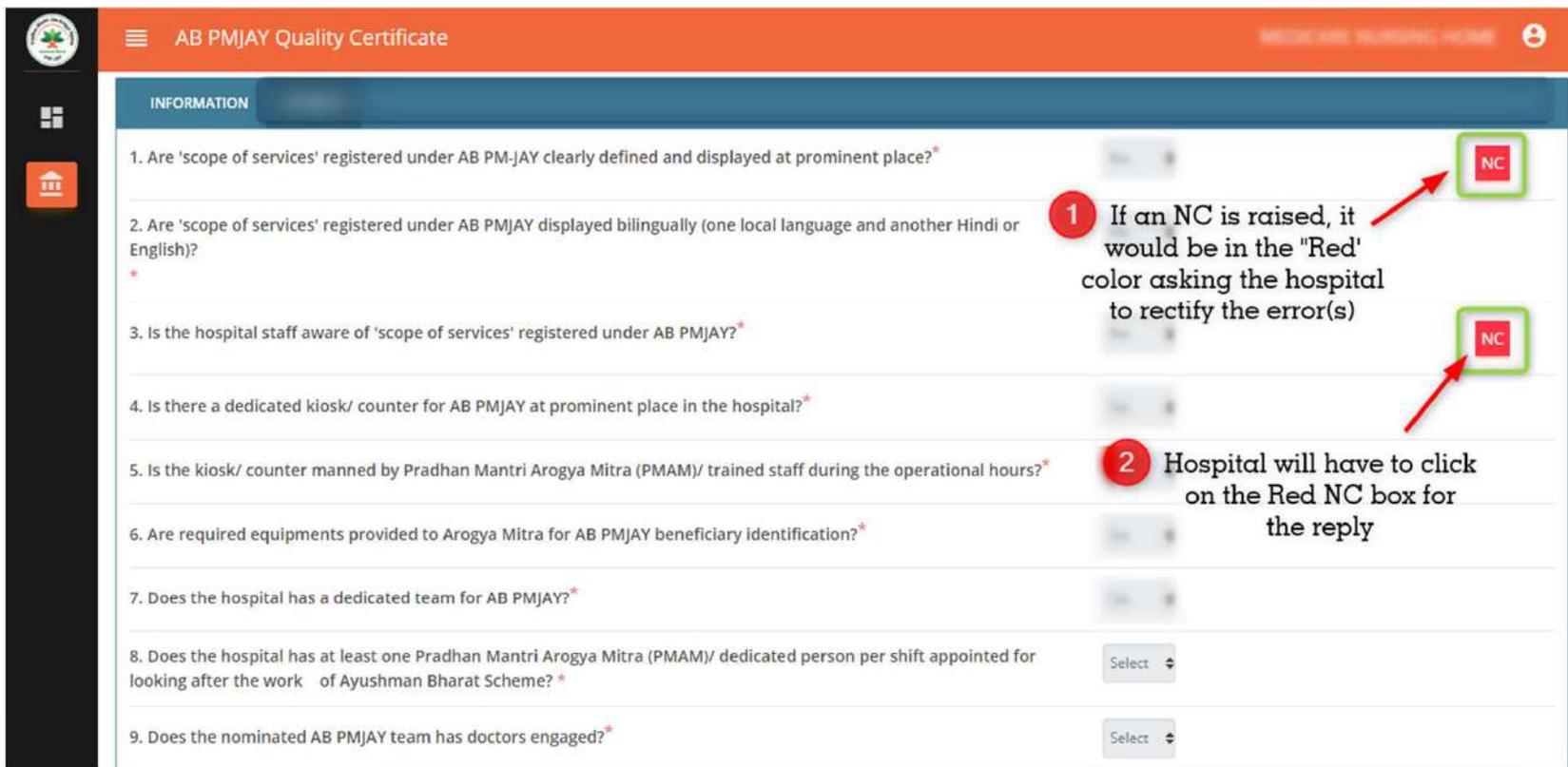


The screenshot shows a 'Hospital Dashboard' interface. At the top, there is a navigation bar with a hamburger menu, the text 'Hospital Dashboard', and a user profile icon. Below this is a horizontal flowchart representing the application process. The steps are: Basic Questions, Application Form, Desktop Assessment, DA NC's, COC for HCOs, Onsite Assessment, Hospital Satisfaction, OA NC's, and Final Certificate. The 'DA NC's' step is highlighted with a red box and a red arrow pointing to it. Below the flowchart is a 'History' table with two columns: 'STATUS' and 'DATE'. The table contains the following entries:

| STATUS | DATE |
|------------------------------------|------------|
| Hospital DA NC Reply Stage-2 | 26/12/2019 |
| DA NC Review Stage-1 | 21/12/2019 |
| Hospital DA NC Reply Stage-1 | 03/12/2019 |
| DA Allocation and Assessment Stage | 02/12/2019 |
| Payment Completed | 02/12/2019 |
| Application Stage | 05/11/2019 |
| Basic Certificate Stage | 05/11/2019 |
| Pre-Registration Stage | 14/10/2019 |

Blue colour of 'DA NC's' indicates that there might be some Non-Compliance in the application

STEPS TO REPLY NC



AB PMJAY Quality Certificate

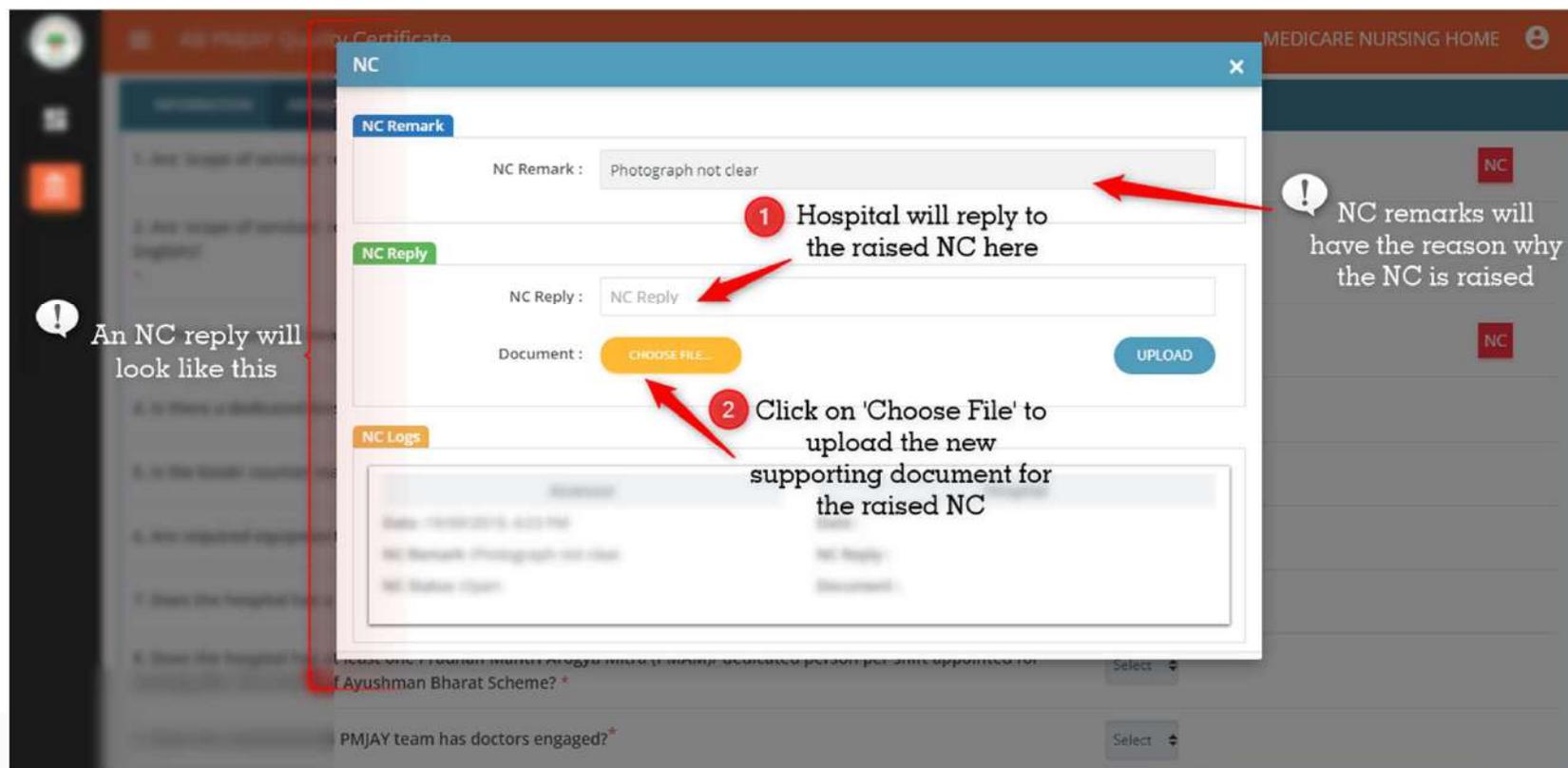
INFORMATION

1. Are 'scope of services' registered under AB PM-JAY clearly defined and displayed at prominent place?*
2. Are 'scope of services' registered under AB PMJAY displayed bilingually (one local language and another Hindi or English)?*
3. Is the hospital staff aware of 'scope of services' registered under AB PMJAY?*
4. Is there a dedicated kiosk/ counter for AB PMJAY at prominent place in the hospital?*
5. Is the kiosk/ counter manned by Pradhan Mantri Arogya Mitra (PMAM)/ trained staff during the operational hours?*
6. Are required equipments provided to Arogya Mitra for AB PMJAY beneficiary identification?*
7. Does the hospital has a dedicated team for AB PMJAY?*
8. Does the hospital has at least one Pradhan Mantri Arogya Mitra (PMAM)/ dedicated person per shift appointed for looking after the work of Ayushman Bharat Scheme? *
9. Does the nominated AB PMJAY team has doctors engaged?*

1 If an NC is raised, it would be in the "Red" color asking the hospital to rectify the error(s)

2 Hospital will have to click on the Red NC box for the reply

STEPS TO REPLY NC



The screenshot shows a web application interface for replying to a Non-Conformance (NC). A modal window titled "NC" is open, displaying the following fields:

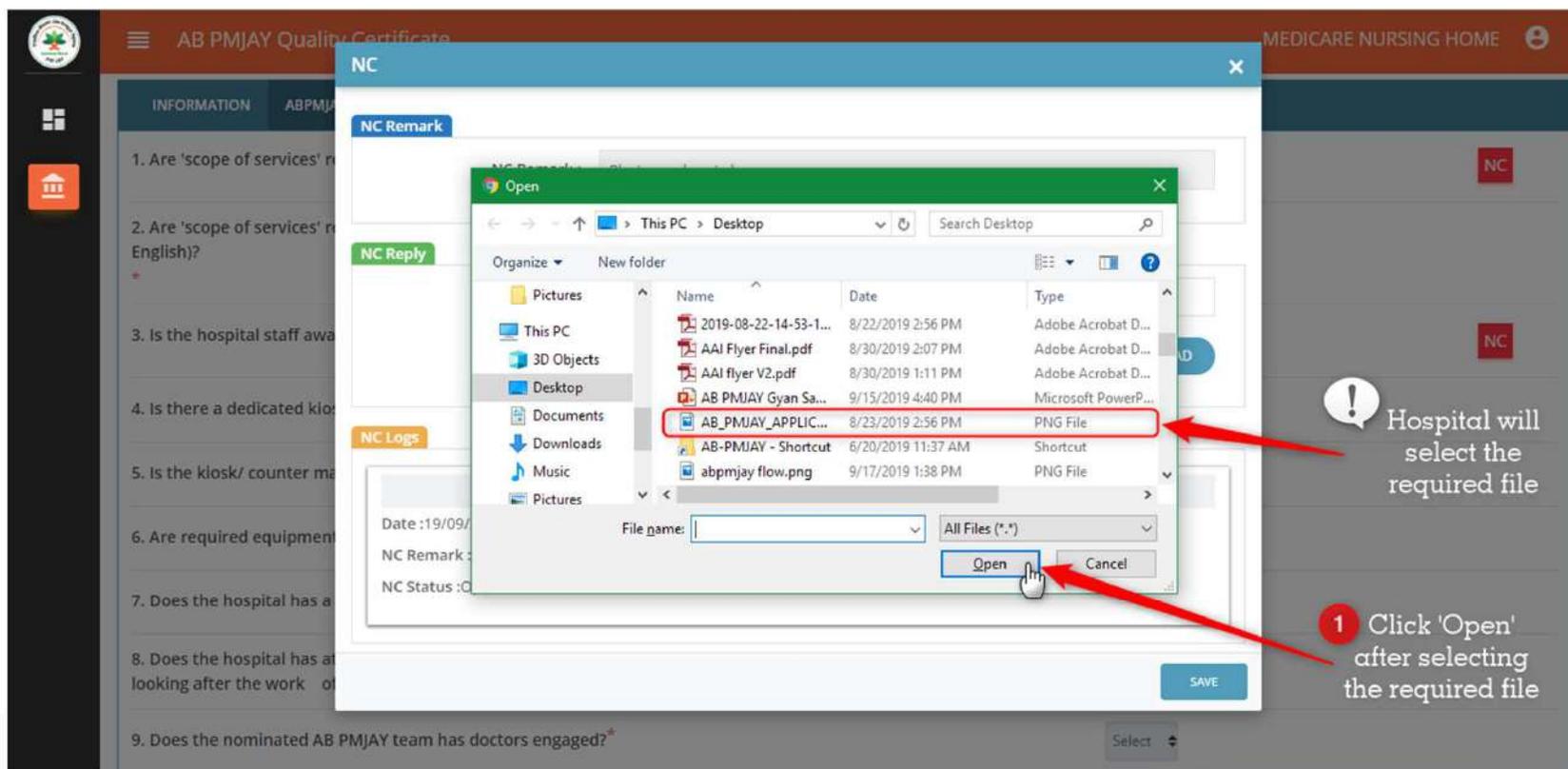
- NC Remark:** Photograph not clear
- NC Reply:** NC Reply
- Document:** CHOOSE FILE... (with an UPLOAD button)
- NC Logs:** A table with columns for ID, NC Remark, NC Reply, and Document.

Annotations and instructions:

- 1** Hospital will reply to the raised NC here (points to the NC Reply field)
- 2** Click on 'Choose File' to upload the new supporting document for the raised NC (points to the CHOOSE FILE... button)
- NC remarks will have the reason why the NC is raised (points to the NC Remark field)
- An NC reply will look like this (points to the entire modal window)

The background shows a list of NCs with columns for ID, NC Remark, NC Reply, and Document. The text "Medicare Nursing Home" is visible in the top right corner of the application.

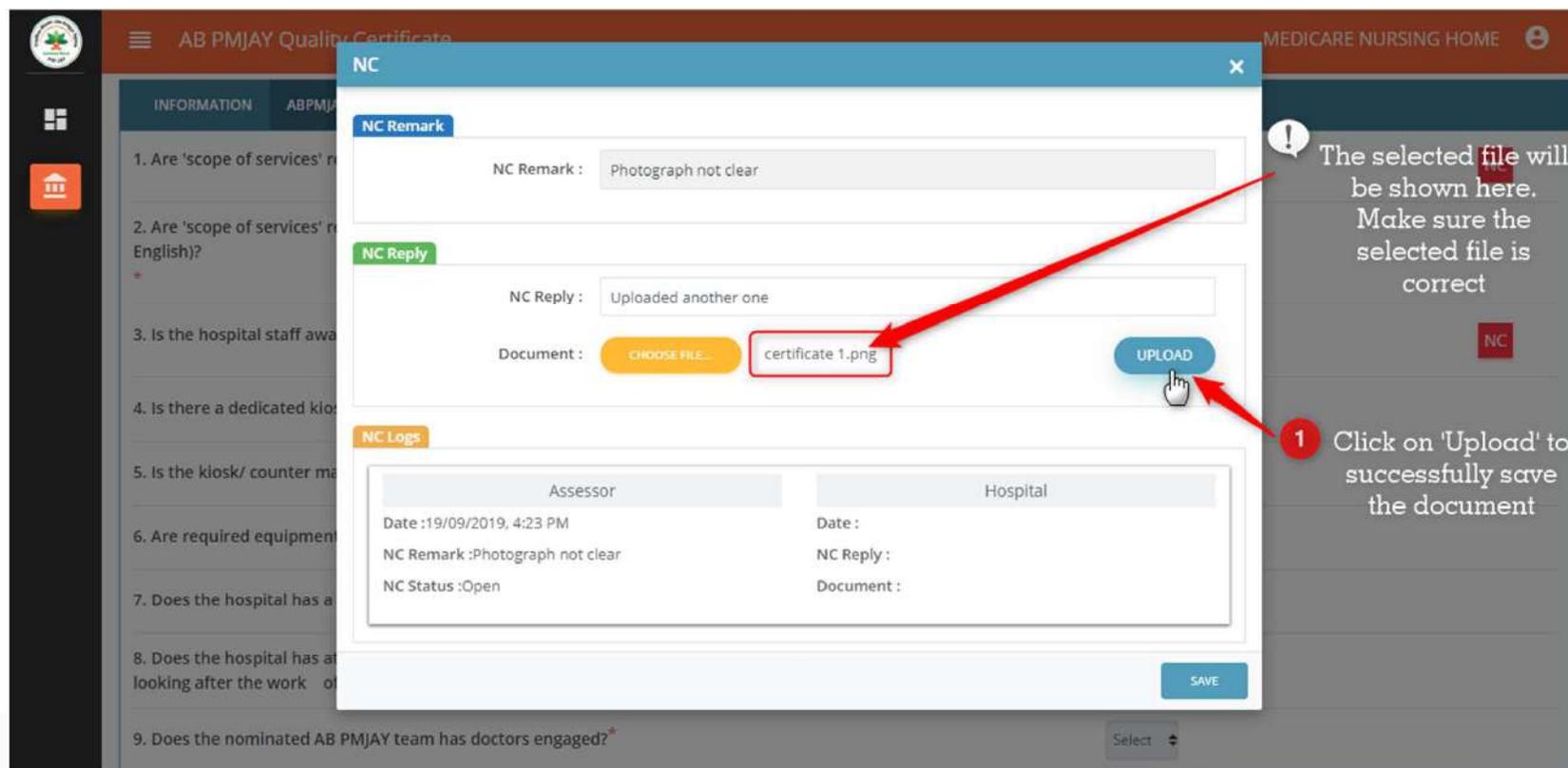
STEPS TO REPLY NC



The screenshot displays the 'AB PMJAY Quality Certificate' portal interface. The 'NC Remark' section is visible, and the 'NC Reply' section is active. An 'Open' file dialog is open, showing the 'Desktop' folder. The file 'AB_PMJAY_APPLIC...' is selected and highlighted with a red box. A red arrow points to the 'Open' button. A callout box with a warning icon says 'Hospital will select the required file'. A numbered step '1 Click 'Open' after selecting the required file' also points to the 'Open' button.

| Name | Date | Type |
|-----------------------|--------------------|---------------------|
| 2019-08-22-14-53-1... | 8/22/2019 2:56 PM | Adobe Acrobat D... |
| AAI Flyer Final.pdf | 8/30/2019 2:07 PM | Adobe Acrobat D... |
| AAI flyer V2.pdf | 8/30/2019 1:11 PM | Adobe Acrobat D... |
| AB PMJAY Gyan Sa... | 9/15/2019 4:40 PM | Microsoft PowerP... |
| AB_PMJAY_APPLIC... | 8/23/2019 2:56 PM | PNG File |
| AB-PMJAY - Shortcut | 6/20/2019 11:37 AM | Shortcut |
| abpmjay flow.png | 9/17/2019 1:38 PM | PNG File |

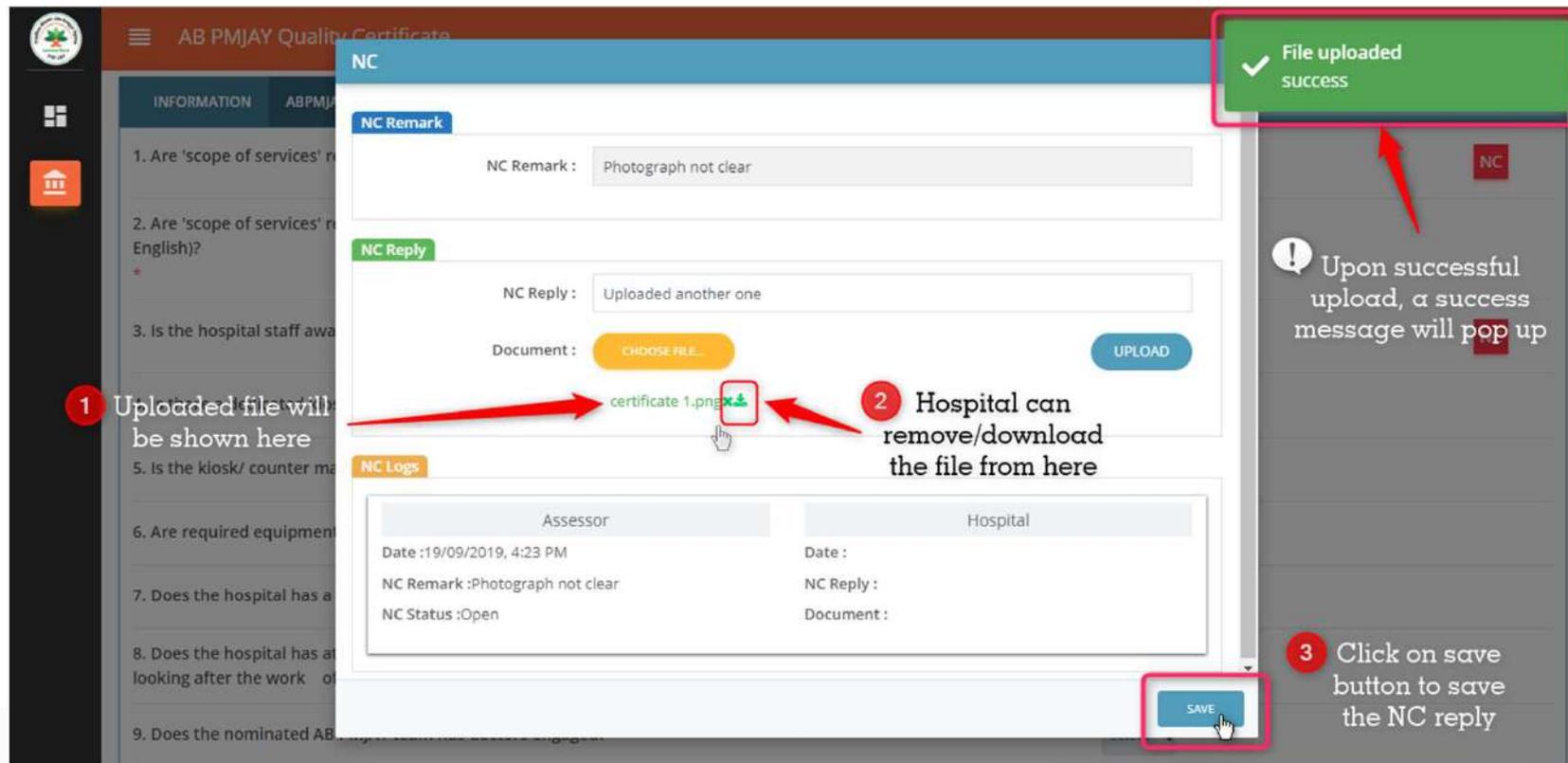
STEPS TO REPLY NC



The screenshot shows the 'NC' (Non-Conformance) reply interface. The 'NC Remark' field contains 'Photograph not clear'. The 'NC Reply' field contains 'Uploaded another one'. The 'Document' field shows a file named 'certificate 1.png' selected. A red arrow points from the 'UPLOAD' button to the 'certificate 1.png' file name. Another red arrow points from the 'UPLOAD' button to the text 'Click on 'Upload' to successfully save the document'. A warning icon and text state: 'The selected file will be shown here. Make sure the selected file is correct'. The 'NC Logs' table is visible at the bottom of the modal.

