



**NABET Criteria for Registration of
Hospital & Healthcare Individual Consultants and Consultant
Organizations (NABH Standards)**

A number of consultants are helping various **Hospitals and Healthcare (HAH) sector**. The selection of a capable Consultant by an organization is important in ensuring that their management system is capable of meeting the planned objectives of the organization in the most efficient and cost effective manner.

Hospitals may cater to multi disciplinary activities where inputs are required from specialists in different areas. Therefore besides capable consultants, a consultant organization would require to have a capable Coordinator or Team Leader who would lead the team of various consultants and/or experts to provide a comprehensive guidance to the HAH and develop an effective system as per NABH guidelines.

Therefore the Registration for Consultants has been developed at two levels -

Individual Consultants – They may be individuals having requisite educational background and experience/ expertise in their respective areas (details given in part A).

Consultant organizations - Since some of the HAH require comprehensive inputs from different specialized areas apart from the infrastructure backup, the Consultant organizations meeting the NABET criteria would be registered (details given in part B).

The above two-tier Registration scheme would enable the prospective Consultant organizations to access the data-base of accredited Individual Consultants.

Assessment Procedure

For Individual Consultants

- * Desk top review of documents pertaining to education, experience, etc.
- * Interview with the NABET panel of Consultant Examiners

For Consultant organizations

- * Desk top review of documents pertaining to background of the organization, manpower, experience, etc.
- * On site verification of office & interview of all the Consultants proposed to be used for NABH Registration Consultancy
- * At least 50% of the consultants working with the organization should be preferably be accredited with NABET

The consultant organization shall develop & maintain documented procedures for effective administration of the consultancy projects in line with ISO 9001:2008.

The scheme for Registration of Hospital and Healthcare Consulting Organizations will help to certify the credentials of individual consultants and competent consultant organizations and also help the HAH to select a competent consultant through the register of consultants.

All information provided by the applicants can be verified and shared with the stakeholders at any stage during or after the assessment process. NABET reserves the right to utilize the information provided by the applicants for legal, research, for sharing with other IPC members or for any other purpose as may be deemed fit by NABET. In case an applicant wants the information to be kept confidential, a communication must be sent to NABET citing reasons for the same. NABET has the right to take decision in this regard as it may deem fit.

Registration under this scheme is available without restriction to all applicants who satisfy the Registration requirements.

NABET reserves all rights to amend its Registration criteria, procedures and fees etc. as it may deem fit. Applicants are requested to refer to the updated criteria before applying for their Registration.

We value your suggestions and feedback.

Please contact NABET office for the latest information.

DEFINITIONS

1. **Quality** – *Degree to which a set of inherent characteristics fulfills requirements.*

Note 1. The term “quality” can be used with adjectives such as poor, good or excellent
2. “Inherent” as opposed to “assigned” means existing in something, especially as a permanent characteristic.
2. **Continual Improvement** – *Recurring activity to increase the ability to fulfill requirements.*
Note: The process of establishing objectives and finding opportunities for improvement is a continual process through the use of Assessment findings and Assessment conclusions, analysis of data, management reviews or other means and generally leads to corrective and preventive action.
3. **Care Plan** – *Documented assessment, diagnostic tests, diagnosis, treatment (including medication and/or surgery), evaluation, auxiliary service (including physiotherapy and occupational therapy), etc, in patient care.*
4. **Discharge** – *Termination of current care, this may include follow up care or transfer or referral to another HCO.*
5. **Health Service or Health Care** – *All care, service, training, research, etc, to evaluate, diagnose, treat and follow up on maintenance of required health, prevent illness as well as improve health.*
6. **Health Service Organization or Health Care Organization (HCO)** – *An organization providing, administering or managing health service. This includes hospitals, diagnostic service centers, clinics, dispensaries, etc.*
7. **Health Record** – *Documents containing pertinent health related information relating to a particular individual or a group receiving health care service.*
8. **Health Professionals** – *Persons directly providing health service such as physician, physician assistant, nurse, paramedic, therapist, psychiatrist, social workers, psychologist, pharmacist and others who are trainer and/or teacher of health care.*
9. **Rehabilitation** – *The process of restoring a person’s physical and/or cognitive functions. This includes physiotherapy, occupational therapy, speech therapy, etc, individualized towards patient. Rehabilitation enhances healing and facilitates a return to productive activity.*
10. **Support Services** – *Activities which support the core business of a HCO. They include billing, admitting, housekeeping, public relation, etc.*
11. **Technicians** – *Those who assist in diagnostic examination as well as working in medical and surgical support roles.*
12. **Health** – *It is a state of complete physical, mental and social wellbeing and not merely an absence of disease or infirmity.*
13. **Community Health** – *Health care activities for a community covering the individuals as well as targeted groups through the following in singularity or in combination:*
 - a) *Health promotion,*
 - b) *Specific protection,*
 - c) *Early diagnosis and treatment,*
 - d) *Disability limitation, and*
 - e) *Rehabilitation.*

14. **Assessment** – *systematic, independent and documented process for obtaining Assessment evidence and evaluating it objectively to determine the extent to which Assessment criteria are fulfilled.*
15. **Competence** – *demonstrated personal attributes and demonstrated ability to apply knowledge and skills.*
16. **Customer satisfaction** - *Customer's perception of the degree to which the customer's requirements have been fulfilled.*
17. **Quality Management System** - *Management system to direct and control an organization with regards to quality.*
18. **Quality Policy** - *Overall intentions and direction of an organization related to quality as formally expressed by top management.*
19. **Audit** - *Systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.*

**Part A -
NABET Criteria for Registration of Hospital & Healthcare Individual
Consultants (NABH Standards)**

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Section – 1

REQUIREMENTS FOR REGISTRATION

1.1 Personal Attributes

Applicants for Registration shall be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services. Desirable personal attributes for consultants are described in ISO 10019 Clause 4.2.1.

