

Director's Report 2020-21



THE INSTITUTE OF HEALTH SYSTEMS

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The Institute of Health System - Director's Report, 2020-21.

Ladies and Gentlemen,

On behalf of the faculty and staff of the Institute, I welcome you all to this 26th Annual General Body meeting. During the reporting period, we worked on three projects, namely; Hyderabad Metro Water Quality Monitoring (WQM), Metro Consumer Complaints (MCC) Surveillance and Water Safety in Hyderabad, and an Exploratory Study of Bottled Water Plants in Hyderabad. All three projects were commissioned by the Hyderabad Metro Water Supply & Sewerage Board (HMWSSB). In addition, we provided accessible water quality testing & analytical services for public health (AWTASPH) to the general public. We strengthened and improved the quality of the laboratory services by adding equipment and new test services. The IHS Laboratory has been accredited by National Accreditation Board for Laboratories (NABL) in the field of chemical discipline and we have initiated process for accreditation of microbiology laboratory.

The exploratory study of bottled water plants has been completed. The MCC Surveillance study is in its fourth year. The Metro Water Quality Monitoring project has ended by August, 2021. In the meanwhile, the Institute has moved from HACA Bhavan to its current location in Sivananda Rehabilitation Home Campus, Kukatpally.

Human Resources, Fellows & Interns:

We are functioning with a small team mostly of water quality testing & laboratory staff (Table-1). As the WQM project ended in August, 2021, we had to downsize quickly.

Table 1: Overview of IHS Personnel.

Category of Personnel	As on 31-03-21			As on 31-01-2022		
	Full Time	Visiting / Consultant	Total	Full Time	Visiting / Consultant	Total
Faculty	3	1	4	3	1	4
Chemical Analysts / Sr. Microbiologists / Research Associates	1	0	1	1	0	1
Microbiologist / Joint Analysts / Research Assistants	1	0	1	1	0	1
Data Processing / System Admin / Software / Research Assistants	1	0	1	0	0	0
Lab Techs	1	0	1	0	0	0
Water Safety Surveyors	1	0	1	1	0	1
WQT Investigators	10	0	10	4	0	4
Lab Registration / Front Office / Admin / Accounts	1	0	1	0	0	0
All	19	1	20	10	1	11

Annexures-1A provides details about the current faculty and personnel profiles, of the Institute. A list of outgoing personnel is given in Annexures-1B. Our faculty and staff participated in a few workshops, seminars and conferences, details of which are provided in Annexure-2. As reported earlier, our academic and training programs are now limited to fellowship and internships.

Now, I will give an overview of activities during the reporting period and briefly touch upon recent developments during the current year. We will then review the time trend

of the Institute's financial performance and consider possible directions for the future. Finally, I will seek your comments and approval of the audited accounts of the Institute.

Reporting Period (2020-21) Events and Activities:

As you all are aware, the Institute pursues five broad types of activities towards improvement of public health. These are (a) Research & Consultancy, (b) Public Services, (c) Training Services, (d) Academic Programmes, and (e) Publications.

A. Research and Consultancy:

The following 4 projects / subprojects were implemented during the reporting period.

1. Sanitary Inspection of Metro Water Service Reservoirs in Hyderabad:

The purpose of sanitary inspection is to check all aspects of a service reservoir (SR) to rule out vulnerabilities and pathways of contamination, if any. Purpose is to identify structural and/or operational deficiencies, if any and recommend measures to improve sanitary integrity and minimise risk of contamination of water stored and distributed from the SR. For example, SRs with unprotected air vents and/or open manholes would be vulnerable to bird droppings. Water safety surveyors are trained to inspect and gather information about air vents, manholes, inlet-outlet arrangements, state of roof & walls, surroundings, history of cleaning, and chlorination arrangements. Reports are prepared based on their initial inputs and follow-up visits for further clarifications. Each report provides actionable recommendations to address sanitary deficiencies, and improve operational integrity of the SR. During the reporting period 22 sanitary inspection of service reservoir (SISR) reports were submitted to the HMWSSB. Another 5 SISR reports have been submitted during current year. This activity is a subproject under the Independent Water Quality Monitoring contract with the HMWSSB. This project was implemented up to 31st Aug 2021.

2. Community Focus Groups for Water Safety in Slum Areas Hyderabad:

The objective of the community mobilisation is to develop strategies for water safety in slum areas and build community awareness among residents. Focus group discussions (FGDs) are conducted regularly in identified slum areas to gather consumer perceptions of metro water supply through domestic connections, public standposts and tankers and to understand consumer concerns on water availability, regularity, and quantity of supply. FGDs also help to understand community knowledge, attitudes and practices about water quality and related issues, usage, storage, handling, hygiene, sanitation, and health status. In addition, the FGDs are used to inform & educate the target group on good hygiene practices and measures to prevent waterborne diseases. Community FGDs are a subproject of the independent water quality monitoring work by the Institute for the MWB. Water safety surveyors, fellows/interns, research assistants, associates, faculties, and other personnel drawn from various sections of the Institute are trained in focus group methodology (Scrimshaw and Hurtado, 1987) and water sanitation and hygiene concepts (CAWST, 2017; WHO, 2015; UNICEF, 2011) to act as FGD resource persons. Two resource persons are drawn for each focus group, one to act as a facilitator and the other as recorder. Monthly about five FGDs are conducted in different slum areas of Hyderabad. 21 FGDs were conducted during the reporting period and reports were submitted along with monthly report to HMWSSB for follow up action. During the current year 18 FGDs were conducted up to 31st Aug 2021.

3. Metro Water Board Consumer Complaints Surveillance for Water Safety:

This is a research project to evaluate MWB's consumer complaints resolution and grievance redressal system for polluted water, water leakage and sewer chokage problems. Every month, about 100 consumers are selected randomly from the metro consumer complaints (MCC) database for detailed study. Surveyors visit households and gather detailed information about consumer satisfaction, their complaints resolution experience regarding water supply and sewerage services. Household samples of direct metro water supply and from corresponding service reservoirs are tested for quality & potability. Quarterly or half yearly results are been furnished to the MWB and discussed with senior officers. The 3rd annual report for 2019-20 was furnished in Mar 21. The 1st semester report for 2020-21 was submitted on Aug 2021. The 4th annual report for 2020-21 is under preparation.