| Assessor | Hospital |
|---------------------------------|------------|
| Date :19/09/2019, 4:23 PM | Date : |
| NC Remark :Photograph not clear | NC Reply : |
| NC Status :Open | Document : |

STEPS TO REPLY NC



1 Uploaded file will be shown here

2 Hospital can remove/download the file from here

3 Click on save button to save the NC reply

File uploaded success

Upon successful upload, a success message will pop up

NC Remark

NC Remark : Photograph not clear

NC Reply

NC Reply : Uploaded another one

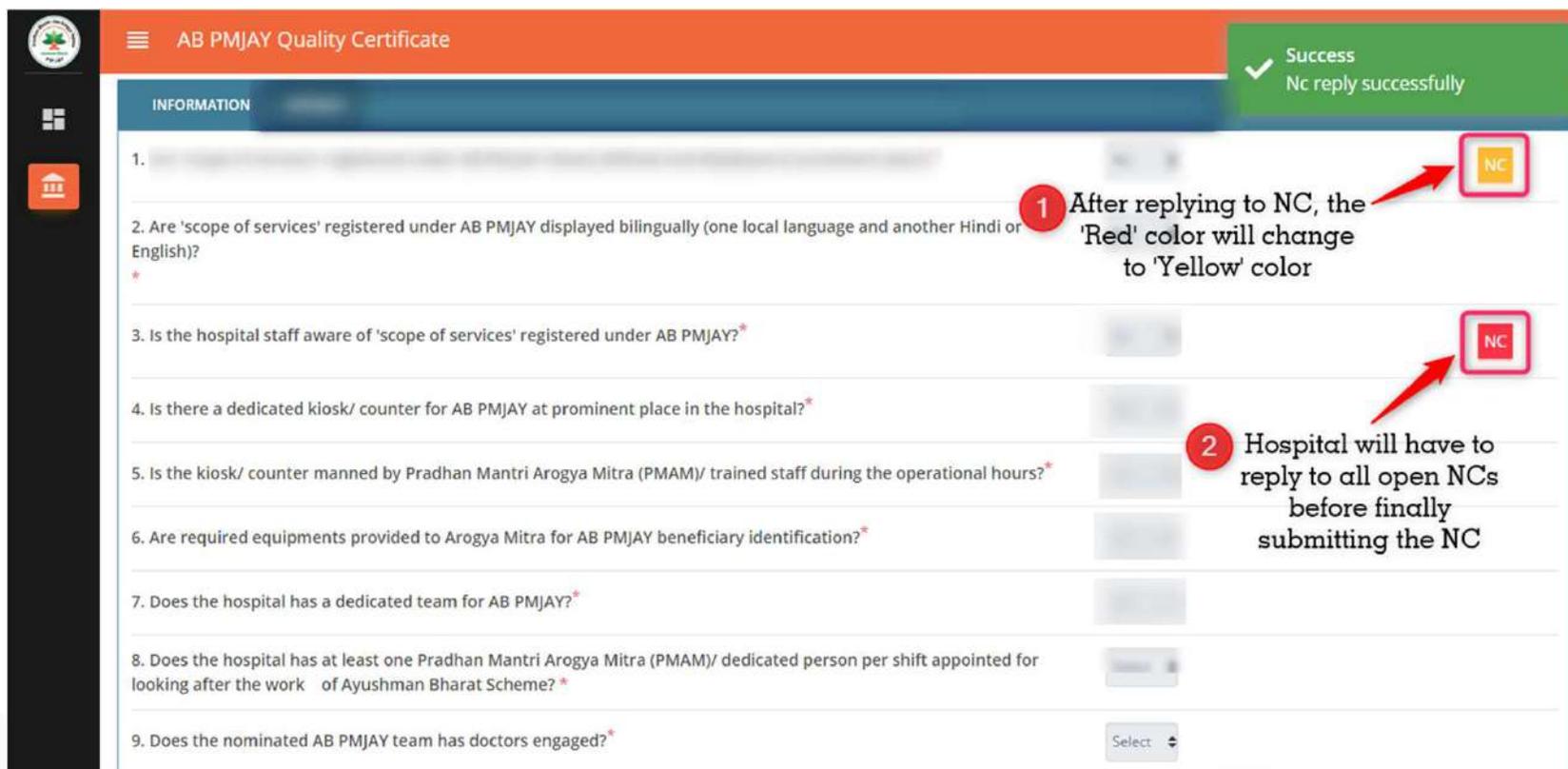
Document :

certificate 1.png

NC Logs

| Assessor | Hospital |
|----------------------------------|------------|
| Date : 19/09/2019, 4:23 PM | Date : |
| NC Remark : Photograph not clear | NC Reply : |
| NC Status : Open | Document : |

STEPS TO REPLY NC



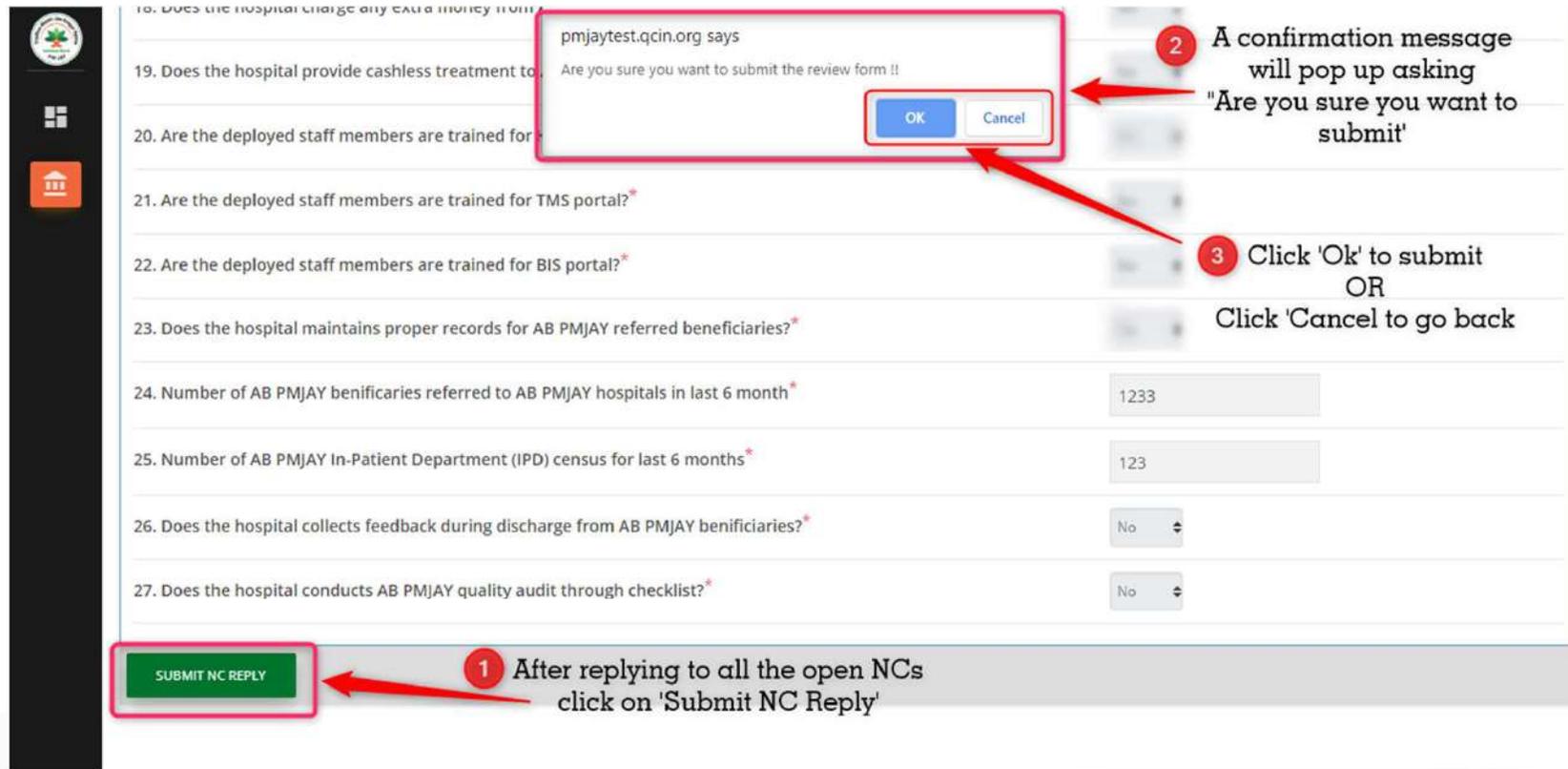
The screenshot displays the 'AB PMJAY Quality Certificate' interface. At the top right, a green notification box states 'Success Nc reply successfully'. The main content area is titled 'INFORMATION' and lists several questions with corresponding 'NC' (Non-Conformity) status indicators. Two red callouts provide instructions:

- 1** After replying to NC, the 'Red' color will change to 'Yellow' color. (An arrow points from this callout to a yellow 'NC' box next to question 1.)
- 2** Hospital will have to reply to all open NCs before finally submitting the NC. (An arrow points from this callout to a red 'NC' box next to question 2.)

The list of questions includes:

1. [Redacted]
2. Are 'scope of services' registered under AB PMJAY displayed bilingually (one local language and another Hindi or English)? *
3. Is the hospital staff aware of 'scope of services' registered under AB PMJAY? *
4. Is there a dedicated kiosk/ counter for AB PMJAY at prominent place in the hospital? *
5. Is the kiosk/ counter manned by Pradhan Mantri Arogya Mitra (PMAM)/ trained staff during the operational hours? *
6. Are required equipments provided to Arogya Mitra for AB PMJAY beneficiary identification? *
7. Does the hospital has a dedicated team for AB PMJAY? *
8. Does the hospital has at least one Pradhan Mantri Arogya Mitra (PMAM)/ dedicated person per shift appointed for looking after the work of Ayushman Bharat Scheme? *
9. Does the nominated AB PMJAY team has doctors engaged? *

STEPS TO REPLY NC



The screenshot shows a web interface for replying to Non-Conformances (NCs). A sidebar on the left contains navigation icons. The main area lists several NCs with their respective response fields. A modal dialog box is open, asking for confirmation to submit the review form. A 'SUBMIT NC REPLY' button is highlighted at the bottom.

| NC ID | Question | Response |
|-------|------------------------------------------------------------------------------------|----------|
| 19 | Does the hospital provide cashless treatment to... | |
| 20 | Are the deployed staff members are trained for... | |
| 21 | Are the deployed staff members are trained for TMS portal?* | |
| 22 | Are the deployed staff members are trained for BIS portal?* | |
| 23 | Does the hospital maintains proper records for AB PMJAY referred beneficiaries?* | |
| 24 | Number of AB PMJAY beneficiaries referred to AB PMJAY hospitals in last 6 month* | 1233 |
| 25 | Number of AB PMJAY In-Patient Department (IPD) census for last 6 months* | 123 |
| 26 | Does the hospital collects feedback during discharge from AB PMJAY beneficiaries?* | No |
| 27 | Does the hospital conducts AB PMJAY quality audit through checklist?* | No |

1 After replying to all the open NCs click on 'Submit NC Reply'

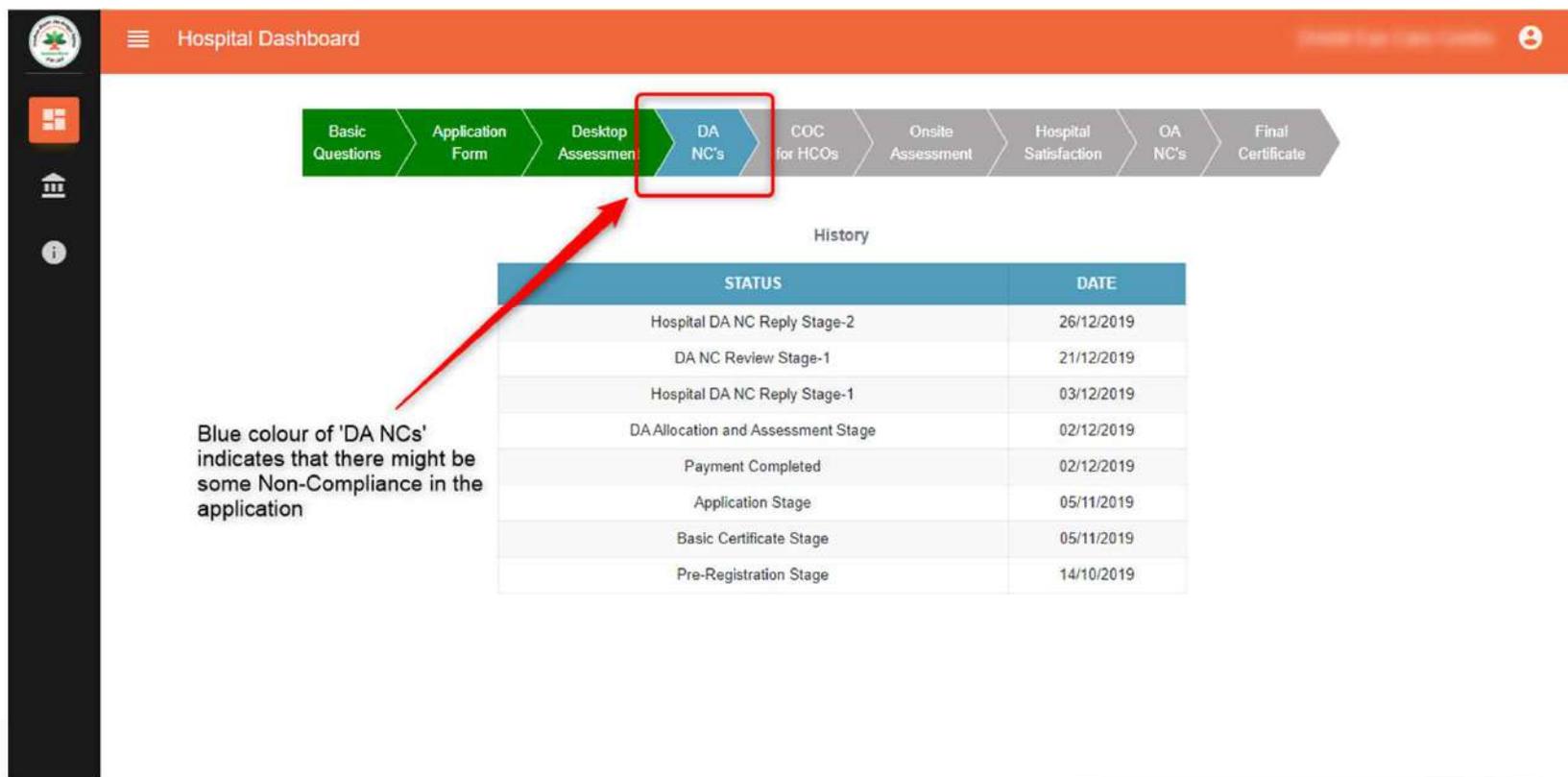
2 A confirmation message will pop up asking "Are you sure you want to submit"

3 Click 'Ok' to submit OR Click 'Cancel to go back'

CHECKING STATUS POST NC REVIEWED



STEPS TO CHECK STATUS POST NC REVIEWED



Hospital Dashboard

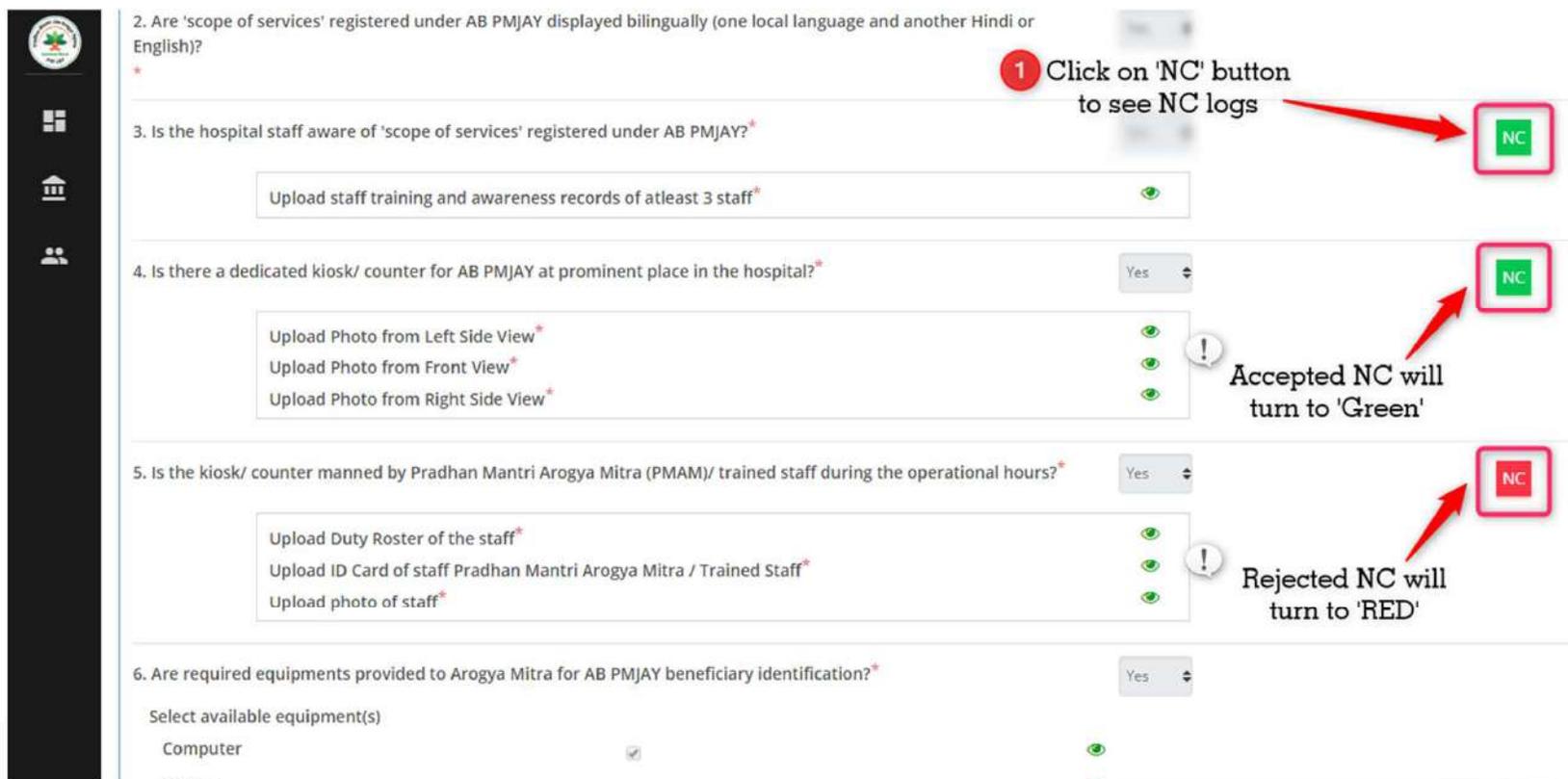
Basic Questions → Application Form → Desktop Assessment → **DA NC's** → COC for HCOs → Onsite Assessment → Hospital Satisfaction → OA NC's → Final Certificate

History

| STATUS | DATE |
|------------------------------------|------------|
| Hospital DA NC Reply Stage-2 | 26/12/2019 |
| DA NC Review Stage-1 | 21/12/2019 |
| Hospital DA NC Reply Stage-1 | 03/12/2019 |
| DA Allocation and Assessment Stage | 02/12/2019 |
| Payment Completed | 02/12/2019 |
| Application Stage | 05/11/2019 |
| Basic Certificate Stage | 05/11/2019 |
| Pre-Registration Stage | 14/10/2019 |

Blue colour of 'DA NC's' indicates that there might be some Non-Compliance in the application

STEPS TO CHECK STATUS POST NC REVIEWED



2. Are 'scope of services' registered under AB PMJAY displayed bilingually (one local language and another Hindi or English)?
*

3. Is the hospital staff aware of 'scope of services' registered under AB PMJAY?*

4. Is there a dedicated kiosk/ counter for AB PMJAY at prominent place in the hospital?*

5. Is the kiosk/ counter manned by Pradhan Mantri Arogya Mitra (PMAM)/ trained staff during the operational hours?*

6. Are required equipments provided to Arogya Mitra for AB PMJAY beneficiary identification?*

Select available equipment(s)