A Consultant shall demonstrate to be:

- a) ethical - fair, truthful, sincere, honest and discreet;
- b) open minded - willing to consider alternative ideas or points of view;
- c) observant - constantly and actively aware of organizational culture and values, physical surroundings and activities;
- d) perceptive - aware of and able to understand the need for change and improvement;
- e) versatile - able to adapt to different situations and provide alternative and creative solutions;
- f) tenacious - persistent, focused on achieving objectives;
- g) decisive - reaches timely conclusions based on logical reasoning and analysis;
- h) self-reliant - acts and functions independently while interacting effectively with others;
- i) communicative - able to listen to and interface with all levels of an organization, confidently whilst sensitive to its culture;
- j) practical - realistic and flexible in approach with good time management and leadership abilities (concerned with facts and experiences);
- k) accountable - take responsibility for their own actions

1.2 Skills and Knowledge

Applicants shall through education, training, work experience and consulting experience be able to demonstrate a satisfactory level of competence in all of the following areas:

1.2.1 Management Systems specific knowledge and skills

1.2.1.1 Relevant Standards

Applicants shall be able to understand and apply relevant national and international standards that are applicable to the client organizations which may be as follows:

- a) NABH standards for Hospitals and Healthcare Providers Registration (latest issue)
- b) IS/ISO 15189:2003 - *Medical Laboratories: Particular requirements for quality and competence*
- c) ISO 9001:2008 Quality Management Systems – Requirements

The applicants are suggested to have a broad understanding of the following standards:

- a) ISO 9000:2005 Quality Management systems – Fundamental & Vocabulary
- b) ISO 9001:2008 Quality Management Systems – Requirements
- c) ISO 9004:2000 Quality Management Systems – Guidelines for performance improvements
- d) ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing
- e) ISO 10019 Guidelines for the selection of quality management system consultants and use of their services

In addition the applicants shall have knowledge of other standards that are necessary for the consulting services such as:

- i) sector specific standards
- ii) measurement control systems standards
- iii) product standards
- iv) safety related standards

The applicants are suggested to have a broad understanding of the following:

- a) registration standards
- b) conformity assessment standards

1.2.1.2 General quality management principles, methodologies and techniques

Applicants shall demonstrate to have the knowledge of, and the ability to apply QMS principles, methodologies and techniques such as:

- a) quality management principles
- b) continual improvement tools and techniques
- c) appropriate statistical techniques
- d) auditing methodologies and techniques
- e) team work techniques
- f) PDCA (Plan-Do-Check-Act) Methodology
- g) Problem solving techniques
- h) Techniques for monitoring customer satisfaction

- i) Brainstorming techniques

1.2.1.3 National and international quality systems

Applicants shall have general knowledge of:

- the standardization, certification and registration systems at national and international level
- the processes and procedures for national certification of products, systems and personnel.

1.2.2 Organization specific knowledge and skills

1.2.2.1 Statutory and regulatory requirements

Applicants shall demonstrate the ability to recognize the existence and the significance of the relevant statutory and regulatory requirements (e.g. **local, national or international**) applicable to the organization's activities.

In particular, applicants shall demonstrate how they recognized these to be applicable to the organization's activities where they provided consulting services.

Basic knowledge in this area should typically include the statutory and regulatory requirements for the organization's service and it should also include the following aspects as appropriate:

- Contracts and agreements
- Labour and workplace
- Occupational Health and Safety (OHSAS)
- Food Safety
- International treaties and conventions

1.2.2.2 Service, process and organizational requirements

Applicants should demonstrate a reasonable knowledge of the organization's Services, processes and customer expectations and shall demonstrate to understand the key factors relevant to the sector in which they provided their consulting services. They shall be able to demonstrate how to apply this knowledge to:

- identify the critical characteristics of the organization's processes and related services, with focus on their measurement and monitoring
- understand the sequence and interaction of the organization's processes and their effect on meeting service requirements
- understand the terminology of the specific sector
- understand the nature of the structure, functions and relationships within the organization

1.2.2.3 Management Practices

Applicants shall demonstrate to understand how the NABH standard integrates and interacts with the overall management of the organization, including human resources. Therefore, applicants shall have knowledge of relevant management practices such as:

- planning and control
- strategic management
- process/operations management
- management information systems
- human resources management
- quality management

1.3 Education

Applicants shall have at least completed his graduation (minimum 12 years full time schooling + 3 years of university education).

1.4 Training

The applicant should have successfully completed the NABH Assessor Training Course/ Programme on Implementation of NABH Standards – Internal Counselor’s course .

Documentary evidence of the education and training claimed should be submitted.

1.5 Work Experience

The applicant shall have relevant experience in managerial, professional and technical aspects of the consultant services to be provided. This may involve the exercise of judgment, problem solving and communication with all interested parties, enabling the consultant to assist the organization in making effective decisions.

