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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INTERVIEW

Dr. R S Sharma
Former CEO, NHA

SARPANCH SAMVAAD™
Quality Council of India

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Quality Village

SPOTLIGHT
The G20 Highlights India's Escalating Dominance

ACHIEVEMENTS
Our New Regional offices in Bengaluru and Kolkata

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.

Chairperson's Message

Inspiring Vision, Leadership, and Words of Wisdom

Shri Jaxay Shah
Chairperson, Quality Council of India

Dear Friends,

I look back on the previous quarter with immense pride in the results our sincere efforts have yielded. We have made great strides in our existing projects and achieved key milestones over the course of the past few months. A quote by Will Foster comes to mind, "Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution."

At the Quality Council of India (QCI), this idea has been our guiding force, as we continue with our dedicated efforts to permeate the concept of Quality from the grassroot to the very top, enabling a better 'quality of life' for all our 140 crore plus citizens, in each and every corner of the nation.

Our grassroot level initiative 'Sarpanch Samvaad' best exemplifies our commitment. Though recently launched, the initiative has quickly gathered steam with the launch of the 'Sarpanch Samvaad' mobile application on September 12,at the Raj Bhawan in Guwahati, Assam, in the presence of the Governor, His Excellency Shri Gulab Chand Kataria, who officially unveiled the app. The launch witnessed the attendance of over 25 sarpanchs from across the length and breadth of the nation. In addition to providing a digital network of ~2.5 lakh sarpanchs across the country, our interventions will also span the development of training and capacity-building modules based on a compendium of best practices in local governance, equipping leaders on the ground with the skills and knowledge they need in order to execute real change with a quality-first approach. I am also happy to share that the ZED team has recently achieved a key milestone, crossing the 30,000+ mark for ZED-certified MSMEs. ZED certifications offer MSMEs numerous benefits, including improved quality and productivity. Additionally, the certifications promote environmentally sustainable practices and provide recognition and credibility to their business. It is heart-warming to see our MSMEs moving in this direction with the adoption of ZED.

With regard to deepening our state engagements, in collaboration with the government of Odisha, QCI also kickstarted the Odisha Gunvatta Sankalp in Bhubaneswar. We aim to augment government initiatives in key sectors such as education, skilling, healthcare and tourism, building a roadmap to propagate quality standards, and infusing quality

consciousness from the bottom up in the state. On that note, NABET launched the Report on 'Ranking of Polytechnics in Odisha' (2021-22) in August 2023 based on the exercise of assessing and ranking of almost 100 government and private polytechnic institutes in Odisha.

In the same ethos, QCI also inaugurated two regional offices in the southern and eastern regions of the country - Bangalore and Kolkata. With this, the organisation is expanding its physical presence across the states with a view to building a robust network and ensuring prompt response and grievance redressal for all stakeholders.

As we move into India's Amrit Kaal, our constituent Boards too are keeping pace with changing times. Recently, NABH launched Digital Health Standards that will help guide hospitals and other players in the ecosystem, enabling them to create a consistent digital roadmap across India. Adoption of these standards will make healthcare more accessible, measurable, and cost-effective for patients and consumers, and benefiting all stakeholders. With a view to reinvigorating and strengthening quality infrastructure across the country, NABL introduced a slew of reforms aimed at simplifying the accreditation process, optimising resources and ensuring support in reaching the last mile.

At this juncture, I would like to express my heartfelt appreciation for Dr. Ravi P. Singh, our departing Secretary General. Over the past nine years, under his stewardship, the QCI has not merely grown but flourished, embodying the principles of excellence and an unwavering commitment to quality. Dr. Singh's relentless dedication and fervour have served as a profound source of inspiration and I am confident that he will continue to provide us with his guidance and motivation.

I remain grateful for your continued support. As we stride into the future, QCI is committed to working tirelessly towards fulfilling the dream of an Aatmanirbhar Bharat through multifaceted initiatives spanning education, skilling, healthcare, culture, industry and various other domains. It is truly heartening to witness the Hon'ble Prime Minister's unwavering emphasis and dedication to the cause of ensuring quality, not only to fulfil global needs but also to provide a 'quality of life' that helps citizens in realizing their aspirations. Together, I am sure we can bring this to fruition!

Secretary General's Message

Guiding Principles, Insights, and Engaging Perspectives

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

Dear Readers,

It gives me immense pleasure to present to you this edition of Quality India magazine, which will be the last in my tenure as Secretary General, QCI. I express my gratitude to each member of QCI's extended family for their sincere efforts and dedication as we make strides towards making quality a movement in the country. We are in the search of a progressive person as Secretary General to a growing organisation who can fulfil the aspirations of a growing community of quality zealots in the country. I am confident that till a new person joins, the organisation will continue to uphold its vibrancy and keep the stakeholders engaged.

In my journey of 9 years at QCI, I feel fortunate that I was part of a journey that provided, growth and respect for an organisation like QCI, garnering international recognition of ranked 5th in the recent Global Quality Infrastructure Index (GQII). I believe we are committed to achieving even more with speed, scale and integrity when it comes to building a robust system of accreditation in the country. With India's successful Presidency of G20 this year and growth of Indian economy, QCI has been well-positioned to serve as India's voice for propagating quality standards to other developing countries and help make international trade a level-playing field.

I am elated that QCI has embarked on building a collaboration with the state governments across multiple sectors through our flagship series of

'Gunvatta Sankalp' through which we have initiated a long-term relationship with state governments of Uttar Pradesh and Assam for improved policy and schemes analysis through our expertise in Third-Party assessments, such as assessment of nursing and paramedical institutes, affiliated with Uttar Pradesh State Medical Facility (UPSMF) in Uttar Pradesh. I am hopeful that QCI would continue to build similar relationships with other state governments as well in the future.

QCI has been a proud partner for implementing ZED scheme for MSMEs and incentivizing businesses that have adopted sustainable practices. In continuation of this, QCI has also set up its in-house Bio-compost mechanism to handle its waste management to becoming sustainable and energy-efficient.

As a testament to the growth of QCI through induction of young talent in the public policy ecosystem, I am glad to share that QCI has launched 'Gunvatta Gurukul' wherein young minds will get an opportunity to undergo rigorous experiential learning for them to serve the country in days to come. They will be familiarized with India's governance and accreditation system while also opening doors of potential employability at QCI.

I welcome the readers to delve into this edition where we take a deep dive into our newer initiatives and encourage them to provide us with their valuable suggestions or comments to ensure quality becomes a mass movement across all sectors of our economy.

INSIDE

Improving Quality in all aspects of life

QUALITY INDIA | JUNE TO AUGUST 2023

OUR BOARDS

Editorial Team: Sanjay Singh | Shagufta Parveen   **Designed By:** Nidhi Batra

SARPANCH SAMVAAD
Quality Council of India

FROM THE BHARAT WE KNOW, TO THE BHARAT WE ASPIRE FOR

The Pillar of Local Governance: Panchayats and Sarpanchs

In the wise words of Mahatma Gandhi, "Just as the whole universe is contained in the self, so is India contained in the villages." These words resonate deeply with the ethos of Indian democracy, emphasizing the significant role of villages and, by extension, local governance in shaping the nation's destiny.

India's Rural Landscape: A Crucial Nexus for Growth

India's rural heartland is home to a staggering 65% of its total population, amounting to approximately 900 million people. These figures underscore the importance of rural India in the country's broader economic narrative. India's ambitions to become a US $5 trillion economy by 2025 hinge heavily on harnessing the potential of its villages. However, the challenges are manifold.

India's rural regions, while teeming with potential, face certain challenges such as limited infrastructure and variable agricultural incomes. Especially in tribal areas, which encompass 60% of India's forests, there's a need to ensure better access and integration with the larger socio-economic fabric. Embracing and addressing these challenges is essential for India's journey towards holistic development.

> **The real power of Panchayats can only be realized when they are devoid of ambiguities in function, receive adequate financial resources, and are free from the shackles of party politics**

The Significance of Elected Panchayat Representatives

The concept of local governance isn't novel to India. Ancient scriptures and epics like the Ramayana and Mahabharata mention village institutions, underscoring their importance. The village headman, or Gramini, played a pivotal role in administration, dispute resolution, and ensuring the welfare of the people.

The Panchayats today, stand as powerful platforms for communication between the local populace and the upper echelons of governance. They facilitate the convergence of developmental efforts and can play an instrumental role in instituting a process of social audit at the community level.

However, the real power of Panchayats can only be realized when they are devoid of ambiguities in function, receive adequate financial resources, and are free from the shackles of party politics. Issues like proxy rule, where women and marginalized representatives are denied

actual power, need to be addressed to ensure the true empowerment of these groups.

The path to India's holistic development passes through its villages. The Panchayats and Sarpanchs, as torchbearers of local governance, play a pivotal role in navigating this journey. By recognizing their historical significance and addressing contemporary challenges, India can fortify its rural foundation, making Gandhi's vision of a self-sufficient village, and by extension, a self-sufficient nation, a tangible reality.

## Quality at the Grassroots: The Need and Importance

India, with its rich tapestry of cultures, languages, and traditions, boasts a demographic diversity that is both its strength and challenge. While the urban centers often capture global attention with their skyscrapers, bustling streets, and technological advancements, the heart of India beats in its villages. These villages, however, require more than just basic amenities; they demand quality in every sphere, from infrastructure to education. Ensuring quality at the grassroots level is paramount for sustainable growth, and here's why:

The Legacy of Quality

Historically, Indian villages have been centres of excellence in various domains. From the intricate weaves of Banarasi sarees to the detailed craftsmanship of Rajasthani wooden artifacts, quality

Sarpanch Samvaad App: A starting point towards a quality-driven India
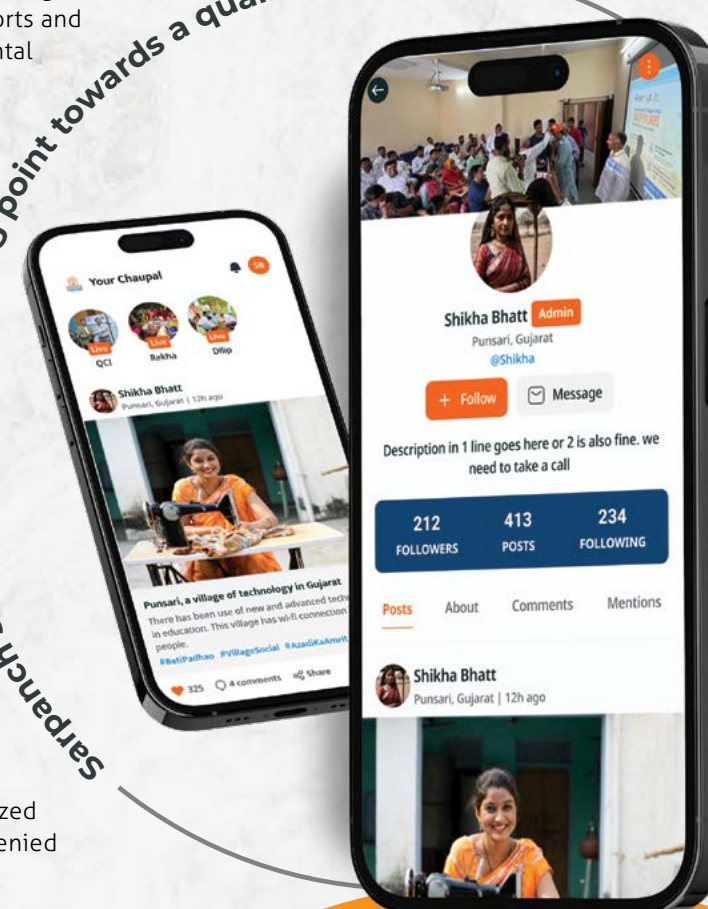
has always been a hallmark of rural production. This legacy underscores the potential of villages to produce world-class products and services when given the right resources and direction.

> **Inspired by Honorable Prime Minister Shri Narendra Modi's vision of "Atmanirbhar Bharat", our mission through Sarpanch Samvaad is to sculpt a quality-driven India, village by village, leader by leader.**

The Economic Imperative

Quality interventions at the grassroots level can be a game-changer for India's economy. By promoting quality in agricultural practices, we can ensure better yields, reduce post-harvest losses, and fetch better prices in international markets. For instance, the story of Amul stands as a testament to how quality control at the grassroots level can transform an entire sector. The cooperative model ensured that millions of dairy farmers produced milk of a consistent quality, turning India from a milk-deficient nation to the world's largest milk producer.

Quality Education for All

Quality education in villages is the cornerstone for bridging the urban-rural divide. Many luminaries, like Dr. A.P.J. Abdul Kalam, emerged from humble village backgrounds, proving that given quality education, every child, irrespective of their socio-economic status, can shine. By ensuring quality education at the grassroots, we're not just educating children; we're sculpting the nation's future.

Healthcare:
A Quality Mandate

The recent global pandemic has underscored the importance of quality healthcare infrastructure, even in the remotest villages. A healthcare system's quality doesn't just mean advanced equipment but also timely interventions, trained professionals, and accessible facilities.

The success of Kerala in managing the initial outbreak of COVID-19 is a shining example. With its robust public health infrastructure, even in its rural areas, the state showcased how grassroots quality interventions could make a tangible difference.

Sustainability and Environment

Quality at the grassroots also pertains to sustainable practices. By promoting quality in agricultural practices, like organic farming and water harvesting, we ensure a sustainable future. The village of Hiware Bazar in Maharashtra, under the leadership of Popatrao Pawar, transformed from a drought-prone village to a model of sustainability, emphasizing the importance of quality interventions at the grassroots.

Quality at the grassroots isn't just a mandate; it's a movement. It's about instilling a mindset where every individual, irrespective of their role, strives for excellence. By integrating quality into the DNA of our villages, we're not just uplifting a community; we're charting a trajectory of growth for the nation. As the Quality Council of India embarks on this mission, it's essential to remember that the journey towards 'Quality Villages' is a collective endeavour, one where every stitch, every brick, and every hand counts.

The Birth of Sarpanch Samvaad: QCI's Vision in Action

The Quality Council of India's (QCI) initiative, Sarpanch Samvaad, is a bold step towards realizing the vision

Shri Jaxay Shah, Chairperson QCI, addressing the gathering at the launching event of Sarpanch Samvaad

of transforming Indian villages into quality villages. This initiative is designed to address the multifaceted challenges Indian villages face and to uplift the standards of living in these villages.

Sarpanch Samvaad aims to:

Build a Strong Community: By launching a social networking platform exclusively for Sarpanchs, QCI envisions the creation of a community of grassroots leaders who can engage and collaborate on pressing issues.

Promote Knowledge Sharing: The platform will be instrumental in initiating dialogues among stakeholders, giving visibility to Sarpanchs' work, and expanding their reach.

Empower Local Leaders: QCI intends to bolster capacity building by providing training materials and standard operating procedures for various village initiatives.

Good Governance: The creation of frameworks for 'Model Villages' and a 'Grading Index' for panchayats will ensure an evidence-based approach to village development.

On June 13th, 2023, the Sarpanch Samvaad event became a melting pot of ideas, challenges, and success stories.

With 17 Sarpanch representatives from across India, the event highlighted:

Challenges

Discussions revolved around issues affecting Panchayat Raj Institutions, such as concerns related to the Finance Commission, communication gaps between government institutions and local panchayats, and a general lack of awareness about government schemes.

Success Stories

From the establishment of Balika Panchayats to initiatives like Beti Padhao, the Sarpanchs shared their experiences in implementing successful governance practices in their villages.

Connecting 2.5 lakh Sarpanchs across India: A digital leap forward

Recommendations

The Sarpanchs collectively suggested measures like enhancing monitoring practices within the government and fostering the development of a comprehensive panchayat system throughout India.

Sarpanch Samvaad is not just an initiative but a movement towards quality and excellence at the grassroots level. By providing a platform for Sarpanchs to voice their concerns, share their success stories, and collaborate on best practices, QCI is laying a strong foundation for the future of Indian villages. With the collective efforts of all stakeholders, the vision of 'Quality Villages' will soon become a reality.

Digital Empowerment: The Sarpanch Samvaad Mobile Application

The Digital Revolution in Grassroots Governance

Quality Council of India's Sarpanch Samvaad mobile application isn't just another app; it's a digital revolution aiming to bring a transformative change in Indian villages. The app's vision is clear: embed quality into the DNA of the people, starting from the grassroots. It recognizes that empowerment at the grassroots level is pivotal for democratic deepening and for transforming villages into 'Quality Villages'.

Seamless Collaboration Across India

The application serves as a bridge, connecting Sarpanchs from every corner of India. By bringing them under a unified platform, it fosters collaboration, enabling Sarpanchs to share ideas, showcase their village's development, and even tap into QCI's training modules. This isn't just about networking; it's about building a community of leaders dedicated to the upliftment of their villages.

Authenticating the Real Leaders: A Secure Process

The application's authentication process ensures that only the genuine leaders have access. The multistep verification includes mobile number validation, Aadhar OTP authentication, and photo verification against Aadhar data. This robust process guarantees the exclusivity and integrity of the platform, making it a safe and dedicated space for Sarpanchs.

Feature-rich Application for Holistic Development

To ensure seamless performance, the app leverages third-party APIs for Aadhaar authentication and integrates a secure messaging service for OTP delivery. The app's backbone rests on powerful web servers, a robust Content Distribution Network (CDN), and a secure database. This architecture ensures that the app can handle high user traffic, deliver multimedia content with minimal latency, and store user data securely.

The Sarpanch data collection process is meticulous. Drawing from resources like eGramSwaraj and the Local Government Directory, the data collection ensures that the app remains updated with the latest details about the Sarpanchs and their respective villages. This comprehensive approach ensures the application remains a relevant and useful tool for all its users.

The Sarpanch Samvaad mobile application is more than just a digital tool; it's a leap forward in grassroots governance. By empowering the Sarpanchs, QCI is not just uplifting villages but is laying the foundation for a digitally empowered India, where quality and progress go hand in hand.

> **By promoting quality in agricultural practices, we can ensure better yields, reduce post-harvest losses, and fetch better prices in international markets**

Application Launch: A Leap into the Digital Era

On 12th September 2023, the Raj Bhawan in Guwahati, Assam, played host to a significant event. QCI introduced the "Sarpanch Samvaad" mobile application to the public. Hon'ble Governor of Assam, His Excellency Shri Gulab Chand Kataria, did the honours by launching the app. The event was attended by over 30 sarpanchs from diverse regions of India. Their genuine enthusiasm and belief in the initiative were palpable. Along with them, QCI's team, including Chairperson Shri Jaxay Shah and Secretary-General Dr. Ravi P Singh, was present, emphasizing the collaborative nature of the effort.

Shri Jaxay Shah shared the straightforward aim behind the app, "We're here to provide a platform for sarpanchs. A place where they can share, learn, and collaborate for the betterment of their villages."

The Sarpanch Samvaad app is a practical tool designed to connect around 2.5 lakh sarpanchs across the country. With this app, sarpanchs can share updates about their villages, learn from others, and establish connections beyond their local boundaries. Commenting on the launch, Shri Gulab Chand Kataria said, "It's good to see an initiative focusing on empowering our local leaders. In places like Assam, where community-driven efforts are already making a difference, this app can further amplify their impact."

QCI's vision with the Sarpanch Samvaad initiative is simple: provide resources and a platform for sarpanchs to do their jobs more effectively. Dr. Ravi P. Singh added, "We just want to support our sarpanchs in their journey of developing their villages. This app is a step in that direction."

Future Endeavors: The Road Ahead for Sarpanch Samvaad

The recent launch of the Sarpanch Samvaad app marks just the initial step in our larger vision for revitalizing India's villages. While the application serves as a foundation, there's an expansive journey ahead, brimming with new initiatives and opportunities. Let's delve into the subsequent steps we'll be embarking upon:

Training and Capacity Building

Panchayats stand as the bedrock of local governance in rural areas. It's pivotal that elected representatives are well-equipped with the necessary knowledge and skills to address challenges and capitalize on opportunities.

Harnessing digital tools, QCI is set to introduce e-learning modules, aiming to bridge this knowledge gap and drive transformative change in rural leadership.

Rating Framework for Villages

The goal is to design a transparent and standardized rating system, enabling informed decision-making, equitable resource allocation, and precision-targeted interventions.

Compendium of Good Practices of Panchayats

A knowledge repository will be curated, spotlighting innovative strategies and best practices, aiming to foster a culture of shared learning and collective growth.

