NOTIFICATION

Start of NABH - CGHS / ECHS Portal for acceptance of online applications for Central Government Health Scheme (CGHS) & Ex-Servicemen Contributory Health Scheme (ECHS)

National Accreditation Board for Hospitals and Healthcare Providers (NABH), a constituent board of Quality Council of India (QCI) is pleased to announce that the process of QCI inspections for ECHS & CGHS empanelment has now been digitised.

The Health care organisations will now be able to apply for and pay fee for empanelment through this online portal; guidelines for which are available on the NABH website at “Steps to Apply for ECHS & CGHS Empanelment” document.

Applicants desirous of getting their facilities assessed for CGHS / ECHS Empanelment are encouraged to apply online for prompt processing.

In case, the HCOs have any difficulty in applying, they may contact NABH Secretariat at E-mail: nabh@nabh.co Phone: 42600600

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH

Enclosed: Steps to Apply for ECHS & CGHS Empanelment
1 ECE Portal - ECHS & CGHS Empanelment Portal procedure

1.1 Registration steps on the web portal

Step 1: Go to [www.ece.nabh.co](http://www.ece.nabh.co) for ECHS & CGHS Empanelment Portal. Click on the ‘Register’ button.

Step 2: Fill in all the details. Then click the ‘Register’ button.
Step 3: Enter the OTP received on the registered E-mail and Mobile Number. Applicants can edit the mail id or contact number in case the wrong input is put on the registration form by clicking the ‘Edit’ button.

*Kindly check the Spam/Junk Folders of the registered email id. Users can also request a new OTP if OTP is not received within 10 minutes by clicking on the ‘Resend OTP’ Button.

Step 4: After OTP verification, a message will pop up asking for confirmation to submit the form, click ‘Yes’ if details filled are correct, or Click ‘No’ to edit details

Note: Details cannot be changed once the form is submitted.
Step 5: Applicant will receive User ID and Password for Log-in on the registered E-mail ID.

1.2 Scheme Selection Steps

Step 1: Go to www.ece.nabh.co enter the credentials received on E-mail and click on the ‘Log In’ button.
**Step 2:** The applicant has to change the password after they log in to the portal for the 1st time. Enter and confirm the desired password as per the password policy mentioned and click on the ‘Submit’ button.

**Step 3:** After changing the password, the page for Scheme selection page will be displayed. Select the Type of Organization (Hospital/Dental/Eye/Diagnostic) and fill in all the mandatory details.
Step 4: After filling in all the required information, click on the ‘Submit’ button to continue.

Step 5: At the Screen pop-up, click the ‘Proceed’ tab to continue or ‘Cancel’ to edit the details in the ‘Scheme Selection form’. Please note that the Post Submission of the form, editing of details could not be done.

Note: Details cannot be changed once the form is submitted.
1.3 Application Form Steps

After submitting the Scheme Selection form, the Applicant will be re-directed to the Dashboard. Where Progress/History of the Applicant can be seen. Applicants must follow the instructions displayed in the message box to proceed further.

**Step 1:** Click on the ‘Application Form’ Tab in Menu Bar or the ‘Application’ icon on Progress Bar to fill the application form.
**Step 2:** Fill in the details for all sections.

- Users can select responses and fill in the details from the Radio button/dropdowns.
- Questions may be of the following type:
  - **Radio button:** Applicant can select a single option from the options as per the applicability of the requirement of the question while filling the Application Form.
  - **Document Upload:** Attach all the relevant documents by clicking on the ‘Upload Document’ Icon

  - Click on the ‘Choose File’ button and select the document to be uploaded.
- Click on Open after selecting the file.

- The selected file name will be displayed, click on ‘Upload’

- A message will be displayed on the successful upload of the file. In Case, the file is not uploaded, check the size and type of file as per the criteria required

- Applicants can also view or delete the uploaded document by clicking on the ‘View Document’ Icon.
• **Check Box Type**: Applicant can choose multiple options against the various requirements.

  o Click on the checkboxes to select the options.
• **Table type:** The applicant can either download the templates to fill in the details and upload the same file on the respective question or they can add details on the portal itself, the same will be displayed in Table.

