



# **ANNUAL REPORT**

(For the year 2017 – 2018)

## **MISSION STATEMENT**

To be known as the leading NGO to promote and propagate the ideas and visions of Late Mr. D. L. Shah, Founder D. L. Shah Trust for Applied Science, Technology, Arts and Philosophy by introducing systems, methods, mechanisms and practices to better the over- all Quality of life in INDIA

## **TRUST OBJECTIVES**

- To promote research and other activities related to the preservation, protection and improvement of the ecology and environment.
- To promote and foster the movement of Quality consciousness & Quality awareness as regards products & services provided in India.
- To promote the development & use of environment friendly industry process and water management techniques.
- To promote research & development as to safety measures and practices followed in industrial concerns.
- To work towards the introduction of systems, methods, mechanisms and practices to the betterment of the over-all Quality of life in India.
- To make Quality of dealings & business ethics to inspire confidence and faith among all public.
- To make “Made in India” label synonymous with “Quality of Excellence”.

**The Trustees :-**

- **Mr. H. K. Taneja** -  
Former Chief Executive of ‘Indian Register of Shipping’.
- **Mr. Rohan P. Shah** –  
An eminent advocate, Sr. Partner of Economic Law Practice.
- **Mr. Gautam B. Doshi** –  
Group Managing Director of ‘Reliance Anil Dhirubhai Ambani’ Group.
- **Mr. S.M. Pathania** -  
Former Director-General of Police, Maharashtra State.
- **Mr. K.K. Nohria** –  
Former Chairman & MD of Crompton Greaves Ltd.

The Trust Corpus amount is derived from the estate of the late Mr. D. L. Shah.

*Website - [www.dlshahtrust.org](http://www.dlshahtrust.org)*

*Email – [dlshahtrust@yahoo.co.in](mailto:dlshahtrust@yahoo.co.in)*

## **1. QCI – D. L. Shah Quality Awards**

**Quality Council of India:** Quality Council of India (QCI) was set up jointly by the Government of India and the Indian Industry represented by the three premier industry associations i.e. Associated Chambers of Commerce and Industry of India (ASSOCHAM), Confederation of Indian Industry (CII) and Federation of Indian Chambers of Commerce and Industry (FICCI), to establish and operate national accreditation structure and promote quality through National Quality Campaign. QCI is registered as a non-profit society with its own Memorandum of Association. QCI is governed by a Council of 38 members with equal representations of government, industry and consumers. Chairman of QCI is appointed by the Government of India on recommendation of the industry.

The Department of Industrial Policy & Promotion, Ministry of Commerce & Industry, is the nodal ministry for QCI.

It functions through the executive boards in the specific areas i.e. Accreditation for

- a. Conformity Assessment Bodies,
- b. Healthcare Establishments
- c. Education & Vocational Training Providers.

The Boards are:-

1. Quality Council of India – QCI
2. National Accreditation Board of Education & Training (NABET)
3. National Accreditation Board for Hospitals (NABET)
4. National Board for Quality Promotion (NBQP)
5. National Accreditation Board for Testing and Calibration Tools (NABL)

### **Report on 11<sup>th</sup> cycle of QCI – D.L SHAH Quality Award – 2017**

#### **1. Introduction**

QCI had submitted a proposal for continuing support from D. L Shah Trust for the 11<sup>th</sup> cycle of QCI-D. L Shah Quality Award. The Trust approved the proposal and QCI completed all the activities pertaining to the Award. The Award was distributed during the 12<sup>th</sup> National Quality Conclave at New Delhi. A brief report of the Award is provided below.

#### **2. Online Application Process:-**

The application process for 11<sup>th</sup> cycle of the Award was put **online**. The Award Details, Guidelines for applying for awards, Application process, Reference material for preparing the case studies, past awardees list and their photographs were all again hosted on the website <http://qcin.org/nbqp/dsa/2016/>.

### 3. Terms and Conditions of the Award

The guideline terms & conditions of the 11<sup>th</sup> cycle Award remained same as that of previous cycle. The application fees were revised and these were:

- For Organizations belonging to Micro & Small Sector, NGOs, Education and Government Sector the application fees was ₹. 5000/- per project (inclusive of applicable tax).
- For Organizations belonging to Medium and Large Sector, the application fees was ₹. 10000/- per project (inclusive of applicable tax). The fees were to be paid online through the payment gateway.  
Also, a maximum of 3 projects can be submitted by any organization/unit/Head Office/Regional Office.
- This year “Certificate of Appreciation” was given on request.

### 4. Promotional Activities

A set of activities were conducted for promotion of the Award. These are as detailed below:-

#### 4.1 Awareness Workshops conducted by NBQP:-

S. No	Programme Name	Organized in association with	Date	Location
01	Awareness program on QCI- D L Shah Quality Award Scheme	Kumaun Garhwal Chamber Of Commerce & Industry, Kashipur Uttarakhand	May 16 &17, 2017	Rudrapur
02		Central Tool Room & Training Centre, Bhubaneswar, Odisha	May 16, 2017	Bhubneswar
03		Mahratta Chamber Of Commerce Industries & Agriculture, Pune, Maharashtra	May 17, 2017	Pune
04		Centre for Electronics Test Engineering, STQC Directorate, Hyderabad, Telangana	May 19, 2017	Hyderabad
05		IamSME of India, Faridabad, Haryana	May 20, 2017	Faridabad
06		Bhiwadi Manufacturers Association, Bhiwadi, Rajasthan	May 26, 2017	Bhiwadi

A total of about 300 participants attended the workshops.

#### 4.2 Promotion through print/electronic media

- QCI – D.L SHAH Quality Awards Promotional Ad released in Quality India Magazine Jan-Mar 2017 Issue.
- Release of Advertisement in newspaper  
8<sup>th</sup> April 2017 in Economic Times (in all Editions) Chennai, New Delhi, Bengaluru, Kolkata, Mumbai, Hyderabad, Lucknow, Chandigarh, Ahmedabad, Pune.