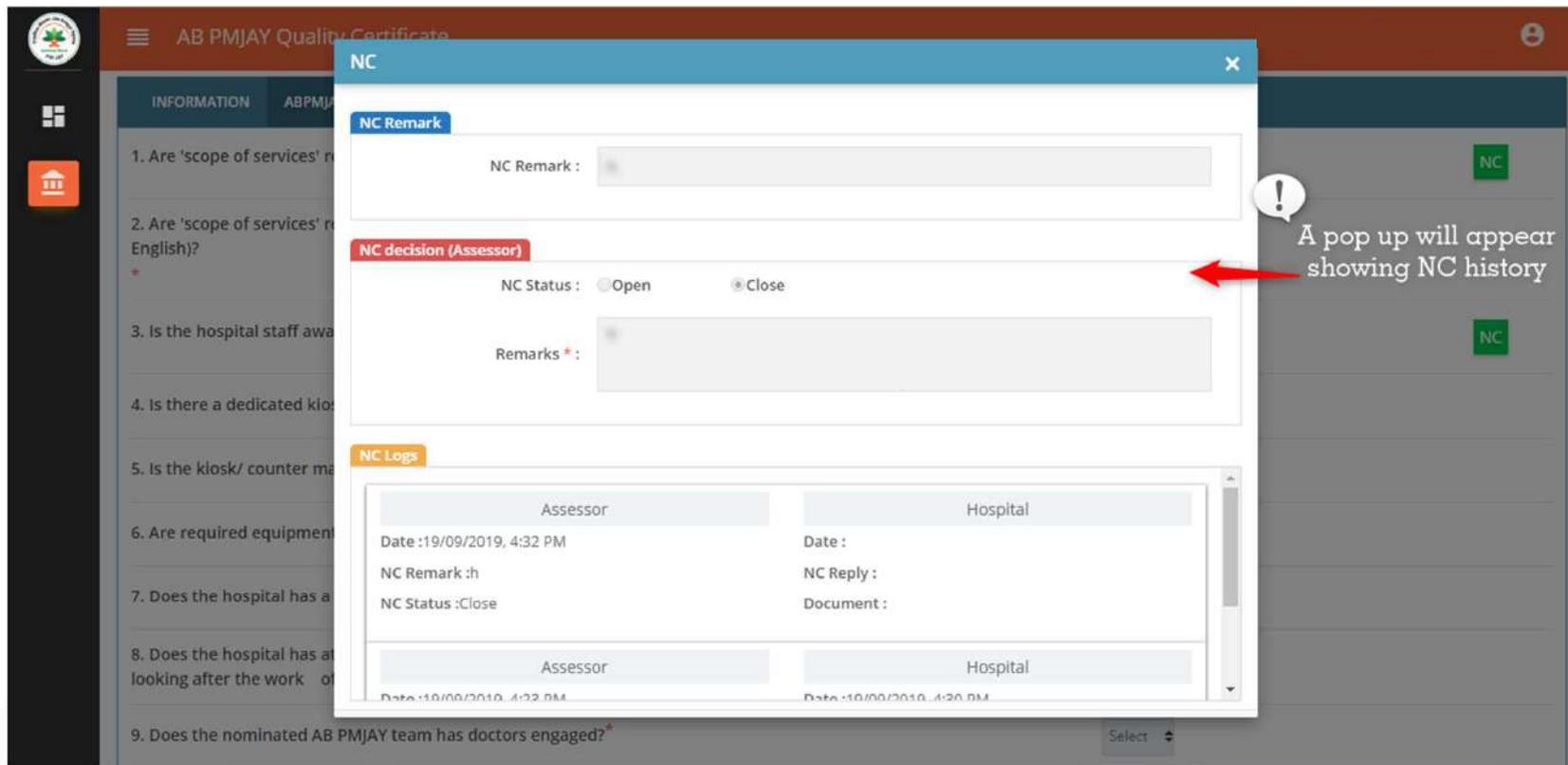
Computer

1 Click on 'NC' button to see NC logs

Accepted NC will turn to 'Green'

Rejected NC will turn to 'RED'

STEPS TO CHECK STATUS POST NC REVIEWED



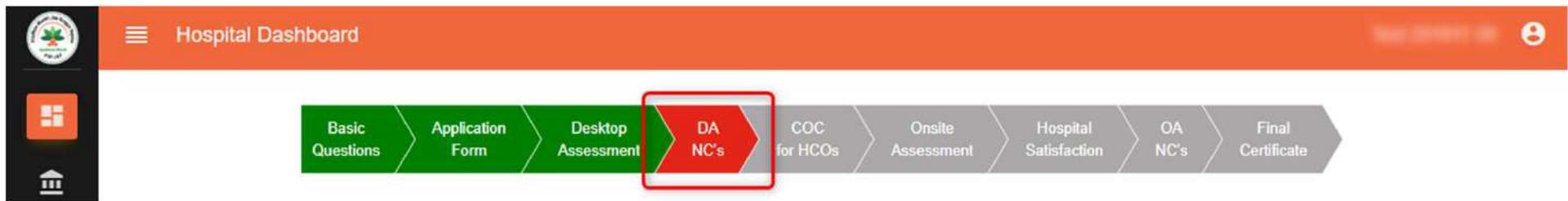
The screenshot displays the 'AB PMJAY Quality Certificate' interface. A pop-up window titled 'NC' is open, showing the following sections:

- NC Remark:** A text input field for the assessor's remark.
- NC decision (Assessor):** Radio buttons for 'Open' and 'Close', with 'Close' selected. Below is a 'Remarks *' text input field.
- NC Logs:** A table with columns for Assessor, Hospital, Date, NC Remark, NC Reply, and Document. Two log entries are visible, both dated 19/09/2019 at 4:23 PM.

A red arrow points to the 'Close' radio button. A callout bubble with an exclamation mark icon contains the text: "A pop up will appear showing NC history".

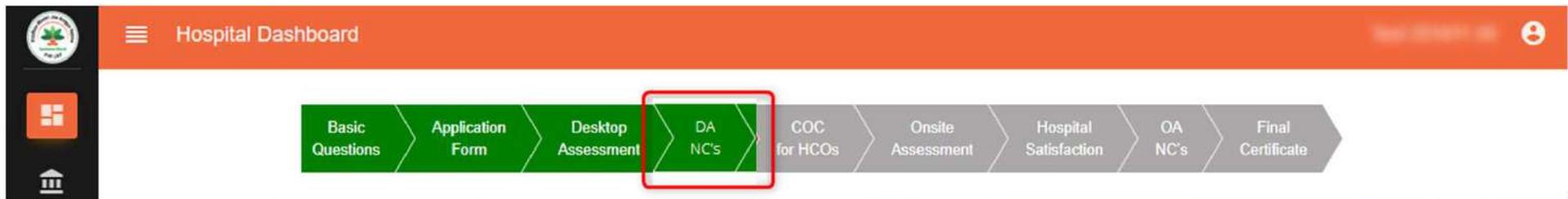
Hospital will have to reply to the remaining NCs in the 2nd round like it did in the 1st round

STEPS TO CHECK STATUS POST NC REVIEWED



Note 1: Red color depict that NC replied by hospital has been rejected and application cannot be processed

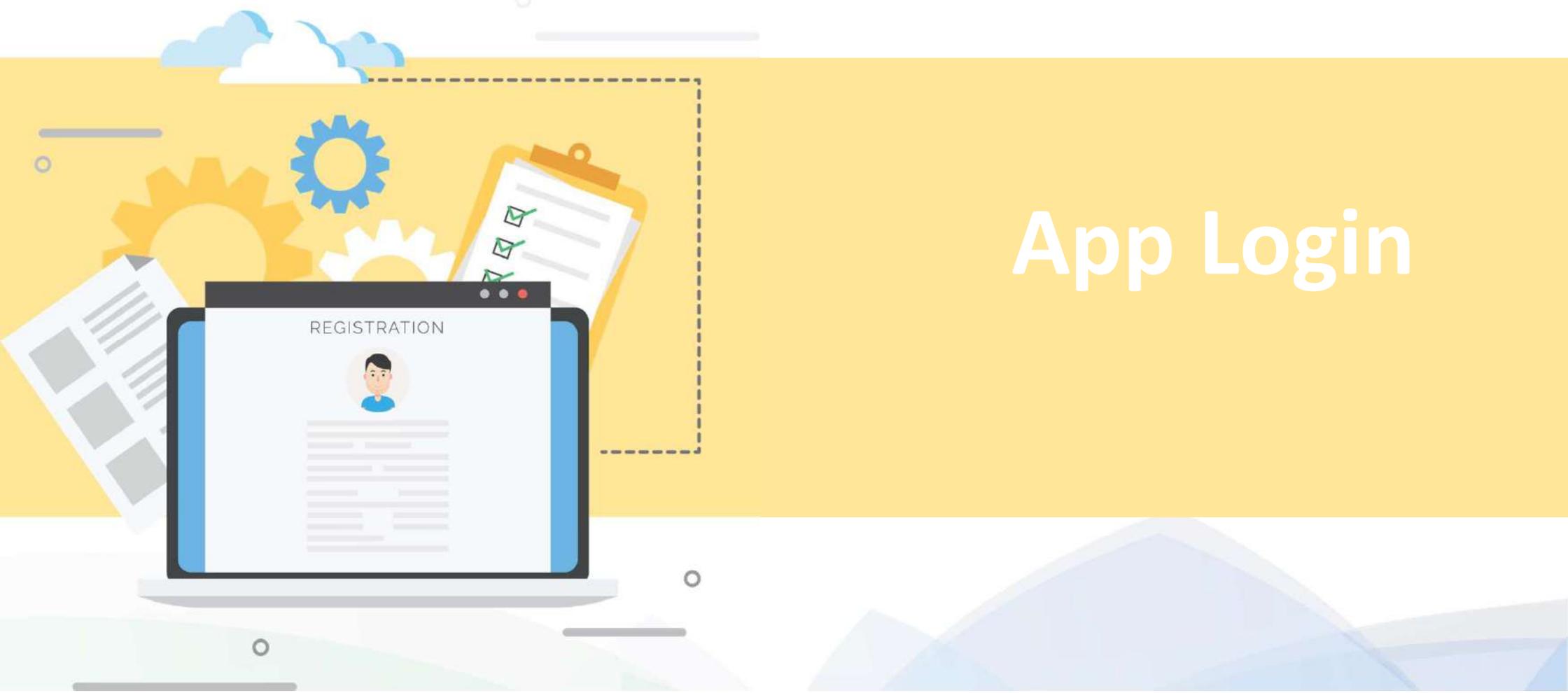
Note 2: Green color depict that NC replied by hospital has been accepted for on-site assessment.





On-site NC Reply (after on-site Assessment)





App Login

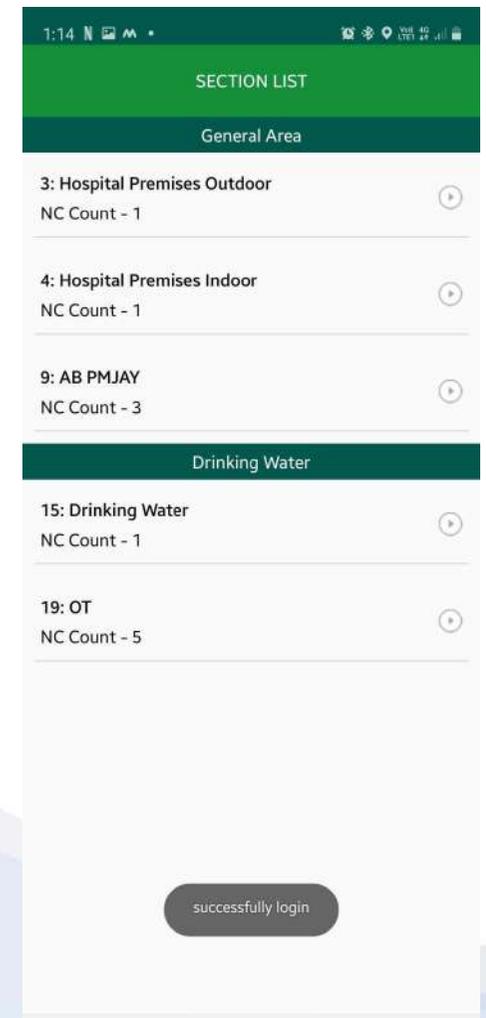
STEPS TO LOGIN IN APP

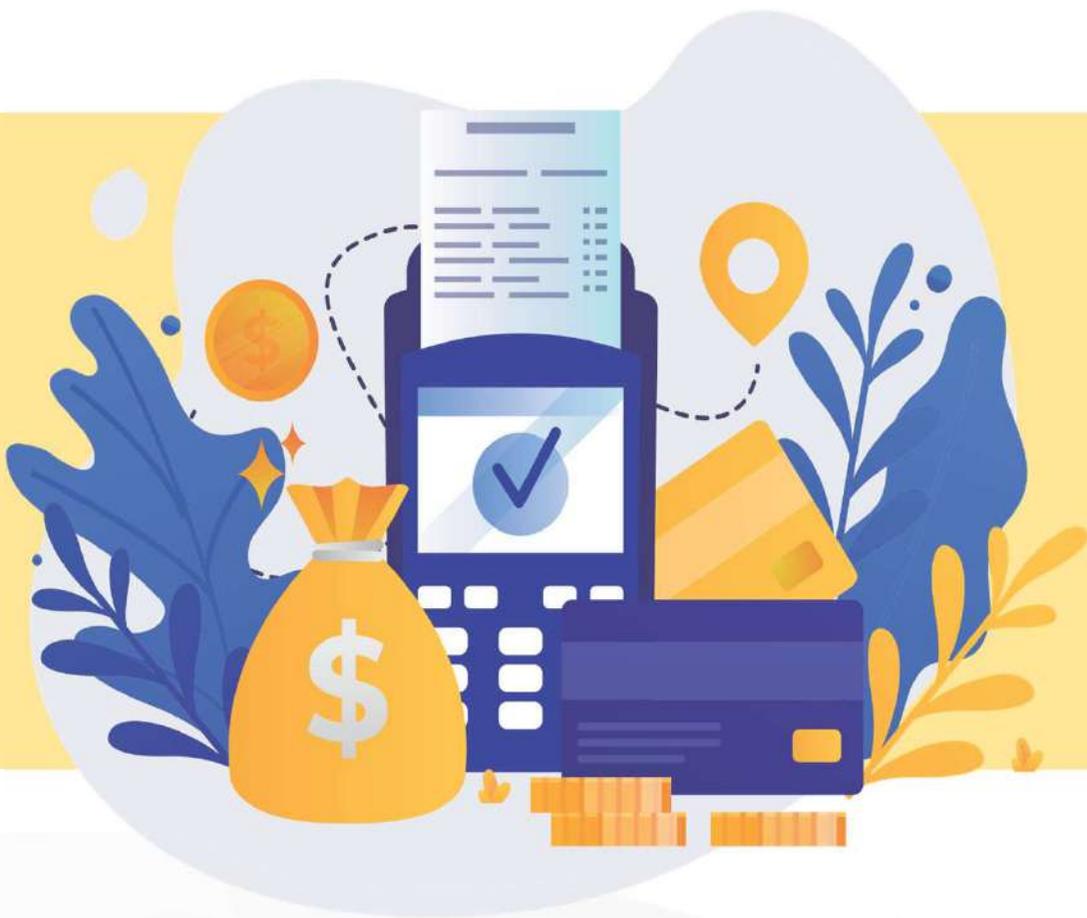
Step 1: Open NHA Hospital App

Step 2: Login using portal credentials

Step 3: Tap on 'Login' button

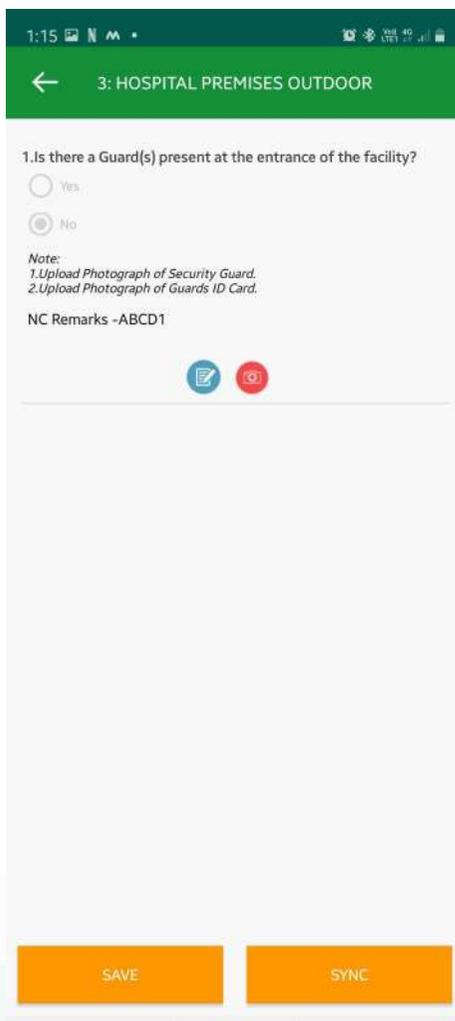
On successful login, a popup will appear and you'll see all the sections in which NCs have been raised by the Assessor





Upload Evidence

STEPS TO UPLOAD EVIDENCE



1:15 4G LTE 27% 100%

← 3: HOSPITAL PREMISES OUTDOOR

1.Is there a Guard(s) present at the entrance of the facility?

Yes

No

Note:
1.Upload Photograph of Security Guard.
2.Upload Photograph of Guards ID Card.

NC Remarks -ABCD1

SAVE SYNC

Step 1: Tap on the section to see the raised NCs

Step 2: Read 'Notes' & 'NC Remarks' carefully

Step 3: Tap the 'Camera' icon to take photo

Step 4: Use back camera of your device to click required evidence then tap 'OK' button to upload else tap 'Retry' to retake image.

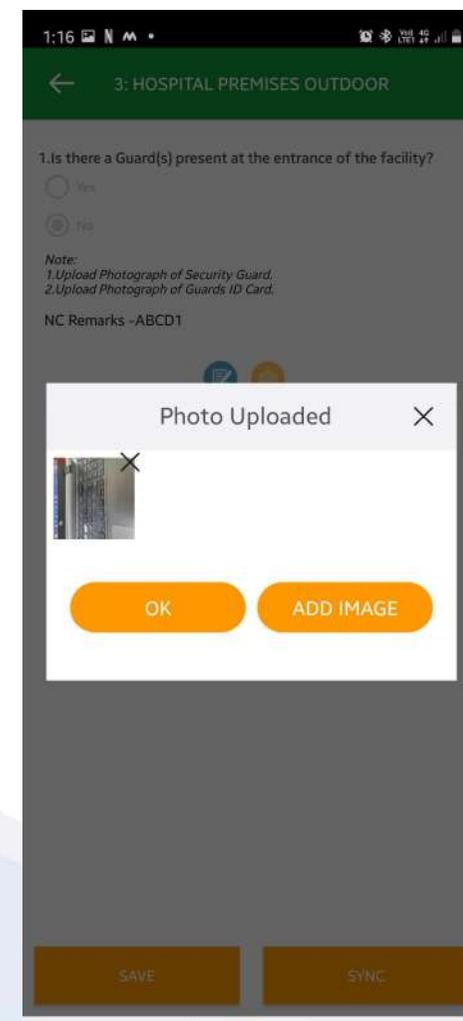
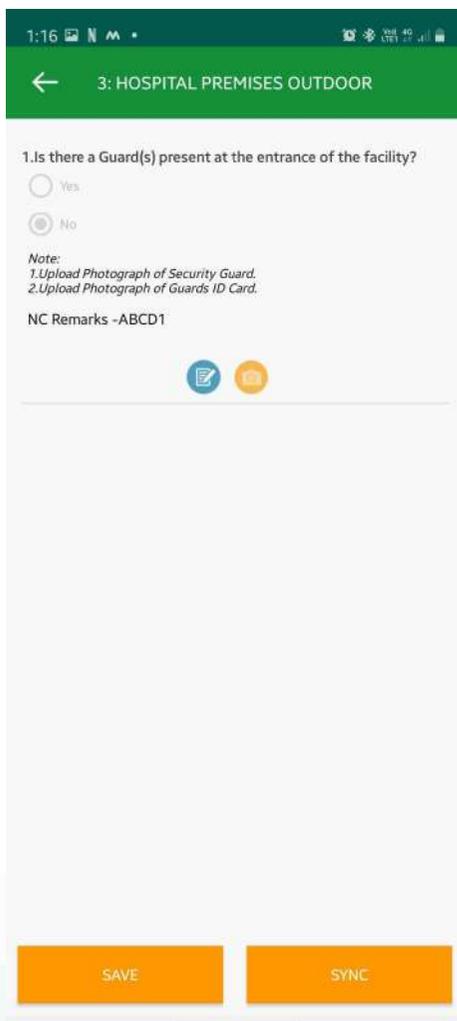


STEPS TO UPLOAD EVIDENCE

The 'Camera Icon' will turn 'Yellow' which shows that more evidences are required to be uploaded

Step 5: Tap on camera icon

Step 6: Popup will appear showing previously uploaded images. Click on 'Add Image' to upload more evidences.

