



Citizen's / Client's Charter for

(Department of AYUSH)

(2011-2012)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

To position AYUSH systems as the preferred systems of living and practice for attaining a Healthy India.

Mission

- 1.To mainstream AYUSH at all levels in the Health Care System.
- 2.To improve access to and quality of Public Health delivery through AYUSH System.
- 3.To focus on Promotion of health and prevention of diseases by propagating AYUSH practices.
- 4.Proper enforcement of provisions of Drugs & Cosmetic Act 1940 and Rules framed thereunder relating to the ASU drugs throughout the country.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organizations/ institutions for upgradation to "Centres of Excellence"	5	Sh. Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee. 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the Proforma given.	N/A	N/A	N/A
2	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid for Promotion of AYUSH Intervention in Public Health Initiative.	5	Sh. Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee . 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the proforma given.	N/A	N/A	N/A
3	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organization/institutions for Revitalization of Local Health Traditions, Midwifery Practices etc. in order to enhance Health Security of rural community.	5	Sh. Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma alongwith concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee . 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in . Each proposal must be forwarded and appraised by the State Government as per the Proforma given.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Timely approval of the proposals received under the Central Sector Scheme for Development of AYUSH Clusters	5	Shri Rajkumar(Director)	raj.kumar@nic.in	9868366370 (23731755)	1. Selection of clusters by Scheme Monitoring Committee (SMC) and Project Management Consultant (PMC) 2. In principal approval by the SMC. 3. Final approval by SMC. 4. Financial Approval and sanction by the IFD, Department of AYUSH. 5. Release of funds	Project proposal as per the scheme to be submitted as given in the website www.indianmedicine.nic.in	N/A	N/A	N/A
5	Timely approval of the proposals received under the Central Sector Scheme for acquisition, cataloging, digitization and publication of text book & manuscripts - "ACDP".	5	Shri Rajkumar(Director)	raj.kumar1965@nic.in	9868366370 (23731755)	1. Receipt of application in the prescribed Proforma along with concept note. 2. Scrutiny of full proposal by the concerned officer/section. 3. Review and selection of the proposal by Technical Committee. 4. Review and Selection of the proposal by the Accreditation-cum-Project Appraisal Committee . 5. Final Approval of the project by the Project Screening Committee 6. Financial Approval and sanction by the IFD, Department of AYUSH. 7. Release of funds.	Complete application form alongwith all certificates and documents to be submitted as per the updated scheme guidelines given in the Departmental website www.indianmedicine.nic.in Each proposal must be forwarded and appraised by the State Government as per the proforma given.	N/A	N/A	N/A
6	Timely approval of the proposal received under the Central Sector Scheme for grant-in-aid to Govt./non-governmental organization/institutions for " Extra Mural Research"	5	Dr. G.P Garg(Sr. Chief Chemist)	emr_ayush@yahoo.com	9810447778 (23731024)	1. Receipt of application in prescribed format in concerned Research Councils. 2. Scrutiny/screening by Internal Scrutiny Committee. 3. Evaluation and Scrutiny of proposal by the Project Evaluation Committee (PEC). 4. Approval of the project by the Project Approval Committee (PAC) headed by Secretary, AYUSH. 5. Financial Approval and sanction by the IFD, Department of AYUSH. 6. Release of funds	Complete application as per the scheme to be submitted in format given in the website www.indianmedicine.nic.in	N/A	N/A	N/A
7	Approval of the Programme implementation Plan (PIPs) received from the State Govt. for grants under CSS of H & D of NRHM.	5	Shri. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of PIP through State Government in the prescribed format. 2. Appraisal and scrutiny of PIPs 3. Obtaining additional information/clarification if necessary 4. Consideration of PIP by Screening Committee for Sanction of Grant. 5. Financial approval and Sanction by IFD, Department of AYUSH 6. Issue of Sanction and release of Grant.	The PIP with situation analysis, financial statements along with complete application format as per scheme to be submitted as given in website www.indianmedicine.nic.in	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Approval to the proposal received from State Govt. for grants under Centrally Sponsored Scheme " Development of AYUSH Institutions" (1ST Installment)	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of applications through State Governments in the prescribed format. 2. Scrutiny of applications. 3. Obtaining additional information/ clarifications if necessary. 4. Consideration of proposals by Screening Committee [SC] for sanction of grant. 5. Financial Approval and sanction by the IFD, Department of AYUSH. 6. Issue of Sanction & release of first installment.	Documents as per scheme guidelines.	N/A	N/A	N/A