- Advertisements were also posted on the website of the respective boards namely NABCB, NABH, NABET, and NABL.
- Advertisement published in the journals of various Chambers and Associations as stated below :-

Organization Name	Journal Name
Cochin Chamber of Commerce and Industry	Chamber Voice
Utkal Chamber of Commerce & Industry	Bulletin
FICCI	Business Digest
PHD Chamber of Commerce and Industry	PHD Chamber Bulletin
National Institute of Quality and Reliability	National Institute of Quality and Reliability – Chennai
Institute of Directors	Director Today
Indore Management Association	Indore Manager- Commemorative Volume

4.3 Participation was also encouraged through digital media like Facebook and twitter in a periodic manner.

## 5. Processing of the Applications

The closing date for receipt of the application for the award was 30<sup>th</sup> May 2017. A total of 118 applications were received for the award.

These 118 projects under went different stages of assessment which are detailed below:-

### 5.1 Document Assessment

Document Evaluation was started some time before the closing date for the receipt of the QCI-D.L Shah Applications .It commenced from 12<sup>th</sup> June till 15<sup>th</sup> June and 27<sup>th</sup> June 2017.

#### 5.1.1 Finalization of the criteria for Evaluation

- **Criteria for Organizations having Financial Benefits:-**

Sr. No.	Criteria	Total Marks		
1.	Benefits to organizations	40		
	Financial benefits			
	Small Scale		Others	
	< 3 Lakhs		< 50 Lakhs	0
	3 and <5 Lakhs		50 and < 100 Lakhs	8
	5 and <10 Lakhs		100 and < 200 Lakhs	16
	10 and <15 Lakhs		200 and < 300 Lakhs	24
	15 and <20 Lakhs		300 and < 400 Lakhs	32
20 Lakhs & above	400 Lakhs & above	40		
2.	Impact of the project (customers/citizens/others like replicability etc.)	50		

3.	Diagnostic approach	20
4.	Methodology adopted	20
5.	Sustainability of the project	30
6.	Innovation in approach	40
	<b>Total</b>	<b>200</b>

- **Criteria for Organizations having Non - Financial Benefits:-**

Sr. No.	Criteria	Total Marks
1.	Tangible, intangible benefits	30
2.	Impact of the project (customers/citizens/others like replicability etc.)	60
3.	Diagnostic approach	20
4.	Methodology adopted	20
5.	Sustainability the project	30
6.	Innovation in approach	40
	<b>Total</b>	<b>200</b>

A total of 82 projects were shortlisted after document assessment for further evaluation through Project Presentation.

### **5.2 Presentation of the projects.**

Held for 7 days. On 13<sup>th</sup>, 14<sup>th</sup>, 17<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup>, 20<sup>th</sup>, 21<sup>st</sup> July 2017.

The main purpose of the Presentation was to seek clarifications on the following points: -

- Why and how the project was selected?
- What is the impact of the project: financial benefits, tangible/intangible benefits or socio economic and environmental benefits? (Depending upon the project)
- Diagnosis of the problem/issue stated in the project (highlight the analytical/statistical tools used).
- Methodology adopted for analyzing the problem.
- How was the solution addressing that problem arrived upon?
- How the solution was validated/verified
- Sustainability of the benefits achieved.
- Replication of the solution to other similar areas.
- Highlight the Innovation in approach.

The list of 82 shortlisted projects for presentations.

### **5.3 Onsite visit**

- After project presentation, a total of 48 projects were selected for site visit.
- The site visits commenced **from 14<sup>th</sup> August 2017 and was completed by 14<sup>th</sup> September 2017**
- The main purpose of the site visits was to conduct an assessment of the followings:

- ✓ Impact of the project, which included both financial & non-financial aspect of the project on organization, on stakeholders etc. (Verification of claims).
- ✓ The innovative aspect of the project (in arriving at solution).
- ✓ The robustness of approach (Planning, deploying, monitoring and sustaining)

Additionally, the following points were examined during the site visit

- ✓ What is the primary goal of the project- social/technical/financial/any others
- ✓ Data analysis & presentation of result are appropriately designed & statistically sound – data verified
- ✓ How is effectiveness of the program monitored
- ✓ What is the uniqueness of the project
- ✓ Leadership role in the organization
- ✓ Customer orientation
- Out of 48 projects, 2 projects were not visited. The clients of these companies had restriction on visits.
- A total of 46 projects were verified through site visits.
- The list of the projects that were verified through the site visit along with the assessor engaged is placed.
- 2 project (out of 48) that could not be visited are placed.

#### **5.4 Assessors who were engaged in the Evaluation process:-**

##### **5.4.1 Document Assessment**

- Dr A. K. Srivastava
- Mr. Arun Malik
- Mr.V. N Choudhary
- Mr. Ajay Kumar Sehgal
- Mr. Jitendra Mathur
- Mr Avik Mitra

##### **5.4.2 Presentations**

- Dr. A. K. Srivastava
- Mr. Arun Malik
- Mr. V. N Choudhary
- Mr. Ajay Kumar Sehgal
- Mr. Jitendra Mathur
- Mr. Sunil Messey
- Mr Avik Mitra
- Mr. C. K Biswas

##### **5.4.3 Site Visits**

- Dr. A. K. Srivastava
- Mr. Arun Malik

- Mr. V. N Choudhary
- Mr. Ajay Kumar Sehgal
- Mr. Jitendra Mathur
- Mr. Sunil Messey
- Mr Avik Mitra
- Mr. C. K Biswas

## 6 **Final Recommendation:**

The scoring of all the projects were tabulated based on their final marks obtained. The guidelines for various categories of Award were then decided, which is as stated below:-

<b>Cut-Off</b>	<b>Award Category</b>
160 and above points	Platinum Award
155 to 159	Gold Award
135 to 154	Silver Award

A total of 39 projects were recommended for different categories of the Award.

These recommendations along with remarks/justification were forwarded to DL Shah Trust for their review and final approval. After obtaining the approval, the recommendations were finalized. The list of 39 projects is placed.

The summary of final recommendations is as follows:

<b>Platinum Award</b>	:	9
<b>Gold Award</b>	:	14
<b>Silver Award</b>	:	16
<b>Total</b>	:	39

## 7 **Distribution of the Award**

### 7.1 **Platinum Award Distribution:-**

- The Platinum awards consisting of a Trophy and Certificate were distributed during the Inaugural Session on Day 1 (on 21<sup>st</sup> September 2017) of 12<sup>th</sup> National Quality Conclave, Le – Meriden, New Delhi.

