



National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

NABH/Assessor/Logistics/2026/07322

July 27, 2026

NOTIFICATION FOR LOGISTICS MANAGEMENT FOR ASSESSORS

Subject: Centralized Logistics Management by QCI-NABH (Travel and Accommodation) for Assessors for all NABH Assessments (under Accreditation, Certification and Empanelment Programmes) w.e.f. 1st August 2026

At the outset, NABH would like to thank all partner Healthcare Organizations (HCOs) for their continued support in facilitating travel and accommodation arrangements for assessment teams during NABH assessments.

At present, travel and accommodation arrangements for assessment teams are managed directly by the respective assessee HCOs. Over time, NABH has received feedback from various stakeholders highlighting the need for greater standardization, transparency, and consistency in the logistics management process. Concerns have also been raised regarding the absence of uniform norms for travel and accommodation, requests for bookings and expenditures beyond the provisions of NABH policy, and issues related to the timing and scheduling of travel arrangements.

In view of the above and as part of NABH-QCI's ongoing efforts to strengthen standardization, transparency, and operational efficiency in the assessment process, travel and accommodation arrangements for Assessors and Technical Experts deputed for NABH assessments shall henceforth be centrally coordinated by QCI.

With effect from **1st August 2026**, the centralized logistics management system shall be applicable to **all NABH programmes**, including **Accreditation, Certification and Empanelment**. Accordingly, all assessments planned on or after **1st August 2026** shall be covered under this arrangement.

HCOs and other applicant organizations shall no longer be required to make direct travel or hotel arrangements for Assessors or Technical Experts. QCI shall coordinate and arrange travel and accommodation in accordance with the approved eligibility norms and applicable policies. The actual expenses incurred towards such arrangements shall be billed to the concerned organization on an actual-cost basis. The concerned organization shall be required to clear the corresponding dues within the stipulated timelines.

However, the concerned organization shall continue to be responsible for arranging local transportation for Assessors and Technical Experts within the assessment city. This shall include pick-up and drop facilities to and from the nearest airport, railway station, or bus stand, as well as transportation between the hotel and the assessment site during the assessment period.

It is further reiterated that organizations shall not reimburse or make any payment directly to Assessors, whether in cash or through any other mode, towards expenses incurred on account of airport transfers or any miscellaneous expenditures (such as food expenses during travel, etc.). This requirement has already been communicated vide the **"Notification for NABH Applicants/Accredited Healthcare Organizations (HCOs) regarding Reimbursement of Bills" dated 15th November 2022**. Any violation of these instructions may attract appropriate action by NABH against the concerned organization/assessor

For any clarification or further information, organizations may contact NABH at assessorlogistics@nabh.co

All applicant organizations are requested to carefully review the Annexure and ensure adherence to the prescribed procedures.

Thanking you,

Sincerely yours,

(Chakravarthy T. Kannan)
Chief Executive Officer (I/C)

Enclosed:

Annexure 1: Assessor logistics- Terms & Conditions

Annexure 2: Travel arrangements- Terms & Conditions

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ANNEXURE 1

1. Scope and Nature of Services

- 1.1. QCI's role under this Agreement is limited to facilitation and coordination of travel and accommodation arrangements for Assessors/Technical Experts deployed for the Healthcare Organization's assessment(s), hereinafter referred to as the "Entity" in this Agreement. However, this role shall not be construed as assuming any operational or contractual responsibility vis-à-vis third-party vendors engaged for such services.
- 1.2. QCI does not act as a travel service provider, agent, guarantor, or insurer and shall not be responsible for deficiencies attributable to third-party vendors such as airlines, hotels, railways, or transport operators.

2. Responsibilities of QCI:

- 2.1. QCI shall facilitate travel (air/rail/road) and accommodation for Assessors/Technical Experts conducting Entity assessment activities as per eligibility and preference as detailed in **Annexure 2**.
- 2.2. QCI shall book flights/train/bus to ensure Assessors/Technical Experts arrive in the assessment city a day prior to assessment, preferably in the afternoon/evening.
- 2.3. QCI shall book return flights on the assessment day, allowing sufficient time to reach the airport after completion of assessment duration. If suitable flights are unavailable or the location is remote, return flights shall be booked for the next day.
- 2.4. QCI shall book refundable air tickets in Economy Class or, for rail travel, 2nd Class AC tickets.
- 2.5. QCI shall book the tickets, which will be including meals for the Assessor / Technical Expert.
- 2.6. QCI shall book the hotel for Assessor / Technical Expert as per the eligibility criteria approved by QCI. The currently approved criteria are available at Annexure.
- 2.7. QCI shall, to the extent possible, make the stay arrangement near to the assessment venue.
- 2.8. QCI shall make Hotel arrangements including meals (Breakfast & Dinner). In case due to limited flight, the Assessor arrives early, lunch also will be provided and will be charged to the Entity.
- 2.9. QCI shall invoice to the Entity for the expenses towards Travel / lodging & Boarding on actual basis.
- 2.10. QCI shall share the tickets / hotel booking to the Entity for coordination.

3. Responsibilities of the ENTITY:

- 3.1. Entity will arrange the local travel for Assessor / Technical Expert in the city where assessment is scheduled including to & from Airport pickup / drop & hotel to assessment venue.
- 3.2. In case where local Assessor / Technical Expert is deputed, the taxi for the Assessor / Technical Expert will be arranged by Entity.
- 3.3. Entity will make the arrangements for working lunch during the Assessment days.
- 3.4. Entity shall reimburse QCI for invoiced expenses within 30 days from the invoice date. A late fee of 1% per month shall apply for the payments delayed beyond 30 days.
- 3.5. Entity shall bear the cancellation or modification charges levied by Airlines, hotel or service providers except in the following cases:
 - a. If QCI request changes or cancellations after bookings have been confirmed.
 - b. If the assessor's schedule is altered due to last-minute requests or internal changes by QCI
- 3.6. The Entity shall adhere to the timeline for payment and shall not withhold or set off payments against any claims, dispute or adjustment unless agreed in writing by QCI.
- 3.7. The Entity shall not attempt to influence, directly or indirectly, the Assessor(s) in discharge of their professional duties.
- 3.8. All arrangements made by Entity shall be reasonable, non-influencing and compliant with QCI policies.
- 3.9. Any attempt to provide inducement, hospitality beyond norms, or influence the assessment process shall constitute serious non-compliance.

ANNEXURE 2

Air Travel Criteria

Domestic Travel:

- **Air tickets shall be booked based on the *best available rates* at the time of booking.**
- **Class & Seat Preference:** Economy Class only.
- **Seat Preference:** Seat will be booked in the order: Aisle > Window >
- **Meal Entitlement:** Standard airline meal included in fare.

Train Travel Criteria: 2nd AC

Hotel Eligibility Criteria

City Category	Cities	Hotel Rate (per night) (Single Occupancy Rooms)
A-Class Cities	Mumbai, Delhi, Kolkata, Chennai, Bengaluru, Hyderabad	₹10,000 + Taxes as applicable
B-Class Cities	State Capitals and Other Identified Towns (per QCI's need)	₹8,000 + Taxes as applicable
C-Class Cities	All other cities	₹6,000 + Taxes as applicable

Note: For QCI / NABH officials acting as Assessors/Technical Experts, travel and accommodation arrangements shall be made as per their eligibility under QCI Service Rules.