

**NATIONAL ACCREDITATION BOARD FOR HOSPITALS  
& HEALTHCARE PROVIDERS (NABH)**



**Eye Care Organisations (ECO)**

**Accreditation Program**

**General Information Brochure**



**JANUARY 2026**





## **About NABH**

National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations. NABH has been established with the objective of enhancing health system & promoting continuous quality improvement and patient safety. The board while being supported by all stakeholders, including industry, consumers, government, has full functional autonomy in its operation.

International Society for Quality in Healthcare (ISQua) has accredited NABH as an Organization. The organizations accredited by NABH have international recognition. This provides boost to medical tourism in country.

NABH is an Institutional Member as well as a member of the Accreditation Council of the International Society for Quality in HealthCare (ISQua). NABH is one of the founder member of Asian Society for Quality in Healthcare (ASQua).

There has been demand from SAARC/ASIAN countries for NABH accreditation and to meet this requirement, NABH has launched NABH International and to begin with Philippines is the first overseas destination for extending NABH accreditation services.



## **About NABH**

NABH provides accreditation to healthcare organizations in a non-discriminatory manner regardless of their ownership, legal status, size, and degree of independence.

The objective of NABH standards is to improve healthcare quality and patient safety.

NABH currently operates the following accreditation, certification, and empanelment programs.

### **Accreditation programs:**

1. Hospitals
2. Small Healthcare Organizations
3. Blood Banks/Blood Centers
4. Medical Imaging Services
5. Dental Facilities/Dental Clinics
6. Allopathic Clinics
7. AYUSH Hospitals
8. Clinical Trial (Ethics Committee)
9. Panchakarma Clinics
10. Eye Care Organization
11. Digital Health
12. Care Homes

### **Certification programs:**

1. Entry Level Hospital
2. Entry Level Small Healthcare Organizations
3. Entry Level AYUSH Hospital & Centers
4. Entry Level Dental Clinics
5. Nursing Excellence
6. Medical Laboratory Programme
7. Emergency Department
8. Digital Health certification for Hospitals HIS/EMR Vendors
9. Digital Health certification for HIS/EMR Vendors
10. Primary Stroke Centers
11. Digital Health Standards for Clinic Management System(CMS)
12. Advanced Stroke Centers certification program

### **Empanelment programs:**

NABH is the nodal body representing Quality Council of India for conducting assessments of healthcare organizations for empanelment under Central Government Health Scheme (CGHS) and Ex-Servicemen Contributory Health Scheme (ECHS)., MVTF Empanelment Certification



## **Introduction to Accreditation**

Eye care organization should be places of safety not only for patients but also for staff and other stakeholders. Quality and patient safety at Eye care organization is of great interest to government bodies, NGOs, insurance agencies, professional organizations representing healthcare workers and patients. Accreditation focuses on establishing quality and safety in relation to predetermined standards. Accreditation encourages Eye care organization to pursue continual excellence.

According to ISQua "Accreditation is a public recognition by a National Healthcare Accreditation Body, of the achievement of accreditation standards by any healthcare organization, demonstrated through an independent external peer assessment of that organization's level of performance in relation to the standards."

The Eye care organization standards were launched in September 2016. Earlier the eye hospitals were considered under SHCO program for NABH accreditation but gradually it was observed that most of NABH standards related to SHCO were not applicable for Eye care organizations because of specified requirements of compliances, clinical processes, structures, manpower planning and the management of equipments. The key benefits include good clinical outcomes, highlight the best clinical practices, analyze the data for quality improvement, overcome liabilities by risk management and risk reduction. ECO 2<sup>nd</sup> edition is unique in its approach and has been presented based entirely on the suggestions made by various stakeholders. In the 2<sup>nd</sup> edition, the Objective Elements have been designed to be assessed as Core, Commitment, Achievement and Excellence.

There are a total of 302 objective elements out of which 77 are in Core category which will be mandatorily assessed during each assessment, 205 are in Commitment category which will be assessed during the Final assessment, 12 are in Achievement category to be assessed during surveillance and 08 are in Excellence category which will be assessed during reaccreditation.



