

**Manual 1**  
**(Section 4(1) (b) (ii))**

**Particulars of organization, functions and duties:**

Directorate of AYUSH with its dedicated manpower, robust infrastructure, four educational institutes and a network of more than 183 dispensaries/hospital units across Delhi is committed to provide better healthcare facilities, value based education and propagate research oriented development of AYUSH systems of medicine.

Under the cafeteria approach to Health Care Services AYUSH dispensaries are opened in existing and upcoming hospital/dispensaries running under Delhi Health Services for ease of patients and to promote cross-referral.

Directorate of AYUSH is headed by Director (AYUSH) and is assisted by administrative officers and technical officers viz. Deputy Director, Assistant Director, Licensing Authority of Ayurveda and Unani drugs.

**Aims and objectives of the organization:**

To promote medical care facilities under the Ayurveda, Yoga, Unani, Siddha and Homoeopathy

**Mission:**

To excel in delivery of AYUSH healthcare by establishing ever improving standards of individual care, education and research

**Vision:**

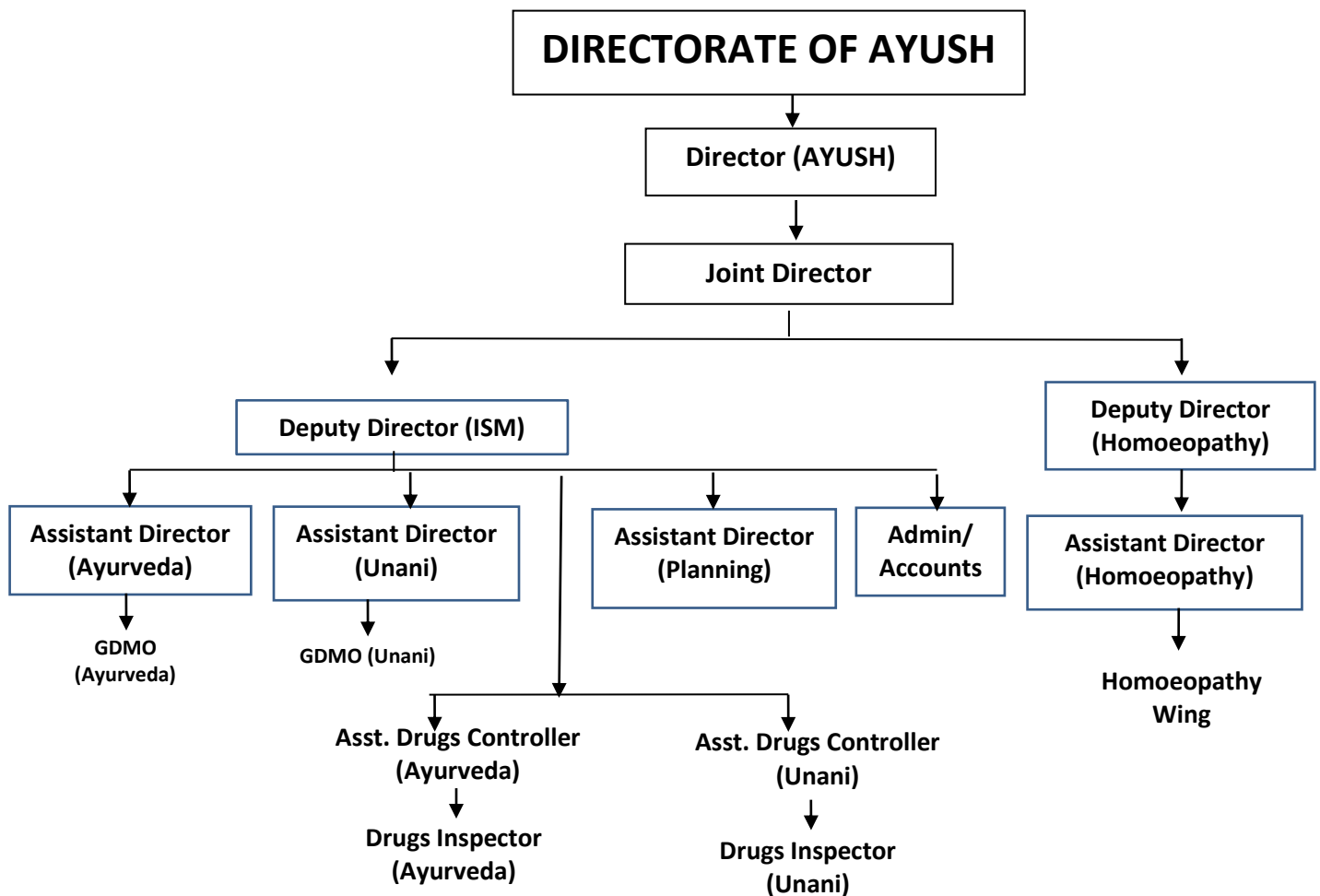
To strive to be treatment of choice for communities by educating and enabling access of AYUSH treatment for acute as well as chronic diseases