9	Release of 2nd Installment under the CSS of H&D	5	Shri. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of proposal for 2nd installment. 2. Scrutiny of proposal including UC of first installment. 3. Obtaining concurrence of IFD. 4. Release of 2nd installment.	UC of 1st installment and other documents like SoE, performance reports etc.	N/A	N/A	N/A
10	Release of 2nd Installment under Centrally Sponsored Scheme " Development of AYUSH Institutions"	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of proposal for 2nd installment. 2. Scrutiny of proposal including UC of first installment. 3. Obtaining concurrence of IFD. 4. Release of 2nd installment.	UC of 1st installment and other documents like SoE, performance reports etc.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Issue of guidelines for Central nomination to UG and PG courses in Ayurveda, Unani & Siddha for 2011-12.	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Internal review at the level of JS/ Secretary. 2. Obtaining approval of HFM. 3. Issue of guidelines and uploading on Website.	N/A	N/A	N/A	N/A
12	Finalization of Central nomination for PG courses in Ayurveda, Unani & Siddha for 2011-12.	5	Sh. P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of nominations of State Governments for Central nominations for PG courses. 2. Scrutiny of applications. 3. Preparation of list of Central nominations. 4. Obtaining approval of competent authority. 5. Issue of list of Central nominations.	1. Guidelines of the scheme. 2. Receipt of recommendations of State Governments	N/A	N/A	N/A
13	Non-governmental experts willing to present AYUSH related scientific research papers in international conferences, workshops etc. after having obtained prior approval of the Department of AYUSH will be reimbursed 75% of the expenditure incurred or Rs. 1.00 lakh, whichever is less, on air-travel, boarding & lodging and delegation fee, on submission of an application along with proof of participation.	4	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of application proposal in prescribed proforma in advance 2. Scrutiny of proposals by the Expert. 3. Decision is conveyed before the event. 4. Approved proposal are considered on receipt of the bill for re-imbusement for sanction for financial approval and sanction by the IFD, Department of AYUSH. 5. Release of re-imbusement	C) Invitation from the organizer. ii) Supporting vouchers in original i.e. Boarding, Lodging, boarding Cards & ticket www.indianmedicine.nic.in	N/A	N/A	N/A
14	Incentive to drug manufacturers, entrepreneurs, AYUSH institutions etc. for international propagation of AYUSH and registration of their products by USFDA/EMEA/UK-MHRA for exports : AYUSH entrepreneurs, industry representatives etc. participating in international exhibitions, trade fairs, road shows etc. with prior approval of the Department of AYUSH will be reimbursed 50% of the expenditure limited to Rs. 1.00 lakh per unit, incurred on air-travel, boarding & lodging and product-display arrangement, including hiring of stalls, on submission of application in prescribed format and statement of expenditure certified by a Chartered Accountant. 50% of the expenditure incurred on preparation of Drug Dossiers and Registration of ASU&H products by US-FDA/EMEA/UK-MHRA subject to a maximum limit of Rs.5.00 lakhs per product shall be provided to AYUSH	5	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of Proposals as per scheme at least four months in advance. 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee. 4. Financial Approval and sanction by IFD, Department of AYUSH. 5. Release of Re-imbusement .	i) Invitation from the organizer. ii) Supporting vouchers in original i.e. Boarding, Lodging, boarding Cards & ticket.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
15	Timely approval of the proposals received under the Central Sector Scheme for 'Promotion of Information, Education and Communication (IEC)' in AYUSH which comprises of the Following:- A. Participation in Health melas/exhibitions organized by Government and other organization B. Incentives to AYUSH Industry to participate in Arogya and other fairs/exhibitions organized by Govt. organization at National Level.	5	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of application proposal in prescribed Proforma in advance 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee 4. Financial Approval and sanction by the IFD, Department of AYUSH. 5. Release of funds	Documents as per list indicated on the website of the Department www.indianmedicine.nic.in	N/A	N/A	N/A
16	Timely approval of the proposals received under the Central Sector Scheme of "Assistance for Exchange Programme/ Seminar/Conference/Workshop on AYUSH.	5	Sh. Rajinder Sood(Deputy Secretary)	dsic-ayush@nic.in	9990185756 (23325796)	1. Receipt of Proposals as per scheme at least four months in advance duly recommended by Competent authority. 2. Scrutiny of proposals by the Project Appraisal Committee. 3. Consideration for sanction of Grant by the Project Approval Committee. 4. Financial Approval and sanction by IFD, Department of AYUSH. 5. Release of funds.	Documents as per list indicated on the website of the Department www.indianmedicine.nic.in	N/A	N/A	N/A
