



# **NABH POLICY ON RETENTION OF RECORDS**



## **Objective**

This policy is to ensure that the necessary records and documents are adequately protected and maintained and to ensure that the records that are not current or are no longer needed or are of no value are systematically discarded at the proper time. The policy shall cover all the records mentioned in the document. The document also provides guidance for retaining electronic documents, including emails, web files, PDF documents and all MS office and other formatted files.

## **Policy**

This Policy is regarding the retention and disposal of records and also the retention and disposal of electronic documents.

## **Applicability**

This policy applies to all physical records generated in the course of operation of NABH including both original document and reproduction. It also applies to electronic documents as well.

## **Retention of Records**

NABH during the process of its operation produce records which has been categorized below and the time duration of has been defined:

| <b>SI</b> | <b>Records</b>  | <b>Retention</b>  |
|-----------|---|---|
| 1         | <b>Records pertaining to Accreditation Process</b><br>a) Applications (First and Renewal)<br><br>b) Assessment reports (pre-assessment, final assessment, | a) Records of applications will be maintained in soft copies on the portal/ scanned copies for a period of three years from the date of application<br><br>b) Records of accredited HCOs shall be maintained in a manner such that at least |



| SI | Records   | Retention   |
|----|---|---|
|    | <p>surveillance, renewal assessment, surprise assessment, focus assessment)</p> <p>c) Copy of Accreditation Certificate and Scope of accreditation /certification for each HCO</p>  | <p>3 Assessment reports including corrective actions &amp; relevant communications are maintained in soft copy on the portal of NABH.</p> <p>c) 10 years as soft copy on server</p>   |
| 2  | <p><b>Records pertaining to Inspection for Empanelment (CGHS &amp; ECHS)</b></p> <p>Inspection reports and recommendation letter</p>  | <p>Records of inspections shall be maintained for 5 years as soft copy on the local server of NABH.</p>   |
| 3  | <p><b>Records pertaining to Committees</b></p> <p>a) NABH Board (formation of Board, agenda, MOM, Declaration of Confidentiality &amp; Impartiality and self-evaluation forms)</p> <p>b) Accreditation Committee records (committee formation, agenda, MOM, Declaration of Confidentiality &amp; Impartiality and self evaluation forms)</p> <p>c) Technical Committee records (committee formation, agenda, MOM, Declaration of Confidentiality &amp; Impartiality and self evaluation forms)</p> <p>d) Legal case records of NABH</p> | <p>a) Records related to NABH Board shall be maintained forever as scanned copies on local server of NABH.</p> <p>b) &amp; c) Records related to Accreditation Committee and Technical Committee shall be kept for last 8 years including decisions on emails (as scanned copies on server)</p> <p>d) Legal case records of NABH shall be kept forever as hard copies or as soft copies</p> |



| <b>SI</b> | <b>Records</b>   | <b>Retention</b>  |
|-----------|--|---|
|           | <p>e) Assessor Management Committee records (agenda, MOM)</p> <p>f) Risk Management and Quality Improvement Committee (RQIC) records (agenda, MOM)</p> <p>g) Appeals Committee records (agenda, MOM, communications)</p> <p>h) Complaints Redressal Committee records (register, communications)</p> | <p>e) Records related to Assessor Management Committee shall be kept for last 8 years as scanned copies on server of NABH.</p> <p>f) Agenda and MOM of RQIC shall be maintained for 8 years as soft copies on server of NABH</p> <p>g) Records related to Appeals Committee shall be kept for last 8 years as scanned copies on server of NABH.</p> <p>h) Records related to Complaints shall be kept for last 3 years as hard copies or soft copies at NABH.</p> |
| 4         | <b>Records pertaining to Internal Audit</b><br>(Internal Audit Reports, Corrective action report)  | Records related to Internal Audit can be kept for 8 years as scanned copies on the server.  |
| 5         | <b>Records pertaining to Training programmes</b><br><p>a) Assessor Training (budget approval, attendance sheet, photographs, certificates)</p> <p>b) Programme on Implementation (budget approval, attendance sheet, photographs, certificates)</p>  | <p>a) Records related to Assessor Course shall be kept forever. However, NABH shall scan all the papers before actual destroying of papers which shall be saved on local server.</p> <p>b), c) &amp; d) Records related to other training programmes at S.No. b, c and d shall be kept for last 5 years as soft copies on local server.</p>   |



| <b>SI</b> | <b>Records</b>   | <b>Retention</b>  |
|-----------|--|---|
|           | c) Education Workshops (budget approval, attendance sheet, photographs, certificates)<br><br>d) Awareness programme (budget approval, attendance sheet, photographs, certificates) |   |
| 6         | <b>Records pertaining to control of NABH Documents</b> (approval of documents, current document, obsolete document)  | Records related to NABH Document approval shall be kept for last 5 years as hard copies as well as soft copies on the server. |
| 7         | <b>Records pertaining to Staff of NABH</b>   | Till employment as hard copies  |
| 8         | <b>Emails</b>  | The emails of the officials of NABH shall be stored for last 5 years  |

**Discard Policy for Records**

NABH is now maintaining the soft copies of all available records as mentioned in the above table. As per the retention timeline of that particular record, the records shall be discarded after the concerned officer submits his/ her consent for destroying. NABH official shall ensure that above time period of retention is adhered to.

The physical records will be weeded twice a year on the 1<sup>st</sup> of January and 1<sup>st</sup> of July and no further notification shall be given for the purpose.

The records of accreditation process of HCOs in the server shall have the same retention period as mentioned in the above table.

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