

QUALITY INDIA

GOVERNMENT PERSPECTIVE ON QUALITY

QCI works for the improvement in the quality of goods and services through its constituent Boards and Divisions.

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UTTAR PRADESH QUALITY MISSION

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INTERVIEW



Kenichiro Toyofuku
Director, Corporate Planning,
Maruti Suzuki, India

To focus on critical
**Quality interventions across
the sectors** of Healthcare, Education,
Skilling and MSMEs

SPOTLIGHT

India Is Ascending:
Emergence Of A Global
Superpower

SUCCESS STORY

Transforming Punsari Village:
Empowering Communities
Through Proactive Governance

Quality Council Of India (QCI)

National Accreditation Body of India

QCI was established through a Cabinet Decision of February 1996 as an independent autonomous body under the (now) Department for Promotion of Industry & Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India, to provide accreditation services and to spread quality movement in India across industry sectors.



E-learning

Software

Chairperson's Message

Inspiring Vision, Leadership, and
Words of Wisdom



Shri Jaxay Shah
Chairperson, Quality Council of India

Dear Readers,

As we step into another quarter, I am filled with a sense of optimism and excitement. The Quality Council of India (QCI) has been working tirelessly to bring the message of quality to every corner of our nation. Our initiatives are designed to permeate every stratum of society, from the bustling city centres to the quiet rural landscapes.

Quality is not a new concept for us; it is deeply rooted in our culture and traditions. Our ancestors were known for their meticulous craftsmanship and attention to detail. They believed in the philosophy of "Sarvam Khalvidam Brahma" - everything is infinite, everything is quality. It is this ethos that we at QCI are striving to revive and instil in the DNA of our people.

The ONDC initiative is a testament to this commitment. In India, more than 12 million sellers earn their livelihood by selling or reselling products and services. However, only 15,000 of these sellers (0.125% of the total) have enabled e-commerce. E-retail has been out of reach for the majority of sellers, especially from small towns and rural areas. ONDC recognises the unique opportunity to increase e-retail penetration from the existing 4.3% to its maximum potential in India. It is heartening to see a small retailer in a remote village being able to sell his products online, breaking the barriers of geography. This is the power of quality - it enables, it empowers. As a promoter on the Board of ONDC, QCI continues to support this e-commerce revolution.

The Sarpanch Samvaad initiative is another step towards instilling a sense of 'quality consciousness' at the grassroots level. I fondly recall a conversation with a Sarpanch from a village in Rajasthan. He shared how a focus on quality brought about a transformative change in their panchayat, improving fund utilization & service delivery. This is the ripple effect of quality - it transforms, it uplifts. We aim to create a compendium of best practices that panchayats across the country can exchange and implement in their own villages.

Our Quality City Mission is a bold endeavour to enhance the quality of life in urban areas. The Quality City Mission is a collaborative initiative that puts Urban Local Bodies (ULBs) in the centre stage & makes them the key drivers of enhancing the quality of life through initiatives focused on three key themes: Mission Skilling, Mission Clean City, and Mission Education.

Nashik, the first chapter of this mission, is already showing promising results. The QCI team has been assisting the Nashik Municipal Corporation (NMC) in creating a 'Jan-Andolan' for cleanliness.

The Industry Connect initiative is our bridge to the industries in emerging areas. By fostering a culture of quality and excellence, we aspire to enhance their global competitiveness. We collaborate with industry stakeholders to create a holistic ecosystem. This includes local suppliers, who play a crucial role in the value chain. The initiative aims to help these suppliers understand that quality is the key benchmark of success.

Our State Connect Initiative, Uttar Pradesh Gunvatta Sankalp, is a testament to our commitment to permeate quality consciousness in all aspects of life at the state level. The initiative is focusing on sectors like Healthcare, Education, Skilling, and MSMEs, creating a roadmap for quality in UP.

Quality is the cornerstone of Atmanirbhar Bharat in this Amrit Kaal. It is the key to self-reliance and sustainable growth. Quality is not just about products or services; it is about processes, systems, and most importantly, mindset. It is about doing the right thing, even when no one is watching. It is about striving for excellence, even in the smallest of tasks.

As we move forward, let us remember that quality is not a destination, but a journey. It is a continuous process of learning, improving, and evolving. Quality is cost-saving and has positive benefits in the long run. Let us embrace quality in all aspects of our lives and work towards building an Atmanirbhar Bharat.

I am reminded of a quote by Aristotle, "We are what we repeatedly do. Excellence, then, is not an act, but a habit." At QCI, we are committed to making quality a habit, a way of life for every Indian. We believe that the journey towards quality is a continuous one, and every step we take brings us closer to our goal.

I am grateful for your continued support and look forward to sharing more updates in the coming quarters. I am sure that all of you will certainly incorporate quality in every aspect of your daily life, and QCI will continue to challenge itself to further strengthen its Quality Drive. Together, let's make quality the hallmark of our nation!

Secretary General's Message

Guiding Principles, Insights, and
Engaging Perspectives



Dr Ravi P. Singh
Secretary General, Quality Council of India

Dear Readers,

It's my pleasure presenting to you this edition of the Quality India magazine which has undergone a transformation in itself. This time we present to you different facets of quality & quality persons who have mentored us. We are starting out with spotlight features and interviews of key leaders from the industry & the government. Our efforts in nation building have also been mentioned. This issue covers Sh. Amitabh Kant, India's G20 Sherpa and Former CEO, NITI Aayog, and Sh. Kenichiro Toyofuku of Maruti Suzuki.

QCI has made decisive strides in improving quality in India which we present to you in this edition – such as the MSME Lean manufacturing scheme – launched by Hon. MSME Minister Sh. Narayan Rane, Quality City initiative – which was launched in presence of Hon. CM of Maharashtra, Gunvatta Sankalp – which is being undertaken in states for preparing state-specific roadmaps for quality – the first one being in Uttar Pradesh & the upcoming Sankalp in Odisha, and the Quality Summer Fun Camp which NBQP has launched to bring Quality 101 to children who will become future decision-makers.

It is with great pride & gratitude that I also present to you that India's national accreditation system under two of our constituent Boards, viz., NABCB & NABL, has been ranked 5th in the world in the recent Global Quality Infrastructure Index (GQII). India's national accreditation system is the youngest among the top

5, which include systems of Germany, US, China and Italy. This ranking is yet another testament to the fact that India is on the path of self-reliance and our systems are being emulated by other countries now. We are committed to improve further by making it more robust. This recognition will help us create a more independent ecosystem for regulators and government to use for conformity of any standard. Heartiest congratulations to our teams at NABCB & NABL! The national accreditation system under the need to be supported further by the industry and the government through greater reliance on accredited third-party conformity assessment activities specified in purchase decisions & regulations.

I invite you to join me in welcoming Dr. Aishvarya Raj and Dr. Varinder Kanwar who joined us as CEOs of National Board for Quality Promotion and the National Board for Education and Training (NABET) respectively in this period. NABET & NBQP play a pivotal role in QCI's mandate for education & quality promotion, and we are confident that through the leadership of the new CEOs, the Boards reorient and transform to cater to these mandates.

As we strive to reach the last mile, committed to solving problems for our citizens, we invite you to join us in our pursuit of excellence and quality across all sectors. I wish you a good read, and as always, please feel free to reach out to us should you have any suggestions or would like to join us in our mission!

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UTTAR PRADESH QUALITY MISSION

आत्मनिर्भर उत्तर प्रदेश: आत्मनिर्भर भारत

India towards Amrit Kaal

Over the last decade, India has experienced remarkable economic expansion and advancement, cementing its position as one of the world's fastest-growing major economies, with an average yearly growth rate of 7% (approx). Several factors have propelled this growth, including a burgeoning and youthful population, a surge in foreign investment, and escalating levels of urbanisation. Moreover, the Indian administration has implemented crucial economic overhauls that have augmented the business climate in the country. As a result, India's growth trajectory has been affirmative in recent years, positioning the nation as an indispensable driver in the global economy.

The Micro, Small, and Medium enterprises (MSME) sector has played a pivotal role in nurturing India's economic growth, accounting for 33% of the country's GDP and generating over 1.20 million employment opportunities. Similarly, the IT sector has emerged as a major economic growth driver, contributing 7.4% to the GDP in FY22. More than 51% of IT exports come from IT services, highlighting the sector's enormous potential. The service sector remains a significant contributor, adding to 53% of India's Gross Value Added (GVA). India's IT and business services market is predicted to touch US\$ 19.93 billion by 2025, underlining the country's steady march towards achieving developed nation status by 2047, marking a century of independence.





Lighting of the lamp by the dignitaries. From L to R: Shri G.N Singh, Advisor to CM; Shri Awanish Awasthi, Advisor to CM; Shri JPS Rathore, Minister of Cooperation (IC); Shri Jaxay Shah, Chairperson, QCI; Prof. D.P Singh, Advisor to CM and Dr. R.P Singh, SG, QCI

Uttar Pradesh's Quest for Excellence

Fortifying a Dynamic Quality Ecosystem

Initiatives launched by the Indian government, such as Make in India, Invest India, and Skill India, have established the groundwork for an all-inclusive growth narrative. The country's ambition of attaining developed nation status by 2047 rests upon its steadfast commitment to a digital revolution and the seamless integration of quality assessment across diverse economic sectors. Adopting cutting-edge technology will revolutionise nearly all aspects of the economy, including Education, Healthcare, Agriculture, and MSME.

Tech-enabled sectors will streamline bureaucratic processes, efficiently augment delivery systems, and bolster competitiveness, vis-a-vis global players. Incorporating quality measures will enhance the country's reputation in the worldwide market, increase exports, attract foreign investments, heighten consumer confidence, and ultimately drive up revenue and financial viability. A customer-centric approach supported by a robust quality management system is imperative to ensure the production of superior-quality goods.

The Quality Council of India (QCI) has emerged as a crucial player in spreading awareness and advocating for quality in all domains. Its primary objective is to create a comprehensive quality framework that guarantees high-quality goods and services while improving the quality of life for Indian citizens. QCI's flagship initiative, Gunvatta Sankalp, seeks to inculcate a quality-focused mindset in Uttar Pradesh - thereby creating a holistic quality ecosystem.

Uttar Pradesh is India's third-largest state economy, and it boasts rapid growth, robust laws, substantial global investments, and a conducive business climate. The launch of Gunvatta Sankalp in March 2023 aims to foster a culture of quality across multifarious sectors. The initiative seeks to drive sectoral development from the grassroots, extending to state, city, and local bodies.

The initiative was launched in the august presence of several eminent political and industry stalwarts, including Deputy Chief Minister Shri Brajesh Pathak, Minister of Cooperation Shri JPS Rathore, and Advisor to Chief Minister Shri Awanish Awasthi. The dignitaries shared their perspectives on the critical importance of cultivating a high-quality ecosystem in healthcare, education, skilling, and MSMEs to harness economic growth in Uttar Pradesh.

Shri Brajesh Pathak highlighted the centrality of quality in India's progress and emphasised the need to prioritise it across all programmes and initiatives. He further stressed the need to identify gaps and bottlenecks via quality assessment to enhance connectivity, particularly in rural areas, through better roads and optical fibre networks. Shri Awanish Awasthi concurred with this view, emphasising the significance of quality in infrastructure, local procurement, and law and order, and urged the QCI's intervention to embed it within these sectors.

Shri JPS Rathore highlighted the significance of technology in mitigating corruption and facilitating efficient benefit transfer to citizens. Uttar Pradesh recognises the importance of integrating robust quality assessment and modern technology for its growth and prosperity. To ensure quality and achieve targets across diverse sectors, the state promotes and leverages quality in areas such as MSMEs, Skilling, and Healthcare.



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Quality across Sectors: Fueling a **\$1 Trillion Economy** Through Healthcare, Education, MSME, and Skilling Excellence

Inauguration of UP Gunvatta Sankalp by Shri Brajesh Pathak, Deputy CM of UP

The role of Quality in India's progress is very important. We need to prioritize it across all programs and initiatives. We should identify gaps and bottlenecks through quality assessment to enhance connectivity, particularly in rural areas through better roads and optical fiber networks.



Shri Brajesh Pathak
Deputy CM, UP



“ We recognize the importance of integrating robust quality assessment and modern technology for its growth and prosperity. To ensure quality and achieve targets across diverse sectors we promote and leverage quality in areas such as MSMEs, Skilling and Healthcare.

Shri JPS Rathore
Minister of Cooperation (IC), Uttar Pradesh

The significance of quality in infrastructure, local procurement and law and order is of utmost importance. I urge for Quality Council of India's intervention to embed it within these sectors.



Shri Awanish Awasthi
Advisor to CM, Uttar Pradesh

Unlocking Uttar Pradesh's Potential Quality as the Cornerstone

The Uttar Pradesh government is committed to implement several reforms to enhance the quality and overall development of the state, to become Atmanirbhar and a \$1 trillion economy. The state government has implemented the 'One District, One Product' (ODOP) scheme to promote traditional and indigenous industries to contribute

which has benefited around 1 crore beneficiaries. The current landscape has a notable dearth of 21st-century skills essential for the contemporary workforce, and a need for more effective implementation of government schemes in the education sector.

To address this issue, upskilling the youth with new industry requirements with emerging technologies such as Artificial Intelligence, Machine Learning, 3-D Printing, Robotics, and Data Analytics is pivotal. The government recognises the importance of incorporating skill development in the education sector to bridge the gap and promote a skilled



Signing of MoU between the Department of Fisheries and QCI

significantly to the state's economic growth. Uttar Pradesh is currently home to the country's highest registered and non-registered MSMEs, accounting for one-third of all MSMEs and over 60% of industrial production. However, the lack of quality assessment in MSME products has led to product defects and customer complaints.

Therefore, QCI's intervention is essential to promote higher-quality products and boost exports nationally and internationally through ODOP. Furthermore, adopting a framework to incorporate Enterprise Resource Planning for MSMEs can help establish an integrated data-sharing system that ensures better efficiency and quality products at a competitive price to meet high-end product outcomes.

Uttar Pradesh has seen remarkable progress in the education sector in the past few years, with the refurbishing of around 1 lakh schools and the successful implementation of DBT,

Empowering Youth for a Self-Reliant Uttar Pradesh

Driving Quality and Skill Development
for Superior Products and Progress

workforce. Shri Awanish Awasthi also called for QCI's intervention to improve the quality of skill development programmes and encourage the adoption of modern industry requirements to enhance the employability of the youth in Uttar Pradesh.

QCI's intervention is poised to significantly impact the quality of education and skill training in Uttar

Pradesh. By assessing the quality of instruction at skilling centres, QCI will be able to identify gaps and recommend measures to improve the overall quality of education and training. Moreover, implementing a framework for third-party assessment will monitor and evaluate the efficacy of government schemes and the learning outcomes of primary and secondary students, which will be crucial for improving the quality of education in the state. This initiative will help foster a culture of continuous improvement, ensuring that Uttar Pradesh's youth equip themselves with the skills that they need to thrive as the modern workforce.



“

Revolutionising Healthcare Delivery

Empowering Communities with Modern Technology and Quality-Assured Medical Infrastructure

Presenting a token of gratitude to Shri Awanish Awasthi for his contribution to promoting quality consciousness

Uttar Pradesh has taken considerable steps towards strengthening its medical infrastructure and healthcare sector. The state government has allocated 6.3% of the total budget to prioritise digital health, improve quality, and increase the number of medical institutions in the state. It has made active telemedicine services available in approximately 128 locations and over 4600 wellness centres established throughout the state. In addition, the largest medical device manufacturing unit is being set up in Jewar, further bolstering the healthcare ecosystem in the state.

One such initiative is Mission Nirmaya, a state government programme aimed at making Uttar Pradesh the hub of quality nursing and paramedical education. Through this initiative, the government is improving the quality of teaching and ensuring proper laboratory facilities in colleges. These efforts will enable the state to attract and retain top healthcare professionals, thus enhancing the quality of healthcare services offered in Uttar Pradesh.

The state's healthcare sector has come a long way but still needs help with workforce and technology adoption for effective and efficient healthcare delivery. Therefore, QCI's intervention to address the human resources gap among nursing and paramedical professionals is by providing skilling

assistance and third-party assessment of medical institutions by critically ensuring quality service delivery. Furthermore, leveraging new-age technology and focusing on upskilling will improve state healthcare services and meet the growing demand for better medical facilities.

Uttar Pradesh is the first state to launch Gunvatta Sankalp in collaboration with QCI to improve the lives of citizens in the state by ensuring qualitative outcomes in different sectors at micro and macro levels. Quality Council of India strives to bring quality to Urban and Rural local bodies by conducting an in-depth assessment at the grassroots level in UP. Comprehensive intervention for quality incorporation and assessment would boost the profit level and gain competitive advantages. Additionally, superior quality at a rudimentary level would boost the brand value of local products, resulting in a higher market share and growth in revenues and profits of the enterprises. The intervention at the grassroots level will contribute to the state's vision to become a knowledge superpower by adopting transformative digitalisation and quality movement led by different industries.

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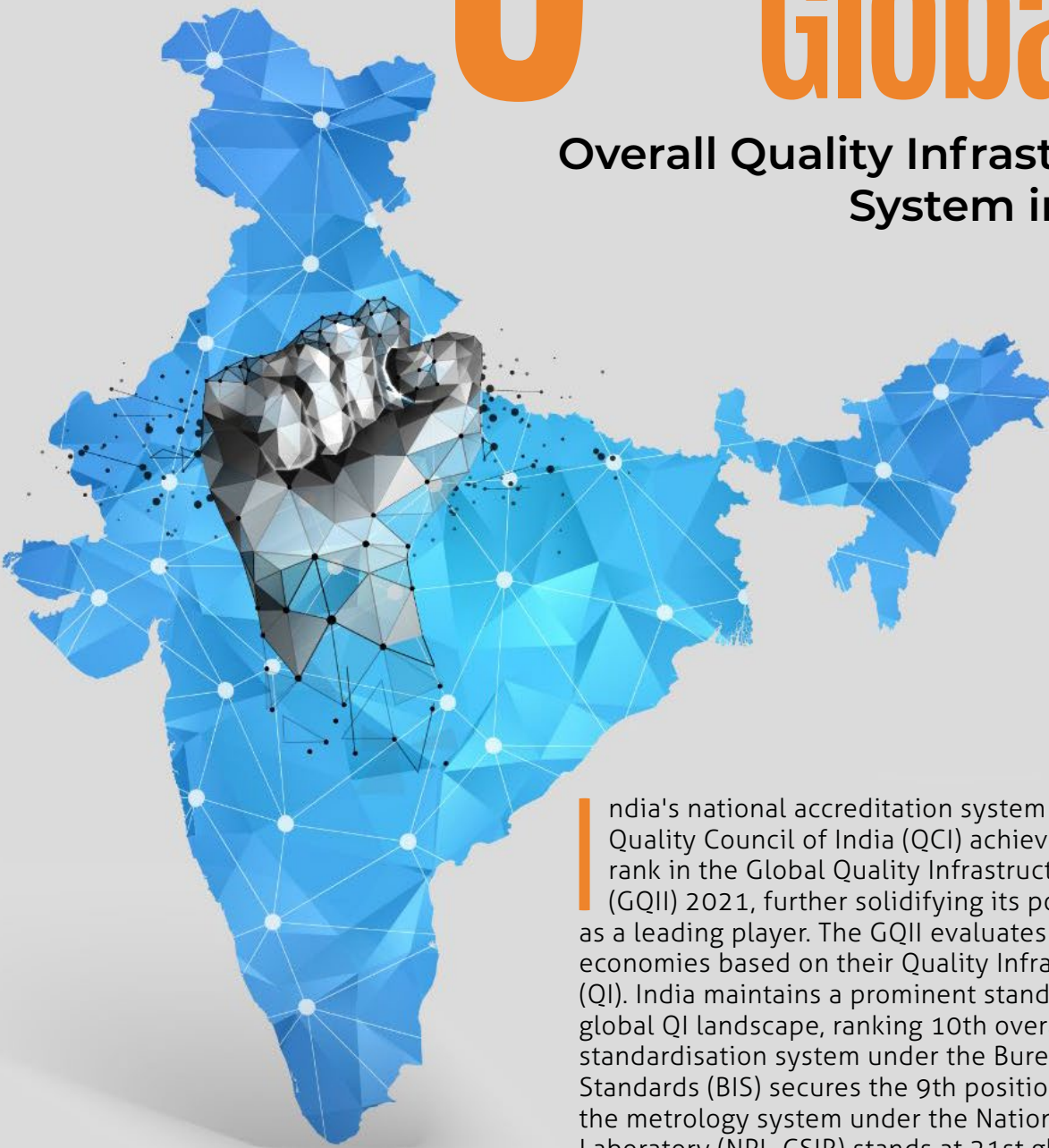
Elevating Competitiveness and Brand Value

Fostering Quality Assessment Across Diverse Sectors for a Holistic Perspective

India's Accreditation System

5th Ranked Globally

Overall Quality Infrastructure System in Top 10



India's national accreditation system under the Quality Council of India (QCI) achieved 5th rank in the Global Quality Infrastructure Index (GQII) 2021, further solidifying its position as a leading player. The GQII evaluates 184 economies based on their Quality Infrastructure (QI). India maintains a prominent standing in the global QI landscape, ranking 10th overall. The standardisation system under the Bureau of Indian Standards (BIS) secures the 9th position, while the metrology system under the National Physical Laboratory (NPL-CSIR) stands at 21st globally.