4. Exploratory Survey of Bottled Water Plants in Hyderabad:

This is an exploratory survey of 34 commercial bottled water plants in greater Hyderabad area commissioned by HMWSSB. Growth of BWPs in Hyderabad is driven by two broad streams of demand, namely, (a) consumer demand for safe and conveniently packaged drinking water, and (b) growing industrial demand for bulk-water. Pharmaceutical and beverage industries are a major drivers of bulk drinking-water plants. All plants depend completely on groundwater and use RO technology. Most micro and small enterprises start by packaging in the 20L drinking water can as it requires least investment and are easily sold directly to households, restaurants and small businesses in the neighbourhood. Larger and established retail plants package water into a variety of containers ranging 2 and 1 litre bottles to 200ml pouches. Bulk drinking-water plants deliver their finished water to industries mostly using 20KL tankers. Most plants do not treat their RO-reject for secondary use and do not do anything to recharge groundwater. Many plants are deficient in quality control measures. About 65% plants did not have any post-treatment disinfection unit such as ozonation, UV or microfiltration to assure microbial quality of their finished product. The study report was submitted in Jun 2021.

B. Public Services:

1. Chemical Laboratory:

NABL accreditation was renewed up to 05-08-2022. After shifting of the laboratory to the SRH campus, NABL assessment of the new facility is in process. New equipment has been added and scope of the chemical lab is being expanded to include waste water analysis.

2. Biology (Microbiology) Laboratory:

Here, also we added the new equipment like high-capacity incubator, bio-freezer, deep-freezer. Personnel have been trained and are performing bacteriological endotoxin (LAL) tests. We have organised the biolab space and workflow path in new premises to meet NABL accreditation criteria. A consultant has been appointed and we are working towards expansion of NABL accreditation scope to include microbiological tests.

3. Accessible Water Testing & Analytical Services for Public Health (AWTASPH):

The IHS Laboratory seeks to empower people by easily accessible to water quality testing services. Test-packages are designed for water from different sources for various uses. As of February 2022, the laboratory tests catalogue includes 25 multi-parameter test packages, and 35 single or limited parameter test services. The multi-parameter test-packages

include; basic/complete/groundwater/bottled water potability tests (BPT/CPT/GPT/BWP), basic (municipal water distribution) system vulnerability (BSV), dialysis water testing, swimming pool water quality, and waste water analysis.

Notes and recommendations attached to test reports in a unique feature of water quality test services from the IHS laboratory. People usually have concern about safety and suitability of water for an intended use. For example; is this water safe to drink? Can I use my borewell water for domestic purposes? Is it suitable for gardening? Some clients ask if their water suitable for poultry, fisheries or other animal feed. A baker would be concerned about suitability of water for their operations and a food processing industry would want to know if the water is suitable for washing and cleaning of raw fruits and vegetables. To meet various client concerns, IHS faculty refer applicable standards, fact sheets, public health and/or environmental protection agency advisories, industry guidelines, etc. to offer notes and recommendations regarding suitability of the particular water sample submitted for analysis for their intended purpose.

4. Water Quality Monitoring in Service Reservoirs and Urban Slums in Hyderabad:

As before, we continued with field testing of residual chlorine (FTRC), physicochemical (PCM) and bacteriological monitoring (BCM) of Hyderabad Metro Water supply. Water quality investigators (WQIs) regularly visit service reservoirs to monitor residual chlorine (RC) and collect samples for bacteriological analysis. No-RC findings are reported to operations personnel on the spot and related MWB Quality Assurance officers through WhatsApp messages. WQIs visit slum areas during water supply hours and monitor RC levels of direct metro water supply in households, and public stand posts (PSPs). Samples are also collected for bacteriological, and physicochemical analysis. Daily reports of RC levels are e-mailed to MWB-QAT officers. Weekly & monthly reports on RC levels, bacteriological analysis and physicochemical test results are furnished to the QAT officers as well as Director-Technical. The IHS Director and Dy Director attends regular review meetings with Director (Tech), CGM(E) Transmission Circle and GM QAT, shares independent monitoring test results and participates in discussion regarding assurance of water quality. The service was continued uninterrupted, through various waves of the Covid-19 pandemic.

The independent water quality monitoring service to the HMWSSB has ended in the current year, by Aug 2021. The concept of independent (third party) water quality monitoring of Metro Water Supply was jointly conceived by HMWSSB and IHS. This public-private partnership started in 2005, soon after establishment of the IHS Laboratory in 2004, and in the context of a jaundice outbreak in the old city area of Hyderabad¹. The IHS Laboratory gradually fine-tuned, the sampling design, daily FTRC, real-time reporting, and data reporting protocols. Initially, the HMWSSB assigned the project on nomination basis. As the sample size and project costs increased, HMWSSB resorted to e-tender system for identification of agency, from 2017-18. The IHS responded to the e-tenders every year and was awarded the project from time to time. The latest MWB contract with IHS for Water Quality Monitoring was to end by 31st July, 2021. The IHS had requested the MWB to initiate tendering process for continuation of the project. In July 2021, I received some

¹ Times News Network. 2005. *NGO tries to zero in on the danger zone*. The Times of India. Hyderabad; 2005 Mar 24; Times City.

anonymous feedback that some QAT officers in MWB were resentful of IHS getting “more than a crore worth project but no gratification to them” and were actively canvassing support from private labs to bid for the project at lower costs. After publication of e-tender, it was revealed that the MWB drastically reduced the estimated cost of the project by 63%. For an amount of Rs1.2crores/annum estimated by the IHS, the MWB tender provided for Rs73.62 lakhs/annum only. After thorough review, myself and the Dean agreed that there is no way IHS can sustain the minimum required quality of service and integrity of tests with the drastically reduced estimate prepared by the HMWSSB. We first thought of bidding with excess % as per our estimate. However, the e-tender site does not allow any bid higher than +5% from the MWB estimate. Hence, we decided to not participate. Subsequently, HMWSSB relaxed eligibility criteria and diluted some of the specifications and entrusted the work to a private commercial laboratory. At the request of the HMWSSB, the IHS Lab continued water quality monitoring activities till end August, as they needed some time to identify the agency.

5. Library: The scope for proactive acquisition of bibliographic resources has been limited due to financial constraints. In addition, lack of space and a full-time librarian is a key constraint in developing the library services. To streamline the library, we have weeded out obsolete holdings.

6. Publications: IHS and related publications in the reporting year are listed in Annex 3.

C. Training Activities:

The Institute's training program is now limited to skill development internships in laboratory techniques, field testing, sample collection, sanitary inspection of service reservoirs, water safety, data processing activities.

Table 2: Overview of Internships at IHS, 2020-21.

