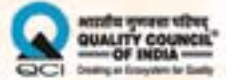


January - March 2024

A QCI PUBLICATION



# QUALITY INDIA

## GOVERNMENT PERSPECTIVE ON QUALITY

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

(SUBSCRIBER COPY NOT FOR SALE)



# GUNVATTA APNAYENGE VIKSIT BHARAT BANAYENGE



QUALITY BHARAT  
— VIKSIT BHARAT —

### Quality Bharat @100 Mission

prioritizes quality in all aspects of life for Bharat's development, emphasizing sustained progress through commitment to quality.

## SPOTLIGHT

A Strategic Collaboration  
between QCI and AHPI

## ACHIEVEMENTS

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Across Industries

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Empowering Villages

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Assurance Scheme by NABL



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## Chairperson's Message

Inspiring Vision, Leadership, and Words of Wisdom



**Shri Jaxay Shah**  
Chairperson, Quality Council of India

Dear Friends,

The year 2024 has begun on a wonderful note – with a sense of achievement and invigorated enthusiasm to expand and enhance our efforts in promoting the quality movement across every nook and corner of India. As Henry Ford noted, "Quality is doing right when no one is looking." Indeed, quality is the silent hero of every narrative, weaving its essence into the fabric of our lives. With this understanding, our initiatives over this past quarter have been remarkable in their citizen centricity and permeating the idea of quality to the last mile.

We launched the Quality Bharat Mission with the aim to augment quality in all facets of life. Under its aegis, the Youth for Quality Bharat Mission (YQBM) is a transformative initiative focusing on empowering India's youth and fostering a quality-conscious mindset. It aligns with the Hon'ble PM's vision of a Viksit Bharat where "Quality" plays a pivotal role. In February, the celebration campaign for YQBM culminated in Youth for Quality Bharat Festival, involving 3000+ youth from schools, colleges, and educational institutions, showcasing a commitment to driving the nation's advancement to a Viksit Bharat. Through a blend of on-campus and online activities, the festival embodied a collective effort to drive the nation towards a progressive and quality-conscious future.

We also achieved a significant milestone this quarter, in the convocation ceremony of the inaugural batch of Gunvatta Gurukul, an 8-week intensive training programme for youth of India targeted at creating a cadre of young professionals who will be the torchbearers of a Viksit Bharat. This convocation was graced by the Hon'ble Minister for Commerce and Industry, Shri Piyush Goyal ji, who encouraged the students to become ambassadors of Quality in the nation's development journey.

Recently, QCI and ONDC launched the DigiReady Certifications (DRC) portal. This online self-assessment tool helps vendors assess their readiness to join ONDC as sellers, aligning with our Hon. PM's call to sensitize villages and promote digital transactions. DRC empowers MSMEs, small vendors and

local retailers accelerating their integration into the digital economy.

The KVIC-QCI collaboration marks a significant step towards enhancing the quality and global recognition of Khadi products. This partnership signifies India's cultural identity, craftsmanship, and sustainability. Inspired by Mahatma Gandhi's ideology of self-reliance, Khadi represents more than just a fabric—it embodies India's ethos. The 'Made in India' label for Khadi, alongside productivity and efficiency enhancements, will boost production, sales, create jobs, and enhance global reputation. This collaboration reflects Khadi's evolution while upholding core values, fostering industry growth, and uplifting artisans, contributing significantly to Khadi's prosperity and global stature.

Additionally, launched in 2016, the ZED scheme soared to new heights crossing 1.5 lakh+ certifications, an indicator that India is eagerly embracing sustainable practices in manufacturing. Sarpanch Samvaad, QCI's grassroots initiative also achieved a milestone with 10,000 sarpanchs registered on the app.

In the same vein, QCI and the Association of Healthcare Providers (AHPI) signed an MoU for capacity building of healthcare organisations in small towns, peri urban and rural areas with the larger goal of providing high-quality healthcare to every citizen in every corner of India.

In a testament to innovation and excellence, NABL launched a ground-breaking initiative of recognizing temporary site laboratories at construction sites to test aggregates and concrete. This milestone development represents a significant leap forward in establishing new benchmarks for construction excellence, promoting efficiency, sustainability and fostering reliability in building projects nationwide.

I remain grateful for your continued support as we all work together to nurture a developed New India, where inclusivity, sustainability, and innovation flourish harmoniously.



# Secretary General's Message

Guiding Principles, Insights, and Engaging Perspectives



**Shri Rajesh Maheshwari**  
Secretary General (I/C), Quality Council of India

At QCI, we're committed to fostering a quality ecosystem in our nation. This edition of the Quality India magazine captures our impact towards this commitment through the quarter.

We've celebrated significant milestones this quarter. NABL successfully underwent peer evaluation for continuation of APAC/ILAC Mutual Recognition Arrangement signatory status. NABCB has started undergoing APAC peer evaluation by a team of 9 evaluators from APAC region. It also granted the first accreditation for FAMI-QS - an international certification scheme for feed specialty ingredients. NABET signed MoUs with civil society organisations in Nashik for quality upgradation & assessment of schools in Nashik city, and with Dental Council of India & Nursing Council of India for assessment & rating of dental and nursing colleges respectively. NABH expanded its scale across all its programmes & schemes. NBQP launched the Quality Bharat Mission, with the aim to drive quality consciousness and improve quality well-being of citizens with a special focus on engaging the youth through the Youth for Quality Bharat Festival (YQBF).

Further, a DigiReady certification programme was launched for helping small merchants onboard on Open Network for Digital Commerce. We graduated the first batch of 'Gunvatta Gurukul', a program equipping young professionals with skills in public policy and project management. We're also proud to have crossed 1,50,000 certifications under the 'Zero Defect Zero Effect' (ZED) scheme, which ensures Zero Defect manufacturing with minimal environmental impact. Our 'Sarpanch Samvaad' initiative has successfully engaged over 500 village sarpanchs in Varanasi, emphasizing sustainable rural development and quality enhancement at the grassroots level. The Training & Capacity Building Cell conducted 36+ training programmes on various subjects of quality & development under missions of government. It also partnered with bodies such as SADC - S. Africa, PTB Germany, AERSSC Nepal etc for its engagements.

We're also delighted to share the latest initiatives undertaken by QCI, including a scheme by NABL to recognize temporary site laboratories and testing in construction projects, and a landmark collaboration with Khadi and Village Industries Commission (KVIC) to enhance the quality and marketability of Khadi products.

We're grateful for your trust in QCI's initiatives to promote quality well-being and drive quality consciousness across the country. We look forward to contributing to Viksit Bharat at 2047 with your support."

*The leadership changes hands at QCI.  
**Shri Chakravarthy T. Kannan** takes charge as  
the new Secretary General.*



*15<sup>th</sup> April, 2024*

## **Leading with Excellence**

Welcoming our new Secretary General to propel QCI's vision for a Viksit Bharat.

**Welcome aboard!**



# Gunvatta Apnayenge, Viksit Bharat Banayenge

गुणवत्ता अपनाएंगे, विकसित भारत बनाएंगे।



The **Quality Bharat Mission -Viksit Bharat 2047** initiative is a call to embrace quality in every sphere of our existence with the ethos of a New India that we aspire to create.

This campaign is more than a mere concept, it's a catalyst for change, igniting a discourse on quality that permeates through our daily lives. It empowers citizens to take ownership of their journey towards the Bharat of their dreams, where quality isn't just a buzzword but a way of life. Under this initiative, quality will embody the essence of a New India where

the nation will embark on a journey of quality living, making it a mass movement that engages with everyone at all levels.

As we embark on this transformative journey, it is imperative to cultivate a mindset that cherishes the ethos of quality, driving us to think, deliver, and innovate with unparalleled excellence. As we stand at the cusp of a new era, it is time to come together to harness the spirit of quality, ensuring that India ascends to new pinnacles of excellence, setting benchmarks that resonate on the global stage. Together, every citizen of the country needs to forge ahead with determination, dedication, and a shared vision, propelling India toward

a future where quality reigns supreme, illuminating the path to a 'Viksit Bharat' - a developed India that stands as a beacon of hope, progress and prosperity, for generations to come.

## Quality Bharat Pledge

In our journey towards a Quality Bharat lies a powerful pledge called 'Quality Bharat Pledge'. It is a holistic approach to imbibe a quality thought process and behaviour in every aspect of life. It is an acknowledgement that quality is not just a standard to meet but a guiding principle that influences every aspect of national development, contributing to the realization of a Viksit Bharat.



## Quality Bharat @100 Mission

As we reflect on India's historical and cultural depth, it becomes evident that the nation's journey is an exemplification to its resolute spirit and indomitable will, marking its legacy as a great nation that has witnessed an era of progress and evolution. With the vision of a 'Viksit Bharat' there lies an opportunity to steer the nation towards a transformative trajectory with promise and prosperity.

The Quality Bharat @100 Mission is not just a dream but a roadmap towards a Viksit Bharat, where access to quality healthcare, education, housing, and sanitation are not luxuries but fundamental necessities. It empowers individuals, identifies stakeholders, and targets audience groups to ensure that every citizen benefits from this pursuit of excellence through dedicated campaign programs.





## Youth for Quality Bharat Mission

### Empowering Tomorrow's Leaders

Continuing our quest for a Quality Bharat, we delve into the transformative initiative known as the Youth for Quality Bharat Mission (YQBM), intricately woven into the fabric of the Quality Bharat @100 Mission. This initiative doesn't just aim for progress but envisions a future where the youth are the torchbearers of a quality-conscious living, shaping a society rooted in excellence. It aligns

with the broader aspiration of advancing India towards becoming a developed and quality-driven Republic before commemorating its 100th Independence Day. This also highlights the vision of the QCI to lead a nationwide quality movement aligning with the idea of "Quality" as a key criterion for advancing the nation.



#### Significance of Youth for Quality Bharat Mission

The involvement of 'Youth' in the Quality Bharat Mission is of paramount importance as they represent the future leaders and change-makers of India. Their active participation not only infuses fresh perspectives and innovative ideas but also ensures sustainability and continuity of the mission's objectives. By engaging the youth, the mission taps into their energy, enthusiasm, and idealism, channeling it towards constructive endeavours that contribute to the overall progress and development of the nation. Moreover, by instilling a sense of ownership and responsibility among the youth building a Quality Bharat, the mission cultivates a legacy change that will resonate for generations.



#### Rashtriya Guvatta Pakhwada

Amidst the fervor of the Youth for Quality Bharat Mission (YQBM), the Rashtriya Guvatta Pakhwada emerged as a vibrant celebration, intertwining the empowerment of youth with a deep sense of national pride. The Pakhwada commenced on the auspicious occasion of National Youth Day, January 12, 2024, the birth anniversary of the iconic youth leader Swami Vivekanand. The heartbeat of this celebration resonated with Swami Vivekanand's timeless words, **"Arise, Awake, and stop not till the goal is reached,"** infusing the mission with perseverance and determination. As the Pakhwada culminated on Republic Day, January 26, 2024, it left a footprint of inspiration and empowerment among the youth.

Rashtriya Guvatta Pakhwada 2024 targeted to engage Youth from Schools, Colleges, Universities and Institutions pan India and included 8 different community-building quality activities. These activities inspired active participation of our youth in the journey towards a Quality-Conscious living.



National Board for Quality Promotion (NBQP), QCI taking the Quality Bharat Pledge

National Accreditation Board for Testing and Calibration Laboratories (NABL), QCI taking the Quality Bharat Pledge

National Accreditation Board for Education and Training (NABET) and National Accreditation Board for Hospitals & Healthcare Providers (NABH), QCI taking the Quality Bharat Pledge

Quality Bharat Pledge taken by Quality Council of India, Ahmedabad Office

National Accreditation Board for Certification Bodies (NABCB), Admin & HR, QCI, taking the Quality Bharat Pledge

Training and Capacity Building Cell, QCI pledging for a Quality Bharat

Students of Army College of Medical Sciences taking the Quality Bharat Pledge

Students of Hansraj College, University of Delhi taking the Quality Bharat Pledge

Students of Adarsh Public School, New Delhi taking the Quality Bharat Pledge



**Key Activities:**

National Anthem Recital and Quality Bharat Pledge

Short Film Making  
Essay writing  
Developed India  
Poster Making  
Mascot Designing  
India  
Quality Quiz  
Nukkad  
India  
GRAFFITI  
Natak

The total number of entries received including the Quality Bharat Pledges and the competitions were 16,000+. The culmination of Rashtriya Gunvatta Pakhwada 2024 saw a total of 18 winners. All the winners were felicitated at the Youth for Quality Bharat Fest. The fest also saw active participation from mega influencers like Sharman Joshi, Mona Meshram, and Shipra Khanna on social media, which boosted enthusiasm and engagement, leaving a lasting impact on India's quality journey.

**16,000+**

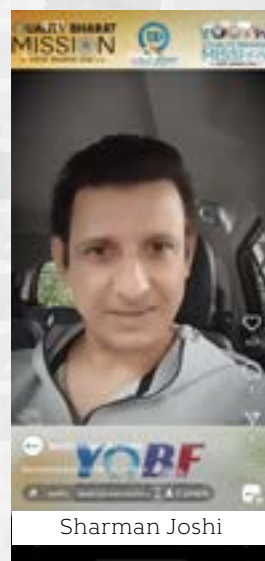
Total number of entries for competitions received including the Quality Bharat Pledges

**18**

Winners for Rashtriya Gunvatta Pakhwada 2024

**YQBF Event trended at No. 1 on "X" during the fest**

The fest also saw active participation from mega influencers like **Sharman Joshi, Mona Meshram, and Shipra Khanna** on social media, which boosted enthusiasm and engagement, leaving a lasting impact on India's quality journey.



Sharman Joshi



Mona Meshram



Shipra Khanna

**Youth for Quality Bharat Fest**

The culmination of the celebration of **Rashtriya Gunvatta Pakhwada** was witnessed at the **Youth for Quality Bharat Festival 2024**, a grand event that marked a significant milestone in India's journey towards excellence. Held on February 7, 2024, at the iconic Bharat Mandapam in New Delhi, the fest brought together over 3000 enthusiastic youth from schools, colleges, universities, and educational institutions. The main objective of this festival was to showcase the collective

efforts aimed at driving the nation's advancement towards the envisioned Viksit Bharat.

Aligned with QCI's mission, the festival served as a dynamic platform to champion the cause of 'Quality' as a cornerstone of India's journey towards becoming a developed nation by 2047. It emphasized the importance of engaging, encouraging, and inspiring youth through a myriad of on-campus and online activities.



The festival was graced by esteemed guests including Dr. Vijender Singh Chauhan, a renowned motivational speaker and MC Mary Kom, a distinguished personality in the field of boxing. Both delivered impactful speeches aimed at inspiring the youth. Adding a touch of humor to the event was the renowned family stand-up comedian, Amit Tandon who engaged the students with his wit and humour. Lastly, the festival also featured a vibrant dance performance on the Quality Anthem by Ganesh Acharya and his troupe. Each celebrity brought their unique talents and perspectives, contributing to the festival's success by inspiring, entertaining, and engaging the youth, thereby spreading the message of moving forward to a brighter and more quality-focused India.

"I started my career as a Quality Control Engineer at a small scale industry. And that was the time when I started philosophizing about Quality and I always used to believe that the idea of quality being an end product should be questioned. The concept of quality has to be a culture. If we want to grow, we have to consider Quality in all processes of our life. In order to make a developed India, we have to work on ourselves. When we actually aspire to be something great in life, we have to focus on diversity and quality in our lives."

**Dr. Vijender Singh Chauhan**

Assistant Professor, Zakhir Husain College, University of Delhi



**Amit Tandon**

Family Stand-up Comedian



**MC Mary Kom**

Indian Olympic boxer and former Member of Rajya Sabha



"In a world of determination, there's always a way. Today, as we discuss quality, it's noteworthy that in boxing, we often prioritize quantity over quality. We faced matches without any much facilities, yet we fought and emerged victorious. When I realized my dreams without abundant resources, it became evident that you, too, can achieve the same. If I had not focused on quality during my struggles, my journey might have taken a different turn. If a man can aspire, why can't a woman? To all women, I convey the message: Stay strong"



"My life began in a slum, but today I stand as one of the top choreographers in the country. I was the youngest choreographer in Bollywood, and the sole reason for this achievement was Quality. It was the presence of Quality within me that enabled me to fulfill my dreams. Cultivate Quality within yourselves as well. I am delighted to have had the opportunity to connect with the Quality Bharat Mission, which adds to my happiness."

**Ganesh Acharya**  
Indian choreographer  
and film director



"I did not get the chance to participate in the freedom movement but I, along with you, have the opportunity to work for a Viksit Bharat. The goal is to inculcate the concept of quality in our daily lives so that the next generation is born in a Developed India, promoting a sense of punarjagran."

Mr. Shah has always encouraged the youth by saying that as we march towards new milestones and achieve unprecedented benchmarks as a nation, it is imperative for us to come together and wholeheartedly embrace a commitment to excellence. Just as youth embodies energy, speed, skill, and scale, we have tirelessly striven to align these attributes with a strong emphasis on quality. It is time we unite to empower Young India and work towards a Visit Bharat by cultivating unparalleled standards and quality that resonate on the global stage.

**Jaxay Shah**  
Chairperson, QCI



"Quality Council of India was established to promote quality, and the other mandate was to provide accreditation services. India's national accreditation system under QCI has been ranked 5th in the world in the recent Global Quality Infrastructure Index (GQII) 2023. To spread the message of quality, we have now included the youth of the nation. We are also catering the same at the village level through our initiative known as Sarpanch Samvaad. The goal is to spread the awareness related to quality standards, regulations and conformity assessments among the youth to strengthen their foundation by encouraging them to focus on quality in all facets of life."

**Rajesh Maheshwari**  
Secretary General  
(In-charge), QCI



"In your pursuit of the developed India or Viksit Bharat, let your compassion flow through. A developed nation not only means economic development but it's also about the well-being of every citizen. The baton is in your hands, run for it, run for the glory, run for the nation. अपने देश की महिमा को आगे बढ़ाके दौड़िये क्वालिटी के साथ।"

**Vipin Sondhi**  
Chairman, NBQP



## 3000+ Youths and Teachers taking the "Quality Bharat Pledge"

The event had a profound impact, echoing the sentiment captured in the highlighted quote **"Neither will India bow, nor will it halt, it will advance swiftly with quality. (Na jhukega, na rukega, Bharat Gunvatta ke sath aage badhega)"**. The event was concluded with a message that, if we all ensure that the goods we produce, the education we pursue, and the jobs we undertake maintain high standards, we will leave no room for shortcomings in our work. Prioritizing quality in every endeavor, India will inevitably become a developed nation. The Youth for Quality Bharat Mission

holds tremendous potential. By instilling a continuous commitment to excellence in everything they do, these young ambassadors will become the driving force behind our nation's journey to a developed status. Imagine the impact when millions of young minds, armed with the power of quality, start contributing to every sector – from manufacturing and technology to healthcare and education.