A. **Through Excel upload**

   Step a): Click on the ‘Download Excel’ Button

   OR

   1. One can either download the Excel Template by clicking on the Download Template button & can fill the downloaded file & upload the same by clicking on ‘Upload Excel’ button.

   2. One can click on ‘Add’ button to fill in the information on the web portal only.

   After the download is completed, click on the file to open it.
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Step b): Fill in all the details in Excel

1. Once the Excel opens, fill in the details as asked in the cells

2. Scroll to the right to see the full sheet

Step c): Click on ‘Upload Excel’ Button
Step d): Pop-up will appear, click on ‘choose File’ Button and choose the correct file
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Step e): Click on ‘Upload’ Button

Step f): Successful or error message will come, if there are some error then reupload the file after correcting such error Click on ‘Upload Excel’ Button
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(Please check the respective filled details of the excel template or data added fields in the respective column of the Table. Applicant can Update the details by uploading/adding a new file of the same template).

8. **Add details Type:** Click on the ‘Add’ button to fill in the details manually. Use this option to add less data only.
- Pop-up will appear, fill in all the required fields and click on the ‘Save’ button.

- Once details are filled it will be visible under table, use edit or delete icon for editing the data.
Step 3: Applicants have to save their progress while filling in response by clicking on the save button from time to time to avoid data loss.

Note: We Recommend organization to keep clicking save button after some time in order to minimize the data loss issue

Step 4: Once all the details for all sections are filled, click on the ‘Check’ box of the declaration statement at the last of the application form and then the applicant can submit the details by clicking on the ‘Submit Application’ button.
Step 5: An error message will pop up if there are any missing fields left in the application form.

Step 6: Look out for the ‘!’ symbol(s), they signify unfilled mandatory fields of the particular section. Complete those missing points and click again on submit application.
1.4 Fee Submission Steps

**Step 1**: After successful submission of the Application form, Applicants can make payment by clicking on the ‘Fee Submission’ Tab in the Progress icon at ‘Progress Bar’.

**Step 2**: Fill in the Information on the payment page.
**Applicant** can also upload GST Certificate if the Organization is Registered with GSTIN by selecting ‘Registered’ at field ‘GSTIN’

**Step 3:** After filling in all the required details, click the ‘Pay’ button

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**Step 4:** Applicant will be redirected at Payment Gateway Page, select the type of payment to be used and pay the applicable certification fee
**Step 5:** After successful fee payment, Applicant can download the ‘Receipt’ and ‘Invoice’ from the ‘Payment Details’ tab on Menu Bar. Applicants can also download Receipt and Invoice post fee submission at this section.

*Note: In the case of NEFT/RTGS challan will be generated which can be used to pay the payment via the respective bank. (Application’s stage will only change when payment is received to NABH, it generally takes 2-3 business days to reflect the status of payment)*
1.5 Desktop Assessment NC Reply Steps

The Application form will be scrutinized by the NABH Assessor for Quality check and Non-Compliances (NCs), if any, may be raised. The applicant will be notified via mail after the NCs are raised by the NABH Assessor.

Step 1: In case of NCs are raised, Applicant can check them by clicking on ‘Application Form’.

Step 2: The Red Text signifies the number of NCs raised under the particular section.
Step 3: The Red color of the NC Button shows that there might be an NC waiting for a reply. Click on the NC Button to reply against the NC raised.

*Button Text as ‘NC 1’ denotes the NCs raised at the first round of Desktop Assessment.

Step 4: Mention the remark/reason against the raised NC at the ‘NC Reply’ Text box and upload the evident document by clicking on the ‘Choose File’ button.
**Step 5:** When all the required documents are uploaded and the required reasons are provided, click on the ‘Submit’ button to successfully submit the response for the respective NC.

**Step 6:** Applicant can view the log of NC remarks and response for every round at the ‘NC Log’ section.
Step 7: The NC Button will change to a ‘Yellow’ color upon successful response upload.

Step 8: Click on ‘Submit NC Reply’ to submit your responses against NCs

*The Replies will be scrutinized by the NABH Assessor. Check the NC status post-NC Review at the Dashboard.*