



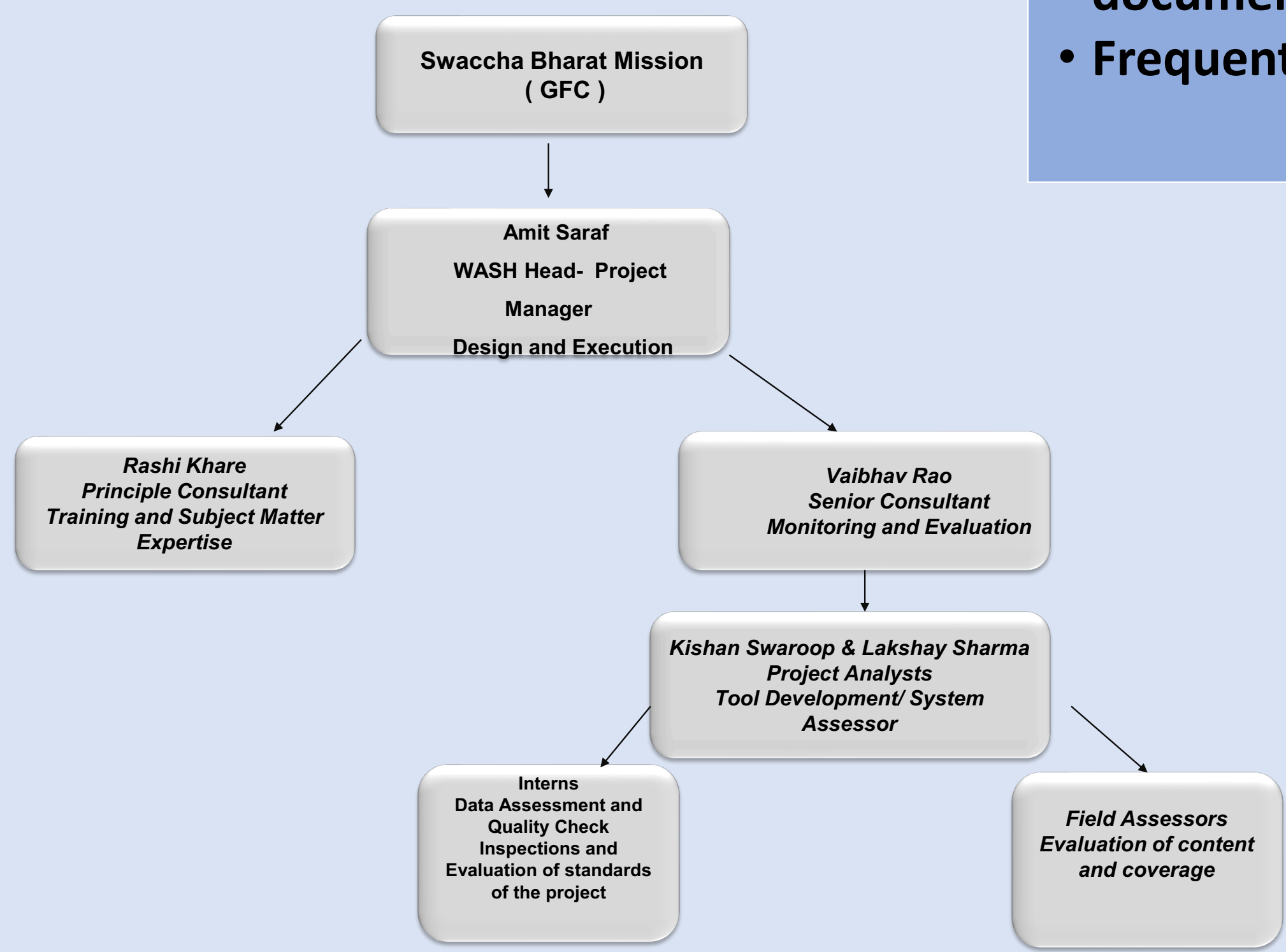
IQVIA is a leading global provider of **advanced analytics, technology solutions and clinical research services** to the life sciences industry, including services and solutions to global health sector. IQVIA creates intelligent connections to deliver powerful insights with speed and agility — **enabling customers to accelerate medical innovations that improve healthcare outcomes for patients**. With approximately **79,000 employees**