GQII 2021: Global Ranking and Subrankings by QI area (184 Economies)

Economy Name	Economy Code	GOI Rank	GOII Scores	Rank Metrology	Rank Standardization	Rank Accreditation
Germany	DEU	1	0,996	2	2	1
China	CHN	2	0,990	3	1	3
United States	USA	3	0,987	1	8	2
United Kingdom	GBR	4	0,982	4	4	6
Japan	PN	5	0,976	5	3	12
France	FRA	6	0,973	7	6	11
Korea, Republic of	KOR	7	0,962	6	7	17
Italy	ITA	8	0,957	15	5	4
Spain	ESP	9	0,949	13	10	7
India	IND	10	0,932	21	9	5
Poland	POL	11	0,927	19	15	7
Switzerland	CHE	12	0,924	14	12	21
Brazil	BRA	13	0,924	11	20	18
Australia	AUS	14	0,923	9	18	22
Czech Republic	CZE	15	0,923	18	13	14
Turkey	TUR	16	0,921	16	25	10
Netherlands	NLD	17	0,914	20	11	15
Mexico	MEX	18	0,913	10	42	9
Canada	CAN	19	0,912	8	24	26
South Africa	ZAF	20	0,909	1	27	19

Source: GQII <https://gqii.org/>

"This signifies the emergence of a New India during the 'Amritkaal', embracing a quality-first approach. India's accreditation system, as the youngest among the three pillars of quality infrastructure, has made an astounding leap to secure the fifth position globally within a year in these rankings. Under the visionary leadership of Hon'ble Prime Minister Shri Narendra Modi ji and Hon'ble Minister of Commerce & Industry Shri Piyush Goyal ji, the QCI is steadfast in its commitment to establish 'Make in India' as a globally trusted brand based on the principles of quality and credibility. The time has come to provide greater support to our businesses as they embark on their quality journey with utmost determination," stated Shri Jaxay Shah, Chairperson of QCI, during this momentous occasion.

QI serves as the vital technical foundation for international trade, fostering reliability and trust among trading partners through metrology, standardisation, accreditation, and conformity assessment services. In India, the National Physical Laboratory, operating under the Council of Scientific & Industrial Research (NPL-CSIR), functions as the national metrology institute. BIS assumes the role of the national standards body, while the constituent national accreditation boards, operating under the aegis of the Quality Council of India, safeguard the national accreditation system.

Global Quality Infrastructure Index (GQII) Rankings and the Significance of Accreditation in India

GQII serves as a comprehensive measure of the relative advancement of countries' QI. Each country's score is calculated through a formula that considers its ranking in the sub-categories of metrology, standards, and accreditation. Geographically, the top 25 QI systems are predominantly concentrated in Europe, North America, and the Asia-Pacific region, with a few noteworthy exceptions. Notably, India secures the impressive 10th position in the rankings, while countries like Brazil, Australia, Turkey, Mexico, and South Africa also make their mark at the 13th, 14th, 16th, 18th, and 20th positions, respectively.

Accreditation plays a vital role in establishing the competence and credibility of Conformity Assessment Bodies (CABs) involved in various activities such as testing, certification, and inspection. In India, the National Accreditation System adheres to international standards and is overseen by QCI. Established in 1997 through a collaboration between the Department for Promotion of Industry & Internal Trade (DPIIT), the Ministry of Commerce



STANDARD

& Industry, and the Indian industry, QCI operates through its constituent boards, namely the National Accreditation Board for Certification Bodies (NABCB) and the National Accreditation Board for Testing & Calibration Laboratories (NABL).

NABCB provides accreditation to certification, inspection, and validation/verification bodies, while NABL grants accreditation to testing, calibration, and

medical laboratories. Both boards are signatories to the Multilateral Recognition Arrangements of international bodies, namely the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC). This accreditation ensures international equivalence and acceptance of reports and certificates issued by CABs operating under their accreditation.

India's Accreditation Success: Empowering Confidence, Trade, and Quality Infrastructure

The NABCB and NABL accreditations are increasingly relied upon by the government, regulators, industry, and conformity assessment bodies in India for conducting conformity assessment activities. These accreditations bolster confidence, facilitate trade, and enhance the overall quality of infrastructure in the country.

The impressive rise in India's accreditation ranking can be attributed to the consistent growth of CABs operating under the national accreditation system. These bodies encompass testing and medical labs, product certification bodies, and management systems certification bodies. Dr Ravi P. Singh, Secretary General of QCI, emphasised the significance of Quality Infrastructure and the pivotal role played by the QCI. He stated, "India is on the path of self-reliance, and we

are no longer reliant on other countries for innovation and improvement. Our systems are now being emulated by other nations. The importance of our National Accreditation System in enhancing the quality of products and services cannot be overstated. This recognition will further strengthen our ability to create an independent ecosystem that regulators and the government can rely on for conformity to any standard. Our boards, NABL and NABCB, have performed exceptionally well and deserve increased support."

It is important to note that the QII rankings are published and presented retrospectively for each year, based on data collected until the end of that year. The rankings for 2021 are derived from data collected and analysed throughout 2022, highlighting the thoroughness and meticulousness of the evaluation process. The QII is an initiative supported by Physikalisch-Technische Bundesanstalt (PTB) and the Federal Ministry for Economic Cooperation and Development (BMZ) in Germany, with a focus on metrology, standardisation, accreditation, and related services.

“By implementing rigorous quality management systems and certifications and the Automotive Industry Standard (AIS), QCI facilitates adherence to national and international quality standards.”



Kenichiro Toyofuku
Director, Corporate Planning,
Maruti Suzuki, India

What changes have you observed in the Indian automotive ecosystem over the past few decades? How can the ecosystem be strengthened?

Indian economy's significant expansion is primarily influenced by the automotive sector. The number of vehicles on the road, the production capacity evolution, and market size have all leveraged the Indian automotive ecosystem over the past decades.

Some notable developments partaken by the Indian automotive industry are adopting pollution standards and producing Electric Vehicles (EVs). There has also been a conscientious shift towards more environmentally friendly and sustainable alternatives.

As we delve into the realm of sustainable energy alternatives, biogas emerges as a compelling option within the automotive ecosystem. However, its viability as a fuel source is contingent upon several key factors: an ample supply of biogas fuel, well-developed production and distribution infrastructure, suitable vehicle technology, and an evaluation of environmental and social ramifications. We can only ascertain the true appropriateness of biogas as an automotive fuel through a comprehensive assessment of regional conditions and sustainability concerns.

Kenichiro Toyofuku joined the Ministry of International Trade and Industry (currently the Ministry of Economy, Trade and Industry) Government of Japan, in 1993. Since 2004, he has been engaged in various positions such as First Secretary in the Embassy of Japan to India, in the Ministry of Commerce and Industry, Government of India, and the World Bank India Office. In 2019, he joined Suzuki Motor Corporation, and is currently Managing Officer, Suzuki Motor Corporation, and Director (Sustainability), Maruti Suzuki India Limited.

What are the major contrasts, if any, between the Indian automotive ecosystem and that of Japan? How is this similar to or different from the automotive ecosystem across countries?

As the Japanese automobile market reaches its saturation point, all eyes are turning to India as the next frontier of automotive expansion. With its vast potential and evolving manufacturing landscape, the Indian automobile market is poised for remarkable growth.

Japan's automobile manufacturing sector has long been synonymous with technological prowess. With their efficient manufacturing practices, lean production methods, and high levels of automation, Japanese automakers have set the benchmark for quality and reliability.

India's automotive manufacturing ecosystem is still in its formative years. While various automakers are making strides in technology adoption and manufacturing capabilities, the industry as a whole is characterised by a diverse ecosystem.

Both countries have a rich automotive heritage and can play pivotal roles in shaping the global automotive industry by leveraging their strengths and harnessing the possibilities of collaboration.

According to you, what are the latest trends in the automotive industry worldwide and how can India measure up to it?

The automotive industry is witnessing significant trends and transformations in 2023, with a particular focus on India's ambitious target of achieving a 30% Electric Vehicle (EV) penetration by 2030. To align with this trend, India can implement various measures to promote EV adoption, including incentives such as tax benefits, subsidies, and the development of charging infrastructure. Furthermore, India has the opportunity to lead the way in sustainable manufacturing practices by implementing regulations, offering incentives, and establishing standards for green manufacturing, recycling, and waste management. Emphasising the use of renewable energy sources and eco-friendly materials in vehicle manufacturing can also contribute to a more sustainable future.

As a company, how do you assist Tier 1 and Tier 2 vendors in ensuring that the quality of raw materials and quality across the supply chain is maintained?

The dynamic manufacturing industry, encompassing Tier 1, Tier 2, and Tier 3 suppliers, is undergoing a remarkable evolution driven by technological advancements, automation,



The **Indian** automotive market has the **potential to grow to be one of the biggest in the world** and it has demonstrated incredible adaptability and durability.

and process optimisation. These transformative changes are revolutionising the entire manufacturing value chain, resulting in improved efficiency, enhanced quality, and heightened competitiveness. Through the adoption of advanced technologies, optimisation of processes, sustainability initiatives, and collaborative efforts, the manufacturing industry, along with its diverse supply tiers, is poised to deliver higher-quality products, increased customer satisfaction, and sustained growth.

What policy changes India must adopt to become a more export-focused economy in the automotive sector?

The global export market is driven by the most essential element - 'Quality'. India's automotive industry has the potential to achieve unprecedented growth and international recognition by investing in skill development programmes and enforcing stringent quality standards. By nurturing a skilled workforce capable of producing high-quality automotive products, India can enhance its competitiveness and elevate its position in global markets.

Simultaneously, the enforcement of robust quality control measures will strengthen the reputation of Indian exports, promoting higher levels of automotive exports and driving economic prosperity. Through these strategic initiatives, India can solidify its standing as a premier automotive manufacturing hub, contributing to a sustainable and thriving automotive ecosystem both on the domestic and international stage.

In your organisation, what skillsets have you identified for professionals to cope with tech disruptions in the industry? What major gaps have you identified in the skillset of professionals working on the shop floor?

At Maruti Suzuki, we firmly believe technology disruptions have transformative power within the automotive industry. As the landscape evolves with autonomous vehicles, electric cars, connected systems, and Advanced Driver-Assistance Systems (ADAS), we recognise the critical need for a skilled workforce to navigate these innovations. Trained professionals will drive such state-of-the-art technologies' development, implementation, operation, and maintenance,

ensuring our industry remains at the forefront of automotive innovation.

In line with this overarching vision, we proudly introduce 'The Japan Institute of Manufacturing,' an esteemed management education institution in India dedicated to bridging skill gaps and fostering excellence.

Can you share any example of how Maruti Suzuki has leveraged quality management to achieve business benefits such as cost savings or increased customer satisfaction?

In the realm of automobiles, quality and customer satisfaction are paramount. With numerous vehicle options worldwide, each company creates a unique offering, making it challenging to gauge quality solely from external appearances. The true quality of a vehicle can only be discerned through usage and experience, often becoming evident after several years of ownership.

The most significant distinction is quality, which becomes apparent after 3-5 years of usage, as superior products exhibit reduced maintenance costs and enduring performance. Crafting such exceptional quality products requires dedicated manufacturing within the country, ensuring long-term customer satisfaction.

How do you envision India's growth story in the backdrop of sustainability as it branches out towards the adoption of non-conventional sources of energy?

India's exceptional potential to harness renewable energy, particularly solar power, sets it apart from other European nations and the US. The country's commitment to sustainable development and renewable energy sources signifies its determination to meet the rising energy demands while mitigating the effects of climate change. By capitalising on its abundant renewable resources, India is paving the way for a greener and more prosperous future. Through continued investments in renewable energy infrastructure, India will further solidify its position as a global frontrunner in sustainable development and inspire others to follow suit.



Do you believe that the Indian market has realised that the quality of product versus cost is a thing of the past? If not, how can consumers be made more aware?

In the Indian market, educating consumers about the enduring benefits of investing in quality products is essential. By emphasising qualities such as durability, reliability, and customer satisfaction, we can redirect their attention from short-term cost considerations to long-term value for money. Building awareness about the significance of product quality relative to cost necessitates a comprehensive approach, encompassing education, certifications, consumer feedback, industry collaboration, and regulatory measures. Together, these efforts aim to cultivate a quality-conscious culture among Indian consumers.

What, according to you, is the role of the Quality Council of India in the manufacturing sector in general and the automotive sector in particular?

The Quality Council of India (QCI) stands as the fundamental governmental body dedicated to promoting and ensuring quality across diverse sectors of the Indian economy, including manufacturing. In automotive manufacturing, the QCI plays a pivotal role in enhancing product quality, specifically focusing on vehicles and green fuels, while ensuring compliance with national and international standards.

QCI assumes a crucial role in elevating the quality of vehicles and fuels, particularly in green technologies in the automotive sector. By implementing rigorous quality management systems and certifications and the Automotive Industry Standard (AIS), the QCI facilitates adherence to national and international quality standards. These certifications serve as benchmarks, ensuring that vehicles and green fuels meet stringent quality criteria, bolstering consumer confidence, and enabling Indian manufacturers to compete globally.

The QCI further supports the automotive industry by offering specialised training and certification programmes for professionals in the sector. These comprehensive programmes cover diverse topics, including quality control, supply chain management, and environmental sustainability.

Overall, the QCI's contributions play a vital role in promoting excellence, elevating industry standards, and upholding the reputation of the Indian automotive manufacturing sector.



Nashik: Quality City Initiative

Revolutionising
Urban Excellence,
Nashik Takes the Lead



An MoU signed between QCI and NMC, CREDAI National, NSDC, and 30 other prominent industry associations

In the realm of India's urban landscape, one city has been steadily carving its path toward progress and development. **Nashik, nestled in the western state of Maharashtra, has surfaced as a shining example of a city on the rise. With its rich history, vibrant culture, and forward-thinking approach to development, Nashik has garnered attention as an emerging city with immense potential.**

In a significant recognition of its achievements, Nashik has become the first city to be selected by the esteemed Quality Council of India (QCI) for its unwavering commitment to excellence for the Quality City Initiative programme.

Setting the Stage for Progress

Nashik's selection by the QCI stands as a testament to the city's remarkable growth and the unwavering efforts of its visionary leaders and residents.

With the Chairperson's vision of taking quality to the grassroots, The Quality City initiative aims to enhance the quality of life in the emerging tier 2 and tier 3 cities.



Nashik's inclusion in this pioneering initiative positions it as a frontrunner among its peers and showcases its unwavering dedication to raising the bar of quality and excellence.

NSDC and Skill India: Paving the Way for Nashik's Transformation

In its relentless pursuit of excellence, QCI has joined hands with the National Skill Development Corporation (NSDC) under the Skill India campaign, popularly known as 'Kaushal Bharat Kushal Bharat'.

This strategic collaboration aims to unlock the full potential of Nashik and elevate it to the status of a top-ranking city. With a comprehensive focus on skill development, QCI and NSDC are poised to revolutionise the city's landscape and empower its residents with the tools and knowledge necessary for success.

QCI's Ambitious Vision for Nashik

QCI's approach begins with an ambitious pilot programme in

Nashik, serving as a beacon of success that can be replicated nationwide, and tailored to the unique needs of each locality. To start, a comprehensive situational analysis of each sector sets the stage, unravelling the current state of education, such as the Gross Enrollment Ratio and Dropout Rate.

Pinpointing hurdles and potential challenges, QCI proactively addresses issues including economic conditions and infrastructure gaps that impede educational progress. By setting clear outcome parameters, such as the number of constructed toilets in clean cities, QCI ensures tangible results.

Moreover, on-ground implementation support and agile course correction mechanisms guarantee the effective execution of initiatives, including comprehensive capacity-building programmes for construction workers in the skilling mission.

Mission Skilling: Empowering through Infrastructure, Pedagogy, and Workforce Excellence

The mission to empower India's workforce necessitates adherence to ISO standards.

Through ISO 21001 Certification of Training Partners, QCI facilitates the alignment of educational vision, outcomes, and

plans for trainers, driving holistic development. By providing globally accepted ISO 17024 Certifications to construction workers, QCI unlocks enhanced market access and global employment opportunities for these skilled professionals.

Streamlining work visa procedures through government-to-government agreements expedites the visa process, particularly for certified workers, enabling their seamless deployment in global projects once critical mass is achieved.

Rigorous assessment of training infrastructure (ISO 21001) and specialised capacity-building programmes for trainers fortify the quality of skilling initiatives, while internationally recognised worker certifications (ISO 17024) ensure their competence and competitiveness.

Mission Clean Cities: Fostering Health, Hygiene, and Vibrancy

Recognising the pivotal role of health and sanitation in city development, QCI bridges the gap between prevailing practices and global benchmarks.

A meticulous gap analysis, accompanied by the formulation of Standard Operating Procedures (SOP), harmonises practices to match global standards. Equipping urban bodies with comprehensive training and capacity-building programmes, QCI empowers them to implement best practices at the local level.

QCI serves as an invaluable knowledge partner, collaborating with the Confederation of Real Estate Developers' Associations of India (CREDAI), local institutions, and esteemed NGOs to foster a holistic and sustainable approach to cleanliness.

Mission Education: Illuminating Pathways for Learning and Growth

The mission to revitalise education entails a multifaceted approach aimed at enhancing the quality of municipal schools.

A comprehensive dipstick study delves into the nuances affecting the conducive learning environment, including factors such as teacher absenteeism and qualifications. Simultaneously, a meticulous assessment of existing school infrastructure, facilitated by NABET, unveils crucial insights into the causes of dropout rates, spanning domestic obligations, disinterest, and infrastructure deficiencies.

By implementing pedagogy training and capacity-building courses for educators, QCI stimulates innovation and

empowers them to deliver high-quality education. A specialised curriculum, centred around vocational courses, ensures the alignment of education with industry needs, preparing students for a brighter future.

Embracing Quality: Transforming Cities, Shaping the Future

In the pursuit of a brighter and more prosperous India, the Quality City Initiative has emerged as a catalyst for change. With a steadfast commitment to quality as a way of life, QCI is set to transform cities across the nation. Through focused efforts in skilling, clean cities, and education, QCI aims to drive India's growth, foster innovation, and enhance the overall quality of life.

By creating successful models in Nashik and scaling them based on local nuances, QCI ensures that its initiatives are tailored to meet the unique needs of each city. With a keen focus on ISO standards, capacity building, and holistic development, QCI is paving the way for a future where every city in India shines as a beacon of excellence and progress.

An MoU signed between QCI and NMC, CREDAI National, NSDC, and 30 other prominent industry associations

A Watershed Moment for Quality Council of India

QCI signed an MoU with Nashik Municipal Corporation, CREDAI National, National Skill Development Corporation, and 30 other prominent industry associations and groups for making Nashik the first Quality City in India, in presence of the Chief Minister of Maharashtra Shri Eknath Shinde. The initiative will help better the quality of life of the citizens.

**An MoU signed
between QCI and NMC,
CREDAI National,
NSDC, and 30 other
prominent industry
associations**

Transforming Punsari Village

Empowering Communities Through Proactive Governance



In the heartland of Gujarat, the remarkable metamorphosis of Punsari Village stands as a testament to the transformative power of proactive governance and strategic interventions. Once an overlooked community, Punsari has emerged as a beacon of progress, epitomising the profound impact of government policies and the invaluable role played by the government in driving positive change.

Distinguished as India's first 'Adarsh Gram', Punsari has transcended expectations, offering facilities that rival metropolitan cities. With ubiquitous Wi-Fi connectivity, the village empowers its residents in the digital age. Furthermore, an extensive network of CCTV cameras strategically placed throughout ensures the safety and security of the community. Notably, Punsari boasts approximately 140 loudspeakers, facilitating effective communication and advancing community engagement.

