

Checklist — Primary Health Centre (PHC) / Community Health Centre (CHC)

Pre-Visit Section

2A Institution-specific particulars [PRE]

- Facility listing reference (state health department / NHM portal) — text
- Facility type (from public listing): PHC / 24x7 PHC (designated for delivery) / AAM-PHC (upgraded) / CHC / Sub-Divisional Hospital / Other
- Setting (from public listing): Plains / Hilly / Tribal / Difficult area
- Co-located with AAM (Ayushman Arogya Mandir, formerly HWC) (from public listing)? — Y/N
- PM-JAY empanelled (CHC and above) (from public listing)? — Y/N
- Composite or stand-alone (from public listing): Stand-alone facility / Co-located with district hospital / Combined block-level CHC

2B Public displays expected at this institution [PRE — informational]

- Citizens' Charter / list of free services
- Medical Officer / Block Medical Officer duty roster
- IPHS service-availability board (OPD timings, delivery hours, emergency)
- Free Drugs Service Initiative — Essential Drug List
- Free Diagnostics Service Initiative — list of free tests (63 at AAM-PHC / 97 at CHC)
- Universal Immunisation Programme schedule
- AAM service-package poster (chronic disease / NCD / mental / oral health)
- JSY / JSSK entitlements (institutional delivery cash + free care)
- PM-JAY (Ayushman Bharat) empanelment notice and helpline (CHC)
- TB (NTEP) / Nikshay Poshan Yojana information
- 102 / 108 ambulance contact
- CMO / Civil Surgeon contact for grievances
- Grievance box at entrance
- NHM grievance portal / state health helpline (e.g., 104) and CPGRAMS
- Rogi Kalyan Samiti / Hospital Management Society members list

2C Pre-loaded scheme list [PRE — informational, no Kobo field]

- IPHS 2022 — Indian Public Health Standards
- AAM — Ayushman Arogya Mandir (formerly HWC)
- PM-JAY — Pradhan Mantri Jan Arogya Yojana
- JSY — Janani Suraksha Yojana
- JSSK — Janani Shishu Suraksha Karyakram
- NTEP — National Tuberculosis Elimination Programme

- Nikshay Poshan Yojana
 - Free Drugs Service Initiative
 - Free Diagnostics Service Initiative
 - Mental Healthcare Act 2017
 - Rogi Kalyan Samiti
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Section 1 — On-arrival logging

Standard.

Section 2 — Observation: Infrastructure

2.2 Institution-specific facilities [OBS]

- OPD consultation room functional and in use? — Y/N [photo]
 - Pharmacy / drug-dispensing counter open? — Y/N [photo]
 - Basic laboratory room visible (sample collection counter / microscopy)? — Y/N [photo]
 - Labour room present (designated 24x7 PHC and CHC only)? — Y/N/NA [photo of door / signage; no patient photos]
 - Number of observation / inpatient beds visible in main ward (CHC) — integer [not_known_allowed]
 - Operation theatre present (CHC)? — Y/N/NA
 - Digital X-ray / ultrasound room present (CHC)? — Y/N/NA [photo of door / signage]
 - New-born stabilisation / care corner present (CHC)? — Y/N/NA
 - Drinking water available in waiting area? — Y/N
 - Separate toilet for men? — Y/N [photo of signage]
 - Separate toilet for women? — Y/N [photo of signage]
 - Separate toilet for patients? — Y/N
 - Boundary wall and gate? — Y/N
 - Generator / solar backup visible? — Y/N [photo]
 - Functional ambulance (102 / 108) parked or call-out board visible? — Y/N [photo]
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Section 3 — Observation: Documents displayed

3.2 Institution-specific displays [DOC]

- Citizens' Charter / list of free services displayed at entrance? — Y/N [photo]
- Medical Officer / Block Medical Officer duty roster displayed? — Y/N [photo]
- IPHS service-availability board displayed? — Y/N [photo]
- Free Drugs Service Initiative — Essential Drug List displayed in pharmacy / OPD area? — Y/N [photo]
- Free Diagnostics Service Initiative — list of free tests displayed? — Y/N [photo]
- Universal Immunisation Programme schedule displayed? — Y/N [photo]

