



25th Batch of National External Assessors Training on National Quality Assurance Standards

Organized by

National Health Systems Resource Centre, New Delhi

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REPORT ON 25th NQAS EXTERNAL ASSESSORS TRAINING

20th to 25th of March 2023

National Health Systems Resource Centre

Ministry of Health & Family Welfare

**Government of India
New Delhi**

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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, districts and facilities. This system requires assessment of health facilities internally by the facilities and the district teams followed by the State and National level.

National Health Systems Resource Centre (NHSRC) has taken the task to create a pool of Quality assessors for which a five-and-a-half-day NQAS external assessor training was organized from **20th March to 25th March 2023**. The Training Module was designed with a view to enable the trainees for assessment of the healthcare facilities against the pre-defined checklists contained in the Assessor guidebooks.

This report, therefore, provides the information about how the five and a half days workshop was conducted, lessons learnt and the way forward for improving the Quality in public health facilities in India. (Agenda attached as Annexure A).

Total 57 participants attended the training (List is attached as Annexure B) out of which 53 were nominated by State Government and other 4 were non-Government participants. Training was participatory in nature. All the participants were divided in six groups based on gender ratio, geographical areas, and organization capacities to maintain the equilibrium in the groups. (List is attached as Annexure -C).

The sessions during the training were divided into five days and followed by post training evaluation on last day. Each day is divided in to two parts sessions followed by exercises. Sessions describes about all Areas of Concern, Standards, Measurable Elements, Check points and as mentioned in the Assessors Guidebooks of NQAS. Exercises in the training led to healthy brainstorming of the participants and made the concepts clear and understandable. At the end of each day, feedback is collected from the participants on the sessions conducted (List attached as Annexure -D). Also, each group is scored based on their performance in the exercises on each day (List attached as Annexure -E). On fifth day all the participants were divided into ten groups and all the participants visited two district hospitals of Delhi State. Lastly, on day 6th a written post evaluation exam was undertaken at the end of the training as per the schedule, the participants who have scored 70% and above marks are empaneled as external assessor. Total 60 participants appeared in post training evaluation exam (3 re-appeared). List of pass candidates is attached as Annexure -F. Feedback of accommodation at hotel was also taken from the participants.

Overall feedback of the training is 4.74 out of the 5 (scoring on likert scale of 5).

AIMS AND OBJECTIVES OF TRAINING

The aim of the training was to strengthen the knowledge, skills and assessment capacities of the participants to assess the public health facilities under NQAS. The specific objectives are as follows:

1. To create a pool of Qualified assessors for undertaking Quality assessments at state and national level under NQAS.
2. To make prospective assessors aware of national quality assurance program for public health facilities
3. To equip participants with knowledge of key concepts of Quality, Quality tools and methodologies for Quality improvement.
4. To enhance the skills of participants to conduct objective assessment of healthcare facilities against predefined standards.
5. To provide understating of quality measurement system for NQAS.
6. To impart knowledge regarding fundamental principles for assessment and global best practices.
7. Understanding of Area of Concern wise standards and measurable elements for different levels of healthcare facilities.
8. To provide hands on training and proficiency in using departmental assessment tools, assessment methods, gathering evidence and scoring.
9. To ascertain the desired proficiency and competence of prospective assessors through objective evaluation and feedback
10. To instigate and strengthen the behavioural and attitudinal values of an independent assessor
11. To impart necessary skills for professional report writing
12. To provide working knowledge for using IT enabled tools for assessment

PREPARATION

The QPS division of NHSRC prepared the course curriculum. A field visit was also organized in two (02) District level health facilities in Delhi which provided 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 facilities visited during field visit:

Group	District	Name of Health Facility	Address
1 to 5	North West	Deep Chand Bandhu Hospital	Kokiwala Bagh, Phase 4, Ashok Vihar IV, New Delhi-110052
6 to 10	South-West	Jag Pravesh Chandra Hospital	Shastri Park, Delhi- 110053

The following materials were distributed:

- a) A bag with required stationary items like writing pad, pen, pencil, sharpener, eraser & sticky paper flags.
- b) National Quality Assurance Standards for Public Health Facilities (2020)
- c) Operational Guidelines for Improving Quality Assurance in Public Healthcare Facilities (2021)
- d) Assessors Guidebook for Quality Assurance in District Hospital Volume I
- e) Assessors Guidebook for Quality Assurance in District Hospital Volume II
- f) Assessors Guidebook for Quality Assurance in CHC
- g) Assessors Guidebook for Quality Assurance in PHC
- h) Quality Standards for Urban Primary Health Centre.
- i) Assessor's Guidebook for Health & Wellness Centre (Sub-Centre)
- j) LaQshya Guideline
- k) MusQan Guideline
- l) Kayakalp Guideline
- m) SaQushal Self Assessment Tool

The workshop was held at NHSRC Theatre, First Floor, National Health Systems Resource Centre, New Delhi from 20th to 25th March 2023

METHODOLOGY

A mix of methods were used for the 25th NQAS External Assessors' 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

PRE TRAINING EVALUATION

At the onset of NQAS External Assessors' Training, the pre-evaluation examination has been conducted for all the participants, consisting of 20 multiple choice questions. 53 participants have appeared in the examination.

INAUGURAL SESSION

The External Assessor Training started by Welcome address and introduction by Dr J N Srivastava, Advisor, Quality & Patient Safety Division (QPS), NHSRC followed by address by Address by Guest of Honour, Brig. Sanjay Baweja , Principal Administrative Officer (PAO), NHSRC.

Address by Guest of Honour was followed by Lamp lighting ceremony and Address by Chief Guest for the inaugural session Dr Neha Garg, Director, NHM who in her address briefed the participants on the National Quality Assurance Programme and its importance for public health facilities. She conveyed that these 5.5 days of training would be an enriching experience for all.



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. After the introductions by the participants Dr Deepika Sharma Lead Consultant (QPS) expressed Vote of Thanks to the dignitaries which was followed by Technical sessions.

PRESENTATION BRIEFINGS

DAY 1- 20th March' 2023

Session 1: - Overview of 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 requirement expected with the participants in the training as well as the appeal process in the system to make the training successful.

Dr. Srivastava told about the Public Health System in India way back from Bhore Committee recommendations. He further discussed the growth of Health sector in India after Alma Ata declaration and National Health Policy. Then he told the participants about Primary Care in Nineties. He briefed that India is facing a dual burden and how government is managing it currently. He further explained National Health Mission, its structure, 5 key pillars and their 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. While giving an overview of NQAS he talked about the journey of Quality Assurance in he explained the historic perspective of accreditation process. He also explained that National Health Mission, NQAS is based on the Donabedian Model of QoC and are available for DH, CHC, PHC, UPHC, H&WC (SC) to improve the health care services.

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 and touched upon Kayakalp Initiative.

He also briefed the participants about the training norms and complaints and appeal process in regards to the training as per the ISQua Protocols.

Session 2: - An Introduction to National Quality Assurance Standards

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 gave the comparative overview of the standards which are applicable at different level of Health Care Facilities.



Session 3: Measurement Systems under National Quality Assurance Standards

Ms. Vinny Arora 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 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.



She talked about the characteristics of the NQAS Programme and explained how it is an implicit tool. She 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. She talked about the compliance as well as scoring rules. She gave an overview of the departmental checklists that are available for different level of healthcare facilities.

Session 4 : - Brief and Objectives of the exercise

Dr. Deepika Sharma gave brief introduction about the exercises, and guide the participants about the intent and conduct of the exercises pertaining to the sessions conducted in the morning of DAY 1 of the training.

Participants were divided in six groups for the exercises. Each group was asked to undertake the exercises individually in a time bound manner which was followed by group discussions. Participants attempted the exercises in DAY 1 work-book

Each group was monitored and supported by 6 Consultants from QPS division of NHSRC



DAY 2- 21st March 2023

The 2nd day training started with recap of the sessions from Day 1. Dr. Arpita Agrawal, Consultant, QPS Division, NHSRC briefed the participants on the learnings/ take away lessons from Day 1, brief of the sessions was also prepared in form of power point presentation to enable the participants to recollect and reconnect to the day 1 easily .

Session 1 : - Service Provision under NQAS Framework

Dr. Arpita Agrawal took the first session of Day 2, for Service Provision under NQAS Framework. The session detailed in the She explained how to assess the facility as per the six standards under 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 as per the scope of facilities.



Session 2 : - Patients' Rights under NQAS Framework

The second session of Day 2 was taken by Dr Abhay Dahiya. He talked about the patient Rights and their fundamental responsibilities. He briefed about the six standards those encompasses: -

- 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.
- Affordability in terms of the services entitled as per the government schemes



Session 3 : Inputs under NQAS Framework

The third session of Day 2 was taken up by Dr. Annapurna K. Area of concern C covers the structure part as per Donabedian model and is the only Area of concern that details about the structure component in Health facilities under NQAS



Session 4 : Support Services under NQAS Framework

Mr. Ranjeeth Menon took this session and started the presentation by explaining why support services are important under NQAS framework. He explained that support services are the backbone of hospital operations which are usually most neglected area in public hospitals. He 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.

He gave the brief description of all the 12 standards under support services and gave glance of comparison of standards as per level of facility.



Session 5 : - Exercises & discussion with moderator : Area of Concern (A, B, C & D)

After the brief discussion on the intent of Aoc A -D; exercises was supported and guided by the moderators. Participants were asked to give answers on the basis of discussion with respective participants in the groups.

Slides were shown to the participants one by one for Area of Concern D. All the groups were given scores for their responses.



DAY 3- 22nd March 2023

The 3rd day training started with recap of the last day sessions by Dr. Chinmayee Swain.

Session 1: - 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 which covers the processes implemented in the hospital commencing from registration of patient followed by consultation & admission, Clinical assessment & reassessment, Continuity of care and referral till the Discharge of patient.



Session 2 : - Specific Clinical Services under NQAS

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 elaborated on Intensive care, Emergency Services and Disaster Management, Diagnostic services, Blood Bank/Storage Management and Transfusion, Anesthetic Services, Operation theatre services and End-of-life care and death He gave a comparative view of the standards applicable at different level of health care facilities.



Session 3 and 4:- Specific clinical services

The session was delivered by Dr. Rohini Kumar. She talked about the Standard E17 to E22, She focused on Maternal and Child Health Services including Intranatal, Antenatal and Postnatal Care, Care of newborn, infant and child, Abortion and family planning and Adolescent Reproductive and Sexual health Services.



Session 5: Infection Prevention under NQAS

Dr. Chinmayee Swain explained about the infection control practices. She made the understanding of the standards very convenient by explaining the hand hygiene practices, personal protective equipment, equipment processing, environment control and biomedical waste management. 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



Session 6: Quality Management System-I

Dr. Deepika Sharma Lead Consultant, QPS took this session. Through this session she explained about the Quality management in a facility and how a facility can improve their process and achieve the Quality improvement. She briefed to identify 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.

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. 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.



Session 7: Exercises on Area of concern E

The group exercises were monitored by moderators where all the participants were given the exercise sheet and scoring was done by the moderators.

DAY 4- 23rd March 2023

The 4th day training started with recap of the last day sessions by Dr. Annapoorna K.

Session 1 : Quality Management System Session II

Dr. Deepika Sharma took this session. Through this session she explained the risk management (Existing and potential risks) in the health care facilities, how to assess, report, evaluate and manage the risks as per risk management plan and also talked about the clinical governance framework to improve the quality and safety of clinical care processes in the facilities.

Session 2: Outcome indicators under NQAS

Dr Naveen Kumar took session on the outcome indicators. He highlighted the difference between the KPIs and outcome indicators and also emphasized on the departmental indicators to be monitored under NQAS and also the data sources.



Session 3: Overview of National Health Programs under NQAS

Dr. Utsuk Dutta took this session. Through this session 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 programs. He explained about the difference between old and new IDSP portal.

Session 4: Key Interventions at HWC-SCs

To give clear picture on key interventions at Health & Wellness Centers-SCs, Dr. Balu Mote took the session. He delivered the information about how the "AYUSHMAN BHARAT YOJANA" is working in fulling of "Universal Health Coverage" with holistic approach. In key elements, he mentioned about Comprehensive primary care, Service for All & Continuum of Care. He also discussed about operationalization criteria of AB-HWCS and on Expanded range of Service Delivery he detailed about CPHC and the services being delivered for NCD, CD, RMNCH+A & Family Planning. In this presentation he detailed about availability of human resources and Tele-Consultation Services. In the end he delivered the information regarding community platforms in rural & urban areas and also about monitoring progress at HWCs.



Session 5: - Ethical Issues in Assessment Process

Session on ethical issues was taken by Ms. Vinny Arora. She started with the principles of assessment: Integrity, Fair presentation, Due professional care, Confidentiality, Independence, Evidence based approach and Risk based thinking.

She also discussed about some ethical issues that has been raised by states during the external assessment. She also explained about the process of de-empanelment of assessors and current status.

Session 6: Key components of Report writing

Mr. Gulam Rafey took this session and discuss issues related with the report writing, ideal way of making assessment report, common mistakes during report writing and basic principle for report writing.



Session 7: IT initiative under NQAS platform

This session was taken up by Mr. Anand and CDAC Team. He oriented the participants about the interim of IT Solution for certification process, downloading and usage of the Gunak app, which can be used during an assessment of NQAS by the participants. He gave an information about IT solutions for automation of management of Certification process (assessment, certification & reporting) to SaQsham.



Session 8: Briefing about the field visit & Group work

Dr. Abhay Dahiya briefed the participants about the field visit and gave the instructions for the field visit. He briefed the participants about the DH selected for the field visit and divided the participants into twelve 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. Dr. Abhay Dahiya also emphasized on the rules to be followed during the field visit & group work.

DAY 5 - 24th March, 2023 Field Visit: -

On 5th Day, the participants were assembled at Red Fox Hotel 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: -

DH-1 Group (01- 05): Deep Chand Bandhu Hospital, New Delhi

Group	S.No.	Name	Facilitators and Department to be assessed
1	1.	Suresh batchu	Mr Ranjith Menon Accident & Emergency
	2.	George Emmanuel	
	3.	Ms. Vijay Rekha	
	4.	Harsh D Goswami	
	5.	Mrs. Suman Kashyap	
	6.	Laxman K Charan	
2	7.	Pasala Jyoti	Dr. Vineeta Dhankhar Labour Room
	8.	Ms Prangya Paramitarath	
	9.	Mojj M Meghrajya	
	10.	Bachalakuri Padmaja Rani	
	11.	Priyanka Thomas	
	12.	Mrs. Reshma	
3	13.	MRS. JOSELY JOHN	Dr. Aman Sharma OPD
	14.	Yamini P Sutariya	
	15.	Mrs. Vandana Thakur	
	16.	Ms Supriya Vijetha.M.	
	17.	Ashly Ananda C S	
	18.	Monika Devi	
4	19.	Deepti Bhatt	Dr. Siddhi / Mr. Ranjith Menon Laboratory
	20.	Smitha Baker	
	21.	Patel Asha Narayanbhai	
	22.	Ms.Kavuluri Revathi	
	23.	Ms Laxmipriya Mishra	
	24.	Ms Daljit Kaur	
5	25.	Mr G Narendra Rajan	Dr. Pavitra Sangwan/ Dr. Vineeta Dhankhar Pharmacy
	26.	SHAKILA SHEPROO	
	27.	Ms Priyanka Jena	
	28.	Anu Bala	
	29.	Ms. Basant Kour	
	30.	Ms Sonam Namdeo	

DH 2 Group (06 - 10): Jag Pravesh Chandra Hospital, New Delhi

Group	S.No.	Name	Facilitators and Department to be assessed
6	31.	Allipurapu Sruthi	Dr. Naveen OPD
	32.	Sheeja L	
	33.	Lovepreet Kaur Saini	
	34.	Tanushri Bakshi	
	35.	Mrs. Arti Kaparwan	
7	36.	Gurjeet Kour	Dr. Annapoorna K. N Maternity Ward
	37.	MS. PRITY SANGEETA BARA	
	38.	Rita Rani Ghosh	
	39.	Sunil Modi	
	40.	Meena Chandel	
8	41.	Mr. Pratik Modi	Dr. Ratan/ Dr. Annapoorna K.N Labour Room
	42.	Mrs. Somiya Gill	
	43.	Smt. Sarita Devi	
	44.	Ms Ranjita Beura	
	45.	Ramani M	
9	46.	Isha Sharma	Mr. Anand Yadav Pharmacy
	47.	Jivan Jyoti	
	48.	Neelam Siddiqui	
	49.	Mrs. SHIWANI DEHARIYA	
	50.	Mummun Mandal	
	51.	Ms. Lopamudra Rout	
10	52.	Neelam Sharma	Dr. Richa Raju Paediatric Ward
	53.	Annapurna Das	
	54.	AKEELA ANSARI	
	55.	Mr.Anilkumar Himatlal Mandalia	
	56.	Nilima Barman	
	57.	K.Mariamamma	

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

Presentations on the field visit: - All the ten teams presented on the respective departments those were provided to them. The presentations were delivered in a common format, which briefly described the findings of the field visit.

DAY 6-25th March,2023

Recap & Revision of National Quality Assurance Standards

Dr Deepika Sharma took this session as a Quiz about the Aoc, Standards, Departments under NQAS, 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. Participants felt motivated as well as confident after this session to appear in the exam.

EVALUATION

Participants underwent an evaluation on 6th day based on the 5.5 days 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.

VALEDICTORY

Ms Vinny Arora delivered the Valedictory address. She 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.

FEEDBACK BY PARTICIPANTS

The average score of feedback analysis is given below:-

Day -1	4.82
Day -2	4.69
Day -3	4.78
Day -4	4.63
Day -5	4.78
Day-6	4.74
Avg.	4.74

Faculty wise feedback Analysis:-

Dr. J.N Srivastava	4.66
Dr. Deepika Sharma	4.83
Ms. Vinny Arora	4.85
Dr. Chinmayee Swain	4.88
Dr. Naveen Kumar	4.72
Dr. Arpita Agrawal	4.69
Dr. Annapooorna	4.67
Mr. Gulam Rafey	4.59
Dr. Abhay Dahiya	4.83
Mr. Ranjith Menon	4.63
Mr. Anand	4.52
External Faculty feedback	
Dr. Utsuk Dutta	4.76
Dr. Rohini Kumar	4.77
Dr. Balu Mote	4.37

Hotel Red Fox feedback Analysis:-

Check-in process	3.9
Wi-Fi Connectivity	4.0
Room Amenities	4.1
Food and Snacks	4.2
Overall Rating	4.05

S.No.	Most Liked Sessions	Trainer
1.	Introduction to National Quality Assurance Standards	Dr Deepika Sharma
2.	Area of Concern F-Infection prevention under NQAS	Dr. Chinmayee Swain
3.	Measurement System and Assessment Protocol Under NQAS	Ms. Vinny Arora

Although most of the participants were from various domains of the Healthcare System ranging from Clinician, Healthcare Education and so forth; they all participated and came forward to deliver the vote of thanks to Quality and Patient Safety Division of NHSRC. They expressed their satisfaction with the training. They have learned many new subjects, acquired a number of new technical skills and improved another group of existing skills. They expressed that after going through this program their knowledge and skills both have been upgraded in respect to Healthcare Quality, which they will implement at their respective working units / hospitals.

SUGGESTIONS BY PARTICIPANTS

S.No.	SUGGESTIONS TO IMPROVE TRAINING
1	Sessions should be more Problem based learning
2	Session on NHP was very fast and relevant data to be updated.Give more time for NHP
3	More examples need to be incorporated
4	Two way communication during training required as per sessions
5	Slides should not be overflowing with data. The content was not visible in many slides. Using smart art graphics will be more interesting.
6	Interaction with the participants should be more

Day Wise Evaluation Analysis (Day 1 to Day 4)

Group Exercise Scoring Sheet of the participants: -

Day Wise Evaluation Analysis (Day 1 to Day 4)												
S. No	State	Name of Participants	Day-1			Day-2				Day-3		Day-4
			Exercise on Area of Concern & Measurement System			Exercise on Area of Concern A to D				Exercise on Area of Concern E to G		Exercise on Report Writing
			Section A	Section B	Section C	AOC A	AOC B	AOC C	AOC D	AOC E	AOC G	
1	HP	Neelam Sharma	6	3	2	8	8	8.5	8.5	8.5	8.5	7
2	HP	Smt. Sarita Devi	8.5	9	9	9	8	7	8	8.5	8.5	7.5
3	HP	Meena Chandel	8	7	6.5	8	7.5	8.5	7.5	7	7.5	6
4	Jharkhand	Mrs. Josely John	6	3	2	8.5	8.5	8.5	8	8.5	8.5	7
5	Jharkhand	Ms. Prity Sangeeta Bara	9	9	9	9.5	9.5	9.5	9.5	9	9	6.5
6	JK	Ms. Vijay Rekha	8.5	9	9	9	8.5	9	8	8	8	6
7	JK	Ms. Basant Kour	6	2	2	8.5	8.5	8.5	8	8.5	8.5	8
8	JK	Gurjeet Kour	9	9.5	9.5	7	8	8	7	8.5	9	6.5
9	JK	Isha Sharma	8	6	7	8.5	8	9	8	9	8.5	6
10	JK	Monika Devi	9	9	9	9.5	9.5	9.5	9.5	9	9	7

11	Kerala	George Emmanuel	8.5	9	9	9.5	9	10	9.5	9.5	8	7
12	Kerala	Ramani M	9.5	9.5	9.5	9	8	9	8	9	9	7
13	Kerala	Ashly Ananda C S	6	4	4	8.5	8.5	9	8.5	9	9.5	8
14	Kerala	Sheeja L	8	8	7.5	8.5	9	9	8.5	9	9	7.5
15	Kerala	Smitha Baker	9	9	9	9.5	9.5	9.5	9.5	9	9	7.5
16	MP	Akeela Ansari	8.5	9	9	9	8	8	7	9	9	7.5
17	MP	Shakila Sheproo	9	9	9	9.5	9.5	9.5	9.5	8	8	7.5
18	MP	Ms Sonam Namdeo	8.5	9	9	8.5	8.5	8.5	8	9	8.5	8
19	MP	Mr. Pratik Modi	8.5	9	9	10	9.5	10	9.5	9.5	8	7
20	MP	Mrs. Shiwani Dehariya	9.5	9	9.5	8	7	8	7	8.5	8.5	7
21	Punjab	Daljit Kaur	9.5	9	9.5	8	8	8	7	9	9	7.5
22	Punjab	Lovepreet Kaur Saini	9	9.5	4	9	9	9	8.5	8.5	10	7.5
23	Punjab	Priyanka Thomas	8.5	9	9	8	9	8.5	8	8	8	8
24	Punjab	Jivan Jyoti	6.5	7	7	9	8.5	9	8.5	9	8	7
25	Punjab	Anu Bala	8.5	9	9	9	9	9	8	8.5	9	7.5
26	Telangana	Mr G Narender Rajan	9	9	9	9.5	9.5	9.5	9.5	9	9	6.5
27	Telangana	Ms Supriya Vijetha.M.	9	9	9	8.5	9	8	8.5	9	9	7
28	Telangana	K.Mariamamma	6.5	7	6.5	8.25	8.5	9	8.5	8	9.5	7
29	Telangana	Suresh Batchu	9	9.5	9.5	9	8	8	8	8.5	9	7
30	Telangana	Allipurapu	9.5	5	7	8.5	8.5	8.5	8.5	9.5	10	7

		Sruthi										
31	Telangana	Bachalakuri Padmaja Rani	8	8	8	9	9.5	10	8.5	9.5	8	7
32	Telangana	Ms.Kavuluri Revathi	8.5	9	9	8	7	8	7	9	9	6.5
33	UK	Mrs. Reshma	8.5	9	9	7	7	9	8	9	9	6
34	UK	Mrs. Arti Kaparwan	8	8	8.5	9.5	9	10	9	9.5	8	6.5
35	UK	Mrs. Vandana Thakur	7	7	7.5	8	8.5	8.5	8	8	9	7.5
36	UK	Mrs. Somiya Gill	8.5	8.5	9	9.5	9.5	9.5	9.5	8	8	7
37	Gujarat	Mr.Anilkumar Himatlal Mandalia	9.5	9.5	9.5	8	9	8	7	9	9	7
38	Gujarat	Patel Asha Narayanbhai	9.5	9	9.5	8.5	8	8.5	8.5	8	9	6.5
39	Gujarat	Yamini P Sutariya	8.5	8.5	8	9.5	9.5	9.5	9.5	9	9	7
40	Gujarat	Laxman K Charan	9.5	9.5	9.5	9	8	9	8	9	8.5	7
41	Gujarat	Sunil Modi	8.5	9	9	8	8	8	7	8	8.5	7
42	Gujarat	Harsh D Goswami	8.5	9	9	9.5	9	10	9.5	9.5	8	7
43	Andhra Pradesh	Mrs.Pasala Jyothi	8	9.5	9.5	8.5	8.5	8	8	8	9	8
44	Odisha	Ms. Lopamudra Rout	6	4	2	8	8	8.5	8.5	8.5	8.5	7
45	Odisha	Ms Laxmipriya Mishra	8	8.5	8	9	8.5	10	8	9.5	8	7
46	Odisha	Ms Priyanka	7.5	7	6	8	8.5	9	8	8	9	7.5

		Jena										
47	Odisha	Ms Prangya Paramitarath	8	8	8.5	8.5	8.5	9	8.5	8	9	7
48	Odisha	Ms Ranjita Beura	9.5	9.5	9.5	8	8	7	7	8.5	9	7
49	West Bengal	Tanusri Bakshi	6.5	6	7.5	9	8.5	9	8	9	9	7.5
50	West Bengal	Nilima Barman	8.5	9	9	8	7	7	7	9	9	8
51	West Bengal	Rita Rani Ghosh	8	8.5	8	9	9.5	10	9	9.5	8	7
52	West Bengal	Mummun Mandal	9.5	9.5	9.5	7	8	7	8	9	9	7
53	West Bengal	Annapurna Das	8.5	8.5	8.5	8.5	8.5	8	8.5	8	9	7
54	Delhi	Deepti Bhatt	8	5	3	9	9	9	8.5	10	9.5	7
55	Gujarat	Mojj M eghrajiya	8.5	9	9	8	8	8	8	9	8.5	6
56	Delhi	Neelam Siddiqui	8	8	8.5	8	8	8.5	8.5	9	8.5	6.5
57	Delhi	Mrs Suman Kashyap	8	8.5	9	9.5	9.5	9.5	9.5	9	9	7

Field Visit Evaluation: -

EVALUATION OF FIELD VISIT -25th NQAS EAT (20th-25th March , 2023)

Group No.	Under-standing of NQAS	Technical Knowledge	Assessment Methodology	Team Coordination and Management	Comple-tion of Presenta-tion	Score out of 25
Group-1	2.5	2.5	3	3.5	3.5	15
Group-2	4.6	4.5	4.5	4.5	4.6	22.7
Group-3	3	3	3	2.5	2.5	14
Group-4	4.3	4.1	4.1	4.3	4.2	21
Group-5	4.2	4.2	4.2	4.5	4.3	21.4
Group-6	4	4	4	3.5	3.5	19
Group-7	2.5	2.5	2	3	2.5	12.5
Group-8	4.1	4	4	3.7	4.2	20
Group-9	4.6	4.5	4.5	4.5	4.6	22.7
Group-10	3	3	2	3.5	3.5	15

Gender Wise List of the participants: -

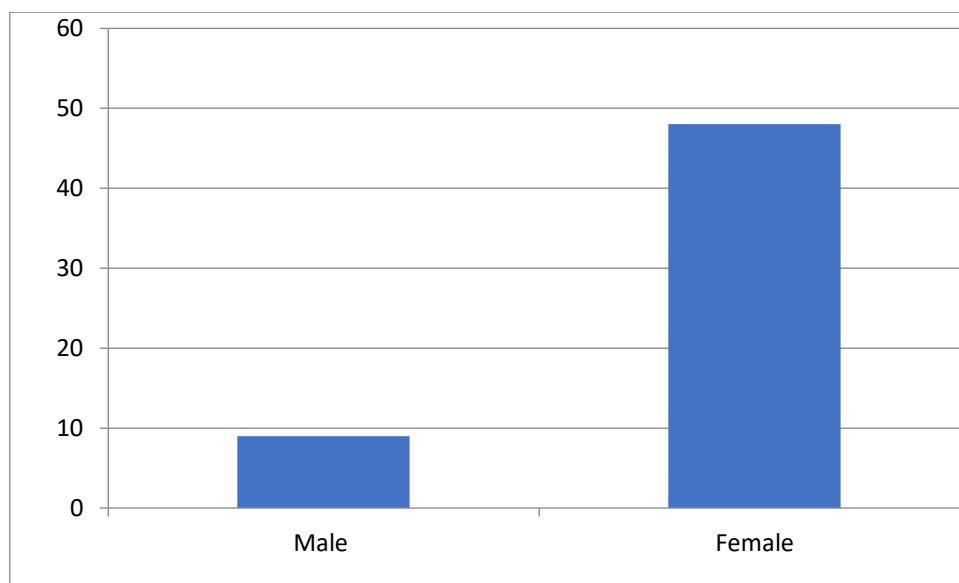
S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Gujarat	Mr Harsh D Goswami	Male
2	Gujarat	Mr Sunil Modi	Male
3	Gujarat	Mr.Anilkumar Himatlal Mandalia	Male
4	Gujarat	Mr Laxman K Charan	Male
5	Gujarat	Mr Moij M Meghrajia	Male
6	Kerala	Mr George Emmanuel	Male
7	Madhya Pradesh	Mr Pratik Modi	Male
8	Telangana	Mr G Narendra Rajan	Male
9	Telangana	Mr Suresh batchu	Male

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1.	Andhra Pradesh	Ms Pasala Jyoti	Female
2.	Delhi	Ms Deepti Bhatt	Female
3.	Delhi	Mrs. Suman Kashyap	Female
4.	Delhi	Ms Neelam Siddiqui	Female
5.	Gujarat	Ms Yamini P Sutariya	Female
6.	Gujarat	Ms Patel Asha Narayanbhai	Female
7.	Himachal Pradesh	Ms Neelam Sharma	Female
8.	Himachal Pradesh	Ms. Sarita Devi	Female
9.	Himachal Pradesh	Ms Meena Chandel	Female
10.	Jharkhand	Ms . Josely John	Female
11.	Jharkhand	Ms. Prity Sangeeta Bara	Female
12.	Jammu Kashmir	Ms. Basant Kour	Female
13.	Jammu Kashmir	Ms Monika Devi	Female
14.	Jammu Kashmir	Ms Isha Sharma	Female

15.	Jammu Kashmir	Ms. Vijay Rekha	Female
16.	Jammu Kashmir	Ms Gurjeet Kour	Female
17.	Kerala	Ms Ashly Ananda C S	Female
18.	Kerala	Ms Smitha Baker	Female
19.	Kerala	Ms Sheeja L	Female
20.	Kerala	Ms Ramani M	Female
21.	Madhya Pradesh	Ms Shakila Sheproo	Female
22.	Madhya Pradesh	Ms Akeela Ansari	Female
23.	Madhya Pradesh	Ms Sonam Namdeo	Female
24.	Madhya Pradesh	Ms. Shiwani Dehariya	Female
25.	Odisha	Ms. Lopamudra Rout	Female
26.	Odisha	Ms Laxmipriya Mishra	Female
27.	Odisha	Ms Priyanka Jena	Female
28.	Odisha	Ms Prangya Paramitarath	Female
29.	Odisha	Ms Ranjita Beura	Female
30.	Punjab	Ms Lovepreet Kaur Saini	Female
31.	Punjab	Ms Anu Bala	Female
32.	Punjab	Ms Jivan Jyoti	Female
33.	Punjab	Ms Priyanka Thomas	Female
34.	Punjab	Ms Daljit Kaur	Female
35.	Telangana	Ms Allipurapu Sruthi	Female
36.	Telangana	Ms Bachalakuri Padmaja Rani	Female
37.	Telangana	Ms.Kavuluri Revathi	Female
38.	Telangana	Ms K.Mariamamma	Female
39.	Telangana	Ms Supriya Vijetha.M.	Female
40.	Uttarakhand	Mrs. Arti Kaparwan	Female

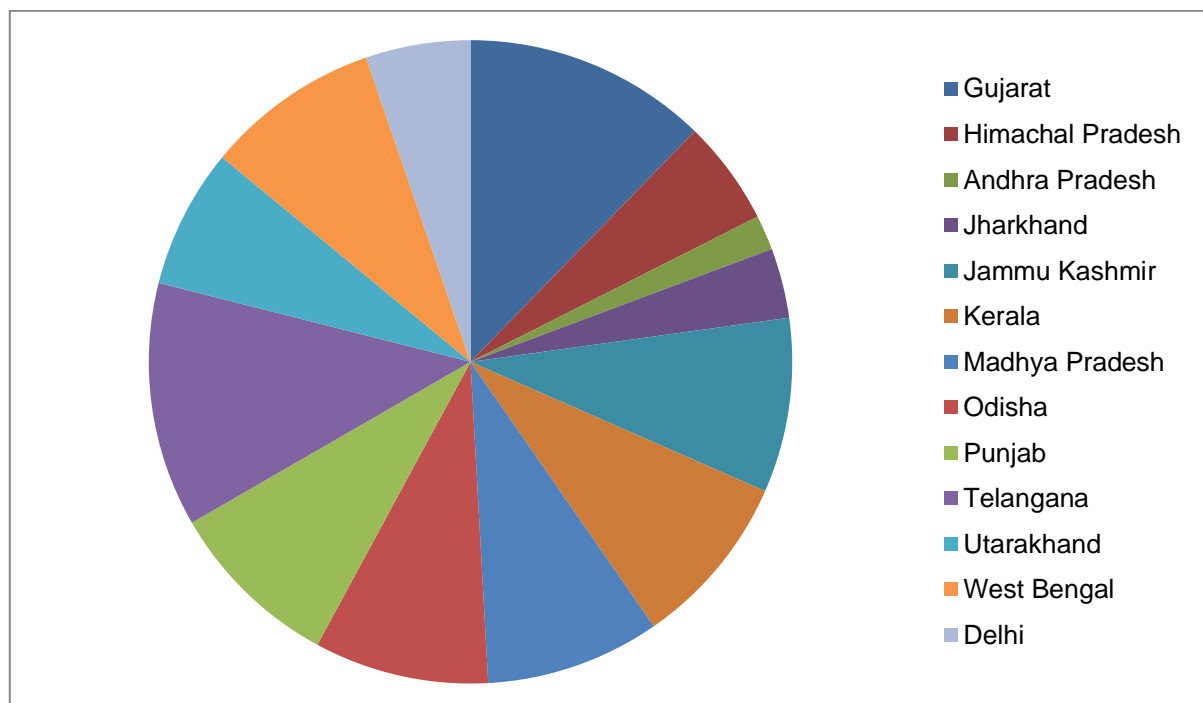
41.	Uttarakhand	Ms. Somiya Gill	Female
42.	Uttarakhand	Ms. Reshma	Female
43.	Uttarakhand	Ms. Vandana Thakur	Female
44.	West Bengal	Ms Tanusri bakshi	Female
45.	West Bengal	Ms Nilima Barman	Female
46.	West Bengal	Ms Rita Rani Ghosh	Female
47.	West Bengal	Ms Mummun Mandal	Female
48.	West Bengal	Ms Annapurna das	Female

Gender Wise Participation



Geographical Distribution of the participants: -

Geographical Distribution of Participants		
Sl.No	Name of the State	No. of Participants
1.	Gujarat	7
2.	Himachal Pradesh	3
3.	Andhra Pradesh	1
4.	Jharkhand	2
5.	Jammu Kashmir	5
6.	Kerala	5
7.	Madhya Pradesh	5
8.	Odisha	5
9.	Punjab	5
10.	Telangana	7
11.	Uttarakhand	4
12.	West Bengal	5
13.	Delhi	3
Grand Total		57



Annexure 1 : TRAINING AGENDA

Day1-20 th March 2023		
Time	Topic	Resource Person
08:45AM-09:00AM	Registration	Dr Pavitra/ Ms Sowjanya/ Ms Tripti/ Ms Indu Suryavanshi
09:00AM - 09:30AM	Pre-training Evaluation	QPS Team
INAUGURAL SESSION		
09:30AM - 09:40AM	Welcome Address	Dr J.N. Srivastava Advisor – QPS
09:40AM- 09:45AM	Lamp Lighting	
09:45AM-09:55AM	Address by Guest of Honour	Brig. Sanjay Baweja PAO-NHSRC
09:55AM-10:10AM	Address by Chief Guest	Dr Neha Garg, Director, NHM
10:10AM – 10:35AM	Introduction of Participants	
10:35AM-10:40AM	Vote of Thanks	Dr Deepika Sharma Lead Consultant - QPS
10:40AM-11:10PM	Group Photograph followed by tea	
11:10AM-12:00PM	Overview of Quality in Public Health System	Dr J.N. Srivastava Advisor – QPS
12:00 PM -01:15PM	Introduction to National Quality Assurance Standards	Dr Deepika Sharma Lead Consultant - QPS
01:15PM-02:00PM	Lunch	
02:00PM-03:00PM	Measurement Systems under National Quality Assurance Standards	Ms Vinny Arora Senior Consultant – QPS (CU)
03:00 PM-03:15PM	Brief about Exercises	Dr Deepika Sharma Lead Consultant - QPS
03:15 PM-4:30 PM	Exercise on Intent of Area of Concern	Moderators 1-8
04:30PM-04:45PM	Tea Break	
04:45PM-05:30PM	Exercise on Measurement System	Moderators 1-8

Day2-21 st March 2023		
Time	Topic	ResourcePerson
09:00AM-09:15AM	Recap	Dr Arpita Agrawal, Consultant-QPS
09:15AM-10:00AM	Area of Concern A – Service Provision Under NQAS	Dr. Arpita Agrawal Consultant - QPS
10:00AM-11:00AM	Area of Concern – B Patient Rights Under NQAS	Dr. Abhay Dahiya Consultant – QPS
11:00AM-11:15AM	Tea Break	
11:15AM-12:15PM	Area of Concern C– Inputs Under NQAS	Dr Annapoorna K N Consultant-QPS
12:15PM – 01:15PM	Area of Concern D – Support Services under NQAS	Mr Ranjith Menon Health Services QA Specialist
01:15PM-02:00PM	Lunch	
02:00PM-03:00PM	Exercise on Area of Concern A & Its discussion	Moderators 1-8
03:00PM-04:00PM	Exercise on Area of Concern B	Moderators 1-8
04:00PM-04:15PM	Tea Break	
04:15PM-04:45PM	Exercise on Area of Concern C	Moderators 1-8
04:45PM – 05:30PM	Exercise on Area of Concern D	Moderators 1-8

Day3- 22 nd March 2023		
Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Chinmayee Swain Senior Consultant- QPS
09:15 AM-10:15 AM	Area of Concern E: General Clinical Services	Dr. Arpita Agrawal
10:15AM-11:00AM	Area of Concern E: Specific Clinical Services III***	Dr. J N Srivastava Advisor QPS
11: 00 AM-11:15 AM	Tea Break	
11:15 AM-12:15 PM	Area of Concern E: Specific Clinical Services -I*	Dr Rohini Kumar Public Health Expert, External Faculty
12:15 PM-01:00 PM	Area of Concern E: Specific Clinical Services - II**	Dr Rohini Kumar Public Health Expert, External Faculty
01:00 PM-01:45PM	Lunch	
01:45 PM-02:45 PM	Area of Concern F: Infection Prevention under NQAS	Dr Chinmayee Swain Senior Consultant- QPS
02:45 PM – 04:00 PM	Area of Concern G: Quality Management System- I	Dr Deepika Sharma Lead Consultant- QPS
04:00 PM-04:15 PM	Tea Break	
04:15PM – 05:30PM	Exercise on Area of Concern E Primary & Secondary Care Service	Moderators 1-8
*-Antenatal, Intranatal and Post-natal Care (Maternal Health Services) ***- Newborn, child health, Family Planning and Adolescent Health ****- Intensive Care, A&E, Diagnostics, Blood bank, Anaesthesia, Surgical & End of life care		

Day 4 – 23rd March 2023

Time	Topic	Resource Person
09:00AM-09:15AM	Recap	Dr Annapoorna Consultant- QPS
09:15AM-10:15AM	Area of Concern G: Quality Management System -II	Dr Deepika Sharma Lead Consultant - QPS
10:15AM-11:15AM	Area of Concern H: Outcome Indicators under NQAS	Dr Naveen Kumar Consultant-(QPS)
11:15AM-11:30AM	Tea Break	
11:30AM-12:30PM	Overview of National Health Programs under NQAS (E23)	Dr Utsuk Dutta Consultant, NIHF
12:30 PM – 1:30 PM	Key interventions at Health and Wellness Centers	Dr. M.A. Balasubramanya Advisor-CP-CHC
01:30 PM-02:15PM	Lunch	
02:15PM- 03:15 PM	Ethical issues in Assessment of Health Facilities	Ms Vinny Arora Senior Consultant-CU(QPS)
03:15 PM – 04:00PM	Key Components of Report Writing with exercise	Mr Gulam Rafey Consultant CU(QPS)
04:00 PM – 04:15 PM	Tea Break	
04:15 PM- 05:00 PM	IT Initiative under NQAS	CDAC Team/Anand Jr Consultant - QPS
05: 00 PM-05:15PM	Briefing about the field visit & Groupwork	Dr Abhay Dahiya Consultant- QPS
05:15PM – 05:30PM	Role Play	QPS Team

Day5 – 24 th March 2023		
Time	Topic	Resource Person
09:00AM-01:00PM	FieldVisit	QPSTeam
01:00PM-02:00PM	Lunch	
02:00PM-03:30PM	Scoring, Analysis and ReportWrit- ingoftheFieldVisit	QPSTeam
03:30PM-04:15PM	Presentation & Discussionon Field Visit	QPSTeam
04:15PM-04:30PM	Tea Break	
04:30PM-05:45PM	Presentation & Discussion on Field Visit	QPSTeam

Day6 – 25 th March 2023		
Time	Topic	Resource Person
09:00AM-10:00AM	Revision	Dr. Deepika Sharma Lead Consultant - QPS
10:00AM-10:30AM	Tea Break	
10:30AM-01:00PM	Post Training Evaluation	
01:00PM-01:30PM	Valedictory/Feedback	
01:30PMonwards	Lunch	

Annexure II : NAME OF PARTICIPANTS

S.No	Name	State	Email ID	Mobile Number
1	Pasala Jyoti	Andhra Pradesh	jyothipicn@gmail.com	7028926585
2	Harsh D Goswami	Gujarat	harshgoswami2010@gmail.com	9428765267
3	Yamini P Sutariya	Gujarat	yumsmodi14983@gmail.com	9998717783
4	Sunil Modi	Gujarat	tutorscm2312@gmail.com	9426671806
5	Patel Asha Narayanbhai	Gujarat	ashapatel.17@gmail.com	9979094073
6	Mr.Anilkumar Himatlal Mandalia	Gujarat	anil_rajju@yahoo.co.in	9898535498
7	Laxman K Charan	Gujarat	lkcharan00789@gmail.com	9725279794
8	Neelam Sharma	HP	neelam.jishu@gmail.com	9418922142
9	Smt. Sarita Devi	HP	zonalhospitalmandi1@gmail.com	8219720722
10	Meena Chandel	HP	rkchandel24@gmail.com	7018585782
11	MRS. JOSELY JOHN	Jharkhand	joselyrajo@gmail.com	9523361762
12	MS. PRITY SANGEETA BARA	Jharkhand	Prity03.bara@gmail.com	8340755984/7209900000
13	Ms. Basant Kour	JK	basantkour19@gmail.com	8825080552
14	Monika Devi	JK	monikaryal98@gmail.com	7006348340
15	Isha Sharma	JK	isharesearch1990@gmail.com	7889632575
16	Ms. Vijay Rekha	JK	vijayrekhaib@gmail.com	9419302708
17	Gurjeet Kour	JK	gurjeetkour046@gmail.com	9419905747
18	Ashly Ananda C S	Kerala	Ashlybabau254@gmail.com	9495110317
19	George Emmanuel	Kerala	georgepeethan@gmail.com	9911058968
20	Smitha Baker	Kerala	Smithabaker1977@gmail.com	9544037261
21	Sheeja L	Kerala	sheejanath@gmail.com	9400459095
22	Ramani M	Kerala	ramaniullas@gmail.com	9495139893
23	Mr. Pratik Modi	MP	pratik87modi@gmail.com	9839868855 / 9033552463
24	SHAKILA SHEPROO	MP	shakilaa2016@gmail.com	83190444015
25	AKEELA ANSARI	MP	akeelaansari6@gmail.com	7772959455
26	Ms Sonam Namdeo	MP	sonam.pooj87@gmail.com	7389787935
27	Mrs. SHIWANI DEHARIYA	MP	Shiwanidehariya1988@gmail.com	9424962307 7000858164
28	Ms. Lopamudra Rout	Odisha	routlopamudra83@gmail.com	9338809628
29	Ms Laxmipriya Mishra	Odisha	laxmipriyamisghra1982@gmail.com	9776645910
30	Ms Priyanka Jena	Odisha	priyanka.jyoti78@gmail.com	8763173668
31	Ms Prangya Par-amitarath	Odisha	pkprangya@gmail.com	9776960316
32	Ms Ranjita Beura	Odisha	beuraranjita@gmail.com	9861303963
33	Lovepreet Kaur Saini	Punjab	Lovepreetkoursaini@ymail.com	9417895916

34	Anu Bala	Punjab	anu.sunny087@gmail.com	9855396984
35	Jivan Jyoti	Punjab	amjotpaul14@gmail.com	9646464376
36	Priyanka Thomas	Punjab	abhishiktkhokhar@gmail.com	9780967388
37	Daljit Kaur	Punjab	daljit_j@yahoo.in	9781511452.00
38	Allipurapu Sruthi	Telangana	sssruthi95@gmail.com	9951765574
39	Bachalakuri Padmaja Rani	Telangana	padmajaranibachalakuri@gmail.com	9505710636
40	Mr G Narendra Rajan	Telangana	rajanmed009@gmail.com	8555923655 9618417927
41	Ms.Kavuluri Revathi	Telangana	rrr.hyd11@gmail.com	6305558196
42	K.Mariamamma	Telangana	mariaanjelena25@gmail.com	95426 71696
43	Ms Supriya Vijetha.M.	Telangana	supriya_Mythri2000@yahoo.com	9701799748
44	Suresh batchu	Telangana	sureshnaren04@gmail.com	9393677688 7569906011
45	Mrs. Arti Kaparwan	UK	nmtiarti@gmail.com	9411156606
46	Mrs. Somiya Gill	UK	soniabaghari.21@gmail.com	7017454301
47	Mrs. Reshma	UK	Reshmaali1402@gmail.com	9759202073
48	Mrs. Vandana Thakur	UK	vandana31thakur@gmail.com	7060912102
49	Tanusri bakshi	West Bengal	tanbakshigmail.com	9832831595/8972187683
50	Nilima Barman	West Bengal	Nilimabarman2000@gmail.com	7864055031/9832531467
51	Rita Rani Ghosh	West Bengal	rita.andul71@gmail.com	9474498539
52	Mummun Mandal	West Bengal	munmunmandal92@gmail.com	9614423247
53	Annapurna das	West Bengal	dasarnapurna2020@gmail.com	9476149938
54	Deepti Bhatt	Non Govt	deeptibhatt13@gmail.com	8376050463
55	Mrs. Suman Kashyap	Non Govt	sumankashyap13@gmail.com	9818052531
56	Moj M Meghrajia	Non Govt	moizmeg@gmail.com	9898878556
57	Neelam Siddiqui	Non Govt	neelamsiddiqui@gmail.com	9711132876

Annexure III : NAME OF PARTICIPANTS FOR RE-EXAMINATION

S.NO	STATE	NAME OF PARTICIPANT	GENDER
1	Gujarat	Dr Dharmesh V Parikh	Male
2	Telangana	T Jyotsana	Female
3	Jharkhand	Atindra Upadhyay	Male

Annexure IV : LIST OF QUALIFIED PARTICIPANTS

S.No	State	Name of Participants
1.	Punjab	Jivan Jyoti
2.	Kerala	Smitha Baker
3.	MP	Ms Sonam Namdeo
4.	Punjab	Priyanka Thomas
5.	MP	Mr. Pratik Modi
6.	Punjab	Lovepreet Kaur Saini
7.	Punjab	Anu Bala
8.	Punjab	Daljit Kaur
9.	Telangana	Allipurapu Sruthi
10.	Odisha	Ms. Lopamudra Rout
11.	Kerala	Sheeja L
12.	Andhra Pradesh	Mrs.Pasala Jyothi
13.	Telangana	Suresh batchu
14.	West Bengal	Tanusri bakshi
15.	Kerala	George Emmanuel
16.	Delhi	Deepti Bhatt
17.	Kerala	Ramani M
18.	Odisha	Ms Laxmipriya Mishra
19.	Gujarat	Patel Asha Narayanbhai
20.	UK	Mrs. Arti Kaparwan
21.	UK	Mrs. Reshma
22.	Telangana	Mr G Narendra Rajan
23.	Jharkhand	MS. PRITY SANGEETA BARA
24.	Telangana	Ms Supriya Vijetha.M.

25.	West Bengal	Mummun Mandal
26.	Gujarat	Mr.Anilkumar Himatlal Mandalia
27.	Telangana	K.Mariamamma
28.	Odisha	Ms Prangya Paramitarath
29.	MP	SHAKILA SHEPROO
30.	Gujarat	Harsh D Goswami
31.	West Bengal	Rita Rani Ghosh
32.	Delhi	Mrs Suman Kashyap
33.	JK	Isha Sharma
34.	Telangana	Ms.Kavuluri Revathi
35.	Gujarat	Laxman K Charan
36.	Delhi	Neelam Siddiqui
37.	MP	AKEELA ANSARI
38.	Jharkhand	MRS. JOSELY JOHN
39.	Odisha	Ms Priyanka Jena
40.	Odisha	Ms Ranjita Beura
41.	UK	Mrs. Vandana Thakur
42.	Telangana	Bachalakuri Padmaja Rani
43.	MP	Mrs. SHIWANI DEHARIYA
44.	HP	Smt. Sarita Devi
45.	HP	Neelam Sharma