

**Quality and Accreditation Institute**  
Centre for Accreditation of Health & Social Care



*Change Adapt Improve*

**POLICY OF ZERO TOLERANCE FOR EMPANELED  
ASSESSORS & EXPERTS**

Issue No.: 02

Issue Date: December 2023

Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
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## QAI Policy of Zero Tolerance for Empaneled Assessors & Experts

1. QAI is committed to achieve its vision in accordance with the principles of highest ethical and moral standards, and values. Accordingly, it is obligatory upon all empaneled assessors and experts to demonstrate their conduct aligned with the QAI policies.
2. Listed below are the conducts that will invite penal actions when brought to notice and confirmed. The list is indicative, and Assessors and Experts are expected to be scrupulous in similar acts / activities / situations.
3. Empaneled Assessors and Experts shall not accept any inducement or any other benefit from health care facility (HCF) under assessment which can be seen/ construed as a favour to the HCF in any manner. Such inducement/ benefit may include but not limited to:
  - a. **Gifts** – Cash or kind accepted during the assessment or later (in connection with the assessment) or similar acts.
  - b. **Personal favours** – Invitations to personal events/parties, Free health checkup/ consultation/ medication/ medical device, Excursions/tours, Extra days of stay at the cost of HCF, stay of the family/ personal guest in the hotel at the cost of the HCF, Inviting guests, family members to the hotel for dinner at the cost of the HCF or similar acts.
  - c. **Professional favours** – Seeking referrals, employment offers, consulting assignments and similar acts. Also, making employment offers to HCF staff.
  - d. Any act that may get construed as ‘quid-pro-quo’ (give and take) in relation to assessment.
4. In case QAI receives any feedback against any assessor on any ground mentioned above, a suitable action including but not limited to suspension/ termination of the assessor/ expert from assessment activities will be taken.
5. Name of such assessor/ expert may also be published on the QAI website.

### NOTE:

Assessor/ Expert is advised to report to the QAI Secretariat about offer of any such inducement from the HCF.

Assessor/ Expert is required to disclose any prior or current association with HCF / conflict of interest that may lead to a situation (s) similar to those listed above.

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