Award distribution was done by dignitaries consisting of Shri Baijayant ‘Jay’ Panda, MP, Amitabh Kant, CEO, NITI Aayog, Mr. Ramesh Abhishek, Secretary, DIPP and Dr. R. P Singh, Secretary General.

### 7.2 **Gold & Silver Award Distribution:-**

The distribution was done on Day 2 (22<sup>nd</sup> September 2017) of the 12<sup>th</sup> NQC.

The Awards were given by Mr. Adil Zainubhai, Chairman QCI, Dr. R. P Singh, Secretary General, QCI, Dr A. K. Srivastava, Principal Advisor, QCI, Anupam Kaul, Head QMS, CII and Mr. C. K Biswas, CEO NBQP, Mr. Avik Mitra, Senior advisor, NBQP.



7.3 There was request from one company whose project (“**Wildcraft Rain Wear-Product Engineering -Enrichment Of Rain Solutions**”) had undergone site verification for Certificate of Merit. The Trust was informed about the request. The trust went through the request and decided for issuing a “Certification of Participation”. Accordingly, the same was given to the company.

### D L Shah Quality Award Winners 11<sup>th</sup> Cycle

List of D L Shah Quality Award Winners For the year 2017 12 <sup>th</sup> National Quality Conclave			
S. N	COMPANY	PROJECT NAME	CATEGORY
<b>PLATINUM AWARD</b>			
1	Max Smart Super Specialty Hospital	Chasing Zero Vap Quality Improvement Initiative To Prevent Ventilator Associated Pneumonia In Intensive Care Units	Health Care
2	Structwel Designers And Consultants Pvt Ltd	Engineering Conservation Of Earthquake Affected Wagh Mandir A Stone Masonry Palace & Temple	Constructions
3	Tata Consultancy Services Ltd	Tata Consultancy Services Telecom Network Design Cycle Time Reduction	IT/ITes
4	Fortis Hospital Ludhiana	Catheter reprocessing system	Health Care
5	Institute of Aerospace Medicine IAF Bangalore	Beyond academics: 360 <sup>0</sup> training of post graduate Residents	Education
6	Public Health Foundation Of India	Skill Building Initiatives For Primary Care Physicians In Chronic Conditions	NPO
7	Beml Limited	Ensuring Zero Defect In Metro Coachprod Bogie Manufacturing By Business Process Reengineering	Public Sector
8	Maxop Engineering Company Private Limited	Process Optimization	Manufacturing – Large
9	Welspun - Bhuj	Case Study On Weld-ability Test	Manufacturing - Large
<b>GOLD AWARD</b>			
1	Aarogyasri Health Care Trust	Mobile App application	HealthCare
2	DS SPICECO PRIVATE LIMITED	Customer driven quality improvement through lean manufacturing approach	Manufacturing - Food
3	Max Super Specialty Hospital Saket	Project Tripti Customer Satisfaction To Customer Delight	HealthCare

4	Bharti Foundation	Quality Audit Applied to Benchmark School Performance	Education
5	NGA Human Resources	PARINATI - Redefining driving "Quality" in IT Service Management	IT/ITes
6	ICICI Bank Ltd.	Equipment based monitoring / control & Centralized NOC for CICI Bank Towers	Finance
7	Santokba Durlabhji Memorial Hospital Cum Medical Research Institute	Prayatna	NPO
8	National Industries	Productivity improvement through flow manufacturing	Manufacturing - Small
9	Seed Testing Laboratory Parbhni	Positive Impact on Laboratory Performance after Seeking ISO/IEC 17025:2005 Accreditation – Seed Testing Laboratory Parbhani A Case Study	Government
10	NTPC Vindhyachal	Apc optimization methodology during cyclic operation an innovative approach	Public Sector
11	ESCON TECH	Energy Efficiency Improvement Study in Chemical Industry through Energy Management	Manufacturing - Small
12	SAI International School	Unwind	Education
13	Bharat Aluminium Co. Ltd	Reduction in Specific Coal consumption from 746 Gramm/Kwh to 729 Gramm/Kwh by end of March-2017	Public Sector
14	Capgemini Technology Services India Limited	Capgemini Eoar Methodology In Action	IT/ITes
<b>SILVER AWARD</b>			
1	Fortis Escorts Hospital Jaipur	Integrating Patient care with Safety; Creating a perfect place to Heal- A holistic perspective	Health Care
2	Ashok Leyland Limited	Elimination Of Chances Of Cabin Falling While Transferring From Paint Shop To Trim Line	Manufacturing - Large
3	Godrej Precision Engineering	Productivity Improvement through Process Innovations in The Canister for Agni-V	Manufacturing - Large
4	Lupin Limited	Yield Improvement of a bulk drug product	Pharmaceuticals

5	Wipro Enterprises Pvt. Ltd.- Haridwar	Increasing the productivity of CSP plant from 118 TPD to 192 TPD	Manufacturing - Large
6	Keysight Technologies	Transformation – ECO TAT improvement	Manufacturing - Large
7	Marathon Group	Aiming for defect free product with faster construction	Innovation
8	Tata Motors Ltd	Enhance The Capabilities Of Suppliers Towards Sustainable Quality	Manufacturing - Large
9	HDFC Standard Life Insurance Company Ltd	Customer Value Management	Finance
10	Kauvery Hospital	Five S Journey Of Kauvery	Health Care
11	Wipro	Nan Reduction For Leading Us Based Healthcare Payer	IT/ITes
12	District Women Hospital Ghaziabad	Reducing The Turn Around Time In Outpatient Department And Pharmacy Services Using Six Sigma Methodology	Government
13	Fortis Hospitals Ltd.	Radio safe	Health Care
14	Bharat Heavy Electricals Limited, Bhopal	Development Of Steel Fixture For Drilling Of Tube Plate And Support Plate Of Nuclear Condenser	Public Sector
15	Shree Krishna Hospital, Karamsad, Gujarat	A Working Model of a Closed Critical Care Unit at a Rural Teaching Hospital in India	HealthCare
16	Jk Fenner India Limited	Best Manufacturing Strategies And Practices	Manufacturing

### **Announcement of the award**

The invitation for applications for the 12<sup>th</sup> cycle of QCI-D.L. Shah Quality Awards was announced during the month of February 2018. The announcements are made in national newspapers like Times of India on an all India basis. The announcements are also made on the QCI website. Last date for the application of the award is 1<sup>st</sup> May 2018.