The applicant’s relevant experience may include a combination of some or all of the following:

- a) practical work experience
- b) experience in management
- c) experience in NABH assessments
- d) experience in implementing NABH standards, in one or more of the following capacities:
 - Consultant services
 - Management representative
 - Member of management review team
 - Quality function

In particular, applicants shall demonstrate the following minimum work experience, in relation to the education level:

For Provisional Consultant Grade:

* should have successfully completed NABH Assessor Training Course.

For Consultant Grade:

* total work experience : 10 years

* work experience in Hospitals & Healthcare Providers (as a part of total work experience): 5 years

For Senior Consultant Grade:

* total work experience : 15 years

* work experience in Hospitals & Healthcare Providers (as a part of total work experience): 8 years

For Principal Consultant Grade:

- * total work experience : 20 years
- * work experience in Hospitals & Healthcare Providers (as a part of total work experience): 10 years

It is essential that the experience of the consulting is relevant to the Hospitals and Healthcare Providers.

The experience required may be concurrent with work experience but must have been achieved in the years immediately prior to initial Registration.

Applicants shall provide documentary evidence of work experience. This evidence must be signed by the applicant's employer and customer and may be verified by the certification body.

Alternatively, this evidence may be presented in the form of employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility.

1.6 Consultancy realization experience

1.6.1 Realization/implementation projects

The total of implementation/realization experience for an applicant shall include:

1.6.1.1 For Provisional Consultant Grade:

An applicant after successfully completing NABH Assessor Training Course can apply for Registration as Provisional Consultant Grade. No Consultancy experience is required for this grade.

1.6.1.2 For Consultant Grade:

- realization/implementation of **4 complete QMS ISO 9001:2000/ ISO 9001:2008 and/or NABH projects for hospitals and/or healthcare providers.**
- Carried out autonomously the tasks assigned by the project/team leader.
- Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.
- Carried out training of personnel involved in each project.

1.6.1.3 For Senior Consultant Grade:

- realization/implementation of **8 complete QMS ISO 9001:2000/ ISO 9001:2008 and/or NABH projects as project/team leader.**
- Carried out autonomously the tasks
- Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the customer agreed objectives.
- Carried out training of personnel involved in each project.

1.6.1.4 For Principal Consultant Grade:

- realization/implementation of **12 complete QMS ISO 9001:2000/ ISO 9001:2008 and/or NABH projects as project/team leader.**
- Carried out autonomously the tasks
- Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the customer agreed objectives.
- Carried out training of personnel involved in each project.

All these activities shall be demonstrated by means of declarations from clients or consultancy project team leaders.

All implementation/realization experience submitted for Registration shall have been gained in the 5 years prior to application.

The applicants should submit Quality Manual or any other evidence of documented quality assurance programme of at least 2 completed projects of different organizations, in different years, for desktop review. NABET reserves the right to ask for additional information including Quality Manuals of more projects or to seek the information from the organizations assisted, at any stage of the NABET assessment process.

The applicants for the Provisional Consultant Grade are not required to submit quality manuals.

1.7 Application Sponsors

For initial Registration each applicant shall be sponsored by either the current employer or by one alternative person who has a professional relationship with the applicant.

Sponsors shall have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have been attested.

1.8 Personal Declaration

All applicants for initial Registration and re-Registration shall sign a declaration whereby they agree to observe and to abide by the NABET Code of Conduct and that all complaints regarding their performance have been formally logged and dealt with in a manner to prevent recurrence.

1.9 Re-Registration (maintaining Registration)

All registered consultants shall be periodically re-registered. The period between initial Registration and re-Registration shall not exceed three years. Each applicant for re-Registration shall maintain a written declaration from the client of each Consultancy realization undertaken and details of professional development undertaken during this period.

For each year of the re-Registration period, NABET accredited consultants shall submit documentary evidence either of having performed a minimum of 1 complete project realization or of having acquired equivalent consultancy experience.

1.9.1 Professional Development

The NABET accredited consultant shall, in each year of the Registration period, undertake at least 15 hours of appropriate continuing professional development. Evidence of that professional development, verified by the provider, or the applicant's employer shall be submitted as part of the application for re-Registration.

The professional development records shall show the duration and type of activity undertaken and details of the provider.

In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

1.10 Code of conduct

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration.

Kindly refer to section 6 for more details.

Section – 2

EVALUATION PROCESS

The Complete application form with the requisite fee must be sent to the following address

NABET
C/o Quality Council of India
Institution of Engineers Building (II Floor)
Bahadur Shah Zafar Marg, New Delhi 110 002

The form must be filled in English language only.

All applications must be supported by documentary evidence, e.g. legible photocopies of original certificates etc. Original documentary evidence should be made available only when asked for.

An incomplete application or not adequately supported by required documents would result in delay in processing or rejection of application.

The envelope containing the application must be super scribed with the Registration applied for.

Only the application fee (besides necessary documents) should be sent with the application. The Registration fee needs to be sent only after the receipt of notice from NABET.