## **Benefits of Certification**

### **Benefits for Patients**

- Patients are the biggest beneficiary among all the stakeholders.
- Accreditation results in high quality of care and patient safety.
- The patients are serviced by credential medical staff.
- Rights of patients are respected and protected. Patient's satisfaction is regularly evaluated.

### **Benefits for Organization**

- Accreditation to an Eye Care Organization stimulates continuous improvement.
- It enables the organization in demonstrating commitment to quality care and patient safety thereby ensures best clinical outcomes.
- It raises community confidence in the services provided by the Eye Care Organization as services provided by credentialed medical staff.
- It also provides opportunity to healthcare unit to benchmark with the best.
- An accreditation status also provides marketing advantage in a competitive health care.

### **Benefits for Staff**

- The staff in an accredited Eye Care Organization are very satisfied lot as it provides for continuous learning, good working environment, and leadership.
- Efficiencies and competencies of staff also gets improved in an accredited Eye Care Organization.
- It improves overall professional development, knowledge, and competencies in systematic ways with defined ownership and accountability of all the staff including Medical and ParaMedical Staff.

### **Benefits to paying and regulatory bodies**

Finally, accreditation provides an objective system of empanelment by insurance and other third parties. Accreditation provides access to reliable and certified information on facilities,



## **NABH Standards for Eye Care Organization (ECO)**

Eye Care Standards contain complete set of standards for evaluation of ECO for grant of accreditation. The standards provide framework for quality of care for patients and quality improvement for ECO. The standards help to build a quality culture at all level and across all the function of ECO. Eye Care Standards has ten chapters incorporating 61 standards and 302 objective elements.

Ten Chapters of NABH Eye Care Standards are:

### **Patient Centered Standards**

1. Access, Assessment and Continuity of Care (AAC)
2. Care of Patients (COP)
3. Management of Medication (MOM)
4. Patient Rights and Education (PRE)
5. Infection Prevention & Control (IPC)

### **Organisation Centered Standards**

6. Patient Safety and Quality Improvement (PSQ)
7. Responsibilities of Management (ROM)
8. Facility Management and Safety (FMS)
9. Human Resource Management (HRM)
10. Information Management System (IMS)

## **Methodology for Accreditation**

A hospital (having exclusive eye care facility) willing to be accredited by Eye Care Organization must ensure the implementation of Eye Care standards in its organization.

The assessment team look for the evidences of implementation of Eye care Standards in organization. The ECO shall be able to demonstrate to NABH assessment team that all Eye Care standards, as applicable, are followed.

### **Eligibility to apply for Eye Care Organization accreditation**

Eye Care Organization that fulfills the following requirements:

- Currently in operation as Standalone Eye Care Organization ,having only Eye care Services.
- Eye Care Organization should have implemented NABH standards in the Eye Care Organization for a minimum of three months.
- The organization that commits to comply with NABH standards and applicable legal/statutory/ regulatory requirements.

These standards are to be used by the whole organisation and not for a specific service within the organisation.



## **Methodology for Accreditation**

Eye Care Organization management shall first decide about getting accreditation for its Eye Care Organization from NABH. It is important for an Eye Care Organization to make a definite plan of action for obtaining accreditation and nominate a responsible person to co-ordinate all activities related to seeking accreditation. An official nominated should be familiar with existing Eye Care Organization quality assurance system.

Copy of NABH Accreditation Standards & Guidebook for Eye Care Organisation can be downloaded from NABH website. <https://nabh.co/explore-nabh-standards/>

The Eye Care Organization looking for accreditation shall understand the assessment procedure. The Eye Care Organization shall ensure that the standards are implemented in the organization.

### **How to apply?**

Once the standards are implemented in the Eye Care Organization, the organization can apply for accreditation online from the website [www.nabh.co](http://www.nabh.co)

- (a) Use a new email id for registration
- (b) Choose 'Eye Care Organization' as Application Type
- (c) NABH shall activate the email id and provide you the login and password

Using the above login and password – you can fill the application form





## **NABH Accreditation Procedure**

### **Preparation of Policies and Manuals:**

The Eye Care Organization shall prepare the Quality Manual, Policies and Procedures and other Manuals required as per the NABH standards.