An amount of ₹ 46,61,000/- (including GST @18%) was given towards Sponsorship for the Award to QCI on the 28<sup>th</sup> February 2018.

### **2. QCI- D. L. Shah Quality Champion Award**

D. L. Shah Trust has instituted Champion Awards on Quality in association with the Quality Council of India since 2017 known as the QCI-D.L. Shah Quality Champion Award.

There are 3 categories of the Award: Platinum, Gold and Silver.

Quality Champion Award aims to honour outstanding individuals who have demonstrated significant contribution in the field of quality (for example outstanding promotional activities, innovation in approach, promotion, effective application of quality tools etc.) in any sector.

An amount of ₹ **3,54,000/-** (including Service Tax @15%) was given towards Sponsorship for the Award to QCI on the 23.08.2017.

### **3. D. L. Shah Memorial Lecture organized by National Centre for Quality Management (NCQM).**

**NCQM** was established in 1985 by a group of eminent industrialists and professionals. It is a premier institution engaged in promoting quality culture in Indian economic sectors through services like training, education, publication, research and advisory services. NCQM is a not for profit organization supported by various categories of members.

An agreement between D. L. Shah Trust for Applied Science, Technology, Arts & Philosophy and National Centre for Quality Management (NCQM) was signed in Mumbai on 23<sup>rd</sup> September 2009. As per the terms and conditions of the agreement, D. L. Shah Trust **contributed ₹ 25,00,000/-** as a corpus fund. It was agreed that NCQM will undertake to organize the ‘D. L. Shah Memorial Lecture’ annually. The primary subject/topic of the lecture series would be related ‘Quality’.

The 9<sup>th</sup> Annual D. L. Shah Memorial lecture was held on 24<sup>th</sup> February 2018 at the Hall of Harmony, Nehru Centre, Worli, Mumbai, organized by NCQM. The Chief Guest and Speaker was Dr. Shrinivas Gondhalekar, Director, Kanzen Institute Asia-Pacific Pvt. Ltd.

B.Tech in Chemical Engineering from IIT, Mumbai  
Post Graduate from NITIE in Industrial Engineering  
PhD from IIT – Bombay in Industrial Engineering. Thesis title was “Kaizen for Productivity Improvement – An Experience Approach”  
Received training in Quality Management from AOTS (Association for Overseas Technical Scholarship) in Japan.  
Received training in “Management Consultancy for Productivity Improvement” from APO (Asian Productivity Organization) in Japan

Worked in Godrej Soaps Ltd. For 15 years as Plant Manager.  
Doing corporate training and consulting in the areas of quality and productivity improvement since 1995.

Developed a technique for diagnosing difficult quality problems using backward thinking. Named in Differential Diagnosis after its counterpart in the medical field. Used this technique to solve many difficult quality problems.

Written book, “Chronicles of a Quality Detective” describing real cases in easy to understand manner.

Currently Director, Kanzen Institute Asia-Pacific Pvt. Ltd.

Domestic clients include L&T Electrical Business Group, Cummins India Ltd., Associated Capsules Ltd., Eternis Ltd. (perfumery chemicals), Excel Industries (pesticides), KBS Jewels, and Lama Schachter Jewelry Pvt. Ltd.

International clients comprise – Pyrotek Inc., and Mattel Inc. (6 billion US dollar company). Authorized consultants to Mattel’s factories in China, Indonesia, Malaysia, Thailand. Mattel has introduced the Differential Diagnosis approach in their day to day problem solving. Typically each factory has over a thousand employees in each shift round the clock.

Used Differential Diagnosis approach to solve many problems in their plants all over the world, including USA, Europe, South East Asia, China, Australia for Pyrotek and Mattel.

Dean (Operations) at Welinkar Institute of Management Development & Research.

The Topic was ‘**Revolution of Quality & Productivity in Japan**’.

#### **4. D. L. SHAH CHAIR PROFESSOR FOR INNOVATION**

In the Indenture of the Trust Deed, sponsoring a faculty chair to a selected institute towards promotion of Applied Research is mentioned. Accordingly the Trustees selected IIT, Mumbai as the recipient of the sponsorship.

IIT, Mumbai is an institute of National Importance having been established and declared as such by the Parliament of The Republic of India. IIT Mumbai provides for instructions and research in various branches of engineering, technology, sciences and arts for the advancement of learning and dissemination of knowledge in such branches.

An MOU was drawn up in July 2008 and a sum of ₹ 60 lakhs was donated for the purpose of creating such a Chair for a period of 10 years.

Prof. Ravi Poovaiah is a senior faculty member at Industrial Design Centre and the incumbent of D.L.Shah Chair for Innovation at IIT Bombay.

He has been a proud recipient of many awards and honours including the IBM Faculty Award grant 2014, Microsoft Faculty Award 2004.

A brief profile of Prof. Poovaiah is given below.

#### **Academic Background:**

- B.Tech, IIT Madras
- PG Diploma in Industrial Design, IIT Bombay
- Master of Arts Education, Rhode Island School of Design

## **Thank you Message from the Chair Professor**

I am grateful to D L Shah for sponsoring the Chair Professor ship which has enabled me to do substantial work in the Open Design space and which would be beneficial as a free resource for the public in large.

Some of the open design projects undertaken are the 'Free templates and design suggestions for way finding and signage applications for our railway stations and bus stations', a 'Communication Application for children with developmental disabilities', an open 'resource for sourcing patterns in India' and an open access digital learning environment for design in India.

