



NABH/Notification/Communication/2020/2049

September 25, 2020

NABH COMMUNICATION MATRIX

This is in supersession to earlier issued NABH communication matrix NABH/Notification /Communication/2020/0687 dated 18th June, 2020.

It is to reiterate to all the applicant and accredited/ certified HCOs that NABH portal available on the website of NABH has the provisions for making communications with the officials of NABH through “**REMARKS COLUMN**”. It is requested to all HCOs that they should utilise “**REMARKS**” for communicating/ raising queries regarding status of their applications for accreditation/ certification to ensure transparency as well as for records.

HCOs are also requested to refrain themselves from communicating through emails or telephonically. It is practically not possible to reply to each mail or phone call individually. Moreover, neither your communication nor reply from NABH is captured for the case record purpose.

In case, the queries of the HCOs submitted through remarks on the portal are not replied within three working days, emails to Program Heads may be sent, along with contents of email copied at on-line portal remark column. The list of all programs of NABH and the responsible Program Head with contact details are as below:

S.No	Name of the Program	Program Head/SPOC	Email ID
Accreditation Program			
1.	Allopathic Clinics	Ms. Deepti Mohan	deepti@nabh.co
2.	AYUSH Hospitals	Dr. Vandana Siroha	vandana@nabh.co
3.	Blood Bank	Ms. Deepti Mohan	deepti@nabh.co
4.	Clinical Trials (Ethics Committee)	Ms. Deepti Mohan	deepti@nabh.co
5.	Dental Facility/Dental Clinics	Dr. Vandana Siroha	vandana@nabh.co
6.	Eye Care Organisation	Dr. Vandana Siroha	vandana@nabh.co
7.	Hospital Accreditation	Dr. Kashipa Harit	kashipa@nabh.co
8.	Medical Imaging Services (MIS)	Ms. Deepti Mohan	deepti@nabh.co
9.	Panchkarma Clinics	Dr. Vandana Siroha	vandana@nabh.co
10.	Primary Health Centre (PHC)	Ms. Deepti Mohan	deepti@nabh.co
11.	SHCOs	Dr. Kashipa Harit	kashipa@nabh.co
12.	Wellness Centers	Dr. Vandana Siroha	vandana@nabh.co



National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

Certification Program			
13.	Entry Level Hospitals	Dr. Kumudita Talwar	kumudita@nabh.co
14.	Entry Level SHCO	Dr. Kumudita Talwar	kumudita@nabh.co
15.	Entry Level AYUSH Center	Dr. Vandana Siroha	vandana@nabh.co
16.	Entry Level AYUSH Hospital	Dr. Vandana Siroha	vandana@nabh.co
17.	Emergency Department in Hospitals	Ms. Deepti Mohan	deepti@nabh.co
18.	Medical Laboratory Program	Ms. Deepti Mohan	deepti@nabh.co
19.	Nursing Excellence	Ms. Deepti Mohan	deepti@nabh.co
Empanelment Program			
20.	CGHS Empanelment	Ms. Deepti Mohan	deepti@nabh.co
21.	ECHS Empanelment	Ms. Deepti Mohan	deepti@nabh.co
22.	Medical Value Travel Facilitator (MVTf)	Ms. Deepti Mohan	deepti@nabh.co

In case, the Program Head is not able to respond on the query raised by the HCO with in two working days, the matter may be escalated to:

Dr Punam Bajaj, Director	punam@nabh.co
Dr Gayatri Mahindroo Vyas, Principal Advisor	drgayatri@nabh.co
Dr Atul Mohan Kochhar, CEO	ceo@nabh.co

NABH is your committed partner and we love to hear from applicant / accredited / certified healthcare organisations as often as possible. Please help us by adhering to the communication channel recommended by NABH which will enable transparent & timely interaction.

Kind Regards,

(Dr. Atul Mohan Kochhar)
CEO-NABH