Sl	Practice & Skill Development	Reporting Year, 2020-21			As on 31-03-21	Current Year 2021-22Ytd				As on 31-01-22
		Intake	Dropouts.	Compl		Intake	Dropouts.	Compl	Relieved	
1	Laboratory Technique	5	2	1	5	1	1	1	1	2
2	Water Safety Program	0	0	1	0	0	0	0	0	0
3	FTRC & sample collection (WQI)	6	1	2	6	1	1	1	3	1
4	Lab Registry & Front Office	0	0	0	0	1	0	0	0	1
5	Data Processing.	1	1	0	0	0	0	0	0	0
	Total	12	4	4	11	3	2	2	4	4

Intake: Interns joined during the reporting period. Dropouts: Number of interns who might have joined during the current/previous periods, and discontinued internship during the year, to pursue alternate career options, and/or due to personal constraints, completed: Number of persons who might have joined during the current/previous periods completed their internships during the reporting period.

FTRC: Field Testing of Residual Chlorine, WQI: Water Quality Investigator, Compl: Completed.

Table-2 shows an overview of internships offered by the IHS during the reporting period and current year. We had to relieve four candidates before completion of the internship, as the field training opportunity shrunk due to closure of the WQM project.

Number discontinued and completed do not add up to the number joined because each of these figures are about join/drop/complete events during the year in respect of persons who

might have joined as interns during the current as well as previous periods. An internship is usually of one year duration. Annex-4A gives short biographies of fellows and interns, and Annex-4B gives a list of fellows & interns who left the Institute for various reasons.

D. Academic Programs:

1. Masters in Public Health (MPH): There is no further development since the last meeting.

2. IHS Land-High Court case:

There is no further development since last meeting on the Public Interest Litigation (PIL) case which was filed and the last listed date was on 31/8/2015. Sri D. Prakash Reddy, the Institute's advocate, did argue our case and no final order has been passed by the court.

3. Land Development Charges:

The members are aware that, pending finalisation of the court proceedings, we initiated proposal with HMDA for conversion of land use from recreational zone to institutional zone. We paid an amount of Rs 9,90,000 towards 50% of the development charges on 24/03/2014. Payment of balance 50% of development charges to HMDA along with interest is pending. In March & Jun 2018, we requested HMDA to calculate the balance to be paid along with draft challan. HMDA has referred the issue to TS Govt and further there is no response.

Relocation of the Institute and IHS Laboratory:

The Institute of Health Systems was established on 5th December 1990, vide registration No. 3748 of 1990, issued by the Registrar of Societies, Hyderabad. Initially, registered office of the Society was situated in "DMS Complex, Sultanbazar, Hyderabad, AP State, India – 500195" in a couple of rooms provided by the AP Vaidya Vidhana Parishad, as a courtesy. In 1994, the Institute moved to rented accommodation in Adarsh Nagar, Hyderabad. In October 1998, the Institute moved to the HACA Bhavan, opposite Public Gardens and functioned there for about 23 years. In 2019, HACA management asked for revision of rent by more than 2½ times. The Institute negotiated with HACA, both formally and informally, over a period of 2½ years, but in vain. Eventually, by August, 2021 it was evident that the Institute had no option but to move out of the HACA Bhavan.

In this context, the Institute approached the Sivananda Rehabilitation Home (SRH) as the IHS has a long affiliation through shared leadership. Late Dr. Hrishikesh founder honorary Director and then Chairman IHS was for a long time the Chief Administrative Officer of the SRH. Late Smt. Kumudini Devi, founder of SRH was a strong supporter of IHS. She visited the IHS and inaugurated the first batch of Advanced Studies in Public Health Program. IHS Board member Dr. T Dayakar, has been instrumental in revival and development of the Ram Dev Rao Hospital in SRH campus. Dr. Urmila Pingle, member of the SRH Board, is currently a member of the IHS Planning and Research Advisory Board.

The President wrote to Sri Vikram Dev Rao, explaining the IHS situation and requesting for allotment of some accommodation for IHS in SRH campus. Dr. Dayakar apprised the SRH Chairman and Secretary. Dr. Urmila Pingle recommended the case of IHS. Dr. GN Rao, Chairman of the IHS Board also reiterated IHS request to Chairman-SRH.

The SRH-management, vide letter dated 13th September, 2021, agreed in principle to accommodate the IHS in "Old Building" within the SRH campus, in view of the complementarity of goals of the two organisations. In addition, the SRH-management allowed IHS to temporarily occupy the vacant "Sisters' Building" (also known as "Old Nuns Quarters") with the explicit understanding that this building will have to be vacated by the IHS as and when the SRH plans for further utilisation of this part of the campus is ready for execution. IHS took possession of the Sisters' Building on 15th September and started preparatory work to move the IHS office and laboratories.

The IHS Executive Council considered the proposal and resolved on 9th October, 2021, approving the draft Leave and Lease agreement for location of the Institute Office and Laboratory in Sivananda Rehabilitation Home Campus, NH-65, Kukatpally, Hyderabad TS 500072. On 18th October 2021, the SRH executed a Leave and License agreement with the IHS allotting the 'old building' with built up area of 2058 sft, and land admeasuring 812 sq. yard within SRH campus for a period of five years commencing for 1st October 2021, extendable for further period of 5 years and further extension as may be mutually agreed; vide registered document No. 8836 of 2021. On 20th December 2021, the SRH executed a second Leave and License agreement with the IHS allotting the old sisters building with built up area of 5300 sq feet, for a period of six months commencing from 1st November 2021 and such further extensions as may be mutually agreed upon; vide registered document No. 10919 of 2021. On 12th November, 2021, the Institute of Health Systems and the IHS Laboratory moved from HACA Bhavan to Sivananda Rehabilitation Home Campus.

Taking Stock of the Institute's Financial Position:

1. Revenue form Laboratory Services:

In recent years, the laboratory has significantly increased its output and has also been a major source of revenue. An overview of revenue from IHS laboratory services is in Annex-5 which shows that, most of the revenue is being generated from HMWSSB for monitoring water quality at various points of water distribution system operated by them. However, revenue from general public has reduced, probably on account the Covid-19 pandemic.

As the Institute could not continue with the HMWSSB - Water Quality Monitoring overall revenue form laboratory services are expected to fall.

2. Overall Revenue Trend:

Classification of the Institute's revenue from domestic and foreign sources as well as by activity is given in Annex-6. In Figure-1 the gross revenue generated by the Institute from the financial year ending in March 1999 has been summarized. The gross revenue during the last two years has been stagnant. As is evident from Figure-2, most of our revenue has been contributed by Research and Consultancy till 2012. Revenue from research activities reduced in the years 2013 to 2017. From 2018 onwards, there is modest increase in revenue from research. This trend is expected to continue for the current year.