The Sarpanch Samvaad app is merely our starting point. With a plethora of initiatives on the horizon, we are committed to a transformative journey towards a self-reliant India. Inspired by Honorable Prime Minister Shri Narendra Modi's vision of "Atmanirbhar Bharat", our mission is to sculpt a quality-driven India, village by village, leader by leader.

Panchayats: Powerful platforms bridging local populace with upper echelons of governance

- **Exclusive** Sarpanch Community
- **Photo/ Video** Sharing
- **Chat** with Sarpanchs
- **Livestream**
- **Learn & Share** Best Practices

Q & A

Dr. R S Sharma

Former CEO,
National Health Authority (NHA)

Aadhaar, a pivotal digital initiative, extends beyond the confines of mere identity proof. It has been a game-changer in India. It constitutes the embodiment of an individual's next-generation digital identity, accessible online. One noteworthy facet of Aadhaar is its inclusive nature, devoid of stringent eligibility criteria, making it accessible to all. An Aadhaar credential serves as an unequivocal testament to one's unique identity. Remarkably, Aadhaar has wrought a profound transformation within India's digital service delivery framework.

The issue of data quality has consistently loomed as a critical challenge in the realm of digitalization, posing a fundamental concern that necessitates careful consideration. How is the data quality maintained while making Aadhar?

Security is a cornerstone of the Aadhaar system. We understand the critical importance of safeguarding personal data.We took deliberate measures to ensure that payments were only disbursed upon the verification of the optimal quality of data submitted by the endowment agencies. We expect the same guiding principle to be adhered to by all government projects. Ensuring data quality in the Aadhaar system is a careful and continuous effort, supported by cutting-edge technology, rigorous protocols, and a legal framework, all collaborating

underscores our commitment to upholding the highest standards and efficiency in the execution of every initiative.We want every Aadhaar holder to have confidence in the system. By using a combination of technology, stringent protocols, and legal safeguards, and involving users actively, we strive to provide a secure and reliable digital identity platform for all citizens.

How can a person know that their data with Aadhaar is in safe hands?

It is entirely reasonable for any person to have concerns regarding the data they provide. I would like to emphasize that the public can rest assured that their data is held with the utmost care. The Aadhaar system has been meticulously designed and diligently maintained to date, and it stands as a testament to its security that there has not been a single instance of data breach.

of 1.3 billion people in the nation would receive timely vaccination. This challenge necessitated the development of a comprehensive system capable of accurately tracking and accommodating such a vast and diverse demographic. Compounding this challenge was the significant disparity in both general and digital literacy levels prevalent throughout our country. The second challenge revolved around addressing the concern of people remembering the specific type of vaccine they received during their initial inoculation, whether it be Covaxin or Covishield, as well as establishing a clear schedule for their subsequent doses. The third and equally pressing problem centered on the issue of people who received their first vaccine dose in one state but desired to receive their second dose in another state. Managing and monitoring this cross-state movement presented a complex logistical challenge that required careful consideration.

What does Aadhaar stand for? Is it simply a document of identity?

Aadhaar, a pivotal digital initiative, extends beyond the confines of mere identity proof.It has been a game-changer in India. It constitutes the embodiment of an individual's next-generation digital identity, accessible online. One noteworthy facet of Aadhaar is its inclusive nature, devoid of stringent eligibility criteria, making it accessible to all. An Aadhaar credential serves as an unequivocal testament to one's unique identity. Remarkably, Aadhaar has wrought a profound transformation within India's digital service delivery framework.

It has transformed how the government delivers services and benefits. For instance, through the Direct Benefit Transfer (DBT) system, Aadhaar ensures that subsidies and benefits reach the right people efficiently, cutting out

middlemen and reducing fraud. It's also been a champion of financial inclusion by helping people open bank accounts, especially those who were previously excluded from the banking system.

Moreover, Aadhaar has paved the way for the digitization of government services, making it possible for citizens to access a wide range of services online, from filing taxes to obtaining driver's licenses. It has streamlined administrative processes, improved healthcare services, enhanced transparency in education, and supported the growth of the digital economy. Furthermore, Aadhaar's role in businesses as a KYC and verification tool has been invaluable. In essence, Aadhaar has transcended its initial role as a mere identity document, becoming a catalyst for transformative change in various sectors of the Indian economy, ultimately improving the lives of millions of citizens by making public services more accessible and accountable.

Photo Credit: Tofan Singh

ROLE OF QCI IN ENHANCING E-GOVERNANCE WITH DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES (DARPG)

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular. The Department endeavours to promote administrative reforms in government policies, structures and processes through e-governance. QCI has been a knowledge partner of DARPG since 2015 and continues to assist DARPG in transforming e-governance landscape through their projects on and Monitoring System (CPGRAMS), Secretariat Reforms, National Awards and Conference on e-Governance and National e-Governance Service Delivery Assessment (NeSDA) Way Forward.

CPGRAMS

An efficient grievance redressal system serves as a catalyst for broader e-governance initiatives. It sets the tone for effective service delivery, encourages citizen participation, and establishes a foundation of trust and transparency that can be built upon for various digital governance efforts. CPGRAMS is an online web enabled system for pan India grievance registration developed by DARPG to facilitate efficient grievance resolution. Over the years, QCI has undertaken several initiatives to leverage the grievance data to reengineer processes and make the grievance redressal mechanism seamless and effective.

QCI team welcomed the Hon'ble MoS Dr. Jitendra Singh and briefed him about the reports QCI has worked on with DARPG

QCI started its journey with DARPG in 2015 by conducting a detailed study of top grievance receiving ministries. The report identified the top grievance causing issues and provided individual recommendations to each of the Top 40 Ministries/Departments to bring systemic reforms. This study sowed the seeds for effective grievance redressal through enhanced digital governance.

During the COVID 19 pandemic, the QCI team proactively extended their assistance to DARPG for the management of COVID-related grievances and ensuring quick analysis and resolution. It included analysis and formulation of COVID-19 grievance Categories and Sub-Categories for ease in citizen experience and continuous feedback from the citizens, which eventually led to DARPG setting up a Call Centre to expand the monitoring of these grievances and taking real-time feedback from the citizens. The team directly reported to the Chairman, Empowered Group set up by Hon'ble Prime Minister in response to COVID-19 and the initiative's efforts led to the average grievance resolution time coming down to less than 1.5 days.

In 2019, DARPG entrusted QCI to onboard all central ministries on CPGRAMS Reforms 7.0. CPGRAMS 7.0 sought to replace the then procedure of manual forwarding of grievances to the concerned department with automatic forwarding of the grievance to the last mile authority, through comprehensive categorization and sub-categorization of grievances. Higher authorities (apart from the last mile officer) are also flagged to monitor the progress. The QCI team has onboarded all 90 Central Ministries on CPGRAMS 7.0. This led to an increase in mapping of PG officers on the portal, introduction of

Journey towards enhancing e-governance

2023
Setup of NeSDA Way Forward PMU

Facilitation of 26th National Awards and Conference on e-Governance, 2023

2022
Setup of CPGRAMS PMU

Setup of Secretariat Reforms PMU

Facilitation of National Awards and Conference on e-Governance, 2022

2021
Analysis of COVID 19 Grievances

Initiation of Universalisation of CPGRAMS 7.0

2019
Initiation of CPGRAMS Reforms in Top 20 Ministries

2017
Enhancement of DARPG eOffice Dashboard

Enhancement of Citizen's Charter

2015
Analysis of Public Grievances of Top 20 Ministries

QCI Chairman meeting with Secretary, DAPRG; Chairman CBC and other senior officials of DARPG

user-friendly categorisation of grievances, and reduction of average disposal time. Mapping of all post offices for the Department of Posts and inclusion of all the Missions abroad for the Ministry of External Affairs have been the few of the most notable highlights of this reform.

CPGRAMS PMU was set up in 2022 with the objective to monitor the progress made in grievance redressal and governance. The monthly reports prepared by the PMU feature review status, grievance redressal index, root cause analysis, corruption-related grievances, etc. This has established a comprehensive monitoring process for all the Central Ministries/ Departments and States/UTs. As an outcome, the monthly disposal of grievances has crossed 1 lakh per month in Central Ministries/ Departments and 50,000 per month in

States/UTs, significantly reducing grievance pendency and redressal time on CPGRAMS.

Secretariat Reforms

Secretariat Reforms PMU publishes monthly eOffice analytics as a part of implementation of Digitization in the Central Secretariat. The monthly report summarises growth of share of adoption of eFiles as well as of eReceipt in Central Secretariat. Monthly analysis of use of DSC/eSign for Joint Secretary and above hierarchies is also published. All 75 central ministries/departments are on eOffice. eFile adoption as of June 2023 is 90.19%. The monthly report also monitors the Initiatives for Increasing Efficiency in Decision Making in the Central Secretariat and highlights the digital initiatives by Ministries/ Departments making the administrative processes seamless. This consistent monitoring of digitization in the Central Secretariat enhances governance by modernizing administrative processes, increasing efficiency, ensuring transparency, and fostering a more accountable and citizen-centric approach to public service delivery.

National Awards for e-Governance and National Conference on e-Governance

DARPG and Ministry of Electronics and Information Technology (MeitY) have been jointly organizing the National Conference on e-Governance (NCeG) every year in partnership with one State Government since 1997. The Conference witnesses' meaningful deliberations, case studies and conferring of National Awards for e-Governance for exemplary implementation of e-governance initiatives. These awards help to disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives and encourage incremental innovations in successful e-governance solutions. QCI team assisted DARPG to facilitate National Awards and Conference on e-Governance, held in 2022 and 2023 in Katra, Jammu and Indore, Madhya Pradesh, respectively.

NeSDA Way Forward

National e-Governance Service Delivery Assessment (NeSDA) assesses and benchmarks the Central, State, and UT governments on the depth and effectiveness of service delivery. NeSDA 2021 assessed 56 mandatory services for States & UTs and 27 services for Central Ministries, across seven sectors.

In this regard, the NeSDA PMU has been set up to monitor and evaluate the implementation of recommendations given in the NeSDA 2021 report. The PMU aims to:

- Saturate e-Services
- Promote faceless and suo-moto entitlement-based delivery of services
- Rise in use of Unified Service Delivery Portals
- Identify Bottlenecks and Disseminate Best Practices

As of August 2023, the PMU has identified 13,867 e-services and 1,397 mandatory e-services, across States/UTs, published 27 e-governance best practices and highlighted the share of services provided through the unified service delivery portals of States/UTs. As per the PMS' directions, QCI team is facilitating DARPG to hold webinars which past award winners of NCeG to present their experiences for greater dissemination and replication.

QCI has been working along with DARPG to enhance the scope of e-governance through digital empowerment of all stakeholders, symbolizing the strength of the Whole-of-Government approach while reflecting upon Hon'ble Prime Minister's vision of Maximum Governance-Minimum Government. The exemplary work of DARPG also featured in India Today (28 August, 2023; Independence Day Special), which highlighted the importance of artificial intelligence, digital infrastructure and innovations in the field of e-governance. By harnessing the power of digital technologies, widespread adoption of e-governance will bring forth a transformation that significantly enhances the quality of life for citizens.

QCI team with Additional Secretary, DARPG

G20
भारत 2023 INDIA

THE G20 HIGHLIGHTS
INDIA's
ESCALATING DOMINANCE

As India has embarked on the journey of being a developed nation by 2047, the G20 Presidency was a testament to Bharat's prominence amidst global powerhouses. Emphasizing the role of 'Vasudhaiva Kutumbakam', PM Modi called G20, 'People's G20' while addressing the G20 Summit in the 'One Earth, One Family, One Future' Session. Indeed, it turned out to be the 'People's G20' as a country with more than 1.42 billion people eagerly watched the dawning of a new era for India in the international arena. It highlighted the fact that India is no longer just a participant; it is a dominant force to be reckoned with.

India's ascent to the forefront is nothing short of remarkable in this fast-evolving landscape of global diplomacy and economic leadership. Over the course of a year, India played host to more than 200 meetings, spanning all Indian States and Union Territories. This colossal endeavour not only showcased India's diplomatic finesse but also underscored its strategic brilliance on the global stage. In the form of action-oriented agreements,

deals, and pacts among world leaders, the G20 summit marked a turning point in international diplomacy.

Prime Minister Modi's resonating mantra, "Sabka Saath, Sabka Vikas, Sabka Vishwaas, Sabka Prayas,," has transcended national borders and is now hailed as a global anthem as a result of India's incredible and trailblazing G20 Presidency. Along with showcasing its strong commitment to inclusive and resilient growth, India not only invited developing nations to the G20 summit but also made notable progress towards the Sustainable Development Goals. The Mission LiFE initiative underscores India's dedication to green development, while its emphasis on technological transformation and the establishment of public digital infrastructure resonates with the changing times. Moreover, India's advocacy for multilateral institutional changes signifies its aspiration for a fairer global order, while its emphasis on women-centric development underscores its dedication to comprehensive advancement.

THIS COLOSSAL ENDEAVOUR NOT ONLY SHOWCASED INDIA'S DIPLOMATIC FINESSE BUT ALSO UNDERSCORED ITS STRATEGIC BRILLIANCE ON THE GLOBAL STAGE

Many Feathers in India's Diplomatic Cap

African Union Inclusion: India Became The 'Voice of the Global South'

One of the standout achievements was the inclusion of the African Union (AU) within the G20, effectively transforming the group into the G21. This monumental move solidified India's position as a champion of the Global South.

India's diplomatic prowess was on full display as it not only helped broker consensus on contentious issues, particularly concerning Ukraine but also extended a warm welcome to the AU. With representation from 55 countries, over a billion people, and a staggering total GDP of nearly $3 trillion, the African Union's inclusion was long overdue and India's unwavering commitment to 'One Earth,One Family, One Future' made it possible. Africa's vast resources and market potential positioned it as a crucial player on the global stage.

The groundwork for this achievement was laid by Prime Minister Narendra Modi's proactive approach at the start of India's G20 Presidency when he virtually convened the "Voice of the Global South" conference in January extending invitations to 125 countries primarily from the developing world. His persistent advocacy for enhanced focus on the Global South, coupled with a personal invitation to the AU to join the Delhi summit, gradually eroded initial hesitancy from some G20 states. Ultimately, the decision to include the AU received unanimous approval from all members.

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India-Middle East-Europe Economic Corridor

An announcement that made waves was the introduction of the India-Middle East-Europe Economic Corridor. This initiative represents a milestone in economic cooperation, encompassing multi-modal transport, digital infrastructure, and economic partnerships involving India, the UAE, Saudi Arabia, and EU countries like Italy, France, and Germany, as well as the United States. This initiative's terms were widely applauded for being equitable and compact, in stark contrast to China's Belt and Road Initiative. At the 11th Meeting of the India-UAE High-Level Task Force on Investments, the Union Minister of Commerce and Industry asserted that this corridor will help reduce transaction costs and encourage trade among the countries of this corridor.

Global Biofuel Alliance

As India emerged as a key player in diplomatic circles, its skilful diplomacy shone through. It masterfully balanced the interests of oil-producing countries with those of nations, including itself, that rely heavily on fossil fuels yet are dedicated to pursuing cleaner energy alternatives.

The birth of the Global Biofuel Alliance served as a shining example of India's diplomatic acumen, unifying seven G20 nations, alongside 9 non-G20 nations and 14 international and regional organizations.

Together, they sent a powerful message of cooperation, working collaboratively toward a more sustainable future.

'MAHARISHI'- A Global Initiative

Within the realm of India's influential G20 Presidency in 2023, a groundbreaking initiative named MAHARISHI, an acronym for Millets and Other Ancient Grains International Research Initiative displayed India's prowess in helping the world embrace India's ancient culture and knowledge about health, education, technology, science and food among others. In the G20 Meeting of Agriculture Chief Scientists (MACS) held in the vibrant city of Kashi (Varanasi), this visionary effort garnered unanimous support. This initiative's core will be based at the Indian Institute of Millets Research (IIMR) in Hyderabad. It will receive technical support from the respected International Crops Research Institute for the Semi-Arid Tropics (ICRISAT), as well as collaboration with Consultative Group on International Agricultural Research (CGIAR) Centres and various other esteemed international organizations. This dynamic network will serve as a conduit for the exchange of invaluable research findings, bridging existing gaps in knowledge and addressing the ever-evolving research needs in the realm of identified grain crops.

MILLETS AND OTHER ANCIENT GRAINS INTERNATIONAL RESEARCH INITIATIVE

Gender Commitment Under India's G20 Presidency

India's G20 Presidency brought a dynamic focus on gender commitment, stirring global enthusiasm for advancing women's rights and empowerment. These commitments encompassed a diverse range of objectives, including narrowing the gender gap in labour force participation, encouraging greater female representation in STEM fields, and bolstering women's leadership roles in both public and private sectors. The G20's vision extended to addressing the digital gender gap, with a determined aim to eliminate this divide by 2030, fostering a digital landscape that leaves no one behind. Notably, a concerted effort was made to emphasize gender inclusion within climate action. The dedication to "Amritkal" emphasized on enhancing women's involvement in strategies to address climate change and advocating for solutions that address gender imbalances. Additionally, the G20 Leaders' Declaration 2023 focused on themes such as 'Boosting Economic and Social Empowerment', 'Bridging the Gender Digital Gap', 'Driving Gender inclusive Climate Initiatives', and 'Ensuring Women's Food Security, Nutrition, and Well-Being'.

Digital Public Infrastructures (DPIs) on a Global Scale

Amidst India's stewardship of the G20 Presidency, a historic consensus on DPIs was made, underscoring India's leadership in delineating the definition, framework, and guiding principles governing DPIs. This accomplishment solidifies India's standing as a leading voice within the G20 while emphasizing the profound impact of DPIs in fostering inclusivity, particularly for nations in the global south. India's G20 Presidency stands as a testament to its steadfast commitment to shaping the digital landscape, fortifying cybersecurity, and nurturing digital skills, all of which are integral in the rapidly evolving global economy.

Bottomline

The G20 Presidency has not merely celebrated India's rise, it has also illuminated the path for a world where unity, progress, and shared prosperity are the guiding principles. India's emphasis on the mantra of 'One Earth, One Family, One Future'left an indelible mark on the leaders of developed and developing nations and paved the way for a more interconnected and inclusive world. The G20 2023 Summit will be marked as a pinnacle in India's diplomatic history, establishing it as a champion of the Global South. The inclusion of the African Union, the creation of the India-Middle East-Europe Economic Corridor, and the formation of the Global Biofuel Alliance were instrumental in showcasing India's commitment to global cooperation, sustainable development, and strategic acumen.

On this transformative path, Quality Council of India (QCI) has been instrumental in strengthening India's stance as a global frontrunner dedicated to excellence and sustainable growth. QCI's initiatives have resonated with G20's principles of unity and progress. By promoting quality as the foundation and galvanizing industries, institutions, and organizations to embrace a culture of quality in their operations. QCI has not only enhanced India's reputation but also stimulated economic growth and competitiveness. Moreover, QCI's efforts in revitalizing industries through initiatives like the 'Make in India' campaign and empowering human capital via skill development initiatives align with G20's vision for inclusive growth and a future-ready workforce.

AS INDIA CONTINUES TO ASSERT ITS LEADERSHIP ON THE WORLD STAGE, THE COLLABORATION BETWEEN QCI AND OTHER STAKEHOLDERS STANDS AS A TESTAMENT TO INDIA'S COMMITMENT TO PROGRESS AND ITS DEDICATION TO SHAPING A MORE INCLUSIVE, SUSTAINABLE, AND PROSPEROUS GLOBAL FUTURE.

Gunvatta Sankalp Odisha Quality Mission

Empowered & Progressive – A Sashakta Odisha

The Government of Odisha & Quality Council of India, in collaboration with industry associations – ASSOCHAM, FICCI, EEPC, OASME, PHDCCI, CIPET, FHRAI -launched the Odisha Gunvatta Sankalp (Odisha Quality Mission) at Bhubaneswar on 26th

June, 2023. The Sankalp was inaugurated by the Chief Secretary of Odisha Shri Pradeep Kumar Jena in the august presence of Development Commissioner Smt. Anu Garg. Several policymakers, industry leaders, practitioners and members of academia, discussed **promoting and prioritising quality across various sectors in the state of Odisha to pave an ecosystem of quality that underlines the idea of a progressive and Sashakta Odisha.**

Hon'ble Chief Minister, Naveen Patnaik graced the occasion through a recorded message that emphasised the role of quality as a key aspect in every sphere of human activity. "Odisha's dynamic 5T initiative has made significant inroads in bringing about quality across domains such as public service delivery, heritage tourism, healthcare, education and skilling, drinking water and so on. We must be able to leverage the role played by quality as a metric that can be measured, tracked and scaled, and work together to create a new and empowered Odisha", highlighted the Hon'ble CM.