- AAM service-package poster displayed (where upgraded)? — Y/N/NA [photo]
 - JSY / JSSK entitlements displayed? — Y/N [photo]
 - PM-JAY empanelment notice and helpline displayed (CHC)? — Y/N/NA [photo]
 - TB (NTEP) / Nikshay Poshan Yojana information displayed? — Y/N [photo]
 - 102 / 108 ambulance contact displayed at entrance? — Y/N [photo]
 - CMO / Civil Surgeon contact displayed for grievances? — Y/N [photo]
 - Grievance box visible at entrance? — Y/N [photo]
 - NHM grievance portal / state health helpline (e.g., 104) and CPGRAMS displayed? — Y/N [photo]
 - Rogi Kalyan Samiti / Hospital Management Society members list displayed? — Y/N [photo]
 - OPD running during posted hours and patients being attended? — Y/N
 - OPD footfall register visible at counter? — Y/N
 - Cold-chain / vaccine storage refrigerator present and visibly powered? — Y/N [photo]
 - Immunisation session-day notice (VHND or fixed weekly day) displayed? — Y/N [photo]
 - Antenatal-care service-day notice displayed? — Y/N [photo]
 - TB / NTEP screening corner or signage visible? — Y/N [photo]
 - NCD (hypertension / diabetes) screening corner or signage visible? — Y/N [photo]
 - Mental health screening signage (Mental Healthcare Act 2017 reference) displayed? — Y/N [photo]
 - Pharmacy stock visible behind counter — Poor / Average / Good
 - Stock-out notice for any essential drug displayed? — Y/N [photo]
 - Referral protocol to district hospital displayed? — Y/N [photo]
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Section 4 — Interview: Admin

4.1 Identification — institution-specific dropdowns

- Designation of person met (dropdown): Medical Officer (PHC) / Block Medical Officer (CHC) / Staff Nurse / Pharmacist / Lab Technician / ANM / ASHA Facilitator / Other
- Reporting line: Chief Medical Officer (CMO) / Civil Surgeon at district

4.5 Institution-specific quantitative items [ADMIN]

- Medical Officer present on the day of visit? — Y/N
 - Specialists posted at the CHC (multi-select): Surgeon / Physician / Obstetrician-Gynaecologist / Paediatrician / None / Not known
 - Facility designated for 24x7 deliveries? — Y/N
 - AAM upgrade status (dropdown): Upgraded / In-progress / Not upgraded / Not known
 - Date of last visit by district officer (CMO / DPM / NHM monitor) — date [not_known_allowed]
 - Date of last Rogi Kalyan Samiti meeting — date [not_known_allowed]
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Section 5 — Interview: Beneficiary

5.1 Beneficiary type — institution-specific dropdown

- Beneficiary type: OPD patient / Antenatal-care visitor / Immunisation queue parent / Pharmacy collection point user / Emergency / TB or NCD follow-up / PM-JAY card holder / Other
- **Target:** interview 3 across OPD, antenatal / immunisation queue, and pharmacy collection point.

5.5 Institution-specific beneficiary items [USER]

- Reason for visit (dropdown): OPD / Antenatal / Immunisation / Delivery / TB or NCD follow-up / Emergency / Pharmacy collection / Other
- Distance travelled to reach the facility (dropdown): <2 km / 2–5 km / 5–10 km / >10 km
- Did you see a doctor or staff nurse today? — Y/N
- Time waited before being seen (dropdown): <30 min / 30–60 min / 1–2 hrs / >2 hrs
- Were prescribed medicines given free at the pharmacy? — Y/N
- What was missing if not free (short text)
- Were prescribed lab tests done free here? — Y/N
- Lab tests not done (short text)
- Did you have to pay any out-of-pocket amount today? — Y/N
- What was the out-of-pocket payment for (short text)
- (Pregnant women) Did you receive JSY entitlement or were you told the process? — Y/N/NA
- (PM-JAY card holder, CHC visit) Was the card accepted today? — Y/N/NA
- Helpfulness of staff — Poor / Average / Good

Section 6 — Closing

Standard.