NABET shall carry out an effective evaluation of applicant's competencies through three distinct components:

a) i) Desk-Top Review - I

A desk-top review of documentation submitted by the applicant in support of the application. This review is intended to determine the applicant's conformance with NABET requirements for education, training, work experience, quality experience and consulting experience.

ii) Desk-Top Review - II

A desk-top review of documentation related to the projects realized/ implemented by the applicant (alone, within a team or where applicable as a project leader/ team leader)

iii) Interview

A verification of the applicant's consulting competence through face-to-face interview. The applicant will have to appear at own cost for the interview.

b) Confidentiality

All information, correspondence and documentation submitted by applicants in support of Registration will be considered as strictly confidential except where the applicant has agreed to specific information being released, for example, the information contained in the register of consultants.

c) Legal Status

The Registration of consultants by NABET and all activities associated with the administration of the Scheme is governed in accordance with Indian Arbitration and Conciliation Act 1996. Disputes if any shall be referred to the arbitration of the Secretary General, Quality Council of India, or to any other person nominated by him.

d) Reconsideration

It may happen that during the processing of an application, it is observed that the applicant can get qualified to a higher grade on submitting additional information/ evidence. In this case the applicant will be informed to exercise his/ her option.

In case of applicant opting for the higher grade, a reconsideration fee will have to be submitted as given in the fee schedule.

Section – 4 REGISTRATION CARD, CERTIFICATE AND REGISTER

All successful applicants will be issued the following:

- i) a Certificate
- ii) a Registration Card.

The validity of the Certificate and the Card will be for the period for which the fee has been paid by the applicant (maximum three years)

The card and the Certificate are the primary evidence of validity of Registration and should be presented on commencement of a project and thereafter on demand as appropriate.

The Register of Consultants will be hosted on the QCI web site. Also, the details of newly registered consultants are published regularly in QCI Newsletter "Crest". In case the registered consultant does not want to publish his/her details, an application may be sent to NABET for the same.

Section – 5 APPEALS, COMPLAINTS & DISCIPLINARY PROCEEDINGS

NABET accredited consultants and applicants for Registration have the right to appeal against any decision taken by NABET.

An appeal should be made in writing to the Board Chairman. He is authorized to either take a decision or appoint an Appeals Committee (out of the Board Members) to resolve the issue.

In case of non acceptance of the decision of the Appeals Committee by the applicant, the appeal can be made to the Secretary General, QCI who will then appoint an arbitrator for the purpose. The arbitration shall be held in the city of Delhi and shall be in accordance with the Arbitration and Conciliation Act 1996.

Similarly complaints made

- by accredited consultants against NABET
- by accredited consultants against a fellow accredited consultants or
- by an organization, certification body or other body against a accredited consultant.

will be considered according to the procedures of NABET.

NABET retains the right to undertake disciplinary proceedings against registered consultants who are found to have acted contrary to the Code of Conduct. Options available include suspension of Registration and in instances of serious or sustained breach, withdrawal of Registration.

NABET may suspend or cancel the NABET Registration because of the following but not limited to:

- a) non compliance with the NABET code of conduct
- b) providing insufficient or incorrect information to NABET
- c) improper use of NABET Registration, card or logo
- d) failure to report any major complaint against the applicant
- e) non payment of fees
- f) any other condition deemed appropriate by NABET
- g) at request of the registered consultant

The Certificate and Registration Card would be cancelled and recalled by NABET.

Section – 6

CODE OF CONDUCT

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration.

Consultants undertake:

- a) to act professionally, accurately and in an unbiased manner
- b) to strive to increase the competence and prestige of the consultancy profession
- c) to assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- d) to maintain the confidentiality of information provided by or acquired from the organization
- e) to avoid and/or declare any conflict of interest that may affect the work to be carried out
- f) to maintain independence from certification or Registration bodies
- g) to maintain impartiality in an organization's selection of certification bodies/ registrars
- h) not to act in any way that would prejudice the reputation of the NABET or the consultant Registration process and to co-operate fully with an inquiry in the event of any alleged breach of this code.

Standards of the ISO 9000:2000 family

All standards are subject to revision therefore, applicants are requested to follow up their development.

ISO 9000:2005	Quality Management Systems - <i>Fundamentals and vocabulary</i>
ISO 9001:2008	Quality Management Systems - <i>Requirements</i>
ISO 9004:2000	Quality Management Systems - <i>Guidelines for performance improvements</i>
ISO 9000-3:1998	Quality Management and Quality Assurance Standards - <i>Guidelines for the application of ISO 9001:1994 for the development, supply, installation and maintenance of computer software</i>
ISO 10005:1995	Quality management – <i>Guidelines for quality plans</i>
ISO/FDIS 10006	Quality management – <i>Guidelines for quality in project management</i>
ISO/FDIS 10007	Quality management – <i>Guidelines for configuration management</i>
ISO/FDIS 10012	Measurement Management systems – <i>Requirements for measurement processes and measuring equipment</i>
ISO/TR 10013:2001	<i>Guidelines for developing quality management system documentation</i>
ISO/TR 10014:1998	<i>Guidelines for managing the economic effects of quality</i>
ISO 10015:1999	Quality Management – <i>Guidelines for Training</i>
ISO/DTR 10017:2002	<i>Guidance on statistical techniques for ISO 9001:2008</i>
ISO/CD.2 10018	Complaints handling – <i>Guidelines for organizations</i>
ISO 19011:2002	<i>Guidelines for quality and/or environmental management system auditing</i>
ISO/IEC 17020	<i>General requirements for bodies operating assessment and certification quality systems</i>
IS/ISO 15189:2003	<i>Medical Laboratories: Particular requirements for quality and competence</i>