## **Teaching and Research Highlights**

- His current pedagogic as well as research and design interests are in areas related to Social Media Tools, Collaborative learning environments, Way finding systems, Interaction devices, Information visualisation, Designing for children and in Corporate strategy and Retail design. He is at present guiding 11 doctoral students researching in some of the above mentioned fields (5 have completed).
- He is the overall coordinator for the newly started B Des + Dual degree B Des + M Des program at IDC, IIT Bombay.
- He has been coordinating along with NID and IIT Guwahati, a Ministry of Human Resources sponsored project named 'e-kalpa' to build an open access digital learning environment for design in India. [www.dsource.in](http://www.dsource.in)
- He is also the PI/co-director of a research project on experimenting with Social Media called 'The Centre of Social Media Innovations for Communities (COSMIC)', a collaborative initiative between IIT Bombay and the Universities from Singapore - NUS and NTU. COSMIC empower communities, through social media innovations that improve the way they live, work and play. The first phase of the project ended this March 2016.

## **Sponsored Research Projects Grants ongoing in 2015-16:**

- Creating Digital-Learning Environment For Design In India (E-Kalpa) = Phase II, Ministry Of Human Resource Development - ₹. 8,50,00,000.00
- India-Norway Project Initiative on Designing For Children. India-Norway Project - ₹. 1,59,600.00
- Deep Social Media Research Centre, Media Development Authority, Singapore - ₹. 45,00,00,000
- The Thresholds Project - Umbartha, Herman Miller - Rs. 6,00,000.00

IBM Faculty Award For Play N Learn Social Tool For Children, International Business Machines Corporation - ₹. 6,27,612.00

## **Service and Public Engagement**

- He is involved with building open access digital resources related to 'Design Learning', 'Folk Tales', 'Designing for Children', 'Patterns in India', 'Design of

Way-finding Systems' and 'Design in India' with access to networked collaborative information.

- The month of June 2016 was the launch of a Communication Application for children with developmental disabilities especially those effected by Speech impairments called Jellow -<http://www.dsource.in/tools/jellow/>. This is the outcome of work done in the last eight years.
- We are also starting the identity and webspace design for the NGO Vatsyala Trust in Mumbai

## List of Publications and Presentations

### Conference Papers Published:

[ 1 ] Sen Ajanta, Poovaiah Ravi, "Asia's Hidden Treasure: Prudence vs. Profligacy as basis for an East--- West binary model of Sustainability Education," A COMMUNITY OF PRACTICE FOR MORE EFFECTIVE IMPLEMENTATION OF HIGHER EDUCATION FOR SUSTAINABILITY IN ASIA, 2016, NTU, Singapore,

[ 2 ] Ravi Poovaiah B A and Ajanta Sen, "Engaging steps towards an Open Learning of Design – the case of India's largest digital platform D'Source and its pedagogic accruals," The Asian Education Technology Conference 2016, 2016, Singapore,

### Journal Paper:

[ 1 ] Santosh Kshirsagar, Uday Athavankar, Ravi Poovaiah, "Manual extraction of Devanagari handwriting primitives," THE INTERNATIONAL JOURNAL OF EARLY CHILDHOOD LEARNING, Vol. :, 2016

### Research Contributions:

[ 1 ] Conference PC Chair for Typography Day 2016 with the theme of 'Typography and Diversity' being organized for the tenth time on 23rd to 25th February 2017 at Colombo Department of Integrated Design, University of Moratuwa, Sri Lanka in collaboration with the IDC, IIT Bombay

[ 2 ] Reviewer Gandhian Young Technological Innovation awards, Festival of Innovation, Sristi, Ahmedabad

### Overall Chair:

[ 1 ] Typography Day 2016 with the theme of 'Typography and Diversity' being organized for the tenth time on 23rd to 25th February 2017 at Colombo Department of Integrated Design, University of Moratuwa, Sri Lanka in collaboration with the IDC, IIT Bombay.

### Training of Highly Qualified People (Indicated in numbers)

	Master Students	Doctoral Students	Postdoctoral Students	Other (RA&TA)
<b>Supervised</b>	4	8	1	25
<b>Co-Supervised</b>				
<b>Graduated</b>	3	1		

## **5. D. L. Shah Quality Research Centre**

A MOU was signed between QCI & D. L. Shah Trust on 8<sup>th</sup> March 2013 in New Delhi. On behalf of QCI, Mr. K. C. Mehra, Chairman, National Board for Quality Promotion and Mr. B. Venkatraman, Secretary General and on behalf of D. L. Shah Trust Mr. H. K. Taneja, Trustee and Mr. S. M. Pathania, Trustee signed the MOU. Mr. H. K. Taneja and Mr. S M Pathania are active members of the Steering Committee of the Quality Research Centre.

Major activities planned for the Research Centre will be:

- Promotion of Standards and Quality.
- Conduct of Quality related studies/survey in manufacturing and service sectors including education and health care, to understand the major problems and constraints of the organizations in maintaining quality and competitiveness.
- Undertake Research for development of a Business model of Quality Management which covers all business process to improve their performance for achieving higher efficiency, with a view to enhancing the quality of products/services and profitability of the organizations.

The Research Centre will specially focus on Social Sectors, such as **Primary Education and Primary Health Care** to ensure that these organizations provide good quality services at modest cost.

An amount of ₹ 30,00,000/- (₹ Thirty Lakhs) was given towards establishment and operations for the first year of the Research Centre, to QCI on the 8<sup>th</sup> March 2013.

An amount of ₹ 13,22,260/- was given towards establishment and operations for the F. Y. 2016-17 to QRC on 2<sup>nd</sup> September 2016 and ₹ 13,22,260/- on 22<sup>nd</sup> February 2017.

An amount of ₹ 3,60,000/- was given towards establishment and operations for the F. Y. 2017-18 to QRC on 26<sup>th</sup> February 2018.

