



National Accreditation Board for Hospitals & Healthcare Providers

(Constituent Board of Quality Council of India)

NABH/Gen/Quality Setu/2023/9629

December 08, 2023

QUALITY SETU

Dear Stakeholders,

We are excited to inform you that QCI and all its boards are introducing an innovative solution for addressing your queries & concerns promptly and transparently through "Quality Setu", an integrated QCI portal designed to streamline the NABH helpdesk/complaints redressal process.

The "Quality Setu" is live now, and from January 1, 2024, onwards, all queries and concerns pertaining to NABH will be **exclusively** addressed through the "Quality Setu" portal. This transition is aimed at enhancing efficiency, speedy resolution and ensuring a seamless experience for our stakeholders.

You may please access the "Quality Setu" portal using the following website link/ QR Code:

Website link: <https://qualitysetu.qcin.org/>

QR Code:



App Download Links:

Play Store - <https://play.google.com/store/apps/details?id=com.qci.qualitysetu>

App Store - <https://apps.apple.com/in/app/quality-setu/id6449591762>

Also, users are requested to go through "NABH Policy and Procedure for handling of Complaints" using the following link:

<https://nabh.co/Images/PDF/NABH%20Policy%20&%20Procedure%20for%20Handling%20complaints%20Issue%205.pdf>

Thank you for your cooperation as we strive to provide improved services through technological advancements. We look forward to continued support of all our stakeholders.

Thanking you,

Sincerely yours,

(Dr. Atul Mohan Kochhar)
CEO-NABH