

MEDICAL VALUE TRAVEL FACILITATOR - SYSTEM FOR GRANT OF AYUSH QUALITY MARK

0. INTRODUCTION

The Ministry of Ayush has instituted a system to recognize and award Ayush Quality Mark to Ayush manufacturers and service providers for demonstrating adherence to globally recognized standards under the aegis of the AYUSH EXCIL (PO). For the purpose, Ayush products and services have been identified along with what are considered to be globally recognized standards and process for grant of recognition along with Ayush Quality Mark has also been laid down.

1. SCOPE

This document contains the system for grant of Ayush Quality Mark to Medical Value Travel Facilitator (MVTF), including the criteria and the process which the desirous MVTF need to follow.

2. CRITERIA

2.1 The MVTF shall meet any one of the following criteria to be eligible for recognition:

- i. accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISQuaEEA accredited standards or equivalent, read with any additional requirements specified under this programme, for MVTF
- ii. accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISO 22525 or equivalent standard, read with any additional requirements specified under this programme for MVTF.
- iii. certification to ISO 22525, read with any additional requirements specified under this programme, by a certification body accredited by an accreditation body which is signatory to the Mutual Recognition Arrangement (MRA) of the International Accreditation Forum for ISO 17065

2.2 The MVTF shall ensure that the contracted healthcare providers meet any one of the following criteria to be eligible for recognition:

- i. accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISQuaEEA accredited standards or equivalent standards, read with any additional requirements specified under this programme, for healthcare accreditation.
- ii. accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISO

- 7101 or equivalent standard, read with any additional requirements specified under this programme, for healthcare accreditation.
- iii. accreditation as Ayush wellness centre as per ISO 21426 as modified to cover Ayush wellness centres under this programme by an organization which is ISQuaEEA endorsed for healthcare accreditation.
 - iv. accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using WHO EMRO Standards for Patient Safety Friendly Hospital Standards or equivalent standard, read with any additional requirements specified under this programme, for healthcare accreditation
 - v. certification to ISO 7101, read with any additional requirements specified 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 17021-1 until MLA for ISO 7101 is established.
 - vi. certification to 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
 - vii. certification to ISO 21426 as modified to cover AYUSH wellness centres 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

3. PROCEDURE

- 3.1 The accredited/certified MVTF 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 certification/accreditation 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,
 - 3.1.3 Applicable fee.
- 3.2 The PO shall review the application for completeness and in case any documents are missing, shall inform the applicant within one week of receipt of application.
- 3.3 Once the application is found complete, then the application shall be registered and reviewed by the PO within one month.
- 3.4 If the review indicates need for further information/documents/clarification, the applicant shall be informed, to submit the same within 2 weeks.
- 3.5 The PO 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.
- 3.6 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.

- 3.7 In case the applicant is found to not meet the requirements, the application shall be rejected and the applicant informed of the decision with the reasons for rejection. The applicant may apply afresh at any time after rejection.
- 3.8 On receipt of fee the PO shall issue a certificate for the grant of Ayush Quality Mark along with a copy of the agreement duly countersigned by the PO.
- 3.9 The grant of Ayush Quality Mark shall be effective from the date of issue of the certificate.
- 3.10 The PO 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 short notice or unannounced and the MVTF shall provide unrestricted access to the assessment team deputed by the PO.
- 3.11 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 MVTF shall promptly inform the PO within 3 days. On receipt of information the PO shall decide on issuing a modified certificate, if needed. The PO may decide to undertake an onsite assessment for the purpose, the reasons for which shall be duly communicated.
- 3.12 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 expired. The MVTF shall inform the PO 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.
- 3.13 If at any time during the recognition, the PO finds the MVTF is not in compliance with the criteria or the terms of agreement, it may suspend or withdraw the recognition and the use of Ayush Quality Mark after serving a due notice and providing an opportunity to the MVTF to respond.
- 3.14 The aggrieved MVTF may prefer an appeal to the appellate authority as laid down in the Appeal Procedure within 30 days of the adverse decision.
- 3.15 Before completion of one year from the grant of Ayush Quality Mark, the recognized Ayush Product Manufacturer shall pay Annual Fee for continuation of recognition. The recognized Ayush Product Manufacturer will have the option to pay the Annual Fee in advance for a maximum of 5 years.

4. FEE STRUCTURE

- a) Application Fee Rs. 15000/-
- b) Initial Recognition Fee payable initially at the time of grant of Ayush Quality Mark and subsequently annually in advance. Rs. 50000/-
- c) Manday charges in case of any visit / assessment by PO Rs. 12000/- per person per day
- d) Travel, boarding, lodging and local conveyance for the assessment team as per

rules of PO.

Fee Structure is subject to change as per the decision of the PO.

- **Agreement between Program Owner and Medical Value Travel Facilitator (MVTF)**
- **Application Form for Ayush Mark for Medical Value Travel Facilitator (MVTF)**
- **Certification procedure for Medical Value Travel Facilitator**