

medical/surgical services, round the clock support system, 24 hours emergency services etc.

The process of empanelment is online, through the prescribed process flow, in the required online format.

### **ISO certification of CHCs and PHCS**

897. SHRI VINAY DINU TENDULKAR: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) the present status of Community and Primary Health Centres in the country including Goa;
- (b) whether Government proposes to make all Community Health Centres (CHCs) and Primary Health Centres (PHCs), ISO-certified and if so, the details thereof;
- (c) the number of CHCs and PHCs in Goa which have been made ISO certified so far; and
- (d) the steps being taken by Government to improve the quality of services in these health centres of the country?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI ASHWINI KUMAR CHOUBEY): (a) As per Rural Health Statistics 2018, the State/UT-wise details of number of Community and Primary Health Centres functioning in the country including in Goa, are given in Statement (*See* below).

(b) There is no proposal at the level of Ministry of Health and Family Welfare to get PHCs and CHCs ISO certified.

(c) As per information received from the State, none of the PHCs and CHCs in Goa is ISO certified.

(d) Public Health being a State subject, the primary responsibility for improving the quality of services in CHCs and PHCs, lies with the State Governments. However, under NHM, financial and technical assistance is provided to the States/UTs to strengthen the health systems, including improving quality of services in CHCs and PHCs. Various steps taken to improve the quality of services in CHCs and PHCs are as under:-

1. National Quality Assurance Programme (NQAP) has been rolled out, under which, quality standards for different health facilities have been defined and these health facilities are assessed against them and certified.

2. Quality Assurance Committees have been constituted at National, State and District level. Under National Health Mission, dedicated Human Resource has been provided to operationalize these committees and carry out related tasks such as quality assessment, preparing action plan and assisting healthcare facilities for quality certification under NQAP.
3. The central government has launched 'Kayakalp' award scheme for transforming public hospitals by improving Sanitation, Hygiene, Upkeep, Infection Control Practices and waste management practices. All facilities from PHCs, CHCs, District Hospitals and central government hospitals are assessed against a set of defined criteria. Best performing facilities are given annual awards.
4. Support is provided to States to implement NHM Free Diagnostics Services Initiative and NHM Free Drugs Initiative in Public Health facilities.

***Statement****Number of PHCs and CHCs functioning*

Sl. No.	State/UT	(As on 31st March 2018)	
		PHCs	CHCs
1	2	3	4
1.	Andhra Pradesh	1147	193
2.	Arunachal Pradesh	143	63
3.	Assam	946	172
4.	Bihar	1899	150
5.	Chhattisgarh	793	169
6.	Goa	25	4
7.	Gujarat	1474	363
8.	Haryana	368	113
9.	Himachal Pradesh	576	91
10.	Jammu and Kashmir	637	84
11.	Jharkhand	298	171
12.	Karnataka	2359	206

1	2	3	4
13.	Kerala	849	227
14.	Madhya Pradesh	1171	309
15.	Maharashtra	1823	361
16.	Manipur	91	23
17.	Meghalaya	108	28
18.	Mizoram	57	9
19.	Nagaland	126	21
20.	Odisha	1288	377
21.	Punjab	432	151
22.	Rajasthan	2078	588
23.	Sikkim	24	2
24.	Tamil Nadu	1421	385
25.	Telangana	643	91
26.	Tripura	108	22
27.	Uttarakhand	257	67
28.	Uttar Pradesh	3621	822
29.	West Bengal*	913	348
30.	Andaman and Nicobar Islands	22	4
31.	Chandigarh	0	0
32.	Dadra and Nagar Haveli	9	2
33.	Daman and Diu	4	2
34.	Delhi	5	0
35.	Lakshadweep	4	3
36.	Puducherry	24	3
ALL INDIA		25743	5624

*Note:*

\* 11 PHCs situated at Municipal Area included in it.