Figure 1: IHS Gross Revenue Trend Since 1999

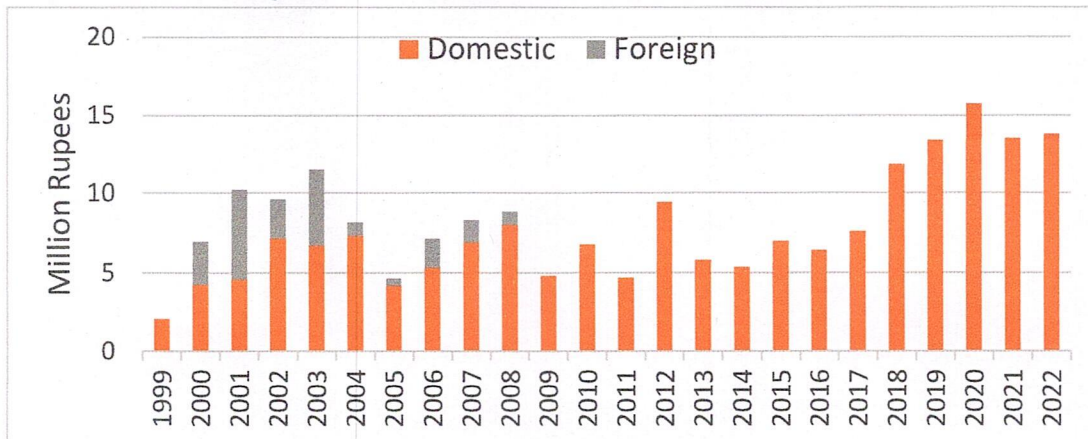
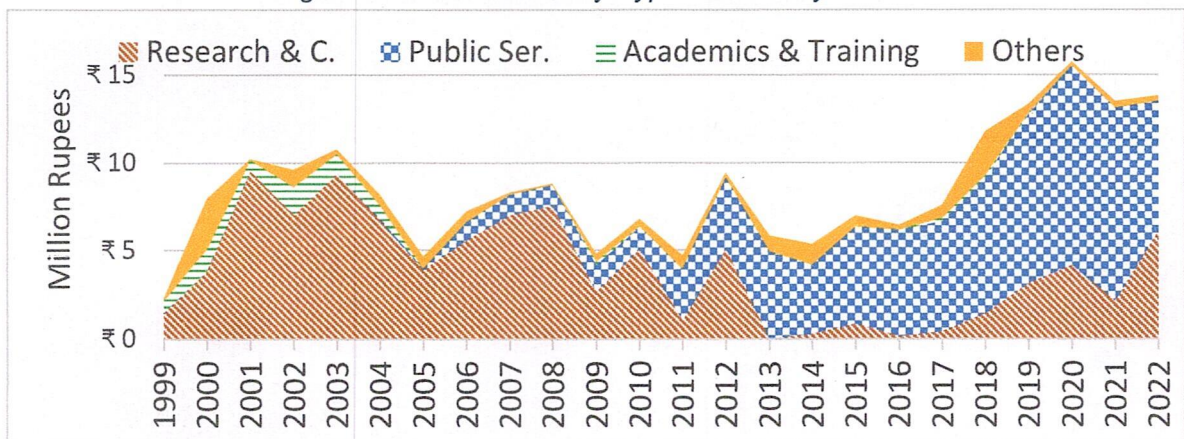


Figure 2: IHS Revenue by Types of Activity



I look forward for your guidance in addressing these important issues.


Accounts and Audit Report:

The audited accounts of the Institute for the year 2020-21, as approved by the Executive Committee, have been enclosed. I now request you to consider the same and give your approval with suggestions if any.

Finally, I thank you for having spared the time to participate in this meeting. Your presence is a great inspiration to me, and my colleagues.

I would now request you to consider this report and give your valuable advice and guidance for further development of the Institute. We would like to assure you that we will do our best to translate your ideas and suggestions into action.

Date: 05/03/2022


G. Surendra, Director

Annex -1A

Faculty and Personnel Profile

Full Time Faculty

G Surendra, Director

Sri G. Surendra has rich experience in various areas of public administration, including: (a) Planning & Statistics, (b) Rural & Urban Development, (c) Information Technology, and (d) Hospital Management. Prior to IHS, he served as Associate Director & Chief Technology Officer of the LV Prasad Eye Institute, and before that he worked with Planning Department of the Government of AP in various capacities. He is a Certified Information Systems Auditor. He was involved in various health related activities such as Health Financing, Health accounts and Various Health related studies. He presented a Poster on Andhra Pradesh Civil Registration System at First Global Symposium on Health Systems Research at Montreux, Switzerland. Some of other publications to his credits are: Gap Analysis in Rural Health care Facilities in Mahaboobnagar District, Drinking Water Quality Monitoring in Service Reservoirs and Urban Slums of Hyderabad City, A Study of Emergency Response Services in three districts of Andhra Pradesh, Andhra Pradesh Civil Registration System Study, Assessment of Doctor Availability in Primary Health centers and provide inputs for Human Resource Planning for Health, Medium Term Expenditure Framework for the years 2008-09 to 2012-13 for the Department of Health Medical & Family Welfare, Govt of Andhra Pradesh, Health Budget & Expenditure Tracking for the department of Health, Medical & Family welfare, for the Govt of Andhra Pradesh, Madhya Pradesh and Kerala. He is also implementing the projects on independent water quality monitoring in service reservoirs and urban slums in Hyderabad city and Metro Consumer Complaints Surveillance on Water Safety in Hyderabad. To manage the IHS Laboratory, he has undergone training on Laboratory Quality Management System and Internal Audit as per ISO/IEC 17025:2005 and also attended the training in update version i.e. ISO/IEC 17025:2017.

Dr. Prasanta Mahapatra, Dean

Dr. Prasanta Mahapatra, is a medical doctor, a Takemi Fellow in International Health and a PhD in International Health Policy & Economics from Harvard University. After practicing for some time as a Medical Officer in the Central Government Health Scheme, Dr. Mahapatra joined the Indian Administrative Service, in 1980. He served in various capacities in East-West Godavari, Nellore, Nalgonda, Krishna and Guntur districts. He is experienced in revenue, general administration, disaster management, rural development, tribal welfare, women welfare, medical, health, information technology, irrigation and school education sectors. His experiences in the health field includes Registrar of the NTR University of Health Sciences, Director Medical Education, Commissioner Medical Services, Senior Faculty at the Administrative Staff College of India, Director Institute of Health Systems, and Director - Vice Chancellor of the Nizams Institute of Medical Sciences. Before his retirement from civil service, he was the Director General of the MCR Human Resources Development Institute and Ex-officio Special Chief Secretary to Govt. of AP. He has served as member of ICMR Scientific Advisory Group, and Core Group of the Department of Health

Research. He was a member of the steering group of the National Nutrition Mission. He was a member of the Scientific and Technical Advisory Group of the WHO - Alliance for Health Policy & Systems Research from 2009-15. Dr. Mahapatra has contributed to the Global Burden of Disease estimates published in the World Bank's World Development Report, 1993. He was a consultant to the Asian Development Bank, regarding development of fund mobilization strategy by the Bhutan Health Trust Fund, and development of ADB's India Health Strategy. He has published articles and books in the fields of general administration, rural development, and public health.