The Dawn of Change

The village's remarkable achievements have garnered national recognition. In 2012, Punsari has been bestowed the esteemed accolade of 'Best Gaurav Gram Sabha' by the Central Government of India, acknowledging its exemplary strides in grassroots democracy and village governance. These extraordinary accomplishments signify Punsari's

incredible journey from anonymity to eminence. The village serves as an inspirational paradigm, exemplifying the profound impact of holistic development initiatives and the invaluable support of organisations such as the Quality Council Of India (QCI). Punsari's state-of-the-art infrastructure, seamless connectivity, and well-deserved honours demonstrate the tremendous potential for positive transformation when effective governance and collaborative efforts converge.

Punsari Village's remarkable tale of progress stands as a testament to the transformative power of proactive governance and strategic interventions. Its emergence as an Adarsh Gram village, coupled with its modern facilities and national recognition, symbolises the profound impact of government policies and the invaluable contribution of the government. Punsari's journey serves as an inspiration, showcasing the potential for positive change when comprehensive development initiatives align with dedicated leadership and collaborative partnerships.

Catalysts of Change:

Government Initiatives Propelling Punsari's Transformation

Pursuing a resolute vision of transformation, the Panchayat government of Punsari embarked on a journey to create a model village, implementing a diverse array of comprehensive initiatives spanning multiple sectors. With the primary objective of improving the lives of its residents and harbouring sustainable development, these initiatives have ushered in a new era of progress.

Education

The government established well-equipped schools, trained teachers, and implemented scholarships and financial aid programmes, enabling access to quality education and empowering the youth to pursue their aspirations. Education became a catalyst for progress, cultivating informed and motivated individuals ready to contribute to society.

Economic Empowerment

Recognising the crucial role of local entrepreneurs and farmers in driving economic prosperity, Punsari's government extended unwavering support and incentives, nurturing a vibrant business ecosystem. Through targeted financial aid, skill-enhancing training programmes, and enhanced access to credit, entrepreneurship, and agricultural advancements were accelerated, yielding tangible results.

Healthcare

In a resounding commitment to the well-being of its residents, Punsari witnessed substantial investments in healthcare facilities, guaranteeing equal access to high-quality medical

services. By investing in healthcare, Punsari has not only ensured equitable access to essential medical services but has also backed a culture of prevention, nurturing the long-term wellness of its residents.

Infrastructure Development

Strategic infrastructure upgrades, including roads and water supply systems, enhanced connectivity like Wi-Fi facility, trade, and access to essential services. This enhanced connectivity has invigorated entrepreneurship and drawn external investments, propelling the village towards a prosperous future.

Community Participation and Empowerment

The government encouraged active engagement and participation of villagers in decision-making processes and local governance. Platforms for dialogue and capacity-building programmes empowered the community, fostering a sense of ownership, pride, and unity.

Sustainability and Environmental Conservation

The government prioritised sustainable practices, promoting renewable energy sources and implementing eco-friendly initiatives in agriculture and waste management. Organic farming methods preserved biodiversity and ensured a sustainable and environmentally conscious community.



Unravelling Potential: Himanshu Patel's Leadership and Punsari's Path to Progress

In the remarkable journey of Punsari's upliftment, the central role played by the visionary Sarpanch of the village, Himanshu Patel, cannot be overstated. His unwavering commitment to progress, coupled with his association with the Panchayat, has heaved Punsari to its current state of prosperity.

As the Sarpanch, Himanshu Patel leveraged his expertise and the government's resources to drive transformative changes. With a clear vision of inclusive development, he implemented robust governance practices and enhanced the delivery of services to the citizens.

Recognising the significance of capacity-building, Patel, with the Panchayat's support, orchestrated comprehensive training programmes and workshops for key stakeholders. These initiatives empowered government officials, educators, healthcare professionals, and others with the skills and knowledge necessary to enhance governance structures in Punsari. Patel's astute leadership laid the foundation for sustainable progress and paved the way for continued development in the village.

Today, Punsari stands as a testament to Himanshu Patel's indomitable spirit and his partnership with the Panchayat. Together, they have exemplified how effective leadership, combined with strategic collaboration, can uplift a community and create an environment conducive to holistic prosperity.

**Igniting Transformation: Punsari's
Impact and Inspirational Journey**

**Punsari's success story
has transcended
geographical boundaries,
captivating the attention
of policymakers,
academicians, and
development experts
throughout the country.**

This remarkable journey stands as a compelling case study in effective governance, exemplifying the profound impact well-planned policies and dedicated efforts can have on transforming communities.

Punsari's transformation from a once-neglected village to a thriving hub of progress has become a beacon of inspiration for other villages and communities. It showcases the possibilities achieved through quality governance and collaborative partnerships.

The success of Punsari has ignited hope and optimism, demonstrating that even in the face of significant challenges, change is possible. Its story inspires other villages to envision their path towards prosperity and development, encouraging them to replicate Punsari's inclusive growth model.

The lessons learned from Punsari extend beyond their immediate impact. Policymakers draw valuable insights from their experience, understanding the importance of comprehensive planning, infrastructure development, and investment in education and healthcare. Academicians find in Punsari a living laboratory to study the dynamics of transformative governance, while development experts seek to replicate its success in other communities.

It stands as a living testament to the potential for positive change when visionary leadership, effective policies, and the determination of the community converge. As Punsari continues to thrive, its story will continue to inspire and pave the way for other communities seeking a brighter future.

Empowering Communities: Punsari's Success and QCI's Vision for India's Growth

Punsari's transformation serves as a benchmark for the possibilities that arise when thoughtful government schemes align with the needs of its citizens. It stands as a shining example of how quality and execution can drive holistic development.

By sharing the success story of Punsari and promoting its replicability, QCI aims to inspire and guide other communities towards their transformative journeys. Through its expertise in assessing and benchmarking quality standards, QCI intends to support the implementation of effective governance practices and deliver high-quality services across the country.

Punsari's journey stands as a powerful reminder of the extraordinary outcomes that can be brought out when the untapped potential is synergised with dedicated efforts. It's also a story of turning words into actions. Actions that have a lasting positive impact on the echelon of governance. As India progresses, the Punsari model will continue to inspire inclusive growth and empower citizens nationwide.



QUALITY COUNCIL OF INDIA
Creating an Ecosystem for Quality

ACCREDITATION STANDARD FOR QUALITY SCHOOL GOVERNANCE

National Accreditation Board for Education & Training (NABET) is one of the statutory board of Quality Council of India mandated for accreditation in the field of Education, Training & Services. Four distinct verticals have been formulated to provide focussed strategic direction to the activities of the Board. One of the verticals of NABET, **Formal Education Excellence Division (FEED)**, fosters quality in school education through spreading awareness, conducting assessments and accreditation. FEED - NABET accredits schools on **Accreditation Standard for Quality School Governance (ASQG)** in the country with a view to provide framework for the effective management & delivery of holistic education program aimed at overall development of school. The standard has three interwoven domains.



School Governance



Education & Support Processes



Performance Measurement & Improvement

BENEFITS OF ACCREDITATION

OVERALL

- ➔ Standardisation of schools practices in alignment with National & International Benchmarks
- ➔ Better collaboration between stakeholders leading to improved effectiveness
- ➔ A sound basis for school improvement, strategic planning, restructuring, and staff development.
- ➔ A way to manage change through regular assessment, planning, implementation, and reassessment

STUDENTS & PARENTS

- ➔ Improved quality of education
- ➔ Holistic education helping students for personality development
- ➔ Organized and transparent school system for better day to day experience for students and parents
- ➔ Feedback system to get student and parent's issues addressed

SCHOOLS

- ➔ Capability development for delivering quality education
- ➔ Quality improvement in existing school system/ process
- ➔ System/ process driven activities
- ➔ International standards applied for local and national school needs

MANAGEMENT

- ➔ Benchmarking school against best in education field
- ➔ Establishing centre of excellence and continuous improvement
- ➔ Regular feedback on performance through internal and external assessments

FEED-NABET has accredited and assessed 5,500+ schools till now in India and abroad.



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Efficient • Transparent • Inclusive

GeM Vendor Validation

Government e-Marketplace is an online platform for public procurement in India. The initiative was launched on August 9, 2016, by the Ministry of Commerce and Industry, Government of India. Over the years, QCI & GeM have established a successful partnership, united in their mission to create an open and transparent procurement platform for government buyers. As a part of this vision, GeM initiated service approval activity followed by Vendor Assessment process and partnered with QCI to achieve the objective. With QCI's empanelment, the platform onboarded legit sellers and quickly became a highly successful & effective destination for Government procurement. QCI has been instrumental in achieving the objective by conducting Vendor Assessments for OEMs & Resellers and effectively facilitating Vendor Exemptions & Service Approvals.

Vendor Exemption & Service Approval

QCI signed an MoU with GeM and established a PMU at GeM headquarters. The PMU is mandated to perform multiple activities as a knowledge and quality partner of GeM to assure quality in the procurement of goods and services, such as conducting research on global best practices in the relevant domain and assisting in its adaptation by GeM. QCI is responsible for all the validations of service providers and vendor assessment exemptions, along with promoting

& enhancing quality, building capacities, and developing strategies, including, but not limited to creating a strategic framework for identification and validation of relevant seller/product/service certifications for both goods and services.

Over the past four years, QCI has conducted over 3,30,000 service approvals and 28,500 vendor exemptions.

Vendor Assessment OEM & Reseller

The Vendor Assessment aims to ensure the authenticity and credibility of sellers registering on the platform. By eliminating deceitful sellers, the platform maintains the quality of products and services offered on the portal and only genuine sellers are allowed to conduct business on the GeM portal with ease.

To achieve its objective, QCI developed a consolidated and holistic approach to assess vendors by dividing the process into two stages: Desktop Assessment and Video Assessment. The Desktop Assessment is a comprehensive framework that focuses on parameters such as manufacturing capability and capacity, beneficiary ownership, quality, machinery, and past work experience.

The Video Assessment involves an industry expert evaluating the vendor's manufacturing capabilities remotely using QCI's

Looking Back on our Journey



web-based module designed specifically for this purpose. The expert assesses the vendor's physical location, production capacity and capability, quality assurance, and other relevant parameters to validate their credentials.

Over the past four years, QCI has conducted over 10,000 OEM assessments, both domestically and internationally, across countries such as the USA, Canada, Singapore, Malaysia, and Japan, among others. QCI has also completed more than 1000 reseller assessments which are voluntary in nature.

Achievements & Impact

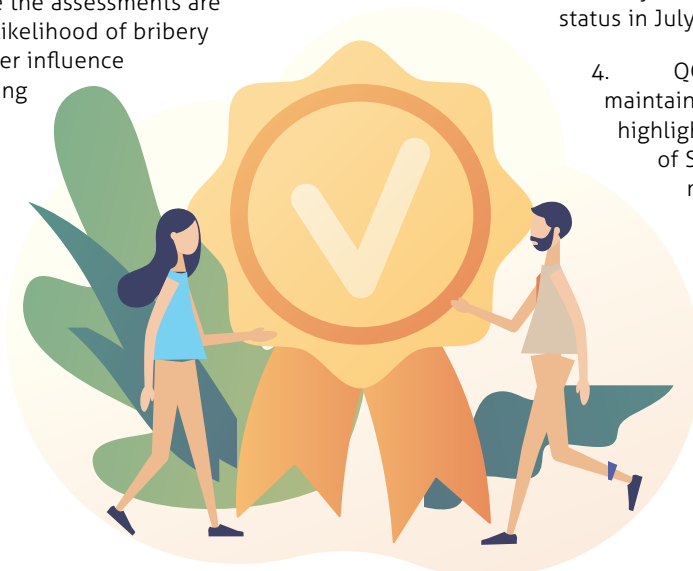
- 1. Digitised Vendor Assessment Process:** The entire assessment process, from application to report generation, is digitised using state-of-the-art technology. The assessment takes place through a web module consisting of a mobile-based application and an online portal developed by QCI. A virtual assessment of the seller's manufacturing site is done while the expert works remotely. The key features of both modules include capturing responses to a question, capturing geo-tagged and time stamped images, multiple images uploading, Live-Video assessment, geo-tagging the vendor's location during the inspection, etc.
- 2. Diligent Partner:** In the times of COVID, Vendor Assessment has proved to be a paperless and contactless process which positively contributed to the pandemic situation. The sturdy online system allowed assessments even in the times of COVID. QCI fast-tracked assessments of sellers selling COVID-related items such as RT-PCR kits, rapid antigen test kits, hand rubs, sanitisers, masks, PPE kits etc.
- 3. Uniform and Transparent:** The Vendor Assessment conducted by QCI is uniform across all vendors. All the vendors have to undergo the stated process divided into two stages, i.e., Desktop Assessment & Video Assessment. Since the assessments are conducted digitally, the likelihood of bribery or other forms of improper influence is minimized, thus instilling confidence among both sellers and buyers.
- 4. Inclusion of Deemed OEM Assessments:** The online environment, enable the auditors from different physical locations to execute the assessments even outside of India,

considering the location is not from a land border sharing country with India. The video based assessment has allowed QCI team to conduct assessments across the globe in countries such as USA, Germany, Japan, Switzerland etc.

- 5. Adherence to Product Specifications and Compliances:** The assessments are completed as per the Standard Operating Procedure issued by GeM, which is modified from time to time. To ensure the quality of the vendor assessment process, technical specifications and compliances related to the product categories are diligently cross-checked by the QCI professionals.
- 6. Empanelment of Industry-Wise Experts:** QCI has deployed diverse industry experts to enhance the efficiency of the Video Assessment through their knowledge & skills.

An Overview of QCI's Quality Improvement Initiatives

- In 2020, QCI submitted a report raising concerns about cybersecurity threats from foreign-based original equipment manufacturers (OEMs), which prompted the Government e-Marketplace (GeM) to initiate a reassessment activity. The reassessment activity is based on 'clause 26 of GeM GTC' pertaining to adherence to the restrictions stated under Rule 144 (xi) of GFR 2017. This rule imposes limitations on procurement from bidders belonging to countries sharing a land border with India.
- QCI has developed a vendor feedback system where the vendor can provide his/her feedback using a google form link after the completion of the entire process.
- Based on the high-quality benchmark set in OEM vendor assessment, sellers assessed by the previous organizations were instructed by GeM to be re-assessed by QCI in order to retain their OEM status in July 2020.
- QCI has assisted GeM in maintaining its marketplace sanity by highlighting more than 300 instances of Service Providers indulging in malpractices, which resulted in the introduction of a pre-contract incident-raising policy by GeM. QCI has also helped GeM in achieving INR 100000000000 transactions (gross merchandise value) on their portal in the single financial year 2022-2023.





INDIA

IS ASCENDING: EMERGENCE OF A GLOBAL SUPERPOWER

As India assumes the G20 Presidency in 2023, it marks the beginning of 'Amritkaal', 25 years leading to the country's centenary of independence. This Presidency revolves around the 'Vasudhaiva Kutumbakam' concept, which encapsulates the idea of 'One Earth, One Family, One Future' — a momentous occasion to set the stage for India's vision of a sustainable and inclusive future.

The country's emergence as a leader in the G20 Summit can be attributed to its robust economic growth, growing diplomatic acumen, and commitment to global collaboration. With active engagement and constructive contributions, India has played a central role in shaping the G20 agenda by promoting cooperation and solidifying its position as a prominent voice in global forums.

India's journey towards enhancing its business environment has been recognised globally. In the World Bank's Ease of Doing Business report, India ranked 63rd out of 190 countries, showcasing a steady ascent and an unwavering commitment to fostering a conducive and investor-friendly landscape. India is the world's 5th largest economy, and this prowess showcases

its commitment to nurturing a propitious environment for businesses to thrive.

With a refined focus on the crucial priorities, India aims to leverage its leadership role within the G20 to cultivate positive change on a global scale in the following aspects:



Green Development & Climate Finance

Emphasising on climate finance by prioritising climate change and technology to support developing countries. The LiFE (Lifestyle for the Environment) movement promotes sustainable practices inspired by India's traditions.



Inclusive & Resilient Growth

Empowering small and medium-sized enterprises by promoting labour rights, bridging the skills gap, and enriching agriculture and food systems for structural transformation.



Accelerating SDG Progress

Addressing the pandemic impact and fostering resilient societies for equitable recovery with a renewed commitment to SDGs.



Technological Transformation & Digital Infrastructure

Championing human-centric technology by sharing knowledge in digital infrastructure, financial inclusion, and tech-driven advancements in agriculture and education.



Multilateral Institutions for the 21st Century

Advocating reform of multilateralism to create a comprehensive and representative international system to tackle contemporary challenges effectively.



Women-led Development

Focusing on women's leadership and participation, driving holistic growth, socio-economic development, and Sustainable Development Goals (SDG) achievement.

India's G20 Presidency propels a transformative journey toward its centenary of independence. India is a nation imbued with rich history and cultural heritage, and it has set its sights on a momentous milestone: to attain the status of a developed country by 2047. This ambitious goal, espoused by esteemed leaders and policymakers, signifies India's resolute commitment to progress and its resolve to surmount the multifaceted challenges on the development path. With an array of transmuting policies and initiatives already in motion, India is poised to captivate the world with its remarkable journey of growth and evolution.

Progress and Milestones:

India's journey towards development is laced with remarkable achievements across diverse fronts. The nation's economic growth has been robust and consistent, bolstered by a flourishing entrepreneurial spirit and a vibrant business ecosystem. Moreover, technological advancements have catapulted India's prowess in information technology, space research, and renewable energy sectors, harnessing innovation and a culture of scientific excellence.

In addition, the relentless drive to alleviate economic backwardness has borne fruit, with significant strides witnessed in uplifting underprivileged and improvements in living standards for millions of Indians. This achievement is a testament to India's unwavering commitment to inclusivity, ensuring that the fruits of progress are shared equitably among its citizens.

Driving Change: Policies and Initiatives by Quality Council of India

Within the tapestry of India's progress, Quality Council of India has emerged as a cardinal institution, playing a key role in formulating strategies, crafting policies, and monitoring various components that contribute to the nation's holistic development. QCI has become a catalyst in giving India the thrust to achieve the next level of economic growth.

Promoting Quality as a Foundation

QCI, as the torchbearer of quality consciousness in India, has galvanised industries, institutions, and organisations to embrace a culture of quality in their operations. Providing accreditation, certifications, and quality assessment services ensures adherence to national and international standards. The results have not only bolstered the reputation of Indian products and services in the global market but also stimulated economic growth by enhancing competitiveness and cultivating consumer trust.

Revitalising Industries: The Transformational Impact of the 'Make in India' Initiative

The 'Make in India' campaign assisted industries in enhancing their productivity, efficiency, and quality standards. Through programmes such as Lean Manufacturing Competitiveness Scheme, QCI has empowered industries to optimise their processes, reduce wastage, and improve overall performance. These initiatives have spurred innovation, attracted investments, and strengthened India's manufacturing capabilities, facilitating the expansion of economic growth and job creation.

Building a Skilled Workforce: Empowering Human Capital through Skill Development Initiatives

Recognising the critical role of skilled manpower in mobilising economic growth, QCI has actively contributed to the 'Skill India' initiative. Establishing robust frameworks for skill development and accreditation of training providers has enabled the creation of a skilled workforce aligned with industry requirements. The National Accreditation Board for Education and Training (NABET), under QCI's purview, has played a pivotal role in ensuring quality standards in vocational education and training, thus enhancing employability and entrepreneurship.

Fostering Innovation and Advancement: Initiatives for Promoting Research and Development

Being at the forefront of fostering innovation and research in India, QCI, through its National Accreditation Board for Testing and Calibration Laboratories (NABL), has facilitated the establishment of accredited testing and calibration facilities, thus providing a dedicated foundation for research and development activities. Fostering a dynamic environment for cutting-edge technology, products, and services to boost India's economic competitiveness.

Upholding Excellence: Quality Assurance Initiatives in Healthcare and Education

Embracing the vital role of quality in healthcare and education, QCI has taken significant strides in these sectors. The establishment of the National Accreditation Board for Hospitals and Healthcare Providers (NABH) and the National Accreditation Board for Education and Training (NABET) has set benchmarks for quality assurance, patient safety, and educational excellence. These accreditation bodies have transformed healthcare institutions and educational establishments, ensuring they adhere to rigorous standards and provide high-quality services. It has elevated India's reputation in these sectors and enhanced access to quality healthcare and education for the citizens, driving social and economic progress.



Quality Council of India stands as a beacon of excellence and a driving force behind India's journey towards economic growth. Through its accreditation, certification, and quality assessment services, QCI has promoted a culture of quality consciousness, helping industries, institutions, and organisations to reach new heights. Moreover, by empowering human capital through skill development, promoting innovation and research, and ensuring quality in crucial sectors like healthcare and education, QCI has laid the foundation for a prosperous and sustainable India.

As India marches steadfastly towards its vision of becoming a developed nation, QCI's unwavering commitment to quality will continue to support the nation's trajectory, steering it toward unparalleled success and global recognition.