Promoting and prioritising quality across various sectors in the state of Odisha


"Odisha, with its abundant natural resources, talented and hardworking workforce and an enabling administration is poised to be one of the States leading the mantle in India's growth story. It is making great strides in the sports

sector. Today, we are here to create a connection with the grassroots and permeate the idea of Quality in the DNA of each and every citizen in every part of India", remarked Jaxay Shah, Chairperson of QCI.

"The Odisha government has been extremely supportive of the Gunvatta Sankalp initiative. Our discussions with secretaries across MSME, Electronics and IT, and skilling have yielded focused interventions in the domains of ZED, LEAN and ONDC. QCI will be working closely with the government to make sure that these interventions get materialized at the earliest. We will be discussing, deliberating and collaborating with the relevant partners to create an overall impact on Odisha's Economy", stressed Dr. Ravi P. Singh, Secretary General of QCI.

Culminating the Sankalp, His Excellency Shri Ganeshi Lal, Governor of Odisha graced the occasion with his presence and addressed the participants. He reinforced the need for adopting quality practices across domains and for creating an ecosystem for quality in Odisha thereby enabling the achievement of the vision of a new and empowered Odisha. "We are the siblings of the Adi Shakti; we bow our heads to the smallest particle of earth. QCI means Quotient of Collectivism and Individualism. As far as quality is concerned, we will be a global product but more than quality of India, it has to be the purity of India.", emphasized the Hon'ble Governor.

DIGITIZING BHARAT:
INDIA'S EVOLVING
E-COMMERCE ECOSYSTEM &
THE ROLE OF ONDC

ONDC
Open Network for Digital Commerce
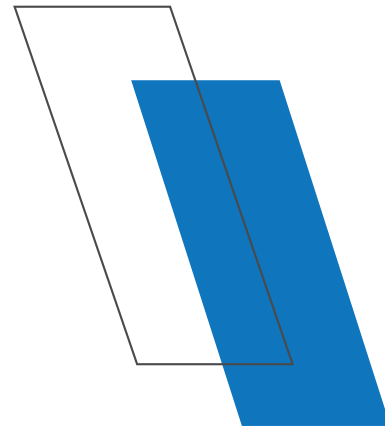
In the digital era, India is experiencing a profound digital transformation, with widespread smartphone adoption and advanced digital infrastructure. Despite this, e-commerce represents only 7% of the retail market, highlighting the need for a more inclusive platform. India aims to harmoniously blend its rich traditions with modern technology, echoing the call for self-reliance and celebrating its cultural diversity in the global digital marketplace.

Introduction to the E-commerce Ecosystem in India

In the digital age, India's transformation is truly noteworthy. With the convenience of low data charges, the ubiquity of over 600 million smartphone subscriptions, and an expansive online realm catering to nearly 840 million spirited Indians, the nation isn't merely adapting—it's undergoing a profound digital metamorphosis. An astonishing 96% of highway tolls seamlessly transition through FASTag, and the Aadhaar system, a beacon of digital identity, envelops a formidable 90% of the population. These monumental strides, however, spotlight a paradoxical reality. Despite such formidable digital infrastructure, e-commerce remains a drop in the vast retail ocean, accounting for just 7% of the total market and engaging only 165 million users. This stark disparity amplifies the pressing need for a more inclusive, equitable, and decentralized e-commerce platform.

Steeped in a history of vibrant bazaars and ancient trade routes that have mesmerized traders from distant shores

for centuries, today's India stands at a pivotal juncture. The clarion call of "Atmanirbhar Bharat" resonates more powerfully than ever. This narrative isn't solely about technological prowess; it's about harmoniously intertwining India's rich traditions with the threads of modern digital dynamism. The quest is not merely to etch a self-reliant blueprint for commerce but to ensure that the heartbeats of India—its diverse cultures, crafts, and ethos—are celebrated and find their rightful echo in the vast corridors of the global digital marketplace.

The Traditional Hurdles: From the Ghats of Varanasi to the Lanes of Dharavi

Picture this: the rhythmic clatter of handlooms in Varanasi, where each thread narrates a tale of generations, culminating in a sari that's more a piece of art than attire. Or, wander through the intricate lanes of Dharavi, where amidst the cacophony, artisans mould, stitch, and craft leather goods, each with a unique story. These are not mere products; they are the soulful expressions of India's

rich heritage. But alas, the echo of their tales often gets muffled in the vast digital marketplace. The colossal e-commerce platforms, while pioneering and beneficial, inadvertently cast a shadow on these micro-stories. Their broad strokes, aiming to cater to the masses, sometimes overlook the niches. The resulting landscape, influenced heavily by algorithms and ratings, tends to drown out the individuality and essence of India's vast and varied traditional sellers. Their masterpieces, rather than shining in their own light, are sometimes relegated to the peripheries, longing for a platform that resonates with their intrinsic value and ethos.

ONDC: The Harbinger of Change in the Epoch of Atmanirbhar Bharat

Within the vibrant tapestry of India's digital journey, ONDC emerges as a luminescent thread weaving a new narrative. Nestled under the grand vision of Atmanirbhar Bharat, ONDC isn't merely a technological juggernaut; it's the embodiment of a renewed commitment to India's heritage and its creators. The emphasis isn't solely on a digital-first approach, but on a vision that fuses digital dynamism with cultural preservation. Through ONDC, artisans, craftsmen, and producers—like our aforementioned weaver or the diligent potter from the hinterlands—are no longer sidelined or rendered faceless in the overwhelming surge of the digital marketplace. Instead, ONDC amplifies their identities, letting their stories resonate, and ensuring they emerge as prominent, recognized, and cherished entities in the vast interconnected digital ecosystem.

An Open Network for Digital Commerce (ONDC) empowers businesses to thrive in the digital age, fostering innovation, competition, and economic growth.

The Promise of ONDC: A Digital Bazaar Rooted in Heritage

ONDC, in essence, embodies the spirit of a grand digital bazaar where tradition meets technology. Its decentralized architecture ensures an egalitarian landscape where every seller, be it a grandiose brand or a humble craftsman from a remote village, stands on equal ground, commanding equal attention. ONDC resurrects the ethos of the ancient Silk Road, albeit in a digital avatar. It's a space where every intricately crafted product, every painstakingly handwoven fabric, and every hand-moulded artifact isn't just a mere item for sale. It's a chapter of a story, a legacy. ONDC ensures that these stories don't get lost amidst the cacophony of the digital age. Instead, they find their voice, connecting directly with discerning customers, sans the layers of intermediaries, rekindling the intimate bond between the creator and the consumer.

Stories from the Ground: A Chronicle of Resilience and Renaissance

The narrow lanes of Rajasthan echoed with the rhythmic churning of the potter's wheel. Ramesh, a master potter hailing from the heart of this desert state, had been sculpting exquisite pottery for generations. However, the pandemic's desolation cast a shadow over his thriving art, with tourists, his primary patrons, vanishing. Each unsold piece became a heavy reminder of uncertain times. Then, ONDC entered his world, a beacon in that overwhelming darkness. Embracing this digital ally, Ramesh's craftsmanship found new admirers. From the snowy landscapes of Kashmir to the sun-kissed shores of Kanyakumari, his pottery now adorns households, serving as symbols of India's rich artistic legacy.

Further east, in the verdant valleys of Assam, Mala's fingers danced on her loom, weaving intricate patterns onto scarves, tales of her ancestors intertwined in every thread. While her village revered her artistry, her audience remained limited. But with ONDC's intervention, her hand-woven treasures found their way into the

bustling metropolises of Mumbai, Bengaluru, and Delhi. Urban dwellers, eager to connect with authentic Indian crafts, became her avid customers, cherishing the warmth of her scarves and the stories they whispered.

> Openness and interoperability are the cornerstones of a thriving digital commerce ecosystem, where collaboration and innovation know no boundaries

These narratives, and countless others, are not just success tales; they're testaments to ONDC's transformative prowess. They highlight a new dawn where tradition meets technology, and artisans, once confined to geographical boundaries, redefine their destinies, weaving dreams in a digitally empowered India.

QCI's Unwavering Commitment: A Pillar of Strength for ONDC

In the vast arena of e-commerce, while the allure of expansive reach is undeniable, it's crucial that the essence of quality isn't overshadowed by the sheer expanse. Quality Council of India (QCI) stands tall in this narrative, playing an instrumental role much like a guardian overseeing the maturation of a prodigy.

ONDC, conceived as a Section 8 company, wasn't just a fleeting idea; it was meticulously incubated within the nurturing environment of QCI. With QCI donning the hat of the founder director on ONDC's board, it's evident that this isn't a mere alliance but a deep-rooted partnership sculpted on mutual trust, aspirations, and a shared vision.
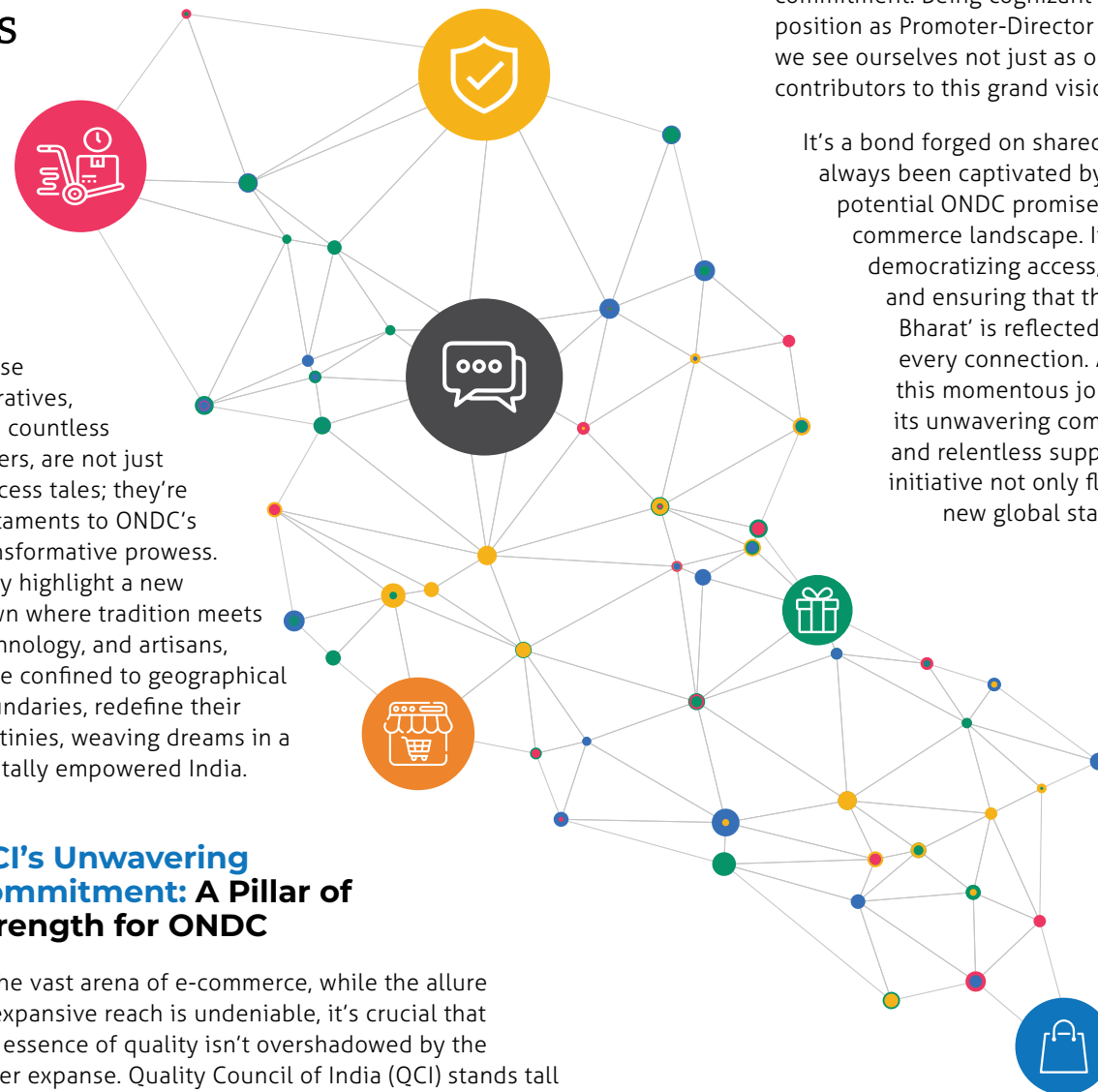
However, QCI's support to ONDC is multifaceted. It isn't just limited to financial backing; it stretches to strategic guidance, expertise sharing, and infusing the platform with global quality benchmarks. This alignment isn't serendipitous; it's a conscious commitment. Being cognizant of our esteemed position as Promoter-Director on the board of ONDC, we see ourselves not just as observers but active contributors to this grand vision.

It's a bond forged on shared ideals. We at QCI have always been captivated by the transformative potential ONDC promises for India's digital commerce landscape. It's a vision of democratizing access, championing quality, and ensuring that the spirit of 'Atmanirbhar Bharat' is reflected in every transaction, every connection. As ONDC embarks on this momentous journey, QCI pledges its unwavering commitment, expertise, and relentless support to ensure that this initiative not only flourishes but also sets new global standards in e-commerce.

Conclusion: ONDC - The New Silk Road of Atmanirbhar Bharat, Carving a Digital Renaissance

The vision of Atmanirbhar Bharat isn't just about economic self-reliance; it's about embracing India's rich heritage and propelling it into the global digital future. ONDC stands as a manifestation of this vision, reminiscent of the ancient Silk Road that once connected disparate cultures and facilitated trade.

Today, ONDC emerges as this new-age Silk Road, not built on sand or stone, but on bytes and pixels. It bridges the gap between the potter's wheel and the digital cart, between the loom's hum and the ping of an online order. Just as the Silk Road was more than a trade route - a conduit for culture, art, and ideas - ONDC transcends mere commerce. It nurtures a space where stories, traditions, and crafts get shared and celebrated on a pan-Indian scale.

Where once the chants of bustling local markets filled the air, now the clicks and taps of digital transactions carry forward that legacy. It's a world where the local vendor from a remote village in Himachal Pradesh or the textile merchant from Tamil Nadu can proudly showcase their wares to an eager, nationwide audience.

The path to Atmanirbhar Bharat is illuminated with countless such stories and aspirations. As the nation steps forward, platforms like ONDC ensure no one is left behind. It's a reiteration of India's age-old ethos - unity in diversity, now rendered in the digital lexicon. The journey may be intricate and challenging but the destination of a self-reliant, interconnected, and flourishing India seems not just a distant dream but an approaching reality.

> The future of Open Network for Digital Commerce (ONDC) lies in open networks that enable seamless transactions and connections between businesses and consumers worldwide.

MSME Sustainable (ZED) Certification Scheme

Addressing the nation on India's 68th Independence Day, Hon'ble Prime Minister Shri Narendra Modi had urged the industry, especially the Micro, Small and Medium Enterprises (MSMEs) of India, to manufacture goods in the country with "zero defects" and to ensure that the goods have "zero effect" on the environment. In order to take the vision of Hon'ble PM forward, Ministry of Micro, Small, & Medium Enterprises (M/o MSME) along with Quality Council of India (QCI), developed MSME Sustainable (ZED) Certification Scheme to engage the MSME sector to improve their quality and competitiveness.

The up-scaled MSME Sustainable (ZED) Certification, launched by Hon'ble Union Minister of MSME Shri Narayan Rane on April 28, 2022, is an extensive drive to create awareness amongst MSMEs about Zero Defect Zero Effect (ZED) practices and motivate & incentivise them for ZED Certification while also encouraging them to become MSME Champions. Through the journey of ZED Certification, MSMEs can reduce wastage substantially, increase productivity, enhance environmental consciousness, save energy, optimally use natural resources, expand their markets, etc. The scheme also motivates MSMEs to adopt best practices in work culture, standardisation of products, processes, systems etc. in order to enhance their global

> In his address to the MPs in special session of Parliament, Hon'ble PM emphasized the need for India to scale new heights in the manufacturing sector and highlighted the model of 'Zero Defect, Zero Effect', where Indian products should be free from any defects and the manufacturing process must have zero effect on the environment

competitiveness and sustainability. All MSMEs registered with the UDYAM registration portal (of the M/o MSME) are eligible to participate in MSME Sustainable (ZED) Certification and avail related benefits/incentives.

The ZED Certification Scheme envisages promotion of Zero Defect Zero Effect (ZED) practices amongst MSMEs so as to:

•   Encourage and enable MSMEs for manufacturing of quality products using latest technology, tools & to constantly upgrade their processes for achievement of high quality and high productivity with the least effect on the environment

•   Develop an Ecosystem for ZED Manufacturing in MSMEs, for enhancing competitiveness and enabling exports

•   Promote adoption of ZED practices and recognising the efforts of successful MSMEs

•   Encourage MSMEs to achieve higher ZED Certification levels through graded incentives

•   Increase public awareness on demanding Zero Defect and Zero Effect products through the MSME Sustainable (ZED) Certification

•   Identify areas to improve upon, thereby assisting the Government in policy decisions and investment prioritization

 The up scaled scheme has three levels of certification i.e Bronze, Silver, Gold with 5, 14, 20 parameters, respectively. The cost of certification is subsidized with 80%, 60% and 50% subsidy for Micro, Small and Medium enterprises, respectively. A Special focus is given to MSMEs owned by Women/SC/ST Entrepreneurs by providing additional 10% subsidy on certification cost. An additional subsidy of 10% is also provided to MSMEs

ZED Certified MSMEs felicitated by Hon'ble Union Minister of MSME at New Delhi

ZED Certified MSMEs felicitated at Gunvatta Sankalp by Hon'ble Governor of Odisha

from NER/Himalayan/LWE/Island territories/aspirational districts. Further, the ZED certified MSMEs can avail a plethora of benefits from various institutions like central government, state government, financial institutions (banks), etc. The scheme also includes a provision of handholding for the MSMEs to help them improve their processes and systems, achieve higher ZED Certification levels and move towards zero effect solutions/pollution control measures/cleaner technology through financial assistance on the same.

Over a period of 16 months since the launch, the scheme has reached a milestone of 95,000+ registrations and 39,000+ certifications. In addition, 250+ MSMEs have taken handholding under ZED scheme to move to higher certification levels and become world class manufacturer. Further, ZED certified MSMEs have availed financial

support of more than Rs. 50 crores in form of incentives / benefits instituted within the scheme.

Several awareness programs, pan-India, have been organized on the ZED certification scheme which received an enthusiastic participation of over 20,000 MSMEs. Also, more than 500 senior professionals have been trained on the ZED certification for sensitizing and guiding the MSMEs in their ZED journey.

Adoption of Zero Defect, Zero Effect practices by the MSMEs through the scheme will not only help them enhance their competitiveness but also contribute significantly to the vision of "Bharat becoming a developed nation by 2047".

EXPLORING NEW HORIZONS:
Our New Regional Offices

Garden City BENGALURU

City of Joy KOLKATA

With the lighting of lamp, we illuminate the way to Quality Excellence at our new offices. Embarking on a journey of inspiration and progress, fostering a brighter tomorrow for all. Our Chairman, Secretary General and other Senior Officials graced the event with their esteemed presence and facilitated the ribbon-cutting ceremony.

In order to create a strong network that will enable rapid response and grievance redress for all stakeholders, we are increasing our physical presence across the states. Additionally, it would enhance and extend the state's medical, calibration, and testing laboratories. The office will improve communication with the CABs in the area. Additionally, it will facilitate a greater reach to Tier 3 and Tier 4 cities that stand to gain from the opening of these new offices.

Elevating Healthcare Education

'Mission Niramaya' and The Role of Quality Council of India

The Government of Uttar Pradesh (GoUP) has embarked on a transformative journey to reshape the healthcare landscape within the state, and at the heart of this endeavor lies the visionary program, 'Mission Niramaya'. Officially launched by the Honourable Chief Minister, Shri Yogi Adityanath, this initiative stands as a testament to the state's commitment to enhancing the quality of pre-service education offered to nursing, midwifery, and allied healthcare professionals. Spearheaded by the Uttar Pradesh State Medical Faculty (UPSMF), 'Mission Niramaya' has unfolded an ambitious strategy that encompasses the elevation of teaching methodologies, infrastructural provisions, and learning outcomes to new heights.