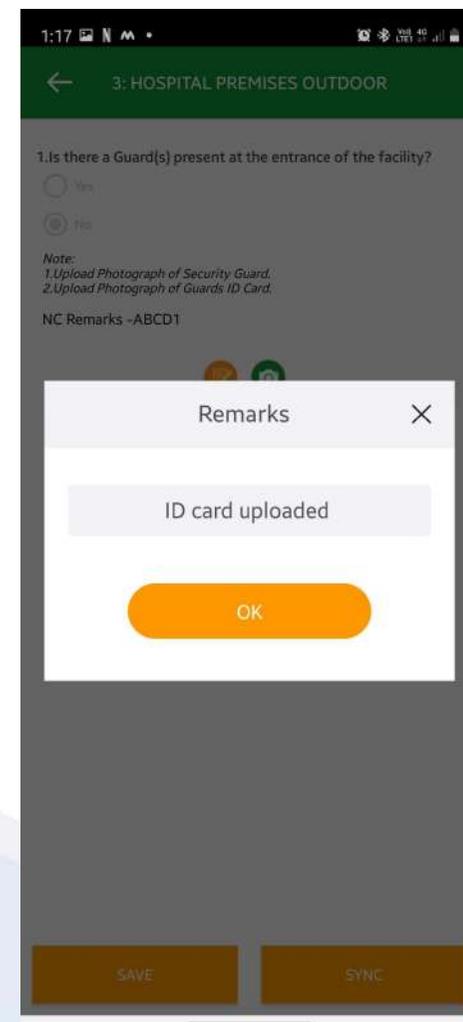
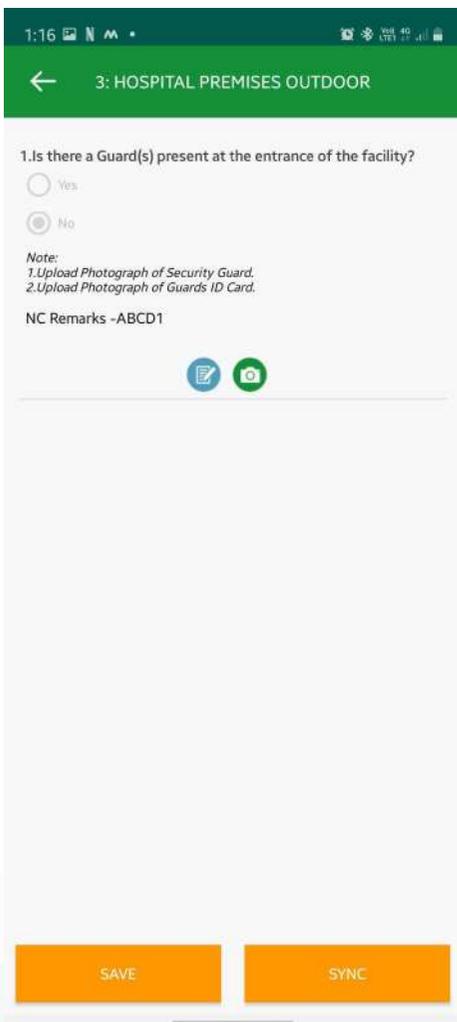


STEPS TO UPLOAD EVIDENCE

The 'Camera Icon' will turn 'Green' which shows that no more evidences are required

Step 7: Tap on Remark Icon

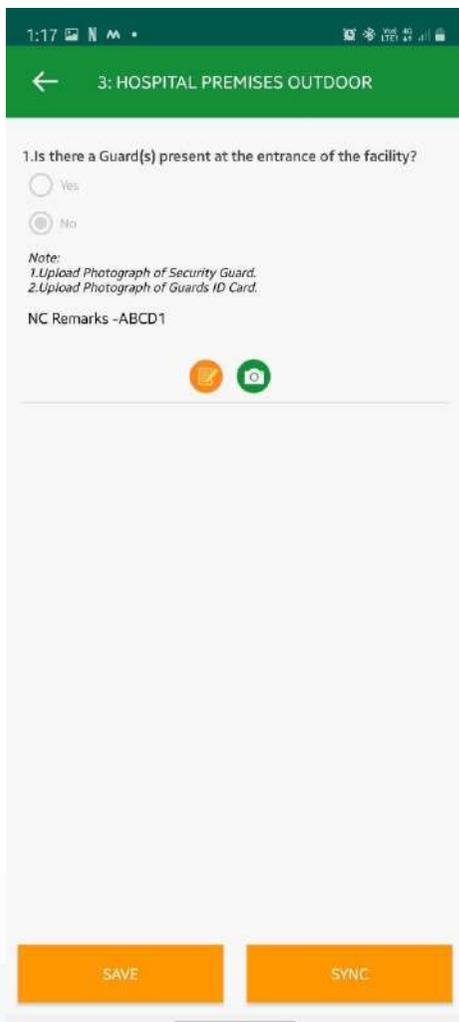
Step 8: Popup with text field will appear, fill in the required explanation and click 'OK'



STEPS TO UPLOAD EVIDENCE

The 'Remark' will turn 'Orange' which shows that remark has been captured

Step 9: Tap on 'SYNC' button to sync the particular section



1:17 3: HOSPITAL PREMISES OUTDOOR

1. Is there a Guard(s) present at the entrance of the facility?

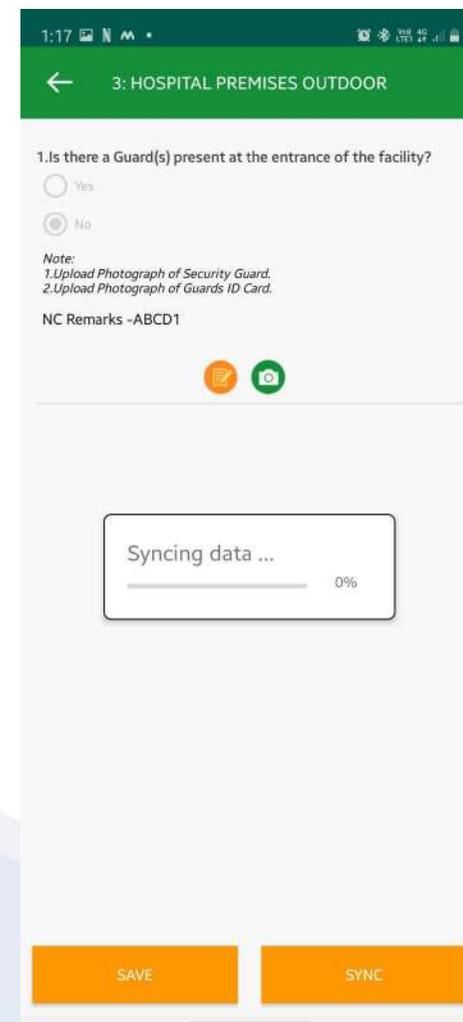
Yes

No

Note:
1. Upload Photograph of Security Guard.
2. Upload Photograph of Guards ID Card.

NC Remarks -ABCD1

SAVE SYNC



1:17 3: HOSPITAL PREMISES OUTDOOR

1. Is there a Guard(s) present at the entrance of the facility?

Yes

No

Note:
1. Upload Photograph of Security Guard.
2. Upload Photograph of Guards ID Card.

NC Remarks -ABCD1

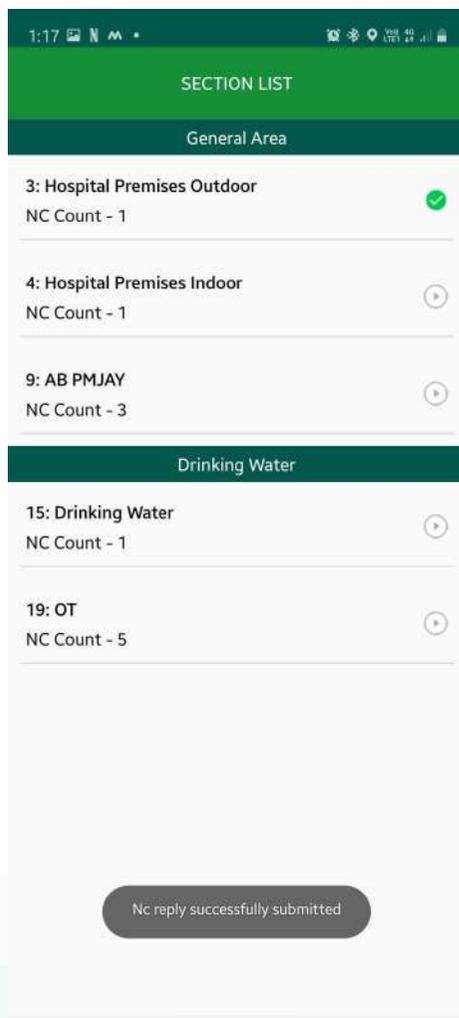
Syncing data ... 0%

SAVE SYNC



Save and Sync

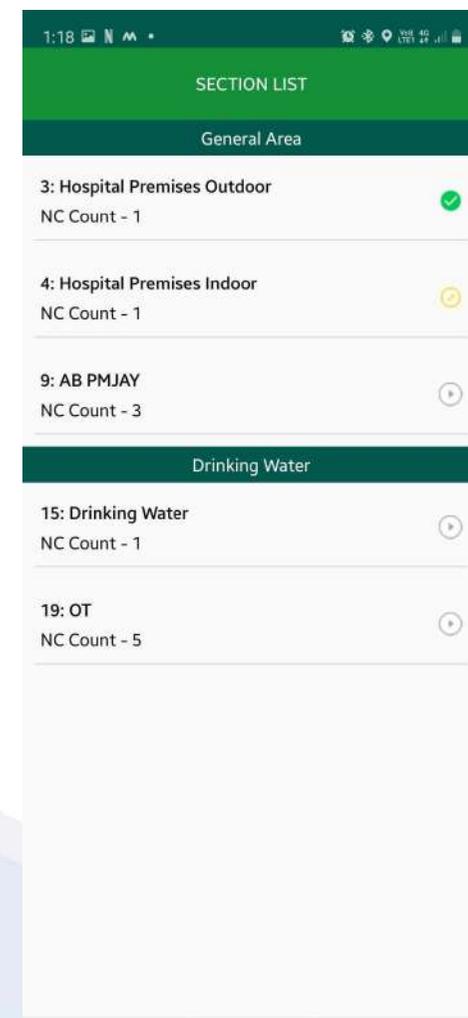
STEPS TO SAVE & SYNC



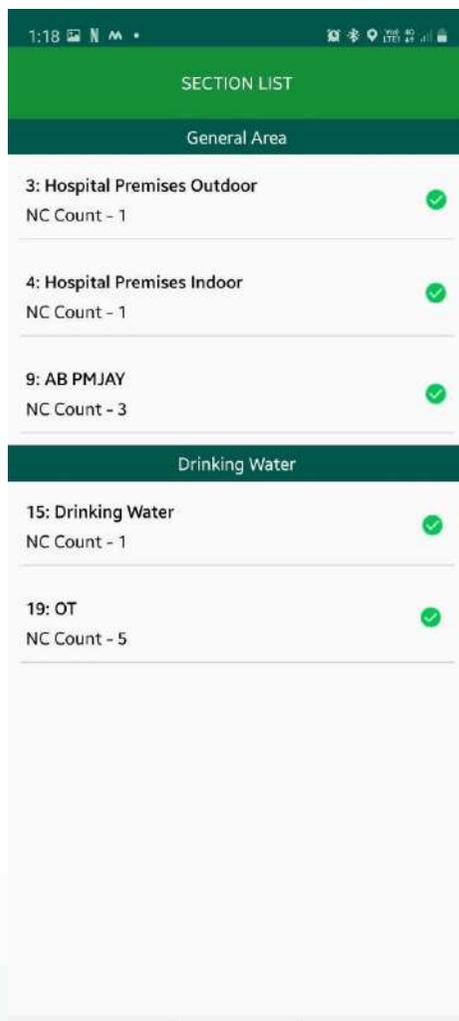
Note 1: The 'Green' coloured 'Tick mark' shows that the particular section has been successfully synced.

Note 2: The 'Yellow' coloured 'Pen' mark shows that the particular section is yet to be synced

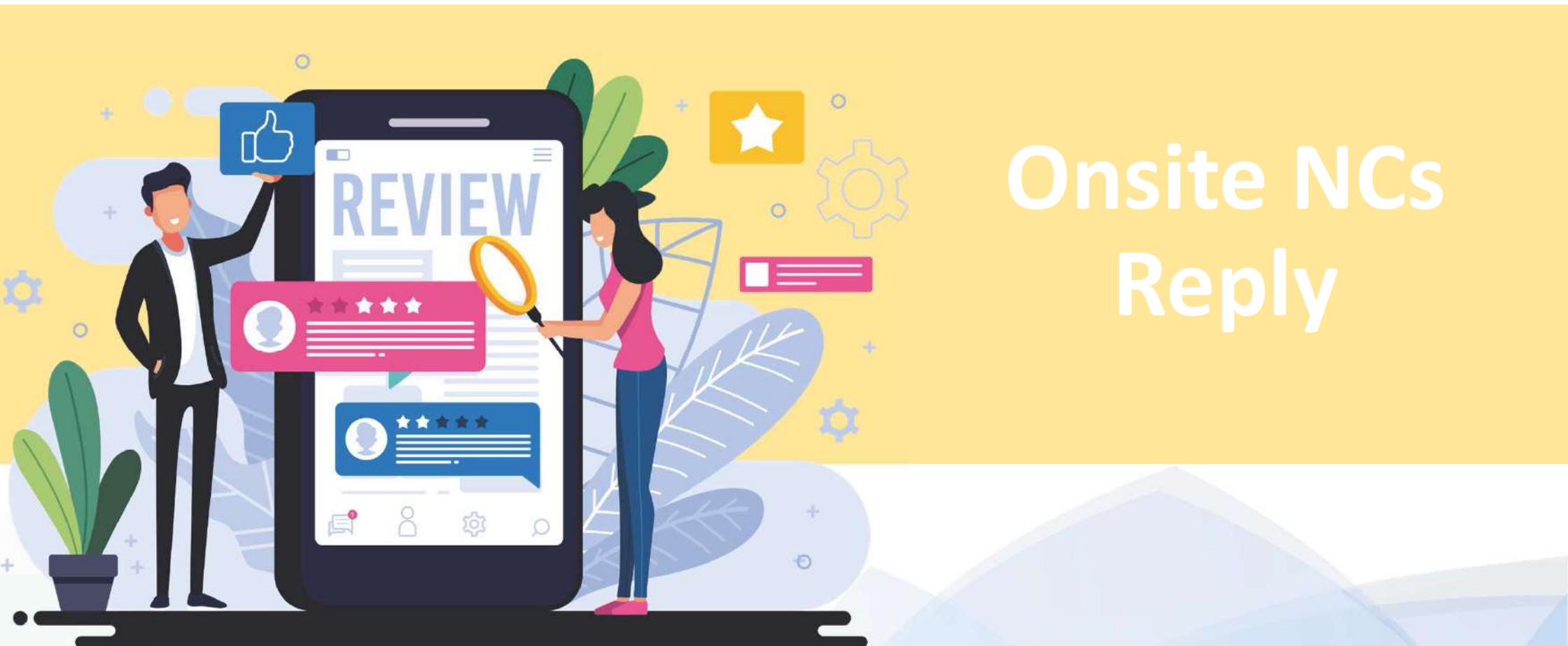
Note 3: The 'Grey' coloured button shows that the particular section is yet to be answered



STEPS TO SAVE & SYNC



Note 4: Once all the sections listed are synced, they will turn 'Green'



Onsite NCs Reply

STEPS TO SUBMIT ONSITE NCs REPLY

Go to your 'Dashboard' in the portal and click on 'OA NC's' tab in progress bar



Hospital Dashboard

Basic Questions > Application Form > Desktop Assessment > DA NC's > COC for HCOs > Onsite Assessment > Hospital Satisfaction > OA NC's > Final Certificate

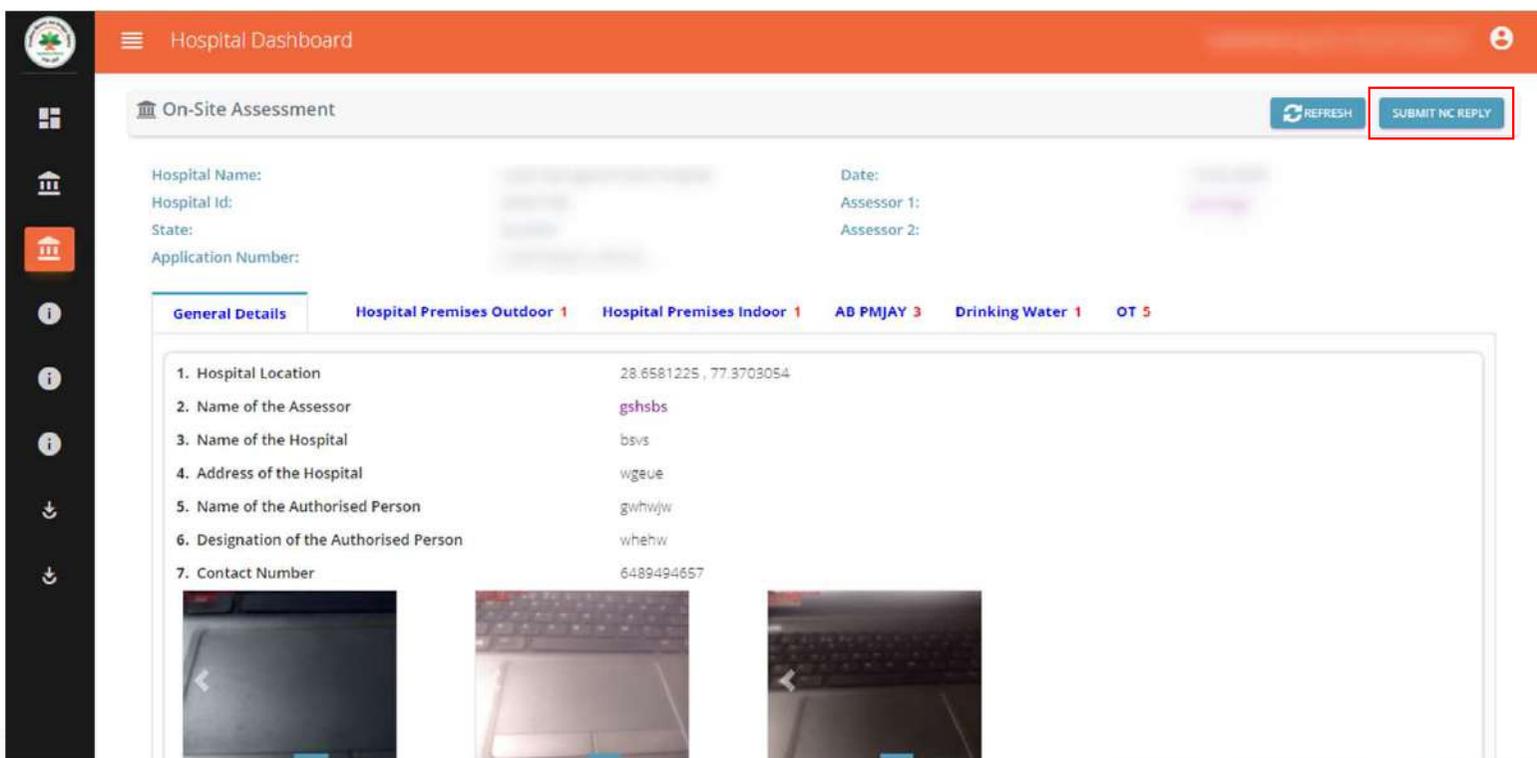
| | |
|------------------|------------|
| Hospital Name: | |
| Hospital ID: | |
| Application No.: | |
| State: | GUJARAT |
| Empanelment: | Empanelled |

History

| Status | Date |
|----------------------|-------------|
| Oa Nc Reply-1 | 02-Sep-2020 |
| Oa Satisfaction | 27-Nov-2020 |
| Oa And Qc Progress | 25-Feb-2020 |
| Oa And Qc Allocation | 25-Feb-2020 |
| Da Nc Review-2 | 27-Jan-2020 |
| Da Nc Reply-2 | 13-Jan-2020 |
| Da Nc Review-1 | 03-Jan-2020 |

STEPS TO SUBMIT ONSITE NCs REPLY

After successfully syncing NCs reply, the uploaded evidences will reflect on the portal

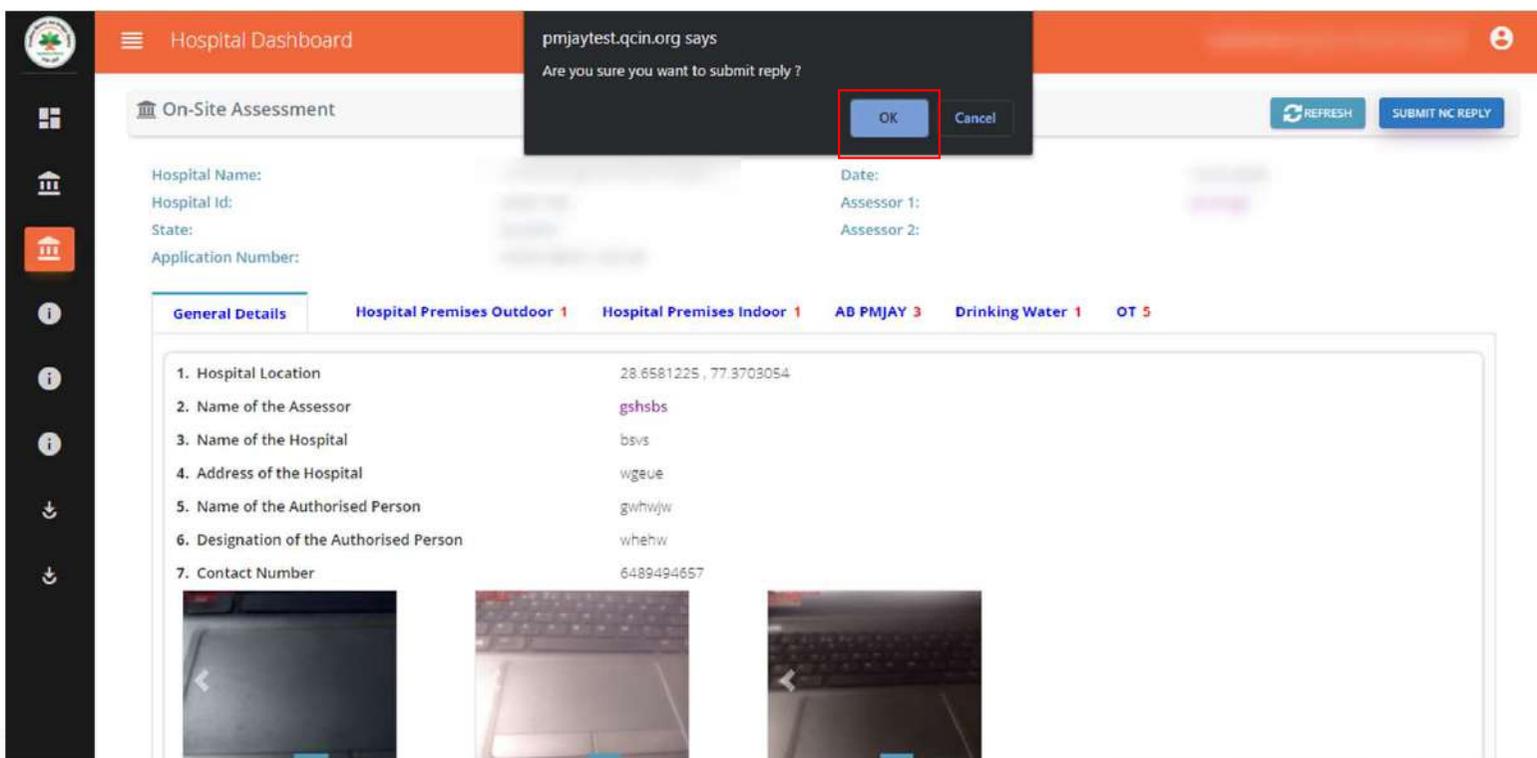


The screenshot displays the 'Hospital Dashboard' interface. At the top, there is a navigation bar with a hamburger menu icon and the text 'Hospital Dashboard'. Below this, the 'On-Site Assessment' section is visible, featuring a 'REFRESH' button and a 'SUBMIT NC REPLY' button, which is highlighted with a red box. The dashboard shows various fields for hospital details, including Hospital Name, Date, Hospital Id, Assessor 1, State, Assessor 2, and Application Number. Below these fields, there are tabs for 'General Details', 'Hospital Premises Outdoor 1', 'Hospital Premises Indoor 1', 'AB PMJAY 3', 'Drinking Water 1', and 'OT 5'. The 'General Details' tab is active, displaying a list of 7 items with their corresponding values: 1. Hospital Location (28.6581225, 77.3703054), 2. Name of the Assessor (gshsbs), 3. Name of the Hospital (bsvs), 4. Address of the Hospital (wgeue), 5. Name of the Authorised Person (gwhwjw), 6. Designation of the Authorised Person (whehw), and 7. Contact Number (6489494657). Below the list, there are three placeholder images for evidence uploads.

