



# Multi-Stakeholders Workshop on Collective Action



HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION

#UnitingBusiness

**Uniting together to Address healthcare challenges through ethical business practices and collective action "A multi-stakeholder Perspective on Transparent and ethical Healthcare eco-system**

Tuesday, May 30, 2023, | 1330 hours- 1730 hours | State Institute of Health & Family Welfare (SIHFW), Jaipur, Rajasthan

*Organized by UN Global Compact Network India  
Knowledge partner: SIDART*

## Table of Contents

<b>Background</b> .....	<b>2</b>
<b>Rationale</b> .....	<b>3</b>
.....	<i>Error! Bookmark not defined.</i>
<b>Goal 3: Health and Well-Being</b> .....	<b>4</b>
<b>Goal 16: Peace Justice and Strong Institutions</b> .....	<b>4</b>
<b>Objectives</b> .....	<b>4</b>
<b>Stakeholders/Participants included: -</b> .....	<b>5</b>
<b>Findings</b> .....	<b>5</b>
<b>Points Discussed</b> .....	<i>Error! Bookmark not defined.</i>
<b>Outcomes</b> .....	<b>6</b>
• <b>Identified corruption problems related to health care industry such as:</b> .....	<b>6</b>
About UN Global Compact Network India .....	<b>11</b>
<b>Appendix</b> .....	<i>Error! Bookmark not defined.</i>
<b>List of Attendants</b> .....	<i>Error! Bookmark not defined.</i>
<b>Photo Gallery</b> .....	<i>Error! Bookmark not defined.</i>



## MULTI-STAKEHOLDERS WORKSHOP ON COLLECTIVE ACTION



### 'Uniting Together: Addressing Healthcare Challenges through Transparency and Ethical Practices'

📅 May 30, 2023 ; 01:30-5:30 PM

📍 State Institute of Health & Family Welfare (SIHFV), Jaipur, Rajasthan



JUSTICE GS HORA  
CHAIRPERSON  
TII, RAJASTHAN



DR PRAMILA SANJAYA  
HON. ADVISOR  
SIDART



MR. RATNESH  
EXECUTIVE DIRECTOR  
UN GCNI



DR SOMNATH SINGH  
DEPUTY DIRECTOR  
UN GCNI

## Background

Corruption is a major impediment to development, peace, and security. From health to employment, education to the environment, business to sports, gender equality to access to justice, and more – corruption undermines all areas of society’s development.

Corruption, conflict, and instability are meanwhile profoundly intertwined. Corruption not only follows conflict but is also frequently one of its root causes. It fuels conflict and inhibits peace processes by undermining the rule of law, worsening poverty, and facilitating the illicit use of resources. Promoting transparency and strengthening institutions are therefore critical for sustaining peace.

Preventing corruption is crucial if the targets foreseen in the Sustainable Development Goals are to be met. These 17 Goals – a “shared blueprint for peace and prosperity for people and the planet, now and into the future” – offer a way to help protect our environment, create jobs, achieve gender equality, and secure wider access to essential services across the sectors.

Today, corruption exists in each sector viz Healthcare, MSME, CSO, and public and private sectors which is a great hurdle in an individual as well nation’s development. Public and Private sectors (Companies) including other potential sectors in India have started taking a more proactive and conscious approach to dealing with corruption within and outside their organizations. Bribery and corruption have become key concerns for them, especially for those engaging in business locally and globally.

Each sector contributes sufficiently to the GDP of the country but also a large number of corruption incidents are noticed across the sectors and its supply chains. Therefore,

a robust compliance and strong anti-corruption mechanism can help each sector in mitigating corruption challenges, so all the sectors/industries keep on contributing to eradicating corruption within their companies/organizations and the nation.

To foster the collective action for strengthening transparency and accountability in Healthcare ecosystem, UN Global Compact Network India (UN GCNI) organized a Multi-Stakeholders workshop on May 30, 2023 in Jaipur, Rajasthan wherein 38 leaders from Healthcare organizations, Corporate, Patients organizations (CSOs), Hospitals and Anti-Corruption organizations and compliance experts who had shared their insights and provided recommendations to improve healthcare practices and strengthen healthcare sector in India.