Yogi Ji. It was during this momentous occasion that the Uttar Pradesh State Medical Faculty (UPSMF) entrusted QCI with a momentous task – to assess a staggering 722 nursing and paramedical institutes scattered across the expanse of Uttar Pradesh, all of which were affiliated with UPSMF.

The Inaugural Step: QCI's Involvement

The Uttar Pradesh State Government extended a formal invitation to the Quality Council of India (QCI) during an event graced by the Honourable Chief Minister of Uttar Pradesh, Shri Adityanath

The Complexity of the Assessment Process

The assessment process devised for 'Mission Niramaya' can be encapsulated within four distinct phases: self-assessment, desktop assessment, field assessment, and eventual data submission to UPSMF. To ensure an efficient execution of the field assessment phase, the Project Management Unit (PMU) was established across various districts of Uttar Pradesh by QCI.

Training the Assessors: An Imperative

The journey towards excellence mandated proficient validators. These individuals, categorized as technical and

> **'Mission Niramaya' was officially launched by the Honourable Chief Minister, Uttar Pradesh, Shri Yogi Adityanath, as a testament to the state's commitment to enhancing the quality of pre-service education offered to nursing, midwifery, and allied healthcare professionals**

non-technical, underwent comprehensive training programs to hone their skills. This training was not just classroom-based but extended into practical on-ground exposure, ensuring a holistic understanding of the assessment process. The role of technical health experts in spot checks further validated and authenticated the collected data.

A Crucial Human Resource: Validators and Their Training

The cornerstone of 'Mission Niramaya' is the thoroughness and accuracy of the evaluation process. This is significantly dependent on the proficiency of the validators. Over 400 candidates underwent stringent screening and interviews. Approximately 200 of these individuals were then

The assessment process devised for 'Mission Niramaya' can be encapsulated within four distinct phases: self-assessment, desktop assessment, field assessment, and eventual data submission to UPSMF

chosen to participate in comprehensive capacity-building workshops, spanning both classroom and practical training. The ultimate goal was to equip these validators with the necessary skills to conduct rigorous and meticulous assessments.

The field assessment teams, encompassing both technical and non-technical data validators, undertook their tasks armed with a well-defined framework. This framework facilitated the daily capture of data on an online platform. The entire process was marked by transparency through live streaming and recording through body cameras, ensuring the integrity of the process. In this elaborate evaluation, Quality Coordinators provided guidance, while shadow observers ensured data accuracy by visiting 70% of the institutes daily.

The Role of Standardized Tools

To ensure a robust and comprehensive evaluation, Jhpiego crafted a standardized assessment tool. This tool operates as a linchpin in the evaluation process, aiding in the assessment of compliance with established guidelines for nursing and paramedical institutes. The tool delves into essential aspects including infrastructure, faculty availability, teaching-learning processes, and the evaluation of practical skills. With this structured foundation, the evaluators were empowered to conduct in-depth assessments on-site.

A Tripartite Framework for Success

The foundation of the assessment framework is a tripartite structure, centered around three key criteria: infrastructure, teaching-learning processes, and learning outcomes. This triad served as the benchmark for QCI's assessment and rating of colleges. The collaboration between QCI and UPSMF involved a meticulous desktop analysis of online information provided by colleges, buttressed by in-person visits for on-ground validation. The extensive assessment process, meticulously monitored and conducted, mirrored the system's commitment to authenticity and excellence.

Transparency through Technology

Transparency and fairness underpin the entire assessment process. Body cameras were deemed essential during physical visits to colleges. This technology ensured real-time monitoring by a remote quality check team, thereby upholding the utmost level of transparency. The commitment to objectivity extended further into the validation process of the assessments. Draft reports were provided to colleges, affording them the opportunity to verify their scores and express concerns. This exchange was meticulously documented to safeguard objectivity. Only valid concerns were escalated to the Grievance Review Committee, underscoring the system's fidelity to authenticity.

The Crucible of Innovation and Collaboration

Innovation and collaboration, two pillars of 'Mission Niramaya', have been pivotal in reshaping nursing and paramedical education in Uttar Pradesh. By synergizing expertise from diverse spheres including UPSMF, Jhpiego, IHAT-UPTSU, and QCI, this pioneering initiative has heralded a new era of learning. Its transparency has empowered students and parents to make informed decisions, while simultaneously motivating institutions to pursue continuous improvement.

Spot Checks: Ensuring Reliability

To augment the trustworthiness of the data collected, UPSMF introduced a rigorous spot check mechanism. This involved unannounced visits to colleges by technical health experts, appraising both technical and non-technical dimensions. The data from these spot checks was meticulously compared to the QCI assessments, bolstering the accuracy of the findings and validating the evaluation process.

Conclusion

'Mission Niramaya', a monumental leap in healthcare education, thrives on the partnership between visionary government policy and meticulous execution. At the helm of this transformative mission, the Quality Council of India (QCI) has played an indispensable role. Through stringent assessment processes, standardized tools, transparent evaluations, and spot checks, QCI has contributed to shaping a robust and reliable framework for the enhancement of nursing and paramedical education in Uttar Pradesh. This convergence of dedication, innovation, and collaboration promises a brighter future for healthcare education in the state, empowering both students and institutions to aim for nothing less than excellence.

Outcome

One of the pivotal outcomes of this assessment is the assignment of grades. These grades, ranging from A to E, are emblematic of the institution's performance. They are a culmination of the rigorous evaluation process, where each aspect of the institution's operations is scrutinized against predefined benchmarks.

गुणवत्तापूर्ण शिक्षा और कौशल विकास से होगा विकसित भारत का निर्माण

क्यूसीआई जैसे संगठनों की है महत्वपूर्ण भूमिका

वर्तमान अमृतकाल में कर्तव्यपथ पर दौड़ता भारत, दुनिया की तीसरी सबसे बड़ी अर्थव्यवस्था बनने की ओर अग्रसर है। राष्ट्र की आर्थिकी को सुदृढ़ बनाने में सर्वसुलभ, समावेशी एवं गुणवत्तापूर्ण शिक्षा की महत्वपूर्ण भूमिका है। भारत जैसे विशाल जनसंख्या व विविधताओं से भरे देश में सभी को एक समान गुणवत्तापूर्ण शिक्षा उपलब्ध कराना बड़ी चुनौती है। शिक्षा व्यवस्था से जुड़े नीतिगत निर्णयों में विलंब, पर्याप्त बजट का उपलब्ध नहीं होना, बुनियादी ढांचे की कमी, शिक्षकों के समुचित प्रशिक्षण, पाठ्यक्रम आदि से जुड़े मुद्दे गुणवत्तापूर्ण शिक्षा की राह में वर्षों से बाधा बने हुए थे। इसी को ध्यान में रखते हुए केन्द्र सरकार, शिक्षा के क्षेत्र में अनेक नीतिगत बदलाव कर विकास एवं प्रगति की गति को तेज करने का प्रयास कर रही है। इन प्रयासों में क्यूसीआई जैसे संगठन महत्वपूर्ण भूमिका निभाते रहे हैं। केन्द्र और राज्य सरकारों की गुणवत्ता सुधार से जुड़ी विविध योजनाओं, परियोजनाओं एवं कार्यक्रमों के तृतीय पक्ष आकलन, मूल्यांकन, निगरानी एवं निरीक्षण के साथ ही प्रत्यायन एवं प्रमाणन से संबंधित अपनी विशेषज्ञता से जुड़े कार्यों के माध्यम से भारतीय गुणवत्ता परिषद्, शिक्षा व कौशल विकास के क्षेत्र में योगदान देकर विकसित भारत के निर्माण में अपनी उल्लेखनीय भूमिका का निर्वहन कर रही है। समाज के सभी वर्गों, शिक्षाविदों, विशेषज्ञों, राज्य सरकारों आदि से व्यापक विचार-विमर्श और मंथन के बाद मोदी सरकार द्वारा शिक्षा क्षेत्र को रूपांतरित करने वाली राष्ट्रीय शिक्षा नीति (एनईपी), 2020 को लागू किया गया। राष्ट्रीय शिक्षा नीति, 2020 का प्रमुख लक्ष्य बिना किसी भेदभाव के प्रत्येक व्यक्ति को आगे बढ़ने और विकसित होने का समान अवसर उपलब्ध कराते हुए, शिक्षार्थियों के ज्ञान, कौशल, बुद्धि व आत्मविश्वास में वृद्धि कर उनके दृष्टिकोण का विकास करना है। इसमें सभी के लिए सुलभ, न्यायसंगत और गुणवत्तापूर्ण शिक्षा उपलब्ध कराने हेतु कई व्यापक सुधारों की परिकल्पना की गई है। साथ ही, विद्यार्थियों को उनकी मातृभाषा में पढ़ाई के अवसर उपलब्ध कराकर मौलिक रूप से अधिगम परिणामों में वांछित वृद्धि के प्रावधान हैं।

भारतीय शिक्षा परिदृश्य

हमारे देश भारत में शिक्षा प्रणाली जटिल और बहुआयामी है। भारत में शिक्षा प्रणाली मुख्य रूप से पूर्व-प्राथमिक, प्राथमिक, माध्यमिक और उच्च शिक्षा के रूप में विभक्त है। अलग-अलग क्षेत्रों, सामाजिक-आर्थिक समूहों तथा शैक्षिक स्तरों पर गुणवत्ता एवं पहुंच में भिन्नताएं देखी जा सकती हैं। भारतीय संविधान में शिक्षा का विषय समवर्ती सूची के अधीन है, इसलिए केन्द्र व राज्य दोनों सरकारों के पास शिक्षा से संबंधित प्रावधानों पर कानून बनाने की शक्ति है, और इन्हीं शक्तियों के कारण कई बार केन्द्र और राज्य सरकारों के बीच नीतिगत मामलों के क्रियान्वयन को लेकर आपसी सहमति बनने में देरी होती है, और इसका खामियाजा देश के विद्यार्थियों और युवाओं को भुगतना पड़ता है। इन्हीं बातों को ध्यान में रखते हुए वर्तमान केन्द्र सरकार देश के विकास और प्रगति से जुड़े नीतिगत मामलों व परियोजनाओं में प्रदेश सरकारों से सहभागिता व समर्थन की आंकाक्षी है। ताकि, 'सबके साथ, सबके विश्वास और सबके प्रयास' से देश के नागरिकों के जीवन की गुणवत्ता में सुधार लाया जा सके।

स्कूली स्तर से ही शोध व नवोन्मेष की पहल: केन्द्र सरकार देश में शोध की संस्कृति को तेजी से बढ़ावा देने में जुटी है। स्कूल के स्तर से ही विद्यार्थियों में शोध के संस्कार विकसित हो सकें, इसके लिए 'प्रयास' नामक एक योजना शुरू की गई है। 'प्रयास' (प्रमोशन ऑफ रिसर्च एटिट्यूड इन यंग ऐंड एस्पायरिंग स्टूडेंट) नामक इस योजना की शुरुआत शिक्षा मंत्रालय तथा एनसीईआरटी ने संयुक्त रूप से मिलकर की है। योजना का फायदा स्कूलों में पढ़ने वाले छात्रों को होगा। इसके तहत स्कूलों में पढ़ने वाले छात्र दैनिक जीवन से जुड़ी समस्याओं का विज्ञान की मदद से समाधान करते दिखाई देंगे। इस योजना के तहत देश के किसी भी विद्यालय में पढ़ने वाला 9वीं से 11वीं कक्षा का कोई विद्यार्थी अपनी सोच व अभिरुचि को वैज्ञानिक मानकों पर परख सकेगा। इसके लिए छात्रों को वित्तीय मदद तथा दिशानिर्देश हेतु योग्य शिक्षक उपलब्ध कराए जाएंगे।

योजना से जुड़ी प्रमुख बातें

- इस योजना में प्रतिभाग करने के लिए विद्यार्थियों को अपने स्कूल के माध्यम से अपने शोध से जुड़े विषय का प्रस्ताव देना होगा।
- एक विद्यार्थी किसी भी दो विषय पर प्रस्ताव दे सकता है।
- इन प्रस्तावों का चयन वैज्ञानिक आधार पर किया जाएगा।

- प्रस्ताव का चयन होने के बाद, छात्र-छात्राओं की मदद के लिए स्कूल के स्तर पर एक शिक्षक और आसपास के उच्च शिक्षण संस्थानों में शिक्षण-कार्य में लगे किसी शिक्षक को शामिल किया जाएगा।
- प्रत्येक विषय में शोध व अनुसंधान के लिए समय-सीमा एक वर्ष की होगी। विशेष परिस्थितियों में कुछ महीनों के लिए इसे बढ़ाया भी जा सकता है।
- विषय का चयन होने के बाद शोध कार्य के लिए 50 हजार रुपये की वित्तीय मदद उपलब्ध कराई जाएगी।
- इनमें से 10 हजार रुपये विद्यार्थी को प्रोत्साहन राशि के रूप में, 20 हजार रुपये स्कूल तथा 20 हजार रुपये उच्च शिक्षण संस्थान के शिक्षक को प्रदान किए जाएंगे।
- इस महत्वपूर्ण योजना से देशभर के स्कूलों में शोध व अनुसंधान का वातावरण तैयार होगा। राष्ट्रीय शिक्षा नीति (एनईपी) में भी इस विषय का उल्लेख है।

उच्च शिक्षा में सुधारवादी कदम

उच्च शिक्षा व्यवस्था में परिवर्तन लाने के लिए केन्द्र सरकार द्वारा 2018 में भारतीय उच्च शिक्षा आयोग तथा 2019 में राष्ट्रीय अनुसंधान फाउंडेशन के गठन की घोषणा की गई थी। यद्यपि कुछ कारणों से उनके कार्यान्वयन की गति मध्यम रही, लेकिन अब उसमें तीव्रता देखी जा रही है। उच्च शिक्षा के क्षेत्र में यूजीसी, आईसीएआर, एआईसीटीई, एनसीटीई, नैक, एनआईआरएफ जैसी एक दर्जन से अधिक नियामक एजेंसियां हैं, जो देश के कला, विज्ञान, व्यवसाय, अभियांत्रिकी, शिक्षा शास्त्र, प्रबंधन, कृषि शिक्षा आदि से संबंधित उच्च शिक्षण संस्थानों तथा शोध संस्थानों की संबद्धता, मूल्यांकन, प्रत्यायन, रैंकिंग, वित्त पोषण और नियंत्रण आदि का कार्य करती हैं, इन नियामक संस्थाओं की कार्यप्रणाली के अलग-अलग मानक व मापदंड होने के कारण कई बार इनकी आलोचना भी होती है। इसीलिए केन्द्र सरकार ने इन सभी नियामक संस्थाओं का मूल्यांकन करते हुए इन्हें एक निकाय के अधीन लाने का निर्णय लिया। अब उच्च शिक्षा, एक ही नियामक संस्था भारतीय उच्च शिक्षा आयोग के अधीन होगी, जो सीधे तौर पर शिक्षा मंत्रालय की निगरानी में कार्य करेगा। भारतीय उच्च शिक्षा आयोग की विशेषता यह है कि यह एक साथ देश के तमाम केन्द्रीय विश्वविद्यालयों और शीर्ष उच्च शिक्षण संस्थानों जैसे- आईआईटी, एनआईटी, आईआईआईटी आदि का नियमन और नियंत्रण करते

शिक्षा व कौशल विकास

हुए उनके मूल्यांकन, प्रत्यायन, रैंकिंग एवं वित्त पोषण आदि का काम करेगा। इस आयोग के चार आयाम होंगे, इन चार आयामों को क्रमशः राष्ट्रीय उच्च शिक्षा विनियामक परिषद्, राष्ट्रीय प्रत्यायन परिषद्, उच्चतर शिक्षा अनुदान परिषद् तथा सामान्य शिक्षा परिषद् के नाम से जाना जाएगा। राष्ट्रीय उच्च शिक्षा विनियामक परिषद् उच्च शिक्षण संस्थानों के नियंत्रक के रूप में काम करेगी। वहीं राष्ट्रीय प्रत्यायन परिषद् उच्च शिक्षण संस्थानों के मूल्यांकन, प्रत्यायन और रैंकिंग का काम करेगी। उच्च शिक्षण संस्थानों के वित्त पोषण का काम उच्चतर शिक्षा अनुदान परिषद् द्वारा किया जाएगा। वहीं सामान्य शिक्षा परिषद्, पाठ्यचर्या और शिक्षण से जुड़े मामले देखेगी और इनके नवीकरण की जिम्मेदारी भी इसी की होगी। इससे देश के उच्च शिक्षण संस्थानों को अलग-अलग नियामक संस्थानों से मुक्ति मिलेगी एवं यह शिक्षण संस्थान राष्ट्रीय शिक्षा नीति के लक्षित उद्देश्यों की प्राप्ति की दिशा में अग्रसर होंगे।

गतिशक्ति विश्वविद्यालयः यह विश्वविद्यालय प्रधानमंत्री श्री नरेन्द्र मोदी के मौलिक विचार और दृष्टिकोण की देन है। संपूर्ण परिवहन और लॉजिस्टिक्स क्षेत्रों के लिए सर्वोत्तम श्रमबल एवं प्रतिभा तैयार करने के उद्देश्य से एक केंद्रीय विश्वविद्यालय के रूप में इसकी स्थापना वर्ष 2022 में गुजरात के वडोदरा में की गई है। रेल, मेट्रो तथा हाई-स्पीड रेलवे पर उत्कृष्ट पाठ्यक्रम प्रस्तावित करने वाले इस उद्योग केंद्रित एवं नवाचार आधारित विश्वविद्यालय का विशेष महत्व है। इसमें पढ़ाए जाने वाले पाठ्यक्रम विद्यार्थियों को भविष्य के अनुरूप कार्यबल तैयार करने में सहायक होंगे। यह विश्वविद्यालय सुनिश्चित करेगा कि भारतीय कौशल विकास की आवश्यकताएं निश्चित तौर पर वैश्विक मानकों के अनुरूप हों।

कौशल विकास से युवाओं का सशक्तिकरणः शिक्षा को केवल किताबी ज्ञान तक सीमित नहीं किया जा सकता, कौशलयुक्त शिक्षा के बगैर गुणवत्तापूर्ण शिक्षा की परिकल्पना अधूरी

है। भारतीय युवाओं को उद्योग संबंधी कौशल प्रशिक्षण देकर आजीविका हासिल करने में मदद करने के लिए 15 जुलाई, 2015 को ''प्रधानमंत्री कौशल विकास योजना'' शुरु की गई थी। कौशल विकास और उद्यमिता मंत्रालय की यह योजना राष्ट्रीय कौशल विकास निगम (एनएसडीसी) द्वारा कार्यान्वित है। इस योजना के शुरू होने के बाद से मई 2023 तक 1 करोड़, 37 लाख प्रतिभागियों को प्रशिक्षित किया गया। केन्द्रीय बजट 2023-24 में इसके चौथे संस्करण, यानि ''प्रधानमंत्री कौशल विकास योजना 4.0'' की घोषणा की गई, जिसका उद्देश्य अगले तीन वर्षों में लाखों युवाओं को प्रशिक्षित करना है। योजना के इस नए संस्करण में, ऑन-जॉब प्रशिक्षण, उद्योग साझेदारी तथा उद्योगों की जरूरतों के अनुरूप पाठ्यक्रमों को जोड़ने पर बल दिया जाएगा, जिसमें कोडिंग, आर्टिफिशियल इंटेलिजेंस, रोबोटिक्स, इंटरनेट ऑफ थिंग्स (आईओटी), थ्री डी प्रिंटिंग, ड्रोन और साफ्ट स्किल्स जैसे उमरते क्षेत्र शामिल हैं। इसके साथ ही, कुशल युवाओं को अंतरराष्ट्रीय अवसर प्रदान करने हेतु केन्द्र सरकार ने देशभर में 30 कौशल भारत अंतरराष्ट्रीय केन्द्रों की स्थापना का प्रस्ताव दिया है। यह योजना युवाओं को रोजगार प्राप्त करने हेतु प्रशिक्षित करके उन्हें लाभ पहुंचाती है, उत्पादकता को बढ़ाकर अर्थव्यवस्था में योगदान देती है और मानव संसाधन विकास को प्रोत्साहित करके राष्ट्र-निर्माण में मदद करती है।