17	Timely approval of the proposals received under section 13A of IMCC Act.	1	Sh. Prem Kumar Jha(Director)	epsectionayush@yahoo.in	9810897020 (23327669)	1. Receipt of scheme received from the institutions. 2. Time Scheme given in IMCC Act will be followed. 3. Decision to be communicated to the institution as per schedule given in IMCC Act.	Complete application as per the scheme to be submitted in form as per Regulations made under IMCC Act.			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
18	Timely approval of the proposals received from CCIM under Section 13C of IMCC Act.	1	Sh. Prem Kumar Jha(Director)	epsectionayush@yahoo.in	9810897020 (23327669)	Communication to the institution regarding grant or permission as per schedule given in IMCC Act.	NA	N/A	N/A	N/A
19	Timely approval of the proposals received under Section 12A of HCC Act.	1	P. Vijay Kumar(Deputy Secretary)	pv.kumar@nic.in	9871733314 (23731813)	1. Receipt of scheme from Institutions 2. Time Schedule given in HCC Act will be followed	Complete application as per the scheme to be submitted as per Regulations made under HCC Act			
20	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Dr. Padma Kumar(Research Officer (Botany) (NMPB))	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A
21	Issue of First installment for Contractual Farming & Forest Department.	2	Dr. M.S. Rawat(ARO (B))	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
22	Issue of First installment for Research & Development (R&D).	2	Dr. Shahidul Khair(SSA)	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A
23	Issue of First installment for IEC, NGO, Herbal Gardens.	2	Sh. Akif Iqbal Alvi,(Marketing Assistant)	info-nmpb@nic.in	(23730652)	i) Receipt of application in a prescribed format. ii) Scrutiny of project application (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the projects in the PSC. v) Consideration of the projects in SFC. vi) Issue of sanction Release of fund after concurrence of IFD.	Complete application as per the scheme to be submitted in form given in the website: www.nmpb.nic.in	N/A	N/A	N/A
24	Timely approval of the proposals received for Grant-in-aid under the Centrally Sponsored Scheme of National Mission on Medicinal Plants	2	Sh. T.U.Haqqi(Assistant Advisor (Botany))	info-nmpb@nic.in	(23730652)	i) Receipt of Action Plan as per Guidelines from the State implementing agency of the Scheme of National Mission on Medicinal Plants. ii) Scrutiny of Action Plan (whether complete in all respects). iii) Obtaining additional information / clarifications. iv) Consideration of the Action Plan in SFC. v) Issue of sanction. Release of fund after concurrence of IFD.	Action Plan as per the scheme given in the website: www.nmpb.nic.in to be submitted by State Mission Directors.	N/A	N/A	N/A
25	Release of 2nd installment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2	Dr. Padma Kumar(Research Officer (Botany))	info-nmpb@nic.in	(23315637)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommendation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - * iii) U.C. as per GFR 19A - * iv) Progress Report - * v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
26	Release of 2nd installment Contractual Farming & Forest Department.	2	Dr. M.S. Rawat(ARO (B))	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommendation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - * iii) U.C. as per GFR 19A - * iv) Progress Report - * v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A
27	Release of 2nd installment for Research & Development (R&D).	2	Dr. Shahidul Khair(SSA)	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment	i) Recommendation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - * iii) U.C. as per GFR 19A - * iv) Progress Report - * v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A
28	Release of 2nd installment for IEC, NGO, Herbal Gardens.	2	Sh. Akif Iqbal Alvi,(Marketing Assistant)	info-nmpb@nic.in	(23730652)	i) Receipt of proposal for release of 2nd installment. ii) Scrutiny of proposal including UC of 1st installment with all necessary documents. iii) Progress Report iv) Monitoring Report from SMPB and from Monitoring agency engaged by NMPB, if any. v) Obtaining concurrence of IFD. vi) Release of next installment.	Utilization Certificate (U.C.) of 1st installment and all other documents like i) Recommendation from SMPB for all the projects other than Research & Development projects. ii) Statement of Expenditure - * iii) U.C. as per GFR 19A - * iv) Progress Report - * v) Monitoring Report (* - duly signed by Chartered Accountant / Finance Officer)	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organizations/institutions for upgradation to "Centres of Excellence"	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
2	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid for Promotion of AYUSH Intervention in Public Health Initiative.	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
3	Timely approval of the proposals received under the Central Sector Scheme for grant-in-aid to non-profit/non-governmental organization/institutions for Revitalization of Local Health Traditions, Midwifery Practices etc. in order to enhance Health Security of rural community.	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
4	Timely approval of the proposals received under the Central Sector Scheme for Development of AYUSH Clusters	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
5	Timely approval of the proposals received under the Central Sector Scheme for acquisition, cataloging, digitization and publication of text book & manuscripts - "ACDP".	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
