



## QUALITY COUNCIL OF INDIA

### PROCEEDINGS OF THE 52<sup>nd</sup> GOVERNING BODY MEETING

The meeting of the 52nd Governing Body was held on July 20, 2018 at Maple Hall, India Habitat Centre, New Delhi at 11 00hrs.

The list of members who attended the meeting is annexed at *Annexure -A*. Leave of absence was granted to the members who could not attend the meeting.

#### **Welcome**

The Chairperson, Governing Body (GB) welcomed the members. A short clipping on the ongoing significant achievements and activities of QCI and all Boards was shown to the members which was well appreciated and members got a close view of the way QCI works and the extent of impact it is able to create in the lives of citizens across the country.

In a clipping shown to the members related to the project of Swachh Rail Swachh Bharat wherein QCI was involved in ranking more than 400 stations through a Mobile app created a general consciousness of cleanliness on public places. Members were informed that the video was created by QCI and would be launched very soon and it was an effort which was done on QCI's own initiative.

Few members opined that the work though done by QCI is unknown to the masses as the name does not appear on such clippings. Members suggested use of the same could help in branding of QCI as QCI seem to be gaining popularity and such branding would help accelerating the process.

However, Chairperson was of the opinion that NABH and NABL are already well recognised brand within QCI. QCI based on its goodwill is a familiar brand amongst the Government and Industry and QCI has already accelerated Investing on its brand. SG informed the members that on completion of every project the report does carry the logo and name of QCI and since QCI is a lean organisation adequate caution is exercised so that excessive marketing and brand promotion does not weigh down its activities.

On QCI financial performance, Chairperson QCI explained that as far as the economic activity of QCI is concerned, it is primarily focused on Special projects which is under QCI, second revenue earning board is NABL which is geared towards rapid expansion, NABET and NABH continue to grow at steady pace and NABCB will never be a large board as its activity is a support activity for QCI. NBQP should not be looked as a revenue generating Board. The big engines of growth are NABL NABH NABET and Special Projects giving quantum jump with a little bit of growing pains.

SG apprised the members that besides taking up projects, QCI also invests on futuristic models through its own resources. He explained about two initiatives which have slowly culminated in a very prominent brand activity for QCI-

- 1) the e-quest platform that has been integrated with SWAYAM with IIM Bangalore being the coordinating office for developing online courses. Many institutions are coming to integrate many QCI quality related courses as credit course in their curriculum. He apprised the members that integration with SWAYAM will eventually take it to a larger audience.

- 2) the UN Platform for Private Sustainability Standard would host its first international conclave in September, 2018 in India and it is expected to have a participation of many countries.

Thereafter, Chairperson requested the Secretary General to take up the formal discussion on the agenda.

### **Adoption of Agenda**

With the permission of chair the agenda was adopted.

**Item No. 52.1 : Confirmation of the Proceedings of the 51<sup>st</sup> Governing Body Meeting.**

SG informed the members on circulation of the minutes by mail on 13.7.2018. Members were informed that comments if any could also be offered during the 52 GB meeting. However, no comments were received nor any member commented on the same during the meeting.

The Members then confirmed and approved the proceedings of the 51<sup>st</sup> Governing Body meeting held on March 15, 2018.

**Item No 52.2 : Action taken on the Proceedings of the 51<sup>st</sup> Governing Body meeting.**

'Action Taken Report' on the proceedings of the 51<sup>st</sup> Governing Body meeting were noted by the Governing Body and were informed that comments from DIPP is yet awaited on Agenda 51.4.3. As and when it is received the same shall be brought to GB in its subsequent meeting.

### **Items for Consideration and Approval of Governing Body:**

**Item No 52.3.1 : To consider the Annual Report of QCI for the year 2017-18. [shall be placed on table].**

Members were informed that the Annual Report also to be translated in hindi would be placed in the Parliament through DIPP.

Members recommended the draft Annual Report of QCI for the year 2017-18 to be presented in the General Council for its approval.

**Item No 52.3.2 :**

**Annual Audited Accounts of QCI for the financial year 2017-18. [shall be placed on table].**

The GB was informed that the provisional Audited Accounts of QCI & its Boards for the financial year 2017-18 were received and presented by the 'Statutory Auditor'.

While presenting the same, it was informed as compared to an increase in income by 38% in previous year 2016-17 it was 20% in the FY 2017-18. The accounts were then discussed and members were concerned about the writing off amount and recovery from debtors. It was suggested that Finance Committee may direct / suggest necessary steps and aging analysis or a mechanism may be created for the same.

During the meeting Chairperson QCI, informed the members that the surplus amount as created would be utilised to own a building of its own by QCI or re-invest in Quality as suggested by few members and also may be utilised to launch new programmes as deemed appropriate to propagate quality to the masses.

It was also deliberated that such surplus is also helpful in taking up projects like NCTE and ZED wherein money comes later and also one of QCI's de nova activity of online courses through E\_quest.

Governing Body discussed the present financial standing of QCI and was satisfied of its robust financial health. The GB desired that the audited account be again referred to the Finance Committee and the reconciliation be looked into again before finalization by the Governing Council.

**Item No. 52.3.3 :**

**Budget proposals for the financial year 2018-19.**

The Budget proposals for QCI and & its boards for the financial year 2018-19 was presented before the Governing Body and the members took a note of the projections. The Budget was approved having projected income of Rs 232.50-cr and projected expenditure of Rs 175/- cr.

**Item No. 52.3.4 :**

**To consider the matter regarding grant of stagnation increment to the QCI employees who reach maximum of their respective pay scales.**

The item was deferred.

**Item No. 52.3.5 : To consider the matter regarding re-constitution of Finance Committee.**

The Governing Body deliberated on the matter and approved the following constitution of Finance Committee (constituted as per the Service & Finance manual 2018):

- (a) Mr S K Sarkar - Chairperson
- (b) Mr Bejon Mishra - Founder, CCC - Member
- (c) Mr Shyam Bang -Chairperson, NACCB –Member
- (d) One member to be nominated by Industry Associations.
- (e) Designated In-charge ( Finance & Accounts) ( ex-officio)

However, Governing Body desired that on appointment of the Finance Committee member yet to be nominated by industry associations, the same should be reported to Governing Body in its next meeting.

Finance Committee as above would be effective from July 20, 2018.

**Items for Ratification by Governing Body:**

**Item No. 52.4.1 : To report the MoUs signed by QCI during the reporting period.**

Members of the Governing Body ratified the signing of MoU during the quarter.

**Item No. 52.4.2 : To report the enhancement in the sitting fee for Finance Committee members.**

Members ratified the enhancement in sitting fee of Finance Committee members (external) to ₹ 10,000/- from earlier ₹ 5000.

**Items for Information of Governing Body:**

**Item No. 52.5.1 : To note the list of the Empanelled vendors for QCI for various services.**

Governing Body received the information as per Annexure-6.

It was informed that the empaneled agencies are selected following the open advertisement process and after they are found to be technically competent through a technical committee and evaluation by the Purchase committee. Once identified a list in maintained of all such agencies in different domains. While implementing a project, empaneled agencies are provided the scope of the work and asked to bid financially. The work is then awarded to single bidder or multiple bidders at L-1 cost. This allows the organization to substantially speed

up the process of implementation and the process has yielded exceptional results.

**Item No. 52.5.2 :** **To note the new Joining (against the sanctioned posts) in QCI during the period of Report.**

The Governing Body received the information. However, as none was found suitable for the posts advertised for NABH, Chairperson, NABH was of the opinion that resource at NABH should be one who has been a practicing doctor as Facts and figures does not define healthcare properly. He also suggested that for making it attractive for the right resource from the healthcare industry the offer has to be lucrative. However, it was felt that the same would require discussions at the Board.

**Item No. 52.5.3 :** **Grant of Annual Increment to officials of QCI/Boards for Financial Year 2017-18 – for information.**

Governing Body received the information on grant of annual increment to officials of QCI / Boards for FY 2018-19 to 7% to be released w.e.f. 1st April 2018.

**Item No. 52.5.4 :** **To note status of QCI's case before Customs, Excise and Service Tax Appellate Tribunal.**

Governing Body received the information.

**Item No. 52.5.5 :** **To note Status of QCI's Income Tax Cases.**

Governing Body received the information.

**Item No. 52.5.6 :** **To note the Quarterly Performance of QCI and its Boards for the period from April, 2018 to June, 2018.**

Governing Body noted the Quarterly performance of QCI from April 1, 2018 to June 30, 2018. The target for Income for all the Boards and QCI was Budgeted at ₹4650 lakhs (Being 20% of overall Budget for ₹23,250 Lakhs) and the expenditure for this period for Boards and QCI was budgeted at ₹3500 Lakhs (Being 20% of overall budget for ₹17,500 Lakhs).

The Boards and QCI have earned Income of ₹ 5075 Lakhs during the Quarter against the Budgeted Income of ₹4650 Lakhs which is 109 % of Budgeted Income and Expenditure is ₹ 2551 Lakhs which is 73 % of Budgeted expenditure of ₹3500 Lakhs.

Governing Body received the information.

**Item No. 52.5.7 : : To note the update on the activities of NABH during the reporting period.**

GB members noted the information presented by CEO, NABH through PPT.

CEO, NABH apprised that the single largest activity of NABH is pre entry level which is taking over Hospital accreditation as the incentive model is working better. He informed the members it is a stepping stone and looking at the Consumers perspective. One of the important activity with NABH is conducting – state-wise monthly data analysis to understand how can we promote quality of healthcare at states.

One of the member suggested creation of a dashboard and consider how to improve affordability of healthcare in NABH accredited hospital. It was informed under Aayushman Bharat – NABH accredited hospitals will get 15% more on the package rates and there will be huge demand for which creation of work force is required so that no body misses out. Members desired that quality should not be put at stake as 'causality in expansion happens by default. Its human nature and quality does often come by demand'  
CEO also informed the members about NABH going global.

**Item No. 52.5.8 : : To note the update on the activities of NABCB during the reporting period.**

GB members noted the information presented by CEO, NABCB through PPT.

CEO NABCB showed that NABCB was making steady progress and informed the GB that he was helping out the Deptt of Industrial Policy and Promotion in drafting out the regulations on Third party accreditation and the maximum focus of NABCB working was on ISMS during the quarter.

**Item No. 52.5.9 : : To note the update on the activities of NABET during the reporting period.**

GB members noted the information presented by CEO, NABET through PPT.

A five minutes video on the NDMC project was displayed before the members. It was explained how the working on the project helped improve the learning outcome of students as well as teaching outcome of teachers. Such change is an irreversible change helpful for the learners at large. Chairperson QCI desired that NABET should keep doing similar projects. Members appreciated this endeavor of QCI and advised NABET to take up more such activities.

**Item No. 52.5.10 :**                    **To note the update on activities of NBQP during the reporting period.**

GB members noted the information presented by CEO, NBQP through PPT.

**Item No. 52.5.11 :**                    **To note the update on the activities of NABL during the reporting period.**

GB members noted the information presented by CEO, NABL through PPT.

CEO, NABL apprised the growth of NABL was incremental and it was continuously working towards harmonising the processes for IT enablement which has reduced the time for grant of accreditation.

**Item No. 52.5.12 :**                    **To note the update on the activities of Special Project Group during the reporting period.**

Update of the activities of three divisions under Special Project Group i.e., PPID / ZED / PADD could be only presented in brief due to paucity of time.

- 1) Sr Director, ZED informed the members about ZED to be included in UP Industrial Policy.
- 2) ZED is also being expanded through a new scheme by MSME and the matter is at EFC level. The details would be known once the approval of new scheme is announced.
- 3) Director, PPID apprised members of the projects and ministries QCI is working with.
- 4) Head, PADD apprised the members about the first UNFSS Conclave to be held on 17-18 September, 2018

**Item No. 52.6 :**                        **Any other item with the permission of the Chair.**

No other item was deliberated / discussed.

#### **KEY TAKE AWAYS FROM THE BOARD DISCUSSION AND DELIBERATION**

##### **NABET**

Chairperson, NABET was of the opinion that for a lasting effect QCI should continue to work with the organisation to oversee / monitor the adoption of quality practices and adopt them as Quality Code which has been prevalent with many organisations abroad so that quality is maintained at both ends. Chairperson QCI was of the opinion that the same is being done but not in the spirit as suggested by him.

##### **NABH**

Chairperson, NABH highlighted there is no second chance in healthcare. He was of the opinion that even today, in general, patients go on personal referrals rather than being aware why should they choose an NABH accredited hospital? To this most of the members were of the opinion that there is a need to incentivize or offer accreditation at a lower fee / decrease the cost of accreditation to those hospitals which may not be able to come forward being unable to bear the cost. This would help such hospitals to adopt the standards and the ultimate benefit goes to its patients.

He also apprised the members that a list of accredited hospitals list needs to be published and therefore, NABH is creating a matrix of hospital as per scope of service region wise. Wherein, NABH hospital would be linked with google –which would also give the date of expiry of accreditation period such that wrong information cannot be displayed at the counter and enable patient to check the validity of certificate. He was of the opinion that abandoning accreditation is a rare case as only accredited hospitals are entitled to IRDA cashless scheme else they may have to do away with it impacting their financial survival and therefore adopting and continuing with NABH accreditation will continue.

Chairperson QCI highlighted the current need to devise a continual mechanism by doing a survey and understand present day's need – think of different sets of stakeholder – view on what they are thinking of NABH. He mentioned that the same exercise was done with NABCB and NABL and has yielded insightful results about the perception of the organization. He also desired that NABH should develop a marketing plan and it should be done on a fast track including more hospitals coming for re-accreditation, the value of accreditation, choosing hospitals is accredited for quality of care, and changing mind set.

CM QCI also desired that we are increase the work that we are doing in education and training of hospitals / individuals, promotion of NABH brand amongst consumers / hospital. Although the economics of the organization is robust but we are continuously striving to improve the quality of how we are accrediting. He proposed that we may even start short term focused attention through a marketing campaign where first 100 hospitals are accredited for free, connect with non-certified and non- accredited hospitals first and then percolate down the line. We may approach state govt and offer 10 public sector hospitals accredited for free. Ultimately we should focus on having a larger outreach – keep trying aggressively. Even if few hospitals and few states do it, it is strategically important for creating value for accreditation.

#### NABCB

As far as the personnel certification is concerned some norms need to be set up to strategically enter key domain areas. It should be promoted through regulation and supported by adoption of a scheme which is voluntary in nature.

#### NABL

It is important to plan a Scaling up model and deliver what is defined. A cascading model must be put in place which is self-replicated.

It is important to approach the Govt for big schemes. Few initiatives have helped. We need to approach MoEF&CC for calibration of equipments which are used to monitor



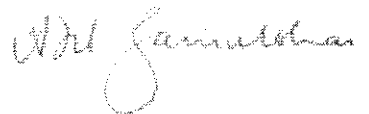
pollution. In a recent initiative SG got the Ministry of Consumer Affairs to issue a bulk order for 1400 state labs of weights and measures to undergo accreditation.

Up to certain extent it is important to renew parameters and make them substantially different than what we are used to till now. Make them tailor made to suit our requirements and benchmarks of quality and provide a roadmap for progress.

Reduce charges for accreditation or incentivize in such a way that small labs can come forward.



**(Dr. Ravi P. Singh)**  
**Secretary General**



**(Adil Zainulbhai)**  
**Chairman**

**Date: July 20, 2018**

**Place: New Delhi**

**52<sup>nd</sup> Governing Body Meeting – July 20, 2018**

**List of Members present:**

1.	Shri Adil Zainulbhai	Chairman, QCI
2.	Prof G Mehta	NBQP-Chairperson
3.	Dr B K Rao	NABH-Chairperson
4.	Shri Shyam Bang	NABCB-Chairperson
5.	Dr Ramesh Golla	DSIR / CSIR
6.	Sh. Anupam Kaul	Principal Counsellor, CII Institute of Quality
7.	Sh. S Rajsekaran	NIQR
8.	Sh. Bejun Kumar Mishra	Founder, Consumer Online Foundation
9.	Sh. A K Sharma	STQC (MeitY)
10.	Ms Ekta Kapoor	DST
11.	Sh. Jitendra Parik	IIA
12.	Dr. Ravi P. Singh	Secretary General

**Invitee**

1.	Shri P K Singhal	Statutory Auditor
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**QCI Secretariat**

1.	Shri Anil Relia	CEO, NABL
2.	Shri Anil Jauhari	CEO, NABCB
3.	Shri C.K. Biswas	CEO, NBQP
4.	Dr Harish Nadkarni	CEO, NABH
5.	Mr Manish Jindal	CEO, NABET
6.	Ms Madhu Ahluwalia	Sr Advisor, NABET
7.	Dr A Raj	Sr. Director, ZED
8.	Dr. Manish Pande	Joint Director, QCI-Projects
9.	Shri H.B. Chawla	Adviser(Accounts)
10.	Dr Aradhna Chopra	Jt Director (Admn I/c)

**Leave of Absence**

1.	Secretary	DIPP
2.	The Chairperson	Finance Committee (QCI)
3.	The Chairperson	NABL
4.	President	Assocham
5.	President	FICCI
6.	Shri Pramath Sinha	Founder, Ashoka University
7.	Secretary	Department of Commerce
8.	The Chairman	Railway Board, M/o Railways