

NABH/MEP/2025/9217

September 10, 2025

**LAUNCH OF NABH MITRA EMPANELMENT PROGRAMME (MEP)****AND****INVITATION FOR APPLICATIONS FOR NABH MITRA EMPANELMENT PROGRAMME (MEP)**

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) is pleased to announce the launch of the NABH MITRA Empanelment Programme (MEP) as a structured initiative to empanel Individuals and Organisations (MITRAs) who will support healthcare organisations in their journey towards NABH Accreditation, Certification, and Digital Health Transformation.

The intent of the Programme is to facilitate the hospitals, especially in smaller cities and towns, in finding trusted, ethical, and qualified support through NABH-empanelled 'MITRAs'.

The MEP is designed to bring transparency, credibility, and consistency in the consulting and digital enablement ecosystem. The initiative aims to empower healthcare facilities across India, particularly in Tier 2, 3, and 4 cities, by providing access to verified, trained, and ethical MITRAs. (Concept note for NABH MITRA Empanelment Programme is appended herewith)

**What is NABH MITRA and why is it important?**

- MITRA is a trained individual or organisation that supports hospitals in implementing NABH standards.
- The programme ensures hospitals work with verified, ethical, and qualified professionals.
- All empanelled MITRAs will be listed on the NABH website with their credentials and services.

**Categories of MITRAs**

- Organisational MITRAs: Consulting organisations supporting hospitals for Full Accreditation and Entry-Level Certification programme.
- Individual MITRAs: Independent professionals primarily supporting Entry-Level Certification.

**Who can apply?**

Applications are invited from:

- Organisational MITRAs:
  - Must be a registered legal entity (Company, LLP, Trust, Society, or Proprietorship).
  - Operational for at least 1 year, with successful completion of accreditation/certification for minimum 3 hospitals.
  - Has at least 2 NABH-certified professionals (current assessors not eligible).
- Individual MITRAs:
  - Must be a qualified professional with minimum 1 successful accreditation/certification support project.
  - Has at least 1 NABH-certified professional (current assessors not eligible).
  - Detailed information on educational qualifications, experience, training requirements, and infrastructure criteria is outlined below.

**NABH Digital Mitra:** NABH invites applications for the Digital Mitra Programme to build certified professionals who will help healthcare organisations implement digital health tools and comply with NABH Digital Health Standards (DHS). A separate training programme of three days will be conducted in- person mode.

### Eligibility Criteria

	For Organisational MITRAs	For Individual MITRAs
<b>Legal Entity</b>	<ul style="list-style-type: none"> <li>Companies Act (Public or Private Limited)</li> <li>Limited Liability Partnership (LLP)</li> <li>Trust or Society (registered under the relevant act)</li> <li>Sole Proprietorship (if applicable)</li> <li>Valid registration documents, including GST and PAN details, must be provided</li> </ul>	<ul style="list-style-type: none"> <li>Must provide valid PAN details.</li> <li>Sole proprietorship registration/ OPC (One Person Company)/ LLP (Limited Liability partnership)/ GST Registration (If Applicable)</li> </ul>
<b>Number of Professionals with relevant educational qualification and experience *</b>	<ul style="list-style-type: none"> <li>At least 2 NABH-certified Professionals.</li> <li>Current active NABH assessors will not be considered for Empanelment due to potential conflict of interest. In case they wish to get empaneled as MITRAs, they would be required to withdraw their candidature as assessors.</li> </ul>	<ul style="list-style-type: none"> <li>1 NABH-certified Professional (As outlined below)</li> <li>Current active NABH assessors will not be considered for Empanelment due to potential conflict of interest. In case they wish to get empaneled as MITRAs, they would be required to withdraw their candidature as assessors.</li> </ul>
<b>Operational Age</b>	<ul style="list-style-type: none"> <li>The organisation must be operational for at least 1 year.</li> <li>Must have successfully completed accreditation/certification for at least 3 hospitals (provide hospital information for reference)</li> </ul>	<ul style="list-style-type: none"> <li>Must have successfully completed accreditation/ certification for at least 1 hospital (provide hospital information for reference)</li> </ul>