Mission

To help create a healthier world by accelerating innovations and making intelligent connections across the healthcare ecosystem to make exponential progress

Vision

A world where advances in data science and human ingenuity come together to provide creative solutions to improve human health



Health Care comprises of all the Professionals, Equipment , and Organizations whose primary goal is to provide preventive , curative, rehabilitative and palliative care to people.

It comprises of Hospitals, both public and private, medical devices, clinical trials, health insurance, telemedicine etc

The Public health care in India is based on a three tier system; Primary healthcare, Secondary healthcare and tertiary healthcare

Assessment of Urban Local Bodies for GFC Star Rating under Swachh Bharat Mission

University Mentor: SP Chattopadhyay Industry Mentor: Rashi Khare

Learning and Value addition	Difference between Practical exposure and theoretical work	
- Assessment of the of the urban local bodies for GFC(garbage free city) star ratings under Swachh Bharat mission - Networking - Better understanding of the organization culture	Practical exposure	Theoretical work
	- Hands-on experience - Ground level assessment of the project	- Guidelines - Protocols

There are several factors that make the Swachh Bharat mission a success, These are;

- Optimal provision for funds to sustain the project
- Autonomy to states to choose the strategy/technology for implementation of the project
- Close coordination between central and state level
- Technological advancements

However, it also has certain weaknesses, that provide the scope for further improvements, these are;

- Lack of Demand generation motivated by behavioural change
- poor management and maintenance
- Inadequate workforce
- Narrowed focus, neglecting holistic aspects of sanitation

Challenges faced during internship	Usefulness of internship
- Lack of accessibility - Limited exposure - Technical incompatibility - Language barrier leading to difficulty in verifying the documents - Frequent relocation	- Better understanding of implementation of an ongoing public health program - Assessment of the progress of the program