Click on 'Submit NC Reply' button

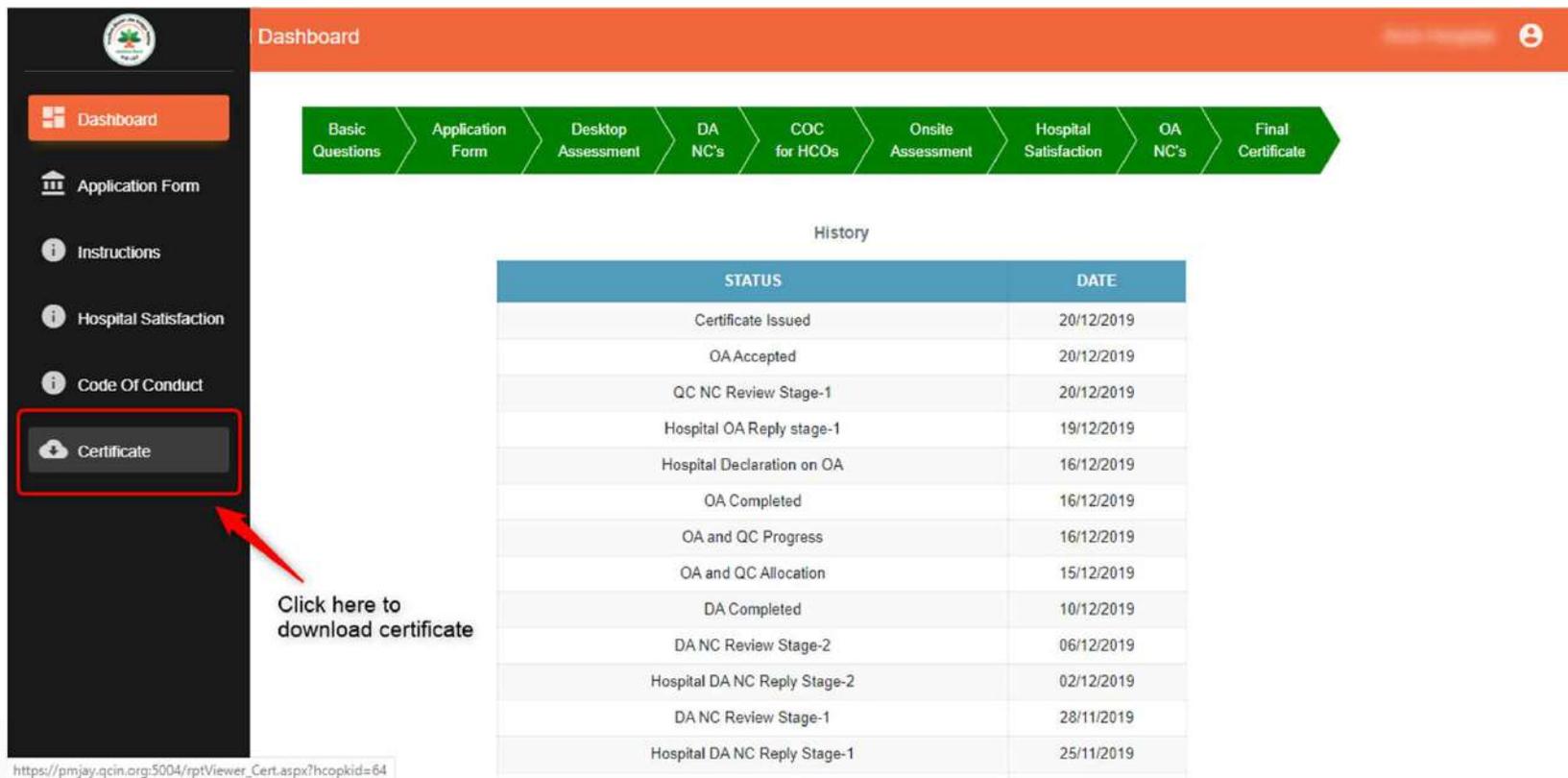
STEPS TO SUBMIT ONSITE NCs REPLY

After clicking 'Submit NC Reply' button, Popup will appear. Click on 'OK' to submit



The screenshot displays the 'Hospital Dashboard' interface. A dark grey confirmation popup is centered on the screen, asking 'Are you sure you want to submit reply?' with 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red box. In the background, the dashboard shows the 'On-Site Assessment' section with fields for Hospital Name, Date, Assessor 1, Assessor 2, State, and Application Number. Below these fields are tabs for 'General Details', 'Hospital Premises Outdoor 1', 'Hospital Premises Indoor 1', 'AB PMJAY 3', 'Drinking Water 1', and 'OT 5'. The 'General Details' tab is active, showing a list of 7 items with their corresponding values: 1. Hospital Location (28.6581225, 77.3703054), 2. Name of the Assessor (gshsbs), 3. Name of the Hospital (bsvs), 4. Address of the Hospital (wgeue), 5. Name of the Authorised Person (gwhwjw), 6. Designation of the Authorised Person (whehw), and 7. Contact Number (6489494657). Three small images of a laptop screen are visible at the bottom of the dashboard.

HOW TO DOWNLOAD CERTIFICATE ?



Dashboard

Basic Questions > Application Form > Desktop Assessment > DA NC's > COC for HCOs > Onsite Assessment > Hospital Satisfaction > OA NC's > Final Certificate

History

| STATUS | DATE |
|------------------------------|------------|
| Certificate Issued | 20/12/2019 |
| OA Accepted | 20/12/2019 |
| QC NC Review Stage-1 | 20/12/2019 |
| Hospital OA Reply stage-1 | 19/12/2019 |
| Hospital Declaration on OA | 16/12/2019 |
| OA Completed | 16/12/2019 |
| OA and QC Progress | 16/12/2019 |
| OA and QC Allocation | 15/12/2019 |
| DA Completed | 10/12/2019 |
| DA NC Review Stage-2 | 06/12/2019 |
| Hospital DA NC Reply Stage-2 | 02/12/2019 |
| DA NC Review Stage-1 | 28/11/2019 |
| Hospital DA NC Reply Stage-1 | 25/11/2019 |

Click here to download certificate

https://pmjay.qcin.org:5004/rptViewer_Cert.aspx?hcopkid=64



Non-Empanelled Bronze Quality Certificate

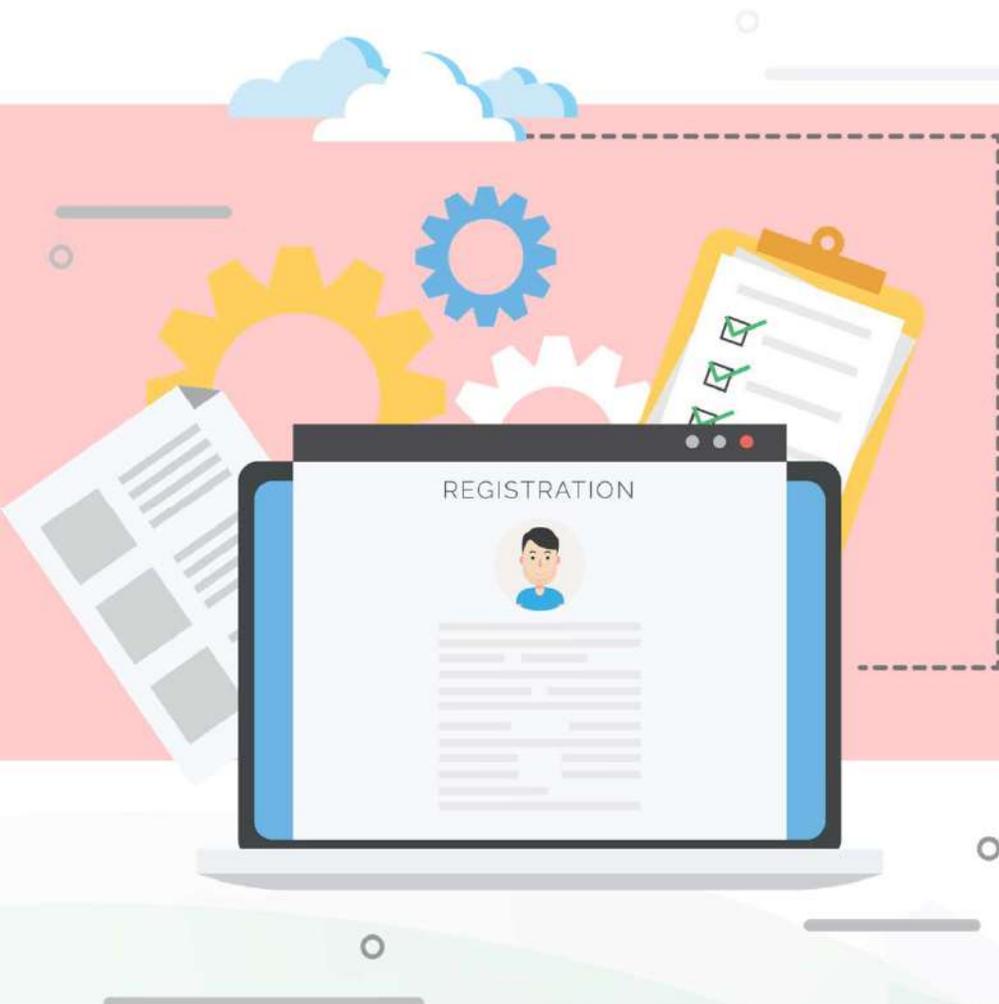


CERTIFICATION PROCESS

- The Non-Empanelled hospitals which are not certified by any accreditation body can apply for bronze certificate if they meet the following eligibility
 - a) Have at least 25 operational beds (except for Dental and Eye Care centres),
 - b) Have no prior certification from any national or international hospital accreditation organization
 - c) Provide services as per the health benefit packages offered under AB PMJAY
- 100% compliance on the bronze quality standards will be required to get the certification



Registration Steps (non-empanelled organization)



STEPS TO REGISTER

Go to <https://pmjay.qcin.org> and register yourself



The screenshot displays the website for AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA QUALITY CERTIFICATION. The header includes the National Health Authority and Quality Council of India logos, along with contact information and social media links. A navigation bar contains links for HOME, ABOUT US, RESOURCES, CERTIFIED HOSPITALS, MEDIA, and CONTACT US, with LOGIN and REGISTER buttons highlighted. The main content area features a large infographic titled "Non-Empanelled Hospitals Process for Bronze Quality Certificate" with a 10-step process: 1. Register on the Portal, 2. Pay Registration fees, 3. Fill the Application form, 4. Pay Application fees, 5. Respond to Non-Compliances (if any), 6. On-Site Assessment, 7. Respond to On-Site Non-Compliances (if any), 8. Review of the Application, 9. Issue of Bronze Quality Certificate, and 10. Empanel with PMJAY (Voluntary). A red arrow points to the "REGISTER" button in the navigation bar. A sidebar on the right lists "Latest Insights" with various articles and a "View All" link.

**Non-Empanelled Hospitals
Process for Bronze Quality Certificate**
Visit now at - www.pmjay.qcin.org

- 1 Register on the Portal
- 2 Pay Registration fees
- 3 Fill the Application form
- 4 Pay Application fees
- 5 Respond to Non-Compliances (if any)
- 6 On-Site Assessment
- 7 Respond to On-Site Non-Compliances (if any)
- 8 Review of the Application
- 9 Issue of Bronze Quality Certificate
- 10 Empanel with PMJAY (Voluntary)

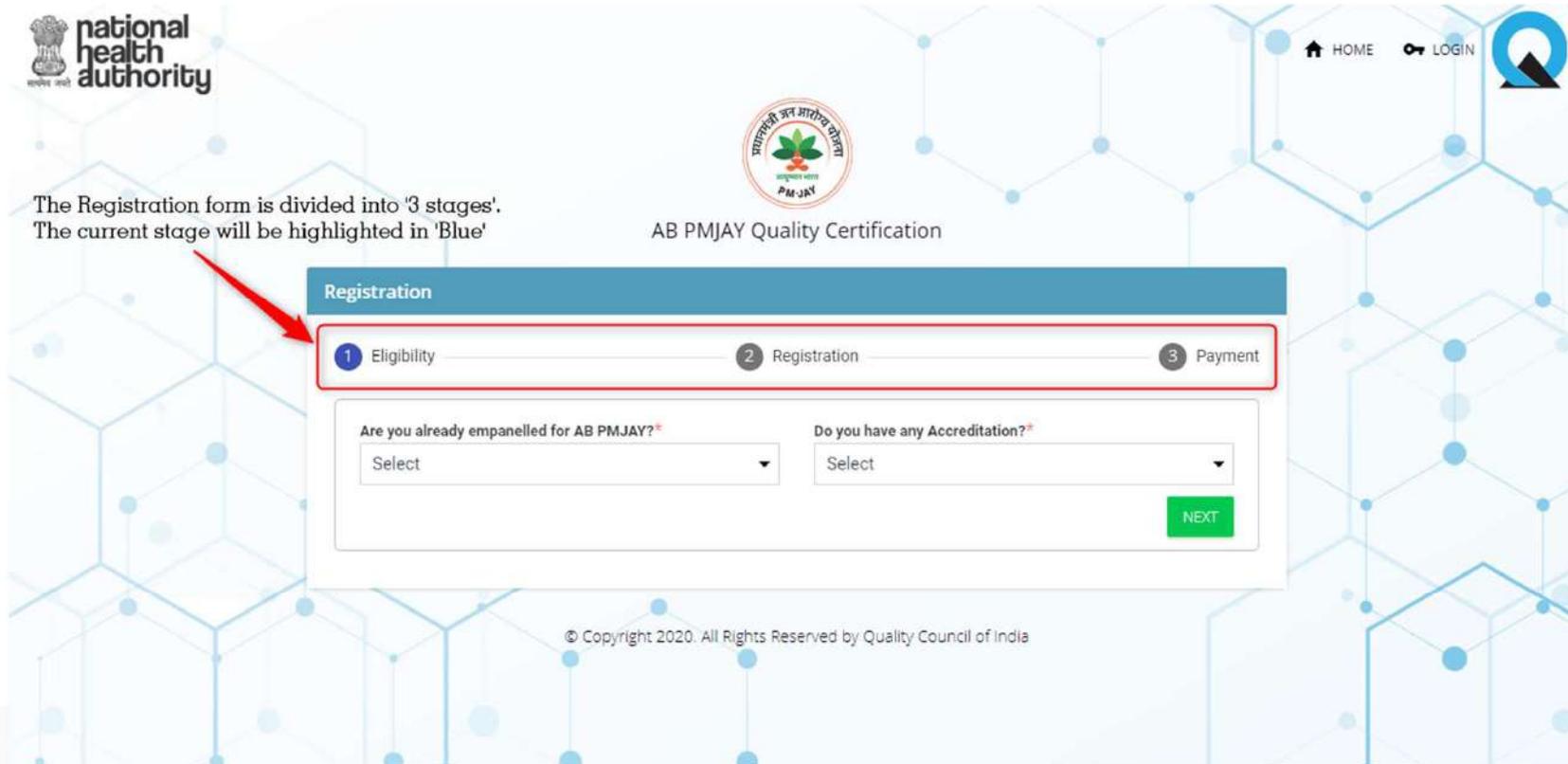
Latest Insights

- Bronze Quality Certification Standards...
- Guideline for How to Achieve Bronze Quality Certificate in AB PM-JAY Empanelled Hospitals...
- Analysis of PM-JAY High-Value Claims...
- NHA, QCI to fast track digital certification for hospitals...
- National Health Authority links MoU with Quality Council of India...
- Disclaimer
- Certification Process For Non-Empanelled Hospital

Non-Empanelled hospitals must click on 'Register' to begin with the Bronze application.

[View All](#)

STEPS TO REGISTER



The Registration form is divided into '3 stages'.
The current stage will be highlighted in 'Blue'