### **Application for accreditation:**

The Eye Care Organization shall apply to NABH as per the instructions given in the online application portal. Eye Care Organizations should fill the application and provide the information details very carefully as this is relevant to determine the scope of services and to take the process further.

### **Scrutiny of application:**

Reference ID for the application is generated once the Eye Care Organization pays the application fees from 'Make Payment' option of the online application form. NABH officer shall scrutinize the application form for its completeness. Eye care organisation may correspond to NABH via writing in 'Remarks column' of online portal.

### **Notification of Principal Assessor and Assessment Team:**

NABH shall appoint Principal Assessor who shall have the overall responsibility of conducting the assessment for the Eye Care Organization and a team of other assessors. He/ She will evaluate the adequacy of all the documents including the quality manual, policies and procedures and other departmental manuals as mandated by the standards.

### **Types of Assessment conducted by NABH**

NABH in coordination with the Eye Care Organization may choose to follow one of the following methods for conduct of the assessments based on environmental factors prevailing in the region in order to ensure business continuity in its operations without compromising on quality.

**Onsite assessment:** In onsite assessment, the assessors nominated by NABH makes a visit to the Eye Care Organization for a predefined man days based on the number of surgeries of the Eye Care Organization, the assessors verifies the documents, facilities and conducts interviews in



person at the Eye Care Organization. The Eye Care Organization needs to bear the cost of the assessor's travel and stay.

**Desktop assessment:** In this type of assessment the Eye care organization to submit information & documents as per the checklist which is based on applicable standards for Eye Care Organization & the same shall be reviewed by NABH assessor. The decision on continuation of accreditation shall be based on the recommendations made by the assessor.

**Virtual assessment:** In this type of assessment, the assessor (s) does not go to the Eye Care Organization in person, but conducts the entire assessment from a remote location through the use of virtual platforms. Eye Care Organization need to provide the online platform; there are nominal overhead charges for Eye Care Organization which they need to pay.

**Hybrid assessment:** In this type of assessment, one assessor may be physically present in the Eye Care Organization during the audit, and the other assessor(s) will be doing the audit from a remote location through the use of virtual platform.



## **NABH Accreditation Procedure**

### **Pre-Assessment (Optional):**

NABH has made pre-assessment optional. Those Eye Care Organizations which do not want to undergo pre-assessment shall provide in writing in the remark column of online application form.

However, NABH shall conduct the pre-assessment for those Eye Care Organizations which are desirous for the same.

The Principal Assessor and other assessors (as applicable) are assigned the job of pre-assessment. Principal assessor shall submit the pre-assessment report online.

The Eye Care Organization shall take corrective actions on the non-conformities raised by the Principal Assessor/ team.

The Eye Care Organization shall in any case be required to pay the first annual fee payable after Desktop review and before Final Assessment.

### **Final Assessment:**

After the Eye Care Organization has taken necessary corrective action to the non-conformities raised during the pre-assessment (which is optional), NABH shall propose to constitute an assessment team for the final assessment. However as mentioned earlier Eye Care Organization's can directly go for final assessment without opting for pre assessment. The total number of assessors appointed shall depend on the surgeries performed by the Eye Care Organization and scope of services provided. The date of final assessment shall be agreed upon by the Eye Care Organization management and assessors. Assessment shall be conducted on all the facilities covered under accreditation. The assessment team reviews the Eye Care Organization's documented management system and verifies its compliance to the NABH standards. The documented quality system, policies and procedures, other manuals etc. shall be assessed for their implementation and effectiveness.



Based on the assessment by the assessors, the assessment report is prepared and uploaded by the Principal assessor in the online portal.

The details non-conformity(ies) observed during the assessment is visible to the Eye Care Organization team in the online portal once the Principal Assessor submits the report.

**Scrutiny of assessment report & Accreditation Committee:**

The Eye Care Organization shall take necessary corrective action on the non-conformity (ies) and upload the requisite document as evidence for corrective action for each non-conformities. On successful submission of the corrective action by the Eye Care Organization, the same shall be reviewed by the Principal Assessor.