### Education and Experience required for NABH-certified Professionals

	Essential Educational Qualification (From recognized Institutes / college / University)	Total Work Experience after obtaining essential qualification	Relevant Experience in NABH Standard implementation
i.	MCI recognized MBBS degree	3 years	1 year
ii.	BDS Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	4 years	2 years

iii.	Graduate in any branch of Ayush with Degree/ Diploma in Hospital & Healthcare Administration/ Healthcare Management or alike.	4 years	2 years
iv.	Nursing Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years
v	Pharmacy graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years
vi	Physiotherapy/Occupational Therapy Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years
vii	Graduation in Science /Paramedical Science and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years
viii	Graduates in any discipline and Degree/ Diploma in Hospital & Healthcare Administration /Management  Completion of a NABH Programme on implementation	7 years	3 years

### Application Process

- Complete and submit the application through the NABH online portal.
- The submitted application will be evaluated by the MEP (MITRA Empanelment Committee)
- Separate application to be filled by candidates desirous to apply for Digital MITRAs.
- Evaluation and Virtual Interaction-As part of the selection process, NABH will conduct interviews with shortlisted applicants to assess their suitability for the programme.
- Selected candidates will be informed to pay the fee for the training programme. The date of commencement of the training will be communicated to the selected candidates in due course.

**Mandatory MITRA Training details:**

- The training programme is of three/five days duration, conducted in- person mode and requires full attendance on all three /five days. The course includes interactive teaching sessions, practical exercises and a final written examination.
- Participants will be evaluated continuously and only those who successfully completed the course and pass the assessment will be considered for provisional empanelment as NABH MITRA.

**Training Fee-**

- NABH MITRA 5-day course (₹25,000 + GST).
- NABH Digital MITRA 3-day course (₹15,000 + GST).

**Note:** Payment is required only after final shortlisting through the NABH website.

**Empanelment Process-**

- Upon the successful completion of the required training programme, applicants will be granted Provisional Empanelment.
- After facilitating the certification/ accreditation of at least one HCO/SHCO by NABH, the provisionally empanelled individual will be eligible for Final Empanelment.
- Once final empanelment is approved, the individual's name and credentials will be officially listed on the NABH website.

**Empanelment Fee (valid for 3 years)**

- Individual MITRA: ₹20,000 + applicable GST
- Organisational MITRA: ₹50,000 + applicable GST

**How to Apply for Training Programme:** Interested candidates are requested to fill the registration form by clicking the link given below:

**For NABH MITRA Empanelment Programme Registration** [Click Here](#)

**For NABH Digital MITRA Programme Registration** [Click Here](#)

**Last Date for Submission of Applications: 24<sup>th</sup> October 2025**

For queries, contact: [nabh@nabh.co](mailto:nabh@nabh.co) | Phone: +91-11-42600600 / +91-11-42600700

**Additional Information:**

- Empanelled MITRAs are expected to comply with the NABH Code of Conduct and reporting obligations.
- Franchising or subcontracting of empanelled status is strictly prohibited.
- NABH reserves the right to accept/reject applications based on its operational requirements.
- Empanelment does not imply any financial involvement or endorsement of services rendered by MITRAs to hospitals.
- Based on the requirements of NABH and the number of applications received,

- MEP committee may apply additional criteria for shortlisting the applications for training. A key consideration will be the number of accreditations and certifications successfully completed by the applicants, with particular emphasis placed on those implemented in Tier 2 and Tier 3 cities, as well as in rural and semi-urban areas.
- Mere eligibility and applying for MEP training Course does not guarantee selection.
- Completion of the course does not mean automatic empanelment by NABH & empanelment of successful participants would be done as per the applicable guidelines of NABH.
- Canvassing in any form may lead to automatic disqualification of the application without further correspondence.
- Decision of NABH for the selection of the application will be final and appeal will not be accepted from the candidates.
- Candidates who are not shortlisted will not receive any further communication.
- Submission of false/misleading information at any stage may lead to rejection of the application.
- There are limited seats (approximately 50 selected participants) for each training course. NABH Secretariat will maintain a repository of all the applicants for the purpose of considering the eligible candidates for future programmes.

