

RATING OF URBAN LOCAL BODIES FOR GARBAGE FREE CITY

History of the organization:

IQVIA was founded in the year 1954 . Headquartered at Danbury , CT,USA . Global Revenue of \$12Bn , as listed by NYSE listed. The Key Global Health offerings of IQVIA are Research and Analytics , Policy , Planning and programme implementation , Monitoring & Evaluation , Digital Health and innovation , Market dynamics & supply chain. It is the result of 2006 merger Quintiles + IMS Health. Quintiles is a leading global contract research organization. IMS health is a leading healthcare & Analytic provider.

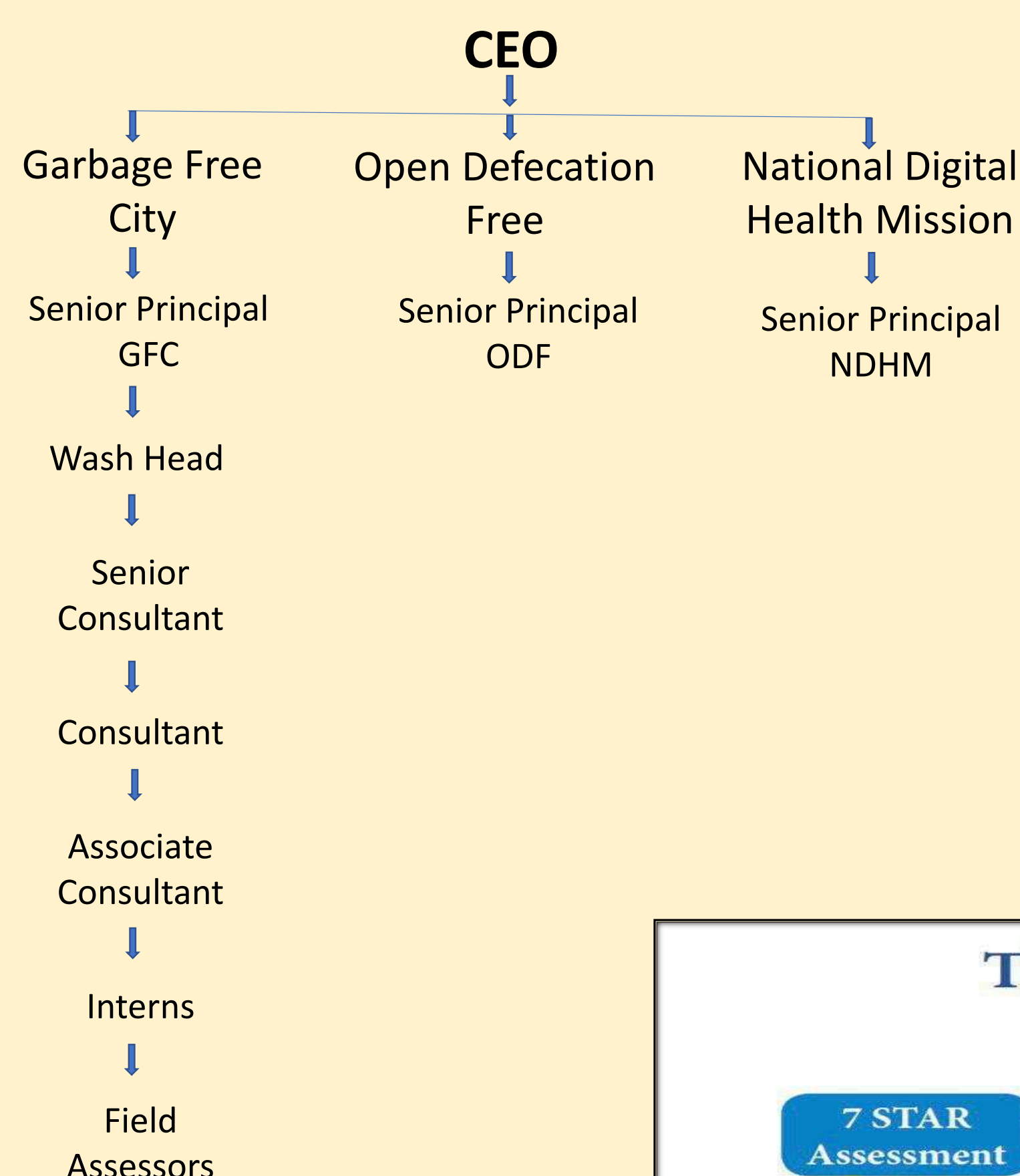
Mission:

To help create a healthier world by bringing together advances in Data Science , Technology & Healthcare expertise to help customer make better decisions and ultimately improve patient outcomes.