तकनीक से साकार हो रहे सुशासन के सपने



प्रौद्योगिकी का उपयोग कर नागरिकों का जीवन आसान बना रही मोदी सरकार

वर्तमान दौर में वैश्विक स्तर पर नित नई प्रौद्योगियों के विकास ने संभावनाओं के अनेक द्वार खोले हैं। तकनीक की दुनिया में हो रहे नवाचार व आविष्कार मानव जीवन के लिए अनिवार्य और अभिन्न अंग बनते जा रहे हैं। आज शासन से लेकर प्रशासन तक सभी क्षेत्रों में तकनीक के माध्यम से न सिर्फ समस्याओं के स्थायी समाधान तलाशे जा रहे हैं, बल्कि नागरिकों के जीवन में गुणवत्ता के समावेश से उसे बेहतर बनाने के गंभीर प्रयास भी हो रहे हैं। भारत जैसे विशाल व विविधता भरे देश में जहां दुनिया की सर्वाधिक आबादी निवास करती है, उत्पाद एवं सेवाओं की गुणवत्तापूर्ण आपूर्ति तथा एक समान वितरण सुनिश्चित करना बड़ी चुनौती है। इस चुनौती को स्वीकारते हुए सुशासन के सपने को साकार करने के लिए बैंकिंग, कृषि, स्वास्थ्य सेवा, शिक्षा व कौशल विकास, रोजगार सृजन तथा कारोबार के लिए सकारात्मक माहौल तैयार करने आदि क्षेत्रों में तकनीक के उपयोग व नवाचार को बढ़ावा देकर प्रभावी बदलाव लाने के प्रयास जारी हैं।

वर्ष 2014 में, केन्द्र की सत्ता संभालने के बाद से वर्तमान मोदी सरकार ने जनसामान्य के जीवन को सुगम, सक्षम और बेहतर बनाने के लिए प्रौद्योगिकी, नवाचार, डिजिटल कनेक्टिविटी व डिजिटल इंफ्रास्ट्रक्चर को बढ़ावा देने के लिए व्यापक स्तर पर प्रयास किए हैं। इसके लिए अलग-अलग क्षेत्रों में अनेक योजनाओं, परियोजनाओं एवं कार्यक्रमों की शुरुआत की गई तथा प्रभावी एवं निष्पक्ष निगरानी के माध्यम से इनकी गति एवं प्रगति की समय-समय पर समीक्षा भी की जाती रही है। परिणामस्वरूप, धरातल पर इसका सकारात्मक असर भी दिखाई दे रहा है। डिजिटल माध्यमों का उपयोग कर शासन में पारदर्शिता को प्रोत्साहित करने के साथ ही जनभागीदारी से जनसेवाओं तक की आपूर्ति सुनिश्चित की जा रही है।

डिजिटल होता भारत: डिजिटल इंडिया कार्यक्रम का शुभारंभ वर्ष 2015 में माननीय प्रधानमंत्री श्री नरेन्द्र मोदी ने किया था। इस कार्यक्रम का प्रमुख उद्देश्य भारतीय नागरिकों को डिजिटल रूप से सक्षम व सशक्त बनाना तथा देश को ज्ञान आधारित अर्थव्यवस्था के रूप में परिवर्तित करना है। इसके तहत प्राथमिक स्तर पर डिजिटल इंफ्रास्ट्रक्चर का निर्माण, सेवाओं की इलेक्ट्रॉनिक डिलीवरी एवं डिजिटल साक्षरता व शासन में ई-भागीदारी के माध्यम से नागरिकों के सशक्तिकरण को शामिल किया गया। डिजिटल तकनीक ने जनसामान्य के जीवन को आसान और सुविधाजनक बनाया है। इससे सार्वजनिक जीवन में पारदर्शिता एवं जवाबदेही सुनिश्चित करने के साथ ही जनसेवाओं की आपूर्ति व वितरण में अत्यधिक मदद मिली है। तकनीक के उपयोग से आर्थिक विकास को गति मिली तथा इसने समय व संसाधनों के समुचित उपयोग के लिए न सिर्फ प्रेरित किया है, बल्कि मदद भी कर रही है। उदाहरण के लिए वस्तु एवं सेवा कर में प्रौद्योगिकी के इस्तेमाल से न केवल कर संग्रह में वृद्धि हुई, बल्कि पारदर्शिता भी आई है। मजबूत प्रौद्योगिकी अवसंरचना से कार्यान्वयन में तेजी आई है, साथ ही अनुपालन, रिपोर्टिंग, आंकड़ों का विश्लेषण एवं ऑडिट करने में भी मदद मिली है। बैंकिंग व वित्त के क्षेत्र में ग्राहकों की क्षमता व आवश्यकताओं को समझने व जानने के लिए आर्टिफिशियल इंटेलिजेंस (एआई), डीप मशीन लर्निंग, बिग डेटा और रोबोटिक्स का बड़े स्तर पर उपयोग किया जाने लगा है।

सुशासन की संकल्पना: भारतीय समाज के लिए सुशासन की संकल्पना कोई नई बात नहीं है। कई भारतीय प्राचीन ग्रन्थों जैसे—महाभारत के शांति पर्व, भगवद्गीता तथा कौटिल्य के अर्थशास्त्र में इसका विस्तृत विवरण मिलता है। आचार्य चाणक्य ने अपनी प्रसिद्ध पुस्तक 'अर्थशास्त्र' में इसका वर्णन करते हुए कहा है कि राजा के कार्यों में 'लोगों के कल्याण को सर्वोपरि मानना' ही सुशासन है। महात्मा गांधी की 'सु-राज' व 'रामराज्य' की परिकल्पना वास्तव में सुशासन की संकल्पना है। विश्व बैंक ने वर्ष 1992 में 'शासन और विकास' नामक एक रिपोर्ट में सुशासन की परिभाषा निर्धारित की है। इसने सुशासन को विकास हेतु देश के आर्थिक एवं सामाजिक संसाधनों के प्रबंधन में शक्ति का प्रयोग करने के तरीके के रूप में परिभाषित किया है। प्रधानमंत्री नरेन्द्र मोदी का विजन 'सबका साथ, सबका विकास, सबका विश्वास' सुशासन की संकल्पना को परिलक्षित करता है।

नागरिकों का जीवन आसान बनाती तकनीक

स्वास्थ्य सेवा के क्षेत्र में: केन्द्र में शासन की बागडोर संभालने के बाद से वर्तमान सरकार ने पिछले नौ वर्षों में स्वास्थ्य के क्षेत्र में तेजी से कार्य किए हैं। एक तरफ जहां नए मेडिकल कॉलेज और एम्स स्थापित किए गए, वहीं दूसरी तरफ स्वास्थ्य देखभाल के क्षेत्र में मरीजों की सुरक्षा एवं सुविधा के लिए सेवाओं का मानकीकरण किया जा रहा है। राष्ट्रीय स्वास्थ्य पोर्टल, नेशनल टेलीमेडिसिन नेटवर्क, ई-अस्पताल, ऑनलाइन पंजीकरण प्रणाली, अस्पतालों के लिए—मेरा अस्पताल एप्लीकेशन, केन्द्रीय औषधि मानक नियंत्रण संगठन का 'सुगम' पोर्टल, इन्द्रधनुष टीकाकरण योजना की प्रगति हेतु 'वैक्सिन ट्रैकर' पोर्टल, मातृ एवं शिशु ट्रैकिंग सिस्टम तथा टीबी पेशेंट मॉनिटरिंग सिस्टम के रूप में 'निक्षय' पोर्टल जैसी अनेक पहलों के माध्यम से इस क्षेत्र को वैश्विक पहचान देने की कोशिश हो रही है। इससे एक तरफ जहां देश के नागरिकों को विश्वस्तरीय चिकित्सा सुविधाएं उपलब्ध कराने में मदद मिली है, वहीं मेडिकल टूरिज्म को भी प्रोत्साहित किया जा रहा है।

शिक्षा के क्षेत्र में: किसी भी राष्ट्र के सर्वांगीण विकास का प्रमुख आधार उसकी शिक्षा नीति होती है। नई शिक्षा नीति, 2020 में अन्य बातों के साथ-साथ प्रौद्योगिकी के इस्तेमाल से नवाचार को प्रोत्साहित करने पर विशेष जोर दिया गया है। वर्तमान केन्द्र सरकार का प्रयास है कि राज्यों एवं निजी क्षेत्र की सहभागिता से इस क्षेत्र में उल्लेखनीय बदलाव लाया जाए। वर्ष 2014 में केन्द्र में सत्ता संभालने के बाद से वर्तमान मोदी सरकार ने शिक्षण-प्रशिक्षण के क्षेत्र में डिजिटल माध्यमों के उपयोग को प्रोत्साहित करने के अनेक पहल किए हैं। विभिन्न योजनाओं एवं कार्यक्रमों के माध्यम से डिजिटल डिवाइड को कम करने, शहरों के साथ ही दूर-दराज के ग्रामीण क्षेत्रों में निवास करने वाले लोगों को गुणवत्तापूर्ण शिक्षा उपलब्ध कराने हेतु ई-शिक्षा का मजबूत तंत्र विकसित करने पर विशेष ध्यान दिया जा रहा है। इसके लिए स्वयं प्रभा, ई-पाठशाला, राष्ट्रीय मुक्त शैक्षिक संसाधन कोष, नेशनल डिजिटल लाइब्रेरी जैसे अनेक कार्यक्रम शुरू किए गए हैं।

जीईएम एवं जेएएम की त्रिशक्ति से बढ़ी पारदर्शिता: पारदर्शिता व ईमानदारी सुशासन के अनिवार्य अंग हैं। गवर्नमेंट ई-मार्केट प्लेस (जीईएम) और जनधन-आधार-मोबाइल (जेएएम) की त्रिशक्ति ने शासन व्यवस्था में भ्रष्टाचार को रोकने में मदद की है तथा पारदर्शिता को बढ़ाया है। जीईएम सरकारी संगठनों, विभागों, पीएसयू द्वारा क्रय की जाने वाली वस्तुओं एवं सेवाओं के लिए समर्पित एक ई-मार्केट प्लेस है, सरकारी खरीद के माध्यम से इस पर उपलब्ध वस्तुओं एवं सेवाओं को उनका सर्वोत्तम मूल्य प्राप्त हो रहा है। वहीं जैम, यानि

जनधन-आधार-मोबाइल के बीच लिंकेज से सामाजिक सेवाओं की पहुंच अंतिम व्यक्ति तक सुनिश्चित की जा रही है। जेएएम की त्रिशक्ति से सरकारी योजनाओं के लगभग 10 करोड़ फर्जी लाभार्थियों की पहचान की गई तथा सरकारी धन को गलत हाथों में जाने से रोका गया। वहीं डीबीटी के माध्यम से करोड़ों लाभार्थियों को 28 लाख करोड़ से अधिक रुपये हस्तांतरित किए जा चुके हैं।

'मुद्रा योजना' से मिली उद्यमिता को ताकत: देश को आत्मनिर्भर बनाने के लिए समाज के अंतिम पायदान पर बैठे व्यक्ति को स्वावलंबी बनाना होगा। इस विजन को साकार कर रही है पीएम मुद्रा योजना। विगत आठ अप्रैल को इस योजना ने अपने आठ वर्ष पूरे किए। देश में छोटे ऋण के माध्यम से नए उद्यमी तैयार करने के उद्देश्य से इस योजना की शुरुआत की गई थी। इसके तहत 10 लाख रुपये तक बिना गारंटी के लोन देने की व्यवस्था है, जो क्रमशः शिशु 50 हजार रुपये तक, किशोर 50 हजार से पांच लाख रुपये तक तथा तरुण के तहत पांच से 10 लाख रुपये तक के लोन तीन श्रेणियों में प्रदान किए जाते हैं। इस योजना के तहत निर्माण, व्यापार तथा सेवा क्षेत्र में उद्यम स्थापित करने के लिए वित्तीय सहायता के रूप में ऋण वितरित किए जाते हैं। योजना के लागू होने के बाद से बीते आठ वर्ष में देश में 23.2 लाख करोड़ रुपये की राशि ऋण के रूप में प्रदान की गई है। मुद्रा योजना के तहत 40.82 करोड़ लोगों के खातों में यह राशि प्रदान की गई। उल्लेखनीय है कि इस योजना के तहत आर्थिक सहायता पाने वाले लोगों में 21 प्रतिशत नए कारोबारी हैं।





ई-शासन व तकनीकी उन्नयन में डीएआरपीजी के साथ क्यूसीआई की साझेदारी

भारत सरकार में शासन व्यवस्था के डिजिटलीकरण का नेतृत्व प्रशासनिक सुधार और लोक शिकायत विभाग (डीएआरपीजी) कर रहा है। वर्तमान केन्द्र सरकार द्वारा जवाबदेही एवं पारदर्शिता सुनिश्चित करने के लिए विभिन्न योजनाएं एवं परियोजनाएं संचालित की जा रही हैं। इसी तरह की एक महत्वपूर्ण परियोजना के हिस्से के रूप में क्यूसीआई, डीएआरपीजी के साथ सहभागिता में केन्द्रीकृत लोक शिकायत निवारण तथा निगरानी प्रणाली (सीपीजीआरएएमएस) पोर्टल के तकनीकी उन्नयन और प्रक्रियागत सुधारों में सहायक बन रहा है। साथ ही राज्य एवं केंद्र सरकार द्वारा संचालित ई-सेवाओं के प्रकार एवं सीमा विस्तार सहित ई-ऑफिस तथा अन्य सचिवालय से संबंधित सुधारों की निगरानी जैसी महत्वपूर्ण पहलों के माध्यम से डिजिटल इंडिया के विस्तार में सरकार की सहायता करने पर क्यूसीआई को गर्व है।

भारतीय गुणवत्ता परिषद् वर्ष 2015 से डीएआरपीजी के साथ सहभागिता से कार्य कर रहा है। वर्ष 2017 से 2019 के बीच सरकार के सभी मंत्रालयों/विभागों में ई-ऑफिस के क्रियान्वयन में क्यूसीआई ने विभाग की मदद की थी। डीएआरपीजी ने केंद्रीय मंत्रालयों/विभागों या राज्य सरकारों से संबंधित शिकायतों को दर्ज करने के लिए नागरिकों हेतु 'वन-स्टॉप गंतव्य' के रूप में एक ऑनलाइन पोर्टल 'सीपीजीआरएएमएस' विकसित किया है। प्रौद्योगिकी के माध्यम से लोक शिकायतों के प्रभावी एवं शीघ्र समाधान के लिए क्यूसीआई ने डीएआरपीजी को शिकायत निवारण हेतु एक

मजबूत प्रणाली विकसित करने में सहायता की है। इसका उद्देश्य संबंधित शिकायत निवारण अधिकारी को शिकायत श्रेणियों की मैपिंग करके शिकायतों के मैन्युअल हस्तांतरण के कारण समस्या समाधान में लगने वाले समय को कम करना है। शिकायत दर्ज करना आसान हो, इसके लिए उपयोगकर्ता के अनुकूल वर्गीकरण के माध्यम से संबंधित अधिकारी तक शिकायतों के प्रभावी स्वचालित-हस्तांतरण की व्यवस्था की गई। परिणामस्वरूप पोर्टल पर दर्ज शिकायत निवारण के समय में कमी आई तथा निवारण की गुणवत्ता में सुधार एवं लोक शिकायत अधिकारियों की मैपिंग में कई गुना वृद्धि हुई। क्यूसीआई द्वारा सीपीजीआरएएमएस 7.0 संस्करण के तहत 90 मंत्रालयों/विभागों को एकीकृत कर एक प्लेटफॉर्म से जोड़ा गया। साथ ही क्यूसीआई ने सीपीजीआरएएमएस पोर्टल की निगरानी, विश्लेषण तथा तकनीकी उन्नयन के लिए प्रशासनिक सुधार और लोक शिकायत विभाग में एक परियोजना निगरानी इकाई (पीएमयू) की स्थापना की है। मंत्रालयों, विभागों को उनकी शिकायत निवारण प्रणाली को प्रोत्साहित और मार्गदर्शित करने के लिए डीएआरपीजी द्वारा जारी मासिक रिपोर्ट भी पीएमयू में शामिल एक टीम तैयार करती है।

उपर्युक्त के निम्नलिखित प्रभाव देखे गए

वर्ष 2022 में, अन्य तरीकों की तुलना में सीपीजीआरएएमएस 7.0 संस्करण के माध्यम से दर्ज शिकायतों के निपटारे में औसत 14 दिन (42 प्रतिशत) की कमी देखी गई

वर्ष 2020 से 2022 तक सिस्टम पर मैप किए गए लोक शिकायत अधिकारियों की संख्या में 1.6 गुना की वृद्धि हुई

प्रत्येक विभाग/मंत्रालय के लिए औसतन 15 प्रमुख शिकायत श्रेणियां तैयार की गई हैं

सीपीजीआरएएमएस पर वर्ष 2015 में प्राप्त लगभग 10 लाख शिकायतों की संख्या, 2022 में बढ़कर 17.5 लाख से अधिक हो गई

आठ महीने से लगातार, केंद्रीय मंत्रालयों/विभागों में मासिक आधार पर एक लाख से अधिक मामलों का निपटारा किया जा रहा है

वर्ष 2019 में निपटारे का औसत समय 31 दिन था, जो 2022 में घटकर 27 दिन तथा 2023 में 16 दिन हो गया (मार्च 2023 तक)

पोर्टल पर 16,00,000 से अधिक नागरिकों के खाते पंजीकृत किए गए हैं

शिकायत निवारण तंत्र में प्रौद्योगिकी अभिन्न भूमिका निभाती है। क्यूसीआई की मदद से डीएआरपीजी ने मजबूत ई-गवर्नेंस प्रक्रियाओं के निर्माण में योगदान करते हुए नागरिकों एवं सरकार की सहभागिता को सुनिश्चित किया है। केंद्रीय सचिवालय में ई-गवर्नेंस सहित विभिन्न पद्धतियों को संस्थागत बनाने के लिए डीएआरपीजी, सचिवालय सुधारों पर ध्यान केंद्रित कर रहा है। क्यूसीआई द्वारा स्थापित पीएमयू की टीम सचिवालय सुधारों की निगरानी और मूल्यांकन करती है तथा केंद्रीय मंत्रालयों/विभागों में उनकी वास्तविक स्थिति पर प्रकाश डालते हुए एक मासिक रिपोर्ट तैयार करती है। इन सुधारों में फाइलों की समीक्षा तथा छंटाई, ई-ऑफिस कार्यान्वयन, डिजिटल पोर्टल आदि शामिल हैं।

केंद्रीय सचिवालय की उपलब्धियों की एक झलक

मार्च 2023 में कुल 1,30,784 भौतिक फाइलों की समीक्षा की गई और 80,026 भौतिक फाइलों की छंटाई की गई

मार्च माह में कुल 58,723 ई-फाइलें बंद की गई

मार्च 2023 में 9 मंत्रालयों/विभागों के ई-रसीदों का हिस्सा 100 प्रतिशत रहा

फरवरी 2023 में 90.94 प्रतिशत की तुलना में मार्च 2023 में ई-रसीदों का हिस्सा 91.1 प्रतिशत रहा

केंद्रीय सचिवालय में सुधारों की यह महत्वपूर्ण उपलब्धियां, क्यूसीआई की मदद से डीएआरपीजी के डिजिटल सचिवालय की ओर आगे बढ़ने की यात्रा का संकेत देती हैं।