**Disclaimer:**

- NABH reserves the right to supplement, modify, or revise eligibility and selection criteria as per NABH requirements.
- NABH reserves the right to postpone/cancel/defer the event wholly or in part in case of an insufficient number of participants, organisational reasons, changes of availability of faculty or other unforeseeable circumstances.
- In case of cancellation/postponement participants may not assert any claims and any such claims shall be excluded.

We look forward to receiving applications from committed and competent professionals / organisations keen on strengthening India's healthcare quality framework.

## **CONCEPT NOTE**

### **NABH MITRA Empanelment Programme (MEP)**

- 1. General information:** The demand for NABH quality in healthcare has grown rapidly in recent years. Key drivers such as expanding insurance coverage, increasing corporate involvement, and rising competition have elevated patient expectations. Today's healthcare consumers are looking not only for access to services but also for high standards of safety, care, and reliability.

Hospitals and healthcare providers often seek external support to navigate the journey of accreditation, certification, and digital transformation. However, the landscape of such support has so far been largely unregulated and informal, creating challenges for hospitals in identifying the right guidance.

To address this, NABH proposes the "MITRA" Empanelment Programme, a structured initiative to recognize individuals and organisations that provide credible, competent, and ethical support to hospitals. The term "MITRA," meaning a trusted companion or partner, has been adopted to reflect the handholding nature of these roles. These MITRAs will support hospitals through every step of their quality and digital health transformation journey.

- 2. Outline of the Scheme:** To ensure that hospitals and healthcare organisations have access to credible, ethical, and competent quality guidance, a structured MITRA Empanelment Programme (MEP) has been developed by NABH for the empanelment of personnel/ organisations (MITRAs) who support hospitals in achieving NABH accreditation and certification.

This MEP establishes a transparent and robust framework that defines the standards and procedures for empanelment. It sets clear expectations for the professional competence, ethical conduct, and service quality of MITRAs. In addition, meticulous efforts will be made to address the potential conflicts of interest.

#### **The MEP document provides detailed guidance on:**

- Eligibility Criteria – Minimum qualifications, experience, and sector-specific expertise required for empanelment.
- Assessment & Empanelment Process – Step-by-step process including application review, evaluation, and final approval.
- Terms & Conditions – Obligations to maintain empanelment status, including periodic updates and compliance checks.
- Code of Conduct & Confidentiality – Ethical standards and confidentiality requirements to ensure trust and professionalism.
- Process Optimization - Digital tools which can be deployed to simplify implementation of NABH requirements
- Adverse Decisions – Procedures for handling rejection, suspension, or removal from the empanelled list.
- Consultant Resources - Resources which the hospital will be empowered with, for the purpose of understanding of standards and their implementation.
- Fee Structure – Applicable fees related to the empanelment process.

This MEP is designed to create a pool of qualified MITRAs who can reliably assist hospitals across India in building and sustaining high-quality, patient-centric systems in line with NABH standards.

**3. Objectives of MEP:** The NABH MITRA Programme has been designed to bring structure, consistency, and reliability to the consulting and digital enablement support available to healthcare providers. It focuses on empowering hospitals across India, especially in underserved regions, with access to credible MITRAs who can facilitate their journey towards NABH Accreditation, Certification, and Digital Health adoption.

**Key objectives of MEP include:**

- **Structured Empanelment Process:** Move beyond unstructured, ad-hoc consulting organisations to formal NABH empanelled organisations.
- **Improved Access in Tier 2, 3, and 4 Cities:** Bridge the quality gap in smaller cities by enabling healthcare facilities to connect with qualified MITRAs. This supports our broader goal of equitable access to quality healthcare across the country.
- **Standardization of Consulting Services:** Establish a framework to define, assess, and enhance the performance of MITRAs. This ensures that hospitals receive consistent, high-quality guidance regardless of location or MITRA.
- **Transparent MITRA Discovery:** Provide hospitals with a reliable platform to discover and select empanelled MITRAs—featuring verified credentials, transparent listings, and performance ratings to support informed decision-making.
- **Scalable Quality Improvement:** Build a national network of trained and empanelled MITRAs who can collectively drive large-scale adoption of NABH standards, contributing to the overall strengthening of the healthcare system.