Vision:

To deliver integrated information and technology solutions to drive healthcare forward.

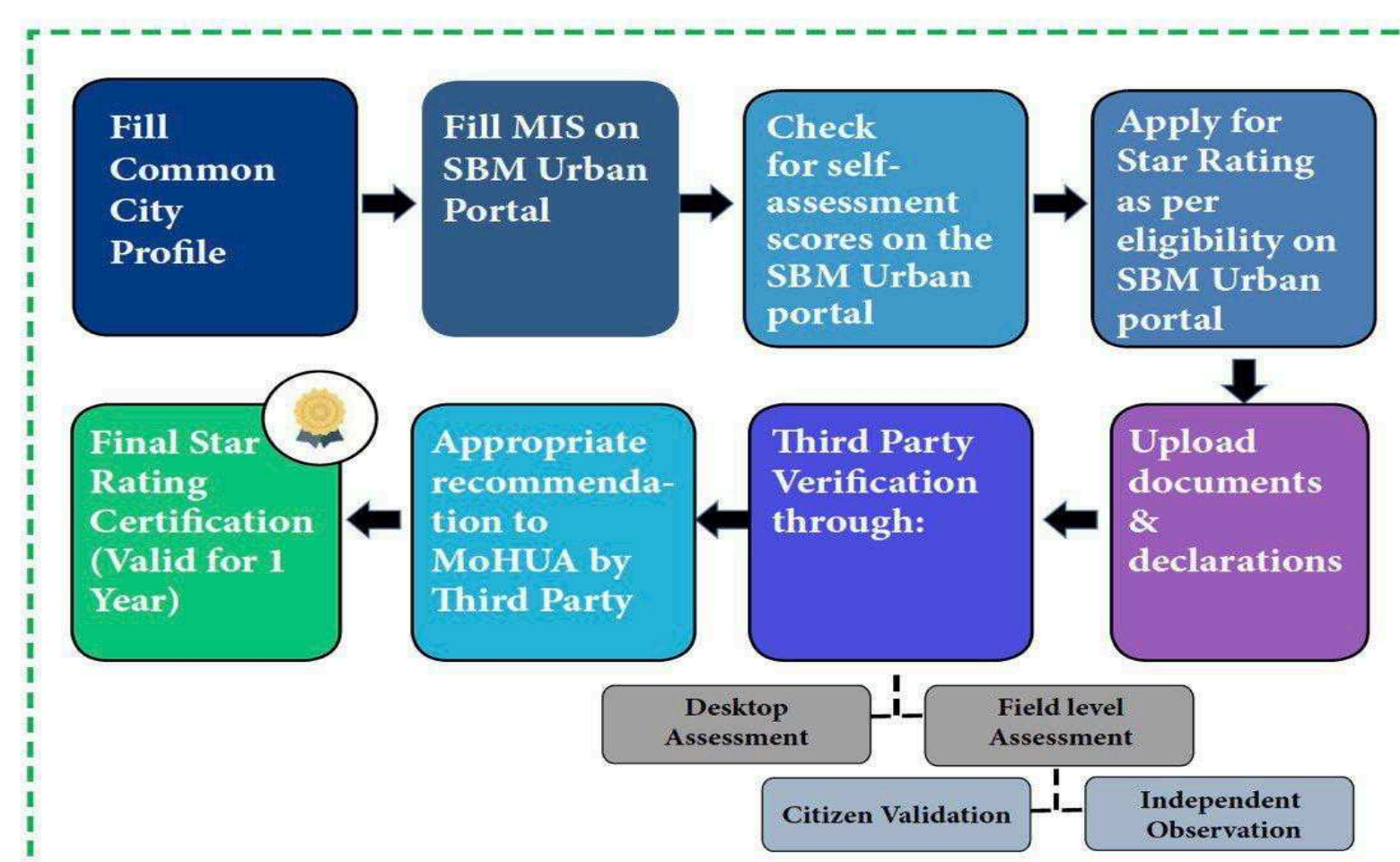
ORGANIZATION STRUCTURE



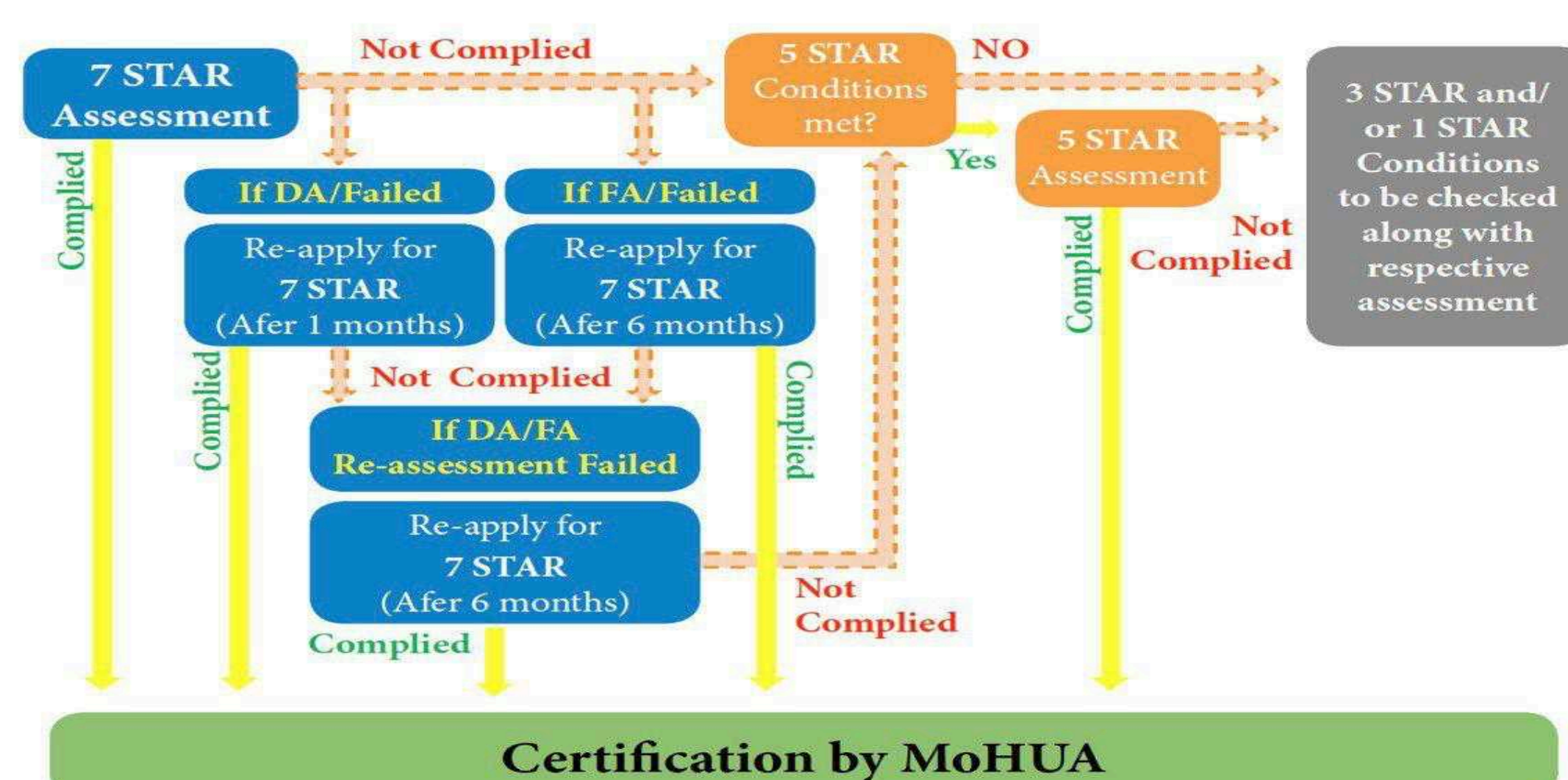
Garbage Free City-

It ensures holistic evaluation across entire SBM Chain. There are 24 components on the basis of which the Urban Local Bodies are being evaluated . The components are – door to door garbage collection, source segregation, sweeping +litter twin bins, processing of bulk waste generator, C&D waste collection, waste processing capacity-wet waste and dry waste, dumpsite remediation, plastic ban, city beautification, scientific landfill, processing of domestic and hazardous waste etc. First the ULB's upload the relevant documents ,then in the Data Analytics process those are checked and in the Quality check process field assessors are being sent to those ULB's to verify the documents sent by them.