### **Summary of Activities - DL Shah Quality Research Centre (QRC) 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018**

#### **Education Project**

D. L Shah Quality Research Centre (QRC), in collaboration with D. L Shah Trust & Quality Council of India (QCI), have been working on Education Projects since 2016. The projects were executed in five pilot schools of Haryana to make these schools 'Model Schools'. The project is further divided into two phases:

- A. Transforming Schools – Phase I
- B. Student Learning Outcomes – Phase II

#### **A. Transforming School**

The objective of 'Transforming Schools' project is to stimulate behavioural changes among students to practice cleanliness and hygiene in daily lives. The project



commenced in the academic year 2016-17, monitored by QRC in the academic year 2017-18 twice (Monitoring I & Monitoring II) to evaluate the awareness and sustainability of QRC interventions performed on following parameters:

- 1. Hand Hygiene:** To ameliorate hand washing practices among students, awareness test and hand washing observations conducted in schools to examine students' awareness & hand washing practices after QRC interventions. Monitor badges prepared and distributed among students to instil norms resulting in behavioural change. Awareness videos programs and art competitions organised engaging 22 teachers and 360 students to promote cleanliness and hygiene among students.
- 2. Cleanliness Levels:** To measure and improve cleanliness levels across pilot schools, by involving all the stakeholders. School Management Committee (SMC) assessed schools on multiple parameters to measure the level of cleanliness in schools. Cleaning Campaigns organized with students, involving teachers, to inculcate hygiene and cleanliness habits in them. Interactive sessions carried out to encourage students to get involved in day-to-day cleanliness activities. Surprisingly visited schools to check the effectiveness of QRC interventions.
- 3. Mid-day Meal:** The objective is to improve the quality of mid-day meal and its dispensation, involving SMC members and mid-day meal workers. SMC assessed schools on various parameters to manifest the status of mid-day meal cleanliness & dispensation of meals. Workshops and awareness videos exhibited to sensitise mid-day meal workers on cleanliness and dispensation of meal.

## B. Student Learning

QRC started Phase II (Student Learning Outcomes) with an objective to assess and monitor student-learning outcomes through intervention in teaching-learning process would assist in achieving objective. The project, undertaken in the academic year 2017-18, broadly divided into four phases (Development, Pre-evaluation, Intervention and Post-evaluation), activities performed in each phase is briefed below:

- 1. Development Phase:** Meeting with District Elementary Education Officer (DEEO) Haryana for seeking approval to carry out the Student Learning Outcomes project in all five pilot schools. Further, orientation programme organised with the school staff and stakeholders to introduce the project. Tools were developed for the student assessment and classroom observation, those were:
  - Question banks for classes 3<sup>rd</sup> to 8<sup>th</sup> based on three domains of learning (Knowledge, Application and Understanding) reviewed and validated by eminent experts.
  - Classroom observation tool to evaluate teaching-learning process based on multiple parameters (classroom management, pedagogical practices and subject expertise).
- 2. Pre-evaluation Phase:** Student assessment conducted in all the pilot schools to map the learning level of students with National Council of Educational Research and Training (NCERT) defined learning outcomes. To assess the

teaching-learning process, classroom observation done by the qualified assessors to identify improvement areas.

3. **Intervention Phase:** After assessing student learning and teachers improvement areas QRC designed intervention strategy to improve student-learning outcomes. These included:
  - Root Cause Analysis: To apprehend the reason for low performance of the students in pre-evaluation stage, root cause analysis carried out with the students of classes 3<sup>rd</sup> to 5<sup>th</sup> across all five pilot schools.
  - Teacher Intervention: Trainings were given to teachers by assessors based on improvement areas identified during classroom observation in pre-evaluation phase. Teacher specific action plans shared to help teachers improve best teaching instructional strategies in classroom. To check the impact of trainings provided to teachers, QRC assessors monitored teachers.
  - Student Interventions: QRC, with the help of teachers, intervened with students to work upon weak areas identified during root cause analysis. These activities included vocabulary building quizzes, book reading, phonetic practice, subject based practice papers etc. majorly focusing upon improving reading abilities of students.
4. **Post-evaluation Phase:** Student assessment conducted in all five pilot schools to measure the learning level of students with NCERT defined learning-outcomes. Comparative data analysed to evaluate the magnitude of impact interventions performed with students.
5. **Comparative Data Analysis:** QRC analysed the data based on the following statistics:
  - Student Categorisation Analysis: Students were classified into four categories A, B, C, D (from higher to lower) based on percentages scored by the students in pre and post-evaluation assessment.
  - School wise Analysis (based on mean): To assess the comparative performance of all the schools, mean value of score calculated to measure the average scores of the students.
  - Subject wise Analysis- This analysis conducted to test the progress of the student's performance in all the subjects (Hindi, English, Maths, Social Studies, Science /EVS & Sanskrit) across all the five pilot schools.
  - Class wise Grading of Schools (Based on Standard Deviation) - Class wise grading of schools to assess variations in the performances of the students.

**Note: - Final Project Report will be shared with trustees in the month of April 2018.**

### **Abbreviations**

- SMC – School Management Committee
- NCERT - National Council of Educational Research and Training
- QRC-Quality Research Centre
- MDM – Mid-day Meal
- DEEO – District Elementary Education Officer

6. **Sponsoring of Scholarship to Economical Backward Students in association with Narottam Morarjee Institute of Shipping (NMIS)**

NMIS was set up under the joint auspices of the Government of India and Indian Shipping Industry in 1969. The Institute is dedicated to the study and specialization of all commercial aspects of Shipping. Its emblem depicts Indian orientation of this idea. A vessel of the Indus Valley Civilization (Circa 3000 B.C.) testifies to the maritime tradition of India; book and graph reflect legal and commercial aspects of shipping, ship under construction indicates importance of ship-building, ship-repairing and other ancillary industries and ship working in port signifies all aspects of commercial shipping operations. The wavy lines symbolize oceans and anchors represent navigation.

The institute is a professional body seeking to achieve progress through knowledge, imparting excellence in the art of shipping management.

In association with NMIS Academy, D. L. Shah Trust decided to sponsor Scholarship for graduate students from economically weaker backgrounds for the two year course. Accordingly, the Trust sponsored deserving 13 students for the 1<sup>st</sup> year batch and 5 students from 2<sup>nd</sup> year batch.

**The course fee is ₹ 64,000/- for 2 years.**

Total sponsorship amount disbursed by the Trust is ₹ 3,70,000/- on 25/04/2017.

7. **Sponsoring of Scholarship to Economical Backward Students(Women) in association with Human Capital for Third Sector (Katalyst)**

Katalyst aims to be a leader in this continual elevation and transformation of young women from low income communities to lead change in their professional and personal spheres of life. Katalyst was set up in 2007 under the aegis of Human Capital for Third Sector, a section 25 not-for-profit company founded in 2005. Human Capital for Third Sector known under the brand, Third Sector Partners is India's first executive search firm for the social sector.

In association with Human Capital for Third Sector (Katalyst), D. L. Shah Trust decided to sponsor Scholarship for Professional Studies of Girl Student (course tenure 4 years).