**4. MITRA Categories**

- **Organisational MITRAs:** These are firms or entities that will support hospitals with both Entry-Level Certification and Full Hospital Accreditation under the NABH programmes.
- **Individual MITRAs:** These are independent MITRAs who shall primarily support healthcare organisations seeking Entry-Level Certification.

**5. MITRA Eligibility**

	For Organisational MITRAs	For Individual MITRAs
<b>Legal Entity</b>	<ul style="list-style-type: none"> <li>• Companies Act (Public or Private Limited)</li> <li>• Limited Liability Partnership (LLP)</li> <li>• Trust or Society (registered under the relevant act)</li> <li>• Sole Proprietorship (if applicable)</li> <li>• Valid registration documents, including GST and PAN details, must be provided</li> </ul>	<ul style="list-style-type: none"> <li>• Must provide valid PAN details.</li> <li>• Sole proprietorship registration/ OPC (One Person Company) / LLP (Limited Liability partnership)/ GST Registration (If Applicable)</li> </ul>



<b>Number of Professionals with relevant educational qualification and experience *</b>	<ul style="list-style-type: none"> <li>At least 2 NABH-certified Professionals (As outlined below)</li> <li>Current active NABH assessors will not be considered for Empanelment due to potential conflict of interest. In case they wish to get empanelled as MITRAs, they would be required to withdraw their candidature as assessors.</li> </ul>	<ul style="list-style-type: none"> <li>1 NABH-certified Professional (As outlined below)</li> <li>Current active NABH assessors will not be considered for Empanelment due to potential conflict of interest. In case they wish to get empanelled as MITRAs, they would be required to withdraw their candidature as assessors.</li> </ul>
<b>Operational Age</b>	<ul style="list-style-type: none"> <li>The organisation must be operational for at least 1 year.</li> <li>Must have successfully completed accreditation/certification for at least 3 hospitals (provide hospital information for reference)</li> </ul>	<ul style="list-style-type: none"> <li>Must have successfully completed accreditation/certification for at least 1 hospital (provide hospital information for reference)</li> </ul>

#### 6. Education and Experience required for NABH-certified Professionals:

S. No	Essential Educational Qualification (From recognized Institutes / college / University)	Total Work Experience after obtaining essential qualification	Relevant Experience in NABH Standard implementation
i.	MCI recognized MBBS degree	3 years	1 year
ii.	BDS Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	4 years	2 years
iii.	Graduate in any branch of Ayush and Degree/ Diploma in Hospital & Healthcare Administration /Management	4 years	2 years
iv.	Nursing Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years
v	Pharmacy graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	5 years	3 years



<b>vi</b>	Physiotherapy/Occupational Therapy Graduate and Degree/ Diploma in Hospital & Healthcare Administration /Management	<b>5 years</b>	<b>3 years</b>
<b>vii</b>	Graduation in Science /Paramedical Science and Degree/ Diploma in Hospital & Healthcare Administration /Management	<b>5 years</b>	<b>3 years</b>
<b>viii</b>	Graduates in any discipline and Degree/ Diploma in Hospital & Healthcare Administration /Management  Completion of a NABH Programme on implementation	<b>7 years</b>	<b>3 years</b>

## 7. Required Training & Certification of NABH-certified Professionals

- NABH will design and deliver a formal MITRA 5-days Training Course, mandatory for empanelled MITRAs, and the charges of Rs. 25000+GST will be borne by the applicant.
- Structured templates, SOPs, and implementation toolkits will be provided via the NABH E-Mitra platform.
- Continuous learning through refresher courses, updates on standard interpretations, and skill-building workshops will also be provided via the NABH E-Mitra platform.