Registration

1 Eligibility — 2 Registration — 3 Payment

Are you already empanelled for AB PMJAY?*
Select

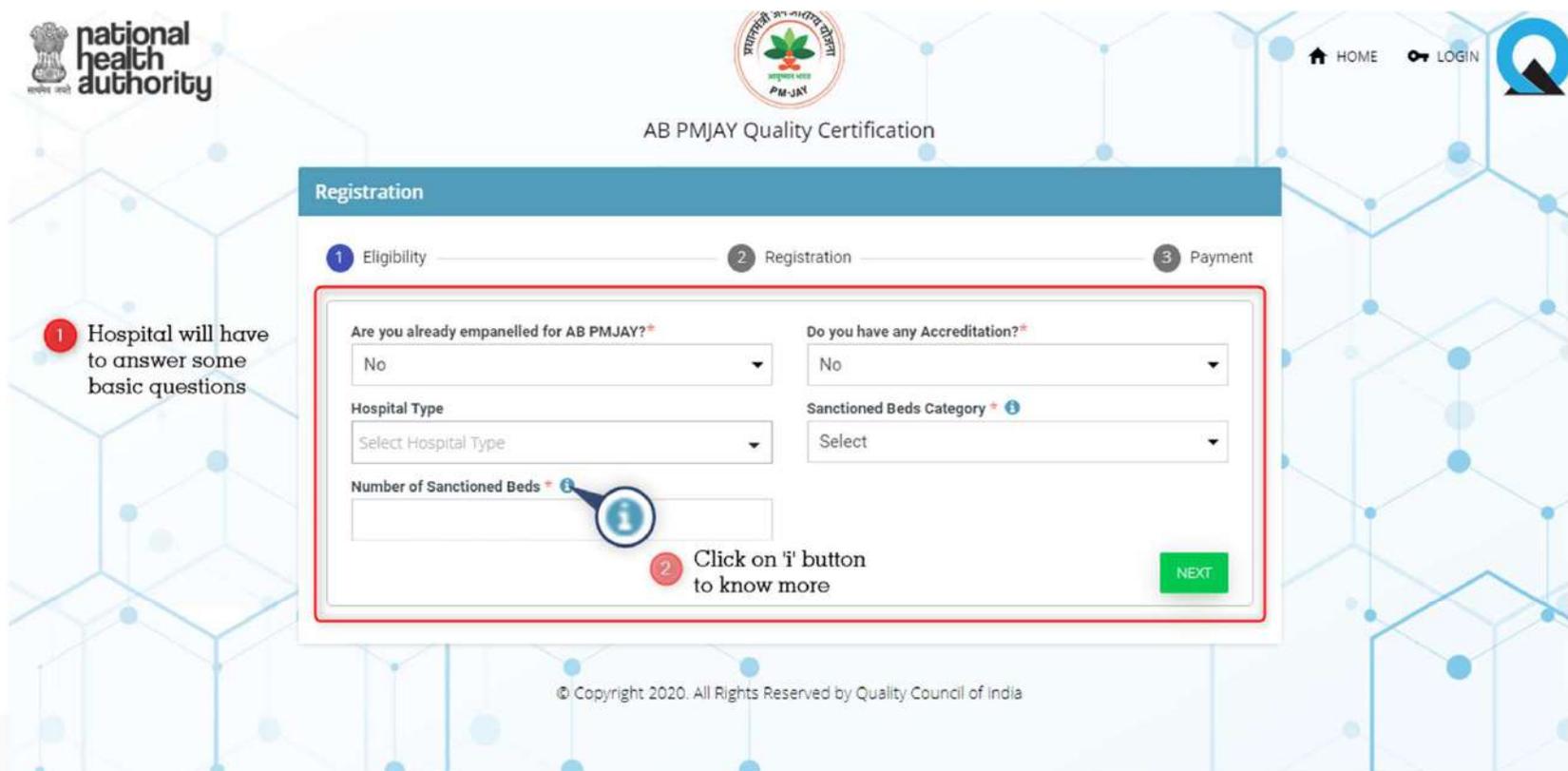
Do you have any Accreditation?*

Select

NEXT

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STEPS TO REGISTER



Registration

1 Eligibility — 2 Registration — 3 Payment

Are you already empanelled for AB PMJAY?*

No

Do you have any Accreditation?*

No

Hospital Type

Select Hospital Type

Sanctioned Beds Category * ⓘ

Select

Number of Sanctioned Beds * ⓘ

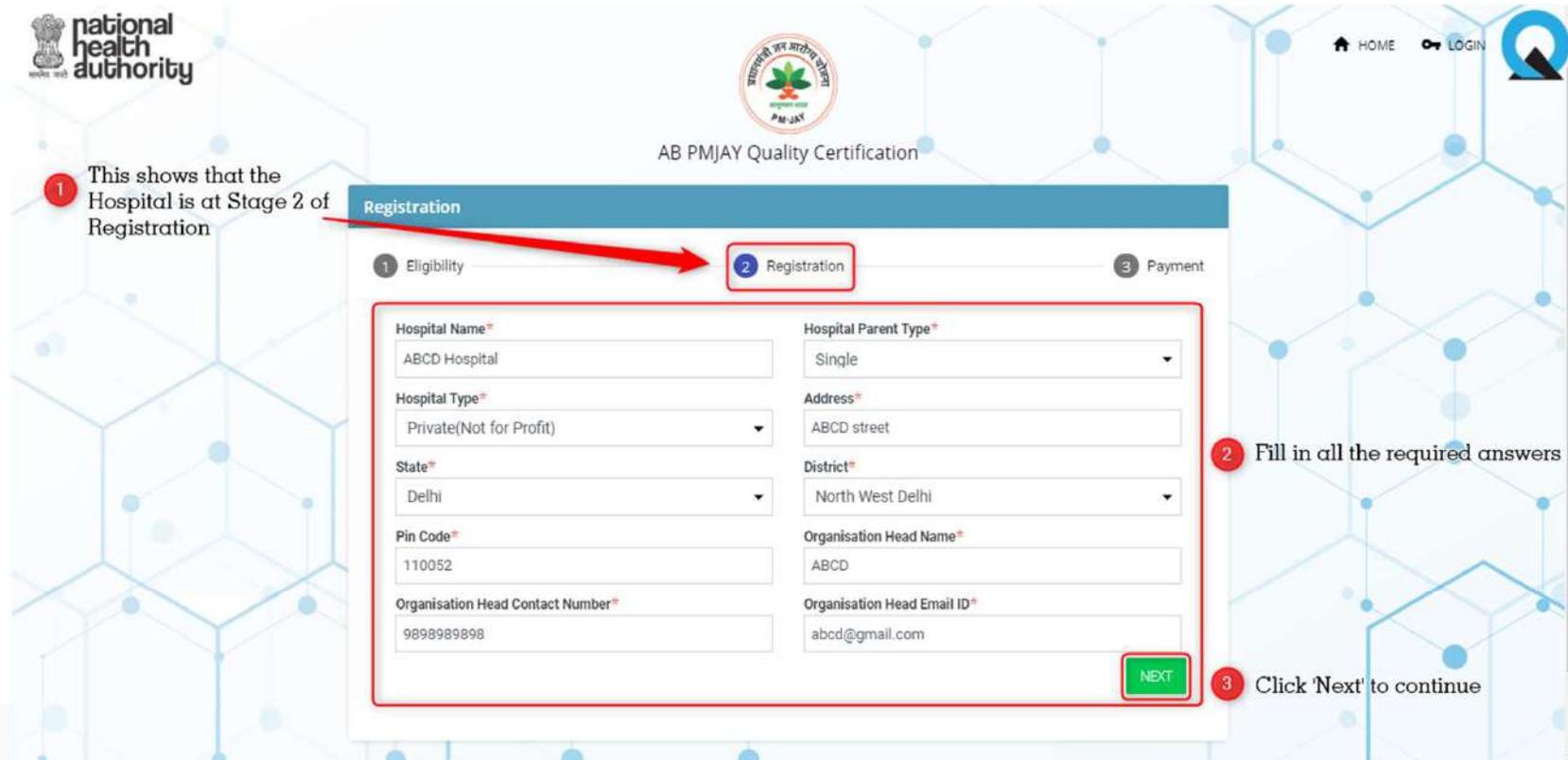
Click on 'i' button to know more

NEXT

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In this case hospital is not empanelled under AB PMJAY and does not have any accreditation

STEPS TO REGISTER



**national
health
authority**

AB PMJAY Quality Certification

HOME LOGIN

1 This shows that the Hospital is at Stage 2 of Registration

Registration

1 Eligibility 2 Registration 3 Payment

Hospital Name*
ABCD Hospital

Hospital Parent Type*
Single

Hospital Type*
Private(Not for Profit)

Address*
ABCD street

State*
Delhi

District*
North West Delhi

Pin Code*
110052

Organisation Head Name*
ABCD

Organisation Head Contact Number*
9898989898

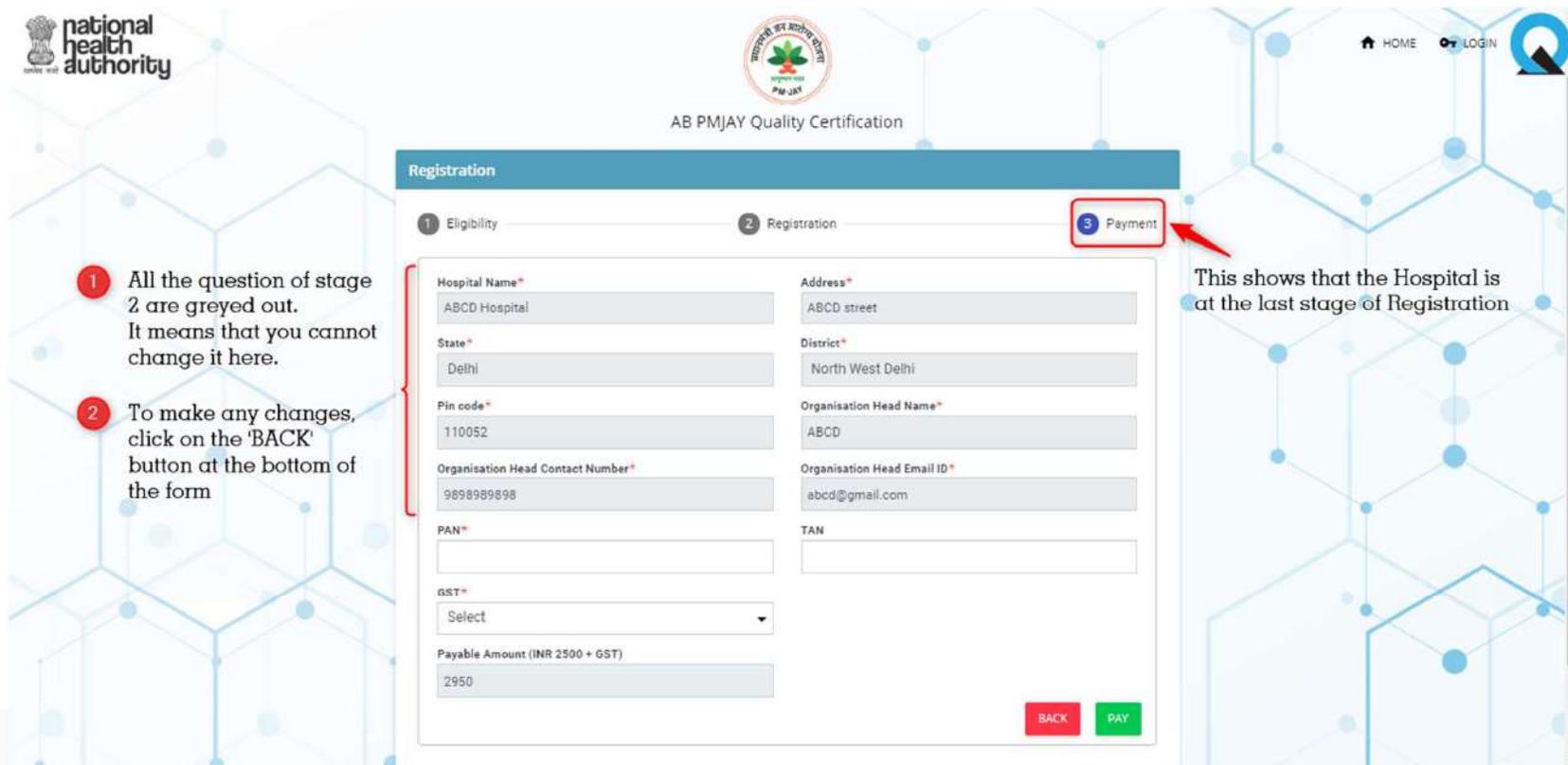
Organisation Head Email ID*
abcd@gmail.com

NEXT

2 Fill in all the required answers

3 Click 'Next' to continue

STEPS TO REGISTER



1 All the question of stage 2 are greyed out. It means that you cannot change it here.

2 To make any changes, click on the 'BACK' button at the bottom of the form

3 Payment

This shows that the Hospital is at the last stage of Registration

Registration

1 Eligibility 2 Registration 3 Payment

Hospital Name*
ABCD Hospital

Address*
ABCD street

State*
Delhi

District*
North West Delhi

Pin code*
110052

Organisation Head Name*
ABCD

Organisation Head Contact Number*
9898989898

Organisation Head Email ID*
abcd@gmail.com

PAN*

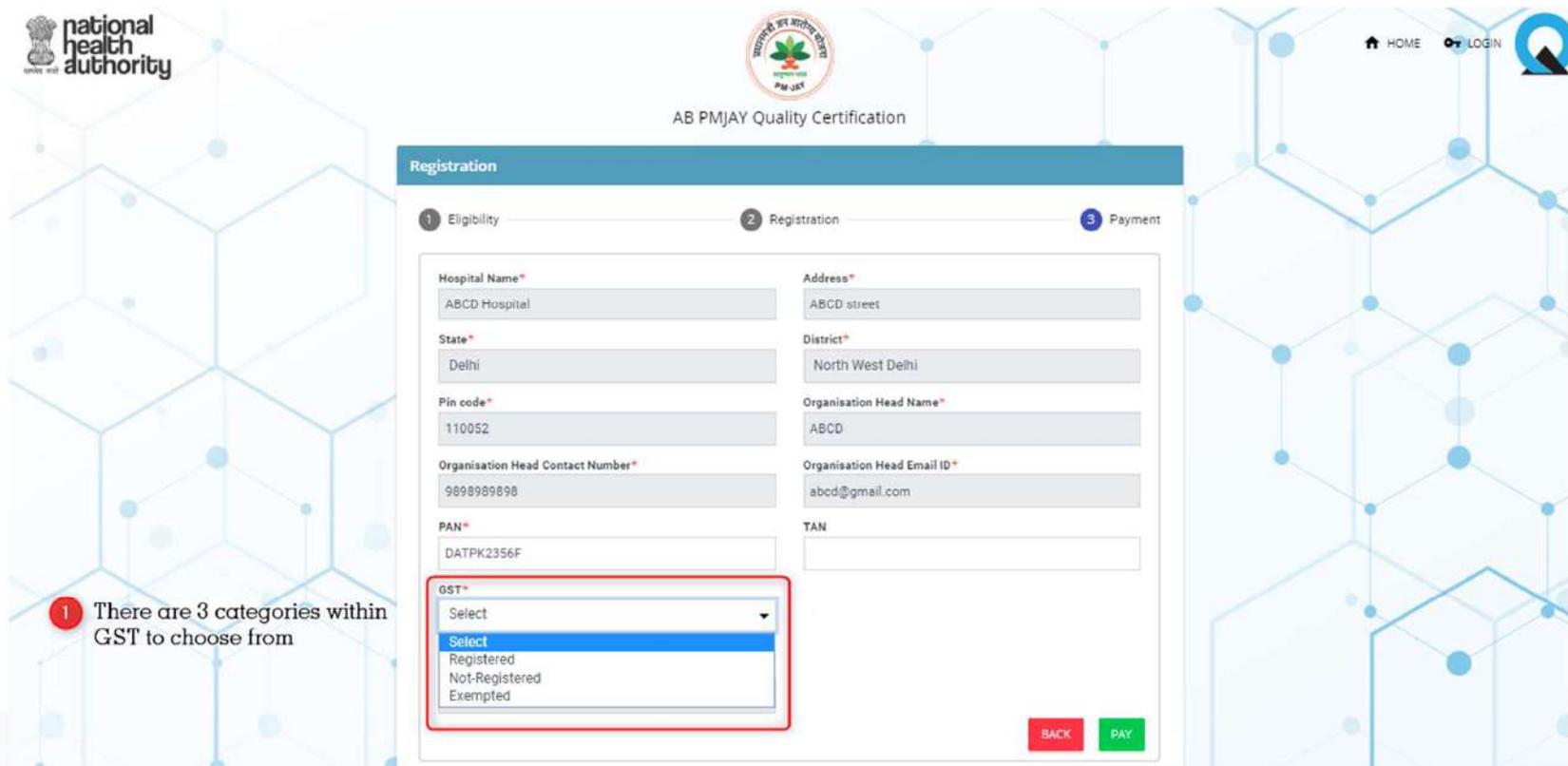
TAN

GST*
Select

Payable Amount (INR 2500 + GST)
2950

BACK PAY

STEPS TO REGISTER



Registration

1 Eligibility 2 Registration 3 Payment

Hospital Name*
ABCD Hospital

Address*
ABCD street

State*
Delhi

District*
North West Delhi

Pin code*
110052

Organisation Head Name*
ABCD

Organisation Head Contact Number*
9898989898

Organisation Head Email ID*
abcd@gmail.com

PAN*
DATPK2356F

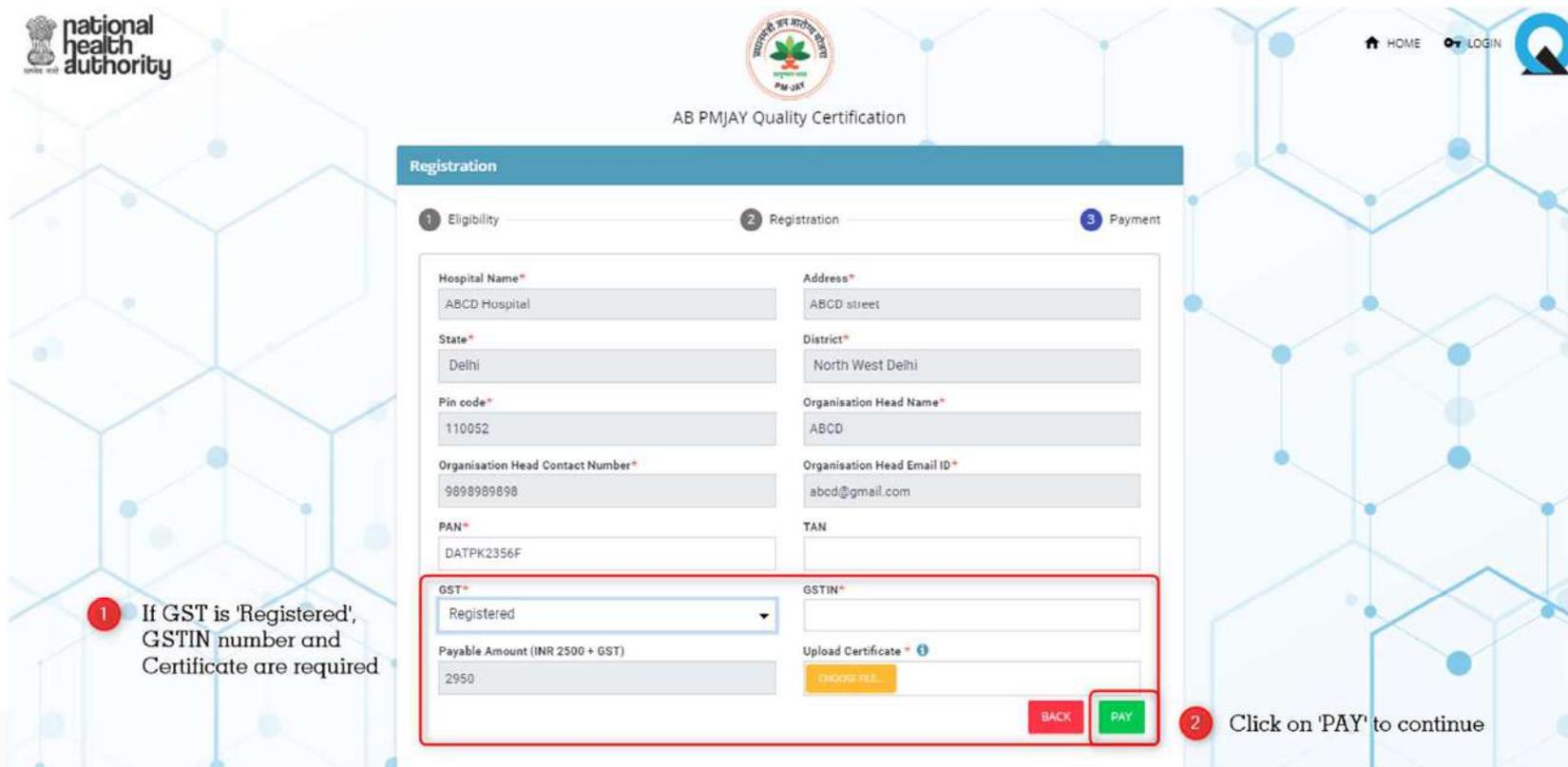
TAN

GST*
Select
Registered
Not-Registered
Exempted

BACK PAY

1 There are 3 categories within GST to choose from

STEPS TO REGISTER



 national health authority



AB PMJAY Quality Certification

HOME LOGIN

Registration

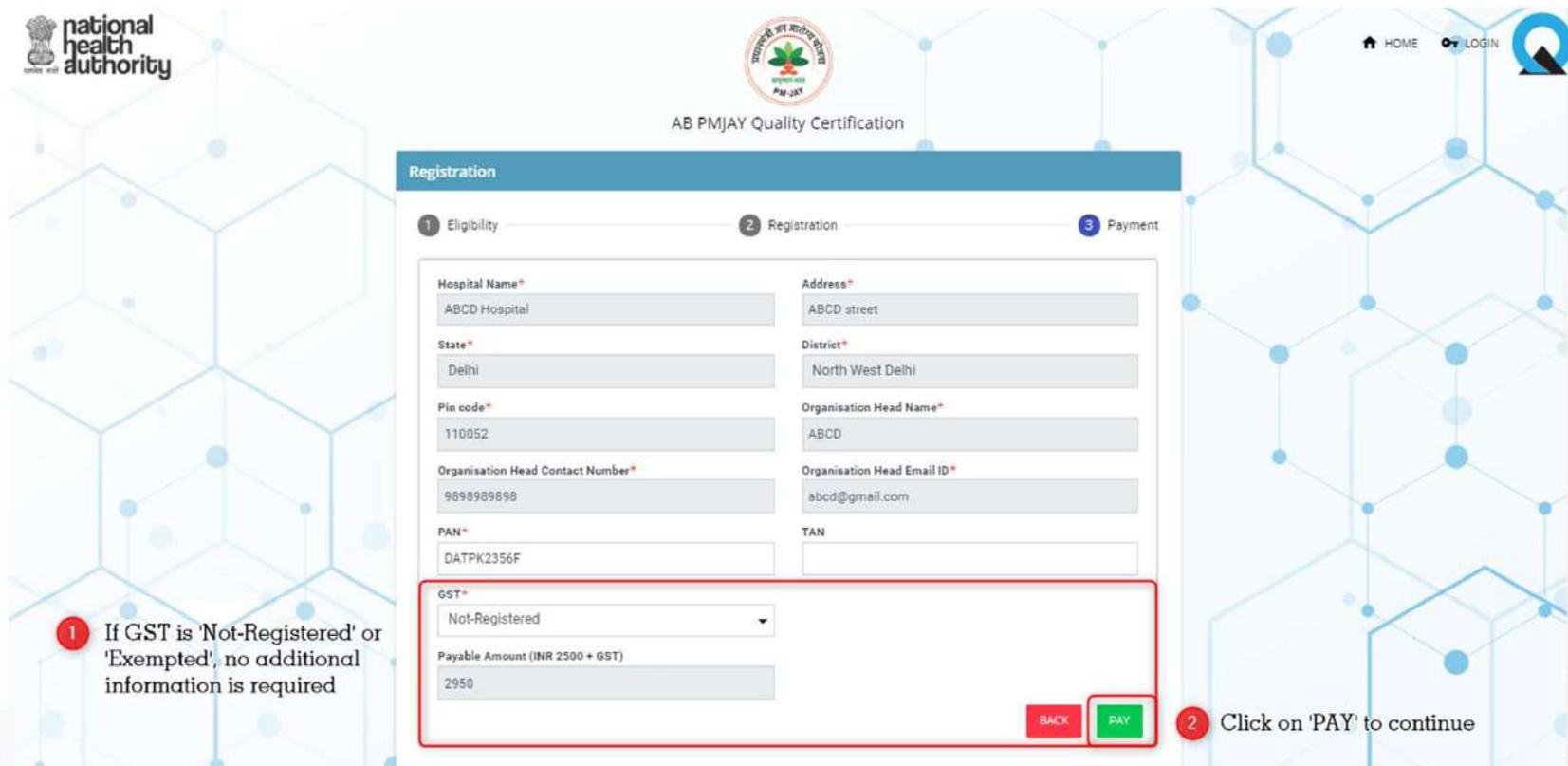
1 Eligibility 2 Registration 3 Payment

| | |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Hospital Name* | Address* |
| ABCD Hospital | ABCD street |
| State* | District* |
| Delhi | North West Delhi |
| Pin code* | Organisation Head Name* |
| 110052 | ABCD |
| Organisation Head Contact Number* | Organisation Head Email ID* |
| 9898989898 | abcd@gmail.com |
| PAN* | TAN |
| DATPK2356F | |
| GST* | GSTIN* |
| Registered | |
| Payable Amount (INR 2500 + GST) | Upload Certificate*  |
| 2950 |  |
|  |  |