In conclusion, the pursuit of a Quality Bharat is an inspiring saga of youth empowerment, innovation, and commitment to excellence. From

the successful initiatives like the **Youth for Quality Bharat Mission (YQBM)** and the vibrant Rashtriya Gunvatta Pakhwada celebrations to the grand finale at the **Youth for Quality Bharat Festival 2024**, each step has echoed the spirit of progress and transformation.

As we reflect on these accomplishments, it's worth noting that under the **Quality Bharat @100 Mission**, many more such campaigns are set to unfold, covering all sectors and aspects of life. These initiatives will continue to drive India's advancement towards a Viksit Bharat.

Compiled by: **Prakash Pandey**



EMPOWERING GRAM PRADHANS

SARPANCH SAMVAAD

# Empowering Villages, Enriching Lives:

## Pledging for Quality in Rural India @2047

Commencing the new year with the theme of **"Building Quality Villages for Viksit Bharat@2047"**, the Quality Council of India hosted Sarpanch Samvaad in Varanasi on January 7, 2024. Over 500 Sarpanchs from Varanasi and its neighboring districts came together. They collectively pledged to demonstrate their commitment to quality development at the grassroots level.



*Speaker*  
**Shri Jaxay Shah**  
Chairperson, QCI

The event delved into realizing, understanding, and implementing a Quality Village Framework. In the future, these will serve as guiding principles to elevate the quality of life in rural India,

**"Quality must extend beyond urban centers and reach the heart of our rural communities to propel us towards a Viksit Bharat in this Gaurav Kaal.**

Through the Sarpanch Samvaad initiative, we are equipping Sarpanchs across the nation with the tools and best practices to improve the quality of life in their villages, focusing on domains such as education, healthcare, sanitation, and digital literacy. We have developed the Sarpanch Samvaad mobile app intending to create a digital network of about 2.5 lakh Sarpanchs across India, offering an exclusive and user-friendly unified space for sharing knowledge and fostering collaboration."

emphasizing self-reliance, sustainability, community engagement, digital empowerment, and health and wellness.

By providing an opportunity to witness and learn from the experiences of distinguished speakers, the Sarpanch Samvaad in Varanasi ignited a sense of community among the Sarpanchs and enabled their alignment with the vision of quality in rural development.

The event was graced by the august presence of several dignitaries including **Shri Jaxay Shah, Chairperson, QCI.**

During the event, Shri Jaxay Shah highlighted the significance of quality in rural development. "Quality must extend beyond urban centers and reach the heart of our rural communities to propel us towards a Viksit Bharat in this Gaurav Kaal. Through the Sarpanch Samvaad initiative, we are equipping Sarpanchs across the nation with the tools and best practices to improve the quality of life in their villages, focusing on domains such as education, healthcare, sanitation, and digital literacy. We have developed the Sarpanch Samvaad mobile app intending to create a digital network of about 2.5 lakh Sarpanchs across India, offering an exclusive and user-friendly unified space for sharing knowledge and fostering collaboration," he said.

The QCI's Sarpanch Samvaad initiative emphasized the importance of empowering Gram Pradhans. It serves as a bridge to contributing to the Viksit Bharat journey by connecting the village leaders with the knowledge and resources they need to drive development at the grassroots level. Building quality villages involves more than infrastructure; it's about creating sustainable, inclusive communities where every citizen can thrive while inspiring others to work towards transforming Indian villages into Quality Villages.

### Panel Discussion: Igniting A Passion For Transformative Governance Within Sarpanchs

The event featured an impactful panel discussion focusing on success stories and best practices for **"Transforming villages into Quality Villages"**.

The distinguished panelists shared their thoughts and experiences on development at the grassroots, in an attempt to explore the idea of a 'Viksit Bharat' through the lens of 'quality'



**Dr. Shyamsunder Paliwal**

Former Sarpanch, Piplantri, Rajasthan; Padma Shri, Social Work, 2021

"Quality Council of India has facilitated bringing of all sarpanchs onto a platform so as to establish communication between them, materialising my long-awaited dream. Upon my election as Sarpanch for the first time, I pondered over whether a platform existed to foster communication among our exclusive sarpanch community. Inspired by visionary leaders such as Popat Rao Pawar ji, I pioneered the first air-conditioned panchayat Bhawan in our country. Despite severe groundwater depletion in my village, we successfully restored the water level to above 10 feet using traditional knowledge and collaboration with other departments."



**Shri Panthdeep Singh**

Sarpanch, Chhina, Punjab; Executive Committee Member, Sarpanch Samvaad

"I express my gratitude to the Quality Council of India for their remarkable initiative, which fostered close connections and provided a platform for meaningful conversations. As Sarpanch of my Panchayat, I strategically focused on achieving sustainable development. Our Panchayat has received seven awards across various developmental themes, earning recognition as a 'Daughter's Panchayat.' All Gram Sabha members have bank accounts. We prioritize holistic development, including health infrastructure and digital literacy. Inspired by fellow Sarpanchs, I integrated their successful approaches. Joining the Sarpanch Samvaad platform will similarly benefit all the sarpanchs."







**Shri Dileep Kumar Tripathi**

Sarpanch, Hasudi Ausanpur, Uttar Pradesh; Executive Committee Member, Sarpanch Samvaad

"Despite budget constraints, during my initial term as Sarpanch, I made significant promises to members of the village. After attending a seminar in New Delhi, I realized there were no Sarpanchs from U.P. Inspired by other successful Panchayats, I pioneered resource mapping & creating a blueprint for development. Our efforts paved a path for working towards carbon neutrality. At present, my Panchayat is a model for child rights and community friendliness."

started participating and now my panchayat has a range of enterprises where women are earning their livelihood at their home by making local products."



**Smt. Meenu Chettri**

Sarpanch, Purohit Wala, Uttarakhand

"I appreciate the female participation here at the event, as we very often hear that in most places, where there are women sarpanchs, male representatives of the family attend such events on her behalf. It's heartening to witness active female participation and challenging stereotypes. As we champion "Vocal for Local," let's explore why it's crucial. Supporting locally made products fosters inclusive development and sustains our traditional economy. These products, rich in nutrition, enhance immunity. In my Panchayat, we've initiated cow dung cake-based diya production, empowering women entrepreneurs and promoting livelihoods."

The esteemed panel, with their rich experience in local governance, engaged in insightful discussions on a wide array of themes relevant to Sarpanchs. Facilitated by Shri Vivek Kumar Gangwar's expertise and eloquence, the panel elucidated real-life examples of problem-solving in rural settings. The deliberations spanned around resolutions such as digital literacy, natural farming, 'Vocal for Local,' environmental sustainability, all of which the Sarpanchs pledged to achieve.



**Shri. Himanshu Patel**

Co-opted Governing Body Member, QCI; Former Sarpanch, Punsari, Gujarat

"My journey began as a Sarpanch, where I encountered the unique challenges associated with grassroots leadership. Undeterred, I marched forward, dedicated to serving my community. Now, my goal is to inspire other Sarpanchs to work progressively for their communities and highlight their work, and be inspired by fellow Sarpanchs on a national platform by sharing insights through the Sarpanch Samvaad mobile app."

### Towards Viksit Bharat Through Sarpanch Samvaad

Sarpanch Samvaad has upheld its commitment to building and empowering a robust network of Sarpanchs, by providing them with a platform for the exchange of ideas and information. This initiative has facilitated invaluable discussions and training programs aimed at understanding the complexities of the Panchayati Raj system and equipping Sarpanchs with the necessary information for creating on-ground impact. The recent Sarpanch Samvaad held in Varanasi stands as a significant milestone in QCI's history, epitomizing the organization's dedication to empowering local leaders for rural development. With a steadfast focus on uplifting the quality of life and fostering development across the nation, Sarpanch Samvaad embodies the aspirations for a brighter future for rural communities in India.



**Smt. Bhakti Sharma**

Former Sarpanch, Barkhedi Abdulla, Madhya Pradesh; Executive Committee Member, Sarpanch Samvaad

"I extend my gratitude to the QCI and our esteemed sarpanch community for convening this session. As a woman sarpanch, my initial focus was on inclusivity, encouraging women's active participation in gram sabha meetings and decision-making. Through SHGs and enterprises, we've successfully generated employment opportunities for women, fostering local livelihoods. Initially, I failed but gradually women

## THE DIGITAL READINESS CERTIFICATION

**DIGITAL READINESS**

# Unlocking Digital Readiness Across Industries

## A Comprehensive Certification Approach

In today's fast-paced digital landscape, businesses are continually adapting to the evolving technological trends to remain competitive. The Digital Readiness Certification (DRC) initiative, a collaborative effort between the Quality Council of India (QCI) and the Open Network for Digital Commerce (ONDC), emerges as a pivotal tool in equipping businesses across various sectors with the requisite digital capabilities.



In essence, digital readiness has transitioned from being a mere advantage to a fundamental necessity for businesses striving to excel in the digital economy. Whether it's optimizing operations, expanding market reach, or enhancing customer experiences, the integration of digital tools and platforms has become indispensable.

The DRC initiative offers a structured framework that assesses and certifies businesses as digitally ready, regardless of their industry. By focusing on critical components such as digital infrastructure, product catalog management, payment systems, and grievance redressal mechanisms, the certification ensures that businesses meet the foundational requirements for engaging in digital commerce.

A significant aspect of the DRC initiative lies in its incorporation of Application Programming Interfaces (APIs)





to streamline the verification process. These APIs, including GST, Udyam, PAN, and Aadhaar verification, simplify the on-boarding process, eliminating the need for cumbersome manual document collection and verification. This integration not only enhances efficiency but also reduces entry barriers for businesses seeking to embrace digital commerce.

Furthermore, the DRC initiative boasts a user-friendly interface accessible through both web and mobile platforms, available in multiple languages. This inclusivity ensures accessibility for Micro, Small, and Medium Enterprises (MSMEs/ sellers) across diverse regions and linguistic backgrounds. Such accessibility fosters greater MSME participation in the digital economy, thereby driving inclusive growth and entrepreneurship.

Additionally, the DRC initiative underscores the importance of digital hygiene and safety standards across industries. By integrating hygiene ratings into the certification process, businesses are evaluated not only on their digital capabilities but also on their adherence to hygiene and safety protocols. This holistic approach guarantees that businesses maintain the highest standards of quality and trustworthiness in the digital sphere.

On February 8th, 2024, a momentous occasion marked the launch event of the Digital Readiness Certification (DRC) portal, heralding a new era of digital empowerment and inclusivity. At this event, special recognition was accorded to the successful on-boarding of women entrepreneurs and Farmers Producers Organizations (FPOs) into our DigiReady program. This milestone celebration exemplified our commitment to the ethos of "Sabka Saath, Sabka Vikas, Sabka Vishwas, Sabka Prayaas," fostering an Aatmanirbhar Viksit Bharat. By embracing diversity and inclusion, the DRC initiative reaffirms its dedication to empowering all segments of society, ensuring that no one is left behind in the digital revolution.

The benefits of attaining DRC certification are manifold. Certified businesses receive validation from QCI, augmenting their reputation and credibility among customers and network participants. Furthermore, DigiReady businesses gain access to a broader customer base through the ONDC, unlocking new avenues for growth and expansion.

The advantages of the DRC initiative extend beyond certification. Certified MSMEs/ sellers gain access to a network of potential buyers and sellers through the ONDC, opening doors to new business opportunities and expanding their market presence. Moreover, the certification acts as a hallmark of quality

and credibility, enhancing the reputation of MSMEs/ sellers among customers and network participants.

From retail to manufacturing, from hospitality to healthcare, the DRC initiative caters to businesses across diverse sectors. By providing a standardized framework for assessing digital readiness, the initiative levels the playing field, enabling

businesses of all sizes and backgrounds to harness the power of digital technologies.

Furthermore, the DRC initiative promotes capacity building and upskilling among MSMEs/ sellers, ensuring continuous improvement in their digital capabilities. MSMEs/ sellers that do not meet the digital readiness standards are provided with guidance and resources to enhance their digital skills, empowering them to compete effectively in the digital marketplace.

The focal point of the DRC initiative lies in making the base of the pyramid digitally ready to venture into the realm of e-commerce. With a keen emphasis on empowerment, the DRC initiative prioritizes the needs of Farmers Producers Organizations (FPOs), Women Entrepreneurs, Self-Help Groups (SHGs), Micro, Small, and Medium Enterprises (MSMEs), street vendors, and clusters. By targeting these underserved segments, the initiative aims to bridge the digital divide and provide them with the necessary tools and resources to thrive in the digital economy. Through tailored capacity-building programs and support mechanisms, the DRC initiative empowers these groups to harness the transformative power of digital technologies, catalyzing economic growth and fostering sustainable development at the grassroots level.

In conclusion, the Digital Readiness Certification (DRC) initiative signifies a significant stride towards empowering MSMEs/ sellers and fostering digital inclusion. By evaluating and certifying the digital readiness of businesses across various sectors, the initiative accelerates their integration into the digital economy, driving economic growth and innovation. With its emphasis on accessibility, inclusivity, and continuous improvement, the DRC initiative paves the way for a more resilient, empowered, and digitally adept MSME sector.

Incorporating API integrations for seamless verification processes, the DRC initiative streamlines the on-boarding process for MSMEs/ sellers, ensuring authenticity and trust in the digital ecosystem. Through its user-friendly interface and focus on capacity building, the initiative empowers MSMEs/ sellers to thrive in the digital age, driving inclusive growth and fostering entrepreneurship across diverse sectors.

The ONDC acts as a catalyst for businesses seeking to expand their digital footprint. By leveraging the DRC certification, businesses can seamlessly on-board onto the ONDC, thereby gaining access to a vast network of potential buyers and sellers. This not only facilitates smoother transactions but also opens doors to new business opportunities and collaborations, ultimately propelling business growth in the digital era.



**Efficiency Boost:** DRC's API integrations simplify verification, removing barriers for businesses entering digital commerce. Its user-friendly interface and multilingual accessibility foster inclusivity and drive growth.



EMPOWERING MINDS, SHAPING FUTURES

# Aspiring Minds Take Flight

**GUNVATTA GURUKUL**



"हौसलों की उड़ान"

Maiden batch of **Gunvatta Gurukul** students celebrate during the Convocation Ceremony

The campus of Gunvatta Gurukul at Hindi Bhawan, New Delhi, buzzed with excitement on 7th February 2024, marking a momentous occasion - the convocation ceremony of its inaugural batch. After eight weeks of intensive training, 87 young minds, brimming with purpose and potential, stood poised to take their first step towards shaping a 'Developed India@2047.'

Adding a unique touch to the event, all aspects were meticulously **executed by student-led committees**. From coordinating logistics to managing the stage, the young minds of Gunvatta Gurukul demonstrated not only

their academic prowess but also their organizational and leadership skills. The event's significance was further amplified by the presence of prominent media houses, who captured the occasion for wider dissemination.

Each student, adorned in the traditional black convocation gown, was conferred with a **certificate** by **Mr. Rajesh Maheshwari** (Secretary-General, QCI), **Dr. A Raj** (CEO-NBQP), **Dr. Atul Mohan Kochhar** (CEO-NABH) and **Dr. Varinder S. Kanwar** (CEO-NABET), **Mr. Subroto Ghosh** (Head-PPID and Head-Gunvatta Gurukul) amidst thunderous applause and beaming smiles. The momentous occasion also marked the launch of the **Gunvatta Gurukul anthem video**. The melodious and colorful anthem, infused with the institute's values and aspirations, resonated deeply with the audience, leaving a lasting impression.

Following the video's powerful lines, "गुणवत्ता के पंख लिए, लें हौसलों की उड़ान!" (With wings of quality, aspirations take flight!), **Shri Subroto Ghosh** delivered a **welcome address**. He highlighted key learnings from Gunvatta Gurukul's journey, the unique diversity of the first batch, and the institute's commitment to becoming a gem of "Viksit Bharat" over time. This was followed by the release of the **Gunvatta Gurukul brochure**. The brochure offers a concise overview of the institute's unique pedagogy and vision for nurturing future leaders.

Further enriching the occasion, **Chairperson** of the Quality Council of India (QCI), **Mr. Jaxay Shah**, addressed the inaugural batch with a touch of nostalgia. He reminisced about his own graduation in the 1990s, creating a warm connection with the audience. Expressing his enthusiasm, Shri

Jaxay Shah then congratulated everyone who had made this journey a success – students, faculty, staff, and supporters. He emphasized on the significance of this "dream come true" and lauded Gunvatta Gurukul's unique curriculum, highlighting how the students had been exposed to **diverse, real-life projects**, including interactions with Sarpanchs from across India. Looking to the future, he also highlighted the **responsibility** each student has as 'Quality Ambassadors' to not only contribute but also to preach and practice Quality to their vicinity.

As the ceremony drew to a close, the hall echoed with thunderous applause. **Tossed graduation hats** traced a celebratory arc, a befitting tribute to the students, faculty, and everyone involved. This joyous celebration resonated with the optimism with which these students are entering their professional worlds, mirroring the spirit of India as it progresses through its Amrit Kaal, a golden period of opportunity and progress.

The inaugural class of Gunvatta Gurukul embarked on their individual journeys, carrying the torch of knowledge, integrity, and unwavering dedication to **Quality**.

Their success stories, yet to be written, hold the promise of a **brighter tomorrow** for India...



Students Were Exposed To Diverse, Real-Life Projects, Including Interactions With Sarpanchs From Across India.



COLLABORATION BETWEEN QCI AND AHPI

# Strengthening Healthcare Infrastructure

Access to quality healthcare remains a critical challenge in India, particularly for tier-III and rural regions. Small and mid-sized healthcare organizations (HCOs/SHCOs) often lack the resources and knowledge to implement robust quality and safety standards. To address this gap, the Association of Health Providers India (AHPI) and the Quality Council of India (QCI) have entered into a strategic collaboration.

- Capacity building: Equip HCOs/SHCOs with the necessary knowledge and skills to implement these measures effectively.
- Targeted interventions: Focus on the specific needs of Entry-Level Certification Programme for HCOs/SHCOs and AYUSH Entry-Level Certification Programme of NABH.

This collaborative approach holds immense potential to transform the healthcare landscape in India. Here's a breakdown of its potential impact:

## Impact on HCOs/SHCOs:

### Improved Quality of Care

By equipping HCOs/SHCOs with the knowledge and skills to implement quality and safety standards, the program can lead to better patient outcomes.

### Enhanced Patient Satisfaction

Improved quality of care translates to a better patient experience, leading to increased trust and satisfaction.

## A Collaborative Approach to Quality Improvement

The AHPI-QCI collaboration focuses on providing targeted support to HCOs/SHCOs, particularly those in underserved regions. Through a structured program, the collaboration aims to:

- Raise awareness: Disseminate information about the importance of quality and safety measures in healthcare delivery.



### Increased Efficiency

Streamlined operations and standardized protocols can improve operational efficiency within HCOs/SHCOs.

### Eligibility for Accreditation

Participation in the program can prepare HCOs/SHCOs for future accreditation by NABH, a recognized mark of quality.

## Impact on the Healthcare Industry:

### Standardization of Practices

By promoting a common set of quality and safety standards across HCOs/SHCOs, the program can contribute to the overall standardization of healthcare practices in India.

### Increased Competition

Improved quality standards can lead to increased competition within the healthcare sector, ultimately benefiting patients.

### Strengthened Healthcare Infrastructure

Empowering HCOs/SHCOs in rural and underserved areas can strengthen the overall healthcare infrastructure of the country.

## Focus on Underserved Regions

The program's focus on tier-III and rural areas ensures that the benefits of quality improvement reach those who need it most.

## Collaboration between Key Stakeholders

The collaboration between AHPI, representing healthcare providers, and QCI, the national body for accreditation, signifies a unified approach to quality improvement.

## Sustainable Model

By equipping HCOs/SHCOs with the knowledge and skills for self-improvement, the program fosters a sustainable model for quality improvement within the healthcare sector.

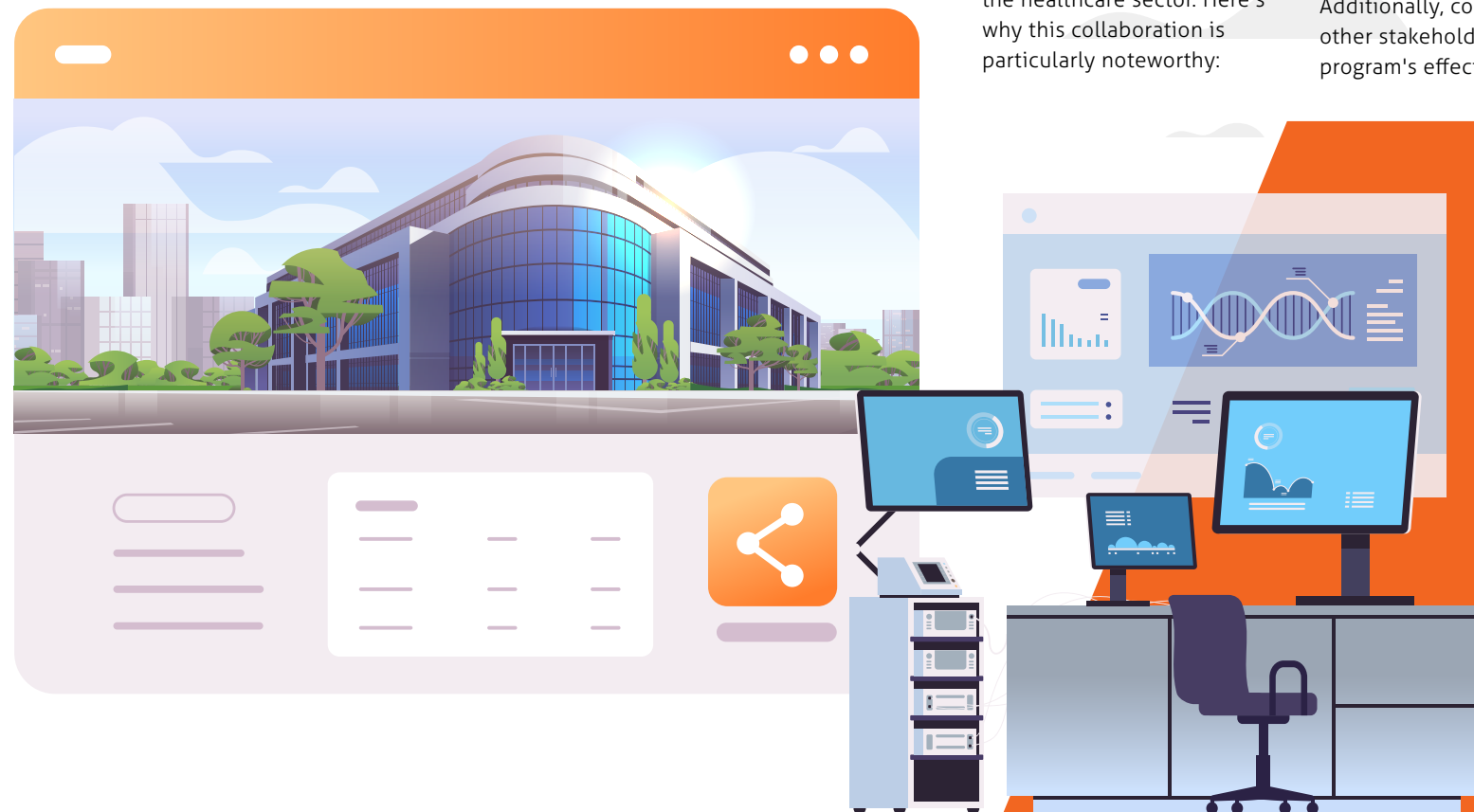
## Looking Ahead: Challenges and Opportunities

Ensuring effective program reach in remote areas, maintaining consistent quality of training modules, and addressing the financial limitations of HCOs/SHCOs are some key hurdles that need to be addressed.

The collaboration between QCI and AHPI will address these challenges by leveraging technology for online training modules and exploring innovative financing solutions, the program's reach and impact can be significantly extended. Additionally, collaborations with State Governments and other stakeholders will be in focus to further strengthen the program's effectiveness.

## Significance of the Collaboration

The AHPI-QCI collaboration represents a significant step forward in India's quest for universal access to quality healthcare. By focusing on capacity building and targeted interventions, the program addresses a critical need within the healthcare sector. Here's why this collaboration is particularly noteworthy:



## Conclusion

The AHPI-QCI collaboration represents a beacon of hope for India's quality healthcare journey. By empowering HCOs/SHCOs to deliver quality care, the program has the potential to transform the healthcare landscape at the grassroots level. Continued collaboration, innovation, and a focus on addressing challenges will be crucial in ensuring the program's long-term success and its contribution to building a robust healthcare ecosystem in India.



TRANSFORMING KHADI

# QCI and KVIC Pave the Way for Khadi Excellence

## Strengthening Khadi's Global Appeal

Khadi production has surged by a staggering 268% and sales by 332% from 2013-14 to 2022-23, translating into a significant number of jobs created (9.54 lakh in FY 23 alone)



Khadi, the handwoven fabric of India, is more than just clothing. It embodies the spirit of self-reliance, championed by Mahatma Gandhi, and is deeply woven into the nation's cultural heritage. Recognizing its potential to empower rural communities and promote sustainable development, the Government of India has been

actively working to revitalize the Khadi industry. Recognizing its significance, the Quality Council of India (QCI) and the Khadi Village & Industries Commission (KVIC) have joined hands to enhance the quality of Khadi products, empower artisans, and introduce the coveted 'Made in India' label for Khadi.

## Importance of Quality Khadi

The Khadi industry has witnessed phenomenal growth in recent years. Production has surged by a staggering 268% and sales by 332% from 2013-14 to 2022-23, translating into a

significant number of jobs created (9.54 lakh in FY23 alone). However, for Khadi to truly flourish in the global marketplace, consistent quality is paramount.

Improved quality can lead to a surge in consumer trust and demand. Consumers today are increasingly seeking ethically sourced and sustainable products. High-quality Khadi, with its handcrafted charm and eco-friendly nature, perfectly fits this growing demand. Additionally, consistent quality can position Khadi in the premium market segment, fetching higher value for the product and ultimately benefiting the artisans.

## The QCI-KVIC Collaboration: A Game Changer

The QCI-KVIC MoU signifies a game-changing collaboration for the Khadi industry. It outlines a multi-pronged approach to address quality concerns and empower artisans via these key objectives:

### Upgrading the Khadi Quality Ecosystem

Third-party assessment frameworks developed by QCI will ensure stringent quality checks for Khadi products. This will strengthen the Khadi Mark and build trust among consumers.

### Empowering Khadi Artisans

Skill development and capacity building programs will be conducted for artisans and KVIC officials. This will enhance their knowledge of quality standards and production techniques, leading to improved product quality and increased earning potential.

### Introducing the 'Made in India' Label for Khadi

A dedicated framework for the 'Made in India' label will be established for Khadi products. This prestigious label will showcase the authenticity and quality of Khadi to a global audience, boosting its international appeal.



## Role of QCI and KVIC

QCI, as the national body of accreditation, brings its expertise in quality assessment and accreditation to the partnership. With a proven track record in promoting quality through the National Quality Campaign, QCI is well-equipped to support KVIC in enhancing the quality of Khadi products. On the other hand, KVIC, as the nodal agency for Khadi and village industries, has a longstanding commitment to promoting rural entrepreneurship and sustainable development. Together, QCI and KVIC form a formidable alliance dedicated to transforming the Khadi landscape.

## Benefits and Impact

The collaboration between QCI and KVIC holds immense promise for the Khadi industry and its stakeholders. By enhancing the quality of Khadi products, artisans can command better prices for their goods, thereby improving their livelihoods. Moreover, the introduction of the 'Made in India' label for Khadi will not only boost consumer confidence but also open new avenues for market expansion, both domestically and internationally. Ultimately, this partnership has the potential to catalyse the growth of the Khadi industry and position it as a symbol of India's cultural heritage and craftsmanship on the global stage.

## The Road Ahead

The QCI-KVIC collaboration promises a bright future for the Khadi industry. Improved quality will lead to increased consumer confidence and a wider market reach for Khadi products. Skilled artisans empowered with knowledge and recognition will be the backbone of this success story. Ultimately, this collaboration paves the way for a vibrant Khadi industry, contributing significantly to a self-reliant and prosperous 'Viksit Bharat'.



BUILDING TRUST

# An Independent Quality Assurance Scheme by NABL

## NABL recognition scheme for temporary site laboratories testing Aggregates and Concrete in building projects

National Accreditation Board for Testing and Calibration Laboratories (NABL) has launched the recognition scheme for temporary site laboratories testing Aggregates and Concrete in building projects.

In civil engineering endeavours, the need for on-site testing facilities to assess the basic building materials such as fine aggregates, coarse aggregates, and concrete cubes in imperative, especially in the projects exceeding 50,000 square feet.

To ensure the quality standards and competency of temporary site testing laboratories. NABL's recognition scheme is tailor made specifically for these facilities. This scheme is designed to instill trust in the test results and reports generated by temporary site testing laboratories, a crucial aspect of maintaining the quality of materials used in construction projects. Notably, this scheme applies solely to temporary site testing facilities only, with mobile testing units currently excluded. This scheme is voluntary and an independent quality

assurance scheme, which is not covered under APAC & ILAC MRA.

The competency of temporary site testing laboratories will be assessed through on-site assessment (including test witnessing), participation in proficiency testing programs (PT), and adherence to predefined criteria set by NABL.

NABL recognition for temporary site testing laboratories will be granted for the duration of the project (however, maximum of 5 years), commencing from the issuance of the commencement certificate by the relevant authority and concluding upon obtaining the occupancy certificate.

### NABL is having following surveillance mechanisms for temporary site testing laboratories:

- On-site surveillance every 10 to 12 months.
- For projects of shorter duration, surveillance will be conducted every 6 months.

- Unannounced assessments may also take place during the recognition period to ensure ongoing compliance.



**NABL ensures quality testing of aggregates and concrete in temporary site labs for civil projects.**



This recognition scheme is designed for testing the following fundamental building materials at construction sites:



## QUALITY ON-SITE ASSURANCE

For this recognition scheme, the following are the mandatory parameters to be covered in the scope of recognition:

The documents related to this recognition scheme are as follows:

### NABL 159

Application form for Recognition of Temporary Site Laboratories Testing Aggregates and Concrete in Building Projects

### NABL 224

Specific Criteria for Recognition of Temporary Site Laboratories Testing Aggregates and Concrete in Building Projects

MATERIALS/ PRODUCT	TEST PARAMETER	TEST METHOD
FINE AGGREGATES	SIEVE ANALYSIS	IS 2386 (PART-I)
	BULK DENSITY	IS 2386 (PART-III)
	SPECIFIC GRAVITY	IS 2386 (PART-III)
	WATER ABSORPTION	IS 2386 (PART-III)
	MATERIAL FINER THAN 75 MICRONS	IS 2386 (PART-I)

MATERIALS/ PRODUCT	TEST PARAMETER	TEST METHOD
COARSE AGGREGATES	SIEVE ANALYSIS	IS 2386 (PART-I)
	BULK DENSITY	IS 2386 (PART-III)
	FLAKINESS INDEX	IS 2386 (PART-I)
	ELONGATION INDEX	IS 2386 (PART-I)
	IMPACT VALUE	IS 2386 (PART-IV)
	CRUSHING VALUE	IS 2386 (PART-IV)
	SPECIFIC GRAVITY	IS 2386 (PART-III)
	WATER ABSORPTION	IS 2386 (PART-III)
MATERIAL FINER THAN 75 MICRONS	IS 2386 (PART-I)	

MATERIALS/ PRODUCT	TEST PARAMETER	TEST METHOD
HARDENED CONCRETE	COMPRESSIVE STRENGTH	IS 516 (PART-1/SEC-1)
FRESH CONCRETE	WORKABILITY BY SLUMP	IS 1199 (PART-2)





**PARTICIPATE** & be a part of  
**THE QUALITY CAMP!**

The main objective of this Funcamp is to instil the concept of quality among children, who are the future decision-makers. Since art knows no age, competitions are open to students from KG to 12th grade.

The idea is to emphasise on the importance of quality in sectors like toys, food, habitat, healthcare, education, environmental, and sustainability.

**Online Competitions**

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

**i** All entries should be around The Importance of Safety & Quality in Our Daily Lives.



For more details reach us at :  
aarti.manchanda@qcin.org | +91 9953162111

SCAN TO KNOW MORE



Last Date to apply  
**30<sup>TH</sup> JUNE, 2024**  
No Participation Fee

anuj@qcin.org | +91 9971244714

## Fostering Collaboration, Igniting Progress

Quality Council of India and CREDAI Women's Wing are teaming up for Training and Capacity Building of Construction Workers and their Families



A new initiative is underway to improve the lives of construction workers throughout India. Led by the Training and Capacity Building (TCB) Cell of the Quality Council of India (QCI) in partnership with the Confederation of Real Estate Developers' Associations of India (CREDAI) Women's Wing, this effort aims to make a real difference for those who build our cities and homes.

At the heart of this initiative are practical training sessions, workshops, and capacity-building programs tailored to meet the diverse needs of construction workers. Starting with a pilot project in Ahmedabad soon, these initiatives will serve as a testing ground, allowing to refine and improve based on the feedback we receive.

Key to this training is providing digital literacy, giving construction workers the skills they need to use tools like UPI and internet banking. They will also be educated on important government welfare schemes like AYUSHMAN Bharat, E-Shram card and Pradhan Mantri Suraksha Bima Yojana etc. ensuring they can access the support they deserve. Plus, there will be focus on promoting hygiene practices and waste management, creating healthier and more sustainable work environments.

This initiative is a beacon of hope for construction workers and their families, promising real changes for the better. By investing in their empowerment, their hard work is being honoured and a more equitable and sustainable future is built for all.



# जल संरक्षण एवं प्रबंधन: समय की मांग

## सामूहिक प्रयास जरूरी

जल प्रकृति द्वारा प्रदत्त एक बहुमूल्य उपहार और जीवन का आधार है। धरती पर जीवन की निरंतरता के लिए जल अनिवार्य तत्व है। घरेलू उपयोग के अलावा कृषि, उद्योग सहित कई अन्य कार्यों के लिए पानी आवश्यक है। लेकिन वर्तमान परिदृश्य में बढ़ती जनसंख्या, जल प्रदूषण और जलवायु परिवर्तन के कारण पानी की उपलब्धता वैश्विक स्तर पर कम हो रही है। धरती पर पानी की कमी एक गंभीर समस्या बनती जा रही है। भारत में पीने योग्य जल की स्थिति जटिल और बहुआयामी है। उपलब्धता, गुणवत्ता और उपयोगिता के मामले में कई चुनौतियां हैं। भारत में पानी की भौगोलिक और मौसमी उपलब्धता में भारी असमानता है। कुछ क्षेत्रों में पानी प्रचुर मात्रा में उपलब्ध है, जबकि कई क्षेत्रों में पानी की भारी कमी है। जल संरक्षण के प्रति उदासीनता, वर्षा जल का अपव्यय और भूजल का अत्यधिक दोहन, पानी की उपलब्धता को कम करते हैं। औद्योगिक और घरेलू अपशिष्ट जल, कृषि में रसायनों के बढ़ते प्रयोग और अन्य प्रदूषकों से जल स्रोतों का दूषित होना पेय जल के संकट को बढ़ाता है। जल स्रोतों- जैसे नदियों और कुओं में बैक्टीरिया, वायरस और अन्य हानिकारक रसायनों की उपस्थिति, पानी की गुणवत्ता को खराब करती है। ग्रामीण और शहरी इलाकों में कई बार प्रदूषित पानी की वजह से जलजनित बीमारियों का खतरा उत्पन्न होता है।

विशेषज्ञों के अनुसार, भारत में भूमिगत जल स्तर में प्रतिवर्ष कमी हो रही है। देश में एक वर्ष में उपयोग किए जा सकने वाले जल की शुद्ध मात्रा 1,121 बिलियन क्यूबिक मीटर (बीसीएम) अनुमानित है। जल संसाधन विभाग के अनुसार, जल की कुल मांग वर्ष 2025 में 1,093 बिलियन क्यूबिक मीटर (बीसीएम) और वर्ष 2050 में 1,447 बिलियन क्यूबिक मीटर (बीसीएम) तक पहुंच सकती है जो देश की विशाल जनसंख्या की जरूरतों को देखते हुए चिंता का विषय है। ऐसे में जल संरक्षण और प्रबंधन अत्यंत महत्वपूर्ण है।

## जल प्रबंधन

जल प्रबंधन, जल संसाधनों का कुशल और स्थायी उपयोग सुनिश्चित करने के लिए योजना, विकास, वितरण और उपयोग की एक व्यापक प्रणाली है। इसका उद्देश्य जल संकट को कम करना, विभिन्न उपयोगों के लिए

पानी की उपलब्धता और जल संसाधनों का दीर्घकालिक उपयोग सुनिश्चित करना है। केन्द्र सरकार कैच द रेन, जल जीवन मिशन, परंपरागत जल संरचनाओं का कार्याकल्प, जल संचयन आदि अभियानों के माध्यम से जल संरक्षण और प्रबंधन के महत्वपूर्ण प्रयास कर रही है।

## भारत में जल प्रबंधन की आवश्यकता

भारत दुनिया का सबसे अधिक आबादी वाला देश है, बढ़ती जनसंख्या के कारण जल की मांग में निरंतर वृद्धि हो रही है, जिसके परिणामस्वरूप जल संसाधनों पर दबाव बढ़ता जा रहा है। जलवायु परिवर्तन के कारण भारत में वर्षा के पैटर्न में बदलाव आया है, जिससे देश के कुछ क्षेत्रों में बाढ़ तो कहीं सूखे जैसे हालात बन जाते हैं। प्रदूषित जल मानव स्वास्थ्य और पर्यावरण के लिए हानिकारक है। औद्योगिक और घरेलू अपशिष्टों के कारण जल प्रदूषण एक बड़ी चुनौती बनता जा रहा है। भारत में कृषि क्षेत्र में जल का अत्यधिक उपयोग होता है और उचित प्रबंधन नहीं होने के कारण सिंचाई के लिए इस्तेमाल होने वाले पानी का एक बड़ा हिस्सा बर्बाद हो जाता है। भारत में जल संसाधनों का समुचित प्रबंधन न होने और विभिन्न जल संसाधनों के बीच समन्वय की कमी के परिणामस्वरूप जल का अपव्यय होता है। इसलिए बेहतर जल प्रबंधन जरूरी है।

## जल प्रबंधन के तरीके

- छतों से वर्षा जल को टैंक में एकत्रित करना।
- तालाबों, झीलों और बांधों में वर्षा जल का भंडारण।
- नल बंद करके ब्रश करना और शेविंग करना।
- स्नान करते समय पानी व्यर्थ न करना।
- कपड़े और बर्तन धोते समय कम पानी का उपयोग करना।
- नलों से टपकते पानी को रोकने के लिए उन्हें तुरंत ठीक करना।
- घरेलू अपशिष्ट जल को द्रीट करके बागवानी और अन्य गैर-पीने योग्य कार्यों के लिए उपयोग करना।
- उद्योगों में अपशिष्ट जल को पुनः उपयोग करना।
- ड्रिप सिंचाई, स्प्रिंकलर सिंचाई और अन्य जल-कुशल सिंचाई तकनीकों का उपयोग करना।
- ऐसी फसलों का चुनाव करना जिनमें कम पानी की आवश्यकता होती है।
- घरेलू और औद्योगिक अपशिष्ट जल को नदियों और अन्य जल स्रोतों में नहीं डालना।
- रसायनों और कीटनाशकों का अत्यधिक उपयोग न करना।
- लोगों को जल संरक्षण के महत्व के बारे में शिक्षित और जागरूक करना।
- जल संरक्षण के क्षेत्र में कार्य करने वाले लोगों को प्रोत्साहित और पुरस्कृत करना।

- जल संरक्षण और प्रबंधन के लिए नीतियां और नियम बनाना।
- जल संरक्षण परियोजनाओं के लिए धन उपलब्ध कराना।
- वृक्षारोपण और अन्य उपायों द्वारा जलग्रहण क्षेत्रों की रक्षा करना।
- जलग्रहण क्षेत्रों में जल संरक्षण के लिए कार्यक्रमों का संचालन करना।
- जल उपयोगकर्ताओं के बीच जल संसाधनों का न्यायसंगत वितरण सुनिश्चित करना।
- जल संसाधनों के एकीकृत प्रबंधन के लिए योजनाएं बनाना।
- जल संरक्षण और प्रबंधन के लिए नवीन तकनीकों का विकास और उपयोग करना।
- जल संरक्षण के लिए अनुसंधान और विकास को बढ़ावा देना।

इन तरीकों को अपनाकर हम जल संसाधनों का बेहतर प्रबंधन कर सकते हैं और भावी पीढ़ियों के लिए इसे बचा सकते हैं।

## जल प्रबंधन के लाभ

- जल प्रबंधन से जल का दुरुपयोग रुकता है और जल संरक्षण होता है।
- जल का पुनः उपयोग और वर्षा जल संचयन जैसी तकनीकों का उपयोग करके पानी बचाया जा सकता है।
- जल प्रबंधन से जल संकट, सूखा, और जल संसाधनों की कमी जैसी समस्याओं से बचाव होता है।
- जल प्रबंधन से कृषि में सिंचाई के लिए पानी की बर्बादी कम होती है।



- फसलों की पैदावार और गुणवत्ता में सुधार होता है।
- जल प्रबंधन से जल ऊर्जा के उपयोग में कमी होती है।
- यह बिजली और अन्य ऊर्जा स्रोतों की बचत करता है।
- जल प्रबंधन से जल प्रदूषण कम होता है।
- नदियों, झीलों और अन्य जल निकायों का स्वास्थ्य बेहतर होता है।
- जल प्रबंधन से जल संसाधनों का बेहतर उपयोग होता है।
- यह रोजगार और आर्थिक विकास को बढ़ावा देता है।
- जल प्रबंधन से लोगों को स्वच्छ और सुरक्षित जल उपलब्ध होता है।
- यह स्वास्थ्य और शिक्षा में सुधार करता है।
- जल प्रबंधन से लोगों का जीवन स्तर बेहतर होता है।
- जल प्रबंधन से विभिन्न क्षेत्रों और देशों के बीच जल संचार और सहयोग को बढ़ावा मिलता है।
- इससे जल के लिए संघर्ष करने वाले लोगों को राहत मिलती है।
- जल प्रबंधन से भविष्य की पीढ़ियों के लिए जल संसाधनों को सुरक्षित रखने में मदद मिलती है।
- यह जल संकट से बचने और जलवायु परिवर्तन के दुष्प्रभावों को कम करने में मदद करता है।

## निष्कर्ष

जल प्रबंधन एक महत्वपूर्ण और बहुआयामी मुद्दा है जो हमारे जीवन के सभी पहलुओं को प्रभावित करता है। भारत में जल से जुड़ी चुनौतियों से निपटने और टिकाऊ विकास को सुनिश्चित करने के लिए जल प्रबंधन एवं जल संरक्षण पर विशेष रूप से ध्यान देने की आवश्यकता है। जल संरक्षण एवं प्रबंधन हम सभी की सामूहिक जिम्मेदारी है। इसके लिए सरकार, उद्योग जगत, गैर-सरकारी संगठनों और जनसामान्य को साथ मिलकर कार्य करना होगा। यदि हम सब मिलकर प्रयास करें तो निश्चित रूप से इस गंभीर समस्या का समाधान निकाल सकते हैं और आने वाली पीढ़ियों के लिए जल की उपलब्धता सुनिश्चित कर सकते हैं।

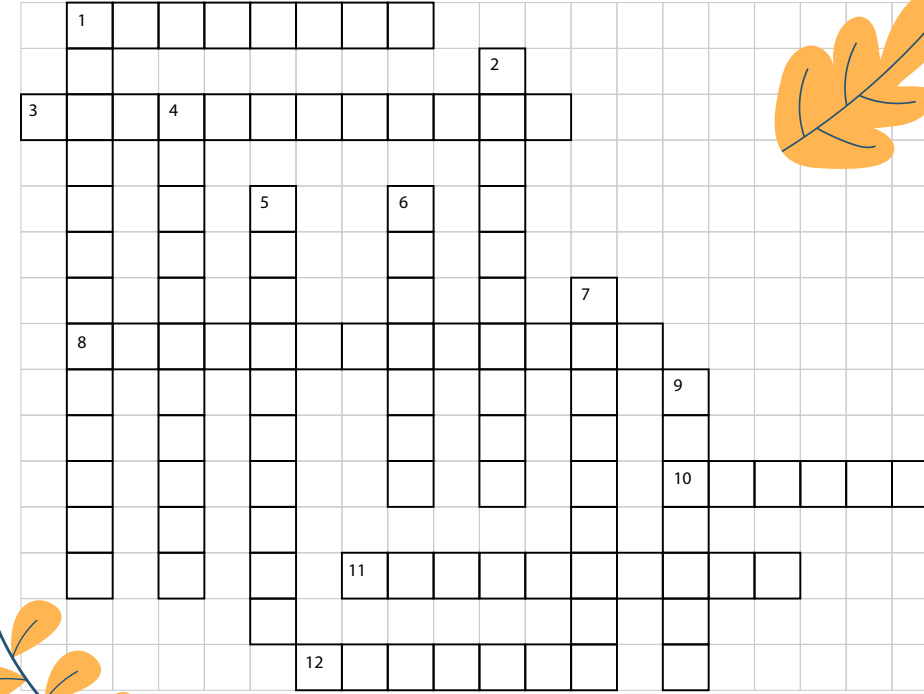
- **वीरेन्द्र नाथ मिश्र**  
हिंदी प्रकोष्ठ

“जल है तो कल है,”



## CROSSWORD

## #QUALITYMATTERS



### Across

1. An established norm against which comparisons are made
2. A process of comparing a business's performance metrics to industry bests or best practices from other companies
3. A formal process of verifying that a product, service, or system meets accepted standards
4. A method of collecting data by asking people questions to gather information
5. A rule or directive made and maintained by an authority
6. The degree to which a set of inherent characteristics fulfils requirements

### Down

1. A detailed description of the design and materials used to make something
2. A careful examination or scrutiny
3. Adherence to a specification or regulation
4. The process of checking if something meets the required standards and specifications
5. A series of actions or steps taken in order to achieve a particular end
6. Done by free choice, without compulsion or obligation
7. A method for evaluating the performance, quality, or reliability of a product under specified conditions

## WORD SEARCH

The words may be placed horizontally, vertically, or diagonally, and may also be spelled backward.

- |                  |                  |
|------------------|------------------|
| 1. Healthcare    | 8. Documentation |
| 2. Laboratory    | 9. Planning      |
| 3. Certification | 10. Policy       |
| 4. Education     | 11. People       |
| 5. Promotion     | 12. Finance      |
| 6. Zero Defect   | 13. Gurukul      |
| 7. Training      | 14. Sarpanch     |

Remember to look for the words in all directions. **Have fun solving your word search puzzle!**

A H M A S A R P A N C H F X X  
I C E R T I F I C A T I O N B  
T H T C E F E D O R E Z P C O  
Y R M P R E D Z P Q L L T A L  
R D O C U M E N T A T I O N N  
O S L B Y O Y O Z B G M G D O  
T V P E O P L E M X N G N G I  
A A R Z E F W F N G I F I G T  
R E D U C A T I O N N I N A O  
O P H X W A O A X O I N N Y M  
B C L U K U R U G Y A A A N O  
A V T S C W R A J K R N L K R  
L A A W M G B M V G T C P G P  
E L N P O L I C Y H C E F M Q  
Y E R A C H T L A E H R U L A





**BOARD UPDATES**  
JANUARY TO MARCH 2024

# NATIONAL ACCREDITATION BOARD FOR EDUCATION AND TRAINING

**Striving for Quality in Education, Environment, MSME and Capacity Building**

NABET's core operations span various verticals, each contributing significantly to its mission of enhancing education, training, and environmental impact.

## QCI'S BOARDS



National Accreditation Board for Education and Training



National Accreditation Board for Hospitals and Healthcare Providers



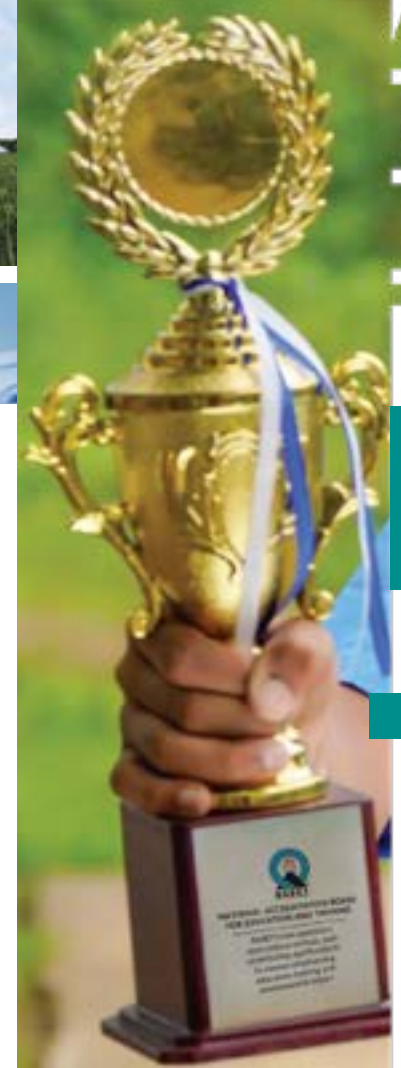
National Board for Quality Promotion



National Accreditation Board for Testing and Calibration Laboratories



National Accreditation Board for Certification Bodies



## Formal Education Excellence Division (FEED)

### Medical Education

Assessment & Rating of Dental Colleges: FEED-NABET signed a Memorandum of Understanding (MoU) with the Dental Council of India (DCI)



MoU exchange between Dental Council of India (DCI) and QCI

The earlier MoUs signed with the National Medical Council (NMC), National Commission for Homeopathy (NCH), National Commission For Indian System





of Medicine (NCISM), Pharmacy Council of India (PCI), Indian Nursing Council (INC).

The pilot study has been conducted in 8 colleges under NMC, 4 colleges under NCH, and 5 colleges under NCISM. The pilot for PCI, INC, and DCI is underway. Training for PCI, INC and DCI colleges has been completed.

The NABET team is doing a desktop assessment of 247 colleges under the National Commission for Homeopathy (NCH).

### Outcome

- Improvement of Standards & mandatory compliances
- Assessment and Rating of colleges based on a defined framework
- Ease in the selection of colleges by stakeholders
- Data-driven decision-making by respective councils

## Assessments

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

After completing teaching-learning process observations for 1200+ teachers and baseline assessment of 41,987 students in 128 schools, these students were categorized under A, B, C and D categories, with the C and D categories indicating low-performing students. Further, the root cause assessments were conducted for around 6361 students falling in the borderline C category and D category to identify the underlying factors contributing to the performance decline of these students. Detailed root cause analysis reports have also been shared with the schools, highlighting inferences and probable reasons for the low performance of students

### Outcome

- Development of strategic action plan for teachers for low-performing students
- Implementation of strategic action plan

## Bihar Nursing Registration Council

### Assessment, rating and inspection of Nursing colleges in Bihar

FEED-NABET has signed an MoU with BNRC to conduct assessment, rating and inspection of Nursing colleges on 21st February 2024. The objective is to assess and rate the nursing colleges for grant of NOC for affiliation per the framework provided by the BNRC.

### Outcome

- Facilitating stakeholders in college selection.
- Encouraging data-driven decision-making by the Council.
- Enhancing transparency in the affiliation process.
- Providing students with impactful clinical exposure.

### Quality City Initiative – Nashik Education Project

NABET has signed an MoU with three Education Societies, namely, Maratha Vidya Prasarak Samaj (for 19 Schools), Shree Panchavati Education Society (for 2 Schools), and Swami Vivekanand Society (for 3 Schools). The objective is to validate the achievement of NIPUN Lakshya (measurable learning goals) in class 3 and the attainment of learning



Root Cause Assessment of Low performing Students at PCMC Schools



Baseline Students Assessment at Nashik Schools

outcomes specified by Maharashtra SCERT in classes 5th and 8th. On 11th January 2024, the Quality City Nashik Education project was launched in the presence of Heads of Education Societies, Quality City officials, QCI officials, and school Principals. This program was followed by teachers' training on 12th & 13th January 2024. The project comprises 2 key components: student assessment and teaching-learning process assessment.

The NABET Team recently conducted baseline student assessments for 1400+ students across 8 schools (2 schools under PES and 6 under SVS). Simultaneously, around 200 teachers filled out their self-assessment forms.

### Outcome

- Improvement in the teaching-learning process and learning outcomes of students.
- Development of strategic action plan for teachers.
- Data-driven decision-making by the three Education Societies.

## Environment Impact Assessment Division



Meeting with Ministry of Mines official at Bhopal

## Meeting with the Ministry of Mines

### 63rd Central Geological Programming Board Meeting of Ministry of Mines, Govt of India

It was held in Bhopal, Madhya Pradesh on January 22, 2024. The meeting was held under the chairmanship of Shri V.L. Kantha Rao, Secretary of the Ministry of Mines. He emphasized the Ministry's composite licence and exploration licence policies and explained how the Ministry focuses on the beneficiation of critical minerals. He also noted the usage of the NGDR Portal. The meeting was attended by senior NABET officials.

## Awareness Workshop

### One-day Awareness Workshop on the Scheme for Accreditation of EIA Consultants organizations

It was organized in Patna on Feb 07, 2024. The workshop was attended by the Chairman of SEIAA Bihar and another member of the Bihar Industry Association. More than 30 experts from industry, consultants and government participated in the workshop.

### Outcome

- The workshop included discussions on the EIA Accreditation scheme and its prerequisites, the EIA portal's functionality and strengthening existing ACOs' capacity.

## Meeting with MoEF&CC

### Meeting with MoEF&CC on PARIVESH 2.0

A meeting with the Ministry of Environment, Forest and Climate Change (MoEF&CC) and the QCI NABET Accredited Consultant on the PARIVESH 2.0 website was conducted on March 11, 2024. The meeting was chaired by Dr Sujit Kumar Bajpayee, Joint Secretary, MoEF&CC.



**Outcome:**

- The purpose of the meeting was to discuss the experiences and insights of the QCI-NABET accredited Consultant Organizations regarding the registration and application submission processes on the PARIVESH 2.0 portal. More than 270 participants attended the meeting.

**Consultant Training by MoEF&CC – PARIVESH 2.0**

**Training for QCI-NABET Accredited Consultants regarding EKYC (PARIVESH 2.0 portal)**

The training session for QCI-NABET Accredited Consultants regarding E-KYC was conducted on March 14th, 2024. Shri Navin Kishore Karn, Senior Director NIC, gave a presentation on EKYC on Parivesh 2.0. More than 230 participants attended the meeting.

**MSME and STS Division**

**MSME –Lean MSME Competitive Lean Scheme (MCLS)**



MCLS Awareness Program organised by QCI in Samastipur, Bihar

**Awareness Program**

To reach out to many MSMEs, Industry Associations, and OEMs for registration under the MCLS, QCI has conducted 130+ awareness programs (as of 15.03.2024).

**MSME Units registered under MCLS**

Due to QCI's relentless efforts, 8252 MSMEs (2952 from 15.12.2023 to 15.03.2024) have been registered under the scheme.

**MSME Units Certified for Basic-Level under MCLS**

Of the 8252 registered units, 4384 MSMEs have been certified for the Basic Level under MCLS.

**MSMEs registered for the Intermediate Level of the Scheme**

Further, 1041 MSMEs have registered for the Intermediate level of the scheme, and 97 Group of Enterprises (involving 917 units) have been formed as of date at the Intermediate Level. Out of these 97 GoEs, 38 GoEs have been approved by PMAC. The process for selecting a Lean Consultant to handhold these approved 38 GoEs is in process.

**Empanelment of Consultant Organizations/ Consultants, under MCLS**

Eight consultant training programs were conducted from 15 December to 15 March 2024. A total of 65 Consultant organizations registered (involving 423 Consultants) for handholding units under approved GoEs.

**Skill Sector (Ranking of Odisha Polytechnics)**

**Ranking of Polytechnics**

Under the Project, the assessment of 132 Polytechnics who submitted the information in the Portal within the stipulated time was completed on 10.03.2024.

**Setting Up of Internal Quality Cell for Polytechnics and Government ITIs, SCTE&VT, Odisha**

Under the Project, the MoU and framework regarding the project have been prepared and submitted to SCTE&VT for its approval in consultation with SCTE&VT and the Government of Odisha.

**Higher Education and Research Analysis and Capacity Building Division**

**Research and Development**

**Evaluation of R&D Capabilities of Industries under 2+2 Bilateral Projects of Indo-German Science & Technology Centre (IGSTC)**

The Indo-German Science & Technology Centre (IGSTC) was established to facilitate Indo-German R&D networking through substantive interactions among government, academia/research systems, and industries, thus fostering innovation for overall economic and societal developments in both countries. Through its flagship program, "2+2 Mode of Partnership", IGSTC intends to catalyse innovation-centric R&D projects by synergising the strength of research/academic institutions and public/private industries in India and Germany.

QCI Experts visited 6 different Indian industries located at various places in the country for their physical assessment of the R&D capabilities.

**Outcome**

- A comprehensive final report has been crafted and submitted to IGSTC. The IGSTC team has accepted and appreciated the report.



QCI Experts at PARASON Industries Aurangabad for IGSTC Evaluation

- IGSTC and QCI would make their partnership more robust by signing a long-term Memorandum of Understanding, reaffirming their shared commitment towards excellence in innovation and R&D capabilities to participating bodies under various R&D programs.

**Impact Assessment**

**Impact Assessment Study of CeNSE**

The Centre for Nano Science and Engineering (CeNSE) is an interdisciplinary research centre at the Indian Institute of Science (IISc) in Bangalore, India. It conducts research in diverse areas, including nanoelectronics, nanophotonics, nanomaterials, nanobiotechnology, and nanofabrication techniques. The centre has state-of-the-art facilities and laboratories for the characterization, fabrication, and manipulation of nanomaterials and nanostructures.

A team of QCI experts visited the Indian Institute of Science, Bangalore, from January 29th to February 1st to assess the Centre physically. The division carried out around 80 virtual and physical assessments.

**Outcome**

- The comprehensive report of the impact study is under finalization.

**Audit of Haryana State Private Universities**

The Haryana Government has accepted the proposal to conduct audits of 24 state-private universities. The division has started working in this area.



# Professional Development Unit



**eQuest**

Development and Promotion of e-learning content to impart training and capacity-building initiatives amongst the masses

### 1. January-

- Total Registration- **519**
- Total Certificates Issued- **125**

### 2. February-

- Total Registration- **1415**
- Total Certificates Issued- **130**

### 3. March-

- Total Registration- **247**
- Total Certifications- **101**

### Future Projection-

- Development of e-learning courses in various domains to increase the catalogue of courses offered
- Enter into MoU with educational institutions, govt organizations, MSMEs to facilitate training and capacity building initiatives



**NICPP**

Promotion of e-learning course content in the Domain of Project Management for Program and Project Professionals.

### Data till January-March

- Total Registration on Portal - 45
- 90 Min Free Course- 12
- L0 - 5 | L1 - 1 | L2 - 1 | L3 - 1

### Future Projection-

- Continued promotion of aforementioned courses in order to increase outreach



Karmayogi Bharat is an integral part of the National Programme for Civil Services Capacity Building (NPCSCB), also known as Mission Karmayogi. This initiative is designed to transform the landscape of civil services capacity building in India. It aims to create a competent civil service that is rooted in Indian ethos and has a shared understanding of the country's priorities. This aligns with the vision of a Viksit Bharat, a developed India by 2047. iGOT Karmayogi is a large-scale comprehensive learning and career management platform, to cater to the distinctive knowledge requirements of government officials.

### Course-wise Registrations Received:

- Project Management ("Introduction: Basics of Project Management") - **90-Minute Course: 8272**
- Level-0 (Fundamentals of Program and Project Management) - **9 hrs. Course- 52**
- Project Finance Enrolments- **141**
- Detailed Project Report (DPR)- **228**

### Future Projection-

- Continued promotion of aforementioned courses in order to enhance outreach



**SWAYAM**

Development and Promotion of e-learning courses in the Domain of Quality in association with IIM Bengaluru for SWAYAM



### Course-wise Registrations Received for the January-April Semester 2024:

- Advanced Product Quality Planning (APQP) (3 credit-program): 3099
- Continuous Quality Improvement (CQI): Tools and Techniques (4 credit-program)- 1608
- Production Part Approval Process (PPAP) (4 credit-program): 787
- Total Productive Maintenance (TPM) (4 credit-program): 1063

### Future Projection-

- Continued promotion of aforementioned courses in order to expand outreach

## BOARD UPDATES

JANUARY TO MARCH 2024



# NATIONAL ACCREDITATION BOARD FOR HOSPITALS AND HEALTHCARE PROVIDERS

## Elevating Quality in Healthcare Across Nation

**NABH is ISQua approved and accepted internationally, at par with the best in the world.**

### Digital Health Initiatives

In line with 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 health 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 creating awareness about components of ABDM amongst accredited/certified partner healthcare organizations.

NABH has also conducted assessments of 12 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.

### Outcome

India's first ever Digital Health Standards to ensure the safe & secure use of digital health solutions and to improve the overall clinical care & quality ecosystem in the country. These standards are intended to be used for the assessment of digital processes implemented by the organization for providing patient care services.



**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**

**NABH standards for EMR-HIS vendors**

Multiple meetings with PwC have been conducted and the first draft would be ready by April/May 2024.

**Outcome**

The EMR-HIS standards will be first-of-its-kind in Digital Health

**NABH Digital Transformation**

The roadmap for Digital transformation plan has been created. The initial discussion has been carried out internally and next steps identified.

**Outcome**

When accreditation management is digitally transformed, the resulting alignment of actions offer ample opportunities to increase process efficiency, establish sustainable, high-quality stakeholder's data management.

**New and revised standards of various NABH programs**

NABH launched 3rd edition accreditation standards for SHCO to provide framework for quality of care for patients and quality improvement for small healthcare organizations. These revised standards help build a quality culture at all level and across all the functions of SHCO.

NABH launched the 3rd edition of NABH Dental Health Service Providers accreditation standards and the 1st edition of NABH Entry Level Certification standards for Dental Facilities (upto 8 chairs). The entry level dental standards is a small but a sure step for quality dental services in the rural and tier-3,4 cities to accomplish the mission of taking quality healthcare to the last in the line.

**Outcome**

In collaboration with CII, the accreditation standards for Care Homes have been developed and the pilot assessments as per the draft standards have been completed. The standards shall be released very soon.

Standards for Standalone Dialysis Centers in collaboration with NATHealth, standards for Standalone Dermatology and Cosmetology Centers in collaboration with Indian Association of Dermatologists, Venereologists and Leprologists (IADVL) and standards for Stroke care centers in collaboration with World Stroke Organization (WSO) have also been prepared.

**Certification of Ayushman Bharat Digital Mission (ABDM) Health Solutions**

In consultation with National Health Authority (NHA), NABH has conducted pilot assessments for ABDM compliant healthcare solutions. Development of certification scheme for HMIS, LMIS & Clinics is underway and will soon be announced by NABH.

**Outcome**

The extensive project in traditional medicine will open ways for a transformation in quality and patient safety in specific traditional and integrated medicine domains.

**Inspection of National Commission of Homoeopathy (NCH)**

Inspections of 3 Homoeopathic colleges & hospitals as per the requirements provided by NCH have been completed by NABH on pilot basis. The reports have been submitted to NCH. NCH has shown keen interest in extending this activity to all existing 247 Homoeopathic colleges in the country.

Phase 1 completed: 96 Homoeopathic Medical College & Hospital were inspected during phase 1. Phase 2 is in pipeline.

**Outcome**

The extensive project in Homeopathy colleges will open ways for a transformation in quality and patient safety in Homeopathic education and traditional medicine domains.

**Heal in India - Role of NABH in Medical Value travel**

The Indian Healthcare Ecosystem is delivering world-class medical care/treatment across the healthcare spectrum ranging from Modern Medicine, Ayurveda, Yoga, and other Traditional Systems of Healthcare.

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 Facilitator (MVTF) since 2016.

**Outcome**

The empanelment criteria provide framework for quality of care for patients and quality improvement for medical value travel facilitators. It helps build a quality culture at all level and across all the functions of MVTF. A full day one of its kind in India, technical training program for the Empanelment criteria has also been created for ease of the MVTF. NABH continues to evolve in this space as per the best practices across the globe.

**NABH association with Sarpanch Samvaad Initiative**

**NABH has associated with Sarpanch Samvaad for the following:**

1. Rating the healthcare system of the villages
2. Capacity building of Sarpanchs and healthcare workers
3. Production of IEC materials which shall be sensitized through Sarpanch Samvaad app.
4. Tracking and promoting the best practices in healthcare in the villages
5. Preparing the PHCs for NABH PHC Accreditation Program



MCLS Awareness Program organised by QCI in Samastipur, Bihar

**NABH Conducts Phase-I Pilot Project to Rate Healthcare Systems in Kachchh, Gujarat**

The Phase-I of the pilot project for the rating of the healthcare system of the villages is being conducted by NABH team in 20 villages of Kachchh, Gujarat from 12th to 15th March, 2024. The Phase-II and Phase-III of the pilot shall be conducted in the villages of Punjab and Uttar Pradesh.

**Outcome**

This project shall guide action towards Sarpanchs and healthcare workers to lead and undertake activities for improved access and service delivery at their village level and shall bring a great transformation and revolution in the primary healthcare system of the country.



## NABH Participation in Conferences and Workshops

Innovations in Mental Health: NABH was an associate partner in the special scientific sessions on "Innovations in Mental Health" organized by Yashoda Hospital Kaushambi on 23rd January, 2024.

CEO-NABH was invited as the chief guest of honour and he highlighted the importance of mental health and Quality during his special keynote address.

### EcoMed Summit by CII

NABH participated in EcoMed Summit by CII held in New Delhi in which CEO, NABH emphasized that NABH today is partnering with more than 20,000 hospitals and expanding its programmes in 8 countries. With the 6th Edition accreditation standards, it will be nudging the hospitals to adopt and implement sustainable practices and do their bit for climate change.

### 11th Edition of International Patient Safety Conference

NABH Participated in 11th Edition of International Patient Safety Conference 2024 organised by Apollo hospitals on 23rd & 24th February 2024 in Bangaluru.

### NABH at 27th Convocation & 29th National Seminar

NABH participated in the 27th Convocation and 29th National Seminar on Ayurveda Amritanam. CEO, NABH took a session on

"NABH Ayush Accreditation and certification adding value to the traditional wisdom" organized by the Ministry of Health and Family Welfare & Rashtriya Ayurveda Vidyapeeth on 4th – 5th March 2024 in New Delhi.

### NABH at FE Healthcare Summit and Gunvatta Gurukul

NABH Participated in the panel discussion of the FE Healthcare Summit, focusing on "Hospitals: Ideas that will Shape the Future of Healthcare"

### NABH International (NABH-I)

NABH-I is providing accreditation to Hospitals, Small Healthcare Organizations (SHCOs), Eye Clinic Organization (ECO) and AYUSH hospitals. NABH- International has applicants from SAARC regions and countries from other regions too.

### ISQua Accreditation Council Meeting

CEO, NABH attended the ISQua Accreditation Council Meeting held on 07th and 08th March, 2024 at Dublin, Ireland.

### Global Conclave and Review Meeting

NABH Participated in AHPI Global Conclave 2024 at Gandhinagar, Gujarat.

### National Ayush Mission

NABH Participated in the Regional Review Meeting of National Ayush Mission organized by Ministry of Ayush at Patna



# NATIONAL BOARD FOR QUALITY PROMOTION

## Harnessing the Power of Collaboration for Quality

NBQP is guided by a vision that consolidates all the efforts in the direction of enabling 'Quality of Life' for citizens of India by Educating all stakeholders; Engaging them in quality & related activities and Empowering them to take forward this cause in their respective domains.

## QCI Powered Sessions

These are organised in collaboration with Industry Associations/ Chambers/Councils and other organisations to enable the QCI boards and divisions enhance their reach and visibility amongst the key stakeholders.

## Integrating Healthcare Quality and Patient Safety in Hospital Governance, AHPI

February 2 & 3, 2024, Gandhinagar

The National Accreditation Board for Healthcare Providers (NABH) participated in the QCI-powered session at the event on Healthcare Quality and Patient Safety in Hospitals organized by Association of Healthcare Providers (India) (AHPI) in Gandhinagar. Shri Jaxay Shah, Chairperson-QCI attended the inaugural session of the event whereas Dr. Atul Mohan Kochhar, CEO- NABH was one of the prominent speakers.





exchange, advancing impactful solutions for global business challenges.



**Outcome**

- Promotion of QCI & its Boards/Divisions
- Interacting with students on quality fosters a culture of continuous improvement from the ground-up

**YMCA Carnival 2024, YMCA**

February 11, 2024, New Delhi

The New Delhi YMCA Carnival 2024 commenced enthusiastically, highlighting the theme "GIRL CHILD IN PARTICULAR" in support of 'Beti Bachao, Beti Padhao.' It emphasized on empowering daughters for societal progress. Funds raised aim to support girls' education. Visitors enjoyed the vibrant atmosphere, exploring stalls and engaging with diverse artists, enriching the cultural experience.

**Outcome**

- Promotion of QCI & its Boards/Divisions

**6th Fresh India Exhibition 2024, Media Today**

March 1 & 2, 2024, Nashik

The 6th Fresh India Show 2024 (FIS 2024) aimed at to bolstering India's F&V industry by connecting global players and enhancing agri-businesses. Scheduled for March 1st - 2nd, 2024, in Nashik, Maharashtra, the event included visits to Sahyadri Farms, India's Largest Integrated Horticulture Project. Organized by Media Today Group, it featured presentations, panel discussions, and networking opportunities to improve industry outlook and global connectivity.



**Outcome**

- Promotion of QCI & its Boards/Divisions
- Highlighting various initiatives of PADD

**Panel Discussion on Women Leaders as a Catalyst for an Equitable World, BCIPS**

March 07, 2024, New Delhi



The event was a Panel Discussion focusing on "Women Leaders as Catalysts for an Equitable World." It aimed to explore the pivotal role of women leaders in promoting gender equality and driving positive societal change. The discussion delved into the social, economic, and cultural achievements of women, while also addressing the challenges they face and the strategies for fostering greater inclusivity and empowerment.

**Outcome**

- Promotion of QCI & its Boards/Divisions

**EVENTS**

These are organised as per the need of the organisation, boards and divisions. The aim of these events is to maximize the outreach of QCI and nurture a culture of quality among stakeholders and citizens.

**Khadi and Village Industries Commission (KVIC) for the MoU signing with QCI: ZED**

January 01, 2024, Gujarat (Ahmedabad)



QCI and Khadi and Village Industries Commission (KVIC) signed an MoU to enhance the quality of Khadi products. This collaboration aims to create 'World Class Khadi Products'. QCI will provide training, empower artisans, and promote Khadi products domestically and internationally, ensuring their recognition as quality 'Made in India' products.

**Sarpanch Samvaad, Varanasi**

January 07, 2024, Varanasi

The event aimed at fostering dialogue and collaboration among various Sarpanches, with a focus on promoting

**9th edition of the Global Leadership Research Conference (GLRC), Amity University**

February 08, 2024, New Delhi



The 9th Global Leadership Research Conference at Amity Business School, Noida, was a pivotal event fostering research excellence and innovation. It unites researchers, practitioners, and academics, providing a platform to address sustainability, analytics, and innovation in contemporary business management. Through papers, keynote addresses, and workshops, it promotes collaboration and knowledge





community development and sustainable practices. Sarpanch Samvaad initiative reached Varanasi, Uttar Pradesh to spread the initiatives by Sarpanchs. Smt. Anupriya Patel, Minister of State for Commerce and Industry graced this event.

## Gunvatta Gurukul Convocation

**February 07, 2024, New Delhi**

The convocation ceremony of the first batch of Gunvatta Gurukul was held at Hindi Bhawan, New Delhi on the 7th of February.

## Gunvatta Gurukul New Batch Orientation

**February 09, 2024, New Delhi**

The success of the first batch paved the way for the second batch, commencing on February 9, 2024. With its innovative approach and unwavering commitment to youth empowerment, Gunvatta Gurukul is poised to make a significant impact on India's future. The students were introduced to the concept of Gunvatta Gurukul during this orientation program.

## Youth For Quality Bharat Festival

**February 07, 2024, New Delhi**

The event emphasized on the importance of quality during the 'Youth for Quality Bharat Festival 2024' organized by QCI, aiming to instil a culture of quality among the youth. The festival showcased India's commitment to quality infrastructure and featured influential speakers, live performances, and the launch of the Youth for Quality Bharat Mission video. 3000+ students participated, aligning with the Quality Bharat @100 Mission for a prosperous India by 2047.

## Launch of DigiReady Certification (MoU signed): PADD

**February 08, 2024, New Delhi**



QCI and ONDC joined hands to empower local businesses at the grassroots. The DigiReady certifications aim at the capacity building of businesses to make them digitally ready, enabling them to be a part of India's fastest-growing E-commerce platform.

The launch of DigiReady Certification marked a transformative step towards empowering entrepreneurs, MSMEs, and local vendors. This collaboration between QCI and ONDC aims to level the playing field in the digital commerce arena, fueling dreams and aspirations while promoting an inclusive Atmanirbhar Bharat.

## Nashik Sarpanch Samvaad

**March 05, 2024, Nashik**



The Quality City Mission and the Sarpanch Samvaad initiative jointly organised a Training and Capacity Building Session on 5th March 2024 in Nashik, Maharashtra. The Quality City Mission is a collaborative initiative that puts Urban Local Bodies (ULBs) in the centre stage & makes them the key drivers of enhancing the quality of life through initiatives

focused on three key themes: Mission Skilling, Mission Clean City, and Mission Education.

## Outcome

The holistic framework of the training session equips the Sarpanchs to efficiently utilize available resources for realizing sustainable solutions to local problems linked to SDGs and create a robust understanding of implementing development programmes in Panchayats.

## Quality Setu

**A centralized and structured National Information and Enquiry Service (NIES) including Ticketing/ Query Management System, AI-based Chatbot/Agent System and real-time information of accredited/certified Hospitals, Labs and Educational Institutions.**

Since its adoption on January 1, 2024, NABH has implemented Quality Setu as its exclusive platform for resolving queries and addressing concerns. This initiative has significantly enhanced the efficiency of tracking and registering queries, ensuring a systematic approach to addressing them.

The utilization of Quality Setu has yielded tangible results, with the number of queries recorded from July 2023 to

December 2023 totalling 15, compared to a significant increase to 165 queries from January 2024 to the present date. This shift underscores NABH's commitment to quality improvement and proactive engagement with stakeholders to address their concerns effectively.

## PRAGATI

**NBQP provided technical support to EEPC INDIA in executing the 3rd edition of EEPC India Quality Award**

The Award recognizes and celebrates excellence in Quality practices within the engineering industry, particularly among export-oriented companies. It serves as a platform for benchmarking against industry peers and learning from best practices adopted by leading organizations in the engineering sector.

**The award process comprised of the following stages of shortlisting:**

Document Assessment | Presentation Assessment | Onsite Assessment | Jury Presentation

The cycle concluded by announcing the 12 winners, who were felicitated during the XI IEES Inauguration and Quality Awards Ceremony held at Coimbatore on the 4th of March 2024.

The awards were presented by Smt. Archana Patnaik, IAS, Secretary of the Department of MSME, Government of Tamil Nadu, Mr. Vipul Bansal, IAS, Joint Secretary of the Department of Commerce, Government of India, Mr. Arun Kumar Garodia, Chairman, EEPC India, Mr. Aakash Shah, Vice Chairman, EEPC India, and a Mr. Suranjan Gupta, Executive Director, EEPC India.





## NBQP assisted the Ministry of Tourism in the operations of the National Integrated Database of Hospitality Industry (NIDHI) portal

QCI had developed NIDHI+ portal for the Ministry of Tourism to use technology to empower Tourism businesses in India. Registration with NIDHI ensures electronic delivery of various services and benefits to the tourism unit. It also serves as a platform for all the organizations of industry to ideate, share best practices and connect with the Government for ease of doing business.

NBQP is currently assisting the Ministry in managing the portal, helping in IT Operations, and providing helpdesk support for the queries of the stakeholders. This comprehensive system digitizes all processes, from registration to showcasing to onsite/ remote assessments, utilizing mobile applications, and offering API integration with stakeholders. It is fully operational, with all Quality Certifications issued through this digital platform (<https://nidhi.tourism.gov.in/>)

## Team Assisting for State Connect

QCI has launched an initiative called Gunvatta Sankalp, aimed at fostering awareness about the significance of quality across different States. This initiative involves organizing one-day events in each State, focusing on various sectors. During these events, stakeholders from diverse sectors gather to participate. Distinguished speakers are carefully selected and invited to address each session, representing the respective sectors.

## Assam Gunvatta Sankalp

As a continuation of the Assam Gunvatta Sankalp initiative, NBQP team travelled to Assam to organize and confirm meetings with departments such as Education, Industries, Higher Education, among others. These meetings, integral to the follow-up efforts, aimed to foster collaboration and dialogue, furthering the agenda of promoting excellence and quality across the region.

## Andhra Gunvatta Sankalp

As a follow-up activity, NBQP has prepared and submitted proposals for RBKs which is being perused by the government.

### Outcome

The objectives of the Gunvatta Sankalp are to effectively communicate the importance of quality standards and promote a culture of quality consciousness among participants and in the state. Relevant Boards/Divisions of QCI then collaborate with the state for specific activities.

### Few outcomes of the activities performed are:

- Meeting with Assam Government for collaboration in various sectors like- Education, Industries, Branding and promotion, activities like impact assessment and increase certifications and accreditations.
- Submitted proposal for RBKs ISO certification to the Government of Andhra Pradesh.
- Preparing the plan and roadmap for the Gunvatta Sankalp in 4 new states.

## Other Activities (Registration/Training)

### राजभाषा हिंदी प्रशिक्षण कार्यशाला

भारत सरकार के गृह मंत्रालय द्वारा जारी आदेशों के अनुपालन में, सरकारी काम-काज में, हिंदी का प्रयोग बढ़ाने के लिए।

### परिणाम

भारत सरकार की राजभाषा नीति, संवैधानिक उपबंधों और नियमों के बारे में जानकारी देना तथा सरकार को भेजी जाने वाली तिमाही प्रगति रिपोर्ट में सूचना ठीक तरह से दिए जाने की दृष्टि से किए जाने वाले उपाय तथा ध्यान देने योग्य बातें।

## Fire Safety Awareness Training

Fire safety awareness and preparedness, help employees minimize risks, mitigate potential damages, and ensure a safe working environment for everyone. NBQP Team was trained on basic fire fighting measures.

### Outcome

To ensure the safety and well-being of all personnel by preparing them to respond effectively to fire emergencies. Understanding fire hazards, prevention measures, and the importance of prompt action during emergencies.

## 5S Awareness Training Program

The 5S training program aims to improve workplace efficiency and organization through the principles of Sort, Set in Order, Shine, Standardize, and Sustain. NBQP Team is continuously being trained on 5S.

### Outcome

Its objectives include streamlining processes, reducing waste, enhancing safety, and fostering a culture of continuous improvement. Through systematic implementation, it empowers teams to create orderly work environments, optimize workflows, and maintain high standards of cleanliness and organization.

## 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 fourth edition of Quality Times will be released soon. This edition features Mr. Amitabh Kant, India's G20 Sherpa, and former CEO, NITI Aayog.

### Outcome

Overall, PROMPT's efforts have contributed significantly to promoting the concept of Quality, enhancing the visibility of QCI and its constituent Boards/Divisions, and embedding the importance of quality standards in the subconscious minds of people through targeted media strategies and impactful content creation. The extensive coverage in mainstream media outlets such as Times of India, Hindustan Times, The Hindu, NDTV, CNBC-TV18, and others has played a crucial role in taking QCI to wide audience and promote understanding about quality-related initiatives and developments.

# PR Outreach, Media and Promotion Team (PROMPT)

The main objective of this vertical is to promote the concept of Quality along with the promotion of QCI and its constituent Boards/Divisions to the mass audience and infuse the importance of quality in the Subconscious mind of people.

## A total of 492 Coverages in Mainstream Media

278 Online/Wire Coverages

180 Print Coverages

34 Electronic Coverages

07 Press Conferences

QCI & KVIC MoU Signing in Ahmedabad  
Sarpanch Samvaad Varanasi  
Youth For Quality Bharat Festival  
Gunvatta Gurukul Convocation Ceremony  
QCI & ONDC DigiReady Certification Launch  
QCI & Zilla Parishad Nashik Press Conference  
Quality City Nashik & Sarpanch Samvaad Nashik Event

18 Authored Article Featured



# QCI IN NEWS



## BOARD UPDATES JANUARY TO MARCH 2024

# NATIONAL ACCREDITATION BOARD FOR TESTING AND CALIBRATION LABORATORIES

### Becoming the Best Ever in Laboratory Accreditation

NABL is an accreditation body, with its accreditation system established in accordance with ISO/ IEC 17011. "Conformity Assessment – Requirements for Accreditation bodies accrediting conformity assessment bodies."

### Recognition scheme for Temporary Site Laboratories Testing Aggregates and Concrete in Building Projects.

The initiative will give confidence in the test result/report issued by temporary site testing laboratories

To ensure the quality and competency of the temporary site testing laboratories,

NABL has launched a recognition scheme for such laboratories.

#### Outcome

This recognition scheme will give confidence in the test result/report issued by temporary site testing laboratories, which is necessary to ensure the quality of materials used for building construction. The scheme applies only to temporary site testing facilities. This scheme is voluntary and an independent quality assurance scheme, which is not covered under APAC & ILAC MRA.

The awareness program is planned in phases starting from March 2024 wherein 6 cities in India will be covered in 1st phase.



## Quality Control Orders (QCOs), Hyderabad

### Awareness Program on Importance of Accreditation, Product-based Accreditation, Quality Control Orders (QCO), and Integrated Assessment

NABL elaborated on Quality Control Orders and Product-based accreditation, outlining the advantages for participants. NABL in collaboration with The Federation of Telangana Chambers of Commerce and Industry (FTCCI) organized an Awareness Program on 05/01/2024, at FTCCI Surana Auditorium, Red Hills, Hyderabad.

Around 50 professionals from various sectors including industries, manufacturers, testing laboratories, academia, veterinary, pharmaceuticals, healthcare, seed processing, R&D, exporters, and other interested parties participated in the interactive session.

NABL delivered detailed insight into Accreditation process and benefits, and how to apply online for NABL accreditation emphasizing its role as a signatory to the Mutual Recognition Arrangement (MRA) with ILAC and APAC, which reduces technical barriers to trade and promotes the acceptance of test/calibration results internationally.

#### Outcome

The program provided participants with a comprehensive understanding of NABL and its accreditation process and benefits.

## Quality Control Orders (QCOs), Coimbatore

### Awareness Program on Importance of Accreditation, Product-based Accreditation, Quality Control Orders (QCO) and Integrated Assessment

On 12/01/2024 at Coimbatore, Tamil Nadu an Awareness program of NABL Accreditation was presented by NABL to the high-level executives related to the importance of Accreditation, Product Based Accreditation, Quality Control Orders (QCO), and Integrated Assessment, to the office bearers of SACON, Coimbatore, Heads of different Departments (Scientists) of GIS Laboratory, Ecotoxicology Laboratory, National Avian Forensic Laboratory, and Wetland Ecology Laboratory) on 12/01/2024 at Coimbatore, Tamil Nadu.

#### Outcome

Representatives from the laboratories actively participated in the program.

## Quality Control Orders (QCOs), Coimbatore

### Awareness Program on Importance of Accreditation, Product-based Accreditation, Quality Control Orders (QCO) and Integrated Assessment

On 12/01/2024 at Coimbatore, Tamil Nadu an Awareness program and importance of NABL Accreditation was presented by NABL to the high-level executives, Coimbatore District Small Industries Association (CODISSIA), The Southern India Engineering Manufacturers' Association SIEMA- President of COINDIA, Coimbatore & President of Indian Pump Manufacturers Association IPMA along with Office bearers of SIEMA, COINDIA Coimbatore & IPMA. The Discussion involves at various levels related to the NABL accreditation of Motor / Pump Testing Laboratories and how Accreditation can benefit the Consumers & Commerce Industries.

#### Outcome

Such meetings serves as catalysts for fostering greater awareness and engagement around NABL accreditation within both the scientific and industrial sectors in Coimbatore initiatives geared towards facilitating the Accreditation of Laboratories & discuss various matters related to NABL Accreditation.

## Awareness Program in Bengaluru

### NABL Awareness Program for Seed Testing Laboratories

NABL Awareness Program for Seed Testing Laboratories at campus of KSSCA, Bengaluru on 17th January 2024 conducted for the Director and Joint Director, Assistant Directors, Seed Testing Officers from Karnataka State Seed Certification Agency (KSSCA) & Seed Certification Officers from 12 districts of Karnataka districts (KSSOCA). The objective of the program was to reach out to laboratories in person to address concerns/ queries raised by laboratories regarding Seed testing laboratories & NABL accreditation start-ups to apply.

#### Outcome

The participants have been sensitized about the Quality Control Orders (QCOs) issued by the various ministers, Products under QCOs, Product based accreditation & business opportunities for the laboratories.

## Two-Day Awareness Program on ISO 15189: 2022, Guwahati

### Awareness program on ISO 15189:2022 conducted by NABL

NABL conducted a two-day Awareness Program on ISO 15189:2022 'Medical Laboratories Requirements of Quality and Competence' for NABL Accredited Labs on 08th and 09th January 2024 at Guwahati Medical College and Hospital, Guwahati, Assam. This was one of the various awareness programs which NABL is conducting in various Tier II and Tier III cities

#### Outcome

The program spread awareness about accreditation.

## Two-Day Awareness Program on ISO 15189: 2022, Kolkata

### Awareness program on ISO 15189:2022 conducted by NABL





A two-day Awareness Program on ISO 15189: 2022 'Medical Laboratories-Requirements for Quality and Competence' was conducted by NABL for Laboratories on 17th – 18th January 2024 at Kolkata, in association with Calcutta Association of Practicing Pathologists (CAPP).

NABL official addressed the participants, and briefed about the two-day program. She interacted with participants for their queries. There were 60 participants from various laboratories who attended the program.

### Outcome

The participants were apprised of the new standard ISO 15189: 2022 - Medical Laboratories- Requirements for quality and competence. Participants were also clarified for their queries related to implementation of the requirements of ISO 15189: 2022 during the program.

## Two-Day Awareness Program on ISO 15189: 2022, Gujarat

### Awareness program on ISO 15189:2022 conducted by NABL

NABL conducted an awareness program on NABL Accreditation and its benefits on 21/01/2024 at Gujarat Adani Institute of Medical Sciences (GAIMS), Bhuj, Gujarat. Approx. 81 Doctors & laboratory personnel enthusiastically attended this program and gained knowledge in NABL accreditation process and ISO 15189:2022 - Requirements for quality and competence

NABL encouraged the participants to build quality infrastructure in health sector by implementing accreditation system. It also explained the importance of accreditation in Medical testing laboratories and the need to strengthen quality testing in Medical testing laboratories across the country and benefits of implementing NABL accreditation system in Medical Testing Laboratories.

### Outcome

Participants were briefed about NABL Documents and explained ISO 15189:2022 - Requirements for quality and competence. The online application process was also demonstrated to the participants with the help of NABL portal.

## Awareness Program in Calibration of Medical

## Devices & EMI/ EMC Calibration conducted by Kolkata office

### Awareness program on NABL Accreditation for Medical Imaging Facilities to outreach and sensitise laboratories doing Calibration of Medical Devices & EMI/EMC

NABL Kolkata Office conducted awareness program in Calibration of Medical Devices & EMI/EMC Calibration 'on 05/02/2024 for eastern regional Laboratories in virtual mode.

### Outcome

Importance of medical device calibration for patient care was highlighted. Relevance of EMI/EMC calibration for safety of household and process unit's setup were discussed.

## Awareness Program on NABL Accreditation, Salem

### Awareness program on NABL Accreditation for Medical Imaging Facilities to outreach and sensitise laboratories doing Calibration of Medical Devices & EMI/EMC

NABL Bengaluru Office conducted a one-day awareness program on the importance of NABL accreditation & benefits on 30/01/2024 at Government College of Engineering (GCE), Salem. This program was conducted in association with ICCL, Karuppur SIDCO Women's Industrial Park Entrepreneurs Association, Salem Productivity Council, Salem Micro, Small and Medium Enterprises (MSMEs), LUB (Laghu Udyog Bharati), Bridgebharat Council, ASM International Salem Chapter, Entrepreneurs of Salem Engineer's Association including industrialists/ entrepreneurs from Salem district Indian Pharmaceutical Association (IPA), Salem.

### Outcome

85 participants, representing various sectors: Animal feed/ Beverage/ cosmetic/ Food manufacturing/ Metallurgical testing participated and benefitted from this program.

## BOARD UPDATES

JANUARY TO MARCH 2024



# NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES

## Setting the Standard for Certification Excellence

20+ years of operations & international equivalence in accreditation of Conformity Assessment Bodies. Member of the International Accreditation Forum (IAF), International Laboratory Accreditation Cooperation (ILAC), and Asia Pacific Accreditation Cooperation (APAC).

## Defence

### Grant of NABCB Accreditation to Chief Quality Assurance Establishment (Warship Equipment)

NABCB has granted accreditation to Chief Quality Assurance



SG, QCI and CEO, NABCB handing over the Accreditation Certificate to Rear Admiral Shri Ajay Patney,

Establishment (Warship Equipment), Bengaluru, as a type A Inspection Body as per ISO/IEC 17020.

SG, QCI and CEO, NABCB handed over the Accreditation Certificate to Rear Admiral Shri Ajay Patney, ADGQA (N), QAE(N) and



Commodore Shri D K Murali in the Accreditation Certificate Award Ceremony held at CQAE (WE) Complex, Bengaluru on 12th January 2024. CQAE (WE) is the first defence establishment in India to be accredited by NABCB as an Inspection Body.

**Outcome**

• **Enhanced Credibility and Trustworthiness**

The accreditation of Chief Quality Assurance Establishment (Warship Equipment), Bengaluru, by NABCB as an Inspection Body according to ISO/IEC 17020 Standard enhances its credibility and trustworthiness.

• **Strengthened Indigenous Defence Industry**

By achieving NABCB Accreditation, CQAE (WE) sets a benchmark for other defence establishments in India to strive for excellence in quality assurance. This accomplishment fosters confidence in the indigenous defence industry’s capabilities and promotes its growth by encouraging other establishments to follow suit and uphold similar standards of quality and efficiency.

• **Facilitated Technological Advancement**

The accreditation signifies a significant leap forward in promoting self-reliance and technological advancement within the Indian defence sector. By adhering to international standards and best practices in quality assurance, CQAE (WE) demonstrates its commitment to staying abreast of the latest advancements in defence technology, fostering innovation, and ensuring the country’s preparedness in the face of evolving security challenges.

**Food**

**Grant of NABCB Accreditation for BRCGS Scheme**

NABCB has granted accreditation to IRCLASS Systems and Solutions Pvt. Ltd. for BRCGS scheme with this IRCLASS became the first certification body in India to be accredited by NABCB for the BRCGS scheme.

**Outcome**

As a result of NABCB’s accreditation, IRCLASS Systems and Solutions Pvt. Ltd. is now the first certification body in India

accredited for the BRCGS scheme, enhancing its credibility in ensuring food safety standards.

**Ayush**

**NABCB attended 2nd International Ayush Conference & Exhibition, 2024, Dubai**

NABCB attended the 2nd International Ayush Conference & Exhibition 2024, Dubai. The event was graced by the distinguished presence of Shri. V. Muraleedharan, the Minister of State for External Affairs, who emphasized the conference’s timeliness in light of the alarming global statistics, with over 41 million annual fatalities related to Non-Communicable Chronic Diseases (NCDs).

Spanning three days, the conference aimed to showcase AYUSH (Ayurveda, Yoga, Unani, Siddha, Homeopathy) as a reliable healthcare system for both preventing and managing NCDs. The focal theme, “Non-Communicable Chronic Diseases – Prevention & Management through Ayush,” sought to underscore AYUSH as a prevention-oriented and cost-effective approach to building a disease-free society.



QCI Officials at 2nd International Ayush Conference & Exhibition 2024, Dubai

**Outcome**

• **Highlighting India’s Leadership in Ayush Sector**

The 2nd International Ayush Conference & Exhibition, organized by the Science India Forum and the Ministry of AYUSH, emphasized India’s significant role in traditional

healthcare systems. Through discussions and presentations, the event showcased Ayurveda, Yoga, Unani, Siddha, and Homeopathy (AYUSH) as vital healthcare providers, demonstrating India’s commitment to promoting these systems both nationally and globally.

• **Addressing Non-Communicable Chronic Diseases (NCDs)**

With a focal theme of “Non-Communicable Chronic Diseases – Prevention & Management through AYUSH,” the conference aimed to highlight AYUSH as a prevention-oriented and cost-effective approach to combating NCDs. By bringing together experts from various regions and presenting research papers, the event contributed to the discourse on leveraging AYUSH systems for preventing and managing prevalent health challenges like NCDs.

• **Facilitating Global Collaboration and Knowledge Exchange**

With participation from over 1500 experts from diverse regions worldwide, the conference served as a platform for discussions, collaborations, and knowledge exchange in the field of traditional medicine. Through talks, presentations, and interactions among 1300 global delegates, the event fostered an exchange of ideas and experiences aimed at advancing understanding and efficacy of AYUSH systems in addressing health concerns on a global scale.



NABCB officials at a two-day FAMI-QS auditor calibration training conducted by FAMI-QS

**Outcome**

The training provided updates on FAMI-QS code version 6, certification body rules, and accreditation protocol clarifications, fostering collaboration among assessors, certification bodies, and stakeholders.

**International Collaborations**

**IAF-MD 17 Meeting**

NABCB officials participated in the IAF-MD 17 Task Force meeting through virtual means. The primary objective of the meeting was to engage in discussions regarding the comments received on draft of MD-17, which is currently in the process of being revised.

**Outcome**

- Collaboration with international organization for organizational accreditation processes.
- Meeting with Korea Accreditation Board

**Strengthening Global Partnerships**

CEO, NABCB, recently engaged in a fruitful meeting with Mr. Jin Suh Park, CEO of the Korea Accreditation Board, alongside senior officials from both organizations.

**Capacity Building**

**NABCB Attended FAMI-QS Auditor Training**

NABCB officials took part in a two-day FAMI-QS auditor calibration training conducted by FAMI-QS. The training session brought together NABCB assessors, personnel from certification bodies, and other pertinent stakeholders.

Mr. Emmanuel Geneiatakis Secretary General of FAMI-QS, led the training. The comprehensive two-day program focused on delivering updates related to FAMI-QS code version 6, certification body rules, feed prevention, and offered participants clarifications on the accreditation protocol.





NABC officials with Mr. Jin Suh Park, CEO of the Korea Accreditation Board

## Knowledge Sharing

### 10th Annual Food Quality and Safety Congress

NABC participated at the 10th Annual Food Quality and Safety Congress. The event provided a platform for diverse discussions, where speakers delved into topics ranging from the transformative impact of robotics on food safety to the evolving landscape of India's Food Startup sector, and the significance of clean labeling in food and nutraceutical products. This distinctive gathering brought together key stakeholders, including representatives from Accreditation Bodies, Certification Bodies, and Global Scheme Owners (FSSC). Serving as a catalyst for dynamic conversations, the event fostered active engagement among participants, transforming it into a lively forum where ideas were exchanged and insights shared.

#### Outcome

- Emphasis on Accreditation for Food Safety**  
 Ms. Varsha Misra's keynote at the 10th Annual Food Quality and Safety Congress highlighted the critical role of accreditation in ensuring food safety and quality standards in India. Her address underscored the importance of accreditation bodies like NABC in upholding rigorous standards to safeguard consumer health and trust in the food industry.
- Diverse Discussions and Stakeholder Engagement**  
 The event featured diverse discussions on pertinent topics such as the impact of robotics on food safety, India's Food Startup sector, and clean labeling in food and nutraceutical products. With participation from representatives of Accreditation Bodies, Certification Bodies, and Global Scheme Owners, the congress served as a platform for dynamic conversations and active engagement among key stakeholders.
- Knowledge-Sharing**  
 By bringing together professionals from leading companies like Amway, Coca Cola, and Mars Wrigley, alongside scientists, laboratory personnel, and other stakeholders, the congress served as a comprehensive forum for collaboration and knowledge-sharing. The event facilitated exchanges of insights and experiences, contributing to the advancement of food quality and safety practices in the industry.

#### Outcome

The purpose of this significant meeting was to explore avenues for future collaboration and to fortify the existing relationship between NABC and the Korea Accreditation Board. Such engagements are pivotal in fostering international cooperation and enhancing quality infrastructure.

Discussions during the meeting revolved around sharing best practices, exchanging expertise, and identifying opportunities for joint initiatives in capacity building (AI), cyber security scheme for industrial automation and product certification scheme for medical devices.

### Virtual Board Meeting with UKRMS

NABC is recognized as the Accreditation Body for Aerospace Quality Management Systems (AQMS) under IAQG through UKRMS. NABC participated in the recent Board meeting of UKRMS and provided updates on the progress of NABC AQMS Scheme. NABC has recently granted its first accreditation to a certification body for AQMS.

#### Outcome

NABC reaffirmed its commitment to enhancing mutual understanding and cooperation in accreditation, furthering international standardization, and promoting quality assurance practices.



## QCI'S DIVISIONS/ CELLS





*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



## Integrated Command and Control Centre (ICCC) for Bureau of India Standards

### Modern Video Surveillance System for BIS Labs PAN India

#### Initiative

The overall objective is to enhance Video surveillance technology across all BIS labs, implementing centralized real-time monitoring and alert systems.

This entails designing a state-of-the-art AI-enabled CCTV Monitoring Solution, leveraging the latest video surveillance technology and further development of the existing CCTV infrastructure.

#### Activity

To enable the effective implementation of the Video Surveillance System, QCI will provide services of bid process management, project management and direct/indirect monitoring of the

implementation cycle after conducting exhaustive systemic health evaluation and exploring the possibility of seamless integration with the existing infrastructure.

Implementing Centralized Biometric attendance system for efficient human resource management & introducing state-of-the-art Access Control System with Centralized Data Access Management.



#### Expected Outcome

- A scalable and comprehensive coverage of all existing blind spots and limitations and access dignification according to the hierarchical structure
- Each OIC will have a complete view of their respective department from the comfort of their own room
- CL Head will have a complete view of the entire Lab and its premises from the comfort of their room
- The Security and Maintenance heads will have access and a view of the complete campus premises including the boundary of the campus at the front and back gate stations and the maintenance office



## AB-PMJAY Quality Certification Project

### National Health Authority, MoHFW

#### Initiative

AB PMJAY Quality Certification programme is a joint initiative by NHA and QCI that focuses on providing quality healthcare

services and accelerating certification for hospitals at various levels recognised as Gold, Silver and Bronze. In addition, the Bronze certification can also be achieved by hospitals not empanelled under AB PMJAY. Both empanelled and non-empanelled hospitals are eligible to apply. This step will enhance the coverage of the certification process across the hospitals of the country.

#### Activity

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

#### Expected Outcome

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

#### Number of Hospitals Certified at different levels:

BRONZE- 54 | SILVER- 136 | GOLD- 146



## National Highways Excellence Awards 2023



## An annual award event organised by MoRTH

### Initiative

After the success of 5 consecutive award cycles, QCI has been commissioned by Ministry of Road Transport and Highways to assist in conducting the 6th award cycle.

National Highways Excellence Awards was initiated in 2018 to incentivize stakeholders in the highway construction and maintenance process. The Ministry intends to recognize and award companies for the best-performing road assets and toll plazas across the country. This is part of the larger objective of strengthening and augmenting the road infrastructure in the country, which is a top priority of our government. Acknowledging companies who are performing exceptionally and delivering the finest quality services during construction, operations, tolling, and maintenance stages of the highway project, would encourage all companies in the sector to improve the quality of service(s).



The 'National Highways Excellence Awards' are designed across multiple categories. It identifies players who have adhered to construction and operational guidelines, upheld high quality and safety standards, and employed innovation and sustainable practices in their work.

### For the 2023 cycle of awards, the categories are as follows:

1. Excellence in Project Management focuses on the efficient use of resources with finest quality standards and smooth execution of all milestones of the project.
2. Excellence in Operation & Maintenance recognizes projects with the swift and smooth execution of maintenance work(s), inspections, and unparalleled quality in riding experience.
3. Excellence in Highway Safety acknowledges commendable work done to reduce road casualties and establish preventative safety measures, safety signages, road markings, and emergency response services.
4. Innovation or Outstanding Work in Challenging Conditions focuses on significant achievement in devising or adapting a new technology or design in construction that enhances the quality, timeliness, cost effectiveness, safety and/or efficiency in the road development project(s) in addition to the special measures undertaken to develop highway infrastructure in a challenging environment (tough natural terrain, complex urban landscape, challenging climate or conflict zones)
5. Green Highway highlights innovative practices adopted to protect or enhance the natural environment and/or minimize the effect of project development.

### Outcome

This initiative of government created a healthy competition among the players in this sector. From the inception of the award (2018), the participation of companies increased each year. Also, the award categories distinguish it from other initiatives of government w.r.t the given points

#### 1. It encouraged:

- Use of Innovative technologies in Highway sector.
  - Standardization, proper documentation, as per the contract, during the construction of the highway.
  - Companies to improve their services of providing the best quality in highway maintenance, for smooth riding comfort and mitigation of potholes/surface defects.
2. Highlights the project which have been completed in extreme condition or still facing the environmental or social challenges to maintain the quality of services.



### Initiative

The Quality City Initiative in Nashik has achieved remarkable progress over a nine-month period, from June 23 to February 24, across various domains aimed at enhancing community engagement, cleanliness, skill development, and overall city improvement.

### Activity

Through proactive community collaboration, involving 48 associations, NGOs, and community organizations, a collaborative approach to city development has been fostered. A significant milestone was the citizen-led cleanliness drive, which saw the active involvement of 150,000 citizens in a citywide cleaning oath, underlining the collective commitment to a cleaner environment. Additionally, youth empowerment initiatives engaged 5,000 school children, earning recognition from the Honorable Prime Minister for their dedication. A dedicated core team comprising 60 individuals from diverse backgrounds showcased a committed approach to the Quality City Initiative. Collaborations with organizations like Ramkrishna Arogya Sansthan facilitated CSR-driven skill development, benefiting thousands of workers across various trades. Efforts to empower Anganwadi workers and initiatives like the Quality Ward Movement in six wards emphasized a decentralized approach to community improvement.

Innovative strategies such as street plays competitions and professional development sessions for tradesmen contributed to increased awareness and skill upliftment. Furthermore, initiatives like the Zero Black Spots Initiative aimed at enhancing safety and cleanliness citywide.

### Outcome

The Quality City Initiative also extended its efforts to rural areas, organizing events like Sarpanch Samvaad to capacitate village leaders. With upcoming plans for sanitary inspector training, the initiative continues to prioritize the improvement of sanitation capabilities, ensuring sustained progress and quality of life for Nashik's residents.



*Tulip Interns were introduced to SBM and a training of trainer's session successfully implemented.*





Strategic stakeholder engagement for initiative success



5000 students from Nashik posted postcards to PM on World Post Day



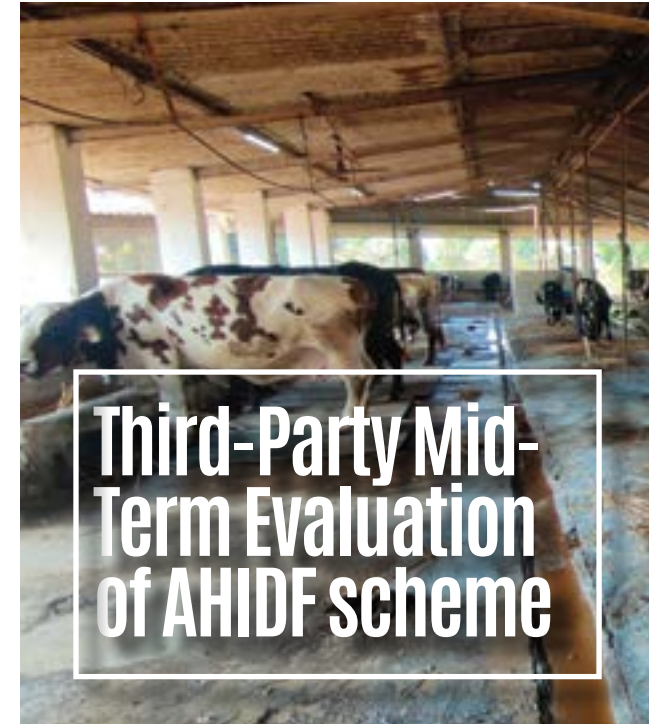
Ground Situation Report and Strategic Meeting: NMC Readies for ODF and GFC Assessment, Targeting Improvement and Addressing Existing Loopholes.



Memorandum of Understanding for Quality Education



Training of Skills to construction workers and domestic workers



Department of Animal Husbandry and Dairying, Ministry of Fisheries, Animal Husbandry & Dairying

### Initiative

On 2nd Jan 2024, Third-Party mid-term evaluation of Animal Husbandry Infrastructure Development Fund (AHIDF) scheme was awarded to QCI. AHIDF scheme aims to support the development of the Animal Husbandry & Dairying Sector by providing much-needed infrastructure and promoting investments in the following sectors-

- Dairy processing & value addition
- Animal Feed Manufacturing
- Breed improvement & multiplication farms
- Meat processing & value addition
- Animal drug & vaccines manufacturing, and
- Animal-Waste to Wealth Management

### Under the AHIDF scheme, QCI evaluates the impact of the scheme with reference to

- Infrastructure created vis-à-vis infrastructure gap vis-à-vis level of production
- Capacity utilization of the assets created
- Impact across the value chain
- Availability of quality and cost-effective raw and finished products for/from the sectors

- Direct & indirect employment generation vis-à-vis improvement in income level of farmers/beneficiaries
- Export promotion, and
- Performance evaluation as per output & outcome indicators of the scheme.

### Outcome

- QCI evaluated 102 project units throughout the country under the scheme.
- QCI submitted its draft report on 17th Feb 2023 and respectively working on the final report.



Poultry farm, Palghar, Maharashtra



Keventer, 24 Parganas, Kolkata



Heresey cattle farm unit, Maharashtra





including NAFED, NCCF, and Kendriya Bhandar, along with state entities such as GUJCOMASOL, MSCMLFL, and HACA

**Activity**

**QCI has collaborated for system strengthening for Bharat Brand Subsidised Products and is currently conducting:**

- Visual assessment of these products for contamination of the products, labelling compliance, weighment compliance, and the storage conditions of the products
- Dipstick survey of the consumers/customers, shopkeepers for measuring the awareness of Bharat brand/products, purchase price and availability of the products at the retail points across different geographical locations
- Assessment of the data across the supply chain for nudging the entities involved for 100% of visibility of the data and development of the digitally connected supply chain with track-n-trace mechanism.

**Outcome**

- Through ongoing evaluation and refinement, this initiative strives to continuously improve and adapt to the evolving needs of Indian consumers, make the supply chain transparent, improve the technology adaption and digital governance.

**Initiative**

Ministry of Consumer Affairs has introduced affordable staple products such as Atta, Rice and Dal under Bharat Brand with the objective to moderate the prices of important products and promotes welfare of consumers. The supply chain for Bharat Brand products is managed by national entities



# Project Analysis & Documentation (PAD) Division

UPDATES



Healthcare

**Ayush Mark Scheme**

PADD representative participated in the Second International Conference & Exhibition (IACE) at Dubai, 13-15 January 2024.

**Outcome**

A total of 5832 products are certified by 74 manufacturers under AYUSH Mark Scheme.





HoD, PADD participated in Second International Conference & Exhibition (IACE) at Dubai, 13-15 January 2024

## Certification Scheme for Unmanned Aircraft Systems (CSUAS)

Collaborated and conducted session at IIT Guwahati for sensitization on CSUAS

PADD representative participated as Speaker at Wings India 2024, Asia's largest event on Civil Aviation organised by MoCA at Hyderabad

### Outcome

51 Type Certificates issued till date (28 - Agriculture drones; 19 - Survey drone training drones; 1- Cargo drones). 06 TCs have been issued from January-24 to March-24.

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

NCIIPC 7th Technical Committee meeting and 5th Certification Committee meeting held on 16 January 2024 and 19 January 2024 at New Delhi.



NCIIPC 7th Technical Committee meeting and 5th Certification Committee meeting held on 16 January 2024 and 19 January 2024 at New Delhi

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

Training of evaluator in Odisha on 09-12 January 2024 and Chhattisgarh from TDU - PrCB on 11-16 February, 2024

### Outcome

A total of 1344 TCHPs certified under the Scheme till date with the Government of Goa, Chhattisgarh and Tamil Nadu recognising the Scheme.



### Outcome

Steering Committee to approve 7 schemes for Cyber Security Sector.

## Digital Readiness of MSME Retailers - ONDC (future intervention/in pipeline)

### Outcome

- Sector agnostic tool designed - approved by ONDC. Load testing done and portal stabilized.
- API integration to eliminate non-entities. APIs of Udhyaam, GSTIN, Aadhaar, PAN, FSSAI and FDA integrated. APIs approval by Protean will help in other projects too.
- First DRC issued to women entrepreneurs from Bihar. Empowered FPOs of Andhra Pradesh.
- Registered tribal entrepreneurs at Aadhi Mahotsav.
- Engagement with the Directorate of Industries of all States and Union Territories.
- Meeting with officials from TRIFED, EPCH, NASVI, FSSAI, Director of MSME, Additional CEO of GeM, and DC (Handicraft).

- Marketed DRC at Aadhi Mahotsav, Mo/Tribal Affairs, Gol, Bharat Tex'24, Mo/ Textile, etc.
- Developed a capacity-building model in English and Hindi. Offering portal in 12 new languages (WIP)
- Partners identified, draft MoUs to drive 100,000 DRC's in next 3 years.
- Integrating QCI and Field team of ONDC pilot at Bharat Tex'24
- FSSAI welcomed DRC for food vendors and expressed openness for the initiative
- Dovetailing QCI initiative for badging purpose



Launch of 'DigiReady Certification' on 8 Feb 2024



First DRC issued to women entrepreneurs from Bihar & Empowered FPOs of Andhra Pradesh





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

A total of 92 trainings were conducted Pan-India in which 5629 attendees participated (in the reporting period 3 trainings were conducted and 204 attendees have participated, including 104 female participants)

### Outcome

- Developed Package of Practices (PoPs) for 78 species out of 140 species.
- Demonstration plots identified and established in 30 locations, subsequently certified 12 projects.
- Replacement of 29 species for which Package of Practices (PoPs) to be compiled is awaited from National Medicinal Plants Board (NMPB), Ministry of AYUSH.

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

### Outcome

The National Technical Working Group (NTWG) met to finalise the National Interpretation Guidelines for Risk Assessment on Social Practice (GRASP) add on IFA with respect to Version 6.0 of GLOBAL.G.A.P. on 29 January 2024.

Technical committee meeting for IndG.A.P. was chaired by Sh. Sanjay Dave on 29 January 2024.



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

One HRAA auditors training and examinations were held during the reporting period in Mumbai on 12 January 2024

### Outcome

QCI has recognized 36 HRAs and 12 applicants are under the process of recognition till date.

## Sustainability Advancing Sustainable Initiatives Through Collaborative Partnerships

### Outcome

Working on the way forward of ICSTS, PADD has initiated new initiatives with UNIDO, ARSO, and the EU-India:

'Navigating Sustainable Supply Chains Regulations' with UNIDO aims to strengthen India's automotive sector by identifying specific needs through stakeholder engagement, awareness activities, and the Supply Chain Regulations Mapping Tool.

Collaborating with the European Union on a project to enhance the agriculture and forestry value chain's capacity in India, aligning with global principles.

Harmonizing Agricultural Standards for Sustainable Development in Africa, Development of Good Agricultural Practices for the African Region submitted to ARSO

## Social Accessibility Compliance Mapping and Ranking of Historical Monuments

### Outcome

ASI is focused to make accessible spaces for visitors with special needs to the monuments of historical importance.

Accessibility mapping conducted for 145 monuments under ASI pan-India, aimed at promoting inclusive tourism and showcasing Indian heritage and culture accessible to all.

Comprehensive report for 145 monuments along with the dashboard presented to DG, ASI.

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

## Research Study on categorisation of work areas and competency mapping of Traditional Craftsmen of India

Meeting with Director General ASI to present the concept for Certification Scheme for Recognition of Artisans in traditional craftsmanship.

Key Informant interviews and FGDSs conducted with stone artisans and lime and mortar artisans at Taj Mahal, Agra Fort, Fatehpur Sikari and Deeg palace covering stone work, In-lay work, dome restoration, lakhori brick work and jali work.

### Outcome

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

## NGCMA

Assisted 11 GLP Inspections, 1 Training and 1 Brainstorming meeting, 2 Verification Inspection, 1 Extension in Scope Inspection, 2 Recertification Inspection, 4 Surveillance Cum Extension in Scope Inspection, 3 Surveillance Inspection.



# Zero Defect Zero Effect

UPDATES



MoU Exchange with Industries Department of Government of Maharashtra in presence of Hon'ble Minister for Industries

## MSME ZED Awareness Programs

MoU Exchange with Industries Department of Government of Maharashtra in presence of Hon'ble Minister for Industries, on February 08, 2024 at Pune during State Export Awards Event

ZED Certification Scheme showcased in Maharashtra MSME Samelan at Mumbai on December 15, 2024

ZED training program for resources of Ramdas Athawale Foundation, at Constitution Club of India, New Delhi on December 12, 2023.

An awareness session conducted for MSME members of Laghu Udyog Bharti on February 07, 2024

An awareness session conducted for MSME members of Mayapuri Industrial Welfare Association, New Delhi on January 11, 2024

Dedicated awareness sessions conducted for women owned MSMEs

ZED showcased in Conclave on Building competitiveness of MSMEs through MSME Sustainable (ZED) Certification Scheme and MSME Competitiveness (LEAN) Scheme held on January 25, 2024, at Ludhiana. ZED Silver & Gold certified MSMEs in Ludhiana were also felicitated.

A training session on ZED Certification scheme conducted for the officials of Industries Department, Government of Uttar Pradesh on March 6, 2024

## System for Advance Manufacturing Assessment and Rating (SAMAR) Certification, DRDO, Ministry of Defence

The SAMAR Certification was showcased in the "Maharashtra MSME Defence Expo 2024" on February 25, 2024 at Pune, Maharashtra. The SAMAR rated MSMEs were also felicitated at the event.

**15**  
Organizations rated

Level 1: 03, Level 2: 04,  
Level 3: 03, Level 4: 05

**32**  
Assessment conducted

ZED Certified MSMEs  
**90619**  
Participants

**Bronze** 90134

**Silver** 177

**Gold** 308

Total Bronze: 178374,  
Total Silver: 500 and  
Total Gold: 618

Participants  
**96**

5-day assessor training program - 03

**713**

MSMEs availed Financial Assistance on System (Quality)/ Testing/Product Certification  
Total Applications: 1472

ZED Registered MSMEs  
**114363**

Total Registration:  
**285603**

Participants  
**2500+**

Awareness Programs conducted: 25

Participants  
**62**

5-day consultant training program - 02

**394**

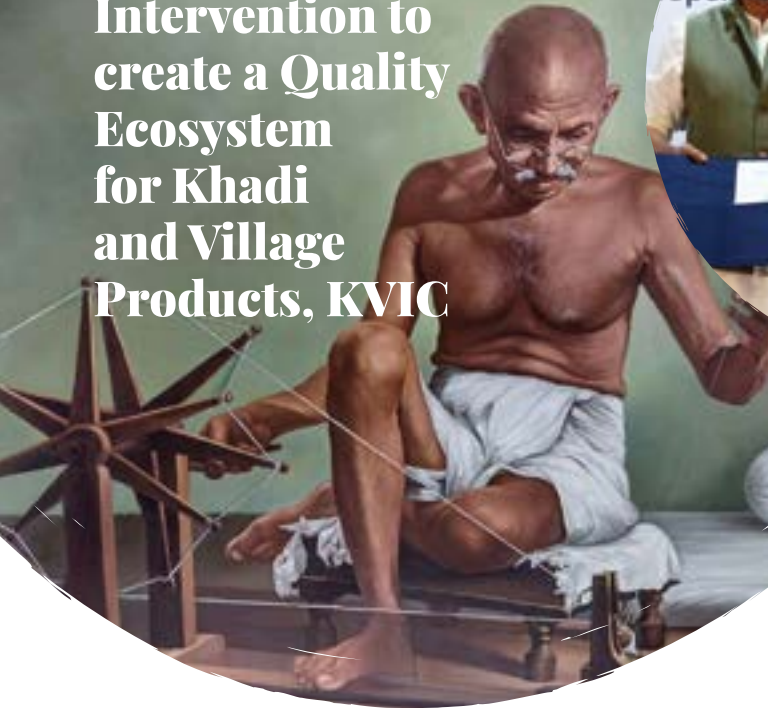
Handholding/Consultancy support applications received  
Total Applications: 910

# Defence

\*This Data is for 1st January 2024 to 31st March 2024



## Quality Intervention to create a Quality Ecosystem for Khadi and Village Products, KVIC



An MoU was signed between Quality Council of India (QCI) and the Khadi Village & Industries Commission (KVIC) on January 03, 2024 at Kochrab Ashram, Ahmedabad, symbolizing the significance of Khadi and Mahatma Gandhi, who popularized it as a symbol of India's struggle for independence and a means of empowering rural India. The exchange of MoU took place in the distinguished presence of Shri Jaxay Shah, Chairperson, QCI and Shri Manoj Kumar, Chairperson, KVIC.

### Outcome:

**QCI will extend its support to KVIC by enhancing the quality of Khadi and Khadi & Village Industries products through various interventions including:**

Third-party assessment frameworks

Empowering the artisans through various interventions including capacity building to improve their productivity and earning potential

Promoting Khadi products, both domestically and internationally



SAMAR Rated Organisations felicitated at the Maharashtra MSME Defence Expo 2024, Maharashtra



ZED Awareness Programs conducted for MSMEs in various states



ZED Silver & Gold certified MSMEs felicitated at the Conclave on Building competitiveness of MSMEs through MSME Sustainable (ZED) Certification Scheme and MSME Competitiveness (LEAN) Scheme, Ludhiana



ZED showcased at the Conclave on Building competitiveness of MSMEs through MSME Sustainable (ZED) Certification Scheme and MSME Competitiveness (LEAN) Scheme, Ludhiana



# Training and Capacity Building (TCB) Cell

UPDATES



## Food Quality Infrastructure

### Capacity Building Training for Local Entrepreneurs and Self-Help Group Members

Delivered training sessions for DSIIDC, Narela, Delhi in collaboration with the Department of Revenue, targeting local entrepreneurs in Delhi under the PM Formalization of Micro Food Processing Enterprises (PMFME) Scheme. Additionally, provided training to Self-Help Group (SHG) members on the 'Requirements of Packaging (FSSR, 2018) & Labelling (FSSR, 2020) - Food Commodities'.

### Outcome

- Participants gained essential knowledge and understanding of compliance standards regarding



Providing training to Local Entrepreneurs and Self Help Groups on Requirements of Packaging (FSSR, 2018) & Labelling (FSSR, 2020) - Food Commodities



packaging and labelling regulations as per the Food Safety and Standards Regulations (FSSR).

- The training customized for the PMFME Scheme empowered entrepreneurs to formalize and expand their micro food processing enterprises, potentially resulting in heightened business achievements and economic advancement in the area.
- The training sessions for SHG members empowered them with valuable skills and insights into packaging and labelling requirements, enabling them to produce and market food products that comply with industry standards.
- Overall, these training initiatives contribute to the promotion of food safety, entrepreneurship, and economic development within the local community.

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

In the last three months, TCB has conducted numerous meetings to support the facilities for monitoring of the quality of Honey, vegetables, and Fruits in the region.

#### Outcome

The region will be equipped with testing facilities specifically designed to meet the needs of farmers, ensuring their agricultural products meet quality standards and regulatory requirements.



### Capacity Building of State Water Quality Infrastructure



Training on Accreditation for the the Doctors, Scientists' Technical staff, Professors etc. for regional centers of AIIMS Mangalagiri

QCI being empanelled as the KRC for the National Jal Jeevan Mission (NJJM), Ministry of Jal Shakti for the financial year 2023-24. In the last quarter, the training was administered in the cities of Vijayawada, Vishakhapatnam, and Bhubaneswar. In each session, 50 participants actively participated in extensive training covering two separate topics concerning water monitoring and drinking water standards.

#### Outcome

- The training offered participants a deep comprehension of terminology, bacterial, virological, and biological requirements, as well as sampling techniques.
- Designed to be interactive, the sessions included doubt-clearance segments addressing prevalent malpractices in their water quality monitoring systems. Incorporating exercises and workshops aimed to boost interactivity and practical understanding, ultimately fostering better knowledge retention among attendees.
- A total of 265 professionals employed in water departments across diverse Indian states have developed extensive knowledge of water monitoring and the associated infrastructure for ensuring water quality.

### Capacity Building activity for PWD Lakshadweep

Organized training focused on the Laboratory System and accreditation. The primary goal of this training was to enhance the water infrastructure of the Union Territory by

providing instruction and guidance on laboratory systems and internal audits, the training aimed to improve the quality and efficiency of water testing and analysis processes to professionals of PWD Lakshadweep.

#### Outcome

- The training contributed to the overall understanding of water management and infrastructure development within the Union Territory, fostering a safer and more sustainable water supply for the local population.
- Additionally, the training led to increased confidence in the reliability and accuracy of water testing results, strengthening regulatory compliance and public health outcomes.
- Overall, the outcome of this training initiative is expected to positively impact the quality of water services and contribute to the overall well-being and development of the Union Territory of Lakshadweep.

### Capacity Building activity with PHED, Assam

Two on-site training sessions were conducted in Guwahati for the PHED, Assam, focusing on the topic of 'Uncertainty



Capacity Building activity for PHED Assam and PWD Lakshadweep professionals to improve the water infrastructure of their respective State and UT

of Measurement and Decision Rule'. These training sessions were designed to provide PHED Assam personnel with a comprehensive understanding and practical skills related to uncertainty assessment and decision-making processes within laboratory measurements.

#### Outcome

- About 100 middle management professionals were trained to enhance their understanding in the quality and reliability of testing and analysis procedures conducted by PHED Assam, ultimately contributing to improved water.
- The professionals gained deeper insights into testing methodologies, equipment handling, and data interpretation. In addition to these uniform procedures were emphasized to maintain consistency across different testing centers.
- The professionals were advanced the notion of the impact of Accurate water testing to ensure safe water by reducing the risk of waterborne diseases and promoting public health within communities.
- The implementation of rigorous testing will foster trust in water supply systems, enhancing overall well-being, contributing to the resilience and prosperity of communities.



### Capacity Building of Healthcare Professionals, Doctors, Scientists etc.

An on-site training program was conducted at AIIMS Mangalagiri focusing on the 'Medical Laboratory System and





Providing training to Local Entrepreneurs and Self-Help Groups on 'Requirements of Packaging (FSSR, 2018) & Labelling (FSSR, 2020) - Food Commodities'

Internal Audit Program in accordance with ISO 15189:2022'. This specialized training aimed to enhance understanding and implementation of ISO 15189:2022 standards within the medical laboratory setting, specifically tailored to the needs of AIIMS Mangalagiri.

### Outcome

- Understanding the Standard where Participants gained insights into the specific requirements outlined in ISO 15189:2022.
- Practical approaches for implementing these standards within the medical laboratory setting.
- Techniques for conducting internal audits to assess compliance with ISO 15189:2022.
- Ensuring quality and competence in laboratory processes.

### Initiatives in Quality Infrastructure at the International Level

Guidelines on a common approach for the implementation of Conformity Assessment Standards for member states of South African Developing Communities (SADC)

The assignment to 'Develop guidelines on a common approach for implementing Conformity Assessment Standards by Member States' under the SADC Trade Facilitation Programme (TFP), backed by the EU, has been successfully completed. The guideline document has been distributed among the SADC members, and a Validation Workshop is scheduled for March 15th, 2024.

### Outcome

- Produced a document on Guidelines on a harmonised and coordinated approach to the implementation of the common conformity assessment standards, which will ease the mutual recognition and acceptance of conformity assessment results between trading partners across frontiers.
- The overall outcome of this assignment was to contribute to the increase in intra-regional trade through the enhancement of the transparency of conformity assessment regimes of the SADC Member States.

### International Engagement- Technical guidance to AERSSE, Nepal

TCB provided assistance to AERSSE Nepal, an Accreditation Body of Nepal, in conducting a thorough review of their system as per international norms. This assignment received support from the International Laboratory Accreditation Cooperation (ILAC) Joint Development Support Committee (JDSC).

### Outcome

- This initiative resulted in the refinement and enhancement of accreditation standards and practices within Nepal, aligning them more closely with international benchmarks. Such improvements would not only bolster confidence in the accreditation process domestically but also enhance recognition and acceptance of Nepalese accreditation on the global stage.



International Engagement- Technical guidance to AERSSE, Nepal

- Strengthening the accreditation system, this collaboration will facilitate smoother trade relationships and international cooperation, ultimately contributing to Nepal's economic development and integration into global markets.
- This collaboration has the potential to elevate the quality infrastructure in Nepal, promoting economic growth, fostering stakeholder trust, and advancing the nation's participation in the global marketplace.



### MoU Signing with CREDAI Women's Wing

Under MoU signed between CREDAI and QCI, various capacity-building initiatives are aimed at enhancing the well-being of construction workers and their families.

### Outcome

- This partnership will address challenges in areas such as health, safety, education, financial stability, digital literacy, and financial literacy.
- Through tailored training programs and support services, the objective is to uplift the overall quality of life for construction workers, providing them with the essential skills and resources needed for a brighter future.



### Training for various Professionals and Students

Activity: Over the past three months, TCB has organized 31 training courses, with over 1507 professionals registering and benefiting from these instructor-led sessions and virtual training. The training covered a range of topics including ISO/IEC 17065, ISO/IEC 17020, ISO 13485, ISO/IEC 17025, Risk Management, ISO 15189, Yellow Belt Six Sigma, and Digital Marketing. The training sessions are conducted live, offering highly interactive experiences for participants.

### Outcome

- Training on ISO standards such as ISO/IEC 17065, ISO/IEC 17020, ISO 13485, and ISO/IEC 17025 resulted in improved compliance practices within organization leading to smoother audits, higher quality assurance levels, and ultimately, greater customer satisfaction.
- Participants who attended these training sessions gained a deeper understanding and proficiency in the respective subject matters. Whether it's mastering ISO standards, refining risk management skills, or improving digital marketing strategies, professionals can apply these newfound knowledge and skills directly to their roles.
- By engaging in sessions on topics like Digital Marketing and Six Sigma methodologies, professionals gained insights into innovative practices and continuous improvement techniques.



# Voices of Satisfaction

Testimonials from  
Delighted Ex-QClans

“QCI” this name is positioned in my heart forever; from where I started my professional career. My heartfelt appreciation for the incredible working experience I have had at QCI during those six years. It has been an honor and a privilege to be a part of such a prestigious organization that is dedicated to promoting quality assurance and excellence in various sectors.

The journey started as a Senior Intern to associate manager, I am particularly grateful for the guidance and mentorship provided by the Chairman Adil sir, Jaxay sir and SG Dr. R.P Singh sir during my time. Their leadership and expertise have been invaluable in shaping my professional growth and development. I have learned so much from their vast knowledge and experience, and I am truly grateful for the opportunity to work alongside such esteemed individuals.

The collaborative and supportive work environment at QCI helped me to successfully execute critical and short deadline projects as well. The sense of camaraderie and teamwork that exists within the organization is truly inspiring and had made my experience here all the more rewarding.

I am proud to have been a part of QCI and will always look back on my time here with fond memories.



**Keshav Gera**  
Ex-Employee, QCI

“

Working at Quality Council of India was an incredible experience for me. The supportive and collaborative culture, combined with challenging and meaningful work, made coming to work every day a joy.

I joined QCI as a member of the Media Team where I was given the opportunity to take on more responsibility and grow in my role. The team’s emphasis on continuous learning and growth allowed me to gain new skills and advance in my career.

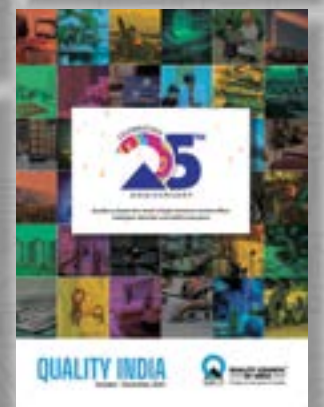
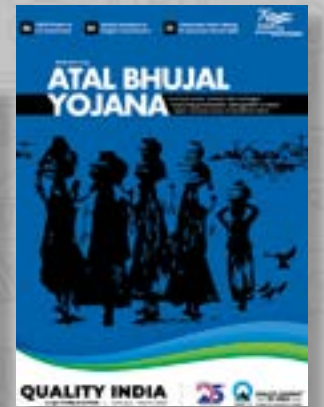
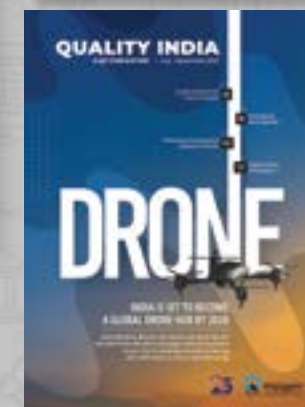
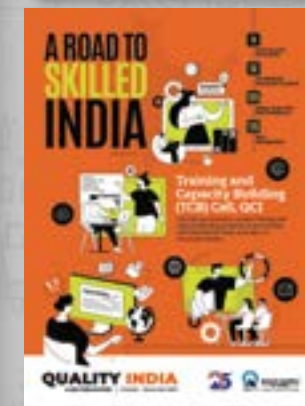
I worked at QCI for two years, and I can confidently say it’s the best organization I ever worked for. The management team was transparent, fair, and always available to listen to employee feedback. They cared about our professional development, skill advancement, career growth and work-life balance, which makes a big difference in our times.

The working culture at QCI is like no other. It’s a place where everyone feels like family or belonging to the same community working together towards a common goal. The leadership team was approachable and transparent in their dealings. I’m proud I was a part of such a dynamic, supportive and innovative organisation.



**Shalini Mukherjee**  
Ex-Employee, QCI

# Our Previous Gems



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COMMITTED TO QUALITY

# QUALITY BHARAT PLEDGE

## I/ We pledge to

Strive for quality in all facets of life, for a Viksit Bharat

Promote consciousness for a cleaner & greener Quality Bharat

Embrace and promote the 'Vocal for local' campaign and support indigenous products, fostering economic growth and self-reliance

Commit to encourage others to foster a culture of innovation, integrity, and continuous improvement

## मैं/ हम प्रतिज्ञा करता हूँ/ करते हैं कि

विकसित भारत के निर्माण के लिए, जीवन के सभी आयामों में गुणवत्ता लाने हेतु भरपूर प्रयास करूँगा/करेंगे।

अधिक स्वच्छ और अधिक हरित, गुणवत्तापूर्ण भारत की चेतना को बढ़ावा दूँगा/देंगे।

'वोकल फॉर लोकल' अभियान को अपनाएँगे और उसे बढ़ावा दूँगे तथा स्वदेशी उत्पादों का समर्थन करेंगे ताकि आर्थिक विकास एवं आत्म निर्भरता को पुष्ट किया जा सके।

नवाचार, सत्यनिष्ठा और निरंतर सुधार की संस्कृति को पुष्ट करने की दृष्टि से अन्य लोगों को प्रोत्साहित करने के लिए प्रतिबद्ध बनेंगे।

SCAN FOR DETAILS