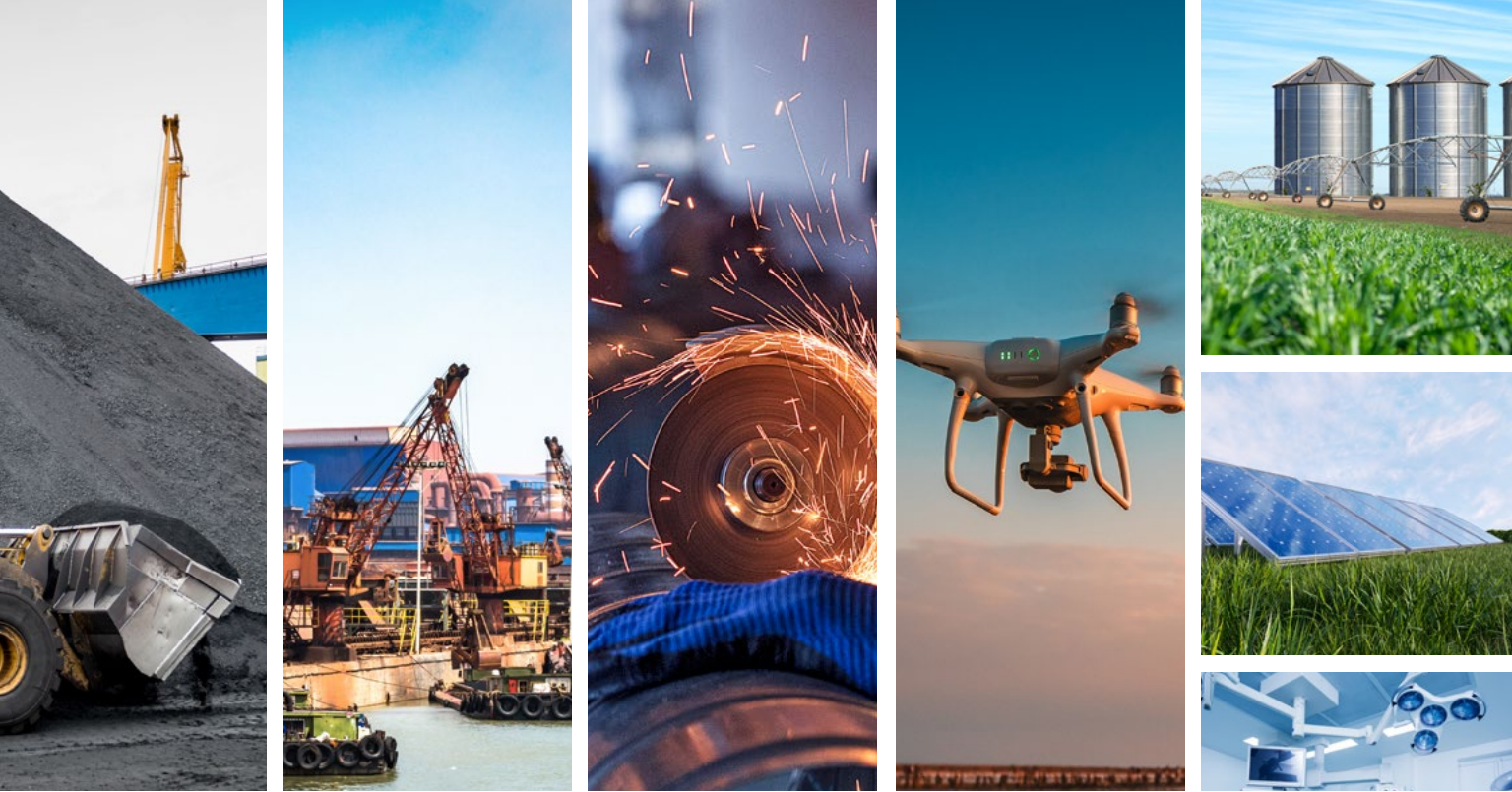
साथ ही, क्यूसीआई डीएआरपीजी को राष्ट्रीय ई-गवर्नेंस सर्विस डिलीवरी असेसमेंट (एनईएसडीए) 2021 में प्रदान की गई सिफारिशों के कार्यान्वयन की निगरानी और मूल्यांकन में भी मदद करता है। एनईएसडीए, ई-गवर्नेंस के प्रयासों तथा डिजिटल सरकारी उत्कृष्टता को बढ़ावा देने के लिए प्रशासनिक सुधार और लोक शिकायत विभाग के अधिदेश का हिस्सा है। यह एक द्विवार्षिक अध्ययन है जो राज्यों, केंद्रशासित प्रदेशों का आकलन करता है, और ई-गवर्नेंस सेवा वितरण की प्रभावशीलता पर केंद्रीय मंत्रालयों का ध्यान केंद्रित करता है। डीएआरपीजी में क्यूसीआई राज्यों/केंद्रशासित प्रदेशों द्वारा प्रदान की जाने वाली सभी अनिवार्य और वैकल्पिक सेवाओं की संतृप्ति की दिशा में कार्य कर रहा है, ताकि सभी राज्यों/केंद्रशासित प्रदेशों तथा केंद्र सरकार में प्रत्येक माह किए गए सुधार और ई-सेवाओं की संख्या में वृद्धि को दर्शाया जा सके। राज्यों/केंद्रशासित प्रदेशों के लिए पहली एनईएसडीए-वे फॉरवर्ड मंथली प्रोग्रेस रिपोर्ट जारी कर दी गई है। राज्यों ने 15,601 नागरिक केंद्रित सेवाओं की पहचान की है, जिनमें से 12,561 (80 प्रतिशत) ऑनलाइन प्रदान की जाती हैं। मासिक रिपोर्ट संबंधित राज्य सरकारों को नागरिक केंद्रित सेवाओं के वितरण में सुधार करने तथा संतृप्ति की ओर बढ़ने में मदद करती है और सभी राज्यों, केंद्रशासित प्रदेशों और केंद्रीय मंत्रालयों के अनुकरण के लिए देशभर में सर्वोत्तम पद्धतियों को साझा करती है।



भविष्य की चुनौतियां और समाधान

दुनिया की सबसे बड़ी आबादी वाला देश बनना हम सभी के लिए खुशी की खबर है, तो चुनौतियों का विषय भी, क्योंकि बढ़ती जनसंख्या के लिए बुनियादी सुविधाएं जैसे स्वास्थ्य, शिक्षा व रोजगार उपलब्ध कराना बड़ी चुनौती साबित हो सकती है। लेकिन, सकारात्मक और सर्वविदित तथ्य यह है कि भारत युवा जनसंख्या वाला देश है और अगले कुछ दशकों तक युवा बना रहेगा। वर्ल्डमीटर के अनुसार, भारतीय आबादी की औसत आयु अभी मात्र 28.4 साल है, जो दुनिया की प्रमुख बड़ी अर्थव्यवस्थाओं जैसे— अमेरिका 38.3 साल, चीन 38.4 साल, ब्रिटेन 40.5 साल, जर्मनी 45.7 साल तथा जापान 48.4 साल की तुलना में बहुत कम है। भारत में 68 प्रतिशत लोगों की उम्र 15 से 64 साल के बीच है, जबकि 15 से 24 वर्ष आयु वर्ग के 25.4 करोड़ ऊर्जा और जोश से भरे युवा हमारे देश की ताकत बन सकते हैं। बढ़ती जनसंख्या से उत्पन्न चुनौतियों का समाधान गुणवत्तापूर्ण शिक्षा, युवा शक्ति के कौशल विकास, तकनीकी प्रशिक्षण एवं सही नियोजन से निश्चित रूप से संभव होगा। कुशल युवा कार्यबल की संख्या बढ़ाने से नवाचार, उद्यमिता और तकनीकी उन्नयन को बढ़ावा मिलेगा और वैश्विक नीतियों के निर्धारण में भारत की भूमिका भी मजबूत होगी।

वीरेन्द्र नाथ मिश्र
(मीडिया टीम, क्यूसीआई)



QCI'S BOARDS



National Accreditation Board
for Education and Training



National Accreditation Board
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National Board
for Quality Promotion



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National Accreditation Board
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BOARD UPDATES |

JANUARY TO MAY 2023

National Accreditation Board for Education and Training

Strives to provide services to its customers in accordance with the national and international standard norms & guidelines and is committed to provide fair and equal opportunity to all the applicants with highest regard to impartiality, transparency, integrity and confidentiality.



Formal Education Excellence Division (FEED)

Technology

Evaluation of 700+ Nursing and Paramedical Institutes by Uttar Pradesh State Medical Faculty (UPSMF)

Activities

The NABET team has been diligently conducting field assessments as part of the evaluation process. In this phase, a total of 629 colleges have undergone assessment within a span of 20 days, with the conclusion of these assessments expected shortly.

Outcome

- Rating of colleges based on assessment data. The rating system serves as a reliable reference point for assessing the strengths and weaknesses of various institutions, ensuring transparency and accountability in the educational ecosystem.
- Ease in the selection of colleges for admissions by students (through the rating of colleges published by UPSMF). By providing clear insights into the quality of each college, the rating system streamlines the decision-making process, reducing uncertainty and facilitating a smoother transition into higher education.
- Improvement of standards and mandatory compliances. The assessment process serves as a mechanism for enforcing mandatory compliances, ensuring institutes adhere to established regulations and guidelines.



Field Assessment

Child Protection & Child Rights

Situational analysis of Street Children -State Child Protection Society (SCPS), Government of Assam

Activities

QCI conducted a situational analysis of street children in collaboration with the State Child Protection Society (SCPS), Government of Assam. The study aimed to comprehensively map, understand, and assess the number of street children in Assam, as well as the challenges they face related to abuse, violence, exploitation, health, and education.

The study covered all districts of Assam, and the findings have been compiled into a comprehensive report, which has been submitted to SCPS, Assam. This initiative provides valuable insights into the situation of street children in the state, enabling policymakers and stakeholders to develop targeted interventions and support systems for their well-being.

Outcome

- The study has enabled SCPS to understand the overall situation of street children in Assam, including the specific challenges they face such as problems and abuse resulting from their street presence. This information will guide SCPS in formulating effective strategies and interventions to address the vulnerabilities and protect the rights of street children.
- Development of a roadmap for the adoption of appropriate interventions to address the vulnerabilities of these children. By implementing these interventions, the government and relevant stakeholders can work towards improving the lives and well-being of street children, ensuring their safety, protection, and access to essential services such as healthcare and education.

District Need Assessment and Child Protection Plan (DNACP)

Activities

The objective of the study is to conduct a district need assessment of child protection policies at the district level and prepare a District Child Protection Plan in conjunction with issues like child abuse, child marriage, corporal punishment and out of school children.

Outcome

As a result of the study, comprehensive reports have been prepared for each of the five districts, highlighting the findings, challenges, and recommendations. These reports have been submitted to the SCPS, Assam. The DNACP reports will serve as valuable resources for SCPS in formulating district-specific Child Protection Plans. These plans will outline strategic interventions and measures to address the identified issues and ensure the protection and well-being of children in each district.



Field assessment by QCI team



Interaction with school stakeholders as part of project

Capacity Building of Training Institutes

Assessment of Central Training Institutes (CTIs) and Administrative Training Institutes (ATIs) under Capacity Building Commission

Activities

NABET has been in the process of conducting assessment and accreditation of CTIs and ATIs in India. The assessments are based on the National Standards for Civil Service Training Institutions (NSCSTI), developed by the Capacity Building Commission (CBC) to establish standards for best practices in the civil service capacity-building ecosystem.

Outcome

- Quality improvement in training institutes, course design and delivery, faculty development, governance, etc. leading to effective implementation of systems in respective government departments.
- Encourages sharing of best practices among training institutes.
- Movement of faculty/ resources based on assessment data.
- Ensures compliance of standards in the institutes for quality delivery.

Signing of Memorandum of Understanding (MoU)

Pimpri Chinchwad Municipal Cooperation (PCMC): The MoU has been signed in the presence of the Hon'ble Commissioner, PCMC and QCI team. The project aims to improve the quality of teaching, leading to improvement in learning outcomes of students. The project interventions will be executed in 128 schools under PCMC for three years. The implementation of activities will commence soon.

Ministry of Micro, Small & Medium Enterprises (MSME) Division

Skill Training and Service Division

Improving the Competitiveness of the MSME sector through Implementation of Lean

Ranking of Polytechnics



State Council for Technical Education and Vocational Training (SCTE&VT) has allocated a work of Ranking of Polytechnics in Odisha. They have completed the first round of ranking of polytechnic in 2022. There are seven broad parameters being considered for the purpose of ranking polytechnics viz. – Admission, Attendance & Discipline; Teaching, Learning & Resources (TLR); Financial, Administrative & Examination Record Maintenance Infrastructure; Result, Placement and Outcome; Other Activities; Innovative Activities and Recognition/ Achievements.

The MSME Competitive (LEAN) Scheme 2022 is an initiative of the Government of India to enhance the competitiveness of MSMEs by promoting the adoption of Lean tools and techniques. The scheme aims to provide financial assistance to MSMEs for implementing Lean tools and techniques that can reduce waste, improve productivity, and enhance the quality of products.

Hon`ble Minister for MSME Shri Narayan Rane launched the Scheme.

Activities

MSMEs will implement LEAN tools like 5S, Kaizen, KANBAN, Visual Workplace, Poka-Yoka etc. under the able guidance of trained and competent LEAN Consultants to attain LEAN levels like Basic, Intermediate and Advanced.

The government of India (Gol) will contribute 90% of the implementation cost for handholding and consultancy fees. There will be an additional Gol contribution of 5% for the MSMEs, part of SFURTI clusters, owned by Women/SC/ST, NER located.

Outcome

The scheme provides much-needed financial assistance, training programs, and hand-holding support to MSMEs enabling them to adopt lean manufacturing techniques and improve their competitiveness.

Activities

Ranking Process of Polytechnics involves the following stages

- **Submission of application:** Polytechnics submit their applications through the designated portal, providing relevant information and documentation.
- **Desktop review:** The submitted documents are reviewed through a desktop assessment to assess compliance and eligibility criteria.
- **Physical visit:** A team conducts an on-site visit to the Polytechnics to assess the ground realities, infrastructure, facilities, faculty, and other relevant aspects.
- **Score release:** Based on the findings from the physical visit, a score is assigned to each Polytechnic, reflecting their performance and compliance.
- **Grievance redressal:** Polytechnics have an opportunity to raise any grievances regarding the allocated scores. These grievances are addressed and resolved by the relevant authorities.
- **Ranking report submission:** After the resolution of grievances, a ranking report is prepared and submitted to the core grading committee.
- **Provisional rank release:** Polytechnics are provided with a provisional rank based on the ranking report, which indicates their relative position among other institutions.
- **Updated marks release:** Following the resolution of appeals by the appeal committee, the marks are updated, reflecting any revisions or adjustments made based on the appeals.



Training of Ranking Process of Polytechnic in Odisha

Outcome

Ranking will indicate the quality of education, infrastructure, availability of faculty members in terms of numbers as well as quality, student performance in the exams and placements etc., and their interposition among all the Polytechnics of the state.

The end objective is to improve the quality of technical Education at the diploma level in the state of Odisha.

Review of Skill Certification Program of Rural Youth being undertaken by Rural Self Employment Training Institutes (RSETI's, MoRD)

Study of Assessment and Certification of RSETI (Rural Self Employment Training Institute) Trainees by the Assessment and Quality Assurance Team of the National Academy of RUDSETI (NAR).

Activities

The project involves the development of the framework for interaction with Trainees, Skill Domain Trainers, Assessors, RSETI Directors, State Controllers, Bank officials and others.

In total six RSETIs are to be covered under the project comprising 540 Trainees, 24 Assessors, other officials of RSETI such as Directors, State Controllers and others.

Outcome

To review the existing process undertaken by the Assessment and Quality Assurance of Team of the National Academy of RUDSETI (NAR) and compliance of SOPs being developed for assessment.



Glimpses of Assessment of Trainees; Trainings being carried out at RSETI in the month of March 2023 at different locations

Environment Division

62nd Central Geological Programming Board (CGPB) Meeting

Geological Programming Board (CGPB) Meeting

Activities

Attended Geological Programming Board (CGPB) meeting to discuss the exploration programme for the next year in the country and handing over of already established deposits to states for auction of blocks.



Research Analysis and Capacity Building (RACB) Division

Proposed Collaborative Activities:

Indo-French Centre for Promotion of Advanced Research

Indo-German Science & Technology Centre

A proposal on high-end emerging research activities attributing to improvement in quality characteristics of research programs has been shared with research institutions.

Projects

Introductory meetings

Collaborative activities

Joint Indo-French program

Collaboration with IGSTC

Evaluation of Indian Industries

Outcome

Productive meetings have been conducted with the Directors of both institutions to establish a collaborative relationship.

Discussions have focused on fostering quality as a domain and integrating it with the technical domain, involving RACB-NABET, the Indo-French Centre for the Promotion of Advanced Research (IFCPAR), and Indo-German Science and Technology Centre (IGSTC).

Plans are underway to launch a joint program, encompassing workshops and conferences, with a specific focus on improving academic research quality.

Ongoing discussions are exploring opportunities for collaboration on various scientific topics between QCI and IGSTC.

QCI may participate in evaluating Indian industries that seek to become industrial partners in collaborative research programs under joint scientific schemes between Indian and German institutions.



BOARD UPDATES |

JANUARY TO MAY 2023

National Accreditation Board for Hospitals and Healthcare Providers

Strives to operate accreditation and allied programs in collaboration with stakeholders focusing on patient safety and quality of healthcare based upon national/international standards, through process of self and external evaluation.



Digital Health Standards

Activities

NABH announces its latest digital health initiatives aimed at fortifying the nation's digital health infrastructure and ensuring the delivery of high-quality healthcare services. As part of this groundbreaking effort, NABH has forged a Memorandum of Understanding (MoU) with the esteemed National Health Authority (NHA) and extended its unwavering support to the Ayushman Bharat Digital Mission (ABDM), a visionary initiative launched by the Government of India.

Outcome

NABH conducted assessments of twelve healthcare solutions for certifying ABDM-compliant health solutions. NABH is in the process of developing a certification scheme for healthcare solutions including Hospital Management Information System (HMIS), Laboratory Management Information System (LMIS) and clinics also.

In partnership with the Confederation of Indian Industry (CII), NABH has developed accreditation standards for Care Homes, which are now in the final stages of release. These standards are designed to ensure the highest quality of care and services provided by residential care facilities.

NABH has also partnered with the Indian Association of Dermatologists, Venereologists and Leprologists (IADVL) to develop accreditation standards for standalone dermatology and cosmetology centres. These standards focus on promoting best practices in dermatological and cosmetological services, encompassing quality care, patient safety, and hygiene measures.



Certification of ABDM Health Solutions

Activities

NABH has conducted pilot assessments for ABDM-compliant healthcare solutions.

Outcome

Development of a certification scheme for HMIS, LMIS, and clinics is underway and will soon be announced by NABH.

Inspection of National Commission of Homoeopathy (NCH)



Activities

In a significant milestone for homoeopathic education, NABH has successfully conducted inspections of three Homoeopathic colleges and hospitals as per the requirements outlined by the NCH. This pilot initiative, aimed at ensuring quality standards in homoeopathic education, has been quite successful. The comprehensive inspection reports have been diligently prepared and submitted to NCH for further evaluation.

Outcome

The NCH has expressed a strong interest in expanding this activity to encompass all 247 existing Homoeopathic colleges across the country. This forward-thinking approach highlights the commitment of NCH and NABH to elevate the standards of homoeopathic education and promote excellence in this field.

Heal in India - Role of NABH in Medical Value Travel

Activities

In a strategic partnership aimed at promoting medical tourism in India, NABH has joined hands with the Ministry of



Health & Family Welfare (MoHFW). Recognising the immense potential of India's healthcare sector, this collaboration seeks to position India as a preferred destination for medical travellers worldwide.

Outcome

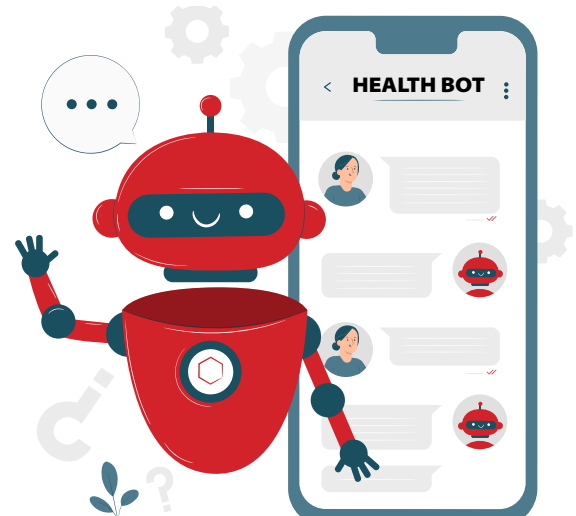
NABH, renowned for its commitment to quality and patient safety, has been at the forefront of accrediting healthcare organisations in the country. Leveraging its expertise, NABH has been actively involved in developing a well-curated empanelment programme, which has been in place since 2016. This programme offers a comprehensive two-year validity to all Medical Value Travel Facilitators (MVTf), ensuring their adherence to stringent quality standards.

Chatbot for Entry-Level programme (HOPE portal)

Activities

As part of its ongoing objective to streamline the certification process and provide comprehensive guidance to hospitals, NABH has unveiled an innovative solution—a Chatbot integrated into the HOPE portal. This cutting-edge technology is designed to assist hospitals at every stage of their certification journey, offering prompt and accurate information and support.

NABH collaborated with COGNO-AI, a leading artificial intelligence company, to develop this interactive Chatbot. Leveraging the power of AI, the Chatbot serves as a virtual assistant, equipped with extensive knowledge and expertise in NABH's certification requirements and procedures.



Outcome

NABH is committed to providing users with a seamless and structured experience when accessing information on its website. With the aim of catering to specific queries and delivering relevant details to users on-demand, NABH has launched ASHA—a dedicated WhatsApp assistant.

ASHA, which stands for "Hope", has been meticulously designed to offer precise and targeted information to users. Through this intuitive WhatsApp assistant, users can easily inquire about specific fee structures, module information, eligibility criteria for various certifications, and more.

MoU with Digital Health - National Cancer Grid of India and The Koita Centre of Digital Oncology (NCG-KCDO)

Activities

NABH, with its commitment to advancing digital healthcare, has recently signed an MoU with the NCG-KCDO. This strategic partnership aims to foster collaboration and mutual support in the development of digital health Initiatives.

Outcome

The partnership between NABH and NCG-KCDO signifies a noteworthy milestone in the advancement of digital healthcare solutions in India. By joining forces, the two organisations will pool their expertise, resources, and knowledge to drive innovation and promote the adoption of digital technologies in the healthcare sector.

Events

Accreditation Council meeting of ISQua 2023

Activities

CEO NABH, recently participated in the prestigious Accreditation Council Meeting of the International Society for Quality in Healthcare (ISQua). The event took place in Dublin on the 30th and 31st of March 2023 and provided a platform for international experts to come together and discuss the development and revision of healthcare standards.

During the two-day event, Atul Mohan Kochhar actively engaged in a workshop focused on the revision of the 5th Edition of the Guidelines and Principles for the Development of Health and Social Care Standards and the Guidelines and Standards for External Evaluation Organisations Standards.

Outcome

This workshop provided a valuable opportunity for experts to collaborate, exchange insights, and contribute their expertise towards shaping standards for the future of healthcare.

Health

Activities

NABH Awareness Session on Orientation about NABH - Ayush Accreditation / Certification Programs in Feb'23 organised by AHMA (Ayurveda Hospital Management Association), Palakkad, Kerala.

Outcome

NABH witnessed the participation of 150 representatives from various Ayurveda institutes. The session aimed to create awareness and provide guidance on the NABH Ayush Programmes, which focus on ensuring quality standards and accreditation for Ayurveda healthcare facilities.

With a strong commitment to improve the quality and standardisation of Ayurvedic healthcare services, NABH

announced its intention to enrol approximately 100 applications under the NABH Ayush Programmes in 2023. This ambitious target reflects the growing interest and recognition among Ayurveda institutes regarding the importance of accreditation in enhancing their practices and ensuring patient safety and satisfaction.

Accreditation/Certification awarding ceremony organised by Central Council for Research in Ayurvedic Sciences (CCRAS) in New Delhi

Activities

In a momentous occasion, four Ayush Entry Level Certification Programmes (AELC) and three Ayush Accreditations were bestowed upon esteemed Central Council for Research in Ayurvedic Sciences (CCRAS) centres. The prestigious awards were presented by Ayush Secretary, Shri Vaidya Rajesh Kotecha, and DG-CCRAS, Prof RN Acharya, in the presence of Dr Neha Sobti, the representative from NABH.

The event marked a significant milestone in recognising and honouring the outstanding efforts of the CCRAS centres in achieving excellence in quality standards and patient care. The Ayush Secretary and DG-CCRAS commended the dedication and commitment of the centres towards upholding the highest standards of Ayurvedic healthcare.

Outcome

The recipients of the AELC Programmes and Ayush Accreditations were applauded for their relentless pursuit of quality and their significant contributions to the Ayurvedic field. The awards serve as a testament to their adherence to stringent accreditation and certification processes, ensuring the delivery of exceptional healthcare services.

While these centres have achieved notable recognition, the journey towards accreditation and certification is an ongoing process for other CCRAS hospitals and centres. With their dedicated efforts and commitment to excellence, these centres are poised to complete their accreditation and certification processes in the near future.



BOARD UPDATES |

JANUARY TO MAY 2023

Strives to promote application of quality management standards and statistical quality tools with an objective of enabling industry, to improve their competitiveness, with specific focus on SME sectors. Focusses on empowering the consumers to demand quality and consequently creating a back-pressure on suppliers to ensure quality of their products and services.

National Board for Quality Promotion



Events

Communication and Dissemination of Traditional Knowledge (CDTK-2023)

Association: Council of Scientific and Industrial Research–National Institute of Science Communication and Policy Research (CSIR-NIScPR)

Activities

In the two-day conference, the Project Analysis and Documentation Division, Quality Council of India, powered a session titled "Tradition & Modernity: Safeguarding Traditional Knowledge through Scientific Validation."

The conference was organised under the SVASTIK (Scientifically Validated Societal Traditional Knowledge) mission of CSIR-NIScPr.

Outcome

- Promoting QCI and its diverse boards and divisions to enhance their visibility and impact.
- Facilitating collaboration among international experts and researchers across diverse fields such as agriculture, architecture, astronomy, mathematics, metallurgy, traditional medicine, and related areas of traditional knowledge.
- Encouraging knowledge exchange and fostering innovation at the intersection of science, technology, and traditional wisdom for societal progress.



Director & HoD and Assistant Manager, PAD Division addressed the session

33rd International Association for Dental Research (India Division) Indian Society for Dental Research (ISDR) Conference 2023

Association: ISDR

Activities

In the three-day conference, National Accreditation Board for Hospitals & Healthcare Providers (NABH), and QCI powered a session titled "Dental Accreditation and Its Benefits."

The desiring dental hospitals and dental clinics should understand and implement the standards to start with the quality journey and improve quality and patient care. These standards can be used by the DHSPs to enter the realm of systematic quality management across a healthcare organisation.

Outcome

- Promotion of NABH Dental Healthcare Service Providers Accreditation Program.
- Networking with members present, highlighting commitment to quality care and patient safety.

8th Agro and Food Processing Summit and Awards, 2023

Association: Associated Chambers of Commerce and Industry of India (ASSOCHAM)

Activities

ASSOCHAM Gujarat organized its 8th Agro & Food Processing Summit and Awards 2023. QCI actively participated in the event by conducting a dedicated session, highlighting its key initiatives. The event also featured a dedicated stall showcasing the diverse activities and accomplishments of QCI's various Boards and Divisions.



Outcome

- Successful promotion of QCI and its various Boards and Divisions, creating awareness about their roles and contributions.
- Effective showcasing of the ZED Scheme for MSMEs, emphasizing its importance in enhancing quality and productivity.
- Promoting National Accreditation Board for Testing and Calibration Laboratories (NABL) accreditation in the food safety and quality sector, highlighting its significance in ensuring reliable and credible testing and calibration services.
- Highlighting the Agri-Food initiatives undertaken by QCI, emphasising the organisation's efforts in driving quality improvements and innovation in the agriculture and food industry.



QCI Dignitaries at ASSOCHAM
8th Agro and Food Processing
Summit, Ahmedabad

(Gunvatta Sankalp) Uttar Pradesh Quality Mission

23rd March 2023 at Lucknow, Uttar Pradesh

Uttar Pradesh Quality Mission (Gunvatta Sankalp)

Activities

Quality Council of India organised UP's Gunvatta Sankalp on 23rd March at Lucknow.

The Sankalp focused on critical quality interventions across healthcare, education, skilling and MSMEs, among others. The event aimed to bring together all relevant stakeholders and provide them with a platform to interact, fostering an enriching discussion addressing existing bottlenecks, identifying actionable and creating a roadmap for paving an ecosystem of quality in Uttar Pradesh as it makes its journey towards a \$1 trillion economy.



01 **Technical Session 1**
UP's vision towards a \$1 Trillion economy and the overarching role of quality

Technical Session 2
Making UP an MSME Powerhouse **02**

03 **Technical Session 3**
Assuring quality healthcare services in every district of UP

Technical Session 4
Innovating skilling and education through quality **04**



Outcome

- Memorandum of Understanding (MoU) signed between QCI and the department of Fisheries, Government of UP on the day of the event.
- Meeting between QCI and the State Warehousing Corporation of UP was held on the day of the Governing Board meeting.
- Request letter received from the Department of Rural Development (Gramya Vikas) for the quality assessment of the houses built under Pradhan Mantri Awas Yojana – Gramin.
- A detailed note on the outcome of the Gunvatta Sankalp deliberations will be shared with the Government of Uttar Pradesh highlighting key recommendations and the role of QCI.





STANDARD

Implementation of ISO Standards in Govt. Departments through QCI empanelled consultants

Quality Management Systems (QMS) Implementation

The board continues providing technical services to central government ministries/departments towards implementing ISO 9001 & other management system standards. The implementation activities were carried out in phases through our empanelled consultant.

The various stages of a project are as follows:



Outcome

- The National Board of Examinations in Medical Sciences (NBEMS), an autonomous institution under the Ministry of Health and Family Welfare (MoHFW), has successfully completed all activities from Stage 1 to Stage 6. As a testament to their commitment to quality, NBEMS received the ISO 9001 certificate from an independent accredited certification body.
- Similarly, the Central Pulp and Paper Research Institute (CPPRI), an autonomous body under the Department for Promotion of Industry and Internal Trade (DPIIT), has also successfully completed all activities from Stage 1 to Stage 6. In recognition of their adherence to quality standards, CPPRI received the ISO 9001 certificate from an independent accredited certification body on February 28, 2023.

Award Scheme Execution Support

EEPC India Quality Award

Activities

NBQP supported the Engineering Export Promotion Council of India (EEPC) as a Technical Evaluation partner in executing the end-to-end activities of the EEPC India Quality Award. The recommendations were submitted to EEPC India after completing the various stages of the award i.e.,

Preliminary Scrutiny

Desktop Assessment

Presentation Assessment

Site Assessment

Recommendation submission to EEPC India

Outcome

- EEPC India felicitated the awardees during the inaugural session of International Engineering Sourcing Show (IESS) 10th edition held on March 16 -18, 2023 in Chennai, Tamil Nadu.
- Shri T M Anbarasan, Hon'ble Minister of MSME, Govt. of Tamil Nadu and Shri. L Sathya Srinivas, Additional Secretary, Department of Commerce, Ministry of Commerce and Industries, Govt. of India presented the EEPC India Quality Awards.



In-house Training Program

Quality, Environment, Occupational Health & Safety

Activities

Based on the requirement received from one of the CPSEs (Central Public Sector Enterprises), NBQP conducted an in-house training program based on Integrated Management Systems in five batches. (December 2022 to February 2023)



Outcome

26 Participants on Jan 18-20, 2023 at Location: **Ahmedabad, Gujarat (Western Region)**

34 Participants on Feb 1-3, 2023 at Location: **Bhopal, Madhya Pradesh (Central Region)**

27 Participants on Feb 15-17, 2023 at Location: **Guwahati, Assam (Eastern Region)**

29 Participants on Feb 22-24, 2023 at Location: **Chennai, Tamil Nadu (Southern Region)**



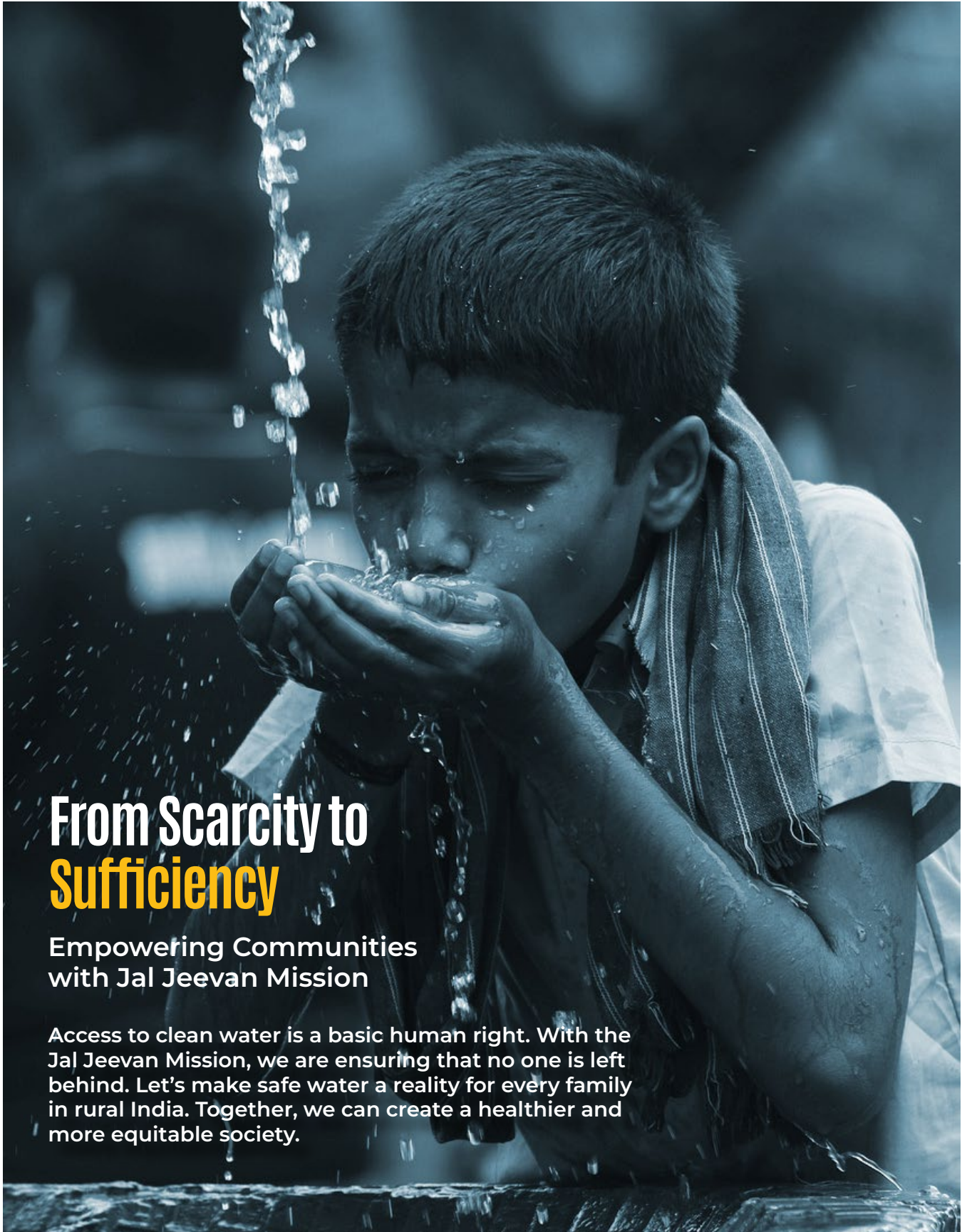
BOARD UPDATES |

JANUARY TO MAY 2023

Strives to strengthen the accreditation system accepted across the globe by providing high quality, value driven services, fostering APAC/ILAC MRA, empanelling competent assessors, creating awareness among the stakeholders, initiating new programs supporting accreditation activities and pursuing organisational excellence.

National Accreditation Board for Testing and Calibration Laboratories





From Scarcity to Sufficiency

Empowering Communities
with Jal Jeevan Mission

Access to clean water is a basic human right. With the Jal Jeevan Mission, we are ensuring that no one is left behind. Let's make safe water a reality for every family in rural India. Together, we can create a healthier and more equitable society.

Scheme for Soil Testing Laboratories

Soil Health Card

Activities

Soil Health Card (SHC) is one of the initiatives by the Department of Agriculture & Co-operation under the Ministry of Agriculture and Farmers' Welfare, Government of India to assess the current status of soil health and, when used over time, to determine changes in soil health that are affected by land management. It also improves the nutrient status of the farm soil.

Outcome

The first phase of the initiative was completed in which NABL conducted a series of awareness programs across India in a span of 45 days.

Outcome of the program:

19 programs

Conducted PAN India

44 Agriculture Universities and ICAR

(Indian Council of Agricultural Research)- Agricultural Technology Application Research Institute were involved

950 participants

Attended including Soil Scientists from various Agriculture Universities

Around 200 Krishi Vigyan Kendras (KVKS)

also participated





BOARD UPDATES |

JANUARY TO MAY 2023



Strives to be equally accessible to all the certification body applicants who wish to be accredited to the criteria of the Board within its scope and capability, within the geographical limitations decided by the Board. Upgrades criteria of accreditation in line with international improvements and fosters improvement in the quality of certification process with the support of certification bodies.

National Accreditation Board for Certification Bodies



LAUNCHES

New Accreditation Scheme on Aerospace Quality Management Systems (AQMS)



NABC launched a cutting-edge accreditation scheme designed specifically for certification bodies involved in certifying Aerospace Quality Management Systems (AQMS) in accordance with the AS 9104-1 standard.

The primary objective of this scheme is to ensure that organisations operating in the aerospace industry, and certified to AQMS, adhere to the most rigorous standards of quality and safety. AS 9100, an esteemed international standard, outlines the requirements for implementing a robust Quality Management System (QMS) within the aviation, space, and defence sectors. This accreditation scheme allows certification bodies to provide certifications to organisations for AQMS that meet international standards. Certification bodies that have received accreditation are authorised to issue certifications to these organisations, acknowledging that their AQMS is equivalent to international standards.

EVENTS

Indian Industry Bodies Meeting on Quality Infrastructure (QI)

To foster economic growth, NABC recently orchestrated a significant meeting with prominent Indian Industry Bodies. The objective was to deliberate on the challenges and critical issues faced by Indian industries concerning Quality Infrastructure (QI), as well as chart a course forward to bridge the prevailing gaps.

The event witnessed an impressive turnout, with over 40 industry bodies participating in person, while an additional 200+ participants joined the discussion virtually. This diverse gathering brought together key stakeholders from various sectors to collectively address the pressing concerns related to QI in India.



Keynote address at the 9th Annual Food Quality & Safety Congress India 2023

Recognising the critical importance of ensuring the highest standards of food quality and safety, the event brought together an array of key stakeholders, including regulatory bodies, representatives from the food industry, educational institutes, and other relevant organisations.

The primary focus of the event was to facilitate a comprehensive discussion on best practices for aligning food quality and safety systems with evolving changes and instrumentation standards.

significance of having an oversight mechanism encompassing BPCL's various divisions, including refinery, pipeline, and marketing (storage, distribution, and retail).

In particular, there was a strong emphasis on the importance of engaging Third Party Inspection agencies (TPIs) within the oil and gas sector.

10th edition of the International Indian Material Recycling Conference

During the 10th edition of the International Indian Material Recycling Conference, organised by the esteemed Material Recycling

Association of India (MRAI), the NABC emphasised the critical role of accreditation and global standards in facilitating E-waste recyclers. The conference provided a platform to deliberate on the importance of adopting global standards by recyclers to maintain competitiveness and ensure sustainable practices.

NABC also shed light on the significance of the Sustainable Electronics Recycling International Responsible Recycling (SERI R2) standard. This internationally recognised standard has been developed to govern the global management and processing of used electronics. By adopting the SERI R2 standard, E-waste recyclers can demonstrate their commitment to responsible recycling practices, ensuring the protection of the environment and human health.

Webinar on ISASecure Certification Scheme

In a collaborative effort with the International Society of Automation (ISA), NABC organised a highly informative webinar. It focused on the ISASecure Certification scheme, which is specifically designed to address Operational Technology (OT) Cyber Security. This scheme is based on the globally recognised ISA/IEC 62443 series of standards.

The ISASecure certification scheme serves as a robust cybersecurity conformity assessment framework for certifying products and components used in industrial automation and process for IACS (Industrial Automation and Control Systems) systems.

The webinar attracted a wide range of participants, including NABC representatives, conformity assessment



National Summit on Quality of Biologicals

CEO NABC delivered a keynote address to the participants at the prestigious National Summit on Quality of Biologicals, organised by the esteemed National Institute of Biologicals under the Ministry of Health and Family Welfare (MoH&FW). NABC underscored the paramount significance of quality and highlighted the pivotal role of accreditation in guaranteeing the quality of biologicals in India.

The National Summit on Quality of Biologicals was honoured to have Dr Mansukh Mandaviya, the esteemed Union Minister of Health and Family Welfare and Chemicals and Fertilizers, Government of India, as the chief guest. Among the notable organisations present were the Central Drugs Standard Control Organisation (CDSCO), Indian Pharmacopoeia Commission (IPC), Association of Diagnostics Manufacturers of India (ADMI), Andhra Pradesh MedTech Zone (AMTZ), Indian Council of Medical Research (ICMR), and other venerated institutions.

Bharat Petroleum Quality Excellence Meet

During the Quality Excellence Meet organised by Bharat Petroleum Corporation Limited (BPCL), NABC emphasised the necessity for BPCL to establish a centralised policy and oversight unit to effectively implement company-wide quality policies. The recommendation also emphasised the

bodies that are either accredited or in the process of seeking accreditation, NABCB assessors, and other relevant stakeholders.