## 8. MITRA Infrastructure Requirements

<b>For Organisational MITRA</b>	<b>For Individual MITRAs</b>
<b>Office Setup:</b> Dedicated meeting/discussion rooms and workstations for experts.  <b>Virtual Meeting Tools:</b> Access to platforms like Zoom, Teams, or Google Meet for remote discussions.  <b>On-Site Capability:</b> Ability to conduct meetings at healthcare facilities when required.  <b>Training Aids:</b> Tools like projectors, whiteboards, markers, audio/video facilities, and relevant software.  <b>Library/Subscriptions:</b> Access to resources for staying updated on NABH standards and hospital consultancy.	<b>Workspace:</b> Dedicated home office or workspace for client consultations and documentation.  <b>Virtual Meeting Tools:</b> Access to platforms like Zoom, Teams, or Google Meet for remote discussions.  <b>On-Site Capability:</b> Ability to conduct meetings at healthcare facilities when required.  <b>Training Tools:</b> Laptop/desktop with updated software. Presentation aids (projector, whiteboard, markers, flipcharts). Audio-visual tools for training.  <b>Digital Proficiency:</b> Ability to host webinars and online presentations.

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**IT Support and Portable IT Equipment:** Necessary equipment and software to manage consultancy tasks effectively.

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## 9. MITRA Commitments:

- a) Professional Credibility: Must have a proven track record in healthcare quality improvement or accreditation-related work. MITRAs who have had unethical conduct in the past will not be considered.
- b) Training Orientation: Willingness to undergo mandatory NABH MITRA Training (5 days).
- c) Ethical Compliance: Must adhere to NABH's Code of Conduct, including zero tolerance for conflicts of interest or misrepresentation.
- d) Availability for Field Engagement: Capability and willingness to travel for onsite assessments, training, and gap analysis support, especially in remote or underserved regions.
- e) Ensuring continuous alignment with and advocacy for NABH standards

**10. MITRA Empanelment Process:** To ensure that only competent and credible individuals/organisations are empanelled as MITRAs, NABH has established a structured and transparent selection process. This enables healthcare providers to confidently engage with MITRAs who are aligned with NABH standards and practices.

**Step 1: Application Submission:** Interested individuals or organisations may apply for empanelment by submitting their application through the official NABH website. All applications must include the required documentation and information as specified in the scheme guidelines.

**Step 2: Application Review:** A dedicated MEP Committee—comprising NABH experts and subject matter specialists—undertakes a comprehensive review process, which includes:

- a) Evaluation of submitted applications
- b) Verification of supporting documents
- c) Assessment of eligibility against defined criteria

**Step 3: Structured and Transparent Evaluation:** To maintain fairness and consistency in the selection process, applications are assessed and shortlisted on predefined parameters such as relevant consulting experience, number of NABH projects handled, and qualifications of key personnel.

Shortlisted applicants may be invited for a virtual interaction with members of the MEP committee to assess their understanding of NABH standards, approach to consulting, and overall suitability for Provisional Empanelment.

**Step 4: Training:** All shortlisted candidates are required to attend a mandatory NABH training programme focused on NABH standards, processes, and best practices in healthcare consulting. Provisional empanelment is contingent upon successful completion of training and a qualifying examination.

**Step 5: Provisional Empanelment:** MITRA organisation/ individual shall be required to submit duly signed MEP documents as per the policy of NABH for completing Provisional Empanelment. NABH may conduct a background verification of MITRAs (could be through a third-party agency) to validate their credentials.

**Step 6: Final Empanelment:** MITRAs will be required to facilitate the certification of at least one HCO/SHCO by NABH as a prerequisite for their final empanelment and getting listed as an empanelled MITRA on the NABH website. Additionally, the certified HCO/SHCO will need to provide formal feedback to NABH.