Additional ISO documents:

- Selection and use of ISO 9000
- Quality Management Principles and Guidelines on their application
- ISO 9000 introduction and support package (obtainable from the official ISO/TC 176 website : www.iso.ch and www.bsi.org.uk/iso-tc176-sc2)
- Guidance on the Documentation Requirements of ISO 9001:2008
- Guidance on ISO 9001:2000 clause 1.2 'Application';
- Guidance on the Terminology used in ISO 9001:2008 and ISO 9004:2000
- Guidance on the Process Approach to quality management systems

Section – 7 FEE STRUCTURE (Individual Consultant)

I)	Application Package	Rs. 500/-
II)	Application Fee	
	First time	Rs. 3,000/-
	Re-Registration	Rs. 1,500/-
	Interview	No fee is charged for the interview, Candidates have to make their own arrangements for attending the interview.
III)	Annual Registration Fee	(For applications approved between)
	Provisional Consultant	Rs. 7,500/- (1 Jan – 30 Jun) Rs. 4,000/- (1 Jul – 31 Dec)
	Consultant	Rs. 10,000/- (1 Jan – 30 Jun) Rs. 5,000/- (1 Jul – 31 Dec)
	Senior Consultant	Rs. 12,500/- (1 Jan – 30 Jun) Rs. 7,500/- (1 Jul – 31 Dec)
	Principal Consultant	Rs. 15,000/- (1 Jan – 30 Jun) Rs. 10,000/- (1 Jul – 31 Dec)

Applicants can apply for 3 years Registration and avail 15% discount on the total fee.

Regrade Fee	Rs. 2,000/-
Reconsideration Fee	Rs. 1,500/-
Duplicate Card Fee	Rs. 250/-
Duplicate Certificate Fee	Rs. 250/-

Tax liability, if any will be charged extra, as applicable.

The fee should be paid vide demand draft payable at Delhi or a local Delhi cheques drawn in favor of "Quality Council of India".



Annexure A- Application Form

(Please read the criteria before filling the form)

Space for
Photograph

1. Mr./Ms./Mrs./Dr. _____
 (First Name) (Middle Name) (Last Name)

2. Date of Birth _____

3. Home address _____

_____ Pin Code _____

4. Tel. No. _____ 5. Fax No. _____

6. Email address _____

7. Office address _____

_____ Pin Code _____

8. Tel. No. _____ 9. Fax No. _____

10. Email address _____

11. Mailing address (Please Select)

Home	Office
------	--------

12. General Education (Senior Secondary)

Period	Board	Qualification	Educational Institution & Address	Subjects	Grade & % of Marks

13. Higher Education (Graduation & above):

Period	Institution Name & Address	Qualification	Subjects	Grade

14. Certified / recognized training courses attended:

S.No.	Title of the Course	Conducted / Organized by (Name & Address)	Dates		Result
			From	To	

15. Membership of Professional Bodies:

S.No.	Conducted / Organized by (Name & Address)	Membership		Valid Till
		Grade	No.	

16. Experience (Please write in chronological order with present experience listed first):

A. General:

Period	Organization with address	Department	Designation	Reporting to/ Duties/ Responsibilities

B. Related to Hospitals & Healthcare:

Period	Organization with address	Department	Designation	Reporting to/ Duties/ Responsibilities

17. The application must be signed by a proposer who has known the applicant for more than two years

Proposer's Name _____

Address: _____

Tel. No. : _____ Fax No. _____

Certification No. : _____ E-mail. _____

Signature _____ Date _____

18. Do you want your contact details to be published in the section relating register of consultants? **Yes /No**

20. Declaration by applicant

I have carefully read all NABET guidelines for Registration of consultants. I confirm that the information in support of the application is correct to the best of my knowledge.

I authorize NABET to make any enquiry as deemed fit as part of the reviewing process. I understand that in case any information is found to be incorrect, it may result in rejection of my application and/or my disqualification. I authorize NABET to utilize the information provided by me for legal, research, training, sharing with other IPC members and/or for any other purpose as may be deemed fit by NABET.

Once accredited, I commit to notify NABET immediately of any changes in my status where information regarding such changes, if declared may affect the consideration for my Registration. I also confirm to follow the NABET code of conduct for consultants.

I have read and understood the complete application requirements of NABET.

I agree to abide by Terms and Conditions of NABET as applicable from time to time.

Signature _____ Date _____/_____/_____

Annexure B. Work Experience Format

(Preferably on company letter head)

Dated _____

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Name of the applicant** has worked as **Designation** in the **department**

From the period

Dates

From

To

The **applicant** was reporting to _____. The responsibilities of **Name of the applicant were as follows:**

Authorized signatory:

Name _____

Designation _____

Tel/ Fax/ email _____

Signatures _____

Annexure C- CONSULTANCY LOG

(for each project implemented)

Consultant Name _____

Role in the Project

Observer

Member

Project Leader

Names of other Team Members I _____ II _____
 III _____ IV _____

Consultancy dates From _____ To _____

Consultancy provided for a) ISO 9001:2000/ ISO 9001:2008 b) NABH Standard c) Any other

(Kindly fill the following information very carefully)

The applicant has

- * carried out autonomously the tasks assigned by the project/team leader.
- * participated in all the periodical & final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives
- * carried out the training of personnel involved in the QMS./ NABH Process
- * has carried out the work ethically and satisfactorily met the objectives

