



National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

NABH/Gen/Notice/2024/0049

January 04, 2024

NOTICE FOR FEES

(All applicant / Accredited / Certified Health Care Organisations under all programs of NABH)

In continuation to the previous notice of NABH related to fee payments issued on December 13, 2021, it has been noticed that many Healthcare Organisations associated with NABH are still making direct payment to accounts of Quality Council of India - NABH. Due to this, NABH is facing difficulty in reconciling the amounts received directly as the details of payment are also not updated by the respective HCOs in their online portal.

To avoid unnecessary wastage of time and manpower in tracking the payments, NABH advises its stakeholders to make payments only through the online portal using the Payment Gateway so that the payments are appropriately tracked for convenience of all the parties.

In order to facilitate the Healthcare Organisations to reconcile the fee payment status, we request all the HCOs to follow the below steps with **immediate effect**:

1. The HCOs are advised to login into their HCO account on the NABH portal for making payments through payment gateway via credit card/debit card/net banking.
2. In no case HCOs shall deposit cash/cheque/DD directly into any of the accounts of Quality Council of India.
3. In case the HCO has no other option but Bank Transfer (NEFT/RTGS), the payment shall be made after seeking approval from NABH secretariat. It shall be the responsibility of HCO to update the transaction details like Unique Transaction Reference (UTR) Number, Date of Transaction, Transaction Amount, etc on the NABH Portal under the Make Payment category and inform NABH that the Payment was done and get the receipts generated for the payments made.
4. The HCOs are also requested to ensure that the payment details with respect to fee payments of current and previous accreditation cycles have been updated on the NABH portal account of the HCO, if not done earlier.
5. **Non updation of fee payment details on the portal may result into non-credit of the amounts and the HCO may be liable for adverse decision and repayment as per rules.**
6. **All HCOs are to ensure that no direct offline payments are made to any account of Quality Council of India (QCI).**

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH