

## **REPORT**

# **NQAS EXTERNAL ASSESSORS TRAINING**

**6<sup>th</sup> to 11<sup>th</sup> December 2021**



**National Health Systems Resource Centre**

**Ministry of Health & Family Welfare, Government of India  
New Delhi**

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## **I. INTRODUCTION**

The Ministry of Health and Family Welfare has rolled out 'Operational Guidelines for improving quality Assurance in Public Healthcare Facilities', which suggests institutional framework for Quality Assurance in States and districts. This system requires assessment of health facilities internally by the facilities and the district teams followed by the State and Centre.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of assessors for which a five-day external assessor training was organized from **6<sup>th</sup> December to 11<sup>th</sup> December 2021**. The Training Process was designed with a view to enable the trainees for the assessment of the healthcare facilities against the checklists contained in the Assessor guidebooks (Two Volumes).

This report therefore provides information about how the five-day workshop was conducted, lessons learnt and the way forward for improving the quality in public health facilities in India.

The training was participatory in nature. A set of Operational guidelines for improving Quality in Public Healthcare Facilities, Assessors Guidebook for Quality Assurance in DH, CHC, PHC, UPHC and HWC-SC was shared with the participants for facilitation of the training. The Sessions were divided into 5:5 (five & half days) and consisted of elaborate sessions describing Standards, Measurable Elements, check points and all Areas of Concern as mentioned in the Operational Guidelines. A Field visit was arranged at 2 DHs in Delhi (8 groups) giving the participants a platform for conducting assessment based on the shared checklists in assessor guidebooks. Training also consisted of many exercises, which led to healthy brainstorming of the participants.

Feedback of training sessions was taken from the participants and the report consists of feedback analysis and suggestions given by the participants.

A written evaluation was undertaken at the end of the training and as per the schedule, the participants scoring was minimum 70 % for empanelment as external assessor.

This particular batch has been conducted especially from Nursing background with 48 participants.

## **II. AIMS AND OBJECTIVES OF TRAINING**

The aim of the five-day training was to strengthen the knowledge, skills and assessment capacities on Operational Guidelines for Quality Assurance. The specific objectives are as follows:

- To create a pool of qualified Assessors for undertaking National & State Assessments for NQAS, LaQshya Certification etc.
- To acquire knowledge & skills to conduct objective assessment of healthcare facilities against pre-de- fined norms.
- To equip participants with knowledge of key concepts, tools and methodologies of quality improvement.

### **III. PREPARATION: -**

The QI division of NHSRC prepared the course curriculum. The training was divided into five days and consisted of elaborate sessions describing Standards, Measurable Elements, checkpoints and all Areas of Concern as mentioned in the Operational Guidelines. A field visit was also organized in 2DHs in Delhi (8 groups) which gave the participants a platform to conduct assessments. In addition to this, all the participants were given many exercises, thereby making the training more participatory.

List of DHs visited during field visit:

<b>S. No.</b>	<b>District</b>	<b>Name of Health Facility</b>
1	New Delhi	<b>Aruna Asaf Ali Govt. Hospital (DH)</b>
2	New Delhi	<b>Deen Dayal Upadhyay Hospital (DH)</b>

The following materials were distributed:

- A Bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- National Quality Assurance Standards for Public Health Facilities.
- Assessors Guidebook for Quality Assurance in District Hospital Volume I
- Assessors Guidebook for Quality Assurance in District Hospital Volume II
- Assessors Guidebook for Quality Assurance in CHC
- Assessors Guidebook for Quality Assurance in PHC
- Quality Standards for Urban Primary Health Centre.
- Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- LaQshya Guideline

The workshop was held at NHSRC Theatre (First Floor), New Delhi from 6<sup>th</sup> December to 11<sup>th</sup> December 2021

#### **IV. Methodology**

A mix of methods was used for the National External Assessor Training Workshop. They are as follows-

- a) Power point presentations
- b) Brainstorming sessions
- c) Case studies
- d) Group work and Group Presentation
- e) Questions and Answers
- f) Practical Experiences from Field Visit

#### **V. Pre-Training Evaluation**

At the onset of External Assessor Training the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple choice questions. Out of 50 participants, 48 participants have been appeared in the examination.

#### **V. Inaugural and Welcome Address**

The External Assessor Training started by Welcome address which was delivered by Dr J N Srivastava, Advisor-QI.

Dr. J N Srivastava Advisor Quality Improvement, along with QI team, NHSRC extended a warm welcome to all the participants from various organizations. He briefed the participants on the National Quality Assurance Pro-gramme and its importance for public health facilities. He conveyed that this 5:5 days training would be an enriching experience for all as there will be cross learnings. After that, all the participants introduced themselves and shared what they understood of the term quality and what are their expectations out of this training. Technical sessions started after inaugural of training.



## **VI. PRESENTATION BRIEFINGS**

***DAY 1- 6<sup>th</sup> December' 2021***

### **Session 1:- An overview: Quality in Public Health System**

The First Session of the Day 1 was on the “**Quality in Public Health System in India**”.

The session was delivered by Dr. J N Srivastava. He started with the conduct expected in the training to make the training successful.

Dr. Srivastava told about the initiation of Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata and National Health Policy. Then he told the participants about Primary Care in Nineties and how Government is managing burden of health status currently. He further explained National Health Mission, its structure,



5 key strategies and implications.

Dr. Srivastava laid emphasis about the high mortality due to low quality of health system and the need to improve the health system through the implementation of NQAS standards. He explained the historic perspective of accreditation process. He also explained that NQAS is based on the Donabedian Model of QoC and are designed for DH, CHC, PHC, UPHC, H&WC (SC) and AEFI Surveillance to improve the health care services. While giving an overview of NQAS he talked about the history of Quality Assurance in National Health Mission

Dr. JN Srivastava also briefed the participants about the ISQua Accreditation of the NQAS. He explained the participants about the possible role as trained NQAS assessors. Kayakalp initiative under Swachh Bharat Abhiyan, LaQshya for Maternal & Newborn Care, Mera Aspataal & Patient Safety were discussed in brief. IT solution for management of certification process and Quality process through GUNAK App was also one of the talking points.

## **Session 2:- An Introduction to National Quality Assurance Standards including intent of the Area of concerns**

The second session was taken by Dr. Deepika Sharma on Introduction to National Quality Assurance Standards. She gave an overview of the National Quality Assurance Standards, how they are arranged, scope of different area of concern, intent of various standards and how the standards are arranged in various level of Health Care Facilities. She briefed the participants about the books to use as a guide for reference. She talked about the anatomy of the checklist by explaining about the Area of Concern, Standards, Measurable elements and checkpoints in the departmental checklists. She gave the comparative overview of the standards which are applicable at different level of Health Care Facilities.



### **Session 3: Measurement System under National Quality Assurance Standards**

Dr. Sushant Agarwal took the third session on Quality Measurement System & Assessment Protocols. The learning objectives of his session was to understand the architecture- the layout & design of different components of NQAS, Comprehend & appreciate: area of concern, standards, measurable elements and checkpoints, identify & understand different methods of assessment, complete clarity/ understanding of scoring rules and get acquainted with assessment protocol.

He talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. He made the participants understand the anatomy of the checklist & explained about the area of concern, standard and measurable element, checkpoints and scorecard. While deliberating he talked about the relationship between these various components.

The four types of assessment method were discussed in detail with the participants, which included

- Observation
- Staff interview
- Record Review
- Patient interview

Dr. Sushant talked about the compliance as well as scoring rules. He gave an overview of the eighteen checklists and at last discussed the key features of these standards.





#### **Session 4 : - Brief and Objectives of the exercise**

Dr. Deepika Sharma gave brief introduction and importance for conducting exercises against the sessions conducted regarding Intent of Area of Concern & Measurement system.

#### **Session 5 : - Exercise & discussion with moderator : Intent of Area of Concern & Measurement system**

After the brief discussion on the intent of Area of concern & Measurement system ; exercise was monitored by 6 nos. of moderators. For this activity 6 groups were formed and the participants were asked to give answers on the basis of discussion with respective participants in group and moderator. Slides were shown to the participants one by one and they were asked to give the scores as 0, 1 & 2 as per the NQAS measurement system.



## DAY 2- 7<sup>th</sup> December' 2021

The 2<sup>nd</sup> day training started with recap of the last day sessions by Dr. Deepika Sharma.

### **Session 1 : - Service Provision & Patients' Rights under NQAS**

The first session of Day 2 was taken by Dr. Arvind Srivastava. He explained how to assess the facility as per the six standards present in the area of concern A and gave a comparative overview of the Service provision in different types of Health Care facilities. He explained about checking the availability of services mentioned below

:-

- Curative Services
- RMNCH+A
- Diagnostics
- National Health Programs
- Support Services
- Services as per local needs



Also talked about the definition of Rights and discussed the various fundamental rights. He talked about the seven rights of the patient in context of: -

- Availability of Drugs, Diagnostics, Doctors and Devices.
- Accessibility in terms of physical access, financial access, information and non-discrimination
- Acceptability in terms of privacy, cleanliness, gender equity and courteous behavior.
- Quality in terms of clinical protocols, clinical records, infection control and outcome of care.

Dr. Arvind Srivastava explained the assessment of patient rights in public health facilities while dealing the standards of Area of concern B narrated below: -

- **B1** Information
- **B2** Accessibility
- **B3** Privacy and Confidentiality
- **B4** Participation
- **B5** Free Services
- **B6** Ethical Management

### **Session 2: Inputs & Support Services under NQAS Framework**

The second session of Day 2 was taken up by Dr. Shivali Sisodia. She covered all the seven standards pertaining to this area of concern C

- C1 Infrastructure and Space
- C2 Physical Safety
- C3 Fire Safety
- C4 Human Resource
- C5 Drugs and Consumables
- C6 Instrument and Equipment
- C7 Staff Competence

In Support Services, she started the presentation by explaining why support services are important for the under NQAS framework. She explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. She laid emphasis on how support services directly and indirectly lead to poor quality of services for example poor upkeep of facility, long down time of equipment and little efforts in process improvement may give high & visible results to clinical care.

Dr. Shivali Sisodia gave the brief description of all the standards under support services and gave glance of comparison of standards as per level of facility. She made the participants understand the importance of the standards and means of verification were also explained in details for support services by giving examples.



### **Session 3:- Clinical Services under NQAS ( General Clinical Services)**

Dr. Arpita Agarwal took over this session and talked about the general clinical services in which she discussed standards E1 to E9.

- Registration, consultation & admission
- Clinical assessment & reassessment
- Continuity of care and referral
- Nursing care
- High risk & vulnerable
- STGs & generic drugs
- Safe drug administration
- Maintaining, updating, storage of records
- Discharge of patient.





#### **Session 4 : - Exercise & discussion with moderator : Area of Concern(A,B,C & D)**

After the brief discussion on the intent of Area of concern & Measurement system; exercise was monitored by 6 nos. Of moderators. For this activity 6 groups were formed and the participants were asked to give answers on the basis of discussion with respective participants in group and moderator. Slides were shown to the participants one by one. All the groups were given scores for their responses.





### **DAY 3- 8<sup>th</sup> December' 2021**

The 3<sup>rd</sup> day training started with recap of the last day sessions by Dr. Arpita Agrawal.

#### **Session 1 :- Standards for Quality Management System(G1-G5)**

Dr. Deepika Sharma took this session. Through this session they explained about the quality management in a facility and how a facility can improve their process and achieve the quality improvement.

Presentation made it clear how employee satisfaction and patient satisfaction can play important role in quality improvement of a facility. Having quality checks in the laboratory can improve the quality of diagnosis, having written and implemented procedures, records & formats, work instructions can give the wide spectrum to the employees to improve their knowledge and skills.

#### **Session 2: Outcome Indicators including exercise**

To make thing clearer and more understandable, Dr. Sushant Agrawal took over with some exercise on outcomes



### **Session 3:-Clinical services under NQAS ( Specific & RMNCHA clinical services)**

The session was delivered by Dr. J N Srivastava. He talked about the general clinical services in which he discussed standards E10 – E 16. He elaborates on the following points: -

Standard E10 The facility has defined and established procedures for intensive care.

Standard E11 The facility has defined and established procedures for Emergency Services and Disaster Management.

Standard E12 The facility has defined and established procedures of diagnostic services.

Standard E13 The facility has defined and established procedures for Blood Bank/Storage Management and Transfusion.

Standard E14 The facility has established procedures for Anesthetic Services.

Standard E15 The facility has defined and established procedures of Operation theatre services. Standard E16 The facility has defined and established procedures for End-of-life care and death He gave a comparative view of the standards applicable at different level of health care facilities.



Continuing with Standard E17 to E22, he focused on Maternal and Child Health Services including Intranatal care, Antenatal Care and Postnatal Care. He also emphasized on established procedures for care of new born, infant and child, and procedures for abortion and family planning including Adolescent Reproductive and Sexual health Services.

#### **Session 4:- Assessment of National Health Programs under NQAS**

Dr. Utsuk Datta, being an expert for the National Health Programs (NHP), was invited for this session. He started with the known facts about the NHP and types of NHP. He explained about the quality components of the NHP. He explained the programs by explaining them under communicable and non-communicable diseases and IDSP/IHIIP.

Under communicable disease he covered the following programs:

- National Tuberculosis eradication Program (NTEP)
- National AIDS Control Program
- National Vector Borne Disease Control Programme
- National Leprosy Eradication Programme

Under non-communicable disease he covered the following programs:

- National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Disease and Stroke.
- National Tobacco Control Programme
- National Mental Health Programme
- National Programme for Control of Blindness
- National Programme for Prevention and Control of Deafness
- National Programme for the Health Care of Elderly
- National Oral Health Care Programme

He gave the brief description about the IDSP/ IHIIP programs. He explained about the difference between old and new IDSP portal.



### **Session 5:- NQAS Assessment for Infection Prevention**

Dr. Chinmayee Swain took the charge for explaining the infection control practices. She made the session inter- active by asking questions related to various infection control practices and by demonstrating various practiceslike hand hygiene.

She made the understanding of the standards very convenient by explaining the hand hygiene practices, using personal protective equipment, equipment processing, environment control and biomedical waste manage- ment. She also explained about how these standards are distributed in different checklists and things to be kept in mind while conducting assessment of the standards. She also gave an overview of the standards at various levels of facility. Her session was pictorial which made it more interactive and convenient for the participants





### **Session 6 : Exercise on Area of Concern (E)- Primary Care Services & Secondary Care Services & Discussion**

The group exercises were monitored by six moderators where all the participants were given the sheet. Various slides were shown and the participants were asked to identify the standards.



### **Session 6: IT Initiative under NQAS Platform:**

This session was taken up by Mr. Anand Yadav. He oriented the participants about the installation and usage of the app, which can be used during an assessment by the participants.



### **DAY 4: Thursday-9<sup>th</sup> December'2021:**

#### **Session 1:**

The day 4 had begun with recap session by Dr Arpita Agarwal.

#### **Session 2: Area of Concern G(G5-G10):**

This particular session was taken by Dr Deepika Sharma. She delivered the talk pertaining to identification of the problems and using quality tools how can the quality teams achieve the target of providing the quality services to the population near the health care facility.

Using the quality tools to identify and solve the problems, conducting various audits with their analysis, preparing a strategic plan to achieve the mission and vision of the facility, risk management and staff competences were the topics of discussion.



### **Session 3:- An overview of Maternal Health initiative under NQAS(LaQshya & SUMAN)**

Dr. Surbhi Seth gave the overview of the program, Maternal health services, critical components in the Labour room, maternity operation theatre assessment and Surakshit Matritva Aashwasan (SUMAN).

She explained in details about the need of the program as maternal and child mortality is the key priority for improving population health outcomes and achieving health related Sustainable Development Goals (SDG's). She briefly explained about the certification criteria and incentivization of the facilities which are LaQshya certified.



#### **Session 4: - An overview of Child Health initiative under NQAS(MusQan)**

**Dr. Sumita Ghosh** gave an overview of the Child Health Services in India. Major areas covered under this session was MusQan. She started with the Strategic interventions under Child Health Program.



#### **Session 5: - An overview of Child Health initiative under NQAS (CLMC & AEFI)**

**Dr. J N Srivastava** gave an overview of the Child Health Services in India. Major areas covered under this session were, CLMC & AEFI. He also discussed about the immunization protocol and assessment of the immunization clinic.

## **Session 6:- Principles of NQAS Assessment**

NQAS assessment session was taken by Dr. Shivali Sisodia. She started with explaining difference between Certification & Accreditation and Assessment & Audit. She explained about the types of assessments and gave an overview of external assessment process with man days. She particularly explained the principle of assessment.



## **Session 7:- Conduct of Physical & Virtual Assessment**

Mr. Gulam Rafey explained the process of external assessment in 3 phases which included pre assessment phase, assessment phase and post assessment phase. He also explained about the outcome of the certification process and the criteria for certification for all the types of facilities in detail respective to physical and virtual assessment.





## Session 8 :- NQAS Assessment challenges & it's solutions

Dr. Alisha Dub took the session to gave an overview of challenges faced by assessor during pre-assessment and post assessment phase. She also gave an overview of some do's and don'ts while performing an assessment along with discussion on the documents, records and policies that need to be submitted by the state for certification.



## Session 9: Role play



### **Session 10: Briefing about the field visit & Report writing**

Dr. Chinmayee Swain briefed the participants about the field visit and gave them the instructions to be followed during the field visit. He briefed the participants about the DHs selected for the field visit and divided the participants into groups. Each group had team coordinator from NHSRC team who were responsible for the coordination and guiding the teams. Separate vehicles were arranged for the field visit and the details were shared with the participants. She also emphasized on the rules to be followed during the field visit & report writing.

### **DAY 5, Friday-10<sup>th</sup> December 2021 Field Visit**

On 5<sup>th</sup> Day, the participants were assembled at Training Venue of NHSRC New Delhi, and were divided according to their groups and departments assigned followed by field visits to their respective public health care facility. The team members and assigned Departments were as follows: -





### Hospital 1:

S.No-	NAME OF STATE	NAME OF NOMINATED PERSON	MOBILE	Group	Department to be assessed
1	Chhattisgarh	Mr. Robin Charan	7509372625	<b>Group-1</b>	<b>OT</b>
2	Delhi	Ms. Minimol Anilkumar	8826111500		
3	Karnataka	Ms. Geetha .R.	9880851150		
4	Uttarakhand	Ms. Shobha Rani	8534900479		
5	Himachal Pradesh	Dr. Sunita Verma	9418088856 7018416437		
6	Maharashtra	Mr.Abhishek Subhash Gosavi	9823259929		
7	Himachal Pradesh	Indu Devi	9805934306	<b>Group-2</b>	<b>Emergency</b>
8	Odisha	Ms. Sesadree Parida	9348701162		
9	Rajasthan	Mr. Dinesh Singh Gurjar	7297044674		
10	Delhi	Dr. Rathil Balachandran	9910380471		
11	Jharkhand	Ms. Sinny Ravi	9798082020		
12	Andhra Pradesh	Ms. Sushma Repuri	9500046421		

13	Andhra Pradesh	Mr. Vengala Vara Prasad	8660420713	<b>Group-3</b>	<b>Blood Bank</b>
14	Telangana	Ms. K. Radhakumari	9866440285		
15	Maharashtra	Ms. Nilima	9423288557		

	a	V.Valvi			
16	Madhya Pradesh	Ms. Khushboo mishra	8770913219		
17	Jharkhand	Ms. Niral Kujur	7781961658		
18	Delhi	Mr. Man Singh Jat	9968407284		
19	Madhya Pradesh	Mrs. Anjoo kushwaha	7000815986		
20	Telangana	Ms. V.Indira	9032403205 8074503787		
21	Gujarat	Ms. Jyoti Girdharlal Kateshiya	9974122480		
22	Delhi	Mr. Ronak Sharma	9873170500 7011122509		
23	Maharashtra	Mr. Pritish Suryakant Logade	8082218121		
24	Pune	Brig. Mala Singh	9372405349		
				<b>Group-4</b>	<b>Labour Room</b>

### Hospital 2:

Sl. No-	NAME OF STATE	NAME OF NOMINATED PERSON	MOBILE	Group	Department to be assessed
25	Rajasthan	Ms. Brig. Punita Avnesh Sharma	8130333874		
26	Bihar	Mr. Santosh Talikoti	7258068868		
27	Gujarat	Mrs. Jagruti M Patel	9099782803		
28	Bihar	Dr. Sandhya Singh	9308513418		
				<b>Group-5</b>	<b>Labour Room</b>

29	Andhra Pradesh	Ms. Vasundhara V	9440259924	Group-6	OPD
30	Maharashtra	Ms. Yogita Dethe	7738060543		
31	Delhi	Ms. Siji Varghese	9899954582		
32	Jharkhand	Ms. Chanchala Kumari	8709299861		
33	Rajasthan	Mr. Mangla Ram Vishnoi	9414633225 9828582011		
34	Andhra Pradesh	Ms. Nosina Deena kumari	9849317204		
35	Chhattisgarh	Mr. Amit Scott	9993243410		
36	Karnataka	Mrs. Seema K	7019791843		
37	Rajasthan	Ms. Brig. Punita Avnesh Sharma	8130333874	Group-7	Labour Room
38	Bihar	Mr. Santosh Talikoti	7258068868		
39	Gujarat	Mrs. Jagruti M Patel	9099782803		
40	Bihar	Dr. Sandhya Singh	9308513418		
41	Andhra Pradesh	Ms. Vasundhara V	9440259924		
42	Maharashtra	Ms. Yogita Dethe	7738060543		
43	Delhi	Ms. Siji Varghese	9899954582	Group-8	OPD
44	Jharkhand	Ms. Chanchala Kumari	8709299861		
45	Rajasthan	Mr. Mangla Ram Vishnoi	9414633225 9828582011		

46	Andhra Pradesh	Ms. Nosina Deena kumari	9849317204		
47	Chhattisgarh	Mr. Amit Scott	9993243410		
48	Karnataka	Mrs. Seema K	7019791843		

This field visit gave a great exposure to the participants, giving them an opportunity for practical application.

**Presentations on the field visit:** - All the eight teams presented on the respective departments that were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit. Six Team mentors were supporting to all the participants during their presentation.

#### ***DAY 6-Saturday-11<sup>th</sup> December'2021***

#### **Recap & Revision of National Quality Assurance Standards**

Dr. Deepika Sharma took this session as a quiz which made many things easy and clear to the participants. The participants understood the key concept of NQAS through this session which helped them to prepare for the exam.

#### **VII. Evaluation**

Participants underwent an evaluation based on the 5:5-day training. They were given question paper with multiple-choice questions, case study & descriptive questions. There was total five sets (each participant having a different set).

In addition to these participants were also given spotting of the gaps in which they were shown pictures of gaps in public health hospitals and were asked to enumerate the gaps in form of gap statement

## **VIII. Valedictory**

Maj Gen (Prof) Atul Kotwal SM, VSM, ED, NHSRC and Dr. J.N. Srivastava QI, Advisor- delivered the Valedictory address. They thanked all the participants for their overwhelming participation and sincerity towards the training.

Few participants shared their views on the training. They expressed that this training was fruitful for them; whatever good practices they had learnt here they will implement in their facilities.

## **IX: Feedback by Participants:**

**The average score of feedback analysis is given below: -**

Day -1	4.67
Day -2	4.53
Day -3	4.57
Day -4	4.60
Day - 5	4.53
<b>Average of all 5 days</b>	<b>4.58</b>

**Faculty wise feedback Analysis: -**

Dr. J.N Srivastava	4.64
Dr. Deepika Sharma	4.65
Dr. Sushant Agarwal	4.68
Dr. Chinmayee Swain	4.70
Dr. Arvind Srivastava	4.51
Dr. Shivali Sisodia	4.59
Dr. Arpita Agrawal	4.45
Dr. Alisha Dub	4.63
Mr. Gulam Rafey	4.59
Mr. Anand Yadav	4.35
<b>External Faculty feedback</b>	
Dr. Utsuk Dutta	4.72
Dr Sumita Ghosh	4.19
Dr Surbhi Seth	4.43

### **Hotel Radisson Blue Feedback Analysis:**

Check-in process	4.20
Wi-Fi Connectivity	4.00
Room Amenities	4.20
Food and Snacks	4.20
<b>Overall Rating</b>	<b>4.15</b>

Sl. No.	Most Liked Sessions	Trainer
1.	Assessment of National Health Programs under the NQAS NQAS Assessment for Infection Control	Dr. Utsuk Dutta Dr. Chinmayee Swain
2.	Role Play	Dr. Sushant Agarwal
3.	Principle of NQAS Assessment	Dr. Shivali Sisodia

### **X. Suggestions given by the participants:**

S No.	SUGGESTIONS TO IMPROVE TRAINING
1	Show videos related to the topic for better understanding
2	More practical examples during session
3	Please repeat things twice (Session was bit fast)- Time constraint
4	Bit fast explanation, please try to keep speed slow during session
5	Please include quick quiz in session
6	Please maintain time of session
7	Please include in built exercise and use white board for explanation.



8	Please avoid duplication of information
9	Need to cover full area of lecture platform, some points were left because of lack of time
10	Please include positive messages in Role Play as it will remain in mind
11	NHSRC should have given a day gap to teams for preparing ppt & for scoring & presenting it, in the form of homework.
12	Change language according to participants

## XI. Analysis:

### Group Exercise Scoring Sheet of the participants: -

S.no	PARTICIPANT'S NAME	Day 1		Day 2		Day 3				Day 4
		Exercise 1	Exercise 2	Exercise 3	Exercise 4	Exercise 5	Exercise 6	Exercise 7	Exercise 8	Exercise 9
	GROUP - A									
1	Ms. Sushma Repuri	9	10	8	8.5	9	8	9	7	10
2	Mr. Vengala Vara Prasad	9	10	9	9.5	9	8	9	8	10
3	Mr. Robin Charan	8	9	8	9	9	8	7	7	10
4	Ms. Chanchala Kumari	7	7	8	7	9	8	8	9	10
5	Ms. Sanju Lata Bhargava	8	9	8	8.5	9	8	8	8	10
6	Brig. Mala Singh	8	9	8	8	9	8	9	8	10
7	Ms. Sushila Rana	8	9	8	7.5	9	8	9	9	10
8	Brig. Punita Sharma	8	9	7.5	8	9	8	8	8	10
9	Ms. Sabita Gahalian	9	9	8	8.5	9	8	8	7	10
	GROUP -B									
1	Mrs. Roja Ramani	5	7	6.5	7	8	8	9.5	9	9
2	Ms. Nirupa Patel	7	7	7.5	7.5	9	8	8.5	8.5	9
3	Ms. Sinny Ravi	7	7	7	7.5	8	9	8	8	9
4	Mr. Pritish Suryakant Logade	8	8	8.5	9	9	8	9	8.5	9
5	Mr. Mangla Ram Vishnoi	7	7	9	8.5	8		8.5	9	9
6	Ms. K Radha Kumari	7	7	8.5	8	9	8	8	8.5	9

7	Ms. Minimol Anilkumar	7	7	8.5	8	9	8	9	8.5	9
	<b>GROUP- C</b>									
1	Ms. Chatharajupalli Sleevevama	4	4	6	9	9	8	9	9	9
2	Mr. Zeaul Haque	4	4	6	8	8	8	8	8	9
3	Mr. Amit Scott	3	4	7	10	9	8	7	7	8
4	Ms. Jagruti Patel	5	5	7	9	9	8	7	7	10
5	Mr. Geetha R	5	4	8	10	8	8	8	8	10
6	Ms. Nilima V Valvi	5	3	8	9	8	8	8	8	9
7	Mr. Premanshu Pandya	7	7	10	8	8	8	8	8	9
8	Mr. Ronak Sharma	3	4	9	9	9	8	9	9	10
9	Dr. Rathi Balachandaran	6	7	9	9	9	8	9	9	10
	<b>GROUP - D</b>									
1	Ms. Nosina Deena Kumari	8.5	9	8	6	10	9	9	10	10
2	Ms. Vasundhara	8.5	9	8	8	10	9	10	10	10
3	Dr Sandhya Singh	9	9	8	8	10	9	10	10	10
4	Ms. Jyoti Giridharilal Kateshiya	9	9	8	7	9	8	9	9	10
5	Ms. Khushboo Mishra	9	9	9	10	10	9	10	10	10
6	Ms. Shobha Rani	8.5	9	8	8	10	8	9	8	10
7	Ms. Jupaka Veronica Stella	9	9	8	7	10	8	8	8	10
8	Ms. Kardile Vaishali Dattatraya	9	9	8	8	10	9	10	10	10
9	Mr. Dinesh S ingh Gujar	8.5	9	7	10	10	8	9	9	10

	GROUP - E									
1	Dr Sunita Verma	8	10	9	9	9	8	7	8	9
2	Ms. Niral Kujur	10	10	9	9	10	8	9	8	8
3	Ms. Yogita Dethe	9.5	10	9	9	8	8	7	8	10
4	Ms. V. Indra	10	9.5	9	9	10	8	8	7	10
5	Ms. Sesadree Parida	8	10	9	9	9	8	8	7	10
6	Ms. Siji Varghese	10	10	9	9	10	8	7	8	9
	GROUP - F									
1	Mr. Santosh Talikoti	7	9	10	9	9	8	8.5	8.5	9
2	Ms. Shweta Charan	9	9	9	8	9	8	8.5	8.5	9
3	Ms. Indu Devi	7	9	9	10	9	8	8	8	8.5
4	Mrs. Seema K	8	8	10	9	9	8	9	9	9
5	Mrs. Anju Kushwaha	10	9	10	10	9	8	8.5	8.5	8.5
6	Mr. Abhishek Subhash Gosavi	8	10	10	9	9	8	9	9	8.5
7	Ms. Jannu Pranitha	7	9	10	10	9	8	8.5	8.5	9.5
8	Mr. Man Singh Jat	9	10	10	10	9	8	9	9	9

### Field Visit Evaluation of the participants: -

Evaluation on the field visit-'EAT- 18th batch (6 <sup>th</sup> to 11 <sup>th</sup> Dec' 2021)							
Group	Knowledge (60)	Interaction participation with the group number (60)	Relevancy of Content (60)	Accuracy of Content (60)	Presentation (60)	Total (300)	Percentage
Group-1	50	49.5	40	40	41.5	221	73.67 %
Group-2	50.5	54.5	49	44.5	48.5	247	82.3 %
Group-3	55.5	56	52	54	53	270.5	90.17 %
Group-4	54	54	53.5	52	53.5	267	89 %
Group-5	52	52.5	51.5	48.5	41	245.5	81.83 %
Group-6	44	51.5	44	42	41.5	223	74.3 %
Group-7	46.5	52.5	46	44	45	234	78 %
Group-8	46.5	51	41	39	34	211.5	70.5 %

### Gender Wise List of the participants: -

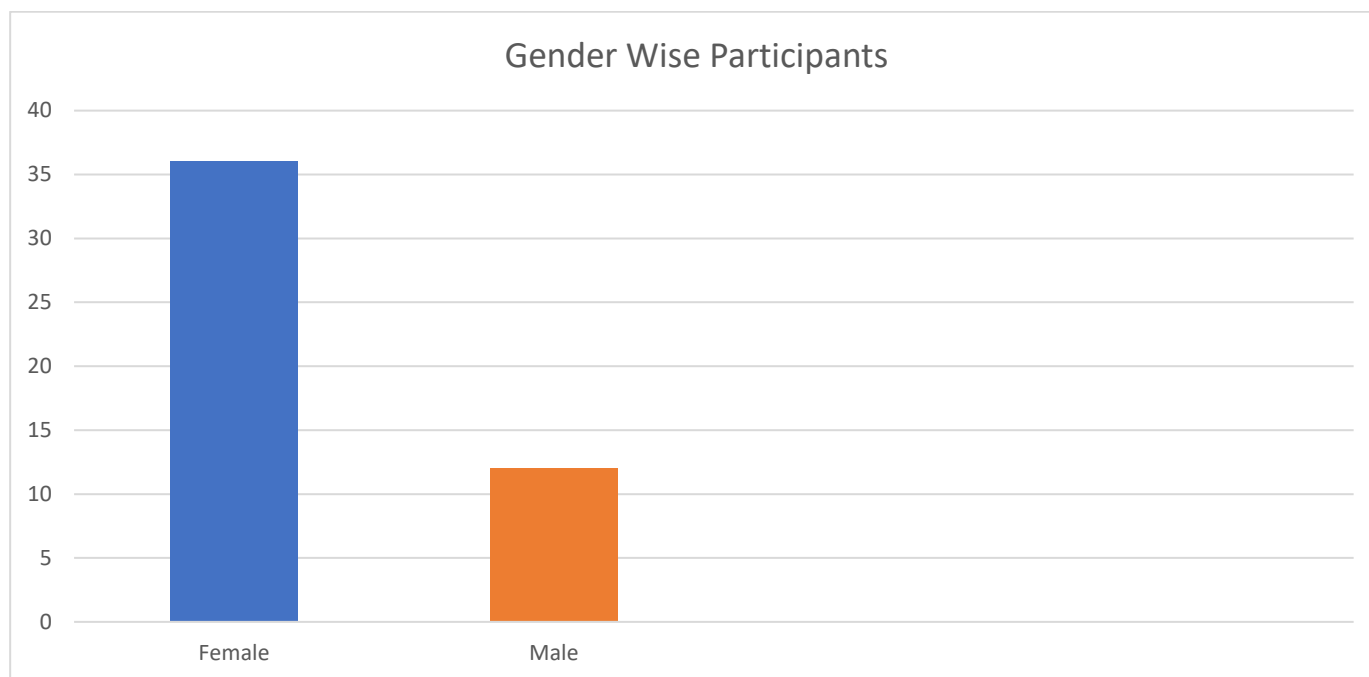
Gender Wise Participants list (FEMALE)				
S.NO	STATE	PREFIX	NAME OF PARTICIPANT	GENDER
1	Andhra Pradesh	Ms.	Nosina Deena Kumari	Female
2	Andhra Pradesh	Mrs.	Z Roja Ramani	Female
3	Andhra Pradesh	Ms.	V Vasundhara	Female
4	Andhra Pradesh	Ms.	Nirupa Patel	Female
5	Andhra Pradesh	Ms.	Chatharajupalli Sleevamma	Female
6	Andhra Pradesh	Ms.	Sushma Repuri	Female
7	Bihar	Dr.	Sandhya Singh	Female
8	Chhattisgarh	Ms.	Shweta Charan	Female
9	Gujarat	Mrs.	Jagruti M Patel	Female



10	Gujarat	Ms.	Jyoti Girdharlal Kateshiya	Female
11	Himachal Pradesh	Ms.	Indu Devi	Female
12	Himachal Pradesh	Dr.	Sunita Verma	Female
13	Jharkhand	Ms.	Niral Kujur	Female
14	Jharkhand	Ms.	Chanchala Kumari	Female
15	Jharkhand	Ms.	Sinny Ravi	Female
16	Karnataka	Ms.	Geetha.R.	Female
17	Karnataka	Mrs.	Seema K	Female
18	Madhya Pradesh	Ms.	Sanju Lata Bhargava	Female
19	Madhya Pradesh	Ms.	Anjoo Kushwaha	Female
20	Madhya Pradesh	Ms.	Khushboo Mishra	Female
21	Maharashtra	Ms.	Nilima V. Valvi	Female
22	Maharashtra	Mrs.	Kardile Vaishali Dattatraya	Female
23	Maharashtra	Ms.	Yogita Dethe	Female
24	Maharashtra	Ms.	Brig. Mala Singh	Female
25	Odisha	Ms.	Sesadree Parida	Female
26	Telangana	Ms.	K. Radha Kumari	Female
27	Telangana	Mrs.	Jannu Pranitha	Female
28	Telangana	Ms.	Jupaka Veronica Stella	Female
29	Telangana	Ms.	V.Indira	Female
30	Uttarakhand	Ms.	Shobha Rani	Female
31	Uttarakhand	Ms.	Sushila Rana	Female
32	Rajasthan	Ms.	Brig. Punita Avnesh Sharma	Female
33	Delhi	Dr..	Rathi Balchandran	Female
34	Delhi	Ms.	Minimol Anilkumar	Female
35	Delhi	Ms.	Savita Gahalain	Female
36	Delhi	Ms.	Siji Varghese	Female

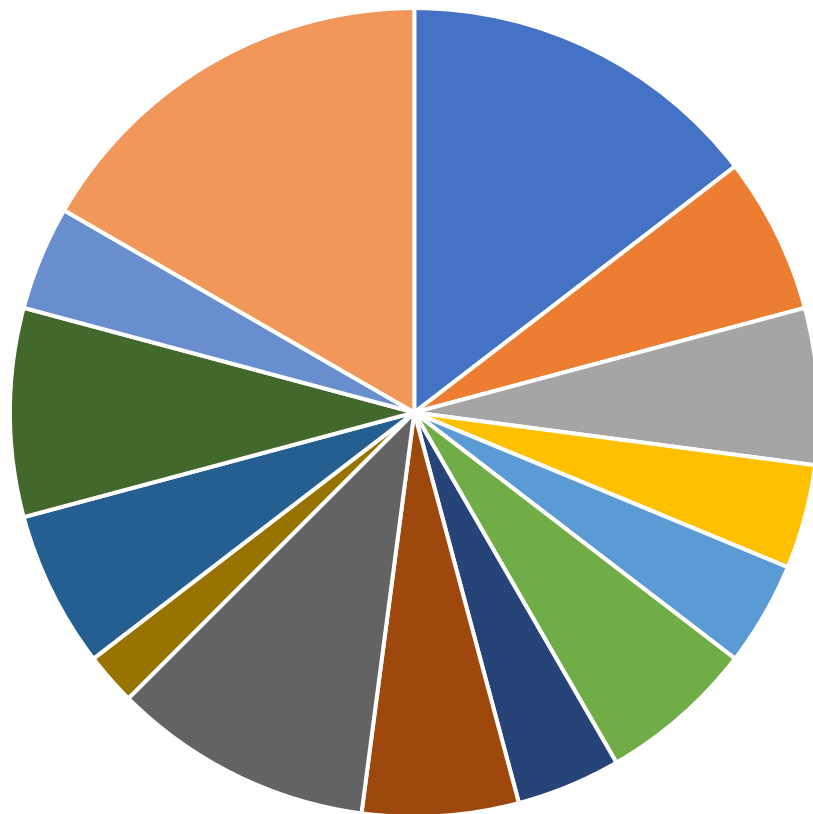
### Gender Wise Participants list (MALE)

S.NO	STATE	PREFIX	NAME OF PARTICIPANT	GENDER
1	Andhra Pradesh	Mr.	Vangala Vara Prasad	Male
2	Bihar	Mr.	Santosh Talikoti	Male
3	Bihar	Mr.	Zeal Haque	Male
4	Chhattisgarh	Mr.	Amit Scott	Male
5	Chhattisgarh	Mr.	Robin Charan	Male
6	Maharashtra	Mr.	Abhishek Subash Gosavi	Male
7	Maharashtra	Mr.	Pritish Suryakant Logade	Male
8	Rajasthan	Mr.	Mangla Ram Vishnoi	Male
9	Rajasthan	Mr.	Premanshu Pandya	Male
10	Rajasthan	Mr.	Dinesh Singh Gurjar	Male
11	Delhi	Mr.	Man Singh Jat	Male
12	Delhi	Mr.	Ronak Sharma	Male



**Geographical Distribution of the participants: -**

Geographical Distribution of Participants		
SL.N o	Name of the State	No. of Participants
1	Andhra Pradesh	7
2	Bihar	3
3	Chhattisgarh	3
4	Gujarat	2
5	Himachal Pradesh	2
6	Jharkhand	3
7	Karnataka	2
8	Madhya Pradesh	3
9	Maharashtra	5
10	Odisha	1
11	Rajasthan	3
12	Telangana	4
13	Uttarakhand	2
14	Private	8
Grand Total		48



- Andhra Pradesh
- Bihar
- Chhattisgarh
- Gujarat
- Himachal Pradesh
- Jharkhand
- Karnataka
- Madhya Pradesh
- Maharashtra
- Odisha
- Rajasthan
- Telangana
- Uttarakhand
- Private

## Annexure I : Training Agenda

Day1- Monday, 6 <sup>th</sup> December 2021		
Time	Topic	Resource Person
<b>INAUGURATION SESSION</b>		
08:30 AM-08:45AM	Registration	Ms. Indu Suryavanshi/ Mr. Divyanshu Bhardwaj/Ms. Falguni/ Ms Avni/ Ms. Stella
08:45 AM-09:00AM	Pre-training Evaluation	Dr. Arvind Srivastava, Consultant QI
09:00AM-09:15AM	Aims and Objectives	Dr J N Srivastava, Advisor-QI
09:15AM-09:30AM	Welcome Address	Maj Gen (Prof) Atul Kotwal SM, VSM, Executive Director, NHSRC
09:30AM-09:40AM	Inaugural Address	Sh. Vishal Chauhan, Joint Secretary(P)
09:40AM-10:20AM	Introduction of Participants	QI Team
10:20AM-10:25AM	Vote of Thanks	Dr. Arpita Agarwal, Consultant QI
10:25AM-10:45AM	<b>Group Photography followed by tea break</b>	
10:45AM-11:45AM	Quality in Public Health System: An Overview	Dr. J N Srivastava, Advisor-QI
11:45AM -1:00 PM	An introduction to National Quality Assurance Standards including intent of the Area of Concerns	Dr. Deepika Sharma, Lead Consultant QI
01:00PM-02:00PM	<b>Lunch</b>	
2:00PM- 3:00 PM	Measurement System under National Quality Assurance Standards	Dr. Sushant Agarwal, Quality Assurance Specialist, ADB
03:00PM-03:15PM	Brief about exercises	Dr. Deepika Sharma, Lead Consultant QI
03:15PM-04:30PM	Exercise on intent of Area of Concerns & Discussion with Moderator	Moderator 1-6
04:30PM-04:45PM	<b>Tea Break</b>	
04:45PM-05:30PM	Exercise on Measurement System & Discussion with Moderator	Moderator 1-6

Day 2- Tuesday, 7 <sup>th</sup> December 2021		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Deepika Sharma, Lead Consultant QI
09:15AM-11:00AM	Service Provision & Patients' Rights under NQAS Framework	Dr. Arvind Srivastava, Consultant QI
11:00AM-11:15AM	Tea Break	
11:15AM-01:15PM	Inputs & Support Services under NQAS Framework	Dr. Shivali Sisodia, Consultant QI
01:15PM -02:00PM	Lunch	
02:00PM- 03:00PM	Clinical Services under NQAS (General Clinical Services)	Dr. Arpita Agarwal, Consultant QI
03:00PM- 04:30PM	Exercise on Area of Concern (A & B) & its Discussion	Moderator 1-6
04:30PM-04:45PM	Tea Break	
04:45PM-05:30PM	Exercise on Area of Concern (C & D) & its Discussion	Moderator 1-6



### Day 3, Wednesday -8<sup>th</sup> December 2021

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Arpita Agrawal, Consultant QI
09:15AM-11:00 AM	Area of Concern G (G1-G5)	Dr. Deepika Sharma, Lead Consultant-QI
<b>11:00AM-11:15AM</b>	<b>Tea Break</b>	
11:15AM-12:00PM	Outcome Indicators including exercise	Dr. Sushant Agarwal, Quality Specialist, ADB
12:00PM-01:15PM	Clinical Services under NQAS (Specific & RMNCHA Clinical Services)	Dr. JN Srivastava, Advisor, QI
<b>01:15PM-02:15PM</b>	<b>Lunch</b>	
02:15PM-03:15PM	Assessment of National Health Programs under the NQAS	Dr. Utsuk Dutta, Consultant, NIHF
03:15PM-04:00PM	NQAS Assessment for Infection Prevention	Dr. Chinmayee Swain, Consultant QI
<b>04:00PM-04:15PM</b>	<b>Tea Break</b>	
04:15PM-05:00PM	Exercise on Area of Concern (E) – Primary Care Services & Discussion	Moderator 1-6
05:00PM- 05:30PM	Exercise on Area of Concern (E) – Secondary Care Services & Discussion	Moderator 1-6
05:30 PM -5:40 PM	IT Initiative under NQAS Platform	Mr. Anand Yadav, Fellow QI

Day 4, Thursday-9 <sup>th</sup> December'2021		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr. Deepika Sharma,Lead Consultant QI
09:15AM-11:00AM	Area of Concern G(G5-G10)	Dr. Deepika Sharma,Lead Consultant QI
<b>11:00AM-11:15AM</b>	<b>Tea Break</b>	
11:15AM -12:00PM	Overview of LaQshya &Suman initiatives and assessing the critical elements for quality certification	Dr Surabhi Seth, Lead Consultant-MH Division, MoHFW
12:00PM-12:45PM	Overview of MusQan Initiative and assessing critical Elements for the Quality Certification	Dr Sumita Ghosh, Additional Commissioner, Child Health Division
12:45PM-01:15PM	An Overview of other Child health Initiatives under NQAS Framework (CLMC & AEFI)	Dr J N Srivastava, Advisor-QI
<b>01:15PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-02:45PM	Principle of NQAS Assessment	Dr. Shivali Sisodia,Consultant QI
02:45PM-03:45PM	Conduct of Physical Assessment & Virtual Assessment	Mr. Gulam Rafey,Consultant QI
<b>03:45PM-04:00PM</b>	<b>Tea Break</b>	
04:00PM-04:30PM	NQAS Assessment Challenges & its Solutions	Dr. Alisha Dub, Consultant Certification Unit
04:30PM-5:00PM	Role Play	Dr. Sushant Agarwal, Quality Assurance Specialist
05:00PM-05:30PM	Briefing about the field visit & Report Writing	Dr Chinmayee Swain, Consultant-QI

Day 5, Friday-10 <sup>th</sup> December 2021		
Time	Topic	Resource Person
09:00AM-01:00PM	Field Visit	QI Team
<b>01:00PM-02:00PM</b>	<b>Lunch</b>	
02:00PM-03:30PM	Scoring, Analysis, and Report Writing of the Field Visit	QI Team
03:30PM-04:15PM	Presentation & Discussion on Field Visit	QI Team
<b>04:15PM-04:30PM</b>	<b>Tea Break</b>	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QI Team

Day 6, Saturday-11 <sup>th</sup> December 2021		
Time	Topic	Resource Person
09:00AM-10:00AM	Revision of National Quality Assurance Standards	Dr Deepika Sharma, Lead Consultant QI
<b>10:00AM-10:30AM</b>	<b>Tea</b>	
10:30 AM-01:00 PM	Post Training Evaluation	QI Team
01:00PM-01:30PM	Valedictory/Feedback	QI Team
<b>01:30PM onwards</b>	<b>Lunch</b>	

## Annexure II: Name of the Participants

STATE	S. No	NAME	GENDER	E-MAIL ID	MOBILE NUMBER
Andhra Pradesh	1	Nosina Deena kumari	Female	<a href="mailto:dknosina@gmail.com">dknosina@gmail.com</a>	9849317204
	2	Z Roja Ramani	Female	zrojaramani@yahoo.com	9908749594
	3	V Vasundhara	Female	vasundharavemuri@gmail.com	9440259924
	4	P Nirupa	Female	pattelnirupa@gmail.com	9490802599
	5	CH Sleevamma	Female	chsleevamma@gmail.com	9441236378 9182930464
	6	K M Suguna Mani	Female	sugunakommu@gmail.com	9391363062
	7	K N satyan narayabai	Female	satya.stylish@gmail.com	9908696236
	8	G Veera Raghavamma	Female	gudavalliraghavamma@gmail.com	9441580369
	9	Vengala Vara Prasad	Male	Varaprasad425@gmail.com	8660420713
	10	Repuri Sushma	Female	sushmarepuri@gmail.com	9500046421
Bihar	11	Dr Sandhya Singh	Female	Rinkisandhya2011@gmail.com	9308513418
	12	Mr. Santosh Talikoti	Male	talikotisantosh@gmail.com	7258068868
	13	Mr. Zeaul Haque	Male	zeaulhaque.332685@gmail.com	7763003883
Chhattisgarh	14	Mr. Amit Scott	Male	dphnobilaspur@gmail.com	9993243410

	15	Mr. Robin Charan	Male	dphnkanker08@gmail.com	7509372625
	16	Mrs. Shweta Charan	Female	dphndhamtari@gmail.com	7694995911
Gujrat	17	Mrs. Jagruti M Patel	Female	jagrutipatel2879@gmail.com	9099782803
	18	Bharti Sanadia	Female	bharti_patani@yahoo.com	9924027585
	19	Jyoti Girdharlal Kateshiya	Female	kateshiyajg@gmail.com	9974122480
Himachal Pradesh	20	Indu Devi	Female	Indu74kashyap@gmail.com	9805934306
	21	Asha Kumari Joshi	Female	Meghnakashyap25@gmail.com	9418109366
Jharkhand	22	Niral Kujur	Female	Niral.kujur@gmail.com	7781961658
	23	Chanchala Kumari	Female	Ckchanchala1976@gmail.com	8709299861
	24	Sinny Ravi	Female	sinnyravirn@gmail.com sinny.ravi@yahoo.in	9798082020
Karnataka	25	Geetha .R.	Female	geethageetha16399@gmail.com	9880851150
	26	Seema K	Female	seemaknagaraddi@gmail.com	7019791843
Madhya Pradesh	27	Smt Sanju lata bhargava	Female	sanjumchdh@gmail.com	8719886941
	28	Anjoo kushwaha	female	cmkushwah474@gmail.com	7000815986
	29	Khushboo Mishra	Female	Khushbumishra.km06@gmail.com	8770913219
Maharashtra	30	Mr. Abhishek Subhash Gosavi	Male	abhishekgosavimscnsg@gmail.com	9823259929
	31	Pritish Suryakant Logade	Male	pritishlogade1@gmail.com	8082218121
	32	Smt. Nilima V. Valvi	Female	pawar.orbit@gmail.com	9423288557
	33	Mrs. Kardile Vaishali Dattatraya	Female	abhipiyu.kardile@gmail.com	9371003671/ 9119443087
	34	Yogita Dethe	Female	yogitadethe23@gmail.com	7738060543



Odisha	35	Sesadree Parida	Female	parida.sesadree@gmail.com	9348701162
Rajasthan	36	Mangla Ram Vishnoi	Male	manglavishnoi@gmail.com	9414633225 9828582011
	37	Premanshu Pandya	Male	prem_dpr2000@yahoo.com	9460020797
	38	Dinesh Singh Gurjar	Male	dsg7891@gmail.com	7297044674
Telangana	39	Mrs K. Radha kumari	Female	radhakumari98664@gmail.com	9866440285
	40	Mrs Jannu Pranitha	Female	jannupranita@gmail.com	9000856896
	41	Mrs Jupaka Veronica Stella	Female	stellasudhakar68@gmail.com	9949050497
	42	Mrs V. INDIRA	Female	vajrapuindira@gmail.com	9032403205 8074503787
Uttar Pradesh	43	Ms. Sujata Tomar	Female	luckbychance5@gmail.com	9412170664
Uttarakhand	44	Shobha Rani	Female	sda26ich@gmail.com	8534900479
	45	Sushila Rana	Female	bhandarisushila789@gmail.com	9837966503

### **NON-OFFICIAL CANDIDATES EAT DEC 2021**

STATE	S. NO	NAME	GENDER	E MAIL ID	MOBILE NUMBER
Maharashtra	1	Brig Mala Singh	Female	malarks@gmail.com	9372405349
Delhi	2	Man Singh Jat	Male	mansingh.aiims@gmail.com	9968407284
Delhi	3	Dr Rathi Balachandran	Female	rathi.bala@gov.in rathibala19@gmail.com	9910380471
Delhi	4	Ms. Minimol Anilkumar	Female	minimolmn2017@gmail.com	8826111500
Delhi	5	Ms. Savita Gahalain	Female	savitagahalain03@gmail.com	9968461416
Delhi	6	Ms. Siji Varghese	Female	sijimn3@gmail.com	9899954582

Delhi	7	Mr. Ronak Sharma	Male	ronaksga@gmail.com	9873170500 7011122509
Rajasthan	8	Punita Avnesh Sharma	Female	punitaasharma2005@gmail.com	8130333874

Annexure III: Name of Participants for Re-Examination: -

S.N O	STATE	PRE - FIX	NAME OF PARTICIPANT	GENDE R
1	Madhya Pradesh	Dr.	Sudhir Kumar Dehariya	Male
2	Uttarakhand	Dr.	Rita Bamola	Female

**Annexure IV: LIST OF THE QUALIFIED PARTICIPANTS OF EXTERNAL ASSESSORS TRAINING-  
6<sup>th</sup> December to 11<sup>th</sup> December ,2021**

No.	STATE	NAME
1	Maharashtra	Mrs. Kardile Vaishali Dattatraya
2	Maharashtra	Mr. Pritish Suryakant Logade
3	Andhra Pradesh	Mr. Vengala Vara Prasad
4	Delhi	Mr. Man Singh Jat
6	Madhya Pradesh	Ms. Sanju lata Bhargava
5	Maharashtra	Mr. Abhishek Subhash Gosavi
7	Bihar	Dr. Sandhya Singh
8	Karnataka	Mrs. Seema K
9	Delhi	Mr. Ronak Sharma
10	Delhi	Ms. Savita Gahalain
11	Telangana	Mrs. Jannu Pranitha
12	Rajasthan	Mr. Dinesh Singh Gurjar
13	Telangana	Ms. K. Radha kumari
14	Delhi	Ms. Siji Varghese
15	Delhi	Dr. Rathi Balachandran
16	Andhra Pradesh	Ms. Sushma Repuri
17	Jharkhand	Ms. Niraj Kujur

18	Jharkhand	Ms. Sinny Ravi
19	Rajasthan	Ms. Brig. Punita Avnesh Sharma
20	Rajasthan	Mr. Mangla Ram Vishnoi
21	Andhra Pradesh	Ms. V Vasundhara
22	Chhattisgarh	Mr. Robin Charan
23	Andhra Pradesh	Ms. Nirupa Patel
24	Rajasthan	Mr. Premanshu Pandya
25	Madhya Pradesh	Dr. Sudhir Kumar Dehariya
26	Andhra Pradesh	Ms. Chatharajupalli Sleevamma
27	Telangana	Ms. V. Indira
28	Chhattisgarh	Ms. Shweta Charan
29	Madhya Pradesh	Mrs. Anjoo kushwaha
30	Telangana	Ms. Jupaka Veronica Stella
31	Uttarakhand	Dr. Rita Bamola