(to be authenticated by the client where consultancy provided)

Client Name _____

Client Address _____

Tel/ Fax/Email _____

Product/Service _____

No. of Employees _____

Date of Certification (ISO 9001:2008/ISO 9001:2008/ NABH Standard/ Any other) _____

Name of Certification Agency _____

Signing Authority _____

Designation _____

Signatures / Date _____

(to be authenticated by the employer on whose behalf consultancy provided)

Name & Address of Consultancy Company _____

Tel/Fax/Email _____

Contact Person (with designation) _____

Signatures _____

Signatures (Applicant) _____ Stamp _____

Annex D- Summary of Consultancy Projects

S.no.	Dates		Client Name and Location	Role in project (Observer/Member/Leader)	Q Manual enclosed (Y/N)	For NABET use only	
	From	To				Accepted/ not Accepted	Remarks

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1.5 Records

- I. The organization shall maintain records to demonstrate conformance to the NABET requirements.
- II. Records shall be maintained in English.
- III. Records may be in the form of any type of media, such as hard copy or electronic media.
- IV. These records shall be maintained for at least three years.
- V. These records shall be made available to NABET.

1.6 Complaints and Appeals

The Consultant organizations shall have documented procedures for handling & disposal of complaints within a reasonable time.

The documented procedure shall include provision for corrective and/or preventive action to be taken if required as a result of any complaint or appeal. The procedures shall include the potential involvement of NABET in unresolved complaints or appeals.

The organization shall inform all clients of the right to make a complaint or an appeal and shall provide written details of the process for doing so, on request.

The organization shall notify each complainant or appellant in writing of the result of the complaint or appeal and of the right to appeal against the result to NABET.

The organization shall maintain records of all complaints and appeals, of their resolution and the corrective & preventive actions taken.

1.7 Confidentiality

The organization shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by its clients. These arrangements shall be extended to include organizations or individuals acting on its behalf and its representatives.

Except as required, information about an organization shall not be disclosed to a third party without written consent of the organization.

1.8 Changes

The organization shall notify NABET of any changes that it makes in its quality manual, documents experts, locations etc.

NABET reserves the right to carry out assessment of before its approval. The expenses for this re-assessment shall be borne by the organization.

Section – II Assessment of the organization

2.1 Language

All communications, documentation and records shall be in English.

2.2 Initial Assessment

2.2.1 Documentation assessment

NABET shall evaluate the documented system including:

- a. Quality Manual
- b. The criteria for selecting experts and individual consultants, procedures for assessing their performance and a current list of experts and individual consultants, their resumes and NABET Registration status
- c. Office administration documents including promotional material.

After the evaluation, NABET will inform the organization of the non-conformities and/or observations if any.

The organization shall be required to close all observations and non-conformities before the next stage of assessment.

2.2.2 Office Assessment

Following review and acceptance of the documentation procedures, NABET shall undertake at least one full assessment of the Office, support structure and the Consultants working with the organization.

The organization shall be informed of the findings and non-conformities if any.

In case any corrective action is required, the organization shall make the necessary corrections & improvements, and submit the appropriate documentation within a defined time schedule.

An additional full or partial evaluation may be done by NABET to verify the compliance of corrective actions

The NABET Registration Committee will take the decision on NABET Registration for the organization depending on the Assessment report.

When NABET Registration Committee determines that the organization can be offered Registration, NABET shall inform its approval to the organization.

The annual Registration fee should be paid by the organization. Subsequently for every year, the organization will have to clear the surveillance assessment and pay the requisite fee for renewal of Registration.

A certificate will be issued on receipt of fees.

2.3 Surveillance and Re-assessment

2.3.1 Surveillance Assessment

To assess an organization's continuing conformance to NABET criteria and the effective implementation of the procedures, NABET shall normally conduct an annual surveillance for Administrative procedures, practices and records.

NABET reserves the right to carry out more frequent or longer surveillance as necessary and in case of complaints/concerns against the organization. Cost for the same shall be borne by the organization.

NABET may conduct surprise surveillance.

2.3.2 Re-assessment

NABET shall carry out reassessment of the office, office procedures and documentation to verify the compliance with the NABET criteria after every three years.

The organization shall apply in the requisite application form for the reassessment enclosing the necessary papers and the fee.

2.4 Suspension or Cancellation

NABET may suspend or cancel an approval because of any of the following, but not be limited to:

- a) non compliance or violation of the NABET requirements
- b) providing insufficient or incorrect information to NABET
- c) improper use of NABET Registration mark
- d) changes without NABET approval
- e) failure to report any major legal (mandatory compliance) changes
- f) any other condition deemed appropriate by NABET
- g) non payment of fees.

2.5 Appeals

An appeal against NABET shall be made in writing to the Board Chairman. An Appeals Committee will be constituted out of the Board Members to resolve the issue.

In case of non-acceptance of the decision of the Appeals Committee by the applicant, the appeal can be made to the Secretary General, QCI, who will then appoint an arbitrator for the purpose. The arbitration shall be held in the city of Delhi and shall be in accordance with the Arbitration and Conciliation Act 1996.

Section – III CODE OF CONDUCT FOR CONSULTANT ORGANISATIONS

All consultants are obliged to improve the standing of the consultancy profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of Registration.