## Rationale

Collective Action is born out of the companies need to foster more ethical, transparent, and less corrupt business environments while mitigating potential business risks. Collective Action can complement, enhance, and further develop current and future laws and regulations whenever the latter are weakly enforced or simply nonexistent. Collective Action is evolving toward a “hybrid co-regulation.” Formal regulation efforts at a global and national level have increasingly been complemented by self-regulation efforts stemming from proactive cooperation between business actors from specific sectors. This often includes the participation of civil society, the public sector, corporates, and other organizations. These complementary approaches have reinforced one another, creating positive synergies which are required from businesses in the context of the 2030 Agenda for Sustainable Development.

Businesses and societies face complex corruption challenges on a daily basis around the world, and Collective Action is a key approach to slowing the scale of this issue. Multi-stakeholder partnerships are indispensable in order to effectively tackle and solve the perennial sustainable development problems outlined in the 17 SDGs. The evolution of Collective Action is also the overall evolution from Compliance to Integrity. It is not only about individually avoiding and mitigating the risks, pitfalls, and likely costs of corruption such as legal or financial, but above all seizing the opportunities and associated benefits of a robust culture of integrity that is fostered and implemented collectively by a committed group of like-minded stakeholders.

Multi-stakeholders ‘engagement in fighting corruption will help in building a robust governance structure, transparent and ethical business practices, and integrity across the sectors.

Dr. Somnath Singh made a presentation to make the participants understand the co-relation between SDG 3 and SDG 16 including Anti-Corruption.



## Goal 3: Health and Well-Being

SDG 3 aims to ensure health and wellbeing for all, in-order to do so the UN seeks to provide universal health care to all and open opportunities for everyone to receive access to medications and vaccinations that are both safe and effective. A crucial component of this approach is to promote a sustainable, fair and corruption free environment in the healthcare industry.



## Goal 16: Peace Justice and Strong Institutions

Goal 16 focuses on encouraging inclusive and peaceful societies, ensuring that everyone has access to justice, and creating inclusive institutions at all levels. Regardless their job, ethnicity, religious beliefs, sexual orientation, cast, creed, or financial background people should be safe from all types of exploitation and feel secure as they go about their lives.

Further, the audiences put up relevant questions and provided suggestions to mitigate corruption challenges in the healthcare sector.

## Objectives

- Fostering collective action for strengthening transparency and accountability.
- Devising strategies to combat corruption and improve good governance.
- Maintaining proper accountability and financial responsibility.
- Improving quality of service provided by the health care industry.
- Improve discipline in the healthcare industry.
- Create a more sustainable environment in the industry.



Speaker Dr. Somnath Singh; Introducing UNGC to the participants/stakeholders

## Stakeholders/Participants included: -

- Specialized Anti-Corruption bodies.
- Key Ministry/Govt department/bodies
- Health organizations, Hospitals, Pharmaceuticals, etc.
- Business /corporate/CSR/ MSME/Start-Ups.
- Audit Institution
- Parliamentarian/s
- Independent Media
- Academic and Research Institutes
- Patient organizations
- Civil Society organizations /NGOs



*A Round table discussion on the issue of corruption in the healthcare industry.*

## Points Discussed

- Challenges encompassing whistle-blower safety.
- How exploitation is the main reason leading to the snowballing of corruption.
- Awareness about rights and Legislation.
- Problems at the level of prosecution after the application of the laws and rules introduced.
- Importance of training, sharing best practices, and showcasing success stories.
- Technology to aid data privacy.
- Importance, purpose, and benefits of stakeholder engagement in Anti-Corruption Collective Action (ACCA) initiatives.
- Strategies to strengthen collective action and collaboration.
- Role of Digitalization
- A resource to sustain Anti-Corruption Collective Action.
- Anti-Corruption best practices and suggestions.
- UNGC's six steps approach to identify and mitigate corruption challenges/risks.



*Speaker Mr. Ratnesh Jha; Giving the introductory speech for the meeting.*

## Outcomes

- **Corruption challenges of healthcare industry shared by participants:**

**Whistleblower safety**-The healthcare industry is very commonly known for its lack of privacy and its unwelcoming nature towards whistleblowers. Often the whistleblowers are discovered and ostracized by the industry making it a negative environment for them.