निष्कर्षः

देश को आत्मनिर्भर बनाने में शोध, अनुसंधान व प्रौद्योगिकी की भूमिका महत्वपूर्ण है। स्वदेशी तकनीक, नवोन्मेष व नवाचार, जनसामान्य के जीवन को सुगम बनाने और देश की अर्थव्यवस्था को सुदृढ़ करने में योगदान देते हैं। अमृतकाल में, प्राचीन भारतीय ज्ञान-विज्ञान, कौशल और मूल्य आधारित शिक्षा प्रणाली से सीख लेते हुए, नई शिक्षा प्रणाली में इसके प्रभावी कार्यान्वयन को सुनिश्चित करके भारत के विकसित राष्ट्र बनने के संकल्प को सिद्धि तक पहुंचाया जा सकता है।

वीरेन्द्र नाथ मिश्र
मीडिया प्रकोष्ठ, क्यूसीआई
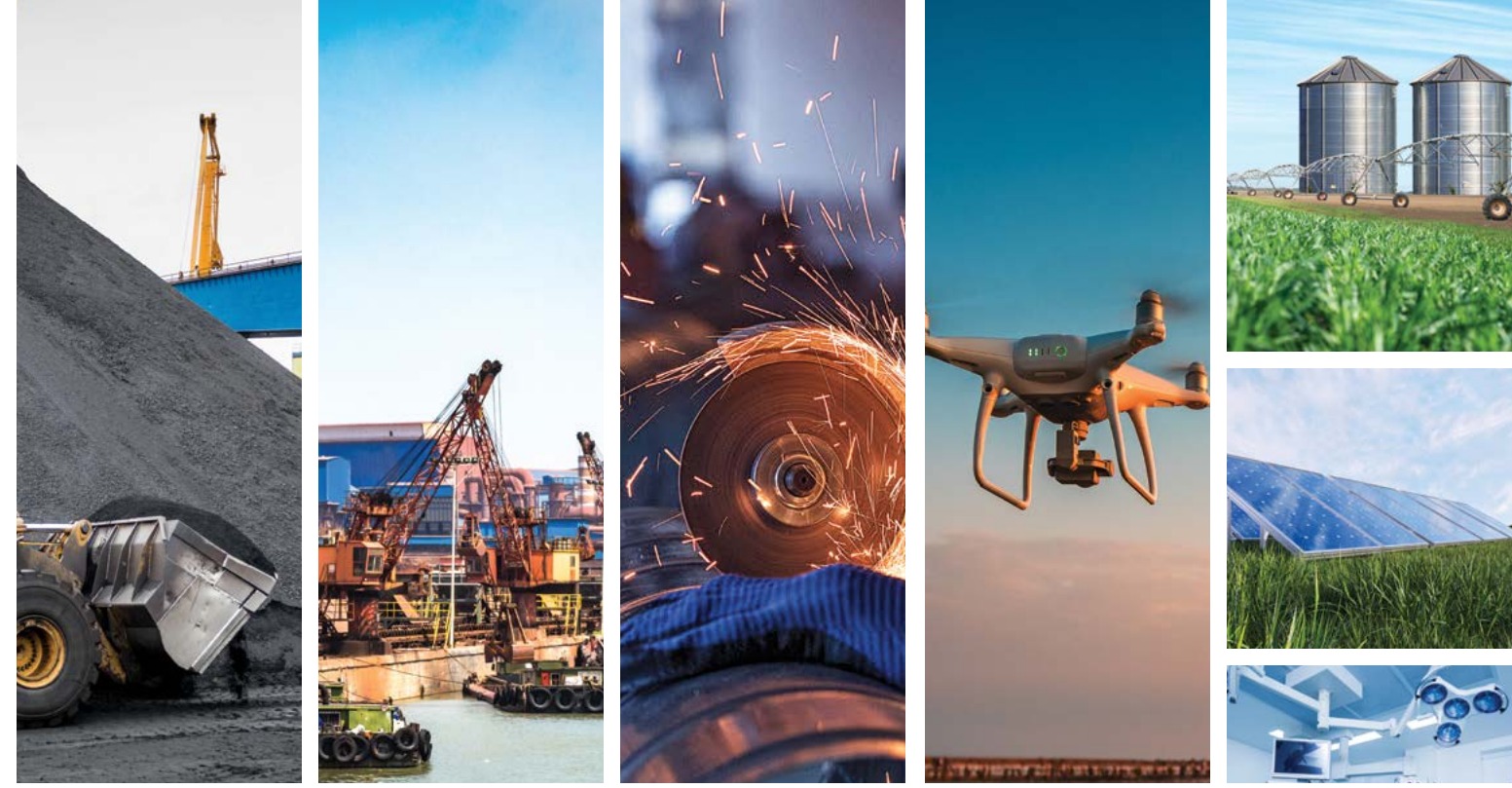
QCI'S BOARDS

NABET
National Accreditation Board for Education and Training

NABH
National Accreditation Board for Hospitals and Healthcare Providers

NBQP
National Board for Quality Promotion

NABL
National Accreditation Board for Testing and Calibration Laboratories

NABCB
National Accreditation Board for Certification Bodies

BOARD UPDATES

JUNE TO AUGUST 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.

Environment Division

Scheme for Accreditation of Exploration Agencies in Mineral Sector (AEA)

A meeting was held on 18th August 2023 with QCI-NABET and Private agencies. The meeting was chaired by Shri Pradeep Singh, Director (Technical), Ministry of Mines.

Outcomes

Overview of the scheme for AEA was given, also, discussed the various incentives introduced by the Ministry for private exploration agencies. Private agencies, after getting accredited by QCI-NABET and notified by the Central Government, can take benefit of these schemes by submitting a project proposal to National Mineral Exploration Trust (NMET). NMET has already approved 11 proposals from different private agencies amounting to a total of Rs 7.6 Cr.

Award Ceremony of National Geoscience Award-2022 organized by Ministry of Mines held on 24th July

2023 at Rashtrapati Bhavan Cultural Centre Auditorium, New Delhi.

Outcomes

Awards were given by Smt. Droupdi Murmu, Hon'ble President of India to the experts in the field of Geoscience for novel research.Minister of Mines also mentioned the contribution of QCI-NABET in his speech.

Formal Education Excellence Division (FEED)

Assessments

Quality Interventions in 128 Schools under Pimpri Chinchwad Municipal Corporation (PCMC)

QCI has been fostering excellence in the school education domain by conducting quality interventions in teaching-learning process with an objective to improve the learning outcomes of students across 128 schools. The project has two components namely; Student assessment & teaching learning process assessment. Under Student assessment, 50,000 students approximately **from Classes 1st to 10th will** undergo an academic assessment at the beginning (baseline assessment) and at the end of each year (endline assessment) for 3 years. Presently, **the baseline student assessment has been completed in 92 out of 128 schools wherein 21,267 students out of 50,000 students approximately** have been covered. When the baseline assessment data is captured for students of all schools, their performance will be analysed vis -a-vis grade specific learning outcomes specified by SCERT. Further their performance will be analysed in relation to subject specific competencies & assessment objectives which have been used as factors for designing test items in Langage, Mathematics & Science/ EVS subjects for concerned classes.

Under teaching learning process assessment, classroom observation of 1300+ teachers (approximately) is under process by a team of subject domain experts. The Teaching Learning Process of all teachers will be assessed against teaching standards. Based on assessment, current performance levels of teachers will be determined. Reflecting over current performance levels of teachers, strategic individualized action plans will be developed for each teacher so that the teaching learning process may be improved in desired directions (35 experts have been engaged through a rigorous screening & selection process).

Presently, 50 teaching-learning processes (TLP) have been observed by experts across 23 schools. 35 experts have been engaged through a rigorous screening & selection process. They have been trained to conduct assessment of TLP as per the designed framework.

Outcomes

- Categorization of students performance in A, B, C & D (A being the highest & D being the lowest). Further, identifying the root cause of low performance among students (falling in category C & D).
- Development of strategic action plan for teachers for improvement in teaching learning process and learning outcomes.
- Data driven decision making by PCMC department officials.

Women Rights & Safety

Third-Party Audit of NCW-TISSS Special Cells for Women: The National Commission for Women and Tata Institute of Social Sciences (TISS), Mumbai have been running 'Violence Free Homes- A Women's Right' Project. Under the project the Special cells with trained social workers within police stations provide psycho-socio-legal services and serve as nodal point for women facing violence.

National Commission for Women partnered with Quality Council of India to conduct a third- party audit of its 'Violence Free Homes- A Women's Right' project. The audit will throw light upon performance of said project in providing quality life to women by ensuring violence free homes. The audit will be conducted by Quality Council of India in eight states and final report will be submitted to NCW after the completion.

Outcomes

- Assess the experience and satisfaction level of women survivors who approached these special cells
- Assess the impact of special cells in providing early resolution to women facing violence
- Identify the challenges faced by Police officials and Social Workers in providing early resolution in each case of domestic abuse /violence
- Ascertain the overall effectiveness of these special cells in creating awareness in the community on the issue of violence against women

Children with Special Needs (CWSN)

Study on Assessment of Readiness of Schools in inclusion of Children with Special Needs (CWSN), especially in terms of existing infrastructure, principal's/ teacher's belief and overall school curriculum: National Commission for Protection of Child Rights (NCPCR) in partnership with Quality Council of India has proposed a unique study for assessing readiness of schools in inclusion of Children with Special Needs (CWSN). This specialised study will conduct safety provisions, infra facilities & availability of aids to make schools accessible to CWSN.

A pilot study was conducted in the month of June, 2023 by QCI officials in Chandigarh. The aim of the pilot study was to assess robustness of the framework prepared for the main study and identify shortcomings, if any. For the same, three schools were identified and study was conducted on 16th & 17th May, 2023 in Chandigarh.

Outcomes

- Ascertain the availability of qualified professional teachers, curriculum, TLM & teaching strategies for CWSN
- Identification of provisions for capacity building programs to be conducted related to inclusive education for teachers .
- Identify and highlight the shortcomings in inclusion of CWSN in the School education system
- Provide Concrete recommendations to NCPCR based on the finding of the Study
- Creation of a roadmap to address the issues and challenges faced by various stakeholders in Inclusion of Children with Special Needs (CWSN)

QCI Officials visited schools in Chandigarh

Capacity Building of Training Institutes

Assessment of Central Training Institutes (CTIs) and Administrative Training Institutes (ATIs)under Capacity Building Commission: NABET-QCI has been in 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), which were developed by the Capacity Building Commission (CBC) to establish standards for best practices in the civil service capacity-building ecosystem. The NSCSTI consists of eight. Currently, there are 5 institutes undergoing onsite assessment, 59 institutes undergoing desktop assessment, and 150 institutes in the process of self-assessment. 19 institutes have successfully completed assessment and have been accredited.

Outcomes

- Quality improvement in training institutes, course design & 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
- Capacity building through training workshops

NABET-QCI Achieves Remarkable Milestones in MSME Competitive LEAN Scheme

In a pivotal development, Quality Council of India (QCI) was appointed as one of the implementing agencies under MSME Competitive LEAN Scheme (MCLS) by Ministry of Micro, Small, and Medium Enterprises (M/o MSME) . The scheme was launched in March 2023. This strategic move marked the inception of a transformative journey of MSMEs towards progress and being competitive in local & global market.

The National Accreditation Board for Education and Training (NABET), accepted this mandate of M/o MSME with unwavering commitment. Today, we take pride in announcing the successful attainment of significant milestone, marking a progression in our endeavor to improve the competitiveness of MSME sector.

Awareness and Outreach activities: Key to Success

In the pursuit of our mission, NABET-QCI organized 21 awareness programs pan India (through virtual and Physical mode both) during the period from June to August 2023. These programs were attended by State MSME officials, OEM representatives, Industry Association representatives and other stakeholders besides the MSMEs. These programs were instrumental in disseminating knowledge and insights about the scheme among MSMEs. As a result of this, we have 1081+ MSMEs registered under QCI. Out of which 1040 MSMEs have taken pledge, demonstrating their intent to embrace the ethos of quality and growth. Further, as on date 196 MSME units are basic certified and 6 GoE have been formed.

Apart from the above, 4 Consultant Training Programs have been conducted during the period from June to August 2023 which has resulted in empanelment of 38/139 consultant organizations / consultants. These empaneled consultants shall help QCI in handholding of MSMEs in Intermediate and Advance Level of the scheme.

After the launch of the scheme in March 2023, the period from March to May 2023 witnessed the initial footsteps of laying of the foundation for further progression and accordingly, after May 2023 NABET-QCI worked in full swing towards its mandate and in past three months (June to August 2023), the numbers spoke the effectiveness of the coordinated efforts of MCLS QCI-NABET Team as mentioned below:

651 MSMEs registered, showcasing a significant 67% increase compared to the previous quarter

639 pledges, reflecting an even stronger commitment from MSMEs towards quality and growth

129 basic certified units, more than doubling the number achieved in the previous quarter

RACB

Applied & Industrial Research

Collaboration with IGSTC (Indo-German Science & Technology Centre)

Outcomes

1. The Indo-German Science & Technology Centre (IGSTC), a joint initiative by the Department of Science & Technology (DST),Government of India and the Federal Ministry of Education and Research (BMBF), Government of Germany was established to facilitate Indo-German R&D networking through substantive interactions among government, academia/research system and industries, thus fostering innovation for overall economic and societal developments in both the countries.

2. Proposal for assessment of R&D capabilities of industries under 2+2 bi-lateral research program has been accepted by IGSTC. **RACB & Higher Education Division** shall assess R&D capabilities of Industries/ Start-ups.

3. The successful execution of this proposal will significantly contribute to the success of the 2+2 Bilateral Research Program, **strengthening the bonds** between our nations and propelling us towards a more knowledge-driven and innovative future.

Future discussions

1. IGSTC and QCI may join hands to organise **Scientific Conferences/Workshops** and may invite scientists from Germany to participate in the events.

2. Exploration of the possibility of engaging QCI for evaluation and impact analysis activities through a joint **Memorandum of Understanding (MOU)**.

3. A commitment for **promoting scientific knowledge** among young researchers

Research

Third-Party evaluation of Prime Minister's Research Fellows (PMRF) Scheme

Outcomes

1. The Prime Minister's Research Fellows (PMRF) Scheme has been designed to improve the quality of high end Ph.D Research Programs of Government of India implemented in premier academic institutions and institutions of eminencein the country. With attractive fellowships, the scheme seeks to attract the best talent into research thereby realizing the vision of development through innovation

2. 38 premiertechnical institutes, including **23 IITs** have been assessed through both virtual and physical interactions with research scholars and all stakeholders associated with these institutions. The preliminary report has been forwarded to IIT Madras, and the ongoing work involves finalizing the design and binding of the ultimate report

Future discussions

Next set of assessments are expected for research programs.

Higher Education

Development of New Framework for Assessment and Evaluation of:

1. Higher Education Institutions & Universities

2. Academic Programs

Outcomes

1. RACB and Higher Education Division has developed a "Framework for the Assessment and Evaluation of Higher Education Institutions and Universities"

2. Framework for the Assessment and Evaluation of an Academic Program being offered by a university has also been designed. The frameworks have been vetted by academicians, researchers and industry experts

The frameworks so designed shall be instrumental in the assessment of the Higher Education Institutions and Academic Programs in future.

Audit of Private Universities in Haryana

Outcomes

1. The Department of Higher Education, Government of Haryana, had directed RACB and Higher Education Divisionto conduct Audit of three private universities in Haryana. The Audit of Starex University, Gurugramhas already been accomplished.

2. The audit of two other Universities namely PDM University, Bahadurgarh and NIILM University,Kaithal is in pipeline. RACB and Higher Education Division is in continuous discussion with Haryana Government to conclude the assessment of the universities.

BOARD UPDATES
JUNE TO AUGUST 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.

NABH Activities

NABH Accreditation Programs: NABH offers accreditation to Hospitals, SHCOs/ Nursing Homes, Blood Banks, Eye care organizations, AYUSH hospitals, Panchkarma Clinics, Medical Imaging Services, Dental Centers, Allopathic Clinics and Ethics Committees

NABH Certification Programs: NABH offers certification to Hospitals, SHCOs, AYUSH Hospitals and centres, Medical Laboratories, Nursing Excellence and Emergency Department.

NABH Empanelment Programs: NABH has been entrusted with the task of assessing hospitals as per set criteria for empanelment of Hospitals with Central Government Health Scheme (CGHS) and Ex Service Men Contributory Health Scheme (ECHS). NABH also offers to empanelment certification to Medical Value Tourism Facilitators (MVTF)

NABH International: NABH has started its operations overseas under NABH International (NABH I). It offers all accreditation programs as being offered in India. The program is unique as in addition to the accreditation standards it requires compliance with local regulatory requirements.

NABH Quality Connect Training and Education: NABH

conducts low cost authentic Education/Interactive Workshop under the headers of Clinical Audit, Continual Quality Improvement: Tools and Techniques, Documentation Requirement for Patient Safety and Quality Improvement, Good Clinical Trial Practices (GCP), Awareness Programmes and Programme on Implementation (POI). NABH has also developed Self Learning Module POIs for training related to NABH standards and assessments.

Digital Health Standards

In line with Hon'ble Prime Minister's dream of making our country digitally empowered, NABH has announced digital health initiatives with the intent of strengthening digital health infrastructure of the country & bringing quality in digital heath systems. NABH will soon be launching digital health standards and these will be first of its kind in the country. Under this initiative NABH has entered into an MoU with National Health Authority (NHA) and has offered to support Ayushman Bharat Digital Mission (ABDM) launched by Government of India in year 2021. NABH is committed to create awareness about components of ABDM amongst accredited/certified partner healthcare organizations.

Outcomes

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

In collaboration with CII, the accreditation standards for Care Homes have been developed and is in the final stages of release. Standards for Standalone Dialysis Centers in collaboration with NATHealth and for Standalone Dermatology and Cosmetology Centers in collaboration with Indian Association of Dermatologists, Venereologists and Leprologists (IADVL) have also been prepared.

The first draft of the Standards is ready for inviting comments from stakeholders. Pilot assessments as per the draft standards have been completed. The standards will be released very soon.

NABH Projects

- Entry-Level Certification of 12,500 AYUSH Health & Wellness centres and 104 Integrated Hospitals under National Ayush Mission (NAM) entrusted by Ministry of AYUSH
- Inspections of 247 Homeopathic medical colleges and associated hospitals based on the Minimum Standards Regulations (MSR) of National Commission of Homeopathy
- Third-party safety audits of Smile Train Centres across the country
- Third-party assessments of the partner hospitals of FOGSI as per Manyatta standards

Upcoming Initiatives

NABH Digital Health initiatives: In line with our Hon'ble Prime Minister's dream of making our country digitally empowered, NABH has announced digital health initiatives with the intent of strengthening digital health infrastructure of the country & bringing quality in the digital heath systems. NABH will soon be launching NABH Digital Health standards and these will be first of its kind in the country.

NABH new and revised standards: NABH will be launching the following new standards:

- NABH Digital Health Accreditation Standards – 1st edition
- Entry-Level Certification Standards for Dental Clinics – 1st edition
- Stroke Care Centres Certification Standards – 1st edition
- Care Home Certification Standards- 1st edition
- Accreditation Standards for Dental Providers – 3rd edition
- Allopathic Clinics Accreditation Standards - 2nd edition (Dialysis, Dermatology, Day Care)

Number of Accredited/ Certified Healthcare organisations by NABH

3500+
ACCREDITATION PROGRAMS

10,800+
CERTIFICATION PROGRAMS

3900+
EMPANELMENT PROGRAMS

10+
NABH-INTERNATIONAL

18,400+
TOTAL

NABH administers on behalf of the Government (Central/ State)

- Entry-Level Certification of 12,500 AYUSH Health & Wellness centres and 104 Integrated Hospitals under National Ayush Mission (NAM) entrusted by Ministry of AYUSH
- NABH is working with Ministry of Health & Family Welfare for the promotion of Medical tourism in India. NABH already has a well curated Empanelment program with a validity of two years for all the Medical Value travel facilitators (MVTF) since 2016

Chatbot for Entry-Level programme (HOPE Portal)

- With the objective of providing complete guidance to the hospitals starting from information about the programme till certification under HOPE portal, a Chatbot is designed. NABH has worked with COGNO-AI for the same

- Through this bot, the content present on the website is presented in a very structured way to the users on WhatsApp and only specific information can be passed on to the users as and when asked for or enquired about such as specific fee structure, information about any specific module, eligibility criteria for any specific certifications, etc.
- It has been named as ASHA which means Hope and has been launched

NABH Quality Connect Grants 2023 & Best Practices Club

- NABH Quality Connect Grants 2023: This program is for healthcare quality professionals who are keen to establish new initiatives with innovative thinking and changemaking in the field of research in healthcare quality and patient safety. Grants ranging from Rs. 25,000/- to Rs. 1,00,000/- shall be provided by NABH to 25 selected projects/ proposals which are selected for the program.
- NABH Best Practices Club: This is a platform for the accredited/ certified/ applicant hospitals to pitch, showcase and present the best practices and innovative ideas/ initiatives/ interventions on healthcare quality and patient safety in their respective healthcare organization through creative videos/power point presentations.