**Step 7: Listing of Empanelled MITRAs:** All empanelled MITRAs will be published on the official NABH website. The listing will include:

- a) MITRA name and organisation
- b) Contact details
- c) Areas of expertise / Key services
- d) Verified credentials
- e) Region where services offered

Upon final empanelment, MITRAs will receive a NABH certificate and a unique ID. NABH will promote Empanelled MITRAs on its website and other NABH channels with hospitals. MITRAs will be able to use NABH MITRA on their visiting cards and collaterals.

#### **11. MITRA Empanelment Duration and Compliance:**

- a) On the recommendation of MEP Committee, successful candidates will be empanelled as MITRAs for a period of three years from the date of Final Empanelment approval by the MEP Committee. However, continuation during this period is subject to ongoing compliance with the empanelment norms, active participation in NABH initiatives, and adherence to ethical consultancy practices. Note: The term for Provisional Empanelment will be 2 years, in case MITRA does not complete the Final Empanelment requirements.
- b) Whenever a MITRA assists a hospital in getting NABH Certification, Hospital will mention the MITRA name at the point of hospital applying for NABH certification. This will enable NABH to maintain a record of hospitals supported by all MITRAs.
- c) To ensure service quality and accountability, feedback from hospitals and healthcare organisations availing MITRA services will be regularly collected and reviewed. This feedback will contribute to maintaining a performance rating for each empanelled MITRA or consultancy organisation.
- d) MITRAs who consistently receive high ratings based on client feedback, responsiveness, and quality of support will be featured on the NABH website, providing greater visibility and trust within the healthcare community.

**11. NABH Fee Structure for MITRA Programme:** To maintain transparency and sustainability of the empanelment process, NABH has defined a clear fee structure for MITRAs. The applicable fees (excluding taxes) are as follows:

- a) No fee is charged at the time of application submission.
- b) A one-time empanelment fee, valid for a period of three years, will be applicable upon Provisional Empanelment

Category	Empanelment/Re Empanelment Fee
Individual MITRA	₹20,000/- + GST
Organisational MITRA	₹50,000/- + GST

**13. MITRA Role & Responsibilities:** A NABH Individual & Organisational MITRA plays a vital role in supporting hospitals and healthcare organisations through the process of accreditation and certification. Acting as a trusted guide, the MITRA ensures that institutions are well-prepared to meet NABH standards through structured, expert-driven support. The scope of a MITRA's responsibilities includes:

- a) **Expert Deployment:** Assign qualified professionals to the project and oversee all documentation and planning activities.
- b) **Gap Analysis:** Conduct a detailed review of the hospital's current practices and identify areas needing improvement to meet NABH standards.
- c) **Certification/ Accreditation Guidance:** Offer strategic and operational guidance to help the hospital align with NABH policies, procedures, and compliance requirements.
- d) **Documentation Support:** Develop essential documentation such as manuals, policies, SOPs, and record formats in accordance with NABH standards.
- e) **Staff Training:** Conduct interactive training sessions to build awareness and competence among hospital staff on NABH processes and expectations.
- f) **Process Support:** Provide continuous handholding throughout the accreditation process, including assistance with portal usage and application procedures.
- g) **Feedback Mechanism:** Collect structured feedback from client hospitals to improve consulting practices and service quality.
- h) **Ethical Compliance:** Uphold high ethical standards, maintain confidentiality, and ensure there is no conflict of interest in the consulting engagement.
- i) **Reporting & Communication:** Share periodic progress updates and final reports to ensure transparency and accountability throughout the engagement.
- j) **Fee structure to Hospitals:**
  - MITRA will offer NABH Introductory Consultation Package (NICP) priced ₹10,000 (+ taxes) per hospital visit (exclusive of travel and lodging boarding if required)
  - . NICP includes a one-time guidance session by the MITRA, offering an overview of applicable NABH standards, NABH certification process/timelines, typical effort/ cost incurred by hospitals, and key benefits to hospitals.
  - If a hospital chooses to engage the MITRA for additional services beyond the NICP visit, the terms and pricing will be mutually agreed upon between the hospital and MITRA, with no involvement from NABH in financial negotiations.