**Ethics and discipline**- Ethics and discipline are a consistent concern in the industry as the industry is mostly dominated by the private institutions. Over 70% of rural population and 81% of the urban population is dependent on private healthcare. The private sector emphasis on revenue generation and higher ratings than improved patient care and comfort.

**Lack of patent awareness**- The health industry is not very well known for its transparency or its user-friendliness, furthermore the lack of awareness among patents reinforces this idea preventing the industry from being responsible and accountable to the patent.

**Mistreatment & Exploitation**- Exploitation is a very common problem in the healthcare industry it affects all aspects of the industry whether it is doctors, patients, or even new medical students. This problem stems from the lack of transparency, poor anti-corruption practices, and an unmotivated workforce. This industry commonly suffers from both corruption of choice and corruption of compulsion.

**Poor legislature**-Due to lack of enforcement or strong legislature the problem of corruption is left unchecked in this sector, there is little standardization in the industry and the practices that are already present are outdated.



*Speaker Mr. Ratnesh Jha; Giving the introductory speech for the meeting.*

## Solutions to address corruption issues in the healthcare industry, shared by the participants.

**Strengthen Legal Frameworks:** Implement stringent legislation, such as the Clinical Establishments Act and the Prevention of Corruption Act, to combat corruption in the healthcare industry. To make sure these rules are successful in preventing corruption, periodically review and improve them.

**Promote Transparency:** By putting policies in place such as the requirement of disclosure of healthcare costs, spending, and financial transactions, you may increase openness and accountability in the industry. To educate patients and stakeholders, publish information on healthcare facilities, services, and performance measures.

**Whistleblower Protection:** Establish mechanisms to protect whistleblowers who expose corruption in the healthcare sector. Encourage individuals to report instances of corruption without fear of reprisal and ensure their confidentiality and safety.

**Strengthen Regulatory Bodies:** Give regulatory organizations like the National Pharmaceutical Pricing Authority (NPPA) and the Medical Council of India (MCI) the authority they need to efficiently oversee healthcare providers, pharmaceutical firms, and medical professionals. Boost their capacity for enforcement, independence, and resources.

**Automation and digitalization:** Use technology to thwart corrupt practices. Use electronic health records (EHRs), computerized billing systems, and e-procurement platforms to automate tasks and streamline workflows, minimizing the opportunity for unethical behavior.

**Ethical Codes and Training:** Establish and enforce strict ethical codes of conduct for healthcare professionals, with severe penalties for those who engage in corrupt practices. Regularly offer courses and awareness campaigns on morality, professionalism, and anti-corruption practices.

**Public-Private Partnerships (PPPs):** Establish precise rules, regulations, and oversight systems to ensure transparency and accountability in PPPs. To avoid favoritism, kickbacks, and other types of corruption in this cooperation, establish appropriate checks and balances.

**Public Engagement and Awareness:** Inform people of their rights, entitlements, and mechanisms for exposing healthcare corruption. Encourage public participation in healthcare decision-making by using tools including social audits, public hearings, and grievance procedures.

**Strengthen Internal Controls:** To identify and stop corruption in healthcare organizations, implement strong internal control measures. This involves frequent audits, job separation, checks and balances in the financial system, and strictly adhering to procurement rules.

**International Collaboration:** Work together with global organizations and governments to share best practices and take inspiration from anti-corruption programs that have been effective in the healthcare industry. Strengthen anti-corruption initiatives by cooperating and learning from one another.

## Recommendations

- Emphasizes on the urgent need to improve national healthcare sectors and reduce the risk of corruption.
- Redefining the accounting framework by defining ethical practices.
- good governance is essential in fighting corruption and nation-building.
- Responsibility of multi-stakeholders in promoting transparency, governance, and community accountability
- Community mobilization in the coherent implementation of the laws.
- Introduction of digitalization is necessary to combat corruption.
- Emphasis on the importance of training, sharing of best practices, and showcasing of success stories.

