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Executive Director



NATIONAL BOARD OF EXAMINATIONS
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Mahatma Gandhi Marg (Ring Road)
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Ref. National Board of Examinations/ Communication protocol/2010/6376
Dated 6.8.2010

To

The Director/ Medical Superintendents
of all National Board of Examinations accredited hospitals

Sub: Communication protocol of NBE with accredited hospitals and DNB trainees

Sir/Madam,

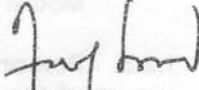
This is in continuation of NBE earlier circular NBE/ Accred /Expert group
recommendations /2010 / 2448, dated 31.5.2010.

I hereby enclose the communication protocol for your reference, while
interacting with NBE. Please ensure that you send us the details of the authorized Co-
ordinator, Co- Co-ordinator and Director(Name, designation,Address, email ID, mobile
number, phone number, fax number) for all NBE communication.

Thank you for your co-operation and support.

With best wishes.

Yours sincerely


(A.K. Sood)

COMMUNICATION PROTOCOL

I. COMMUNICATION PROTOCOL FOR INTERACTION BETWEEN NBE AND AUTHORIZED DNB COORDINATORS/ CO-COORDINATOR(S)/ DIRECTOR OF ACCREDITED HOSPITALS

(Please mention email ID, phone number, mobile numbers of Authorized DNB Coordinators/ Co-Coordinator(s)/ Director of accredited Hospitals in all correspondence with NBE)

1.1. Regular Dak received by speed post, post, courier etc at NBE Ansari Nagar Office

- i. The Dak received would be segregated section wise by the NBE staff, entered into the computer and updated on the NBE website www.natboard.edu.in under the heading "Dak received" as per the approved format by the IT section as per the classification of units.
- ii. The website would contain the Dak receipts for 5 days.
- iii. At the concerned unit, the designated nodal officer would process the Dak and issue written replies/email/ within 15 days of receipt of the letter.

1.2. Direct channels for communication with the authorized DNB coordinators/co-coordinator(s) / Director(s) of the Accredited Hospitals

1.2.1. Communication on email

- i. Accreditation related issues: accr@natboard.edu.in
- ii. Appraisal/ CME/ DVDs / teleconferencing/ counseling related issues: cme@natboard.edu.in
- iii. Registration related issues: reg@natboard.edu.in
- iv. Thesis related issues: thesis@natboard.edu.in
- v. Examination (Final)related issues : final@natboard.edu.in
- vi. Examination (CET)related issues: cet@natboard.edu.in
- vii. Examination (FMGE)related issues: fmge@natboard.edu.in
- viii. Other issues: other@natboard.edu.in

1.2.2. Communication on fax

011-45593009

1.2.3. Communication on special phone lines only for authorized DNB coordinators/ co-coordinator(s)/ Director of the Accredited Hospitals from 9 AM to 1.30 PM and 2.30 PM to 6.00PM

Direct line: 011-45593002
Mobile : 0999 071 9200

1.2.3. Personal visit of the authorized DNB coordinators and co-coordinator(s), Director of the Accredited Hospitals to NBE Dwarka Office, sector-9, PSP area opposite District Courts, New Delhi-110075.

Thursdays & Fridays from 2 PM to 5 PM

II. COMMUNICATION PROTOCOL OF NBE WITH TRAINEES

2.1. Students support services, counseling on internet

NBE web portal www.natboard.edu.in has the following:

- i. Current status of registration, accreditation, thesis, results etc
- ii. Curriculum
- iii. Examination time table
- iv. CMEs registration forms
- v. Lists of DVDs/CDs on clinical cases, procedures, therapeutics
- vi. Key elements for case presentations
- vii. Circulars and guidelines
- viii. Bulletins of information(CET, FMGE, Final, Fellowship)
- ix. Registration formats for Virtual class room counseling etc.

2.2. Communication on telephones

NBE has Out sourced its incoming communication to a professional call centre, with dedicated staff of 4 tele-callers and one supervisor. It has 30 dedicated telephone lines on 46054605

2.3. SMS on mobile phone of DNB candidates sent by NBE

IT section of NBE will send SMS as follows:

- i. First message- application received by NBE
- ii. Second message-Roll number dispatched
- iii. Third message- In case roll number not received down load from website
- iv. Fourth message- Result declared
- v. Fifth message -Certificate dispatched

2.4. Students /visitors coming to NBE office New Delhi

The students visitors will be received at the NBE office at Ansari Nagar office between 9 AM to 6.00 PM on all working days and the NBE staff will maintain the necessary records as per NBE norm.

III. COMMUNICATION PROTOCOL FOR ACCREDITED HOSPITALS

3.1. Accredited Hospitals will ensure the following measure to improve communications

- i. Appointment DNB coordinators and co-coordinator(s).
- ii. It will be mandatory for them to interact with students for 2-3 hours per week to give them information and share circulars related to DNB courses.
- iii. The co-coordinator(s) will download all Circulars, Applications forms, Registration form, Thesis form, information bulletins and curriculum etc. and send a copy to all the dept running DNB courses.
- iv. The Departments running DNB courses will display the circular guidelines on the departmental notice boards.
- v. The co-coordinator(s) will prepare monthly teaching and training schedule for case presentations, Seminars, Guest lectures, interesting case reviews, research methods, rotation in various dept. etc. and give to each DNB candidate and also display it on the departments' notice boards.
- vi. The co-coordinator(s) will maintain records of the teaching and training activities accredited by the consultants and the DNB candidates department wise, and would update the same.
- vii. The co-coordinator(s) will ensure that the hospital conducts thesis review committee and ethic committee meetings every quarterly.

3.2. The co-coordinator(s) will ensure for each candidate undergoing DNB course:

- i. He / She has a copy of latest information bulletin, curriculum, circulars and guidelines for registration, thesis, Accreditation, Appraisal etc.
- ii. He / She will refer to NBE website www.natboard.edu.in at least once in a fortnight to download circulars and other information from time to time.
- iii. He / She will meet atleast once in a fortnight with local DNB coordinator, co-coordinator to clarify doubts etc.
- iv. He / She will write to NBE with through local DNB coordinator only after seeking their remarks.
- v. No candidates will directly contact NBE office except in cases where the grievances of the candidate have not been addressed by the local coordinators or where the NBE has asked the candidates to clarify or send additional documents.