**The course fee is ₹ 41,000/- per student.**

Total sponsorship amount disbursed by the Trust is ₹ 2,46,000/- on 28/07/2017. This is for three students.

The Trust has committed to disburse scholarship for additional 3 students every year for the full duration of the course.

8. **Sponsoring of Scholarship to Economical Backward Students in association with IIT, Bombay**

IIT Bombay is an institute of National Importance having been established and declared as such by the Parliament of the Republic of India. IIT Bombay provides instruction and conducts research in various branches of Engineering, Technology, Sciences and Arts for advancement of learning and dissemination of knowledge in these disciplines.

In association with IIT- Bombay, D. L. Shah Trust decided to sponsor 'Merit-cum-Means Scholarship' for 2 students.

Total sponsorship amount disbursed by the Trust is ₹ 5,00,000/- on 08/09/2017.

The Trust has committed to disburse scholarship for additional 2 students every year for the full duration of the course.

9. **Sponsoring of Scholarship to Students in association with Vivekanand Education Society Institute of Management Studies & Research (VESIMSR)**

VESIMSR started its operation in 1994 under Vivekananda Education Society. Since then, it has pioneered in the field of providing Management Education.

In association with VESIMSR, D. L. Shah Trust decided to sponsor

a) Scholarship for 2 years Post Graduate Diploma Program - for 2 students.

The Course fee is ₹ 50,000/- per student.

The Trust has committed to disburse scholarship for additional 2 students every year for the full duration of the course.

Total sponsorship amount disbursed by the Trust is ₹ 2,00,000/- on 28/07/2017.

10. **Sponsoring of Scholarship to Economical Backward Students in association with Seed Infotech Ltd., Bombay**

Incorporated in 1994, SEED Infotech is India's one of the leading solution providers in Information Technology Training, Staffing and Products & Tools Consulting services to both Retail ( i.e. students, professionals and individuals) and Corporate customers.

In association with Seed Infotech Ltd, D. L. Shah Trust decided to sponsor Scholarship for graduate students from economically weaker backgrounds, for 'Professional Career Training Program in Infrastructure Management – IT Specialist under the academy's Scholarship programs. Accordingly, the Trust sponsored 20 students for Professional IT Career Training in SCTS Nxt Gen Professional Plus – JAVA Track. These courses are a full time short duration course for six months, for graduates from any discipline with a minimum of 50% marks. The selection process

for eligible student was based on their performance in the entrance Test and personal interview.

The course fee is ₹ 57,000/- including service tax @ 15%. On successful completion of the course, the students are guaranteed placement assistance

Total sponsorship amount disbursed by the Trust is ₹ 11,40,000/- on 09/08/2017.

**DONATIONS extended to NGOs / Institutions / Individuals**  
**by D.L. Shah Trust during F.Y.2017-18**

During the F, Y. 2017-18, D. L. Shah Trust received many appeals and requests for financial assistance from various NGOs / Institutions / Individuals so as to enable them to achieve their objectives. After a study of the proposals/applications, the Trustees accorded their approval, for extending financial aid to the NGOs / Institutions / Individuals mentioned below. During this period, the Trust extended financial assistance, for a total amount of ₹ 20,74,400/- for these NGOs / Institutions / Individuals.

A brief write up of the NGOs / Institutions / Individuals along with the amount and date of extending the financial assistance is furnished hereunder.

(1) **Development Education Empowerment of the Disadvantaged in Society – (DEEDS)**

This Public Charitable Trust was established in the year 2003 with a strong Commitment to help individuals who are Deaf. Its three main focus areas are – Education, Vocational Training and Job Placements. Their vision was to enrich and improve the standard of life of the Deaf and make them financially self reliant and contribute to society.

With this aim in view, DEEDS had made an appeal to the Trust, to finance its Project. The cause being noble, the Trustees decided to donate to DEEDS towards fulfilling their objectives.

An amount of ₹. 2,00,000/- was donated to DEEDS on 25/04/2017.

(2) **Turn Your Concern Into Action (TYCIA)**

TYCIA is the initiative of two individuals Mohit Raj and Saanchi Marwaha who have just finished their Master in Management from a reputed management institute in Delhi. Despite having lucrative offers from private banks, they chose to take up the cause they believed to be the closest to their heart.

TYCIA is an acronym for “Turn Your Concern Into Action” which is the adage that this organization abides by. They are an NGO working primarily to impact free education to children who do not have access to quality education otherwise. Their aim is to impact free education that should by no means, be inferior to that provided by expensive public schools. To ensure that the parents are not burdened with additional

costs of sending their children to school, they also provide uniform, books and stationary free of cost to the students.

An amount of ₹. **2,00,000/-** was donated to the TYCIA on 30/06/2017 for running a new school starting from this academic year.

**(3) The Society for the Eradication of Leprosy:**

The Society has been the front runner, for Leprosy case detection, Treatment and Health Educational Activities for social awareness.

The Trust decided to donate to the Society to achieve a noble cause for the benefit of the people at large and support their Mission – “Leprosy - Pearls”.

An amount of ₹ **50,000/-** was donated to the Society on 31/07/2017 for attaining their aims and objectives.

**(4) The United Orphanage for the Disabled, Coimbatore**

Since 1992, ‘The United Orphanage for the Disabled’ provides free food, clothing, shelter and medical care to hundreds of orphans who are physically challenged, mentally retarded, hearing impaired, visually impaired and mentally disabled under its roof.

The United Orphanage for the Disabled had made an appeal to the Trust, to finance Kitchen Equipment for a modern and well equipped kitchen for the orphan beneficiaries. The cause being noble, the Trustees decided to donate to The United Orphanage for the Disabled the full amount towards fulfilling this objective.

An amount of ₹ **2,40,000/-** was donated to the United Orphanage for the Disabled on 01/09/2017 for attaining this objective.

**(5) Unified English High School**

M K Education Society was founded with a vision to provide education to the poor children and providing basic needs to poor people. The Trust runs a school “ Unified English High School” in the slum area.

With this aim in view, Unified English High School, had made an appeal to the Trust, to finance for Annual fees of 74 Poor Students. The cause being noble, the Trustees decided to donate to Unified English High School, towards fulfilling their objectives.

