



NABH/Gen/2025/0816

January 31, 2025

NOTICE

TAMPERING, FALSIFICATION OF DOCUMENTS, & MISREPRESENTATION OF FACTS - REGARDING

NABH is committed to upholding the integrity of its accreditation and certification processes.

This is to reaffirm and reiterate the directives outlined in Circular **NABH/Gen/2024/2190**, dated March 15, 2024 (copy enclosed), which underscored NABH's zero-tolerance policy towards tampering, forgery, falsification of documents, and unethical practices in the accreditation and certification processes.

In continuation of the points mentioned earlier, it is further emphasized that any form of data (mandatory/ optional) submitted by the hospital, including but not limited to, statutory licenses, staff lists, images of hospital infrastructure, prescribed forms and formats, or any documents etc. if found to be falsified, misrepresented, tampered, or forged, may result in one or more of the following actions:

- Closure of the application for accreditation/certification.
- Immediate withdrawal of existing accreditation/certification.
- Debarring the organization from reapplying under any NABH program for a minimum period of five years.
- Initiation of legal proceedings as deemed necessary by NABH.

To maintain transparency and accountability, NABH reserves the right to publish the names of defaulter organizations on its website.

Healthcare organizations are urged to ensure the authenticity and accuracy of all documents submitted to NABH and to promptly report any suspected forgery or malpractice to complaint.redressal@nabh.co

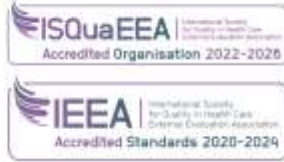
Hospital leadership engaging any other individual / staff / organization for the purpose of certification or accreditation must exercise due diligence. Any action, whether intentional or unintentional, undertaken by such individual / staff / organization shall remain the sole responsibility of the hospital leadership, including its owner(s), CEO, and senior management. They will be held accountable for any misrepresentation, falsification- tampering or forgery of documents or any other malpractice or unethical conduct occurring during the entire accreditation or certification process / cycle. Any plea attributing the above to any individual / staff / organization shall not be entertained.

Let us collectively uphold ethical practices, regulatory compliance, and the highest standards of integrity, ensuring patient safety and quality of care and work steadfastly towards building a healthier nation.

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH



**National Accreditation Board for
Hospitals & Healthcare Providers**
(Constituent Board of Quality Council of India)

NABH/Gen/2024/2190

March 15, 2024

NOTICE REGARDING TAMPERING OR FALSIFICATION OF DOCUMENTS

(Caution Notice for All Applicant / Accredited / Certified / Empaneled Health Care Organisations under all programs of NABH)

It has been brought to our notice, through various sources, that some hospitals have been engaging in activities that are not only unethical but also unlawful. The Hospitals are submitting tampered documents/ forged Licenses to NABH, Empanelling agencies/Regulatory bodies for the purpose of obtaining accreditation and empanelment respectively. We wish to emphasize that such actions undermine the integrity of the accreditation process and compromise the trust that our stakeholders place in NABH as a quality brand.

This is to inform all HCOs that in the event of any such unethical or unlawful conduct coming to the notice of NABH, the responsibility will lie solely with the defaulting Applicant/Accredited/Certified/ Empaneled healthcare organization. It is to reiterate that healthcare organizations are accountable for ensuring the authenticity and accuracy of all documents submitted to NABH by them/on their behalf.

NABH has zero-tolerance towards any form of tampering / forgery or falsification of documents including manipulation of Accreditation & Scope Certificate issued by NABH or submission of forged documents / licenses. Contravention by HCOs shall lead to adverse decision as per the policy of NABH which could be outright rejection of the applicant's accreditation/certification application or withdrawal of accreditation / certification with immediate effect and debarring from re-applying for accreditation/certification under any program of NABH, for a minimum period of five years and/or legal action. Further, NABH will not refrain from publishing the names of defaulter HCOs on the website of NABH.

To avoid any adverse action, we urge that all healthcare organizations should strictly adhere to exercise ethical conduct and comply with regulatory requirements. In case of any suspected instance of certificate/document/Licenses forgery, HCOs are encouraged to report the same to NABH promptly through email on complaints.redressal@nabh.co. Maintaining transparency and honesty is crucial for upholding the credibility of accreditation/ certification process.

NABH is committed to uphold the highest standards of quality and integrity in healthcare delivery, ensuring that patient safety and quality of care remain paramount.

We urge all partner hospitals to reaffirm their commitment to ethical practices and strict adherence to NABH guidelines. Together, let us uphold the principles of integrity and professionalism that define our collective mission in providing exemplary healthcare services.

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH