

## 2. Quality Council of India – Governance

The Quality Council of India (QCI) has announced a comprehensive set of next-generation quality reforms aimed at strengthening India's quality ecosystem in line with Viksit Bharat 2047

### System-wide Institutional Reforms in India's Quality Ecosystem

Introduction of a single, paperless, modular accreditation platform to replace multiple fragmented portals operated by different accreditation boards. Enables end-to-end digital workflows covering application, assessment, compliance, grievance redressal, and renewal. Marks a paradigm shift from inspection-based regulation to trust-based governance, aligning with Ease of Doing Business and Minimum Government–Maximum Governance principles. Focuses on simplification, transparency, digitalisation, and reduction in compliance burden, particularly for MSMEs, healthcare institutions, and laboratories.

Quality Setu launched as a secure, ticket-based digital grievance redressal system ensuring time-bound resolution, accountability, and audit trails. Expansion of the assessor pool, including trained young professionals and domain experts, to address assessor shortages and improve last-mile institutional reach, especially in aspirational and remote districts.

### Q Mark – Desh ka Haq (Citizen-Centric Quality Assurance)

Introduction of a QR-coded Mark of Quality for accredited laboratories, hospitals, MSMEs, and service providers. Allows citizens to scan and verify real-time accreditation status, scope, validity, and compliance history. Enhances public awareness, transparency, and informed consumer choice in healthcare, testing, and certified products. Acts as a deterrent against fake certificates, forged accreditation claims, and sub-standard service delivery. Strengthens trust in Indian certification systems, supporting both domestic consumer protection and global credibility.

### MSME & Industry-Focused Quality Reforms

Launch of structured mentorship programmes for Tier-2 and Tier-3 suppliers to help them achieve ZED (Zero Defect Zero Effect) and Lean Manufacturing certification. Capacity-building of 1 lakh MSMEs and Self-Help Groups (SHGs) under the One District One Product (ODOP) framework. Training covers quality standards, packaging innovation, branding, traceability, and export-readiness.

Introduction of a Shop Floor Best Practices Playbook, codifying global quality benchmarks, productivity tools, and process optimisation techniques. Reduction in ZED and Lean certification fees to improve affordability, encourage voluntary adoption, and democratise access to quality frameworks. Supports India's transition from cost-based competitiveness to quality- and reliability-based competitiveness in global value chains.

### NABL Reforms – Strengthening the Testing & Calibration Ecosystem

Objective to position India as the "testing capital of the world", supporting pharmaceuticals, medical devices, electronics, defence, and emerging technologies. Introduction of a model scope for medical testing laboratories to ensure national uniformity, reduce ambiguity, and enhance patient safety. Targeted training of 5,000 laboratory personnel by 2026, focusing on quality management systems, technical competence, and global standards. 48-hour approval mechanism for authorised signatories through self-declaration, significantly reducing procedural delays. Enhances India's preparedness for regulatory exports, conformity assessment, and international mutual recognition agreements (MRAs).

### NABH Reforms – Healthcare Quality & Patient Safety

Reorientation of accreditation standards with patient safety as the central organizing principle. Launch of the MITRA Programme, providing empanelled mentors to guide hospitals—especially in small towns and rural areas—through accreditation processes. Relaxation of eligibility norms—hospitals with as low as 20% bed occupancy can now apply, expanding access for smaller facilities. Shift from blanket punitive penalties to graded penalties, coupled with corrective guidance and handholding. Introduction of Gunvatta Pathshala, a role-based skilling platform for doctors, nurses, paramedics, and technicians. Deployment of AI-assisted desktop surveillance for consistently performing hospitals, reducing physical

inspections and compliance fatigue.

## NABCB Reforms – Certification Bodies & Global Trade Facilitation

Strengthening of accredited certification for indigenously manufactured products, supporting Make in India and Atmanirbhar Bharat objectives. Launch of a Quality Passport, enabling faster acceptance of Indian-certified products in global markets. Fast-track accreditation processes for new-age and strategic sectors such as drones, cybersecurity, AI systems, and digital infrastructure. Facilitates smoother integration of Indian firms into global supply chains, reducing technical barriers to trade.

## Quality Council of India (QCI)

### Institutional Profile

1. **Nature**– Autonomous, non-profit organisation registered under the Societies Registration Act, 1860.
2. **Establishment**– Founded in 1997 as India's national accreditation body through a Public-Private Partnership (PPP) model.
3. **Nodal Ministry**– Operates under the administrative control of the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry.

**Purpose and Mission**– To establish, operate, and promote a robust national accreditation structure across social, industrial, and economic sectors. To embed quality culture, standardisation, conformity assessment, and continuous improvement in Indian institutions. To enhance global acceptability of Indian products and services through credible accreditation and certification mechanisms.

### Accreditation Boards under QCI

1. NABCB – Accreditation of certification and inspection bodies, supporting global trade and product conformity.
2. NABL – Accreditation of testing and calibration laboratories, critical for science, industry, and healthcare.
3. NABH – Accreditation of hospitals and healthcare providers, focusing on patient safety and service quality.
4. NABET – Accreditation of education, training, and capacity-building institutions.
5. NBQP – Promotion of quality tools, awareness campaigns, and best practices across sectors.

**Source**– <https://www.newsonair.gov.in/quality-council-of-india-announces-next-generation-quality-reforms-on-eve-of-sushasan-divas/>