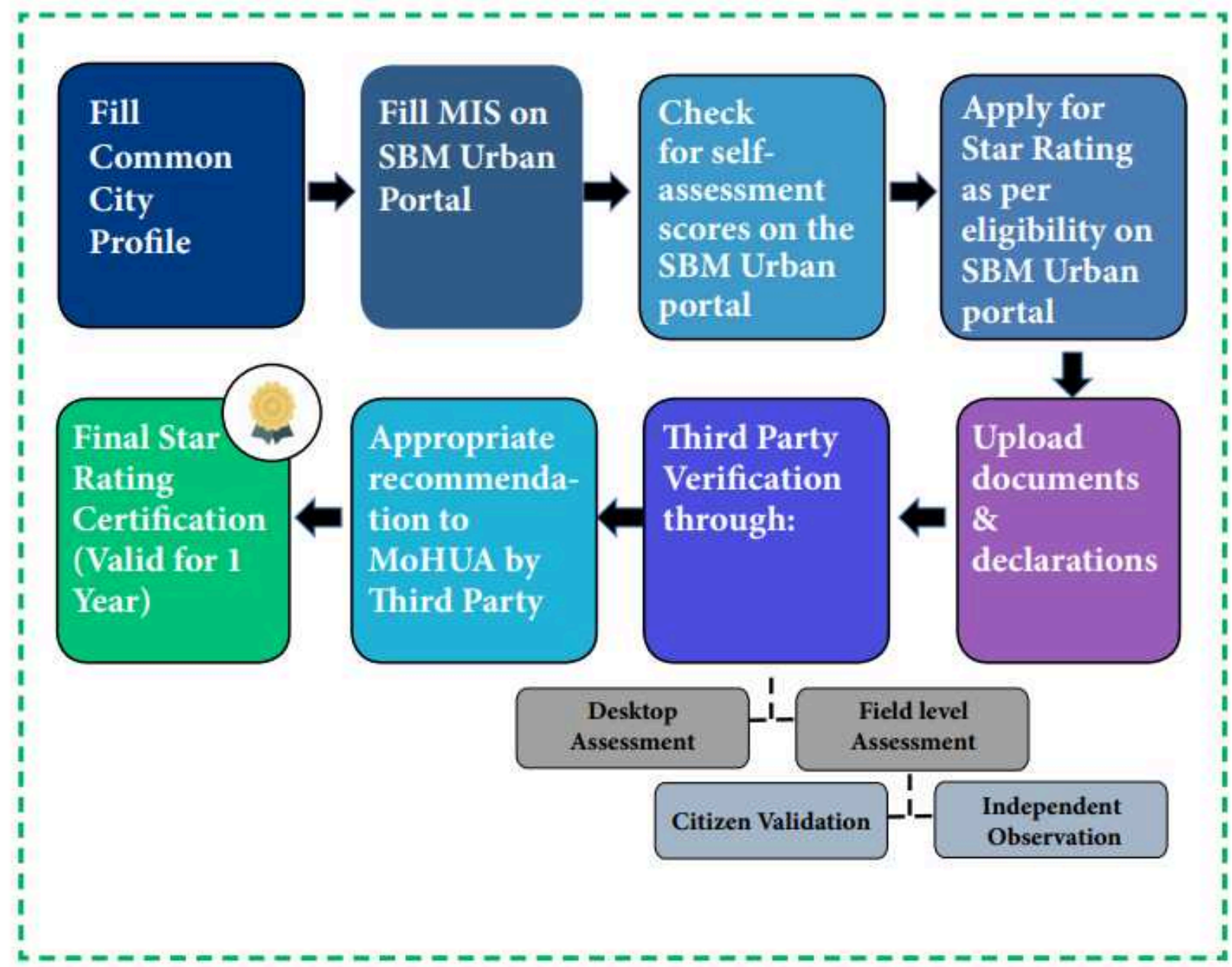


Phases of assessment for star rating:

Self Assessment	- The ULBs, that are eligible and fulfill the conditions for the star rating, carry out a self assessment by uploading the documents related to the components on the SBM Portal - The cities can apply for Star ratings 1, 3, 5 or 7 as per the eligibility
Declaration/Certification by State	Request by the ULBs to be communicated to MoHUA through the State Govt. request for third party verification.
Third Party Certification	MoHUA will take up independent verification and validation through a third party agency and will only recognize the MoHUA-TPA certified/ re-certified cities