8th Nutraceutical Symposium and Awards hosted by ASSOCHAM

NABCB delivered the special address at the 8th Nutraceutical Symposium and Awards, highlighting the role of quality, standardisation, and education in the growth of the nutraceutical industry.

The eminent panellists drew attention towards the importance of quality and standardisation in the production and distribution of nutraceutical products. The need for education and awareness about nutraceuticals among consumers and industry stakeholders was also underlined.

NABCB Meeting with Maruti Suzuki India Limited

A productive meeting with the top management of Maruti Suzuki led by Kenichiro Toyofuku, Director (Corporate Planning) was held with senior officials of NABCB to discuss and explore the possible collaboration in the biofuel and biogas sector between both organisations.



NABCB meeting with Maruti Suzuki India Limited

Cyber Security Conclave: Standards and Regulatory Framework in Indian Landscape

NABCB delivered a presentation in the Cybersecurity Conclave: Standards and Regulatory Framework in Indian Landscape, jointly organised by the Confederation of Indian Industry (CII) and TIC (Testing, Inspection and Certification) Council. It deliberated upon the issues and challenges of the Conformity Assessment Bodies (CABs) providing Information Security and the role of NABCB in overcoming cyber challenges.

Directorate of Quality Assurance (DQA) South Zone QA Supplier Meet

NABCB actively participated in a significant event titled 'Accreditation Facilitating Manufacturers/Vendors in South Zone QA Supplier Meet' organised by the Directorate of Quality Assurance (Warship Projects). The primary focus of the event was to foster collaboration and explore the immense potential of accreditation in supporting Indian Navy industry partners and Micro, Small, and Medium Enterprises (MSMEs).

The key objective of the meeting was to align the specific requirements of the defence sector with the production capabilities of vendors. By identifying and synergising these requirements, the event aimed to uncover the untapped potential of MSMEs, recognising their capacity and capability to become invaluable partners in defence production. Through accreditation, these MSMEs can enhance their competitiveness and gain access to new opportunities within the defence sector.

By promoting the use of accreditation as a tool for quality enhancement, the event served as a platform to bridge the gap between defence requirements and the capabilities of vendors, ultimately forming a stronger and more resilient defence production ecosystem.

International News

2nd APAC-PTB ADAPT Meeting

NABCB attended the 2nd APAC-PTB Digital Transformation in Accreditation in Asia Pacific (ADAPT) sensitisation meeting. Cora Roos from Physikalisch-Technische Bundesanstalt (PTB) delivered the opening remarks and set the context for organising the meeting. Graham Talbot from PTB and Mallika Gope from National Accreditation Board For Testing and Calibration Laboratories (NABL) were the speakers for the meeting.

The ADAPT Digitisation Working Group under the PSC, APAC is created to ensure the implementation of digitalisation through digital transformation in the accreditation body activities in APAC. The meeting had brainstorming and Q&A sessions. The meeting was attended by APAC members and affiliates of accreditation bodies personnel.

Grant of NABCB Accreditation to Iranian Petroleum Institute Certification Body (IPICB), Iran

NABCB is pleased to announce the granting of accreditation to the Iranian Petroleum Institute Certification Body (IPICB), Iran, as a Product Certification Body (PCB) per the ISO/IEC 17065 standard. This accreditation represents a significant milestone in recognising IPICB's competence in conducting product certifications.

Delegates from the Iran Embassy and IPICB visited NABCB, where fruitful discussions took place on potential areas of collaboration. The focus was on exploring avenues for mutual cooperation in the realms of accreditation, capacity building, and other relevant Quality Infrastructure (QI) activities.



During the meeting, NABCB discussed potential areas of mutual interest. The dialogue focused on exploring new avenues and areas where collaboration and cooperation could be beneficial.

Meeting with International Rice Research Institute (IRRI)



Joanna Kane-Potaka, Deputy Director General, Strategy Engagement & Impact from IRRI (CGIAR), Philippines visited the NABCB office and appreciated the work done by the team in the field of accreditation. In this discussion, the IRRI team and senior professionals of NABCB explored potential areas of mutual collaboration and the way forward.

NABCB-PTB Meeting for strengthening the Quality Infrastructure of the Solar Industry

PTB Germany visited NABCB to discuss the second phase of Joint Indo-German Cooperation for strengthening the quality infrastructure of the solar industry. The discussion focused on the joint activities and cooperation between NABCB and PTB for the second phase of the project starting this year.



NABCB-BSI Meeting

NABCB and BSI UK (British Standards Institutions) have been working closely in the past few years. They are facilitating capacity building in India in various areas of QI. It was

initially under the CITD (Capacity-Building Initiative For Trade Development) project funded by European Commission, and now under the EoDB (Ease of Doing Business) project funded by the UK Govt. During the meeting, BSI UK shared information on international capacity-building activities and the BSI quality assurance activities in India.



NABCB-UKAS Meeting to further strengthen their Partnership and Mutual Cooperation

The CEO of NABCB and the CEO of the United Kingdom Accreditation Services (UKAS) had a productive meeting at the UKAS London Office, aiming to further enhance the partnership and cooperation between the two respected accreditation bodies. The discussion centred around various areas of shared interest, including upcoming and emerging sectors for accreditation.

During the meeting, Matt Gantley, CEO of UKAS, provided valuable insights into the overall QI in the United Kingdom, particularly in the post-Brexit era. He highlighted the governance structure of UKAS and emphasised the crucial role played by UKAS as the National Accreditation Body (NAB) in the UK, supporting the government, regulators, and industries in ensuring quality and conformity.

The meeting also facilitated the exchange of information on key accreditation schemes, ongoing development

projects, and UKAS's accreditation activities in IT/digital areas. Additionally, discussions encompassed the various conformity assessment schemes currently endorsed by European Accreditation (EA), showcasing the broader international perspective of accreditation practices.

APAC Training on Accreditation of Food Safety Certification - ISO 22003 (Parts 1 and 2)

NABCB attended Asia Pacific Accreditation Cooperation (APAC) 2023 Training event on Accreditation of Food Safety Certification - ISO 22003 (Parts 1 and 2) in Bangkok, Thailand, hosted by the National Bureau of Agricultural Commodity and Food Standards (ACFS), Thailand.



International Scheme Owners Annual AB Meetings

In a significant gathering held in London, international certification scheme owners, namely GLOBALG.A.P. c/o FoodPLUS GmbH, BRCS (Brand Reputation Compliance Global Standards), and IFS (International Featured Standards), convened for their Annual Meetings with Accreditation Bodies. These meetings provided a valuable platform for scheme owners to present an overview of their respective standards, discuss new requirements and updates, share updates on compliance and integrity programs, and highlight enhancements to their IT systems. The meetings

also addressed areas of key concerns and facilitated information exchange and clarifications sought by representatives from the accreditation bodies.

NABC, shared its views in these meetings. The event witnessed the presence of several other Accreditation Bodies, including UKAS, COFRAC, Raad voor Accreditatie, Accredia, Deutsche Akkreditierungsstelle (DAKKS), ANSI National Accreditation Board/ANAB, PCA, Ipack Turkey, ENAS, SANAS, SAS, IOAS, IAS, and Inmetro - Instituto Nacional de Metrologia, Qualidade e Tecnologia.

APAC Nominated Evaluator Training

NABC, recently participated in the APAC Nominated Evaluator Training (as a refresher) held in Singapore on 11-12 March 2023. This training program was organised by the esteemed Asia Pacific Accreditation Cooperation (APAC), a leading body in the accreditation field.

The training sessions were comprised of different case studies, workshops on APAC evaluation as well as ISO/IEC 17011:2017 requirements.

The Training was facilitated by Cathy Wylie, Canadian Association for Laboratory Accreditation (CALA), Doug Leonard, ANSI National Accreditation Board (ANAB), USA and Brahim Houla, Gulf Accreditation Center (GCA).



WEBINARS

NABC Monthly Webinars

To increase awareness about various NABC accreditation schemes, a series of monthly webinars were organised with the objective to increase awareness about various NABC schemes and the benefits of using NABC accredited conformity assessment bodies amongst Government organisations, regulators, industry, Conformity Assessments Bodies (CABs) and other stakeholders. Senior officials from NABC facilitated the webinars. The opening remarks for the webinar were given by the CEO of NABC. The webinars received an overwhelming response and were attended by participants from different countries including regulators and other relevant stakeholders.

Inspection Bodies Webinar

Webinars on the Inspection Body scheme (ISO/IEC 17020) were organised on 24 January and 24 March 2023.

Food Safety Management System Webinar

Webinar on the Food Safety Management System scheme ISO/IEC 17021- 1:2015 with a focus on ISO/ TS 22003:2013 and MD 16:2015 was organised on 24 February 2023.

Validation and Verification Bodies Webinar

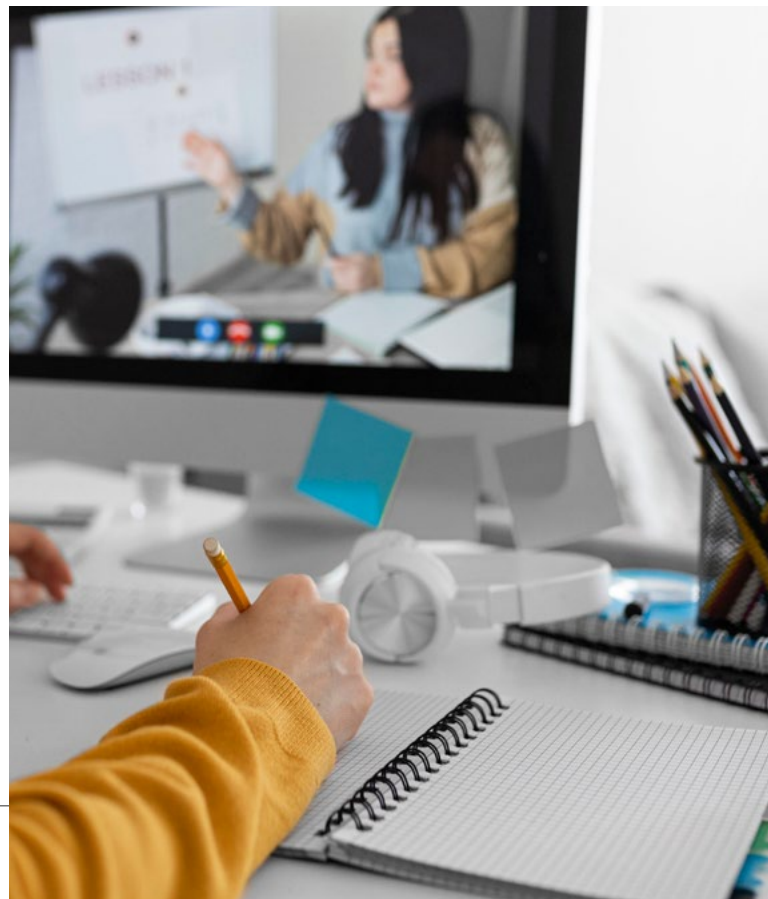
Webinar on the Validation and Verification Body scheme (ISO/IEC 17029) was organised on 30 January 2023.

Product Certification Bodies Webinar

Webinar on the Product Certification Body scheme (ISO/ IEC 17065:2012 and ISO/IEC 17067:2013) was organised on 31 January 2023.



QCI'S DIVISIONS/ CELLS



Project Planning and Implementation Division (PPID)

UPDATES

Water and Sanitation

Third-Party Verification for Atal Bhujal Yojana

Activities

Atal Bhujal Yojana is a Central Sector Scheme that envisages improvement in groundwater management in the water-stressed areas of the identified states viz Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Rajasthan and Uttar Pradesh. Quality Council of India (QCI) has been selected as the Third-Party Government

Verification Agency (TPGVA) by the Department of Water Resources, River Development and Ganga Rejuvenation (DoWR, RD&GR), Ministry of Jal Shakti, Government of India.

Outcome

Following are the tasks undertaken by QCI to implement the verification of the DLIs:

1. Establishing a baseline for the data provided by the States.



Discussion with the beneficiaries for the purpose of field assessment at Chandla Dungeawas gram panchayat, Haryana

- 2. Building the verification protocols to assess the performance in the States.
- 3. Preparation of performance reports with respect to achievement of DLIs to DoWR, RD & GR.
- 4. Pilots are conducted prior to assessment cycles.

QCI has submitted five reports to the Ministry of Jal Shakti and the World Bank from 2020-2023.

Third-Party Inspection (TPI) under Jal Jeevan Mission (Government of Haryana)

Activities

QCI has been entrusted to conduct an inspection of all engineering works (Civil, Electrical & Mechanical), safety and labour-payments related specifics as per the JJM guidelines annexure VIII.

The aim is to provide recommendations post the TPI efficiently so that the best quality is ensured for the water supply schemes and access to safe and clean water is achieved.

Outcome

QCI is in the process of conducting the assessment of 147 allotted schemes from 7 Districts of Haryana namely Sonipat, Jind, Sirsa, Rewari, Dabwali, Fatehabad and Siwani. So far, QCI has completed the inspection of 131 schemes.

TPI of Water Supply Schemes under Govt. of India JJM in the state of Himachal Pradesh

Activities

- 1. Quality Council of India was envisioned as the Government of India's flagship in Jal Jeevan Mission in the State of Himachal Pradesh as a sector partner to provide Third Party Inspection of schemes. QCI was given the responsibility of checking the quality of work executed by the agencies in Himachal Pradesh, the quality of material used for construction and the quality of machinery installed in each scheme.
- 2. In addition, carrying out the inspection of all engineering works relating to civil, mechanical and electrical components executed under the schemes of JJM and providing reports containing regular updates and progress of the overall schemes on a month-end basis is provided to the Mission Director JJM Shimla.

Outcome

Currently, QCI is entrusted with Third Party Inspection responsibility of three circles namely Una, Bilaspur and Nurpur.

Partially
91.89% scheme
of JJM Himachal
Pradesh has been
inspected by QCI.



Inspection of the casting of collection tank at AMB division



- The empanelled hospitals qualifying for bronze certification will receive 5% financial benefits, Silver Certification will receive an additional 10% financial benefit, while those qualifying for Gold Certification will receive an additional 15%. Even if a non-empanelled hospital achieves the Bronze Quality Certification, it shall be eligible to apply for direct empanelment under the AB PMJAY scheme within the validity of its certification without any extra field verification.

Outcome

Till 22nd February 2023, QCI has issued 49 Bronze, 122 Silver and 124 Gold Quality certifications.



ABPMJAY (Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana) Quality Certification Scheme

Activities

AB PMJAY Quality Certification programme is a joint initiative by National Health Authority (NHA) and QCI that focuses on providing quality healthcare services and accelerating certification for hospitals at various levels recognised as Gold, Silver and Bronze. In addition, the Bronze certification can also be achieved by hospitals that are not empanelled under AB PMJAY. Both empanelled and non-empanelled hospitals are eligible to apply. This step will enhance the coverage of the certification process across the hospitals of the country.

- This 3-tier certification programme has been launched to help the hospitals continuously improve quality and patient safety, based on successive milestones and bringing all the certifications or accreditation by other national or international organisations under one umbrella. The empanelled hospitals qualifying for the certification will receive numerous benefits for the improvement of overall facilities offered by hospitals and financial benefits as per NHA or respective SHA policy.

Third-Party Reassessment of 492 FCI warehouses

Activities

The Food Corporation of India (FCI) appointed QCI to conduct a re-assessment of 492 warehouses that had previously been claimed to have upgraded to 4-star, 5-star, and Excellent categories based on the first assessment report submitted by QCI in July 2022.

After completing the reassessment, QCI submitted 489 report cards by February 13 2023, with one warehouse disqualified and two warehouses in Kargil not assessed due to extreme weather conditions. The final report is currently getting discussed with FCI.

Outcome

Out of the total 489 assessed warehouses, 31 were found to be in the Excellent Category, 321 were rated 5-star, 131 were rated 4-star, 5 were rated 3-star, and only one warehouse received a 2-star rating.

The re-assessment revealed that 459 warehouses had improved their scores compared to the last assessment, based on QCI recommendations.

Upgraded star ratings: A total of 328 warehouses underwent a star rating upgrade. Among them, 271 warehouses improved their rating by 1 star, 56 warehouses improved by 2 stars, and one warehouse achieved a significant improvement of 3 stars.



Baseline Assessment in 8 cities (Centre for Environment Education)

Activities

CEE has nominated QCI to carry out the baseline study in 8 cities for waste categorisation of plastic in residential, commercial, and market areas. The study would help CEE

to ascertain the requirement of MRF facilities and develop them. The baseline study would be further utilised for the post-implementation study.

The broad scope of work for the baseline measurement can be categorised as follows:

- Inception
- Collection of secondary data
- Conducting baseline measurements by making on-spot visits, and use of Google Forms for primary data
- Submission of the final report with key findings and recommendations and a presentation

Outcome

The assessment of two cities (Jammu and Samastipur) has been completed and a report has also been submitted.

Independent Assessment and Certification for SBM ODF (Swachh Bharat Mission Open Defecation Free) Protocols and Star-rating Protocol under Swachh Bharat Mission-Urban

Activities

The QCI team shall conduct an independent assessment and certification for SBM ODF Protocols and Star rating Protocol under Swachh Bharat Mission-Urban in order to facilitate desktop verification and field verification. A team of 80+ professionals has been set up for the assessment.

Outcome

4,500+ Urban Local Bodies (ULBs) shall be assessed for the ODF and Star rating (GFC) in the next year.

The certification part of SBM ODF and Star rating protocols will play an important role in the Swachh Survekshan scheme.



DARPG CPGRAMS-PMU (Department of Administrative Reforms and Public Grievances Centralised Public Grievance Redress and Monitoring System - Project Management Unit)

Activities

The QCI team assists the Department in monitoring and analysis of the public grievance system of the Government of India. The team prepares monthly reports on CPGRAMS to monitor the status, which are shared with all the Ministries/ Departments by DARPG. The monthly report includes a comparative analysis of pendency in Ministries/Departments, Grievance Redressal Index, Root Cause Analysis, etc. The team releases a monthly report for the State/UT Governments as well which is shared with all the States/UTs. Central Secretariat recorded the lowest-ever pendency at the close of 2022, in one of the direct visible impacts of these Monthly Reports.

Outcome

A total of 9 Monthly Reports for Central Ministries/ Departments and 6 Monthly Reports for States/UTs have been released.

The team also prepared the CPGRAMS Annual Report 2022 which was released by the Hon'ble MoS Dr Jitendra Singh during the inaugural event of 'Good Governance Week', 2022 at Vigyan Bhawan on 19th December 2022.

The team also assisted the Department in preparations for Chintan Shivir, held from 17th-18th February 2023 and addressed by Hon'ble PM on 18th February 2023.

Socio-Economic Profiling of PM Svanidhi Beneficiaries

Activities

The PM SVANidhi Scheme is extended by the Ministry of Housing and Urban Affairs (MoHUA) to PM SVANidhi se Samridhhi for empowering street vendors with holistic development and economic upliftment.

Under this project, the street vendors and their families are profiled and linked to the existing welfare schemes of the Government of India designed as safety nets to protect the street vendors from the socio-economic risks and insecurities of life and livelihoods.

The project's objective is to assist in preparing the socio-economic profile of street vendors covered under the PM-SVANidhi Scheme, for which QCI has developed a web portal and mobile application to capture and reflect the data.

Updates

Phase-wise implementation of the project:

- Phase 1- Jan 2021 – implemented in 127 ULBs
- Phase 2- Apr 2022 – implemented in 126 ULBs
- Phase 3- Jan 2023 – implemented in 1600 ULBs

Outcome

To date, 12,33,418 street vendor beneficiaries and 28,76,414 family members have been profiled. More than 35 lakh schemes have been sanctioned to eligible members under eight different schemes.

QCI has now integrated 'Image Recognition Artificial intelligence' with the 'SVANidhi Se Samridhhi' portal for capturing and validating street vendor photographs during profiling. The functionality was tested/ conducted a pilot in two ULBs, and now the same is live in all 1853 ULBs.

Project Analysis & Documentation (PAD) Division

UPDATES



Healthcare

Activities

AYUSH Mark Scheme

Outcome

5,977 products of 83 manufacturers certified under the AYUSH Mark Scheme designed for AYUSH products to enhance consumer confidence.

Activities

Voluntary Certification Scheme for Traditional Community Healthcare Providers (VCS-TCHP). The Virtual Centre for Sustainable Traditional Knowledge and Community Health Practices (VCSTCHP) prioritises the preservation of traditional knowledge for the well-being

of individuals and communities, particularly in remote tribal and forest areas. It serves as the first intervention point, aiming to conserve and promote valuable practices that have been passed down through generations.