Sudhakar Damera, Faculty & Asst Director

Sudhakar Damera received his Masters' degree in Environmental Sciences from the Osmania University and has an Advanced Diploma in Industrial Safety from DM Polytechnic, Nagpur. Till recently, he was sponsored by the UNICEF as a Senior Research Fellow and NABL Documentation Specialist for Drinking Water & Sanitation Program Management, in the office of Chief-Engineer-cum-Executive Director, Jharkhand Government. Earlier, he was a Research Fellow at the CSIR - National Environmental Engineering Research Institute (NEERI), Nagpur, from 2012-2018. At NEERI, he worked on various aspects of water safety including monitoring and surveillance of water quality in rural areas, research and development of water treatment technologies, and training for capacity building. His work on treatment technologies was about removal of excess minerals and toxic substances like arsenic, chromium, selenium and fluoride from water using electrocoagulation technique. He was a trainer-demonstrator of water quality parameter testing to laboratory staff from various State Rural Water Supply Agencies and Pollution Control Boards. During his Masters' program, he completed a project on estimation of major and trace elements present in soil samples nearby Uppal, Hyderabad.

Visiting Faculty:

Prof Dayakar Thota

Dr Dayakar Thota is an Ex-Armed Forces Medical officer and also holds his PG in Hospital Administration from University of Pune. He served the Indian Army from 1971 to 1994 and took part in 1971 Indo-Pak war as well as IPKF operations in Sri Lanka. He holds a Masters' degree in Defence Sciences from Madras University. Dr Thota is a qualified Lead Quality Assessor and trained NABH assessor and also a Certified Six Sigma Black Belt.

Prof (Lt. Col) Dayakar Thota was long term Medical Director for Ramdevrao Hospital, a charitable hospital located in Kukatpally, Hyderabad and currently he is executive member of the Ramdevrao Hospital and also the Governing Body of member of HIS. Dr Thota's versatile experience includes; (a) Professor & Head of Department of Hospital Administration at Kamineni Institute of Medical Sciences, (b) Chief Learning Officer, Health Management & Research Institute, Hyderabad (104), (c) Director, Institute of Health Systems, Hyderabad, (d) Medical Director, Emergency Management & Research Institute (108), Hyderabad, (e) Management Consultant & Additional Director (Hospital Services), MGM Medical college Hospital, Aurangabad, (f) Medical Superintendent and Professor, Dept. of Hospital Administration, Nizam's Institute of Medical Sciences (NIMS), Hyderabad, (g) Additional Director, Dhirubhai Ambani Hospital, Lodhivali, Maharashtra, (h) CEO, Lokmanya Hospital, Chinchwad, Pune, (i) Professor of Hospital Administration & Deputy

Medical Superintendent, Kasturba Hospital (MAHE), Manipal. He has audited of a number of HCEs for ISO certification. Dr Thota is a life member of professional bodies such as AHA, AHHA, AGE, ISHA, IAMI and IHS.

Research, Laboratory and General Support Personnel:

P. Sravanthi Reddy, Chemical Analyst:

P. Sravanthi Reddy graduated in Chemistry and then did a PG Diploma in Chemical Analysis & Quality Assurance from Osmania University. Her project work during the PG Diploma course was on "Detection and Estimation of Alcohol in Biological Fluids" by Means of Gas Chromatography at Central Forensic Science Laboratory (CFSL), Hyderabad. She worked as a Project Analyst (2005-07) in Telangana Pollution Control Board (TPCB - Central Laboratory), Hyderabad. In 2008 she received Masters Degree in Chemistry from Nagarjuna University. She then worked (2008-09) as Analyst for Universal Enviro Associates Pvt Ltd, dealing with water analysis. Prior to joining IHS, she was Team Leader - Environment in Bhagavathi Ana Labs Pvt.Ltd., Hyderabad and received Internal Auditor training on integrated management systems. Presently she is Chemical Analyst at IHS since 1st Aug, 2017.

B.V. Victoria Microbiologist:

B.V. Victoria, did her postgraduation in Biotechnology in 2017, from University College of Science, Hyderabad, affiliated to Osmania University. She did the project "Isolation & Identification of *E.coli* & Lambda phage by Multiplex PCR" from Mahatma Gandhi National Institute of Research & Social Action, Hyderabad, that is published in International Journal of Applied Research 2017;3(5): 827-829. She attended the seminars related to DNA. Her Internship in Microbiology Lab Technique at IHS, started on 27-04-2018 and completed by 10th July 2019. She worked as Microbiologist in Vitro Labs from July 2019 to Sep 2019. Currently, she is the lead Microbiologist in IHS Laboratory, from 30th September 2019.

D. Giridhar, Water Safety Surveyor:

Mr. D. Giridhar is an engineering graduate in B. Tech in EEE from Geethanjali College of Engineering & Technology. He worked as a Technical Support Associate in Genpact for Go-daddy process for 13 months. And he also worked in Senior Associate in Wipro BPS for the period of 15 months. His internship in Water Safety Program at IHS started from 01st January 2020 and completed by 28th Feb 2021. After internship he is working in IHS as Water Safety Surveyor since 1st March 2021,

K. Prabhakar, Water Quality Investigator:

Intermediate with Mathematics, Physics and Chemistry from Nava Chaitanya Junior College, Hyderabad affiliated to the State Board of Intermediate Education. Completed internship at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), by 31st Aug 2015. He is working as Water Quality Investigator / Field Surveyor for MCC since June 2017.

M. Ajay Kumar, Water Quality Investigator:

Intermediate with Mathematics, Physics and Chemistry from Gowtham Junior College, Hyderabad which is affiliated to the State Board of Intermediate Education. Completed internship at IHS on Field Testing of Residual Chlorine & Water Sample Collection, by 31th Oct 2019. Water Quality Investigator / Field Surveyor for MCC since 01st July 2020.