NABH participated in the panel discussion during *"Policies and interventions to improve access to next generation antimicrobials in low and middle income countries: India case study workshop"* organized by ISB Max Institute of Healthcare Management and Center for Global Development

Dr. Atul Mohan Kochhar , CEO-NABH highlighted how NABH accreditation programs ensure appropriate stewardship practices for high-end antimicrobials and how these standards are playing a pivotal role in the antimicrobial stewardship adoption

NABH is proud to welcome NATIONAL INSTITUTE OF SIDDHA (Inst. Code - 183), TAMBARAM SANITORIUM, CHENNAI, under NABH Ayush Accreditation Programme

Quality Connect Learning with NABH is the forefront training and capacity-building program in the realms of healthcare quality and patient safety. NABH congratulates @AIIMS, Jammu for being the 100th organization in conducting the NABH Program on Implementation (POI) on the 5th edition NABH Accreditation standards for hospitals. This achievement showcases the achievement of promoting the delivery of the best quality healthcare services. NABH has been successful in conducting more than 1200 such low-cost authentic training programs with more than 35,000 certified participants till date. NABH encourages all healthcare professionals to get trained by these genuine knowledge and wealthy quality training programs

Chairman-NABH, Prof Dr Mahesh Verma, released the 3rd Edition of NABH Dental Health Service Providers accreditation standards and also the First Edition of NABH Entry Level Certification standards for Dental Facilities (upto 8 chairs) during the NABH Dental Assessors' course

BOARD UPDATES

JUNE TO AUGUST 2023

National Board for Quality Promotion

NBQP

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.

Education

Quality Powered Sessions: 5th Fresh India Show by Media Today Pvt. Ltd.

9 & 10 June, 2023, New Delhi

NBQP collaborated with Media Today for the conduct of Quality Powered Session in **5th Fresh India Show. Quality Council of India's PAD Division** participated in a session on **"Access to global markets through Benchmarking of IndG.A.P."**

Outcomes

- Promotion of QCI & its Boards/Divisions
- Understanding of benchmarking IndG.A.P
  - Insights into the challenges and opportunities in achieving compliance
    - Practical strategies
    - Real-world examples of successful benchmarking

National Conference on Traditional and Alternative Medicine by ASSOCHAM

19 July, 2023, New Delhi

NBQP collaborated with ASSOCHAM for the conduct of Quality Powered Session titled **"Role of Quality, Standardization, and Education in the Growth of Ayush Industry"**. Quality Council of India's NABH, PAD Division and the Pharmacopoeia Commission for Indian Medicine & Homoeopathy.

Outcomes

- Promotion of QCI & its Boards/ Divisions
- Promotion of NABH Healthcare Service Providers Accreditation Program
- Promotion of Traditional Community Healthcare Providers Scheme of PAD Division
- Networking with members present, highlighting commitment to quality care and patient safety

Global Food Regulators Summit by FSSAI

20-21 July, 2023, New Delhi

- NBQP collaborated with FSSAI for the conduct of Quality Powered Session in Global Food Regulators Summit. Quality Council of India's PAD Division actively participated in a two-day event focused on strengthening global food safety and regulatory frameworks.
- PADD showcased innovative Agri-food initiatives, sustainable farming, supply chain transparency, quality control measures, and advanced food safety tech at an exhibition booth.
- GFRS 2023 was a key event promoting international cooperation in enhancing food safety and regulatory standards throughout the food value chain.

Outcomes

- Promotion of QCI & its Board/Divisions
- Participants from diverse sectors and countries exchanged knowledge and best practices in food safety and regulatory frameworks

- PADD officials got an opportunity to connect with relevant stakeholders and officials

3rd CII Manufacturing Excellence Summit by CII

10 August, 2023, New Delhi

NBQP collaborated with CII for the conduct of Quality Powered Session in 3rd CII Manufacturing Excellence Summit. **Quality Council of India's** ZED and LEAN divisions of QCI, participated in a session on "Elevating Indian Industry to Global Competitiveness."

Outcomes

- Promotion of QCI & its Board/Divisions
- Raised awareness among attendees, including MSME representatives, about the importance of quality standards and government programs like ZED and LEAN

One Earth One Health (7th Edition of Advantage Healthcare India 2023)

17-19 August, 2023, Gandhinagar, Gujarat

Ministry/ Association: Ministry of Health & Family Welfare and FICCI

"The One Earth One Health Advantage Healthcare India Conference 2023" was held at the Mahatma Mandir Convention and Exhibition Centre, Gandhinagar, Gujarat, alongside the G20 Health Ministers' Meeting.

It was organized by Ministry of Health & Family Welfare and FICCI and served as a forum for the NABH with a focus on enhancing healthcare quality, especially for underserved populations.

Shri. Jaxay Shah, Chairman QCI, attended the inauguration ceremony and interacted with distinguished guests. The NABH-QCI stall received notable visitors, including Dr. Mansukh Mandaviya, Union Health Minister; Dr. Tedros Adhanom Ghebreyesus, WHO Director General; Shri Sarbananda Sonowal, Hon'ble Minister of AYUSH, Government of India; Prof. S.P. Singh Baghel, Minister of State (SPSB) in the Ministry of Health and Family Welfare, Government of India; Dr. Bharati Pravin Pawar, Minister of

Dr. Mansukh Mandaviya, Union Health Minister; Dr. Tedros Adhanom Ghebreyesus, Director General of the World Health Organization (WHO); Shri. Sarbananda Sonowal, Hon'ble Minister of AYUSH, Government of India; Prof. S.P. Singh Baghel, Minister of State (SPSB) in the Ministry of Health and Family Welfare; Dr. Bharati Pravin Pawar, Minister of State (BPP) in the Ministry of Health and Family Welfare, Government of India; Dr. Mahendrabhai Kalubhai Munjpara, Minister of State, Ministry of Ayush; Shri Jaxay Shah, Chairperson, QCI; and Dr. Atul Mohan Kochhar, CEO, NABH

State (BPP) in the Ministry of Health and Family Welfare, Government of India; Dr. Mahendrabhai Kalubhai Munjpara, Minister of State, Ministry of Ayush.

These guests applauded NABH-QCI's efforts in improving healthcare quality and encouraged continued dedication to providing high-quality healthcare services to Indian citizens. Their presence highlighted the significance of the One Earth One Health initiative and the commitment to advancing healthcare standards in India.

Outcomes

- Promotion of QCI & its Board/Divisions
- The event facilitated networking and collaboration among healthcare stakeholders, including government officials, healthcare providers, and international organizations
- Key figures like Dr. Mansukh Mandaviya, Union Health Minister, and Dr. Tedros Adhanom Ghebreyesus, WHO

Director General, at the NABH stall signal recognition of NABH-QCI's commendable healthcare quality efforts

Quality Times

QCI has launched a quarterly video series to emphasize the importance of quality. It includes segments like quality trivia, interviews with quality experts, and highlights of quality-related topics.

The inaugural episode featured Shri Sudhanshu Mani, a visionary leader, who discussed critically important projects such as Vande Bharat and the ZED Scheme initiative by the Ministry of MSME, aimed at boosting Indian MSMEs' global competitiveness.

Outcomes

- Interviews with quality influencers inspire individuals and organizations to prioritize and excel in quality management
- The series raises awareness about quality standards and practices, highlighting their importance in various aspects of life

Shri Sudhansu Mani
Leader of Vande Bharat Project

Engage & Empower

Engagement with States/ UTs: Odisha Gunvatta Sankalp

26 June, 2023, Bhubaneswar, Odisha

The Sankalp was inaugurated by Chief Secretary Shri Pradeep Kumar Jena, in the presence of the Development Commissioner Smt. Anu Garg.

The inaugural session was focussed on "Transforming Governance for a Sashakta Odisha" followed by the Technical Sessions, namely:

Technical Session 1
Promoting Odisha's Cultural Heritage

Technical Session 2
Building a robust Healthcare Sector for 'Swastha Odisha, Samruddha Odisha'

Technical session 3
Making Odisha a Model State, Quality Manufacturing & Service Delivery

Technical session 4
Advancing Education by Building Skills for a changing world

The Sankalp concluded with a presence and address by His Excellency Prof. Ganeshi Lal, Governor of Odisha.

Outcomes

- Promotion of QCI & its Board/Divisions
- A detailed Gunvatta Sankalp outcome note shared with Odisha Government, emphasizing key recommendations and QCI's role
- Raised awareness about quality across sectors and inspired attendees to empower Odisha through their actions

Management Systems Implementation

The ISO 9001:2015 Implementation activities (Stage 1-6) through QCI Empaneled Consultants has been completed at National Institute of Design (NID) – Bhopal, an autonomous institution under DPIIT.

The various stages of a project are as follows:

Stage 1: QMS Awareness & Gap Analysis

Stage 2: QMS Documentation

Stage 3: QMS Internal Auditor Training

Stage 4: QMS Internal Audits & Mgmt. Review

Stage 5: QMS Certification Audit by an Independent Accredited Certification Body in two stages i.e., (Desktop Audit – Stage 1) and (Witness Audit – Stage 2)

Stage 6: Completion of QMS Certification

Outcomes

- Process Standardization (SoPs)
- Measurables objectives for functions
- Establishing system of continual improvement through Internal Audits and management Review
- Establishing a culture of Identification of new areas for improving QMS
- Establishing a system for identification and mitigation of Risks
- Better clarity in Roles & Responsibilities at all levels

Quality Setu

QUALITY SETU is an online system for citizens to register queries, concerns, and appeals 24/7. It streamlines the process, categorizes issues, and ensures efficient resolution by forwarding them to relevant officers.

Through QUALITY SETU, citizens can register query, track status, and feedback.

Boards and divisions can view, resolve, and generate reports on received issues, thereby, promoting effective governance.

Quality Setu acts as a centralized information search system and a personalized interaction platform with government entities for users. Therefore, serving as a personalized single point system for end-user interaction with any of the Boards, Divisions & Cells, related to features like Queries, Concerns, feedback etc.

Outcomes

- Quality Setu is a one-stop platform for queries and grievances, offering a seamless user experience.

- It includes a personalized section for tracking engagements, chatbot-guided search, and centralized search capabilities across QCI boards, divisions, and cells. It covers all public information, enhancing visibility and user experience on both mobile and web interfaces.

- Quality Setu would help enhance QCI's visibility, cover all publicly available information about QCI, and improve the experience of end user.
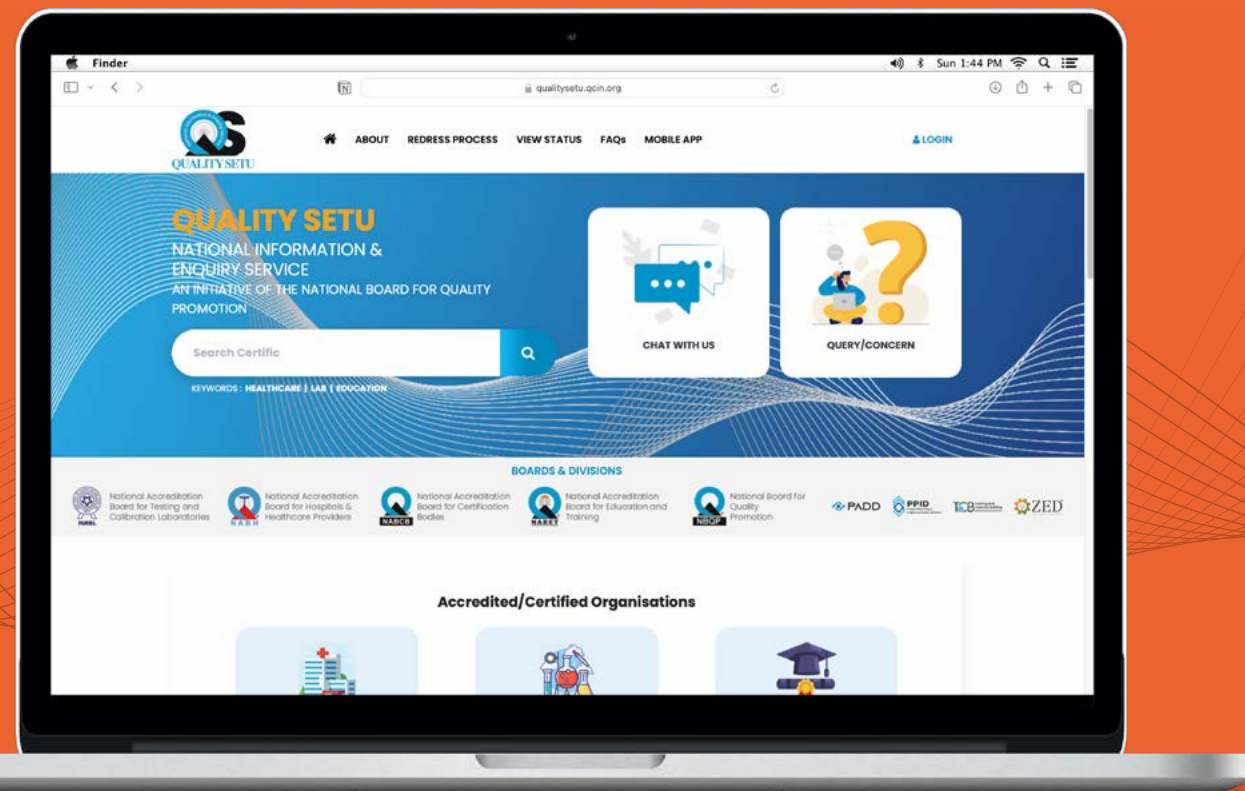
National Accreditation Board for Testing and Calibration Laboratories

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.`

World Accreditation Day 2023

(Accreditation: Supporting the Future of Global Trade)

World Accreditation Day-2023, a global initiative jointly celebrated every year by the International Laboratory Accreditation Cooperation (ILAC) and International Accreditation Forum (IAF) to raise awareness on the importance of accreditation related activities and to promote it amongst all relevant stakeholders.

JUNE 9, 2023

WAD 2023

New Delhi   Bengaluru

Celebrated by NABL jointly with NABCB

IN 6 CITIES: Mumbai

Lucknow   Ahmedabad

Kolkata

WAD-2023 was attended by stakeholders including Government, Regulators, local authorities, Industry associations, professionals etc. There were technical sessions held in all 6 cities on topics; QR code in test reports and calibration certificates, Uploading reports on block-chain portal and ULR number.

NABL Stakeholders Meeting

Initiative taken for better outreach and connect with stakeholders

Outcomes

NABL conducted stakeholders meeting for accredited Testing, Calibration & Medical testing laboratories at New Delhi on 4th August 2023.

NABL apprised the stakeholders about the legal identity of the labs, importance of implementation of QR code & uploading the report/certificate in Block chain portal, location of the lab, Revision of ISO 15189 standard & various ongoing activities of NABL.

The stakeholders of Testing, Calibration & Medical testing laboratory utilized this opportunity to share their feedback on NABL activities, assessments & assessors.

Sensitization for the MSME Sector

Awareness program conducted in Hooghly district (West Bengal) in July 2023. Awareness program planned in September 2023 in Nadia district (West Bengal)

Outcomes

Communication under progress with DIC Bhagalpur under state MSME of Bihar. Communication under progress with State MSME West Bengal.

National Accreditation Board for Certification Bodies

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.

Accreditation

NABCB Celebrates WAD 2023

To commemorate WAD NABCB and NABL, the two constituent boards of the Quality Council of India (QCI), organized events at different parts of countries with main event being held at Delhi and parallel events in other cities namely Mumbai, Kolkata, Bengaluru, Ahmedabad and Lucknow on the theme "Accreditation: Supporting the Future of Global Trade".

NABCB Sensitization Program on QI for IIM Raipur

Awareness created about Accreditation and how QI facilitates as well as impacts global trade, economy, businesses, & supply chains in today's world.

Technology

NABCB signs an MoU with ASCI for ISASecure Certification schemes

- The ISASecure designation ensures industrial automation control products conform to industry consensus cybersecurity standards, providing confidence to users of ISASecure-certified products and systems and creating product differentiation for suppliers.

- This certification will be important in ensuring OT cyber security in critical infrastructure sectors such as power, oil & gas etc.

NABCB has become APAC MRA signatory for the following:

- BCMS (ISO 22301) sub-scope extension under Management Systems (ISO/IEC 17021-1:2015) main scope

- Validation & Verification main scope (ISO/IEC 17029:2019)

- Environmental Information (ISO/IEC 14065:2020) sub-scope extension under Validation & Verification (ISO 17029) main scope

Outcomes

- The MRA promotes international equivalence and acceptance of India's accredited conformity Assessment reports / certificates globally by becoming a signatory to the Mutual Recognition Arrangement.

International Outreach

NABCB Participated in IAF-ILAC Mid-term meetings

Outcomes

- NABCB officials participated in various technical meetings and working groups. CEO NABCB attended the IAF Executive Committee, IAF-ILAC Joint Executive Committee & other meetings

- Key issues, including ESG and the progress of the 'One Organization for Accreditation' project, were discussed in meetings

NABCB Participated in APAC Annual Meetings

Outcomes

- Participated in Various sub-group and task force for various committees like inspection, international standards etc.

QCI'S DIVISIONS/ CELLS

PPID
Project Planning &
Implementation Division

The division has mandate to explore Research and Capacity Building activities in the frontier areas relevant to the organizational mission.
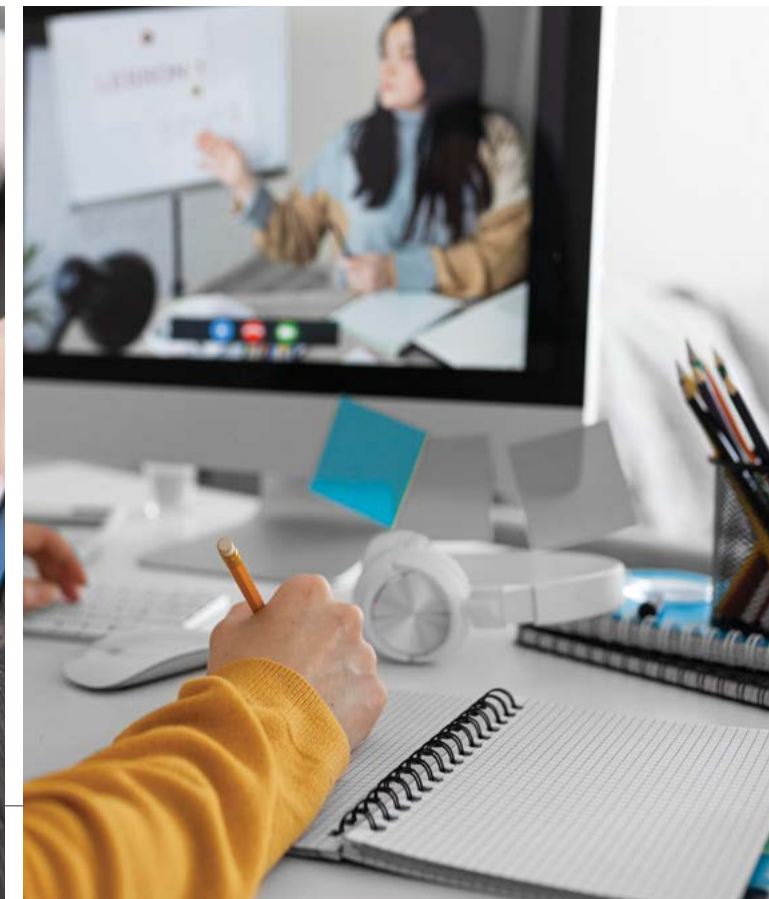
Project Planning and Implementation Division (PPID)

UPDATES

Quality at Grassroot

Sarpanch Samvaad

- "Sarpanch Samvaad" aims to elevate Indian villages into thriving quality communities through targeted interventions spanning infrastructure, healthcare, education, technology, and economic development

- This initiative establishes a nationwide network of Sarpanchs to lay a strong foundation for rural excellence. Sustainable progress is ensured by identifying bottlenecks, enhancing facilities, and strengthening monitoring. Outreach workshops in Delhi, Lucknow, and Piplantri facilitate interaction with Sarpanchs.