Star Rating Process Flow for ULBs



Third Party Assessment - Example



Scoring matrix (Revised)

Matrix- Star Rating Protocol for Garbage Free Cities			
Star Rating	Maximum Score	Minimum Score	Corresponding SS 2022 Score
1 Star	5,200	2,400	400
3 Star	5,200	3,600	600
5 Star	7,500	6,300	1,050
7 Star	7,500	7,500	1,250

- 6 marks in Star Rating Protocol = 1 Mark in Swachh Survekshan:
- 1 Star: 2400 Marks in Star Rating = 400 Marks in SS
- 3 Star: 3600 Marks in Star Rating = 600 Marks in SS
- 5 Star: 6300 Marks in Star Rating = 1050 Marks in SS
- 7 Star: 7500 Marks in Star Rating = 1250 Marks in SS

SWOT ANALYSIS

- Elimination of open defecation
- Eradication of manual scavenging .
- To effect behavioral change regarding healthy sanitation practices.
- Generate awareness about the sanitation and its linkage with the public health.
- Regular waste collection.
- Strong information & training programmes to promote waste management in the division.

STRENGTHS
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WEAKNESSES
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- Poor dumping management.
- Less focus on other aspects of sanitation i.e. the campaign mainly focuses on achieving GFC(Garbage free city) and ODF(Open defecation free) status.
- Hampering of privacy of employees by not providing separate sim cards while interacting with the field assessors.

OPPORTUNITIES
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THREATS
T

- Waste management through biogas/gobar gas plant/domestic biogas plants.
- Providing scientific and visual proof .

- Insufficient attention to promote environmental research.
- Increase in urban population.
- Global warming.

Brief Description :

IQVIA is acting as a third party assessment agency which is working with Ministry of Housing and Urban Affairs on SBM Project . The project is classified into two parts – GFC(Garbage Free City) & ODF (Open Defecation Free) . GFC is assessing the sanitation work in the country & ODF is known to be assessing the open defecation and urination practices in the country.

Learning and Value Addition:

- Time Management - completion of the ULB's within the given time period.
- Communication Skills- by establishing a good rapport with field assessors those who were working under me, providing them with the enough context about the work that they are assigned to do and also listening to the problems faced by them.
- Observation Skills- in the quality check department, by observing the documents and the pictures of that particular component uploaded by the ULB and then taking the final call.
- Multitasking- learnt both the Data Analytics and the Quality check work of the garbage free city project.
- Managing Data and Record – understanding the data from the documents provided by the ULB's ,then updating the data on the excel sheet and calculating the data and making the score card for the ULB.
- Team Management- managing the field assessors of multiple ULB's together at the same time .

Challenges faced During Internship :

- Language Barrier - Difficulty in communicating with the field assessors of different states.
- Difficulty and Confusion in learning about the department in the early internship days.
- External challenges – Travelling Distance from home to the work place and frequent re-location of the work place.
- Assessment of document regional language .

Use-fullness of Internship:

- Gained valuable work experience
- Experienced the edge in the Job market
- Explore a carrier path
- Developed and refined skills
- Gained confidence
- Networking

Difference between Practical Exposure and Theoretical Works :-

In theoretical work my learning experience was based on understanding the concept, reasoning, techniques and theory of the project . But during the practical exposure I utilized the concepts that I learnt in the theoretical work, provided me a hands on experience , helped me navigate through the working environment smoothly, got the exposure of Healthcare consultancy industry. It taught me to try new things apart from what had been assigned to me, helped me to develop new skills and also I became mindful of waste segregation in my day to day life.

Suggestion :

- keeping the opinions and suggestions of Interns and employees on priority and sticking to the mentioned working hours.
- Providing a separate sim card while interacting with the filed assessors.
- Provide more focus on other campaigns like National Digital Health Mission (NDHM).
- Establishment of proper training sessions for the field assessors.