D. Ashok Kumar, Water Quality Investigator:

Graduate in B.Sc Botany, Bio-Technology and Chemistry from National Degree College, Palvanha which is affiliated to the Kakatiya University. Completed internship at IHS, on Field Testing of Residual Chlorine & Water Sample Collection, by 24th July 2017. He worked as Water Quality Investigator / Field Surveyor for MCC from 01st Aug 2018 to 07th March 2020. Again, he is reappointed as Water Quality Investigator / Field Surveyor for MCC from 1st Dec 2021.

Nagaraju, Water Quality Investigator:

Intermediate with Mathematics, Physics and Chemistry from Nava Chaitanya Junior College, Hyderabad affiliated to the State Board of Intermediate Education. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), from 15th May 2020 and completed by 31st May 2021. After internship, he is working in IHS as Water Quality Investigator from 1st Jun 2021

Annex - 1B

Outgoing Personnel in 2020-21 & 2021-22(Ytd).

Faculties & Associates:

Name	Designation	Join date	Leave date	Remarks
2020-21				
None				
2021-22				
Dr.D. Neela Priya	Dy Director & Faculty	27-11-2019	30-06-2021	Resignation due to personal reasons
Dr. K. Pavan Kumar	Dy Director & Sr. Faculty	02-09-2021	20-10-2021	Resignation due to personal reasons

Data Processing, Research Assistants & Investigators:

Name	Designation	Join date	Leave date	Remarks
2020-21				
B. Hasanthi	Data Proc Officer & RA	01-01-2020	31-12-2020	Resignation due to personal reasons
2021-22				
1 Y. Sirisha	Data Proc Officer & RA	01-08-2018	08-10-2021	Resignation due to personal reasons
2 B. Hasanthi	Data Proc Officer & RA	26-07-2021	31-08-2021	Relieved due to project closure

Water Quality Lab Personnel:

Name	Designation /project	Join date	Leave date	Remarks
2020-21				
1 L. Rakesh	Sr. Microbiologist	01-09-2017	31-08-2020	Term Completion
2 G. Jaya Krishna	Water Quality Investigator	16-12-2009	30-09-2020	Resignation due to personal reasons
3 H. Swapna	Lab Technician	26-12-2018	30-09-2020	Resignation due to personal reasons
4 K.Laxmi Prasanna	Microbiologist	07-03-2018	15-10-2020	Resignation due to health problems
5 A. Vijayendra Mohan	Water Safety Surveyor	01-03-2019	30-11-2020	Resignation for joining in Government service.
2021-22				
1 S.Pavan Kumar	Joint Chemical Analyst	16-12-2019	31-08-2021	Relieved due to project closure
2 Mohammed Afzal Uddin	Water Quality Investigator	1-8-2018	31-08-2021	Relieved due to project closure
3 K.Karthik	Water Quality Investigator	1-8-2018	31-08-2021	Relieved due to project closure
4 B. Venkateswarlu	Water Quality Investigator	1-10-2018	31-08-2021	Relieved due to project closure

Water Quality Lab Personnel:

Name	Designation /project	Join date	Leave date	Remarks
5 M.Pavan Kalyan	Water Quality Investigator	1-11-2019	31-08-2021	Relieved due to project closure
6 Mohd. Moiz Uddin Ahmed	Water Quality Investigator	1-04-2020	31-08-2021	Relieved due to project closure
7 M.Durgaprasad	Water Quality Investigator	1-04-2020	31-08-2021	Relieved due to project closure
8 N.Ravinder	Water Quality Investigator	1-04-2020	31-08-2021	Relieved due to project closure
9 T.Bharath	Water Quality Investigator	1-06-2020	31-08-2021	Relieved due to project closure
1 K.Kalyan Kumar 0	Water Quality Investigator	1-04-2020	31-08-2021	Relieved due to project closure

General Support

Name	Designation/Project	Join date	Leave date	Remarks
2021-22				
D. Krishnaveni	Front Office Exe & Lab Registrar	1-10-2010	30-04-2021	Resignation due to personal reasons (marriage).

Notes: Join date is the first day of the current spell of personal affiliation with Institute. However, the nature of initial affiliation might have been different from the status at the time of exit. For example, a person may join as an intern or apprentice and may then be employed by the Institute at the end of internship. Similarly, the designation of those employed may change from the date of entry to the date of exit.

Annexure-2

IHS Participation in Training Programs, Workshops, Seminars and Conferences in 2020-21 & 2021-22 (Ytd)

Dr. D. Neela Priya, Dy Director and Faculty

Course/Workshop Title	Institution	Dates
Laboratory System & Internal Audit Training as per ISO/IEC 17025:2017	Quality Council of India, New Delhi	2020 Nov 26-27

P. Sravanthi Reddy, Chemical Analyst and Research Associate

Course/Workshop Title	Institution	Dates
Refresher training on ISO/IEC 17025	Internal training at The Institute of Health Systems by G. Surendra, Director	2020 Jun 17

B. V. Victoria, Microbiologist

Course/Workshop Title	Institution	Dates
Internal auditor & Quality manager course in ISO 17025 2017 standards	QGlobal Management Consultants Pvt Ltd	2021 Aug 14-17

H. Swapna, Laboratory Technician

Course/Workshop Title	Institution	Dates
Refresher training on ISO/IEC 17025	Internal training at The Institute of Health Systems by G. Surendra, Director	2020 Jun 17

S. Pavan Kumar, Joint Chemical Analyst

Course/Workshop Title	Institution	Dates
Refresher training on ISO/IEC 17025	Internal training at The Institute of Health Systems by G. Surendra, Director	2020 Jun 17

Annexure-3

IHS Publications in 2020-21 & 2021-22 (Ytd)

Reports:

- | | |
|---------|---|
| RP64/21 | A Study of Water Supply and Sewerage Related Complaints Resolution in Hyderabad Metro Area, During 2017-18
Prasanta Mahapatra, G. Surendra |
| RP65/21 | An Exploratory Study of Bottled Water Plants in Hyderabad
Prasanta Mahapatra, D. Neela Priya, G. Surendra |
| RP66/21 | A Study of Complaints Resolution and Water Safety in Hyderabad Metro Area, During 2018-19
Prasanta Mahapatra, G. Surendra |

Working Papers:

Books:

NIL

Annex -4A:

Fellows & Interns, in 2020-21 & 2021-22(Ytd).

H. Swapna, Intern in Laboratory Technique:

H. Swapna did her M.Sc. in Organic Chemistry in 2017, from SRPG College in hanamkonda Warangal, affiliated to Kakatiya University. She worked as Junior Lecturer in Narayana JR College in Kollur Hyderabad. She also worked in My Rank as a Chemistry Faculty in Dilsukh Nagar. She did her Internship in Lab Technique in Chemical lab from 04-12-2018 to 7th Jun 2020.