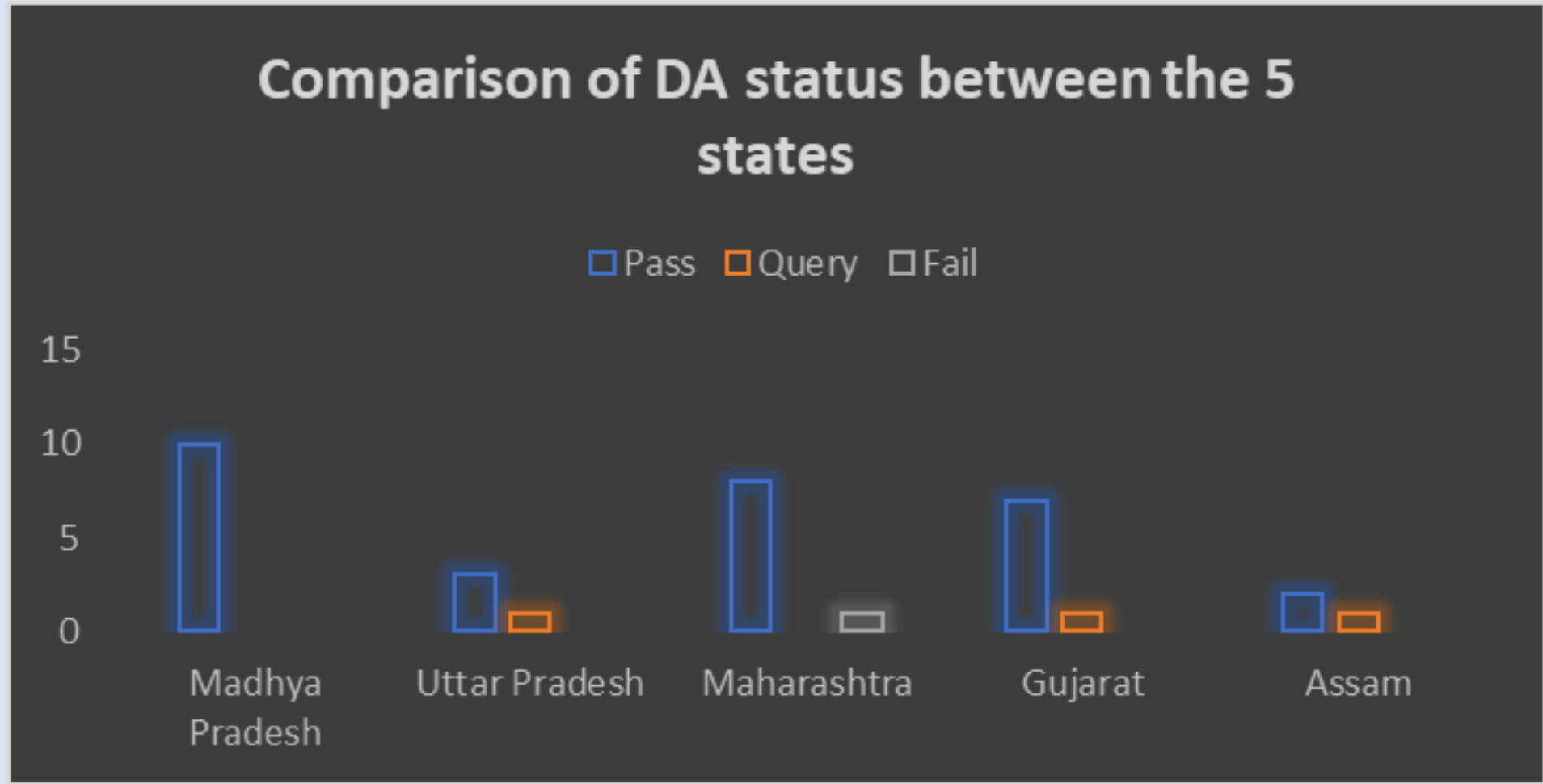
Star Rating Process Flow for ULBs



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

FINDINGS

- Madhya Pradesh performed the best, where all the ULBs of MP that were assigned to me had valid documents regarding the components mentioned above. They were all eligible to achieve the minimum star rating.
- Gujarat, Uttar Pradesh and Assam had similar results where some of the ULBs failed to achieve the minimum star rating due to the lack of correct documents.
- 94% of the ULBs had passed whereas the rate for queries and failure were both around 3%. This could be seen as an indication that the program was successful in bringing about a change in the present scenario of sanitation and hygiene among the states.



SUGGESTIONS

- The children are the future of any nation and incorporating the SBM project in the curriculum of the education can help in making the children fundamentally correct and responsible to contribute towards elevating the condition of sanitation in the country.
- Creating awareness at the grass root level by campaigning in the smallest and farthest of the towns and cities can also be beneficial.
- To be able to serve better to the community, it is important to know their expectations from the project. Hence a better citizen feedback is imperative

Submitted by: Dr RIYA RANJAN
Roll No: 1372
Stream: Hospital and Healthcare Management