1 If GST is 'Registered', GSTIN number and Certificate are required

2 Click on 'PAY' to continue

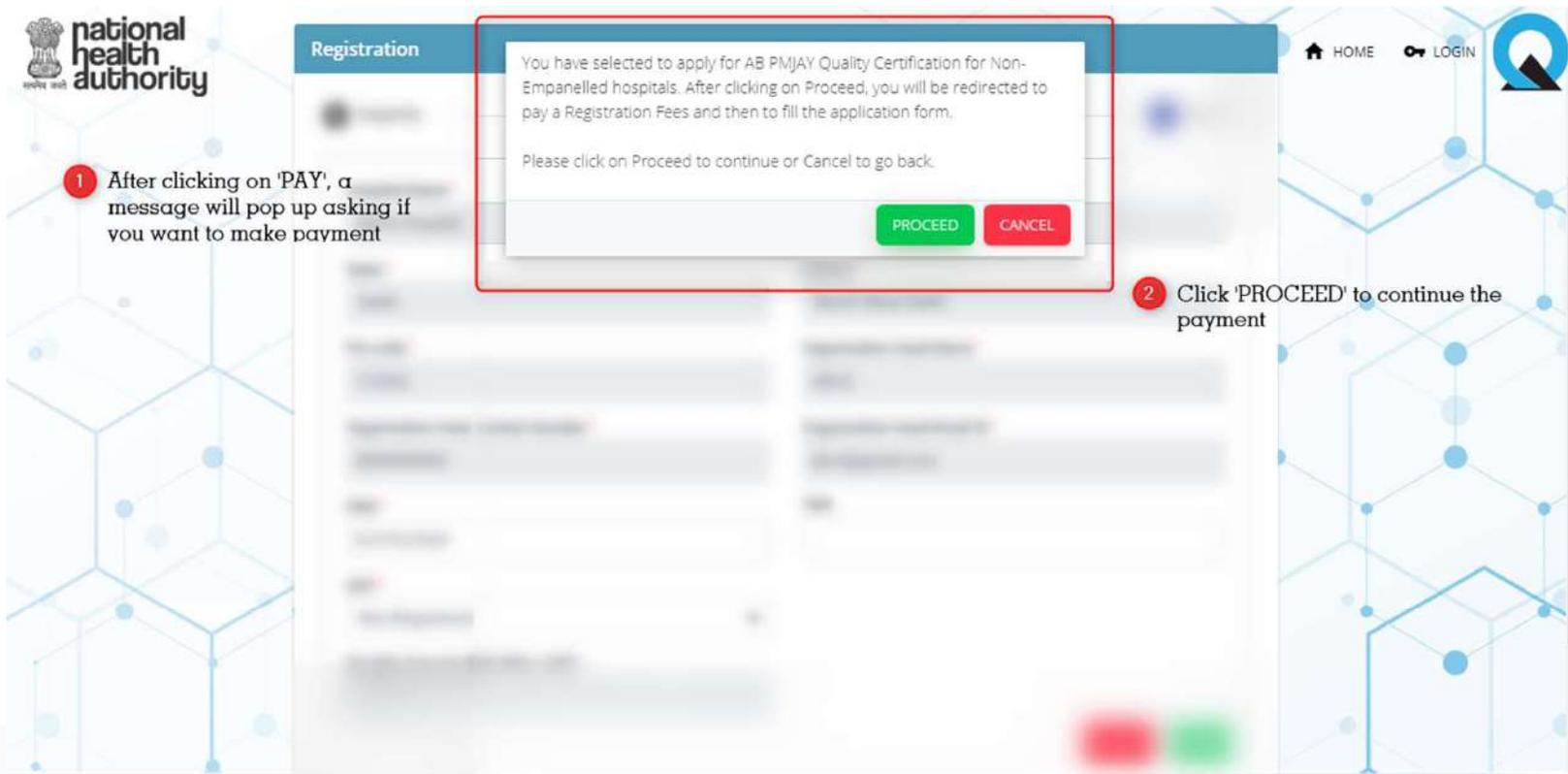
STEPS TO REGISTER



1 If GST is 'Not-Registered' or 'Exempted', no additional information is required

2 Click on 'PAY' to continue

STEPS TO REGISTER



1 After clicking on 'PAY', a message will pop up asking if you want to make payment

2 Click 'PROCEED' to continue the payment

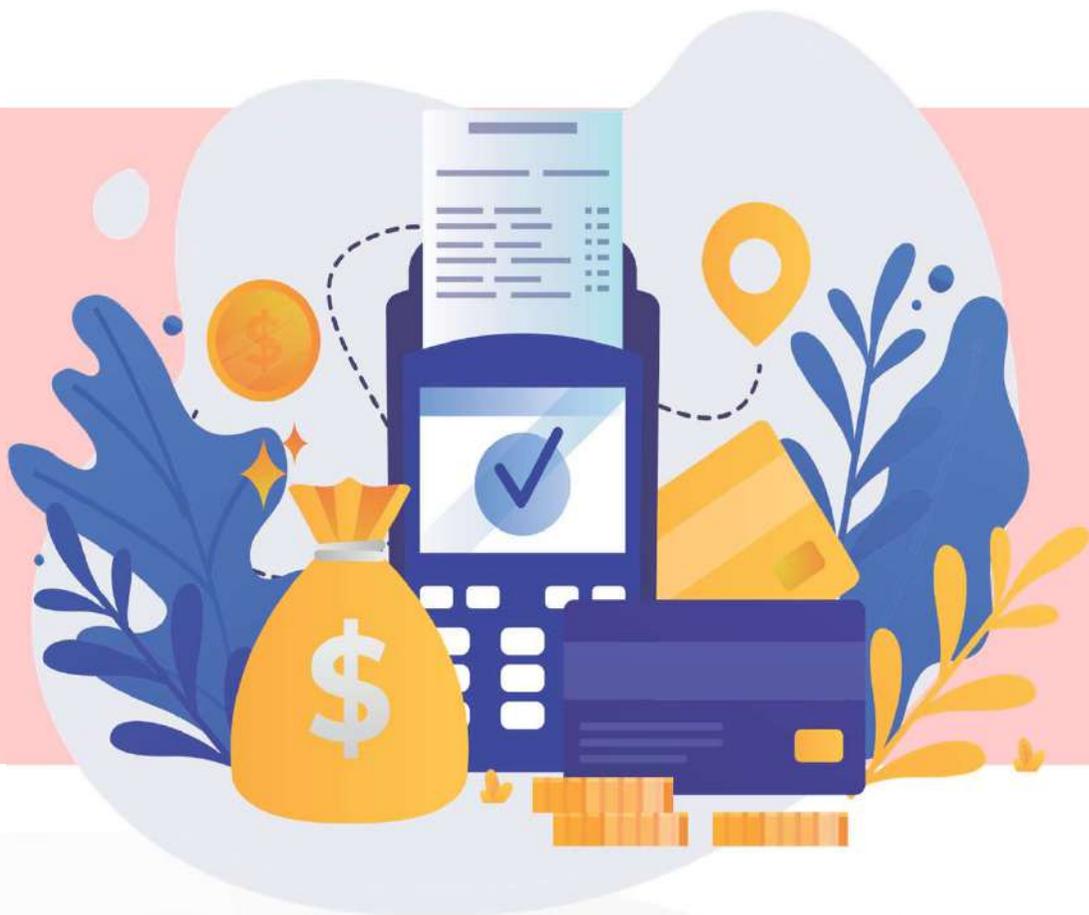
Registration

You have selected to apply for AB PMJAY Quality Certification for Non-Empanelled hospitals. After clicking on Proceed, you will be redirected to pay a Registration Fees and then to fill the application form.

Please click on Proceed to continue or Cancel to go back.

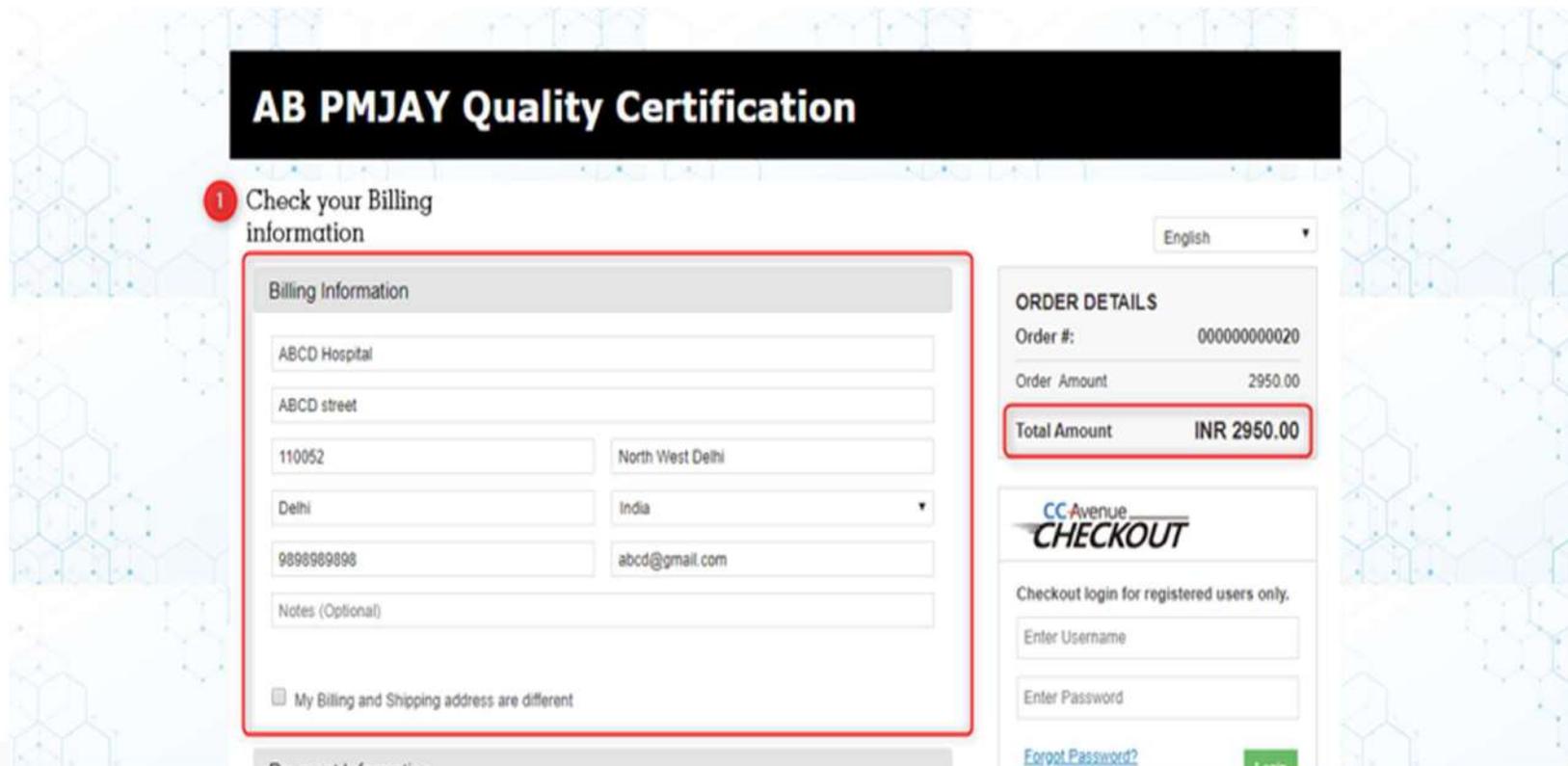
PROCEED CANCEL

HOME LOGIN



Registration Fees

STEPS TO PAY REGISTRATION FEES



AB PMJAY Quality Certification

1 Check your Billing information

English

Billing Information

ABCD Hospital

ABCD street

110052 North West Delhi

Delhi India

9898989898 abcd@gmail.com

Notes (Optional)

My Billing and Shipping address are different

ORDER DETAILS

Order #: 000000000020

Order Amount 2950.00

Total Amount INR 2950.00

CC Avenue CHECKOUT

Checkout login for registered users only.

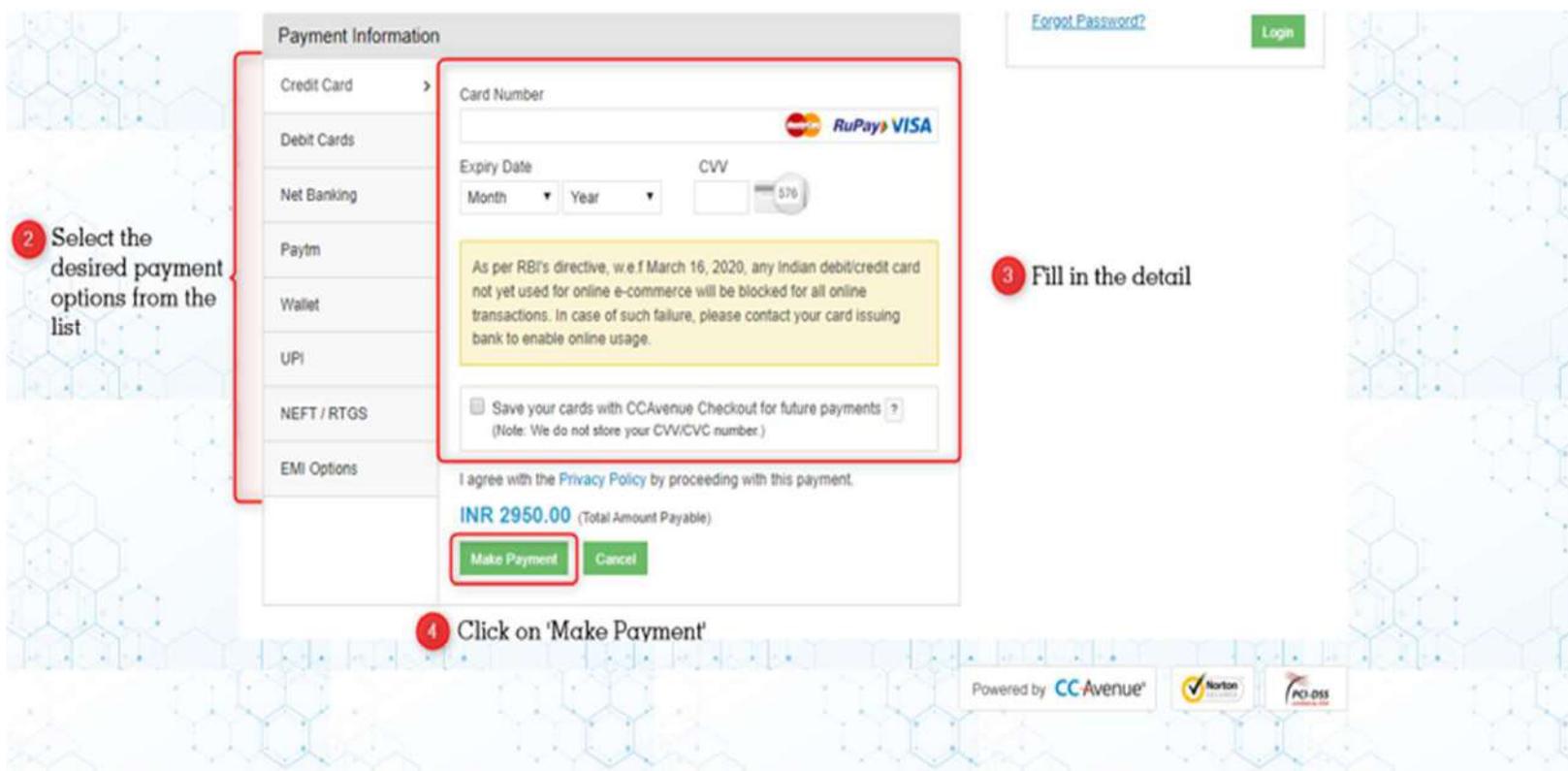
Enter Username

Enter Password

[Forgot Password?](#)

Step 1: Check your billing information and Total amount to be paid

STEPS TO PAY REGISTRATION FEES



The screenshot shows a payment gateway interface with the following elements:

- Payment Information** section with a sidebar menu containing: Credit Card, Debit Cards, Net Banking, Paytm, Wallet, UPI, NEFT / RTGS, and EMI Options.
- Card Number** input field with RuPay and VISA logos.
- Expiry Date** (Month and Year dropdowns) and **CVV** (input field with a refresh icon).
- Disclaimer** box: "As per RBI's directive, w.e.f March 16, 2020, any Indian debit/credit card not yet used for online e-commerce will be blocked for all online transactions. In case of such failure, please contact your card issuing bank to enable online usage."
- Save your cards** checkbox with a dropdown arrow and a note: "(Note: We do not store your CVV/CVC number.)"
- Agreement**: "I agree with the [Privacy Policy](#) by proceeding with this payment."
- Total Amount Payable**: **INR 2950.00**
- Buttons**: "Make Payment" and "Cancel".
- Footer**: "Powered by CC Avenue", Norton, and PCI-DSS logos.

Four numbered steps are overlaid on the interface:

- 2** Select the desired payment options from the list
- 3** Fill in the detail
- 4** Click on 'Make Payment'

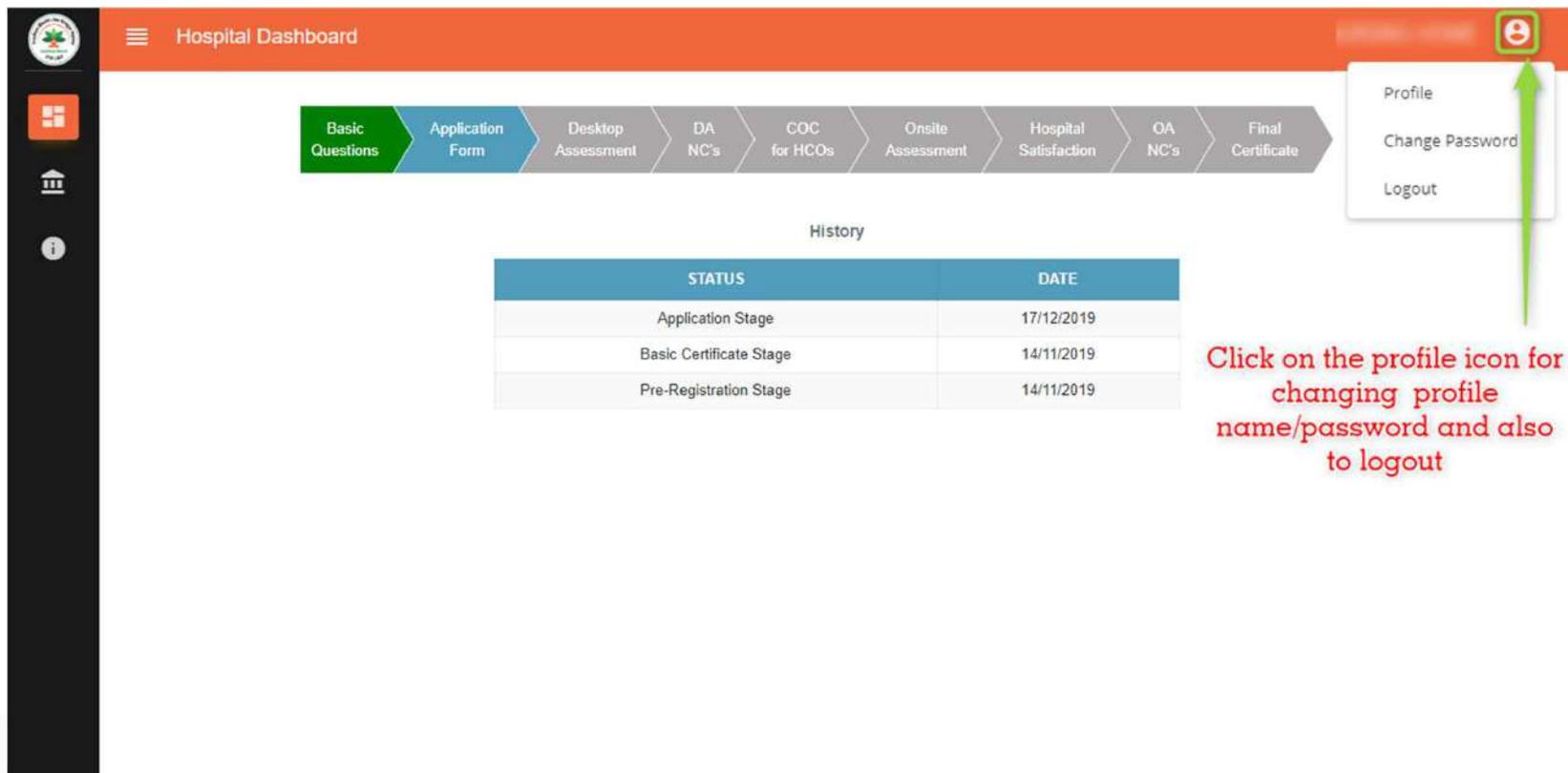
Step 2: Choose your preferred mode of payment

Step 3: Fill in the necessary information

Step 4: Click on 'Make Payment' button to go to bank server and complete the transaction



HOW TO CHANGE PROFILE NAME ?



The screenshot shows the 'Hospital Dashboard' interface. At the top, there is a navigation bar with a hamburger menu icon and the text 'Hospital Dashboard'. On the right side of this bar, there is a profile icon (a person silhouette) highlighted with a green box. A dropdown menu is open below the profile icon, containing three options: 'Profile', 'Change Password', and 'Logout'. A green arrow points from the text below to the profile icon.

Basic Questions Application Form Desktop Assessment DA NC's COC for HCOs Onsite Assessment Hospital Satisfaction OA NC's Final Certificate

History

| STATUS | DATE |
|-------------------------|------------|
| Application Stage | 17/12/2019 |
| Basic Certificate Stage | 14/11/2019 |
| Pre-Registration Stage | 14/11/2019 |

Click on the profile icon for changing profile name/password and also to logout

HOW TO CHECK STATUS?



The screenshot shows a 'Hospital Dashboard' interface. At the top, there is a navigation bar with the text 'Hospital Dashboard' and a user profile icon. Below this is a progress bar with nine stages: 'Basic Questions' (green), 'Application Form' (blue), 'Desktop Assessment' (grey), 'DA NC's' (grey), 'COC for HCOs' (grey), 'Onsite Assessment' (grey), 'Hospital Satisfaction' (grey), 'OA NC's' (grey), and 'Final Certificate' (grey). A red box highlights the entire progress bar. Below the progress bar is a 'History' table with two columns: 'STATUS' and 'DATE'. The table contains three rows: 'Application Stage' (17/12/2019), 'Basic Certificate Stage' (14/11/2019), and 'Pre-Registration Stage' (14/11/2019). A green box highlights the table. A red arrow points from the 'Basic Questions' stage to the table, and a green arrow points from the table back to the 'Basic Questions' stage.

