

**GOVERNMENT OF INDIA
MINISTRY OF AYUSH
CITIZEN'S CHARTER**

1. INTRODUCTION

The Department of Indian Systems of Medicine and Homoeopathy (ISM&H) was established in the Ministry of Health & Family Welfare in March, 1995. It was rechristened as Department of Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy with acronym as AYUSH in November, 2003. In keeping with the policy of the Government to lay focused thrust on the Indian Traditional Systems of Medicine, to ease pressure on allopathic system, to ensure the optimal development, propagation and popularisation of AYUSH systems of health care and to realise the cherished vision of the Government of India to make AYUSH the preferred system of medicine and Yoga a world-wide phenomenon, the Department of AYUSH was granted the status of Ministry with effect from 09.11.2014. The Ministry is responsible for policy formulation, development and implementation of programmes for the growth, development and propagation of Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy (AYUSH) systems of Health Care. Sowa Rigpa is the recent addition to the existing facility of AYUSH systems.

2. CITIZEN'S CHARTER

The Citizen's Charter relates to providing services which ultimately lead to promotion of AYUSH for achieving the highest possible level of good health and well being through a preventive and promotive health care orientation in all developmental policies and to achieve universal access to good quality health care services at affordable cost.

3. VISION OF THE MINISTRY

The vision of the Ministry is to position AYUSH systems as the preferred systems of living and practice for attaining a healthy India.

4. MISSION OF THE MINISTRY

The Ministry has identified its Mission in terms of seven broad thematic areas of AYUSH activities. The thematic areas are as follows:

- (i) Effective Human Resource Development
- (ii) Provision of Quality AYUSH Services
- (iii) Information, Education and Communication

- (iv) Quality Research in AYUSH
- (v) Growth of the Medicinal Plants Sector
- (vi) Drug Administration
- (vii) International Exchange Programme/Seminars/Workshops on AYUSH

5. **INDEX OF SERVICES**

- (i) Conservation, Development and Sustainable Management of Medicinal Plants
- (ii) Extra Mural Research
- (iii) Public Health Initiative
- (iv) Information, Education & Communication
- (v) International Cooperation
- (vi) Permission to Ayurveda, Siddha & Unani (ASU) colleges
- (vii) Permission to Homoeopathic colleges

6. **CITIZEN SUPPORT SERVICES**

- (i) Conservation, Development and Sustainable Management of Medicinal Plants
 - a) State Medicinal Plants Boards (SMPBs) [www.nmpb.nic.in]
 - b) Region-wise Regional-cum-Facilitation Centres (RCFCs) [www.nmpb.nic.in].
 - c) Mobile (android) applications like e-charak (available in seven regional languages also), e-bhuvan and e-herbs
- (ii) Other Schemes website of Ministry of AYUSH (www.ayush.gov.in)

7. SERVICE DELIVERY STANDARDS AND TIMELINES

| S. No. | Nature of service to be provided to the citizens | Indicative timelines (in days) | Details of Officer responsible | | | Remarks |
|----------|---|--------------------------------|--|---------------------|-----------------------------|---|
| | | | Name & Designation | E mail id | Telephone / Mobile Number | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | Conservation, Development and Sustainable Management of Medicinal Plants | | | | | |
| 1.1 | Providing financial assistance according to the Scheme Guidelines. | 120 days | Chief Executive Officer | info-nmpb@nic.in | 011-23721821 / 011-23721822 | Indicative timeline is from the date of receipt of complete proposal. |
| 2 | Extra Mural Research | | | | | |
| 2.1 | Providing Grant- aid according to the EMR Scheme Guidelines. | 120 days. | Dr D C Katoch, Adviser, Ministry of AYUSH (Program Officer for the EMR Scheme) | Emr_ayush@yahoo.com | 011-24651656 | Indicative timeline is from the date of receipt of complete proposal. |

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| 3 | Public Health Initiative | | | | | |
| 3.1 | Grant-in-aid for Promotion of AYUSH Intervention of Public Health Initiatives | 90 days | Shri Kundan Bharti Sinha, Under Secretary | | kb.sinha@nic.in 011- 24651930 | Indicative timeline is from the date of receipt of complete proposal. |
| 4 | Information, Education & Communication | | | | | |
| 4.1 | Financial assistance for organizing Seminar/Workshop/Conference on AYUSH | 90 days | Shri Ramanand Meena, Dy. Secretary | ramanand.meena@nic.in | 011 - 2 4651965 | Indicative timeline is from the date of receipt of complete proposal. |
| 4.2 | a. Organization of Arogya Fairs both at the National and State Level. i) Issue of 1st instalment ii) Issue of 2nd instalment | 90 days 60 days | Shri Ramanand Meena, Deputy Secretary | ramanand.meena@nic.in | 011 - 2 4651965 | Indicative timeline is from the date of receipt of complete proposal. |
| | b. Organization of Ayurveda Parv and Yoga Utsav, etc. | 90 days | Shri Ramanand Meena, Deputy Secretary | ramanand.meena@nic.in | 011 - 2 4651965 | Indicative timeline is from the date of receipt of complete proposal. |

