

AYUSH QUALITY MARK PROGRAMME

System for Grant of Ayush Quality Mark to Ayush Wellness Centre

0. Introduction

The Ministry of Ayush has instituted a system to recognize and grant **Ayush Quality Mark** to Ayush products and services for demonstrating adherence to globally recognized standards under the aegis of the AYUSH EXCIL. Ayush product and services have been identified along with applicable globally recognized standards, criteria and process for grant of **Ayush Quality Mark**.

- 1. Scope:** This document describes the system including the criteria and the process for grant of **Ayush Quality Mark** to Ayush Wellness Centre.
- 2. Criteria:** The Ayush Wellness Centre shall meet any one of the following criteria to be eligible for recognition:
 - a) Accreditation as per the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) accredited or equivalent standard read with any additional requirements specified under this programme, as applicable, by an organization which is ISQuaEEA accredited for healthcare accreditation.
 - b) Accreditation as per ISO 7101 or equivalent standard, read with any additional requirements specified under this programme, as applicable, by an organization which is ISQuaEEA accredited for healthcare accreditation.
 - c) Accreditation as per ISO 21426 read with additional requirements prescribed under this programme by an organization which is ISQuaEEA accredited for healthcare accreditation.
 - d) Certification as per ISO 7101, read with any additional requirements specified under this programme, as applicable, by a certification body accredited by an accreditation body which is signatory to the Multilateral Recognition Arrangement (MLA) of the International Accreditation Forum (IAF)* for ISO 17021-1 until MLA for ISO 7101 is established.
 - e) Certification as per ISO 9001, read with any additional requirements specified under this programme, as applicable, by a certification body accredited by an accreditation body which is signatory to the Multilateral Recognition Arrangement (MLA) of the International Accreditation Forum (IAF)* for ISO 17021-1/ISO 9001

f) Certification as per ISO 21426 read with additional requirements prescribed under this programme by a certification body accredited by an accreditation body which is signatory to the Multilateral Recognition Arrangement (MLA) of the International Accreditation Forum (IAF)* for ISO 17065

* or its successors, Global Accreditation Cooperation Inc.

3. Procedure

3.1 The accredited/certified wellness centre holding a valid certificate as per the criteria prescribed above shall apply to AYUSHEXCIL with the following:

3.1.1. Application form as at **Annex 1** along with the documents, including certificate issued by the accreditation/ certification body, as indicated in the application form,

3.1.2. Two copies of the agreement as at **Annex 2** duly signed by the authorized signatory of the wellness centre.

3.1.3. Applicable Application Fee

3.2 The AYUSHEXCIL shall review the application for completeness.

3.3 If the check reveals any deficiency in documents, the applicant shall be informed within one week and the applicant shall provide the required information or documents within one week.

3.4 Once the application is found complete, then it shall be assigned a unique ID number which shall be used for all future correspondence between the Wellness Centre and AYUSHEXCIL.

3.5 The application shall be reviewed by AYUSHEXCIL within one month. If the review indicates need for further information/ documents/ clarification, the applicant shall be informed, to submit the same within 2 weeks.

3.6 The AYUSHEXCIL reserves the right to undertake a visit/assessment at the applicant's premises as part of the process on random basis or for specific reasons.

3.7 In case the applicant is found to meet the requirements prescribed under this programme, the applicant will be informed of the intent to grant the **Ayush Quality Mark** with a request to pay the fee as applicable within one week.

3.8 In case the applicant is found to not meet the requirements, the applicant shall be given a 14-day notice enumerating the reasons for rejection. The applicant's response shall be duly considered and if the application is rejected, the applicant shall be informed of the

decision with the reasons for rejection. The applicant may apply afresh at any time after rejection.

- 3.9 On receipt of fee the AYUSHEXCIL shall issue a certificate for the grant of **Ayush Quality Mark** along with a copy of the agreement duly countersigned by the AYUSHEXCIL.
- 3.10 The grant of **Ayush Quality Mark** shall be effective from the date of issue of the certificate. The recognition granted to the Wellness Centre shall remain valid concurrent with the validity of its accreditation/ certification.
- 3.11 The AYUSHEXCIL reserves the right to undertake any visit/assessment as part of its oversight over those granted **Ayush Quality Mark**. These visits/assessments may be announced or over a short notice or unannounced and the Wellness Centre shall provide unrestricted access to the assessment team deputed by the AYUSHEXCIL.
- 3.12 In case of any change in the information on the certificate issued by the accreditation / certification body in respect of activity covered in this programme, the recognised Wellness Centre shall promptly inform the AYUSHEXCIL within 3 working days. On receipt of information the AYUSHEXCIL shall decide on issuing a modified certificate, if needed. The AYUSHEXCIL may decide to undertake an onsite assessment for the purpose, the reasons for which shall be duly communicated.
- 3.13 The grant of **Ayush Quality Mark** shall be valid until the accreditation/certification, based on which it was granted, is valid and will be automatically suspended or withdrawn from the same date on which the accreditation/certification is suspended or withdrawn or expires. The wellness centre shall inform the AYUSHEXCIL regarding any suspension or withdrawal / expiry within 3 days and shall not use the **Ayush Quality Mark** during the period of suspension or after withdrawal / expiry.
- 3.14 If at any time during the recognition, the AYUSHEXCIL finds the recognised Wellness Centre is not in compliance with the criteria or the terms of agreement, it may suspend or withdraw partially or fully the recognition and the use of **Ayush Quality Mark** after serving a due notice and providing an opportunity to the Wellness Centre to respond within 14 working days. The concerned accreditation/ certification body shall also be informed of the decision.
- 3.15 The Wellness Centre may at any point of time voluntarily suspend or withdraw (fully or partially) the use of **Ayush Quality Mark** under intimation to AYUSHEXCIL.

They shall immediately inform AYUSHEXCIL about the same. AYUSHEXCIL shall issue a revised certificate if necessary or take any other action deemed appropriate~~ly~~.

3.16 If there is any evidence of fraudulent behaviour or submission of false information or concealment of information AYUSHEXCIL shall proceed for withdrawal of recognition with due notice.

3.17 The aggrieved Wellness Centre may prefer an appeal to the appellate authority as laid down in the Appeal Procedure within 30 days of the adverse decision.

3.18 Before completion of one year from the grant of **Ayush Quality Mark**, the recognized Wellness Centre shall pay Annual Fee for continuation of recognition. The recognized Wellness Centre will have the option to pay the Annual Fee in advance for a maximum of 5 years.

4. Fee Structure

4.1 the following fee shall apply:

- a) Application Fee Rs. 25000/- + applicable GST (non-refundable)
- b) Annual Fee payable initially at the time of grant of **Ayush Quality Mark** and subsequently annually in advance. Rs. 1,00,000/- + applicable GST
- c) Manday charges in case of any visit / assessment by AYUSHEXCIL Rs. 20,000/- + applicable GST
- d) Travel, boarding, lodging and local conveyance as per rules of AYUSHEXCIL.

4.2 The fee is liable to subject to change as per the decision of the AYUSHEXCIL.