#### **14. Terms & Conditions of Empanelment**

- a) Empanelment will automatically expire at the end of its validity unless renewal is sought in advance. For continuing empanelment, MITRAs will be required to provide services to a minimum of 3 Hospitals during their three-year empanelment period.
- b) Franchising, licensing, subcontracting, or transferring assignments to third parties is strictly prohibited.
- c) MITRAs must submit 6-monthly progress reports on NABH MITRA portal covering details of hospital and healthcare projects undertaken, names of experts involved, and project status updates.
- d) MITRAs shall neither communicate with the NABH assessors nor participate in NABH assessments representing any healthcare organisation (HCO) they have provided guidance to.
- e) Within 10 days of empanelment, the MITRA must sign and return the NABH Code of Conduct to the NABH Secretariat.

- f) Any change in expert personnel, employment status, organisational location, or scope of work must be communicated to NABH within 2 weeks, along with relevant supporting documents.
- g) MITRAs must maintain proper records of all consultancy projects undertaken including name of the hospital, services provided, and fees charged.
- h) MITRA shall promote NABH skilling and trainings under NABH Gunvatta Pathshala initiative among hospitals they engage with.
- i) MITRA shall provide awareness to hospitals about QCI tech tools like EMITRA, QMITRA
- j) **Code of Conduct:** Integrity, impartiality, confidentiality, and avoidance of conflicts of interest.
- k) **Conflict of Interest:** Must declare prior relationships with hospitals under accreditation.

#### 15. NABH MITRA Directory & NABH Portal Enhancement

- a) **MITRA Directory:** Directory of empanelled MITRA on NABH website along with Hospitals supported by MITRA. Ability for Hospitals to search for MITRAs based on region, expertise, and services offered.
- b)
- c) **Hospitals Portal Enhancement:** Ability for hospitals to update information of MITRA used by them when applying for NABH certification/accreditation, along with their satisfaction (i.e., rating)

**16. Adverse and other decisions:** Any complaint received against a MITRA will be reviewed by the MEP Committee. Based on the recommendations of the MEP Committee, a MITRA may be removed from empanelment and/or debarred from reapplying.

## **ANNEXURE**

### **NABH DIGITAL MITRA PROGRAMME**

NABH has introduced the **NABH Digital Mitra Programme** to support HCOs in implementing Digital Health tools and NABH Digital Health Standards (DHS). This programme creates a cadre of certified professionals to provide digital roadmap planning, IT enablement, implementation support for digital health systems, and support for compliance with NABH DHS for Hospitals.

**The overall structure and approach for the NABH Digital Mitra programme are identical to the NABH MITRA programme outlined above. The NABH Digital Mitra programme has been modified in specific areas mentioned in this annexure.**

#### **Education and Experience required for NABH-certified Digital Health Professionals:**

Graduate with a minimum of 8 years of experience in either:

- Hospital IT department OR
- IT Infrastructure organisations (experience in healthcare provider vertical will be considered) OR
- HIS/EMR organisations

#### **Required Training & Certification of NABH-certified Digital Health Professionals**

- a) **Training Mode:** In-person sessions, supplemented by digital modules. Target batch size (25 professionals)
- b) **Training Locations:** Conducted in major cities across India to ensure regional accessibility
- c) **Training Fees:** Rs. 15,000 + GST per participant
- d) **Training Duration:** 3 days of structured training covering:
  - Module 1: NABH Digital Health Standards - An Introduction
  - Module 2: Understanding HCO Realities
  - Module 3: Creating a Digital Roadmap for HCOs
  - Module 4: IT Infrastructure Essentials for HCOs
  - Module 5: HIS/EMR Systems – Planning to Implementation
  - Module 6: Compliance with NABH Digital Health Standards
  - Module 7: Data Privacy, Protection & Legal Considerations
  - Module 8: Building Digital Capacity in HCOs
  - Module 9: Best Practices, Models & Tools
  - Module 10: Project Work
- e) **Provisional / Final Empanelment for Digital MITRA:** - same as MITRA Programme.