Consultants undertake:

1. To act professionally, accurately and in unbiased manner. Be truthful, accurate and fair to the assigned work, without any fear or favor.
2. To judiciously use information provided by or acquired from the client in developing the systems and maintain confidentiality of information received/acquired in connection with the assignment.
3. To avoid and or/ declare any conflict of interest that may affect the work to be carried out.
4. Not to accept any gift or any other favor from the clients, or their representatives and also not to allow colleagues to do so.
5. Not to act in a manner detrimental to the reputation of any of the stakeholders including NABET and the client.
6. To co-operate fully in any formal enquiry procedure of NABET as per appeals procedure.



FEE STRUCTURE

<i>Fee Details (Consultant Organization)</i>	<i>(in Rs.)</i>
a) Application Package (Hard Copy) No charges if application is downloaded from web site	500/-
b) Application Fee	30,000/-
c) Assessment Fee	12,000/- per man day *(Documentation -2 man days Office - 4 man days) # plus actuals
d) Annual Fee	30,000/-
f) Surveillance (every year)	12,000/- per man day *(Office – 2 man days) # plus actuals
g) Re-assessment (after 3 years) Application Assessment	30,000/- 12,000/- per man day *(Documentation -2 days Office - 4 days) # plus actuals

**GENERAL INFORMATION ON PAYMENT OF FEE
FOR REGISTRATION**

1. The fee is to be paid by a Demand Draft payable at Delhi or a local Cheque of Delhi in favor of "Quality Council of India".
2. Only the Application fee is to be sent along with the application. Applications not accompanied by the application fee will not be considered.
3. The Annual fee is to be sent only after the receipt of confirmation from NABET. Certificate will be sent after receipt of full fees and expenses.
4. Annual fee is to be paid in advance before the beginning of the next year of certification.
5. The company has the option to pay the total 3 years fee offerings in advance based on the estimates.
6. **"**" Indicates a typical example. The number of man-days may vary depending on size of the consultant organization and the type of non-conformities.**
7. **"#"** Expenses on local travel, outstation travel, boarding and lodging etc. of Assessors will be charged on actuals.

*** Estimated Fees (in case of no additional assessments & for one office location)**

Total fees -	Application	-	30,000	I year – 1,32,000
(3 years)	Assessment	-	72,000	II year - 54,000
	Annual	-	30,000	III year - 54,000
	Annual	-	60,000	
	Surveillance	-	48,000	

Total - 2,40,000/- plus actuals on travel, boarding and lodging



APPLICATION FOR Registration of Consultant Organization

COH-01

1. Name of the Applicant
(Organization name)

2. Address

Tel no Fax no. Email

(std code) (no.) (std code) (no.)

(The addresses of other branch offices should also be given. It can be attached as a separate sheet, with this application.)

3. The following documents are enclosed **(two copies)**:

a) System Manual for the Organization including :

I. Administrative procedures

II. Consultant Qualification criteria and their evaluation procedures

b) List of Consultants with their resumes

c) Corporate Brochure with **a copy of legal identity**

d) Organization structure & details of relationship with any certification body

4. Please find enclosed the Demand Draft / Cheque (Delhi only) no. _____ for Rs. _____ dated _____ drawn on _____ in favor of **Quality Council of India**, payable at New Delhi towards the application fee.

5 We have carefully read all NABET guidelines for Registration of Consultant organization. We confirm that the information in support of the application is correct to the best of our knowledge. We agree to abide by the code of conduct and terms & conditions of NABET as applicable from time to time.

We authorize NABET to make any enquiry as deemed fit as part of the reviewing process. We understand that in case any information is found to be incorrect, it may result in rejection of this application and/or disqualification. We authorize NABET to utilize the information provided in this application for legal, research, training, sharing with other IPC members and/or for any other purpose as may be deemed fit by NABET.

If registered, we commit to notify NABET immediately of any changes in the status where information regarding such changes, if declared may effect the consideration for Registration of the organization.