An amount of ₹ **3,74,400/-** was donated to the Unified English High School on 25/09/2017 for attaining their aims and objectives.

(6) **Setu Charitable Trust**

Setu Charitable Trust took birth, with the cause of bringing a change in the lifestyle of the Agariya community “It all started with the desire of an individual to help an underprivileged segment of the society.”

An amount of ₹. 1,00,000/- was donated on 25/09/2017 for Setu Charitable Trust Corpus Fund.

(7) **Ahmedabad Management Association**

To facilitate free distribution of the book “Fast Forward towards Civilizational Greatness : Agenda for India” written by Pradip Khandwalla.

An amount of ₹. 3,00,000/- was donated on 30/09/2017 to the Ahmedabad Management Association towards thos objective.

(8) **Indian Cancer Society**

The Society has been the front runner, for curing Cancer. To fight against Cancer, the Society aimed at providing affordable and innovative solutions for the detection and treatment of the disease and also for post treatment, welfare and rehabilitation of the survivors. The Trust decided to donate to the Society to achieve a noble cause for the benefit of the people at large and support their Mission – “Care to Cure”.

An amount of ₹. 3,00,000/- was donated on 01/02/2018 for General Activities of the Society.

(9) **Rotary Club of Delhi Garden City Charitable Trust**

An affiliate of Rotary International, the **Rotary Club of Delhi Garden City (RCDGC)** was chartered in 1989. One of the most active Rotary Clubs in the Delhi/NCR area, its membership represents a wide cross-section of society and includes prominent citizens, ambassadors, diplomats, industrialists, private businessmen, educationists, professionals from legal, healthcare, hospitality, social & public service etc.

An amount of ₹. 2,10,000/- was donated on 23/02/2018 for Rotary Club of Delhi Garden City Charitable Trust.

(10) **Nirmala Niketan Institute**

**Nirmala Niketan** stands for academic excellence whereby young women are equipped to meet successfully the challenges of family life as well as those from the professional world of a changing modern India. The **College of Home Science** is a grant-in-aid Institute with the University of Mumbai and offers education in Home Science to Christian Women in particular and others too, irrespective of their caste, creed and colour. Though the curricula is revised from time to time, this Institution stands for a socially relevant education that awakens the students’ sense of social

responsibility to reach out and share their knowledge and skills with more vulnerable sections of society.

An amount of ₹. 1,00,000/- was donated on 23/02/2018 for Nirmala Niketan Institute.

**(11) Bharat Vikas Parishad Charitable Trust Punjab**

Established in 1963, Bharat Vikas Parishad is a service-cum-sanskar oriented, non-political, socio-cultural voluntary organisation. It is dedicated to the development and growth of our country in all fields of human endeavour - cultural, social, academic, moral, national and spiritual - by promoting a sense of patriotism, national unity and integrity.

On the birth centenary of Swami Vivekanand i.e. on 12th January, 1963, the Citizens Council set up by leading industrialists and social reformers like late Lala Hans Raj and Dr. Suraj Prakash, initially to mobilize citizens' efforts to fight the Chinese attack, was renamed as Bharat Vikas Parishad. It is thus motivated and guided by the ideals and teachings of Swami Vivekanand.

Bharat Vikas Parishad was registered as a Society under the Societies Registration Act 1860 on the 10th July, 1963.

An amount of ₹. 2,00,000/- was donated on 23/03/2018 for Bharat Vikas Parishad Charitable Trust Punjab



## **OTHER ACTIVITIES**

### **PUBLICATIONS**

**E-publications** - The Trust publishes and distributes, free of charge, e-publications namely Safety Info and Quality Info. These are edited / written by Mr. H. K. Taneja, Trustee, to multiple subscribers. These publications are available on the Trust website as well.

**Books** - The Trust has been undertaking several activities, one amongst which has been the publication of various books, which spread knowledge towards making India a world-class industrial nation. These books have been written/edited by persons of repute, professionals, from India & abroad; while some have been reprints of publications of world – known organizations, like UNCTAD.

These books have been printed by the Trust and are being distributed **Free of Charge** to interested organizations, institutions and individuals.

#### **“Quality Best Practices – Selected QCI – D L Shah National Quality Award Winning Case Studies” (Vol IV)**

The Trust received the first proposal vide a mail from QCI on 29<sup>th</sup> May 2013 with a proposal for the publication of ‘Award Winning Case Studies’ in the form of a Book. The Trustees discussed and approved this project subject to approval of Case Studies, front cover of this publication, printing, paper and presentation of the book which was required to be of an international standard. A sample provided by QCI on the above points was approved by the Trustees and a confirmation to print 1000 copies was given. 100 copies of this publication were sent to the Trust for distribution by the Trust.

Similarly Vol. II of the “Quality Best Practices – Selected QCI – D L Shah National Quality Award Winning Case Studies” was approved by the Trustees and a confirmation to print 500 copies was given. This publication was launched during the 10<sup>th</sup> National Quality Conclave of QCI in New Delhi held on 7<sup>th</sup> August 2015. 60 copies of this publication were sent to the Trust for distribution by the Trust.

Vol. III of the “Quality Best Practices – Selected QCI – D L Shah National Quality Award Winning Case Studies” was approved by the Trustees and a confirmation to print 500 copies was given. This publication was launched during the 11<sup>th</sup> National Quality Conclave of QCI in New Delhi held on 19<sup>th</sup> August 2016. 100 copies of this publication were sent to the Trust for distribution by the Trust.

And now Vol. IV of the “Quality Best Practices – Selected QCI – D L Shah National Quality Award Winning Case Studies” was approved by the Trustees and a confirmation to print 500 copies was given. This publication was launched during the

12<sup>th</sup> National Quality Conclave of QCI in New Delhi held on 21<sup>st</sup> September 2017. 100 copies of this publication were sent to the Trust for distribution by the Trust.

“Quality Best Practices – Selected QCI – D L Shah National Quality Award Winning Case Studies” books are available from the Trust office at a nominal cost of ₹. 500/- per copy.

An amount of ₹ **2,70,044/-** was paid to Angkor Publishers (P) Ltd. for Printing charges of Vol. IV on 25.10.2017

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