Eye Care Organization are allowed to avail only two cycles of review of corrective action taken

After satisfactory corrective action is taken by the Eye Care Organization, the accreditation committee examines the assessment report, additional information received from the Eye Care Organization and consequent verifications. The accreditation committee shall make appropriate recommendations regarding accreditation of the Eye Care Organization to NABH.

In case the accreditation committee finds deficiencies in the assessment report to arrive at the decision, the Secretariat obtains clarification from the Principal assessor/assessors/ Eye Care Organization concerned.

**Issue of Accreditation Certificate:**

NABH shall issue an accreditation certificate to the Eye Care Organization with a validity of four years. The certificate has a unique number and date of validity. The certificate is accompanied by the scope of accreditation.

The applicant Eye Care Organization must make all payment due if any to NABH, prior to the conduct of the assessment.



## **NABH Accreditation Procedure**

### **Surveillance and Re assessment:**

Accreditation to the Eye Care Organization shall be valid for a period of four years. NABH shall conduct surveillance Assessment within 21-24 months since the date of accreditation of the accredited Eye Care Organization.

The Eye Care Organization shall pay the annual fees every year. The first annual fee is paid before the final assessment and is valid till the end of first year from the date of accreditation. Since then, the annual fees shall be due on the same date/ month every year.

The Eye Care Organization need to apply online for renewal of accreditation at least six months before the expiry of validity of accreditation for which reassessment shall be conducted.

NABH may call for un-announced visit, based on any concern or any serious incident reported upon by an individual or an organization or media.

### **Focus Assessment:**

Focus assessments are done in Eye Care Organization when there are any significant changes with regard to the ECOs activities and operations, such as change in scope of accreditation, change of address/ location, change in environment, key technical personnel etc. Eye Care Organization are requested to view policy and procedure related to Focus visit to an accredited hospital by visiting the following link.

<https://nabh.co/document/document-for-eye-care-organisations-accreditation-programme/>

## NABH Accreditation Procedure

### Surprise Assessment:

NABH may conduct surprise assessments at accredited hospitals periodically to evaluate the compliance to the accreditation standards, as Eye Care Organization are expected to adhere to the NABH accreditation standards at any given point of time once ECO is accredited. Surprise visit can also happen in response to adverse media report. Eye Care Organization are requested to view policy and procedure related to Surprise visit to an accredited Eye Care Organization by visiting the following link.

<https://nabh.co/document/document-for-eye-care-organisations-accreditation-programme/>

NABH-PROC-SURPRISE-VISIT



NABH POLICY AND PROCEDURE  
FOR SURPRISE VISIT TO AN  
ACCREDITED/ CERTIFIED HCO

Issue No. 4

Issue Date: 02/11

Page 1 of 4

## NABH Accreditation Procedure

### Guidelines for using the accreditation mark:

Accredited Eye Care Organization should ensure the guidelines related to display NABH Logo / accreditation mark are adhered. Any misuse of the logo / accreditation mark can lead to adverse action being taken against the Eye Care Organization by NABH besides legal action. Eye Care Organization are requested to view guidelines related to use NABH logo / accreditation mark by visiting the following link.

<https://nabh.co/document/document-for-eye-care-organisations-accreditation-programme/>



### Standard Agreement:

Eye Care Organization accredited by NABH has to enter into an agreement with NABH from the date of accreditation. The certificate of accreditation will be dispatched to the Eye Care Organization only after this agreement has been received by NABH secretariat. Eye Care Organization are requested to view standard agreement by visiting the following link.

<https://nabh.co/document/document-for-eye-care-organisations-accreditation-programme/>



## **NABH Accreditation Procedure**

### **Disclaimer & Indemnity:**

NABH reserves the right to take action or even cancel the accreditation awarded to an Eye Care Organization in following conditions -

1. If the required fee is not paid on time
2. Any adverse actions taken by any regulatory bodies against the Eye Care Organization,
3. Serious patient safety issues, etc.
4. Failure to comply with the standards at any given point of time etc.
5. Failure to follow the NABH policies.

