

Proforma for Rating of De-Addiction Centers
Social Justice, Empowerment, Welfare of SC & BC, and Antyodaya (SEWA) Department
Government of Haryana

I. Infrastructure, Facilities, and Services (35 Points)

1. Condition of building	
a) Well-maintained building, compliant with local building safety norms (2 points)	
b) Good structural integrity with minor maintenance-related issues (1 point)	
c) Poor condition with various maintenance-related issues and safety risks (0 points)	
Points (Rate)	/2

2. Cleanliness and ambience of premises and facilities	
a) Clean floors, walls, and surfaces (1 point)	
b) Clean and functional bathroom and toilets (1 point)	
c) Clean bed linen/ blankets, utensils, and other daily use articles (1 point)	
d) Adequate illumination, ventilation, and open spaces (1 point)	
e) Adequate waste management (1 point)	
Points (Add)	/5

3. Availability of equipment and facilities	
<i>Essential:</i>	
a) Bed, mattress, lockers, tables, fan/ coolers (2 points)	
b) Round-the-clock water supply and RO/ filtered drinking water (2 points)	
c) Nutritious and fresh meals (2 points)	
d) Functional CCTV surveillance with adequate backup/storage facility (2 points)	
e) Functional fire safety systems (2 points)	
f) Functional power backup systems (2 points)	
<i>Desirable:</i>	
g) Laboratory/X-ray/Ultrasound facilities and/or appropriate referral services (1 point)	
h) Ambulance/ transport facility (1 point)	
i) Functional biometric system (1 point)	
Points (Add)	/15

4. Provision of services	
a) Inpatient and Outpatient services as per minimum standards (1 point)	
b) Emergency medical care or referral linkage for specialist medical services (1 point)	
c) Psychotherapeutic services – individual and group therapy (2 points)	
d) Rehabilitation services – psychosocial interventions, interventions to facilitate vocational and/or educational outcomes, relapse prevention programs (1 point)	
e) Post-discharge/ Follow-up care services (1 point)	
f) Community-based and/or home-based services (1 point)	
g) Services for families and/or caregivers (1 point)	
h) Regular community outreach activities (1 point)	
i) Opportunities for student learning and exposure – visits and internships (1 point)	
j) Implementation of related state/ central government schemes (1 point)	
k) Implementation of pilot projects/ awareness campaigns/ research/ any other programs in collaboration with state/ central governments (2 points)	
Points (Add)	/13

II. Manpower and Treatment Quality (20 Points)

5. Availability of Psychiatrist/ Doctor with deaddiction training	
a) Availability of full-time Psychiatrist (3 points)	
b) Availability duration and/or Doctor: Patient ratio higher than prescribed (2 points)	
c) Availability duration and ratio as per prescribed minimum standards (1 point)	
d) Not available or availability duration less than prescribed standards (0 points)	
Points (Rate)	/3

6. Availability of Social Workers/ Counselors		
a) Higher staff ratio and/or additional qualification than prescribed (2 points)		
b) Staff ratio as per prescribed minimum standards (1 point)		
c) Staff below prescribed minimum standards (0 points)		
Points (Rate)		/2

7. Availability of Staff Nurses		
a) Higher staff ratio and/or additional qualification than prescribed (2 points)		
b) Staff ratio as per prescribed minimum standards (1 point)		
c) Staff below prescribed minimum standards (0 points)		
Points (Rate)		/2

8. Availability of support staff and additional professionals		
a) Availability of additional licensed professionals such as Rehabilitation Psychologists/ Rehabilitation Social Workers/ Community-based Rehabilitation Workers/ Occupational Therapists and/or certified practitioners such as Vocational Trainers/ Yoga Trainers/ Recreation Therapists (3 points)		
b) Higher support staff and/or presence of optional staff as prescribed (2 points)		
c) Support staff as per prescribed minimum standards (1 point)		
d) Support staff below prescribed minimum standards (0 points)		
Points (Rate)		/3

9. Provision and quality of medical services (Inpatient/ Outpatient/ Both)		
a) Excellent: Services are comprehensive, seamlessly coordinated, and personalized; high-quality services consistently yield positive outcomes. (5 points)		
b) Very Good: Services are effective and well-coordinated with strong continuity of care; only minor areas for improvement. (4 points)		
c) Good: Services meet essential standards; offer reliable support; lack some aspects of personalization or follow-up care. (3 points)		
d) Average: Services are adequate but inconsistent; provide basic support with some quality or patient engagement inconsistencies. (2 points)		
e) Below Average: Services are minimally effective, with gaps in coordination and follow-through, resulting in limited patient benefit. (1 point)		
Points (Rate)		/5

10. Provision and quality of psychosocial services (Counselling/ Rehabilitation/ Both)		
a) Excellent: Services are highly effective and individualized and demonstrate consistently exceptional support with positive client outcomes. (5 points)		
b) Very Good: Services are effective, well-organized, and client-centred, with only minor areas for improvement. (4 points)		
c) Good: Services meet general standards and are reasonably supportive but may lack some depth in personalization or follow-up. (3 points)		
d) Average: Services are adequate but inconsistent, providing basic support without strong impact or notable results. (2 points)		
e) Below Average: Services show limited effectiveness, often lacking structure, client engagement, or consistent follow-through. (1 point)		
Points (Rate)		/5

III. Documentation, Accreditation, and Affiliations (15 Points)

11. Record maintenance		
a) Medicine stock register (2 points)		
b) Patient records – admission/ discharge, medical/ treatment, interventions/ therapy sessions (2 points)		
c) Administrative records – Standing operating procedures, staff records, duty rosters, financial records, equipment maintenance (1 point)		
d) Data timely submitted to 'Drug Abuse Monitoring System' (2 points)		
Points (Add)		/7

12. Accreditation/ Award/ Affiliations	
a) Accredited by the National Accreditation Board for Hospitals & Healthcare Providers (2 points)	
b) National award recipient (2 points)	
c) State award recipient (1 point)	
d) Affiliation/Collaboration with international agencies/ professional bodies/ associations (2 points)	
e) Affiliation/Collaboration with national agencies/ professional bodies/ associations (1 point)	
Points (Add)	/8

Total Points & Star Rating

0-15 points	1 Star
16-30 points	2 Stars
31-45 points	3 Stars
46-60 points	4 Stars
61 and above points	5 Stars

Total Points	 / 70 Points	Assigned Rating	 / 5 Stars
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Suggestions for Improvement

Representative/Social Worker,

Executive Engineer (PwD)

Psychologist/Social Scientist/Ex-addicts

District Social Welfare Officer

Psychiatrist/Deputy Civil
Surgeon (Mental Health)

Civil Surgeon

Deputy Commissioner/Additional Deputy Commissioner