History

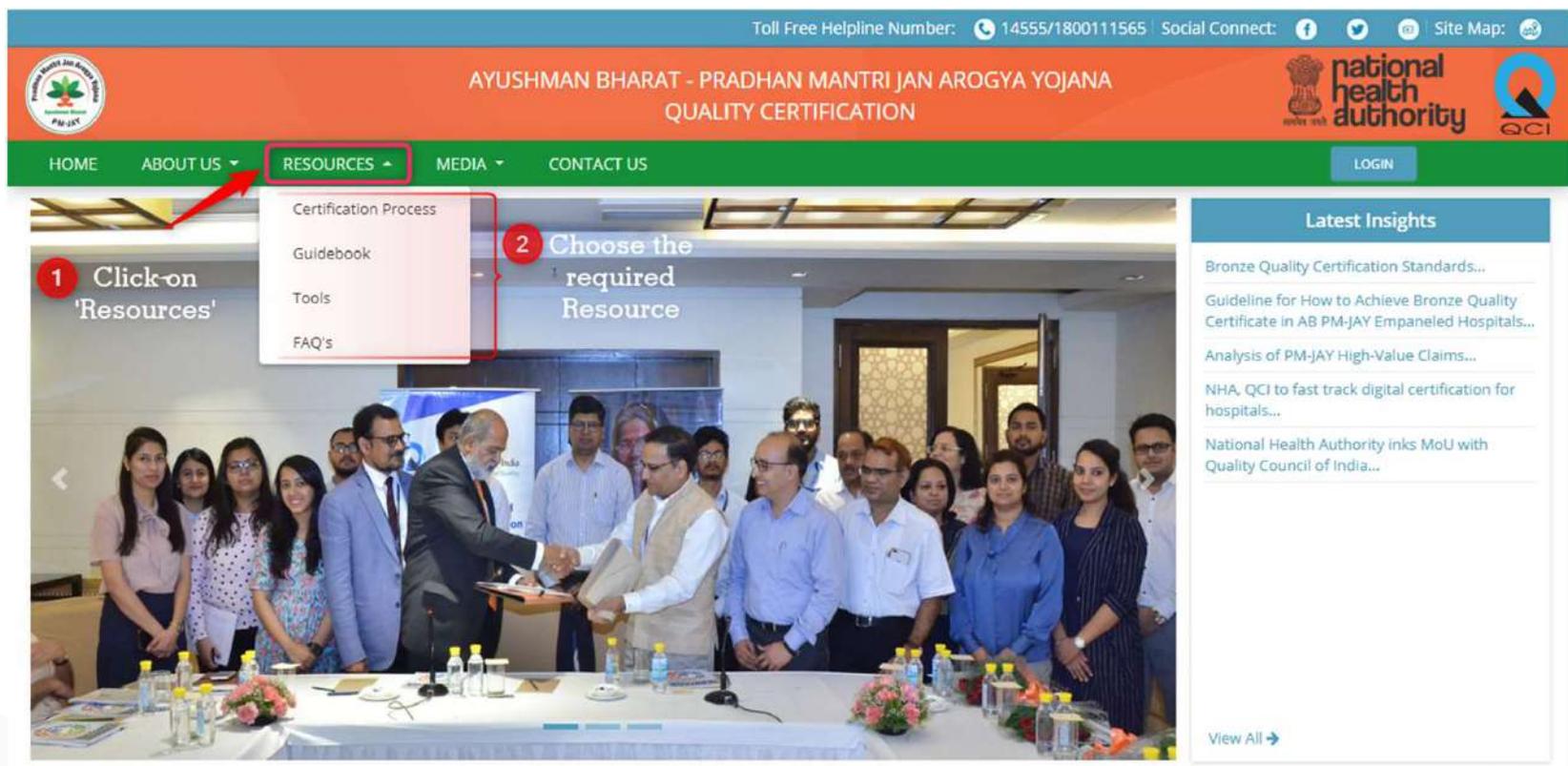
| STATUS | DATE |
|-------------------------|------------|
| Application Stage | 17/12/2019 |
| Basic Certificate Stage | 14/11/2019 |
| Pre-Registration Stage | 14/11/2019 |

This is the progress bar, it shows the stage at which the hospital is on

There are 3 colors on progress bar
 Green denotes 'Completed'
 Blue denotes 'In-process'
 Grey denotes 'Up-coming'

This is the History table, it shows the status of completed activity along with date

WHERE TO FIND RESOURCES?



The screenshot displays the website interface for the National Health Authority's Quality Certification portal. At the top, the header includes the toll-free helpline number (14555/1800111565), social media icons, and a site map. The main navigation bar features links for HOME, ABOUT US, RESOURCES, MEDIA, and CONTACT US. The RESOURCES menu is expanded, showing options for Certification Process, Guidebook, Tools, and FAQ's. A red arrow points to the RESOURCES link, and a red box highlights the expanded menu. Two numbered steps are overlaid on the image: '1 Click-on 'Resources'' and '2 Choose the required Resource'. The background of the page shows a group of people at a formal event. On the right side, there is a 'Latest Insights' section with several article titles, and a 'View All' link at the bottom.

Toll Free Helpline Number: 14555/1800111565 Social Connect: Site Map:

AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA
QUALITY CERTIFICATION

national health authority QCI

HOME ABOUT US **RESOURCES** MEDIA CONTACT US LOGIN

1 Click-on 'Resources'

2 Choose the required Resource

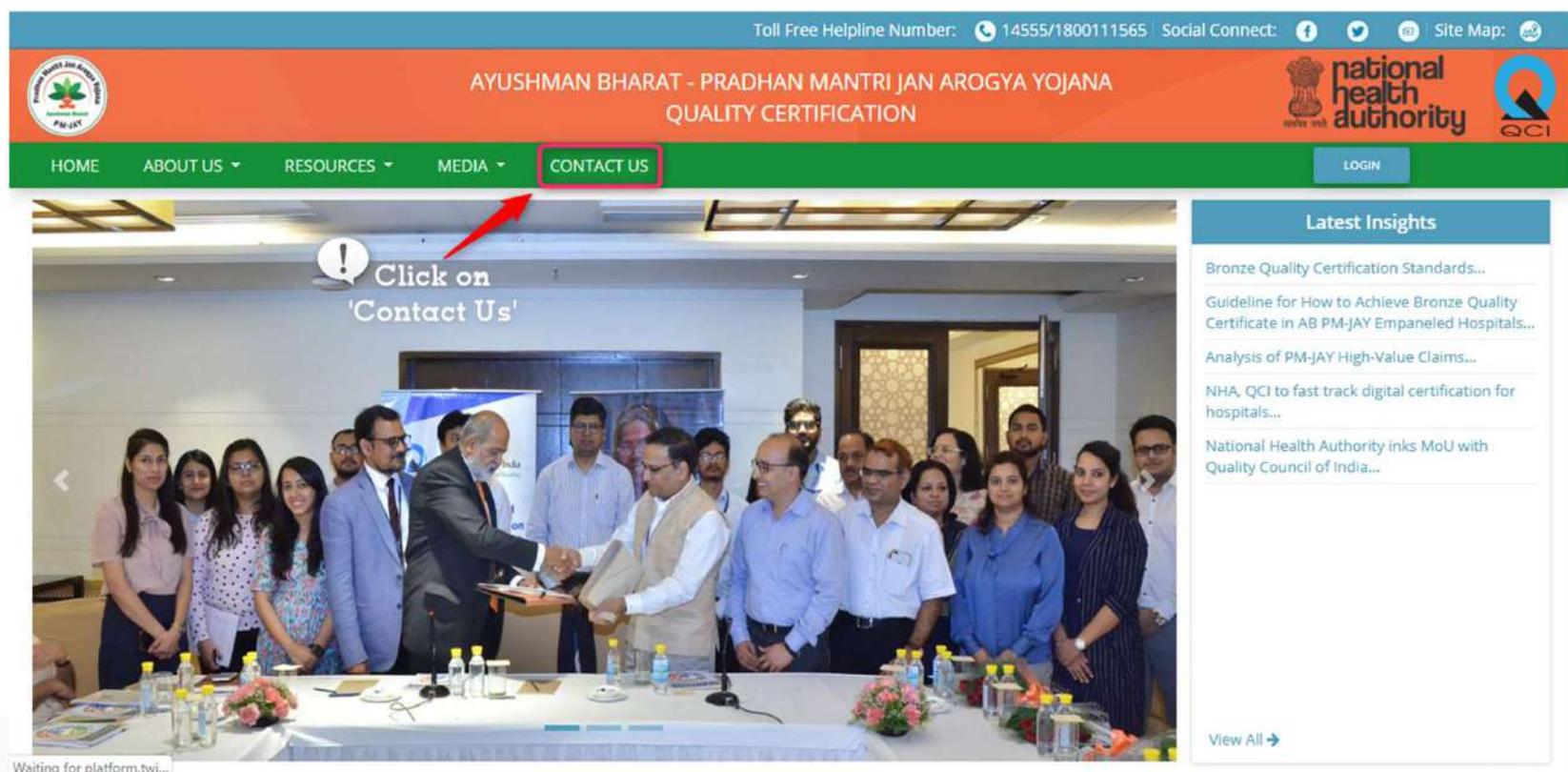
Certification Process
Guidebook
Tools
FAQ's

Latest Insights

- Bronze Quality Certification Standards...
- Guideline for How to Achieve Bronze Quality Certificate in AB PM-JAY Empaneled Hospitals...
- Analysis of PM-JAY High-Value Claims...
- NHA, QCI to fast track digital certification for hospitals...
- National Health Authority inks MoU with Quality Council of India...

View All →

HOW TO CONTACT US?



Toll Free Helpline Number: 14555/1800111565 Social Connect: Site Map:

AYUSHMAN BHARAT - PRADHAN MANTRI JAN AROGYA YOJANA
QUALITY CERTIFICATION

HOME ABOUT US RESOURCES MEDIA **CONTACT US** LOGIN

Click on 'Contact Us'

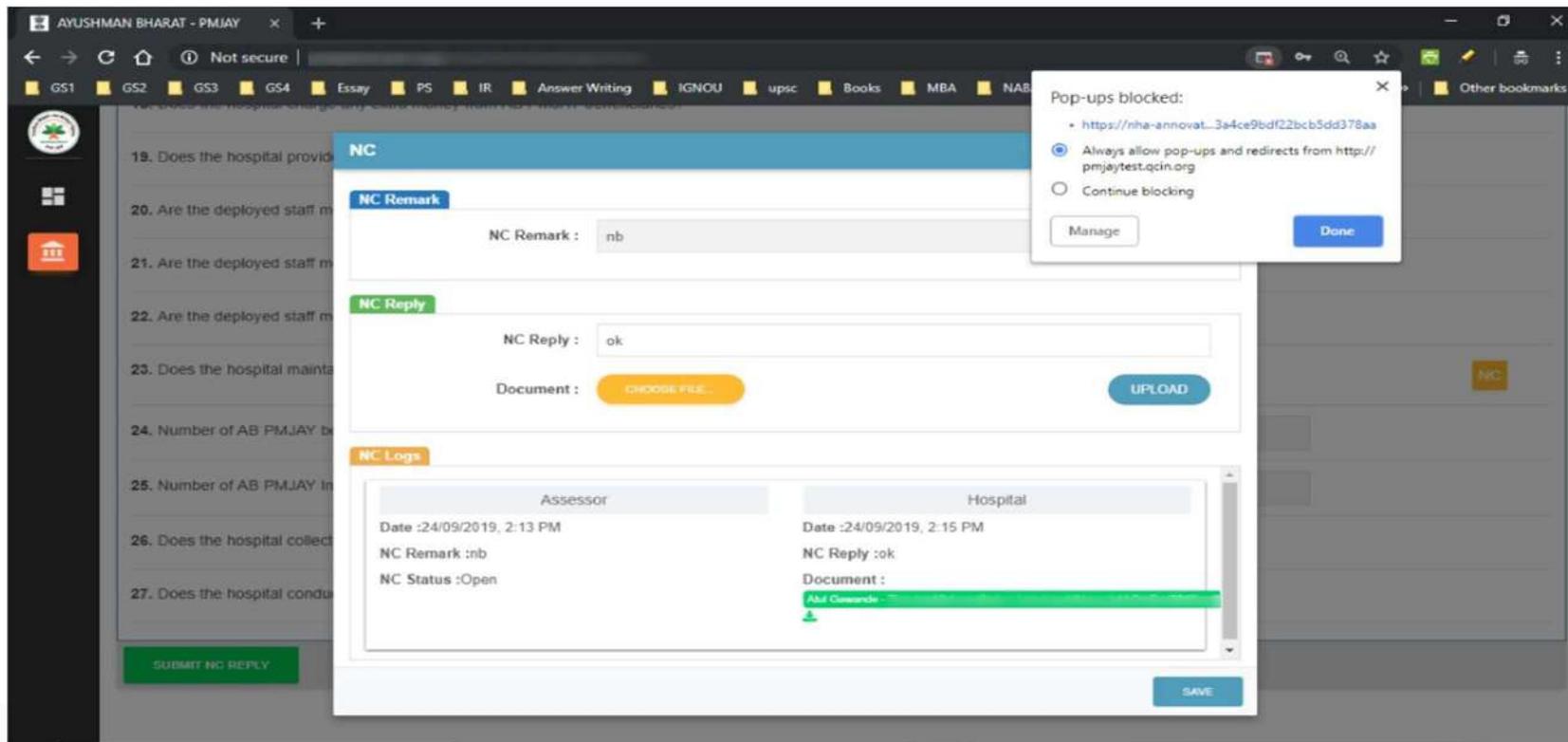
Latest Insights

- Bronze Quality Certification Standards...
- Guideline for How to Achieve Bronze Quality Certificate in AB PM-JAY Empaneled Hospitals...
- Analysis of PM-JAY High-Value Claims...
- NHA, QCI to fast track digital certification for hospitals...
- National Health Authority inks MoU with Quality Council of India...

View All →

Waiting for platform.twi...

WHAT IF POP-UPS ARE NOT VISIBLE?



The screenshot shows a web browser window with a blocked pop-up dialog box. The background is a form for submitting an NC Reply. The form has the following sections:

- NC Remark:** A text input field containing "nb".
- NC Reply:** A text input field containing "ok".
- Document:** A file upload button labeled "CHOOSE FILE..." and an "UPLOAD" button.
- NC Logs:** A table with two columns: "Assessor" and "Hospital".

The "NC Logs" table contains the following data:

| Assessor | Hospital |
|---------------------------------------------------------------|---------------------------------------------------------|
| Date :24/09/2019, 2:13 PM NC Remark :nb NC Status :Open | Date :24/09/2019, 2:15 PM NC Reply :ok Document : |

The blocked pop-up dialog box is titled "Pop-ups blocked:" and contains the following text:

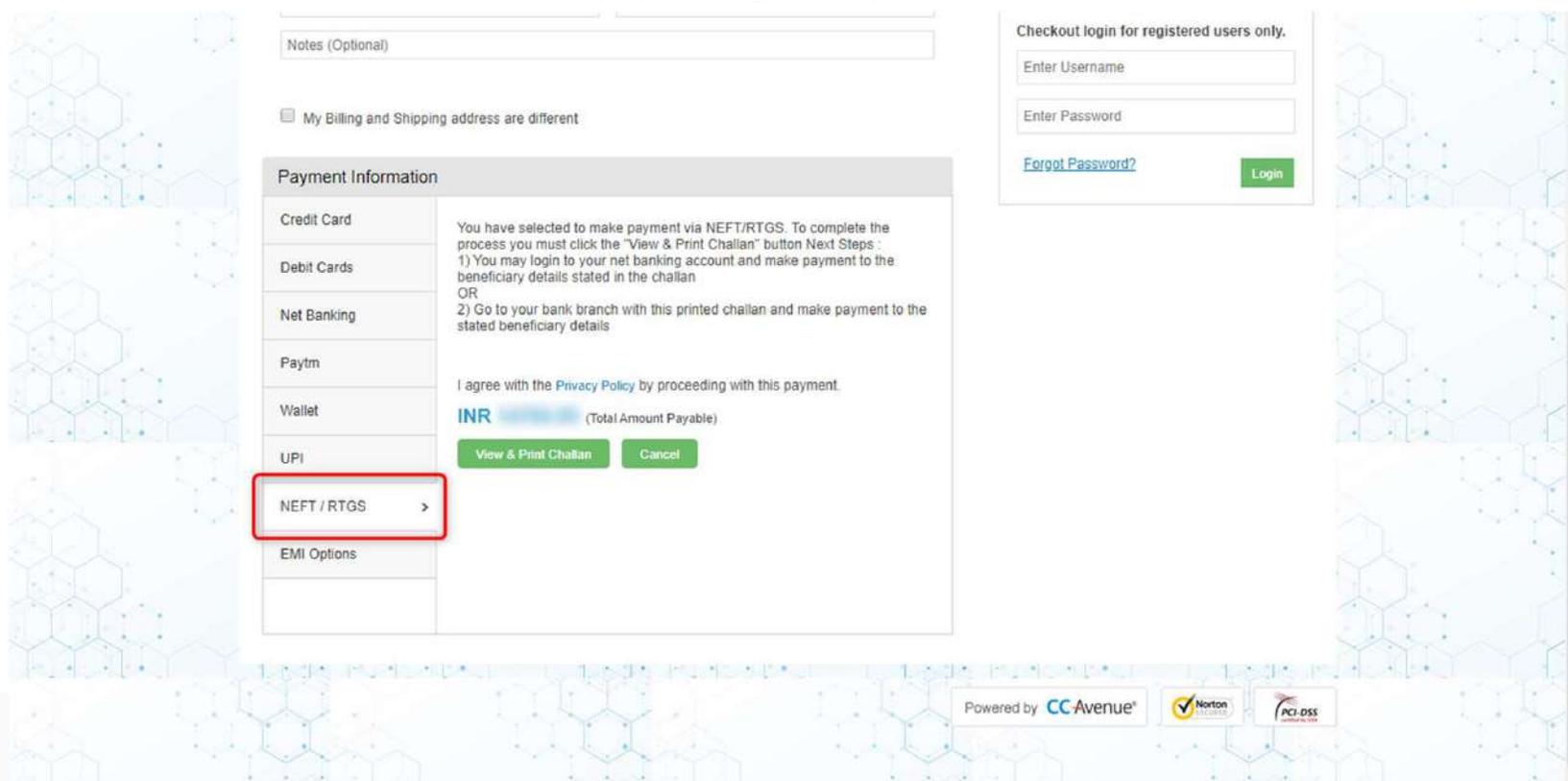
- <https://nha-annovat...3a4ce9bdf22bcb5dd378aa>
- Always allow pop-ups and redirects from <http://pmjaytest.qcin.org>
- Continue blocking

Buttons: "Manage", "Done", "SAVE".

Allow Pop-ups for the website

HOW TO MAKE PAYMENT THROUGH NEFT/RTGS ?

Step 1: Select NEFT/RTGS option on payment gateway



The screenshot displays a payment gateway interface. At the top, there is a text input field for "Notes (Optional)". Below it is a checkbox labeled "My Billing and Shipping address are different". The main section is titled "Payment Information" and contains a list of payment methods: Credit Card, Debit Cards, Net Banking, Paytm, Wallet, UPI, NEFT / RTGS, and EMI Options. The "NEFT / RTGS" option is highlighted with a red box. To the right of this list, there is a message: "You have selected to make payment via NEFT/RTGS. To complete the process you must click the 'View & Print Challan' button Next Steps : 1) You may login to your net banking account and make payment to the beneficiary details stated in the challan OR 2) Go to your bank branch with this printed challan and make payment to the stated beneficiary details". Below this message, there is a text input field for "Wallet" showing "INR" and "(Total Amount Payable)". At the bottom of the payment information section, there are two buttons: "View & Print Challan" and "Cancel". To the right of the payment information section, there is a "Checkout login for registered users only." section with input fields for "Enter Username" and "Enter Password", a "Forgot Password?" link, and a "Login" button. At the bottom of the page, there are logos for "Powered by CC Avenue", "Norton Secured", and "PCI-DSS".

HOW TO MAKE PAYMENT THROUGH NEFT/RTGS ?

NATIONAL ELECTRONIC FUND TRANSFER (NEFT) / REAL TIME GROSS SETTLEMENT (RTGS)

| Details of Beneficiary | |
|------------------------|----------------------------------------|
| Order Id: | 00000000007\$ |
| Beneficiary Name: | AVEP |
| Account No.: | ! Unique Account number will generated |
| IFSC Code: | |
| Bank: | ICICI Bank Ltd. CMS HUB, Mumbai |
| Amount INR: | |
| Amount In words: | |
| Additional Details: | test1 |

1. It is advised that all bidders make payment via RTGS/NEFT atleast one day in advance to the tender out off day. In the event bidder making payment on the last day and same is not available for the bidder for validation on account of any reason whatsoever, then Beneficiary, its banker, or e-procurement service provider or payment gateway service provider would not be held responsible in any manner. In such cases bidder may not be able to submit the tender.

2. It is bidders responsibility to ensure that RTGS/NEFT payments are made exactly as per the details as mentioned in the challan . In the event of any discrepancy, payment would not be considered and would not be available for validation of EMD payment.

3. Bidder is required to generate challan for every tender since details in the challan are unique to the tender and bidder combination. Bidder is not supposed to use challan generated in one tender for payment against another tender.

4. Under no circumstances, including whether the bidder has made duplicate/incorrect payments. Beneficiary Division or its Banker or its service providers are under no obligation to disclose the details of payment made by any bidder.

Remit the amount as per above details, by debiting my/our account for the amount of remittance plus bank charges.

Customer's Signature _____ Contact Phone No.: _____

Rupees Debited: _____ Applicant's A/c: _____

Date of Transfer: _____ Remittance No.: _____

[Return to Website](#) [Print](#) [Save](#)

Click on 'Print/Save' button to make sure you have a copy of the payment challan

Step 2: Download/Print challan

Step 3: Make payment

- by logging into your bank Net banking
- OR
- Visit the branch and make payment

Note: In Case of NEFT/RTGS challan will be generated which can be used to pay payment through your respective bank. (Application stage will change only when payment is received to us, in case of NEFT/RTGS it generally takes 2-3 business days to reflect status of payment post remittance)

THANK YOU