- The "Sarpanch Samvaad App" connects 2.5 lakh Sarpanchs across India, fostering collaboration. The initiative seeks to uplift rural living standards, creating well-developed villages, with the app's launch planned during Assam Gunvatta Sankalp."

Quality City Initiative

The Department of Investment and Public Asset Management (DIPAM) deals with all matters relating to the management of Central Government investments in equity including disinvestment of equity in Central Public Sector Undertakings.

The major areas of its work relate to Strategic Disinvestment, Minority Stake Sales, and Capital Restructuring. It also deals with all matters relating to the sale of Central Government equity through an offer for sale private placement or any other mode in the erstwhile Central Public Sector Undertakings.

The major transactions the team was involved in during the reporting period:

- Strategic Disinvestment of CONCOR
- Strategic Disinvestment of IDBI
- OFS of Hindustan Aeronautics Ltd. (HAL)
- OFS of Rail Vikas Nigam Ltd. (RVNL)

Culture

Ministry Of Culture

- The study aims to transform institutions, schemes, and initiatives under the Ministry of Culture through strategic recommendations and implementation plans. It involves reviewing past reports, actions, and government responses.

- A project launch at Vigyan Bhawan brought together heads of 43 organizations., followed by discussions with Delhi-based entities like the Archaeological Survey of India. After consultations with Joint Secretaries and on-site visits to culture organizations across regions, private sector leaders were engaged for broader insights.

- A compendium of global success stories and a thorough analysis of India's cultural sector spending were compiled.

- A 25-year vision document is being refined to guide the Ministry.

Awards

NHEA 2022

- QCI has been reappointed to oversee the National Highways Excellence Awards (NHEA) following the 4th successful award cycle.

- Launched on August 23, 2022, the awards acknowledge outstanding National Highway construction and management companies, emphasizing safety, innovation, and sustainability.

- QCI completed evaluations and shortlisting for NHEA 2022. The initial jury meeting occurred on August 8,

2023, with the second on August 25, 2023.

- The NHEA 2022 ceremony is anticipated in September 2023, celebrating firms that excel in quality service and elevate standards in the sector.

Green Fuel Quality

Biogas

- The Quality Council of India (QCI) has been actively driving the Bio Fuel Quality Initiative, as revealed in their recent update. Beginning in February, QCI engaged in discussions with Maruti Suzuki, aiming to collaborate for the advancement of top-notch biofuels within the nation. Subsequent to this, QCI held a fruitful dialogue with the Chief Executive Director of the Society of Indian Automobile Manufacturers (SIAM), gaining vital insights into the biofuel market's challenges and potential.

- In April 2023, QCI, in conjunction with Maruti Suzuki, visited a Bio Gas plant in Gujarat. This hands-on

experience deepened their understanding of production processes and scalability prospects of biogas facilities. A Technical Proposal for a pilot study was submitted to Maruti Suzuki.

- Acknowledging the necessity for comprehensive regulations, QCI engaged with the Petroleum and Natural Gas Regulatory Board (PNGRB), subsequently involving the Petroleum and Explosives Safety Organization (PESO) and Bureau of Indian Standards (BIS) to set industry benchmarks. BIS has already initiated the process of updating biogas standards.

- QCI's proactive efforts also included a comparative study through visits to Bio Gas plants in Hapur, Uttar Pradesh. They've collaborated with industry players like Banas Dairy, recognizing their expertise. These collective initiatives highlight QCI's dedication to fostering high-quality biofuels in India.


Development Sector

ALIMCO

- The Quality Council of India (QCI) has been entrusted by ALIMCO, an entity under the Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, to conduct Third-Party Assessments on specific fast-moving products.

- The primary goal is to enhance product quality and ensure alignment with established standards. This collaboration commenced in 2018, with the initial assessment occurring quarterly at ALIMCO's headquarters in Kanpur.

- Most evaluated products demonstrated compliance, and recommendations were provided for any non-compliant items. The evaluation process involves verifying compliance against technical specifications and reviewing ALIMCO's documentation related to input materials, in-process checks, and final quality assessments.

- As of the year 2023-24, QCI has entered the fifth phase of assessment. The project recently received a work order, and planning for the upcoming assessment phase is underway.

Financial Performance of Municipalities
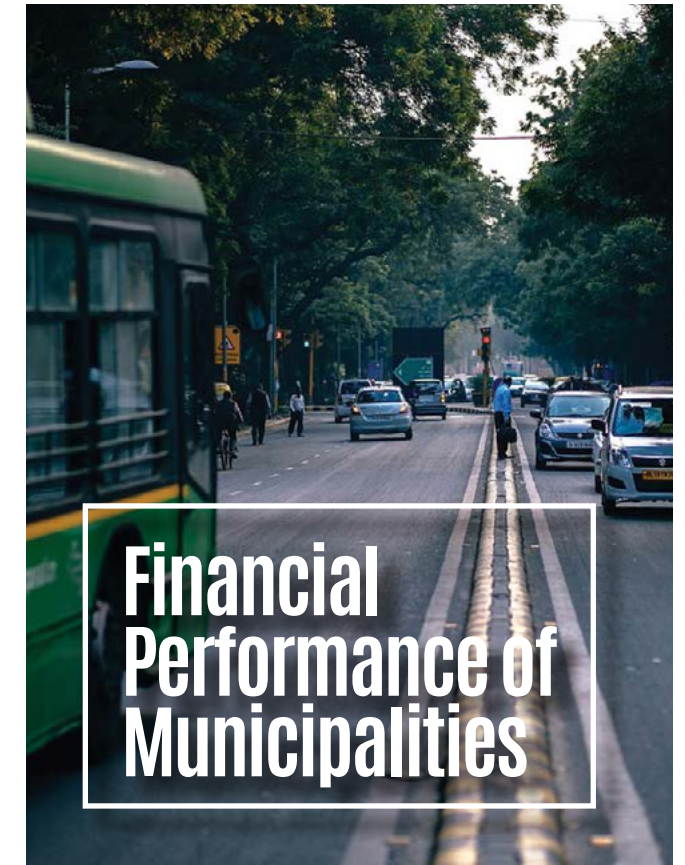
City Finance Rankings

The 'City Finance Rankings Framework', is an initiative of the Ministry of Housing and Urban Affairs to assess and rank cities/ ULBs across the country, based on their financial health. The rankings aim to motivate city/state officials and decision-makers, to implement municipal finance reforms.

QCI was appointed as a PMU and the broad scope of work includes:

1. Onboarding of ULBs

2. Providing training and support to the ULBs

3. Conducting quality check of the applications and data and subsequent analysis

4. Providing consultation in the further development of the scoring and ranking framework

5. End-to-end planning and organizing the closing event along with the awards distribution ceremony

6. QCI has conducted 25 online trainings in 16 States and offline training in 5 States.

7. The participation of municipalities in 'City Finance Rankings' was closed at 2570 ULBs.

![PADD logo]

Project Analysis & Documentation (PAD) Division

UPDATES

Technology

Healthcare

AYUSH Mark Scheme

5191 products of 77 manufacturers certified under AYUSH Mark Scheme designed for AYUSH products to enhance consumer confidence.

Voluntary Certification Scheme for Traditional Community Healthcare Providers (VCS-TCHP)

- A total of 1329 TCHPs certified under the Scheme till date with the Government of Goa and Tamil Nadu recognising the Scheme.
- Piramal Swasthya, largest not-for-profit organizations focused on bridging public healthcare gaps by supplementing and complementing Government of India's vision to meet Universal Health Coverage has expressed interest and submitted application for being a training institute under the TCHP programme.

Certification Scheme for Unmanned Aircraft Systems (CSUAS)

- Participated in various conferences as speaker to sensitise about CSUAS organised by stakeholders namely, Himanchal Government, FICCI, PHDCCI and India Infrastructure.
- Hosted capacity building activities by collaborating with ongoing initiatives such as with ZED, Start-up India impressing the requirements of CSUAS for the benefit of new businesses.
- The Technical and Certification Committee was convened to update of the current status.
- 08 Statement of Conformity (SoC) issued by Authorised Testing Entities (ATEs) and 07 Type Certificates (TC) issued by Directorate General of Civil Aviation (DGCA) in the reporting period. 39 SoCs issued and 27 TCs have been issued till date by DGCA.
- One day physical sensitization cum capacity building program on CSUAS was organized at IIT Kanpur in collaboration with the Department of Aerospace, IIT Kanpur.

Indian Certification for Medical Devices (ICMED) Scheme

Head PADD represented QCI in 1st addition of India MedTech Expo (IMTE) 2023 organised by Department of Pharmaceuticals from 17-19 Aug 2023 at Gandhinagar, Gujarat.

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

- Successfully conducted 6th Technical Committee (TC) meeting on 04 August 2023.
- The scheme for IT/ ICS Cyber Security Professionals has been submitted to the multi-stakeholder committee for the comments.
- The scheme for IT/ ICS Cyber Security Consultancy Organisation has been submitted to the multi-stakeholder committee for the comments.
- Updated Basic Technical Criteria (Level – 1) has been approved by the 6th TC on 04 August 2023.

NCIIPC 5th Technical Committee Meeting at INSA New Delhi

Digital Readiness of MSME Retailers - ONDC

ONDC has requested us to design a Digital Readiness Assessment Tool to assess the Digital Readiness for MSMEs for seamless access to various seller apps in the ONDC network.

Chairman QCI and MD ONDC discuss possibility of capacity building of MSMEs to be part of ONDC

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

The IndG.A.P. certification Scheme has attained equivalence to GLOBALG.A.P. through benchmarking for scope 'Fruits and Vegetables'.

The National Horticulture Board has approached QCI for carrying out sensitisation programme for their officers.

A P State Seeds Development Corporation, Andhra Pradesh Government, has been approved as Certification Body under IndG.A.P. scheme.

Participation of PADD in programme titled Accelerating Sustainable Agriculture Development Goals focused on advancing SDGs in the field of agriculture August 05, 2023

Benchmarking IndG.A.P. to GLOBALG.A.P.

- QCI has now completed certification of 10 products as per the AEP for implementation of IndG.A.P. in horticulture cluster, with support from APEDA.

- The IndG.A.P. has been benchmarked to GLOBALG.A.P. with preliminary recognition level - Equivalent.

- Benchmarking of IndG.A.P. to GLOBALG.A.P. to help 12500 farmers to directly access the market of 132 countries.

- National Horticulture Board, Ministry of Agriculture and Farmer Welfare expresses its desire to collaborate with QCI to promote the INDG.A.P across the country.

Head, PADD, met Sh. Priya Ranjan, JS, Ministry of Agriculture to apprise about Benchmarking

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

- 78 trainings conducted pan-India attended by 4861 attendees till date under VCSMPP Capacity Building and Sensitisation (CB&S) project aimed at introducing Good Agricultural Practices (GAP) and Good Field Collection Practices (GFCP) 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

Recognition of Hygiene Rating Audit Agencies (HRAA) | Aligned with Eat Right India initiatives of FSSAI

- QCI has recognized 36 HRAAs, provisionally recognised 1 HRAA and 8 applicants are under the process of recognition till date.

- The version 2 of HRAA scheme has been approved by FSSAI for which a sensitisation programme was conducted for all HRAAs.

International Convention on Sustainable Trade and Standards (ICSTS)

This year, a two-day convention will foster international synergies on the drivers that will help in improving sustainability and effectively integrating Indian businesses into global value chains. The convention aims to bring together experts and practitioners to discuss innovative ideas, best practices, policies and underlying themes for highlighting the pivotal role played by sustainability standards as an enabler for sustainable development which will be graced by Secretary General, UNCTAD.

Letter of engagement received from UNFSS by QCI

United Nations Forum on Sustainability Standards (UNFSS)

The India National Platform serves the purpose of facilitating dialogue between core public and private stakeholders on how to maximize the sustainable development benefits and market access opportunities of Private Sustainability Standards (PSS) whilst addressing potential challenges and costs of VSS implementation, in particular for small-scale producers. Thus ensuring 'Sabka saath, sabka vikas, sabka vishwaas'. In the context of this Convention, the Secretariat of the India PSS Platform is also the Secretariat of the Convention.

United Nations Industrial Development Organization (UNIDO)

HoD, PADD moderated The Missing middle-meso-level interventions as an enabler for Sustainable supply chains organised by UNIDO Vienna

Social

Competency mapping of Traditional crafts-persons

A report submitted to Archaeological Survey of India (ASI) detailing the activities undertaken as per the scope of the project.

Accessibility Mapping

Total of 10 ASI sites during phase 1(pilot) and 71 ASI sites during Phase 2 of the project have been completed till date. 21 monuments covered during the reporting period.

Compiled reports of Phase 1(pilot) have been submitted to the Archaeological Survey of India (ASI).

Accessibility Audit conducted for Vattakottai Fort in Tamil Nadu, under ASI Accessibility and Mapping Project

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

100 ZED Bronze Certified MSMEs felicitated at an event held at Tirupur on July 06, 2023. Presentation on ZED was also made

ZED Certified MSMEs felicitated at Gunvatta Sankalp by Hon'ble Governor of Odisha on June 27, 2023

Awareness sessions conducted for the members of Andhra Pradesh Productivity Council (APPC), Automotive Component Manufacturers Association (ACMA) and Khurja Association (date) & numbers

A virtual awareness session conducted for MSME vendors of NTPC on July 27, 2023. **50+ vendors participated**

A virtual awareness session conducted for MSME members of Udyamita Helpline on July 24, 2023. **75+ MSMEs participated**

Meetings conducted with various State Governments (Gujarat, Andhra Pradesh, Tamil Nadu, Odisha, Bihar and Maharashtra) to scale-up the ZED Certifications

A virtual awareness session conducted for **100+ Drone Manufactures/ Start-ups** on June 21, 2023

A meeting on **MSME Sustainable (ZED) Certification scheme conducted with ASSOCHAM** on August 1, 2023

A **virtual awareness session conducted for the suppliers of Dorset Industries Pvt. Ltd.** on August 16, 2023

ZED presented at 3rd CII Manufacturing Excellence Summit 2023 'Future Disruptive Technologies & MSME Schemes for Manufacturing Excellence', New Delhi on August 10, 2023

ZED Awareness Session conducted for MSMEs at Leh on August 25, 2023. **55+ MSMEs participated**

ZED presented at **the capacity building workshop on EoDB organized by Department of Industries, Government of NCT** of Delhi on July 28, 2023

58
Consultants trained
ZED Consultant
Training Programs
Conducted: 02

23727
ZED Certified MSMEs
Bronze: 23357
Silver: 182
Gold: 188

229
ZED Handholding
Handholding/
Consultancy support
applications received

458
Financial Assistance
MSMEs availed Financial Assistance
on System (Quality)/Testing/Product
Certification

72977
ZED Registered MSMEs
Micro: 60617,
Small: 10622,
Medium:1961

DEFENCE

System for Advance Manufacturing Assessment and Rating (SAMAR) Certification

SAMAR Certification was presented at BrahMos
Aerospace Ltd. on their 25th Anniversary held on
June 2, 2023 at New Delhi.100+ vendors and officials
of BrahMos Aerospace Ltd. participated

40+
Members Participated
A virtual awareness session conducted for
members of PHDCCI on July 06, 2023

68
Assessor Trained
Number of assessor training
program conducted-03

02
Number of assessments conducted

59
**Number of applications
for assessment**

ZED Certified MSMEs felicitated at *Gunvatta Sankalp by Hon'ble Governor of Odisha*

100 ZED Bronze Certified MSMEs members felicitated at an event held at Tirupur

ZED Awareness Session conducted for MSMEs at Leh, Union Territory of Ladakh

ZED Certified MSMEs felicitated by Hon'ble Union Minister of MSME during Udyami Bharat MSME Day at Vigyan Bhavan, New Delhi

ZED presented at 3rd CII Manufacturing Excellence Summit 2023 'Future Disruptive Technologies & MSME Schemes for Manufacturing Excellence', New Delhi

![TCB Training and Capacity Building | QUEST Quality, Employability, Skill, Training]

Training and Capacity Building (TCB) Cell

Food Quality Infrastructure

Conducted Gap Analysis and submitted recommendation for 12 Regional and Central AGMARK Centres

Outcomes

- The recommendation on adequacy of Infrastructure & room for expansion, adequacy of personnel, alternative utilization of the laboratory for organic testing, regional commodities testing, adulteration testing etc., appropriateness & utility of equipment, scope for expansion of testing including testing as per FSSR manual, consideration of the laboratory as a referral laboratory, any other major potential or gaps in the laboratory etc. were submitted to FSSAI

- These recommendations shall help FSSAI to utilize these set-ups and achieve objective of rationalization of Standardization and Certification Agencies in the country in food sector

- This shall also aid the AGMARK centres to develop opportunities to strengthen and enhance the system, in terms of their testing facilities & management system in accordance with the requirement of Food safety standards regulation along with further expansion plans

Administered a Gap Analysis of various centers of Food Safety and Drug Administration (FSDA), Uttar Pradesh

Outcomes

- TCB/QCI is carrying out Gap Analysis of FSDA centers as third-party assessment where 6 centers viz. Lucknow, Agra, Meerut, Varanasi Gorakhpur, and Jhansi are being assessed by the team of TCB/QCI

- The assessment covers aspects to understand the suitability of testing such as scope of testing, available resources including personnel, facilities, equipments etc., workload etc., as per FSSAI norms

Technical guidance and handholding of upgradation of three facilities under the Department of Horticulture, Govt. of Haryana

Outcomes

- After 6 months of commencement of the project, TCB/QCI has conducted numerous meetings to support their facilities for monitoring of quality of Honey, Vegetable and Fruits in the region. The requirements for the infrastructure have been finalized. With this, the final total budget has also been finalized

- From time-to-time technical guidance and handholding are being provided to their three centers

Water Quality Infrastructure

Capacity building of State Water Quality Infrastructure

Outcomes

- QCI being empaneled as the KRC for National Jal Jeevan Mission (NJJM), for the financial year 2023- 24 NJJM assigned TCB the 'Key resource Centre', 10 trainings for Level-2 under the framework, training was administered in the cities of Guwahati, Lucknow, Patna, and Bengaluru and executed & concluded in one month

- In each Session, 50 participants participated, and training was conducted on two different topics related to water monitoring and drinking water standard

- In this season, training on Standard on IS 10500: 2012 was introduced focusing on the Terminology, in-depth specification of bacterial requirements, virological requirements, biological requirements, and sampling

- The sessions were interactive in nature, with participants engaging in doubt clearance sessions, which highlighted the existing malpractices

About 525 professionals from water departments of various states of India, gained in-depth knowledge on water monitoring and water quality infrastructure

within their water quality monitoring mechanism With the inclusion of exercises and workshops, the program was intended to make interactive and practical so that the knowledge retention is higher

Healthcare

Capacity Building of Healthcare professionals on Medical Device

Outcomes

• TCB conducted a training program on ISO 13485 'Medical devices — Quality management systems — Requirements for regulatory purposes' for its staff, scientists from the medical devices mission secretariat (MDMS) of Indian Council of Medical Research (ICMR), professors, and students for mPRAGATI at IIT Delhi, the medical devices research and development center at Indian Institute of Technology, Delhi.The participants of the training gained a comprehensive understanding of the ISO 13485 standard and how to implement it in their organizations

Capacity Building of Healthcare professionals for Doctors, Scientists etc.