6. Authorized Signatory:

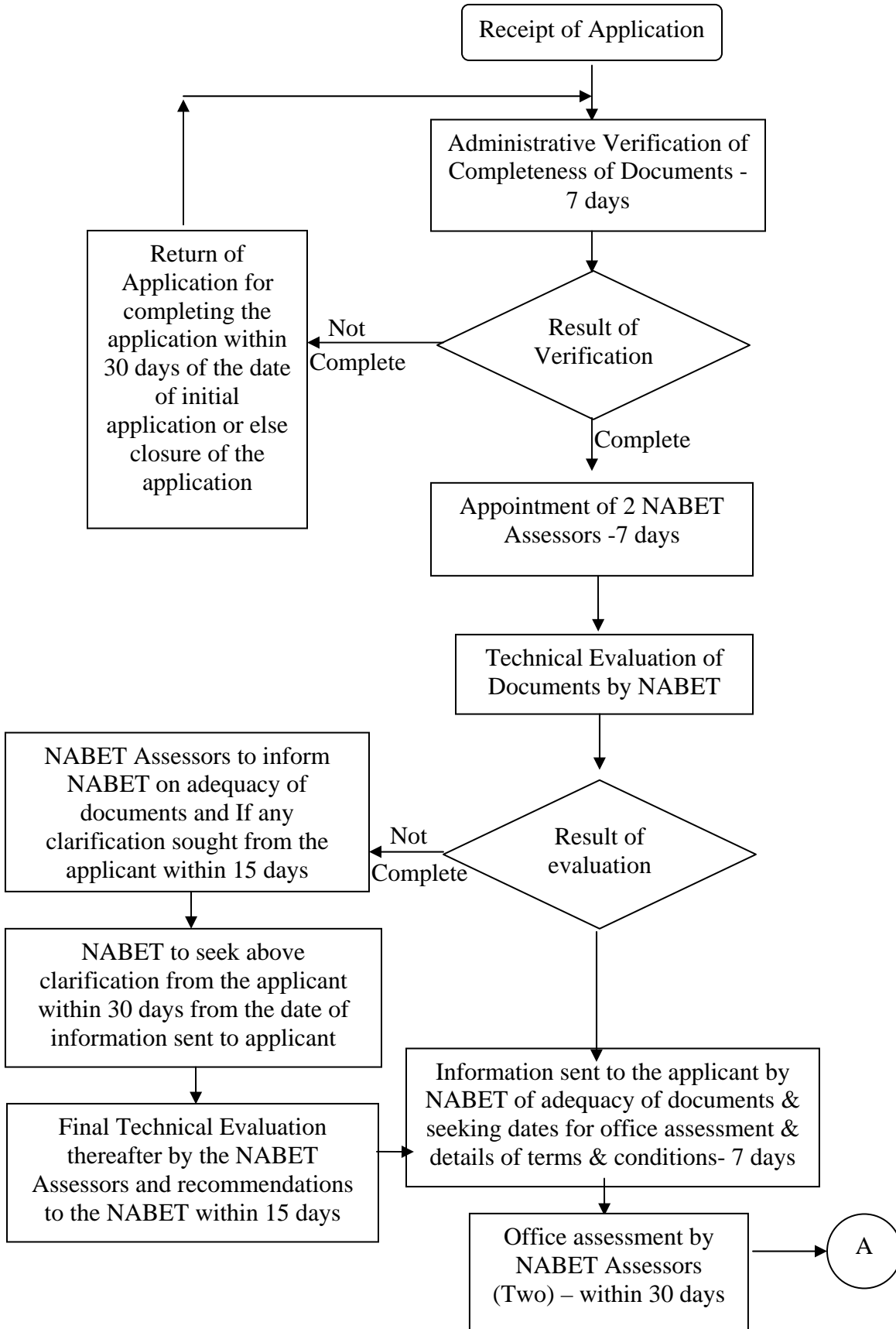
Name

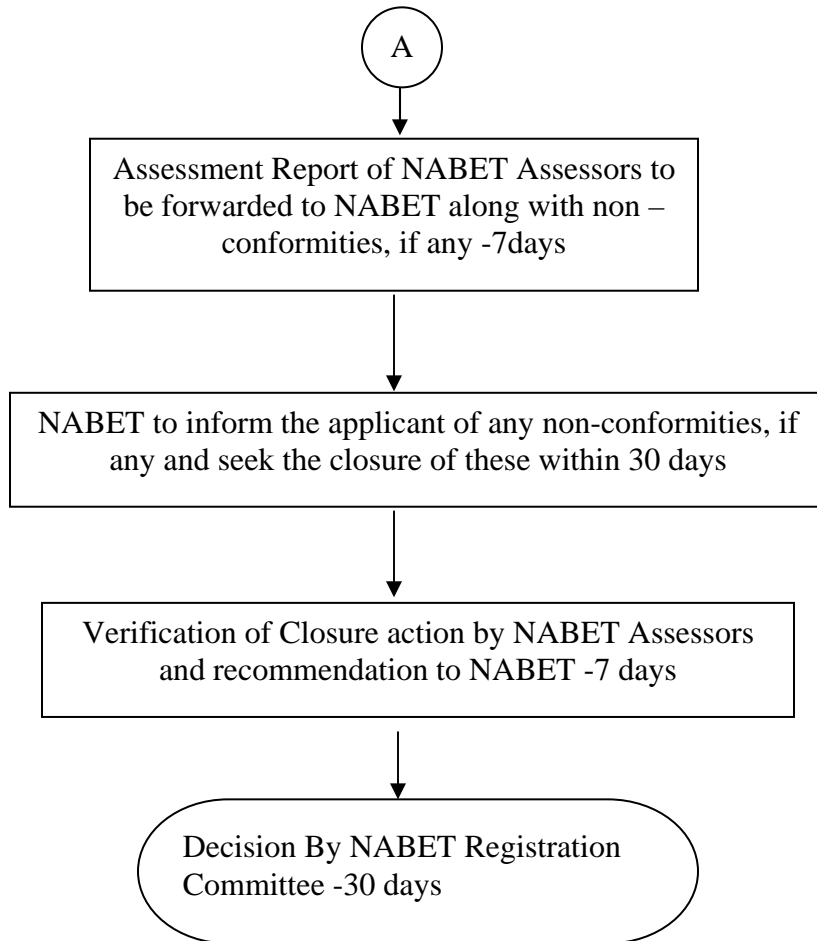
Designation

Signature Date

Typical Processing Cycle of Application

Annex -I





Estimated time for application processing and Registration – 80-100 days.

Note

In case of disagreement between two Assessors on the recommendations, decision of NABET Registration Committee will be final and binding on the applicant.