

AYUSH QUALITY MARK PROGRAMME

System for Grant of Ayush Quality Mark to Ayush Hospitals/Day Care Centres/Clinics

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 AYUSHEXCIL. 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 Hospitals / Day Care Centres / Clinics.

1.1 **Criteria:** The Ayush Hospitals / Day Care Centres / Clinics etc shall meet anyone of the following criteria to be eligible for recognition and grant of **Ayush Quality Mark**:

- a) 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 Hospitals / Day Care centres / Clinics
- b) 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 for Hospitals / Day Care centres / Clinics.
- c) 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 for Hospitals / Day Care centres / Clinics.
- d) Certification to ISO 7101, read with any additional requirements specified under this programme for Hospitals / Day Care centres / Clinics, 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 to ISO 9001, read with any additional requirements specified under this programme for Hospitals / Day Care centres / Clinics, 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. All clauses of ISO 9001 shall be applicable without any exclusion

*or its successor Global Accreditation Cooperation Inc

2.2 The scope of accreditation/certification shall cover all activities related to Ayush undertaken by the Hospitals /Day Care Centres/ Clinics.

3. Procedure

3.1 The accredited/ certified Hospital/Day Care Centre/Clinic etc. fulfilling the criteria as 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 Hospital/Day Care Centre/Clinic etc.

3.2.3 Applicable application fee.

3.2 The AYUSHEXCIL shall verify the application for its 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 the it then it shall be assigned a unique ID number which shall be used for all future correspondence between the laboratory 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 Hospital / Day Care Centre / Clinic etc. 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 Hospital/ Day Care Centre/ clinic 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 Hospital/ Day Care Centre/ Clinic shall promptly inform the AYUSHEXCIL within 3 days. On receipt of information 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 Hospital/Day Care Centre/Clinic etc 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 Hospital / Day Care Centre / Clinic etc. 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 Hospital/Day Care Centre/Clinic etc to respond within 14 working days. The concerned accreditation/ certification body shall also be informed of the decision.
- 3.15 The Hospital/Daycare Centre/Clinic 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.

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 Hospital/Day Care Centre/Clinic etc. may prefer an appeal to the appellate authority as laid down in the Appeal Procedure within 30 working days of the adverse decision.

3.18 Before completion of one year from the grant of **Ayush Quality Mark**, the recognized Hospital/Day Care Centre/Clinic shall pay Annual Fee for continuation of recognition. The recognized Hospital/Day Care Centre/Clinic 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 structure shall apply:

- a) Application Fee Rs. 10000/- + applicable GST (non- refundable)
- b) Annual Fee payable initially at the time of grant of **Ayush Quality Mark** and subsequently annually in advance. Rs. 50,000/- + applicable GST (for hospitals), Rs. 25000/- + applicable GST (for Day Care Centres) and Rs. 10,000/- + applicable GST (for clinics).
- c) Manday charges in case of any visit / assessment by AYUSHEXCIL Rs. 10,000/- + applicable GST
- d) Travel, boarding, lodging and local conveyance for the assessment team as per rules of AYUSHEXCIL.

4.2 Fee Structure is liable to change as per the decision of the AYUSHEXCIL.