Outcomes

• Conducted series of onsite Training on Accreditation for Doctors, Scientists' Technical staff, Professors etc. for AIIMS Delhi, AIIMS Deoghar& AIIMS Bathinda. The trainings were offered on accreditation standards for building healthcare's quality infrastructure

Capacity Building of Pharma Professionals

Outcomes

• Training on ISO/IEC 17025:2017 in association with Gujarat Technical University, Ahmedabad. The faculty members from various Dept., research scholars, and Industry Professionals hailing from pharmaceutical industries were in attendance

Accreditation Standards

Trainings for various Professionals & Students

Outcomes

• In this Quarter, TCB conducted 32 training courses wherein 1380 professionals were registered and benefitted from these instructor-led-trainings. The training includes training on ISO/IEC 17065, ISO/IEC 17020, ISO 13485, ISO/IEC 17025, Risk Management, ISO 15189 etc., Yellow Belt Six Sigma, Cost of Quality and Digital Marketing

• The trainings are conducted real time with highly interactive sessions

TCB's International Engagements

Outcomes

• TCB completed the Asia Pacific Accreditation Cooperation (APAC) re-evaluation of the Sri Lanka Accreditation Board for Conformity Assessment (SLAB), Sri Lanka as a Deputy Team leader. This will help SLAB Sri Lanka to maintain its MRA status for the existing accreditation schemes and for achieving the MRA for the new schemes initiated

• TCB delivered an online lecture as Invitee & APAC representative during a program undertaken by the Asia Pacific Metrology Program (APMP) DEC - CMC Task Force to support the Developing Economy NMIs (DENs) / Designated Institutes (DIs) without CMCs publishing their CMCs in the (BIPM) Key Comparison Database (KCDB). A total of 120 participants from 24 countries attended the program

Education & Skill Development
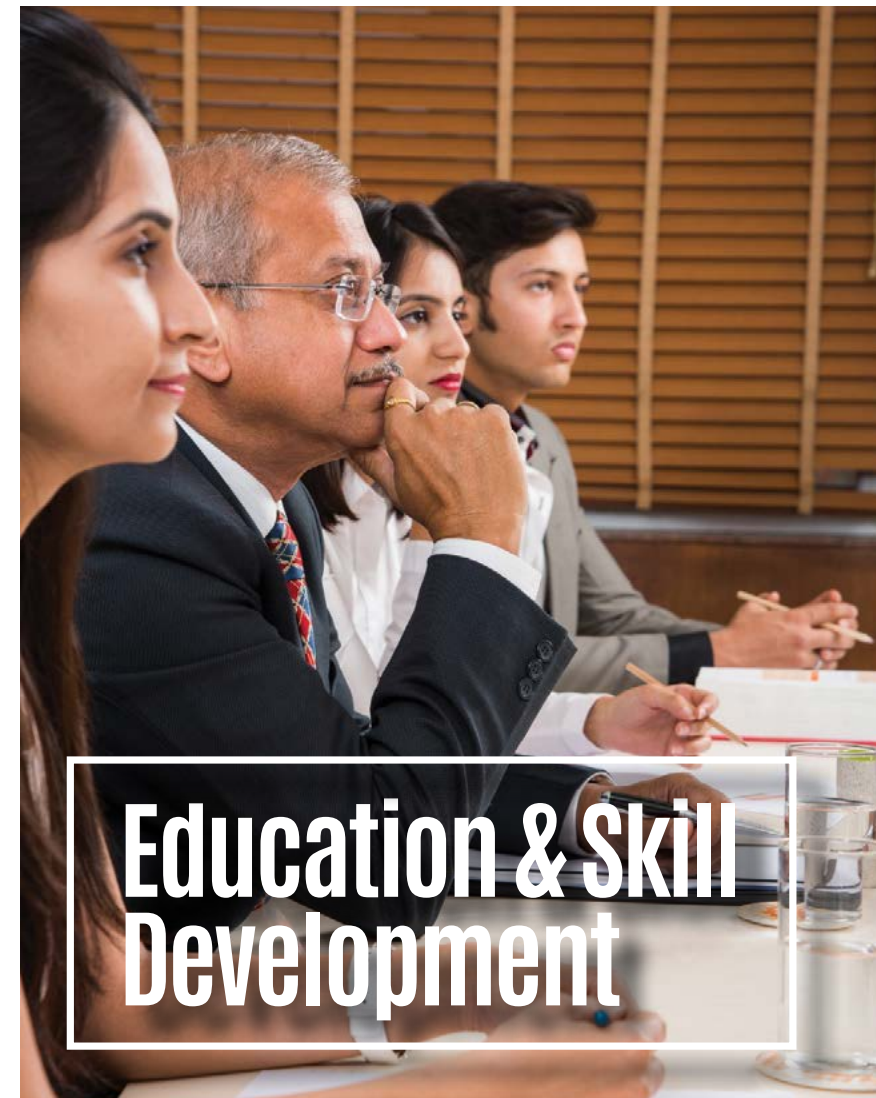
Professionals/ Students availing course on eQuest which hosts over 90 courses

Outcome

• In this period, about 2019participants registered with eQuest

A new course went live on eQuest

Outcome

• The certification Scheme for "Unmanned Aircraft Systems" Drone program is live and available on eQuest. The program aims to develop a good understanding and interpretation of UAS certification requirements that would provide India's drone industry equivalence in the global market

SWAYAM – Ministry of Education

Outcome

• In July – December 2023 semester, a total of 2825 registered in the courses viz, CQI and TPM on the platform. TCB/ QCI has been consistently aiding SWAYAM's objective of bridging the digital divide for students who have hitherto remained untouched by the digital revolution and have not been able to join the mainstream of the knowledge economy

Online QUALITY SUMMER FUN CAMP

Let's Make Quality a Habit!

**NATIONAL BOARD FOR QUALITY PROMOTION PRESENTS THE AWARDS TO THE WINNERS**

QUALITY SUMMER FUNCAMP 2023

Let's Make Quality a Habit

Unlocking Excellence Online: Where Students Shine, Success Stories Inspire, and Summer Fun Meets Quality Learning!

About Quality Summer Funcamp '23

The primary objective of the Quality Summer Funcamp was 2023 to instil the basic principles of quality in children, who are the future decision-makers. Recognizing that art knows no age boundaries, the 'Quality Summer Funcamp' introduced the concept of quality to children at an early stage, all encapsulated within the theme, 'Let's Make Quality a Habit.' These competitions were open to students ranging from kindergarten to ninth grade, with the
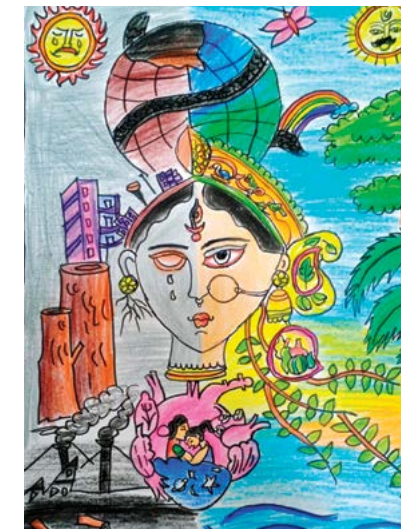
aim of emphasizing the significance of quality in various aspects of life, spanning from food and living spaces to the environment, toys, healthcare, education, environmental awareness, and sustainability.

Needless to say, teaching children about the importance of quality equips them with valuable skills and attitudes that serve them well throughout their lives. It empowers them to excel, make informed choices, and contribute positively to their communities and the world at large.

The camp offered the following diverse array of online competitions:

- Quality Quiz
- Drawing
- Essay/Article Writing
- Short Video-Making

Recognizing the winners of Quality Summer Funcamp 2023:

The culmination of this exciting journey was the Award Ceremony, conducted through a virtual meeting on September 26, 2023. During the event, all the awards were announced via video conferencing in the presence of the esteemed leadership of QCI, including Shri. Jaxay Shah, Chairperson-QCI; Shri. Vipin Sondhi, Chairperson, NBQP; Dr. R. P. Singh, Secretary General, QCI; and Dr. A. Raj, CEO, NBQP.

"Young minds are the architects of our nation's future, and as we aspire to realize the vision of a 'Developed India by 2047,' it becomes paramount to instill in them an awareness of quality as the driving force propelling us toward this ambitious goal. We take pride in the successful culmination of this year's pilot program, the 'Quality Summer Funcamp,' and are confident that in the years ahead, it will evolve into one of the most eagerly anticipated activities for students across the entire nation."

Shri Jaxay Shah, Chairperson, QCI

"We firmly believe that a culture of quality should be engrained in the minds from the learning years of children. After all, they are the future of the nation. It is extremely vital to educate children about quality and persuade them to demand quality".

Shri Vipin Sondhi, Chairperson, NBQP

"The 'Quality Summer Funcamp' is our earnest endeavor to instill the values of quality and excellence in the hearts and minds of our youth. As they say, 'Quality is not an act, it is a habit,' and through this initiative, we aim to make quality a lifelong habit for the leaders of tomorrow."

Dr. R. P. Singh, Secretary General, QCI

"With the objective of encouraging children to recognize the importance of quality in every aspect of life and motivate them to incorporate those quality interventions into their daily lives, we came up with this 'Quality Summer Funcamp'. Various activities in this camp remained focused on emphasizing the learning and sharing of knowledge in quality, innovation, and best practices along with the development of a quality culture.".

Dr. A Raj, CEO, NBQP

"In a world where quality sets the stage for success, activities like this camp become vital in imparting valuable life skills to children in their growing years through engaging activities that children understand instead of rote learning."

**Ms. Rohini Aima, Principal, Jammu Sanskriti School, Jammu, J&K**

"Quality Summer Fun Camp is certainly a gateway to becoming quality champions. From activities to recognition, this platform is encouraging children to imbibe the quality culture and become an inspiration for elders too."

Ms. Jayashri – Principal, Vibgyor High School, Malad East, Maharashtra

"Imagine a camp where our students not only enjoy but also discover the power of quality in everything they touch. The 'Quality Summer Funcamp' by QCI is like a treasure hunt for quality, helping them become masters of excellence in whatever they pursue."

Dr. D. Senthikumar, Principal, TI School, Ambattur, Tamil Nadu
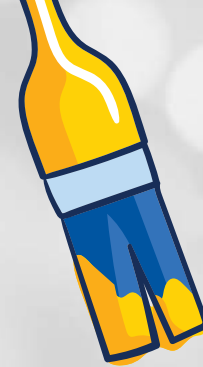
DRAWING COMPETITION WINNERS

Naila Khan
Vivekanand School, Uttar Pradesh
Grade: KG

Shreyansh Mohanty
Future Bhubaneswar School, Orissa
Grade: KG

Virat Singh
Aditya Birla Vani Bharati, West Bengal
Grade: KG

Radhya Verma
Jammu Sanskriti School, Jammu & Kashmir
Grade: 1

Chetana Padhi
DAV Public School, Unit-8, Bhubaneswar, Orissa
Grade:1

Kanwal Singh
Jammu Sanskriti School, Jammu & Kashmir
Grade: 1

Prisha Mandhy
Jammu Sanskriti School, Jammu & Kashmir
Grade: 1

Pratyush Routray
DAV Public School, Bhubaneswar, Orissa
Grade: 2

Sai Subham Choudhury
Lajpat Rai DAV Public School, Cuttack, Orissa
Grade: 2

Madhavi Sharma
St. Joseph's Convent Sec School, Pathankot, Punjab
Grade: 3

Dipta Ghosh
Satish Chandra Memorial School, West Bengal
Grade: 3

Praneel Mali
Aditya Birla Vani Bharati School, Rishra, West Bengal
Grade: 4

Pranavram
National High School CBSE, West Bengal
Grade: 4

Swayam Prakash Sahoo
Delhi Public School, Damanjodi, West Bengal
Grade: 4

Krisha Gupta
D.A.V Public School B.R.S Nagar, Punjab
Grade: 4

Karan Singh
Aditya Birla Vani Bharati, West Bengal
Grade: 5

Saptam Pal
India International School, Asansol, West Bengal
Grade: 5

Mridul Sharma
Holly Cross Senior Sec School, Raipur, Chattisgarh
Grade: 5

Aashi Raj
Gyan Jyoti Awasiya Vidyalaya, Bihar
Grade: 6

Kamalesh.D
TI School, Ambattur, Tamil Nadu
Grade: 6

Ashita Maheshwari
Delhi Public School, Mathura, Uttar Pradesh
Grade: 6

Shritama Das
Satish Chandra Memorial School, West Bengal
Grade: 7

Astha Nayak
SBD International School Orissa
Grade: 8

Sriya Stuti Samal
DAV Public School Unit 8, Orissa
Grade: 8

Shivalika
St . Joseph's Convent Sec. School Pathankot, Punjab
Grade: 9

Harshita Jaiswal
St. Joseph's Convent Sec School, Punjab
Grade: 7

Subham Biswas
Satish Chandra Memorial School, West Bengal
Grade: 7

D S Aditi
DAV Public School, Pokhariput, Orissa
Grade: 7

Tejas Veer Singh
St. Joseph's Convent Sec. School, Pathankot, Punjab
Grade: 8

Samesh Mohanty
Rabindra Vidya Niketan, Orissa
Grade: 8

Sarbani Mandal
India International School, West Bengal
Grade: 9

Yukti Sethi
Holy Cross Sr. Sec. School, Kapa, Chattisgarh
Grade: 9

Nilesh Rudra Hoi
Siddhi Vinayak Public School, Orissa
Grade: 6

Sambhav Kashyap
DAV Public School, Unit-8, Bhubaneswar, Orissa
Grade: 8

Saksham Guru
DAV Public School, BRS Nagar, Ludhiana, Punjab
Grade: 9

Kruti Dipali Das
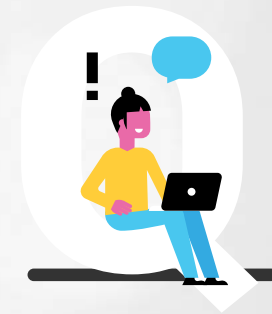Rabindra Vidya Niketan, Orissa
Grade: 8

Shreyas Das
Garden High School IISER Kolkata Campus, West Bengal
Grade: 9

Svanoor Khosla
St. Joseph's Convent Sec School, Punjab
Grade: 3

Jappanjot Singh
Jammu Sanskriti School Jammu & Kashmir
Grade: 5

Puskar Majhi
Sundargarh Public School, Orissa
Grade: 8

ESSAY WRITING COMPETITION
WINNERS

QUALITY QUIZ COMPETITION
WINNERS

Triti
Jammu Sanskriti School, Jammu & Kashmir
Grade: 3

Aarohi Rajput
Jammu Sanskriti School, Jammu & Kashmir
Grade: 3

Dhruv Sharma
Jammu Sanskriti School, Jammu & Kashmir
Grade: 3

Saksham
Jammu Sanskriti School, Jammu & Kashmir
Grade: 3

Dhriti Singh Parihar
Jammu Sanskriti School, Jammu & Kashmir
Grade: 3

Pragati Ganesh
Ramagya School, Uttar Pradesh
Grade: 1

Ritika Kumar
DPS R.N. Extension, Uttar Pradesh
Grade: 2

Yuvaan Beri
St. Joseph's Convent Sec School, Punjab
Grade: 2

Kaish Bagaria
Mahadevi Birla World Academy, West Bengal
Grade: 3

Parth Vashisht
Pratap Public School, Haryana
Grade: 3

Aarya Jangral
Jammu Sanskriti School, Jammu & Kashmir
Grade: 4

Ishant Kumawat
Adani Vidyamandir School, Ahmedabad, Gujrat
Grade: 5

Aradhya Gupta
Jammu Sanskriti School, Jammu & Kashmir
Grade: 5

Prakriti Tandon
St Joseph's Convent Sec. School, Punjab
Grade: 6

Jignesh Kumar
D.A.V Public School Unit-8, Bhubaneswar, Orissa
Grade: 7

P Jeshmitha
TI School, Tamil Nadu
Grade: 4

Samyayan Das
Satish Chandra Memorial School, West Bengal
Grade: 4

Ahaana
Laxman Public School, New Delhi
Grade: 5

Mahi Sarda
K. P. S. Nehru Nagar, Chattisgarh
Grade: 5

Aashi Raj
Gyan Jyoti Awasiya Vidyalaya, Bihar
Grade: 6

Paridhi Lilhare
Krishna Public School,
Bhilai Chattisgarh
Grade: 6

Sneha Majumder
Kendriya Vidyalaya
Bamangachi, West Bengal
Grade: 7

Petal Narang
Mira Model School,
New Delhi
Grade: 7

Srijan Bhattacharya
Garden High School IISER
Kolkata Campus, West Bengal
Grade: 9

Sparsh Shah
Sri Sathya Sai Vidya Vihar
Madhya Pradesh
Grade: 8

Eti
DAV Public School,
Baghpat, Uttar Pradesh
Grade: 1

Amrutanshu Mohanty
D.A.V Public school, Unit 8,
Bhubaneswar, Orissa
Grade: 5

Akankhya Samal
DAV Public School
Pokhariput, Orissa
Grade: 6

Nazneen Khushru Waghchhipawala
VIBGYOR High School, Malad East,
Maharashtra
Grade: 9

Mauleen Kaur
St. Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 4

Anhadbir Singh
St. Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 4

Kiran Shaw
National High School, West
Bengal
Grade: 5

Samiksha Arya
Bal Bhavan Public School,
Delhi
Grade: 6

Saharsh Kalia
St. Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 8

Gurmat Singh
India International School,
Asansol, West Bengal
Grade: 8

Mishika Chopra
St Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 5

Aadya Aggarwal
St. Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 6

Navansh
DAV Public School, B. R. S
Nagar, Punjab
Grade: 9

Samaira Gupta
D. A. V Public School,
Punjab
Grade: 9

SHORT-VIDEO MAKING
COMPETITION
WINNERS

Kuber Kumar
DAV Public School,
Orissa
Grade: KG

Abhra Biswas
Satish Chandra Memorial
School, Chakdah, West
Bengal
Grade: KG

Shreenika Das
LR DAV Public School,
Orissa
Grade: KG

Soumyashree Muduli
DAV Public School, Unit-8,
Bhubaneswar, Orissa
Grade: 1

Dhivi Agarwal
Mahadevi Birla World
Academy, West Bengal
Grade: 1

Dakshith Jethi
DAV Unit 8, Orissa
Grade: 2

Avirat Jain
Sri Sathya Sai Vidya, Vihar
School, Madhya Pradesh
Grade: 2

Kaashvi Sharma
St. Marks Sr. Sec. Public
School, New Delhi
Grade: 2

Sreejita Hota
KVS Rayagada, Orissa
Grade: 3

Divija
St. Joseph's Convent Sec
School, Pathankot, Punjab
Grade: 3

We hope that this Quality Summer FunCamp offered a holistic and transformative experience for all participants, contributing to their personal, social, and emotional development while creating lasting memories.

Voices of Satisfaction

Testimonials from Delighted Ex-Members

My two-year journey with the Quality Council of India (QCI) was nothing short of transformative. More than just a workplace, QCI became my second home, and its team my extended family. During my time there, I experienced a profound expansion of knowledge and a broadening of my horizons.

When I first arrived, I was feeling broken and unsure of my career path. QCI not only helped me rebuild my professional life but also worked on reshaping my personal self. Under the guidance of SG, I was given the freedom to innovate and think outside the box, painting on a vast canvas of possibilities. The unwavering support and encouragement from the CEOs fueled my ability to deliver better and bigger results. Jaxay sir, in particular, imparted a priceless lesson about working at speed and scale, a lesson that I carry with me for life.

I must express my heartfelt gratitude to the incredible team led by Sanjay sir. Through the toughest of times, they stood by me, offering their support and mentorship. QCI has a unique way of growing on you, preparing you for the challenges of the world.

My personal transformation at QCI is nothing short of remarkable. I entered as a timid, gullible, and nervous individual, but QCI sculpted me into an outspoken, big-thinking person who believes in pushing boundaries and exceeding limitations.

In conclusion, my time at QCI has been a life-altering experience, and I will forever be grateful for the opportunities, guidance, and personal growth it has provided me. QCI is not just an organization; it's a catalyst for personal and professional evolution.

Suchit Birari
Ex-Employee, QCI

The journey at QCI was absolutely remarkable. What began as a two-month internship in Oct 2016, ended up as a four-year-long & rewarding journey. It truly is a testament to the quality of work, sense of community & camaraderie at QCI. The times spent here provided me with immense exposure & helped me broaden my horizons.

One of the things that stood out for me during my time at QCI was the exceptional leadership team. *Words can neither qualify nor quantify the continual support & guidance that I received from the senior management.* I was provided an opportunity to lead a project of national importance at a very young age in my career. The project involved a high level of complexity and had high stakes. It was a challenging task, but with the support of mentors, I was able to successfully deliver the project within time. It was a significant turning point that gave me the foundation to build a successful career and the confidence to tackle new challenges. I will always be grateful for the trust that Adil Sir & SG Sir had in me.

Very seldom do we get an opportunity to shape our own life & QCI was one such golden opportunity for me. All I can say is, "Thank you QCI for playing a crucial role". I am sure that my experience here will always hold a special place in my heart.

Bhavya Singh
Ex-Employee, QCI

Online

QUALITY
SUMMER FUN
CAMP

Let's Make Quality a Habit!

UNLOCKING EXCELLENCE ONLINE:
Where Students Shine, Success Stories Inspire,
and Summer Fun Meets Quality Learning!