



## **NOTIFICATION**

### **NABH POLICY REGARDING DEBARRING OF THE HEALTHCARE ORGANISATIONS (HCOs) AND PROCESS OF RE-APPLICATION**

NABH remains committed to upholding the highest standards of quality, integrity, and patient safety. All partner hospitals and healthcare organisations are encouraged to reaffirm their dedication to ethical practices and full compliance with NABH guidelines.

Together, we can maintain the credibility of the accreditation framework and strengthen public trust in the healthcare system. To reaffirm NABH's commitment to ethical practices, transparency, and integrity in the accreditation and certification processes, NABH had a standing policy of debarring the hospitals for 5 years for gross misdemeanours (including forgery, tampering, misrepresentation etc.). In view of multiple representation received from affected hospitals regarding relaxation in this long debarment tenure, **NABH has revisited the policy regarding Debarring of the Healthcare Organisations (HCOs) and process of re- applications.** The policy now sets clear expectations from all Healthcare Organisations (HCOs) regarding the authenticity of documents submitted to NABH and specifies consequences for unethical or unlawful behaviour.

**The revised policy applies to all Applicant, Accredited, Certified and Empanelled Healthcare Organizations (HCOs)** engaging with NABH or any of its authorized empanelment or regulatory partners. It shall also apply to HCOs not currently associated with NABH but found to be involved in unethical or unlawful activities, including the misuse of the NABH logo or the forgery/tampering with documents or certificates related to NABH.

NABH maintains **zero tolerance** for acts such as:

- Bribing/influencing the assessment team/ Intimidating remarks to the assessor/NABH staff from healthcare organizations.
- Submitting false information to the empanelment/regulatory/ Government agency.
- Conduct that brings disrepute to NABH, QCI, or the country. e.g.: Media Report etc.
- Forgery of legal licenses (Fire NOC, BMW authorization, etc.).
- Tampering of NABH Accreditation/Certification/Scope Certificates or recommendation letters by accredited/certified/empanelled HCOs.
- False claims of accreditation, certification, or empanelment by HCOs, applicants, or those not associated with NABH.
- Providing false information in the application form regarding manpower, infrastructure, equipment, etc.
- Falsely presenting evidence of manpower or equipment during onsite assessment.
- Misuse of NABH mark (using the accreditation logo instead of the certification logo, after the expiry of accreditation, or in any other violation as per NABH policy for use of the NABH mark), despite receiving one caution notice from NABH.
- Unprofessional behaviour towards the assessment team/NABH staff.

The details of Categories, debarment period and actions thereafter are detailed in Annexure 1.

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)  
CEO-NABH

### Categories of Debarment and Associated Penalties

Category	Category wise Classification of violation	Debarment Period	Fine in addition to debarment as per fee structure of respective NABH program applicable on the day of re-enrolment
<b>Red</b>	<ul style="list-style-type: none"> <li>• Bribing/influencing the assessment team/ Intimidating remarks to assessor/NABH staff from Healthcare organizations.</li> <li>• Submitting false information to empanelment/regulatory/ Government agency.</li> <li>• Conduct bringing disrepute to NABH, QCI, or the country. e.g: Media Report etc.</li> </ul>	2 years	Under Accreditation Program: 2× Annual Accreditation Fee Under Certification Program: 2× Certification Fee Under empanelment Program: 2× Empanelment Fee
<b>Orange</b>	<ul style="list-style-type: none"> <li>• Forgery of legal licenses (Fire NOC, BMW authorization, etc.).</li> <li>• Tampering of NABH Accreditation/Certification/Scope Certificates or recommendation letters by accredited/certified/empanelled HCOs.</li> <li>• False claims of accreditation/certification/empanelment by HCOs applicant / not associated with NABH.</li> <li>• Submitting false information in the application form w.r.t manpower/ infrastructure/ equipment etc.</li> <li>• Presenting fake evidence of manpower/ equipment during onsite assessment.</li> </ul>	1.5 years	Under Accreditation Program: 1× Annual Accreditation Fee Under Certification Program: 1× Certification Fee Under empanelment Program: 1× Empanelment Fee
<b>Yellow</b>	<ul style="list-style-type: none"> <li>• Misuse of NABH mark (using accreditation logo instead of certification logo or after expiry of accreditation or any other instance of violation as per NABH policy for use of NABH mark), despite one caution notice from NABH.</li> <li>• Unprofessional Behaviour with the assessment team/ NABH Staff.</li> </ul>	3 months	Not applicable
<b>Black</b>	<b>Repeat Defaulter</b> (more than once under any category).	5 years	Under Accreditation Program: 5× Annual Accreditation Fee Under Certification Program: 5× Certification Fee Under empanelment Program: 5× Empanelment Fee

- Note:**
1. If an HCO is enrolled in more than one NABH programme, the fee will be calculated based on the highest applicable fee (Annual Accreditation Fee/Certification Fee/Empanelment Fee).
  2. Current application will be closed in all the categories and HCO may reapply/ re-enrol with fresh fee payment after debarment period along with payment of fine.
  3. Documents Required for Fresh /Re-enrolment Application are as follows:
    - a. Affidavit
    - b. Integrity Pledge
    - c. Compliance document
    - d. Receipt for the fine paid (not required for yellow category)
  4. **The fine so collected shall be donated to PM Relief fund.**