D. Giridhar, Intern in Water Safety Program:

Mr.D. Giridhar is an engineering graduate in B.Tech in EEE from Geethanjali College of Engineering & Technology. He worked as a Technical Support Associate in Genpact for Go-daddy process for 13 months. And he also worked in Senior Associate in Wipro BPS for the period of 15 months. His internship in Water Safety Program at IHS started from 01st January 2020 and completed by 28th Feb 2021.

K. Kalyan Kumar, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Vivekanada Junior College, Hyderabad affiliated to the State Board of Intermediate Education. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), from 13th March 2020 and completed by 31st March 2021

N. Sandeep, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Shantiniketan Junior College, Hyderabad affiliated to the State Board of Intermediate Education. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), from 15th May 2020, but terminated on 31st Aug 2021 due to WQM project closure.

Mohammed Jilani, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Sri Sai Vidya Vikas Junior College, Hyderabad affiliated to the State Board of Intermediate Education. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), from 15th May 2020 but terminated on 31st Aug 2021 due to WQM project closure

S. Nagaraju, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Nava Chaitanya Junior College, Hyderabad affiliated to the State Board of Intermediate Education. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample Collection (Water Quality Investigation), from 15th May 2020 and completed by 31st May 2021.

M. Suresh, Intern in Field Testing and Sample Collection:

Graduate in Maths, Physics & Computer Science from Santhosh Degree College in 2017. His internship started at IHS on Field Testing of Residual Chlorine & Water Sample

Collection (Water Quality Investigation), from 15th June 2020, but discontinued by 31st Jan 2021 due to his family problems.

K. Bhavani, Intern in Laboratory Technique:

Ms K. Bhavani did her graduation in Life science microbiology, biochemistry and Chemistry, from Aurora Degree & PG College, Hyderabad affiliated to the Osmania University, in 2019. She is pursuing her M.Sc Microbiology from Mumtaz PG College in Hyderabad. Her internship started in Laboratory Techniques at IHS-Biology Lab from 01st July 20 and completed by 31st Aug 2021.

M. Sai Chaitanya, Intern in Laboratory Technique:

Ms M. Sai Chaitanya did her graduation in Microbiology, botany and Chemistry, from Sarojini Naidu Vanita Maha Vidyalaya, Hyderabad affiliated to Osmania University in 2018. She is pursuing her M.Sc Microbiology from Aurora Degree & PG College, Hyderabad affiliated to the Osmania University. She started her internship in Laboratory Techniques at IHS-Biology Lab from 14th Sep 2020, but discontinued by 31st March 2021 due to her marriage.

A. Rajendra Mohan, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Narayana Junior College, which is affiliated to the State Board of Intermediate Education. His internship started at IHS on Water Quality Investigator / Field Surveyor for MCC since 01st Sep 2020, but discontinued by 31st Jan 2021 due to his health problems.

A. Nikitha, Intern in Laboratory Technique:

Ms A. Nikitha did her Post Graduation in Microbiology, from Siddhartha Degree & PG College affiliated to Osmania University in 2018. Her internship in Laboratory Techniques at IHS-Biology Lab started from 12th Oct 2020 and completed by 21st Jan 2021.

K. Venkatesh, Lab Registrar Cum Front Office Executive:

Mr. Venkatesh, graduated with Electronics and Computer science from A.S.N Degree College, affiliated to the Acharya Nagarjuna University, in 2020. He is doing his internship in Front Office Management at IHS by 1st May 2021. He is conversant with scope of various laboratory services, registration of laboratory test requests, tracking & delivery of test reports, procurement of office stationery & inventory management, maintenance of library catalogue in Procite, supporting events & meetings. He maintains contact with clients and follows-up to gather client feedback. He is working as Front Office Executive and Lab Registrar since 01st May 2021.

CH. Neeraja, Intern in Laboratory Technique:

Ms CH. Neeraja did her Graduation in Microbiology, from St. Ann's College for Women affiliated to Osmania University in 2020. She started her internship in Laboratory Techniques at IHS-Biology Lab from 22nd Mar 2021 but terminated by 31st Aug 2021 due to WQM project closure.

Shahair Banu, Intern in Laboratory Technique:

Mrs Shahair Banu did her Graduation in Chemistry, from Sujatha Degree College for Women affiliated to Osmania University in 2016. She started her internship in Laboratory Techniques at IHS-Biology Lab from 20th Mar 2021 but terminated by 31st Aug 2021 due to WQM project closure.

M. Krishna, Intern in Field Testing and Sample Collection:

Intermediate with Mathematics, Physics and Chemistry from Mahaboob junior college which is affiliated to the State Board of Intermediate Education. His internship started at IHS as Water Quality Investigator since 27th May 2021, but terminated by 31st Aug 2021 due to closure of WQM project.

K. Akhila, Data Processing Intern:

Ms K. Akhila did her B. Tech in Computer Science from Mother Teresa College of Eng. & Tech affiliated to JNTU Hyderabad. She did her internship in data processing in very short period of one month from 1st Feb 2021 to 28th Feb 2021 and discontinued due to her health problems.

Annex - 4B

Outgoing Fellows, Interns and Apprentices, in 2020-21 & 2021-22 (Ytd).

Fellows:

Name 2020-21	Designation	Join date	Leave date	Remarks
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Data Processing Interns:

Name 2020-21	Designation	Join date	Leave date	Remarks
K. Akhila	Data Processing	01-02-2021	28-02-2021	Dropped due to health problems

Water Quality Lab Interns:

Name 2020-21	Practice & Skill	Join date	Leave date	Remarks
Rajendra Mohan	Field Testing & Sample Collection	01-09-2020	31-01-2021	Discontinued due to health problems.
M. Sai Chaitanya	Lab Technique	14-09-2020	31-03-2021	Discontinued due to marriage
2021-22				
M. Suresh	Field Testing & Sample Collection	15-06-2020	31-05-2021	Discontinued due to family problems
Mohd Jilani	Field Testing & Sample Collection	15-05-2020	31-08-2021	Relieved due to project closure
N.Sandeep	Field Testing & Sample Collection	15-05-2020	31-08-2021	Relieved due to project closure
M.Krishna	Field Testing & Sample Collection	27-05-2021	31-08-2021	Relieved due to project closure
Ch.Neeraja	Lab Technique	22-03-2021	31-08-2021	Relieved due to project closure
Shahair Banu	Lab Technique	20-03-2021	31-08-2021	Relieved due to project closure
K.Bhavani	Lab Technique	01-07-2020	31-08-2021	Term Completed

