

**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 and Family Welfare in 1995. It was rechristened as Department of Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy with acronym AYUSH in 2003. In keeping with the policy of the government to lay focused thrust on the Indian traditional systems of medicine, popularization of AYUSH systems of healthcare and to make AYUSH the preferred system of medicine and Yoga a world-wide phenomenon, the Department of AYUSH was granted the status of Ministry on 9<sup>th</sup> November 2014. Later, as per the notification No. 1494, published in the Gazette of India on 13th April 2021, the Ministry of AYUSH (Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy), was renamed as the Ministry of Ayush (*Ayush Mantralaya*).

The Ministry of Ayush is responsible for policy formulation, development and implementation of programmes for the growth, development and propagation of Ayurveda, Yoga & Naturopathy, Unani, Siddha, Sowa Rigpa and Homoeopathy (Ayush) systems of healthcare. Providing Ayush health care services, clinical practices, encouragement to scientific research and education, laying down pharmacopoeia standards to ensure quality drugs, evolving good laboratory practices, following good manufacturing practices, regulating education standards, supplementing the efforts of state governments in setting up Ayush in allopathic hospitals and Ayush units in Primary Health Centers (PHCs) and Community Health Centers (CHCs) and Ayush wings in district allopathic hospitals, upgradation of Ayush hospitals and dispensaries, creating awareness through organization of activities through information, education and communication measures, enhancement of the production of medicinal plants, international cooperation in the areas of Ayush are just some of the ways in which the Ministry is helping in the growth and wider reach of Indian systems of medicine and homoeopathy.

## **2. MISSION OF THE MINISTRY**

### **Mission**

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 in field of Ayush
- II. Provision of Quality Ayush Services
- III. Information, Education and Communication
- IV. Quality Research in Ayush Sector
- V. Growth of the Medicinal Plants Sector
- VI. Drug Administration
- VII. International Exchange Programme/Seminars/Workshops in Ayush sector

## **3. INDEX OF SERVICES**

- I. Conservation, Development and Sustainable Management of Medicinal Plants
- II. Ayur Swasthya Yojna
- III. Ayurgyan Yojna
- IV. Scheme for Promotion of Information, Education and Communication (IEC) in Ayush
- V. Central Sector Scheme for Promotion of International Co-operation in Ayush
- VI. Champion Services Sector Scheme for 'Medical Value Travel'
- VII. Ayush Gunavatta Evum Uttapadan Samvardhan Yojana (AOGUSY)
- VIII. National Ayush Mission (NAM)
- IX. Second appeal related with permission of Ayush colleges

## **4. CITIZEN SUPPORT SERVICES**

Further details of citizen specific services in Ayush Sector can be obtained from the official website of Ministry of Ayush under Schemes section. <https://ayush.gov.in>

## 5. SERVICE DELIVERY STANDARDS AND TIMELINES

S. No.	Nature of service provided to the citizens	Indicative timelines (in days)	Details of Concerned Officer			Remarks
			Name & Designation	e-mail id	Telephone / Mobile Number	
<b>1</b>	<b>Conservation, Development and Sustainable Management of Medicinal Plants</b>					
1.1	Providing financial assistance according to the Scheme Guidelines.	120 days	Chief Executive Officer (CEO), NMPB	info-nmpb@nic.in	011-23721821 011-23721822	Indicative timeline is from the date of receipt of complete proposal.
<b>2</b>	<b>Ayurwasthya Yojna</b>					
2.1	Providing financial assistance to eligible Organizations/Institutes according to the provisions of Scheme Guidelines.	120 days	Director-Schemes	Shashi.vidyarthi@gov.in	011-24651793	Indicative timeline is from the date of receipt of complete proposal.
<b>3</b>	<b>AYURGYAN Scheme [Research and Innovation in AYUSH component (erstwhile EMR Scheme) of Ayurgyan scheme and CME component of Ayurgyan scheme]</b>					
3.1	Providing Grant-In-aid in accordance with the scheme guidelines.	120 days	Director-Schemes	Shashi.vidyarthi@gov.in	011-24651793	Indicative timeline is from the date of receipt of complete proposal.