6	Timely approval of the proposal received under the Central Sector Scheme for grant-in-aid to Govt./non-governmental organization/institutions for "	5.0	Approval/ disapproval of the proposals		%	5.00	Department records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
	Extra Mural Research"						
7	Approval of the Programme implementation Plan (PIPs) received from the State Govt. for grants under CSS of H & D of NRHM.	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
8	Approval to the proposal received from State Govt. for grants under Centrally Sponsored Scheme " Development of AYUSH Institutions" (1ST Installment)	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
9	Release of 2nd Installment under the CSS of H&D	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
10	Release of 2nd Installment under Centrally Sponsored Scheme " Development of AYUSH Institutions"	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
11	Issue of guidelines for Central nomination to UG and PG courses in Ayurveda, Unani & Siddha for 2011-12.	5.0	Issue of guidelines		%	5.00	Department records
12	Finalization of Central nomination for PG courses in Ayurveda, Unani & Siddha for 2011-12.	5.0	Central Nomination for PG Courses		%	5.00	Department records
13	Non-governmental experts willing to present AYUSH related scientific research papers in international conferences, workshops etc. after having obtained prior approval of the Department of AYUSH will be	4.0	Approval/ disapproval of the proposals		%	4.00	Department records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
	reimbursed 75% of the expenditure incurred or Rs. 1.00 lakh, whichever is less, on air-travel, boarding & lodging and delegation fee, on submission of an application along with proof of participation.						
14	<p>Incentive to drug manufacturers, entrepreneurs, AYUSH institutions etc. for international propagation of AYUSH and registration of their products by USFDA/EMEA/UK-MHRA for exports :</p> <p>AYUSH entrepreneurs, industry representatives etc. participating in international exhibitions, trade fairs, road shows etc. with prior approval of the Department of AYUSH will be reimbursed 50% of the expenditure limited to Rs. 1.00 lakh per unit, incurred on air-travel, boarding & lodging and product-display arrangement, including hiring of stalls, on submission of application in prescribed format and statement of expenditure certified by a Chartered Accountant. 50% of the expenditure incurred on preparation of Drug Dossiers and Registration of ASU&H products by US-FDA/EMEA/UK-MHRA subject to a maximum limit of Rs.5.00 lakhs per product shall be provided to AYUSH units for encouraging them to register their products for export.</p>	5.0	Approval/ disapproval of the proposals		%	5.00	Department records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
15	Timely approval of the proposals received under the Central Sector Scheme for 'Promotion of Information, Education and Communication (IEC)' in AYUSH which comprises of the Following:- A. Participation in Health melas/exhibitions organized by Government and other organization B. Incentives to AYUSH Industry to participate in Arogya and other fairs/exhibitions organized by Govt. organization at National Level.	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
16	Timely approval of the proposals received under the Central Sector Scheme of "Assistance for Exchange Programme/ Seminar/Conference/Workshop on AYUSH.	5.0	Approval/ disapproval of the proposals		%	5.00	Department records
17	Timely approval of the proposals received under section 13A of IMCC Act.	1.0	Approval/Disapproval of the proposal.		%	1.00	Department records
18	Timely approval of the proposals received from CCIM under Section 13C of IMCC Act.	1.0	Permission/non-permission to take admission				
19	Timely approval of the proposals received under Section 12A of HCC Act.	1.0	Approval/ disapproval of the proposals		%	1.00	Department records
20	Timely approval of the proposals received for Grant-in-aid under the Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
21	Issue of First installment for Contractual Farming & Forest Department.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records
22	Issue of First installment for Research & Development (R&D).	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records
23	Issue of First installment for IEC, NGO, Herbal Gardens.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects		%	2.00	Ministry records
24	Timely approval of the proposals received for Grant-in-aid under the Centrally Sponsored Scheme of National Mission on Medicinal Plants	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects		%	2.00	Ministry records
25	Release of 2nd installment under Central Sector Scheme for Conservation, Development and Sustainable Management of Medicinal Plants.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records
26	Release of 2nd installment Contractual Farming & Forest Department.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records
27	Release of 2nd installment for Research & Development (R&D).	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
28	Release of 2nd installment for IEC, NGO, Herbal Gardens.	2.0	Average time taken from the date of receipt of the fully completed proposals in all respects.		%	2.00	Ministry records

Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri S.Srinivas	23325799	srinivas.edu@nic.in	9899028067

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	CCIM,CCH,CCRH,CCRUM,CCRAS, CCRS,CCRYN, NIA,NIUM,NIN,MDNIY,NIH,NEFM,NEIAH,NIS,AIIA
2	They are the regulators in the field of education, National Institutes imparting education, Research Councils engaged in Research
3	CCIM deals with regulation of education in ASU sector CCH deals with regulation of education in Homoeopathy The National Institutes deal with education Councils deal with Research initiatives

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	Director General, Central Council for Research in Unani Medicine (CCRUM)	28525486	ccrum601@gmail.com	0000000000	No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
2	Secretary, Central Council for Indian Medicine (CCIM)	28525283	ccimpresident@gmail.com	0000000000	No. 61-65, Institutional Area, Opposite 'D' Block, Pankha Road, Janakpuri, New Delhi-110058.
3	Director, Central Council for Homoeopathy (CCH)	28525582	centralcouncilnic.in@bol.net.in		No. 61-65, Institutional Area, Opposite 'D' Block, Pankha Road, Janakpuri, New Delhi-110058.
4	Director General, Central Council Of Research In Ayurvedic Sciences (CCRAS)	28525959	dg-ccras@nic.in		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
5	Director General, Central Council for Research in Homoeopathy (CCRH)	28521060	ccrh@del3.vsnl.net.in		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
6	Director, Central Council for Research in Yoga and Naturopathy (CCRYN)	28520430	ccryn.goi@gmail.com		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.
7	Director, Central Council for Research in Siddha (CCRS)	28524163	ccrsdelhi@gmail.com		No. 61-65, Institutional Area, Opp. 'D' Block, Anusandhan Bhavan, Pankha Road, Janakpuri, New Delhi-110058.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Orgnzations	Landline Number	Email	Mobile Number	Address
8	Director, National Institute of Ayurveda (NIA)	2635740	nia-rj@nic.in	09694333312	Madhav Vilas Palace, Amer Road, Jaipur-302002 (Rajasthan)
9	Director, National Institute of Unani Medicine (NIUM)	23589260	info@nium.in	09986230377	Kottigepalya, Magadi Main Road, Vishwaneedom Post, Bangalore-560091(Karnataka)
10	Director, National Institute of Homoeopathy (NIH)	23375295	admin@nih.nic.in	09433387299	'GE' Block, Sector-III, Salt Lake, Kolkata-700106 (West Bengal)
11	Director, National Institute of Naturopathy (NIN)	26059682	ninpune@vsnl.com	09423013010	'Bapu Bhavan' '6' Tadiwala Road, Pune – 411001 (Maharashtra)
12	Director, Morarji Desai National Institute of Yoga (MDNIY)	23721472	mdniy@yahoo.co.in	9810800289	68, Askoka Road, New Delhi-110001
13	Director, National Institute of Siddha (NIS)	22411611	nischennaisiddha@yahoo.co.in	09444249798	Tambaram Sanatorium, Chennai - 600047 (Tamil Nadu)
14	Director, Rashtriya Ayurveda Vidyapeeth (RAV)	25229753	prasaddirectorrav@gmail.com	9818147492	Dhanwantari Bhawan, Road No. 66, Punjabi Bagh (West), New Delhi-110026
15	Director, Institute for Post Graduate Teaching and Research in Ayurveda (IPGTRA)	2552014	info@ayurveduniversity.com	09427207964	Gujarat Ayurved University, Jamnagar-361008 (Gujarat)
16	Director, Pharmacopoeia Laboratory Of India (PLIM)	2787016	ajeevplim@yahoo.co.in, plimism@yahoo.co.in		CGO Complex, Kamla Nehru Nagar, Ghaziabad Uttar Pradesh-201002

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
17	Director, Homoeopathic Pharmacopiea Laboratory(HPL)	2789923	dr.lohar1@yahoo.co.in		CGO Complex, Kamla Nehru Nagar, Ghaziabhad Uttar Pradesh-201002
18	CEO, National Medicinal Plants Board (NMPB)	23319360	ceo-nmpb@nic.in		9th Floor, Chanderlok Building, New Delhi.
19	Director, Indian Medicines Pharmaceutical Corporation Limited (IMPCL)	287828	impclmohan@sancharnet.in		Mohan, Dist.-Almora (Via-Ramnagar)-244715 (Uttarakhand)

Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	<ol style="list-style-type: none">1. Detailed proposal alongwith all necessary documents in conformity with the relevant guidelines to facilitate quick decision making by the Department.2. Receipt of utilization certificates in the prescribed Performa alongwith all relevant documents.3. While implementing, the agencies should strive to promote and propagate main objective of the respective Scheme.