Eye Care Organization are also advised to check the NABH portal time to time for any important announcements, change in standards etc. which needs to be adhered by accredited Eye Care Organization



## **TRAINING**

The journey of Accreditation/Certification i.e., from applying to grant of Accreditation/Certification involves the awareness & training of all the members of the healthcare organizations about the various Chapters, Standards & Objective Elements of NABH Standards booklet. The staff need to imbibe the culture of NABH by getting trained in the standards, understanding the applicable standards in the right way so that the same can be implemented, measured, and monitored in the right manner by the healthcare organization.

NABH Secretariat organizes training sessions on understanding of NABH standards and implementing them in the organizations in form of Programme on Implementation (POI), for healthcare organizations desirous of taking their organizations for accreditation. These sessions are taken by faculty from NABH who are senior assessors. The details of these training courses, dates, venue, and fee information are available on the NABH website.

NABH has taken a new initiative to conduct free master classes on various topics under the rubric "NABH Quality Connect-Learning with NABH". The master classes are conducted every month. The topics include: Key Performance Indicators (KPI), Hospital Infection Control, Management of Medication, Document Control, Clinical Audits, Continual Quality improvement, Hospital infection prevention etc.

Apart from this guidance material is available at "Digital Library" page of NABH web portal.

Kindly visit the below link to attend training programmes being conducted by NABH.

<https://nabh.co/training-for-healthcare-providers/>



## NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



### Fee Structure

General information brochure

: Free of cost

Application fee and NABH Accreditation charges:

| Total Number of Surgery (including Laser Refractive) per year | Assessment Criteria |                     |                     | Accreditation Fee (Rs.) |            |
|---------------------------------------------------------------|---------------------|---------------------|---------------------|-------------------------|------------|
|                                                               | Pre-Assessment      | Assessment          | Surveillance        | Application Fee         | Annual Fee |
| Till 5000                                                     | Two Man Days (2x1)  | Four Man Days (2x2) | Two Man Days (2x1)  | 5,000/-                 | 50,000/-   |
| 5001 To 10,000                                                | Two Man Days (2x1)  | Four Man-days (2x2) | Four Man Days (2x2) | 10,000/-                | 1,50,000/- |
| More than 10000                                               | Four Man Days (2x2) | Six Man-days (3x2)  | Four Man Days (2x2) | 20,000/-                | 200000/-   |

The fee structure is based on the number of man days required for assessment. In case the scope of services is more than the above, then proportionately higher man days and fee structure may be charged.

**NOTE:**

1. The man days given above for assessment are indicative and may change depending on the facilities and size of the ECO.
2. Refractive surgeries simultaneously done in both eyes are taken as one single procedure.
3. Minor surgeries epilation, FB removal etc. are not taken as surgical procedures.
4. Fee to be calculated on the average of 2 years of surgeries performed in calendar year.

**Taxes as applicable from time to time will be charged on all the above fees. You are requested to please include the service tax in the fees accordingly while submitting the fee.**

**Guidance notes:**

1. Fees to be paid through Online/NEFT/Credit/Debit/ Net banking method only. Fees will be calculated on the average of number of surgeries performed in two consecutive calendar years. Application fee, once submitted is non-refundable.
2. The accreditation fee does not include expenses on travel, lodging/ boarding of assessors, which will be borne by the ECO on actual basis.
3. The application fee includes Desktop review charges (If applicable)
4. The accreditation once granted will be valid for Four years. The ECO may apply for renewal as per NABH policy.
5. The first annual fee is payable before Final Assessment.
6. The Surveillance Assessment visit will be planned during 2nd year of accreditation which is usually between 21-24 months from accreditation
7. NABH may call for an un-announced visit, which could be a Surprise Assessment or based on any concern or any serious incident reported upon by any individual or organisation or media.
8. Please refer the NABH accreditation timeline on the NABH using the link mentioned here <https://nabh.co/document/document-for-eye-care-organisations-accreditation-programme/>



## NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (NABH)



### Important links:

1. Standards - <https://nabh.co/explore-nabh-standards/>
2. NABH E-Mitra - <https://nabh.co/nabh-emitra/>
3. Resources - <https://nabh.co/digital-library/>
4. Trainings- <https://nabh.co/training-for-healthcare-providers/>

### Visit our office

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End of Page