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| | c. Participation in Health Fairs/Melas/ Exhibitions organized by Government Departments, State Governments and other reputed Organizations; | 90 days | Shri Ramanand Meena, Dy. Secretary | ramanand.meena@nic.in | 011 - 2 4651965 | Indicative timeline is from the date of receipt of complete proposal |
| | d. Providing incentives to AYUSH Industry to participate in Arogya and other Fairs, Melas, Exhibitions Etc. | 180 days | Shri Ramanand Meena, Dy. Secretary | ramanand.meena@nic.in | 011 - 2 4651965 | Indicative timeline is from the date of receipt of complete proposal |
| 5 | International Cooperation | | | | | |
| 5.1 | Financial assistance for presentation of AYUSH related scientific research papers in international conferences, workshops, seminar, etc. | 60 days | Dr. Vinay Shrivastava, Consultant (Technical) | ic-ayush@nic.in | 011-24651653 | Indicative timeline is from the date of receipt of complete proposal |
| 5.2 | Incentive to AYUSH drug manufacturers, entrepreneurs, AYUSH institutions, etc. for participation in international exhibitions, trade fairs, road shows etc. | 60 days. | Dr. Vinay Shrivastava Consultant (Technical) | ic-ayush@nic.in | 011-24651653 | Indicative timeline is from the date of receipt of complete proposal |
| 5.3 | Incentive to AYUSH drug manufacturers for market Authorization registration of AYUSH products with international regulatory agencies, etc. | 60 days | Dr. Vinay Shrivastava, Consultant (Technical) | ic-ayush@nic.in | 011-24651653 | Indicative timeline is from the date of receipt of complete proposal |

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| 5.4 | Financial assistance for organization of International conferences/workshop s/ seminars, etc. in India on AYUSH systems by state Governments / Universities/ eminent institutions organizations etc. | 60 days | Shri S.P. Gupta, Consultant (Administration) | ic-ayush@nic.in | 011-24651960 | Indicative timeline is from the date of receipt of complete proposal |
| 6 | Permission to Ayurveda, Siddha & Unani (ASU) colleges | | | | | |
| 6.1 | To start new college, open new/higher course(s) and increase in admission capacity in ASU colleges. | 270 days | Dr. ShashiRanjan Kumar Vidyarthi, Director Ms. Shiela Tirkey, Under Secretary | shashi.vidyarthi@gov.in tirkey.shiela@gov.in | 011-24651973 011-24651962 | <p>i) Receipt of applications by the Central Government from 1st July to 31st August.</p> <p>ii) Forwarding of eligible application by the Central Government to the Central Council of Indian Medicine (CCIM) for technical scrutiny by 30th September of the year</p> <p>iii) Recommendation of the Central Council of Indian Medicine to the Central Government for issuing Letter of Permission (LOP)/denial by 31st March of the following year.</p> <p>iv) Decision of the Ministry of AYUSH by the 31st May of the following year.</p> |

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| 6.2 | Examination and Processing of Inspection reports in respect of Existing ASU Medical colleges for granting permission. | 151 days | | | | Inspection of Colleges by Central Council of Indian Medicine (CCIM) and submitting inspection report and recommendations to the Central Government from the 1st January to 31st March (90 days). Thereafter, decision of the Ministry by 31st May (61 days). |
| 7 | Permission to Homoeopathic colleges | | | | | |
| 7.1 | To start new college, open new/higher course(s) and increase in admission capacity in Homoeopathy colleges. | 270days | | | | <p>i) Receipt of applications by the Central Government from 1st July to 31st August.</p> <p>ii) Forwarding of eligible application by the Central Government to the Central Council of Indian Medicine (CCIM) for technical scrutiny by 30th September of the year</p> <p>iii) Recommendation of the Central Council of Indian Medicine to the Central Government for issuing Letter of Permission (LOP)/denial by 31st March of the following year.</p> <p>iv) Decision of the Ministry of AYUSH by the 31st May of the following year.</p> |
| 7.2 | Examination and Processing of Inspection reports in respect of Existing Homoeopathic Medical colleges for granting permission. | 151 days | | | | Inspection of colleges by Central Council of India Medicine (CCIM) and submitting inspection report and recommendations to the Central Govt. form |
| | | | | Smt. Vijayalakshmi Bharadwaj, Deputy Secretary | Vijayalakshmi.bharadwaj40@gov.in | 011- 24651658 |

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| | | | | | | the 1st January to 31st March (90 days). Thereafter, decision of the Ministry by 31st May (61 days). |
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8. GENERAL OBLIGATIONS OF APPLICANTS

All applicants are required to submit their applications for various services with correct information and valid and genuine supporting documents.

9. GRIEVANCE REDRESSAL

Any Grievance or complaint arising out of any non-compliance of service standards failure in delivery of service may be logged online at Central Public Grievance Redress and Monitoring System (CPGRAMS) pgportal.gov.in or may be given in writing to the Public Grievances Nodal Officer, Ministry of AYUSH, ‘AYUSH Bhawan’, ‘B’ Block, GPO Complex, INA, New Delhi – 110023.

10. FEEDBACK/SUGGESTIONS

Feedback and suggestions can be given by writing to the Public Grievances Nodal Officer, Ministry of AYUSH, ‘AYUSH Bhawan’, ‘B’ Block, GPO Complex, INA, New Delhi – 110023.

11 . MONTH/YEAR FOR THE NEXT REVIEW OF THE CHARTER

This Charter is issued in April, 2019. It is intended to review the Charter in April, 2020.