## Conclusion

All stakeholder members such as the government, regulatory bodies, healthcare providers, civic society, and the general public must work collectively to implement these practices. In order to guarantee that all have fair access to high-quality healthcare services, thus healthcare corruption can be addressed.

## Photo Gallery



*Mr. Ratnesh, presenting a memento to Justice G.S. Hora*



*Participants listening to Ms. Sanda Ojiambo CEO of UNGC's address to the committee.*



*Memento presentation; Dr. Pramila Sanjaya & Mr. Ratnesh Jha*



*Group photograph with all the attendees*

---

## About UN Global Compact Network India

UN Global Compact Network India (UN GCNI) is a voluntary and strategic initiative that supports Indian companies, SMEs, Institutions, media houses, governments, corporate foundations, industry chambers, and civil society organizations that are committed to responsible business practices to institutionalize the Ten Universal Principles of UN Global Compact covering: Human Rights, Labour, Environment and Anti-Corruption, It also provides a vibrant platform to various stakeholders across operations, strategies, and supply chain to catalyze actions in support of Sustainable Development Goals (SDGs). Currently, it has over 600 members from India and more than 15000 member signatories in more than 167 nations worldwide.

## List of Attendants

1	Dr. Pramila Sanjaya	Hon'ble advisor, SIDART& Focal Person UNGCNI, Rajasthan
2	Mr. Ratnesh Jha	Executive Director, UN GCNI
3	Dr. Somnath Singh	Deputy Director, UN GCNI
4	Justice GS Hora	Guest Of Honor
5	Mr. Sanjay Pandey	Lead Advisor, Global Health Advocacy Incubator
6	Mr. Pramod Kumar Tiwari	IPS retd as IG Prisons
7	Dr. Sandeep Jain	Director, Fortis Hospital
8	Dr. Nupur Hooja	Senior Prof., SMS Medical College, Jaipur
9	Major Dr. Meeta Singh	Consultant, Medical Professional
10	Mr. Ashutosh Kumar Mishra	Senior Advisor, PTFI
11	Dr. Nalin Joshi	MD, FCCP (USA)
12	Mr. Mukesh Mishra	CEO, Jaipur Marathon
13	Dr. Mamta Chauhan	Professor
14	Dr. Varsha Tanu	Associate Professor
15	Dr. Anshu Jain	SIHFW
16	Dr. Arpita Jindal	Md (Hod) Pathology
17	Ms. Richa Chhabra	Consultant, Earnest, and Young
18	Mr. Mukesh Vyas	Principal Consultant, Infosys, and Chairperson, ISTD Jaipur Chapter
19	Dr. Shachi Adesh	State Head - MAMTA- Health Institute for Mother and Child
20	Dr. Anshu S.S. Kotia	Associate Professor Anesthesia, JNU, Medical College, IMSRC, Jaipur
21	Dr. Adesh Chaturvedi	Consultant

22	Mr. Praveer Goyal	Assistant Director, MAMTA-Health Institute for Mother and Child
23	Dr Subhash Chandra Godara	WHO representative
24	Dr. Sonia Singh	Consultant
25	Dr. Rajendra Bhanawat	Retired IAS
26	Mr. Om Prakash	Advocacy officer. Save the Children, Jaipur
27	Mr. Ajapa A.	Sr Faculty at SIHFW
28	Dr. Hemant Yadav	RO, SIHFW
29	Dr. Archana Saxena	RO, SIHFW
30	Dr. Ejaz Khan	RO, SIHFW
31	Mr. Aryan Mishra	Marketing Manager, IIRMR
32	Dr. Mukesh	Medical & Health NHM
33	Mr. Amrat Singh	Director, CUTS
34	Ms. Neelanjana Sharma	CUTS
35	Dr. Neena Rungta	Sr Specialist at JNU, Medical college, Jaipur
36	Mr. Ribhu Hooja	Volunteer, SIDART
37	Mr. Chandra Prakash Sharma	National Coordinator, SIDART
38	Mr. Vijay Sharma	Faculty, SIDART
39	Ms. Diya Garg	Intern, SIDART
40	Ms. Himangshi	Seminar Coordinator, SIDART
41	Ms. Seerat Tajamal	Membership officer, UNGCNI

The End