<b>4</b>	<b>Scheme for Promotion of Information, Education and Communication (IEC) in Ayush</b>					
4.1	Organization of both National Level Arogya Fairs and State Level Arogya Fairs, Ayurveda Parv and Yoga Fest/ Utsav	90 days	Director, IEC	iecc-ayush@nic.in	011-24651658	Indicative timeline is from the date of receipt of complete proposal.
4.2	Providing incentives to Ayush Industry to participate in National Level Arogya Fairs and State Level Arogya Fairs, Ayurveda Parv and Yoga Fest/ Utsav	90 days	Director, IEC	iecc-ayush@nic.in	011-24651658	Indicative timeline is from the date of receipt of complete proposal.
4.3	Participation in Health Fairs/ Melas/ Exhibitions focused on Ayush System	90 days	Director, IEC	iecc-ayush@nic.in	011-24651658	Indicative timeline is from the date of receipt of complete proposal.

4.4	Providing financial assistance for organizing Seminars, Webinars, Conferences, Symposiums, Workshop, meeting, etc. on Ayush Systems	90 days	Director, IEC	iee-ayush@nic.in	011-24651658	Indicative timeline is from the date of receipt of complete proposal.
<b>5</b>	<b>Central Sector Scheme for Promotion of International Co-operation in Ayush</b>					
5.1	Financial Assistance for the Presentation of Ayush-related scientific research papers in international Conferences, Workshops, Seminars etc.	60 Days	Dr. Kapil Sharma (Research Officer Ayurveda)	ic-ayush@nic.in	011-24651960	Indicative timeline is from the date of receipt of complete proposal.
5.2	Incentives to Ayush Drug Manufacturers, entrepreneurs, Ayush Institutions, etc. for participation in international exhibitions, trade fairs, road shows etc.	60 Days	Dr. Kapil Sharma (Research Officer Ayurveda)	ic-ayush@nic.in	011-24651960	Indicative timeline is from the date of receipt of complete proposal.

5.3	Incentives to Ayush drug manufacturers for market authorization/ registration of Ayush products with international regulatory agencies etc.	60 Days	Dr. Kapil Sharma (Research Officer Ayurveda)	ic-ayush@nic.in	011-24651960	Indicative timeline is from the date of receipt of complete proposal.
5.4	Financial assistance for the organization of International conferences/ workshops/ seminars etc. in India on Ayush Systems by State Governments/ Eminent Institutions, organizations etc.	60 Days	Dr. Kapil Sharma (Research Officer Ayurveda)	ic-ayush@nic.in	011-24651960	Indicative timeline is from the date of receipt of complete proposal.
<b>6</b>	<b>Champion Services Sector Scheme for ‘Medical Value Travel’</b>					
6.1	Providing financial assistance as per the scheme guidelines	120 days	Sh. Vikram Singh Director	vikramsingh-cca@gov.in	011-24656863	Indicative timeline is from the date of receipt of complete proposal.

<b>7</b>	<b>Ayush GunavattaEvumUttapadanSamvardhanYojana (AOGUSY)</b>					
7.1	Providing Grant-in-Aid in accordance with the scheme guidelines	180 days	Sh. Madan Lal Meena, Under Secretary	madanlal.meena30@gov.in	011-24651956	Indicative timeline is from the date of receipt of complete proposal subject to the approval of competent authority and availability of funds
<b>8</b>	<b>National Ayush Mission (NAM)</b>					
8.1	Promotion and Development of Ayush	90 days	Smt. Mamta Yadav, Under Secretary	mamtayadv.edu@nic.in	011-24651983	As per National Ayush Mission Guidelines

9	Matters related to Second Appeals of permission of ASU&SR and Homoeopathy Colleges					
9.1	Processing of 2 <sup>nd</sup> appeal related to ASU&SR and Homoeopathy Colleges under the NCISM/NCH Act 2020.	NA	Director-Education Policy Division	Shashi.vidyarthi@gov.in	011-24651793	As per provision 9 (6) of NCISM/NCH Act 2020, the appeals with respect to the establishment of new colleges/ institutions are to be dealt with by Commission (1st appeal) and Central Government (2nd appeal).
9.2	AACCC UG & PG e-Counseling for admission to All India Quota (AIQ)- Undergraduate (UG) and Postgraduate (PG) seats of Ayurveda, Siddha, Unani & Homoeopathy (ASU&H) courses under Govt./ Govt. Aided/ Central University/ National Institutes / Deemed Universities	75-90 days	Director-Education Policy Division	Shashi.vidyarthi@gov.in	011-24651793	AACCC-UG & PG online counseling services are exclusively for the AYUSH- UG & PG aspirants seeking admission to the AIQ-UG & PG seats under ASU&H institutes.



## **6. GENERAL OBLIGATIONS OF APPLICANTS**

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

## **7. 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](http://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.

## **8. 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.

## **9. MONTH/YEAR FOR THE NEXT REVIEW OF THE CHARTER**

This Charter is updated in July, 2023. It is intended to review the Charter in July, 2024.

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**Various organizations working under Ministry of Ayush**

S.No.	Organization	Website
<b>A. STATUTORY REGULATORY BODIES</b>		
1.	National Commission for Indian System of Medicine (NCISM)	<a href="http://ncismindia.org">http://ncismindia.org</a>
2.	National Commission for Homoeopathy (NCH)	<a href="http://nch.org.in">http://nch.org.in</a>
<b>B. SUB-ORDINATE OFFICE</b>		
1.	Pharmacopoeia Commission for Indian Medicine & Homoeopathy (PCIM&H)	<a href="http://pcimh.gov.in">http://pcimh.gov.in</a>
<b>C. APEX RESEARCH INSTITUTES</b>		
1.	Central Council for Research in Ayurvedic Sciences (CCRAS)	<a href="http://ccras.nic.in">http://ccras.nic.in</a>
2.	Central Council for Research in Yoga and Naturopathy (CCRYN)	<a href="http://ccryn.gov.in">http://ccryn.gov.in</a>
3.	Central Council for Research in Unani Medicine (CCRUM)	<a href="http://ccrum.res.in">http://ccrum.res.in</a>
4.	Central Council for Research in Siddha (CCRS)	<a href="http://siddhacouncil.com">http://siddhacouncil.com</a>
5.	Central Council for Research in Homoeopathy (CCRH)	<a href="http://ccrhindia.nic.in">http://ccrhindia.nic.in</a>
<b>D. APEX NATIONAL INSTITUTES</b>		
1.	Institute of Teaching and Research in Ayurveda, (I.T.R.A.), Jamnagar (Gujarat)	<a href="http://itra.ac.in">http://itra.ac.in</a>
2.	All India Institute of Ayurveda (AIIA), GautamPuri, Sarita Vihar New Delhi	<a href="http://aiia.gov.in">http://aiia.gov.in</a>
3.	National Institute of Ayurveda (NIA), Jaipur (Rajasthan)	<a href="http://nia.nic.in">http://nia.nic.in</a>
4.	North Eastern Institute of Ayurveda and Homoeopathy (NEIAH), Meghalaya	<a href="http://neiah.nic.in">http://neiah.nic.in</a>
5.	North Eastern Institute of Ayurveda and Folk Medicine Research (NEIAFMR) Pasighat, Arunachal Pradesh	<a href="http://neiafmr.org.in">http://neiafmr.org.in</a>
6.	Rashtriya Ayurved Vidyapeeth (RAV), New Delhi	<a href="http://ravdelhi.nic.in">http://ravdelhi.nic.in</a>
7.	Morarji Desai National Institute of Yoga (MDNIY), New Delhi	<a href="http://yogamdniy.nic.in">http://yogamdniy.nic.in</a>
8.	National Institute of Naturopathy (NIN), Pune (Maharashtra)	<a href="http://ninpune.ayush.gov.in">http://ninpune.ayush.gov.in</a>
9.	National Institute of Unani Medicine (NIUM), Bangalore (Karnataka)	<a href="http://nium.in">http://nium.in</a>
10.	National Institute of Siddha (NIS), Chennai (Tamil Nadu)	<a href="http://nischennai.org">http://nischennai.org</a>
11.	National Institute of Sowa Rigpa (NISR), Leh, Ladakh	<a href="http://sowarigpainstitute.in">http://sowarigpainstitute.in</a>
12.	National Institute of Homoeopathy (NIH), Kolkata (West Bengal)	<a href="http://nih.nic.in">http://nih.nic.in</a>
<b>E. PUBLIC SECTOR UNDERTAKING</b>		
1.	Indian Medicine Pharmaceuticals Limited (IMPCL), Mohan	<a href="http://impclmohan.nic.in">http://impclmohan.nic.in</a>