Outcome

- 1,265 TCHPs certified till date across the country.
- Greater outreach with key players like Piramal Swasthya for wider interventions in tribal districts.

Government intervention -

- The Government of Goa (State Biodiversity Board), in addition to the Tamil Nadu government, has funded the certification of Traditional Community Healthcare Providers.
- The initiative undertaken by CSIR-NIScPR, responsible for documenting and disseminating scientific validation in the realm of traditional knowledge, has garnered significant appreciation.

Future intervention:

- Probable area for inclusion into the existing scheme: Ayushman Bharat Health and Wellness Centre (As Yoga has been incorporated - certified TCHPs may also be included).
- Supporting the establishment of an integrated healthcare ecosystem encompassing formal healthcare, codified indigenous medicine, and non-codified indigenous medicine.



6th Steering Committee meeting held at FRLHT campus, Bengaluru chaired by Prof. Darshan Shankar



Activities

Wealth Out of Waste (WOW)

Outcome

- Discussions are currently underway with the Joint Secretary of the Ministry of Housing and Urban Affairs (MoHUA) regarding the development of a robust framework on Wealth Out of Waste (WOW). This framework aims to promote the principles of a circular economy while simultaneously enhancing livelihood opportunities.
- In envisioning future interventions, it is essential to explore the possibilities of dovetailing the framework on Wealth Out of Waste (WOW) with existing initiatives such as the 'Smart Cities' programme and entrepreneurship schemes.



Activities

Development of a Conformity Assessment System and Resource for Protection of Critical Information Infrastructure (CII)

Outcome

Award of Project in 2021 on the development of Conformity Assessment System and Resource for Protection of Critical Information Infrastructure (CII).

Out of 5 schemes, Personnel Certification Scheme for IT/ ICS Cyber Security Professionals (CSPs) was submitted to National Critical Information Infrastructure Protection Centre (NCIIPC).

Activities

Certification Scheme for Unmanned Aircraft Systems (CSUAS)

Outcome

- QCI is the designated authority for specifying standards and assisting the Directorate General of Civil Aviation

(DGCA) in issuing type certificates. Till date, QCI has played a pivotal role in the issuance of 15 types of certificates. This includes seven certificates for agriculture drones, seven for survey drones, and one for training drones. These certificates demonstrate compliance with established standards and ensure the suitability and quality of the certified drone types.

- 19 sensitisation programmes have been conducted so far with the objective of raising awareness about the technical aspects of the Scheme.
- Future intervention: Addition of scope: Beyond Visual Line of Sight (BVLoS).

Activities

Digital Readiness of MSME Retailers - Open Network for Digital Commerce (ONDC)

Outcome

- Discussions are ongoing with ONDC to develop parameters for assessing the digital readiness of sellers.
- Accelerates digital economy through consolidation of e-commerce ecosystem with a homegrown platform and promotes digital financial inclusion.



Activities

IndG.A.P. Certification Scheme | Benchmarking and Spices Project

Outcome

- **Benchmarking IndG.A.P. to GLOBALG.A.P.** - The technical review of IndG.A.P., which assists farmers in implementing good agricultural practices focusing on food safety, workers' health and safety, environmental management, and produce quality, has been successfully completed. The review aimed to assess the equivalency of IndG.A.P. to the GLOBALG.A.P. standards.
- Introducing quality in the spices sector with a spices board-supported project on IndG.A.P. certification of spices.
- Steering Committee (SC) meeting of IndG.A.P. Certification Scheme conducted to discuss future interventions and way forward.
- Future intervention: Millets Certification, further to completion of first IndG.A.P. millets certification.

Activities

Voluntary Certification Scheme for Medicinal Plant Produce (VCSMPP) | CB&S Project

Outcome

- Under the VCSMPP Capacity Building and Sensitisation (CB&S) project, a total of 78 training sessions have been conducted across various locations in India. These training sessions have been attended by 4,861 participants till date. The primary objective of the CB&S project is to introduce and promote Good Agricultural Practices (GAP) and Good Field Collection Practices (GFCP) specifically for medicinal plants.
- 70 medicinal plants species Package of Practices (PoP) developed till date.
- Future intervention: To make certified raw material a pre-requisite for AYUSH Mark Certification Scheme.





Activities

Recognition of Hygiene Rating Audit Agencies (HRAA) | Aligned with Eat Right India initiatives of the Food Safety and Standards Authority of India (FSSAI)

Outcome

- Recognised 32 HRAAs till date that will verify compliance with food hygiene and safety procedures laid down by FSSAI.
- Under the aegis of FSSAI, PAD Division has conducted pieces of training for food professionals for hygiene rating audits witnessing 149 participants.
- The recognised HRAAs will take forward the Eat Right India initiatives of FSSAI.

Activities

Sustainable Development Goals (SDG) Mapping and Impact Study

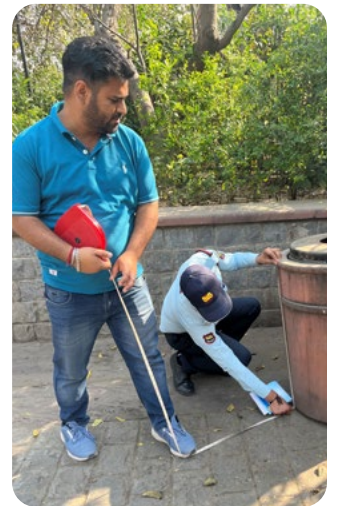
Outcome

- QCI has developed a pioneering concept known as the 'Sustainable Development Goals Mapping and Analysis Programme' (SDG MAP).
- Phase II of the SDG Mapping and Impact Study of Trinitea, a prominent tea smallholder support programme developed under the Indian Tea Association, has been successfully conducted. Trinitea, implemented with the guidance of the premier and oldest organisation of tea producers in India, aims to uplift and support small tea farmers.
- As part of Phase II of the SDG Mapping and Impact Study of Trinitea, a series of Focus Group Discussions (FGDs) were conducted with approximately 100 Small Tea Growers (STGs) from the states of Assam, West Bengal, Tamil Nadu, and Kerala.
- The comprehensive project report on the SDG Mapping and Impact Study of Trinitea has been successfully submitted.





FGDs conducted with small tea growers in Assam for SDG Mapping and Impact Study project



ASI supported Accessibility Mapping and star rating of historical monuments pan-India

Activities

Competency mapping of traditional crafts-persons

Outcome

- A research study has been undertaken at the request of the Archaeological Survey of India (ASI) to categorise work areas and conduct competency mapping of traditional crafts-persons of India.
- Nine FGDs and five interviews were conducted with heritage building craft-persons for the ASI research study, exploring work areas and competencies. Valuable insights were gained from the study.
- Future intervention: The government may issue notification for engaging crafts-persons based on the certification done under the activity.

Activities

Accessibility Mapping

Outcome

- ASI is dedicated to providing accessibility for visitors with special needs to historical monuments.
- Accessibility mapping has been successfully conducted for over 40 monuments across India under the purview of ASI, with the aim of promoting inclusive tourism and making Indian heritage and culture accessible to all visitors.
- Future intervention: The government will consider the recommendations of QCI for upgrading accessibility in all ASI ticketed monuments.

The Ministry of MSME is in the process of re-launching the Zero Defect Zero Effect (ZED) Scheme as “MSME Sustainable (ZED) Certification” Scheme, with QCI to continue as the Implementing Agency.

Zero Defect Zero Effect Scheme

UPDATES

MSME

ZED Awareness Programmes

A total of 76 awareness programmes were successfully conducted, enlightening more than 5,800 participants. These programmes aimed to create a deep understanding and appreciation for the Zero Defect Zero Effect (ZED) philosophy among vendors associated with esteemed organisations.

A ZED awareness session took place at Trichy on January 10, 2023, specifically tailored for Bharat Heavy Electricals Limited (BHEL) vendors.

The session provided valuable insights into the principles and practices of ZED, empowering vendors to embrace a culture of excellence and strive for zero defects and zero adverse environmental impact.

Another ZED awareness session was organised for Godrej vendors on February 20, 2023, serving as a platform to disseminate knowledge and best practices, enabling vendors to optimise their processes and enhance product quality.

A dedicated ZED awareness session was conducted for National Thermal Power Corporation (NTPC) vendors from Scheduled Castes (SC), Scheduled Tribes (ST), and female entrepreneurs on February 22, 2023, aiming to empower and uplift marginalised communities, fostering their active participation in the ZED ecosystem and reinforcing the principles of equality and sustainability.



ZED Awareness Programs for the MSME Supply Chain

ZED Assessor/ Consultant and Training Programme

ZED Assessor Training Programmes have been organised on three separate occasions, resulting in the training and development of 66 skilled assessors. These programmes have been instrumental in the overall growth of the ZED ecosystem, with a cumulative total of 164 assessors trained across eight comprehensive training sessions.

The organisation has also conducted three ZED Consultant Training Programmes, where 67 consultants have been equipped with the necessary expertise and knowledge. To date, a total of 123 consultants have been trained through six impactful training initiatives.

ZED Registrations

ZED initiative has achieved a significant milestone with a total of 36,184 MSMEs registered under the programme. 29,876 belong to the micro category, highlighting small-scale businesses' enthusiasm to adopt the ZED framework. 5,293 small enterprises too embraced the ZED initiative, recognising the importance of quality and efficiency in their operations. 1,015 medium-sized enterprises also joined the ZED community, demonstrating their commitment to excellence.

ZED Certifications

A total of 3,160 MSMEs have achieved ZED certification, solidifying their dedication to quality and continuous

improvement. 3,009 have been awarded the prestigious Bronze certification. 72 MSMEs have gone the extra mile to attain the Silver certification. 79 MSMEs who have attained the coveted Gold certification, representing their outstanding performance in various aspects of their operations.

ZED Handholding/ Consultancy

Received a total of 74 applications for handholding and consultancy support. This programme aims to provide valuable guidance and assistance to MSMEs on their journey towards excellence and ZED certification.

Financial Assistance on System (Quality) / Testing/ Product Certification

A total of 85 MSMEs have successfully availed financial assistance for system (quality), testing, and product certification.

TOURISM

Awareness & Training Programmes

Successfully conducted 10 training sessions and awareness programmes for esteemed participants, including the Central Government, State/UTs Government tourism departments, members of hotel associations, and online travel aggregators. These programmes have been specifically designed to enhance knowledge, foster collaboration, and promote excellence in the tourism industry.

Certification/ Classification Systems

Facilitating inspections for certification/classification systems like Star Classification, we have helped numerous hotels, B&Bs, and homestays achieve their quality certification. Elevating standards and ensuring consistent, reliable service in the accommodation sector.



DEFENCE

Activities

System for Advance Manufacturing Assessment and Rating (SAMAR) Certification

The scheme was launched by Hon'ble Defence Minister Shri Rajnath Singh at Aero India 2023, Bengaluru on February 14, 2023.



SAMAR Certification launched by Hon'ble Defence Minister, Shri Rajnath Singh at Aero-India 2023, Bengaluru

Training and Capacity Building (TCB) Cell

UPDATES

Monitoring of Water Quality Activities

Under the flagship programme of the Government of India, Jal Jeevan Mission, QCI has been empanelled as the Key Resource Centre (KRC) for training and capacity building. TCB, QCI has been actively involved in enhancing the skills and knowledge of various stakeholders, disseminating valuable information, developing top-notch print and audio-visual content, documenting best practices, and facilitating the transformation of the drinking water supply sector.

After getting positive feedback as KRCs in this quarter, the National Jal Jeevan Mission accorded the grant of conducting 4 Residential training for Level-2 (Middle Management) in the cities of Jaipur, Bangaluru, Patna and Jammu.



NJJM training for the middle management level on water quality Monitoring at Bangaluru, Karnataka

A two-week Residential Training was conducted for the Middle Management Level Officials of the Public Health Engineering Department (PHED) Ladhak, at Gandhinagar, Gujarat.



Hands-on experience in water quality testing and monitoring in an accredited laboratory for officials of PHED, Ladakh at Gandhinagar, Gujarat.

TCB also had the opportunity to conduct a customised 3-day Residential Training for the Middle-Management Level officials of Gujarat Water Supply and Sewerage Board (GWSSB) Gujarat on 'Operation and Maintenance of Water Supply system Pumping Stations' and Pipeline Networks' at Gandhinagar, Gujarat.

Outcome

The participants were taught about the requirements necessary for the processes, resources and documentation, records and maintenance of systems at a laboratory. Through their learnings, the participants shall be able to ensure that their laboratories are accredited by NABL and that the best practices are implemented.

Quality Assurance of Food



Hands-on training for the officials working at three facilities of the Department of Horticulture, Haryana.

Activities

TCB is working with the Department of Horticulture, Haryana for the training, capacity building, handholding & technical guidance for the upgradation of their three facilities viz- Integrated Beekeeping Development Centre (IBDC), Ramnagar, Centre of Excellence for Vegetable, Gharaunda and Centre of Excellence for Fruits, Sirsa. This project will continue for the next two years in different phases.

For the facilities, TCB has conducted hands-on training on 'Pesticide Residue Analysis of Fruits and Vegetables' and 'Testing & Method Validation' for the facilities along with training on NABL accreditation.

Outcome

The activities, visits, and training aided in concluding the prerequisites required to upgrade their existing three facilities. The training conducted helped the officials in understanding the conformance needed to receive accreditation in laboratories.

Certification/ Accreditation Standards

Activities

National

TCB offered customised and exclusive classroom and virtual training. About 1,200 professionals in 42 sessions on various accreditation and certification standards like ISO/IEC 17025:2017 for testing and calibration laboratories, ISO 15189:2012 for medical laboratories, ISO/IEC 17065:2012 for Product Certification Bodies etc. benefitted.

TCB also organised training on Laboratory Management System for the officials of the R&D Centre of Indian Oil at Faridabad.

TCB/eQuest also conducted a customized 2-day programme on standard ISO 9001:2015 - quality management for the officials of the National Health Systems Resource Centre (NHSRC). The training included an in-depth and elaborate understanding of the standard with examples and case studies peculiar to the Healthcare System.

TCB organised an on-site programme on accreditation for mPRAGATI at IIT Delhi.



Training for mPRAGATI at IIT Delhi, a state-of-the-art National Centre for MedTech Product Development

TCB arranged a 2-day virtual training programme on ISO/IEC 17065:2012 - Product Certification Bodies for the National Test House, Department of Consumer Affairs.

TCB arranged a two-day on-site programme on medical laboratory accreditation for the officials of the Directorate of Health Services Haryana which comes under the Health Department, Haryana

International



Training activities conducted by TCB and NABC for the accessors of ENAO, Ethiopia

A 2-day PTB, Germany-sponsored training at NEPAL on 'Risk Management – Requirements and Implementation in Conformity Assessment Bodies' was conducted for officials of the Department of Food Technology and Quality Control (DFTQC), Government of Nepal (GoN).

Conducted 3 customised training on various standards for Southern African Development Community Accreditation Services (SADCAS), Botswana, a multi-economy accreditation body established for SADC Member States.

For the World Bank-sponsored project, about 3 training activities were conducted, jointly by TCB and NABC for the accessors of ENAO under the twinning arrangement with the Ministry of Trade and Industry, Ethiopia for expanding the accreditation scope of Ethiopia Accreditation Service (EAS), formerly ENAO.

Outcome

The training conducted garnered a large number of participation of learners, who were taught about the various accreditation standards such as ISO/IEC 17025:2017, ISO/IEC 17065:2012, ISO 9001:2015, and ISO 15189:2012.



Training for the officials of the National Health Systems Resource Centre (NHSRC) in New Delhi

Education & Skill Development

Activities

New webinars in the domain of Environment Awareness on Compliance with Industrial Pollution Management and the Carbon Footprint of Municipal Solid Waste were also introduced.

Onsite training in three batches for the officials of NBCC (India) at their headquarter in Delhi on 'Behavioural Skills for Managing Business Communication'.

Exclusive training on organisational values, ethics, and office/workplace etiquette was administered to the officials of BSCIC.

Around 7,200 students have enrolled for the courses developed by QCI viz- Continuous Quality Improvement (CQI) and Total Productive Maintenance (TPM).

Outcome

TCB offered customised classroom and virtual training sessions. About 1200 professionals in 42 sessions on various accreditation and certification standards.

Around 1,100 learners registered with eQuest and eLearning courses to upgrade and reskill the existing skill sets to increase their chances to rise and shine.

Voices of Satisfaction

Testimonials from Delighted Ex-Members

“

I joined QCI back in 2015 and was one of the first few hires as Young Professional and during the course of time, I supported the exponential growth of the division, where QCI expanded from 1 to 700+ people under PPID. It has been a fast-paced and transformative journey in which I have grown immensely.

I was fortunate to be a part of so many national level flagship projects (such as Swachh Survekshan, Zero Defect Zero Effect Scheme to name a few), led a Project Management Unit in Punjab and eventually help drive the QCI social media & marketing initiatives. I got to work with several ministries & department and senior bureaucrats and also had a chance to closely work with PPID Head and be a part of building the PPID Division.

One of the most significant learnings from my time with the company was the importance of being adaptable and flexible. The organization operates in a constantly evolving environment, and as such, it was essential to be able to adapt to changing circumstances and be open to new ways of thinking and doing things. I came to QCI from a multinational with well-defined roles and expectations and on contrary, PPID thrived because of lack of formality and internal structures and thus it was a unique experience for me.

QCI is a diversified organization in terms of projects and I'd say there is an incredible amount of opportunity in this company. Just figure out what you want and where it is you want to go next and things will fall in place.

It had been a humbling experience to be part of such a phenomenal organization, learn so much, and build some lasting partnerships across various facets of the company which I will always cherish.

Warm Regards

Akash Agrawal
Ex-Employee, QCI



“

I had the privilege of working with the Quality Council of India from 2018 to 2022 in the public sector consulting field, where I was given the opportunity to put my academic knowledge into practice and work with government stakeholders. Working in diverse areas such as industrial policy, implementation of urban welfare programs, and evaluation of higher education capacity building programs provided me with a unique perspective on policy formulation and implementation at the highest levels.

During my time at QCI, I led several assessment and strategic projects, which greatly developed my leadership, communication, policy research, and government liaison skills. One of the most notable experiences was leading a study with the National Commission for Scheduled Tribes (NCST), using primary and secondary research to provide recommendations for reforms in the areas of tribal land policy and financial inclusion.

I was also fortunate enough to be nominated by QCI to participate in the Managing Global Governance (MGG) program of the German Institute of Development and Sustainability (IDOS). This opportunity allowed me to interact with individuals from various countries and learn about sustainability models and practices in the context of the sustainable development goals (SDGs). As someone who has always been passionate about policy research and practice, these experiences remain a significant highlight in both my personal and professional life.

Warm Regards,

Aditya Verghese
Ex-Employee, QCI





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CASUAL (PRE-INSERTION COST)

Non-Members	₹ 18,000	₹ 30,000	₹ 80,000	₹ 90,000	₹ 1,00,000
Member (10% Discount)	₹ 16,200	₹ 27,000	₹ 72,000	₹ 81,000	₹ 90,000

ANNUAL CONTRACT (FOUR INSERTION COST)

Non-Members	₹ 70,000	₹ 90,000	₹ 2,20,000	₹ 2,00,000	₹ 2,50,000
Member (10% Discount)	₹ 63,000	₹ 81,000	₹ 1,98,000	₹ 1,80,000	₹ 2,25,000

JACKET AD: ₹ 1,60,000

** Payment to be made by cheque/ DD drawn in favour of Quality Council of India*

Mechanical Data

Bleed Size: 21.6 x 29.4 cms | Non-Bleed Size: 21.13 x 28.76 cm

Other Informations

Language: English | Frequency: Quarterly

For further details, please contact: **Ms. Shagufta Parveen** - shagufta.parveen@qcin.org | +91 9582840831

Ms. Pooja Singh - pooja.singh@qcin.org | +91 9990699909

Please Fill The Form In Capital Letters

I am enclosing cheque/ DD No. _____ Dated: _____ drawn on (specify bank): _____

favouring Living Media India Limited for Rs. _____ (Add Rs. 50/- for non Delhi Cheques, not valid in case of at par cheques).

Name: _____ Mobile: _____ Email: _____

Address: _____ City: _____ State: _____ Pin: _____

Quality Council of India

Institution of Engineers Building, 11th Floor, 2 - Bahadur Shah Zafar Marg, New Delhi - 110002, India.

Tel: +91-11- 2337 9321 | Fax: 91-11-2337 8678 | Email: info@qcin.org



Fostering a Quality Driven Mindset



QUALITY COUNCIL OF INDIA

Contact Us: Quality Council of India, ICCW Building, 2nd Floor, 4, Deen Dayal Upadhyay Marg, New Delhi, Delhi 110002

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