General Support Interns:

Name 2020-21	Designation/Project	Join date	Leave date	Remarks
None				

Apprentices:

Name 2020-21	Designation	Join date	Leave date	Remarks
None				

Annexure-5

Revenue from IHS Laboratory Services

Year	Source of Revenue				Total
	HMWSSB	EM-ResPj	IM-ResPj	Public	
2006-07	1,280,650	212,521	0	20,575	1,513,746
2007-08	1,263,000	450,000	0	34,465	1,747,465
2008-09	1,178,680	412,670	0	45,913	1,637,263
2009-10	1,519,475	100,800	0	75,375	1,695,650
2010-11	3,057,846	203,500	0	96,325	3,357,671
2011-12	3,966,215	8,400	0	92,700	4,067,315
2012-13	4,832,964	0	0	89,775	4,922,739
2013-14	3,670,530	132,750	0	90,000	3,893,280
2014-15	5,295,762	35,040	0	131,450	5,462,252
2015-16	6,347,591	16,000	0	245,925	6,609,516
2016-17	6,607,801	225,368	159,000	365,265	7,357,434
2017-18	8,238,634	171,269	600,000	465,252	9,475,155
2018-19	8,866,030	0	1,061,000	416,001	10,343,031
2019-20	9,424,789	117,350	1,511,400	323,200	11,376,739
2020-21	9,905,261	111,209	756,000	220,060	10,992,530
2021-22YTD	3,214,291	92,100	326,406	172,900	3,805,697

HMWSSB = Hyd Metro Water Supply & Sewerage Board - monitoring of residual chlorine in reservoirs, and slum area; ResPJ-EM = Water quality testing services for research projects in other (extramural) agencies, ResPj-IM = Water quality testing services for research projects in IHS, Public = Over the counter, water quality testing services to general public.

Annex-6:

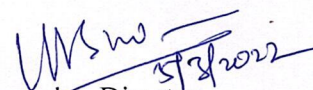
IHS Revenue Trends by sources and by activity

Year	Gross Revenue			Revenue by Type of Activity			
	Domestic	Foreign	Total	Research & Consultancy	Public Services	Academics & Training	Others
1999	₹ 20,66,525	₹ 0	₹ 20,66,525	₹ 14,40,625	₹ 42,542	₹ 6,65,900	₹ 1,41,553
2000	₹ 42,49,243	₹ 27,20,925	₹ 69,70,168	₹ 38,34,275	₹ 21,569	₹ 12,37,020	₹ 28,65,737
2001	₹ 45,60,092	₹ 56,68,363	₹ 1,02,28,455	₹ 95,27,906	₹ 36,152	₹ 5,96,257	₹ 68,140
2002	₹ 71,62,946	₹ 24,51,095	₹ 96,14,041	₹ 70,29,835	₹ 37,236	₹ 15,56,105	₹ 9,90,865
2003	₹ 67,18,690	₹ 47,84,857	₹ 1,15,03,547	₹ 93,89,693	₹ 53,384	₹ 10,43,050	₹ 2,79,991
2004	₹ 73,29,734	₹ 8,26,363	₹ 81,56,097	₹ 66,76,243	₹ 1,42,190	₹ 7,44,408	₹ 6,20,288
2005	₹ 41,80,215	₹ 4,70,160	₹ 46,50,375	₹ 38,72,674	₹ 98,175	₹ 0	₹ 6,79,526
2006	₹ 53,19,507	₹ 18,45,761	₹ 71,65,268	₹ 55,55,979	₹ 10,45,095	₹ 0	₹ 6,12,519
2007	₹ 68,98,526	₹ 14,14,996	₹ 83,13,522	₹ 70,10,918	₹ 11,64,000	₹ 0	₹ 1,38,604
2008	₹ 79,85,882	₹ 8,40,277	₹ 88,26,159	₹ 75,64,690	₹ 11,74,555	₹ 0	₹ 86,914
2009	₹ 48,08,436	₹ 0	₹ 48,08,436	₹ 26,47,624	₹ 15,15,120	₹ 1,75,000	₹ 4,70,692
2010	₹ 67,74,122	₹ 0	₹ 67,74,122	₹ 50,54,076	₹ 12,85,368	₹ 0	₹ 4,34,678
2011	₹ 46,99,440	₹ 0	₹ 46,99,440	₹ 10,30,706	₹ 29,07,903	₹ 0	₹ 7,60,831
2012	₹ 94,08,422	₹ 0	₹ 94,08,422	₹ 50,88,933	₹ 40,77,380	₹ 0	₹ 2,42,109
2013	₹ 58,09,751	₹ 0	₹ 58,09,751	₹ 0	₹ 49,22,964	₹ 0	₹ 8,86,787
2014	₹ 53,56,163	₹ 0	₹ 53,56,163	₹ 2,72,700	₹ 38,95,080	₹ 0	₹ 11,88,383
2015	₹ 69,65,291	₹ 0	₹ 69,65,291	₹ 8,53,800	₹ 54,62,252	₹ 0	₹ 6,49,239
2016	₹ 64,19,805	₹ 0	₹ 64,19,805	₹ 1,68,000	₹ 59,80,642	₹ 0	₹ 2,71,163
2017	₹ 75,90,076	₹ 0	₹ 75,90,076	₹ 4,32,859	₹ 62,15,371	₹ 1,62,000	₹ 7,79,846
2018	₹ 1,18,02,862	₹ 0	₹ 1,18,02,862	₹ 14,27,577	₹ 77,47,882	₹ 70,000	₹ 25,57,403
2019	₹ 1,33,50,640	₹ 0	₹ 1,33,50,640	₹ 31,49,653	₹ 96,79,790	₹ 10,000	₹ 5,11,197
2020	₹ 1,57,34,668	₹ 0	₹ 1,57,34,668	₹ 41,27,949	₹ 1,13,76,739	₹ 0	₹ 2,29,980
2021	₹ 13,489,654	₹ 0	₹ 13,489,654	₹ 2,120,352	₹ 10,992,530	₹ 0	₹ 376,772
2022	₹ 13,804,217	₹ 0	₹ 13,804,217	₹ 6,096,912	₹ 7,394,000	₹ 0	₹ 313,305

Institute's financial years are from April to March. Here each financial year is represented by the calendar year in which the financial year ends. For example, 1991 = FY 1990-91.

Figures for current financial year (2021-22) is an estimate based on year to date + anticipated receipts.

Date: 05/03/2022


G Surendra, Director

