



NABH/Notification/Communication/2022/4471

June 01, 2022

## NABH COMMUNICATION MATRIX

This is in supersession to earlier issued NABH communication matrix NABH/Notification/Communication/2021/10043 dated 29<sup>th</sup> December 2021

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, when emailing kindly include name, designation and mobile number for prompt response.

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
<b>Accreditation Program</b>			
1.	Allopathic Clinics	Ms. Neeta	<a href="mailto:neeta@nabh.co">neeta@nabh.co</a>
2.	AYUSH Hospitals	Dr. Vandana Siroha	<a href="mailto:vandana@nabh.co">vandana@nabh.co</a>
3.	Blood Bank	Dr. Vandana Siroha	<a href="mailto:vandana@nabh.co">vandana@nabh.co</a>
4.	Clinical Trials (Ethics Committee)	Ms.Varsha Srivastava	<a href="mailto:varsha@nabh.co">varsha@nabh.co</a>
5.	Dental Facility/Dental Clinics	Dr. Kumudita Talwar	<a href="mailto:kumudita@nabh.co">kumudita@nabh.co</a>
6.	Eye Care Organisation	Ms. Neeta	<a href="mailto:neeta@nabh.co">neeta@nabh.co</a>
7.	Hospital Accreditation	Dr. Punam Bajaj	<a href="mailto:punam@nabh.co">punam@nabh.co</a>
8.	Medical Imaging Services (MIS)	Dr. Kumudita Talwar	<a href="mailto:kumudita@nabh.co">kumudita@nabh.co</a>
9.	Panchkarma Clinics	Dr. Vandana Siroha	<a href="mailto:vandana@nabh.co">vandana@nabh.co</a>
10.	Primary Health Centre (PHC)	Ms. Neeta	<a href="mailto:neeta@nabh.co">neeta@nabh.co</a>
11.	SHCOs Accreditation	Dr. Kashipa Harit	<a href="mailto:kashipa@nabh.co">kashipa@nabh.co</a>



# National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

Certification Program			
13.	Hope Entry Level Hospitals	Ms. Deepti Mohan	<a href="mailto:deepti@nabh.co">deepti@nabh.co</a>
14.	Hope Entry Level SHCO	Ms. Deepti Mohan	<a href="mailto:deepti@nabh.co">deepti@nabh.co</a>
15.	Entry Level AYUSH Center	Dr. Kashipa Harit	<a href="mailto:kashipa@nabh.co">kashipa@nabh.co</a>
16.	Entry Level AYUSH Hospital	Dr. Kashipa Harit	<a href="mailto:kashipa@nabh.co">kashipa@nabh.co</a>
17.	Emergency Department in Hospitals	Dr. Vandana Siroha	<a href="mailto:vandana@nabh.co">vandana@nabh.co</a>
18.	Medical Laboratory Program	Dr. Vandana Siroha	<a href="mailto:vandana@nabh.co">vandana@nabh.co</a>
19.	Nursing Excellence	Ms. Varsha Srivastava	<a href="mailto:varsha@nabh.co">varsha@nabh.co</a>
Empanelment Program			
20.	CGHS Empanelment	Dr. Poorva Kapoor Goswami	<a href="mailto:poorva@nabh.co">poorva@nabh.co</a>
21.	ECHS Empanelment	Dr. Poorva Kapoor Goswami	<a href="mailto:poorva@nabh.co">poorva@nabh.co</a>
22.	Medical Value Travel Facilitator (METF)	Dr. Kumudita Talwar	<a href="mailto:kumudita@nabh.co">kumudita@nabh.co</a>

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

Dr Punam Bajaj, Director	<a href="mailto:punam@nabh.co">punam@nabh.co</a>
Dr Atul Mohan Kochhar, CEO	<a href="mailto:ceo@nabh.co">ceo@nabh.co</a>

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