**Services:**

- Healthcare facilities through a network of 183 dispensaries providing Ayurveda, Unani and Homoeopathy treatment
- Quality and value based education in Ayurveda, Unani and Homoeopathy through undergraduate and postgraduate courses at four educational institutes
- Licensing and regulation under Drugs & Cosmetics Act and Drugs & Magic Remedies (Objectionable advertisement) Act of Ayurveda and Unani Medicines by Drugs Control Cell

- Registration of practitioners of Ayurveda, Unani and Homoeopathy by autonomous bodies Delhi Bharatiya Chikitsa Parishad and Board of Homoeopathic System of Medicine
- To create awareness among masses about strengths of AYUSH systems through school education programmes, media campaigns and participation in various health programmes

**Organization Chart:**



**Citizen interaction:**

**Postal address of the Headquarter:**

- I. Director, Directorate of AYUSH,  
A & U Tibbia College Campus, Karol Bagh, New Delhi- 110005.  
Telephone No – 23682962.  
**E-mail:** directorateofismh@gmail.com
  
- II. Deputy Director (ISM), Directorate of AYUSH,  
A & U Tibbia College Campus, Karol Bagh, New Delhi- 100005.  
Telephone No – 23682962.  
E mail- directorateofismh@gmail.com
  
- III. Deputy Director (Homoeopathy)/HOO Directorate of AYUSH,  
1<sup>st</sup> Floor, CSC – III,B – Block, Preet Vihar, Delhi 110092  
Telephone Number – 22440020  
E-mail: ddhomoeopathy@yahoo.co.in & homoeopathicwing@gmail.com

**Working hours both for office and public:**

**Directorate of AYUSH (Headquarter & Homoeopathy Wing)**

9.30 am to 6.00 pm from Monday to Friday

Saturday and Sundays are holidays. Gazetted holidays are also applicable.

**Timings of Ayurvedic, Unani and Homoeopathic Dispensaries:**

There are two types of timings some of them are functioning in morning hours and some of the dispensaries are functioning in evening hours. Their respective timings are as under:

**Timings of dispensaries:**

|                                      |                               |
|--------------------------------------|-------------------------------|
| Morning Dispensaries/ Hospital Units | 8:00 am to 2:00 pm (Mon- Sat) |
| Evening dispensaries                 | 2:00 pm to 8:00 pm (Mon- Sat) |
| Court dispensaries                   | 9:00 am to 3:00 pm            |
| Delhi Secretariat Dispensary         | 10:00 am to 5:00 pm           |
| IHBAS Unit                           | 10.00 am to 1.00pm            |

**Public interaction, if any:**

The public interaction is for patient care, registration of practitioners, grant of license for Ayurvedic & Unani medicines and for the procurement of essentials for the Department.

**Grievance redressal mechanism:**

In case of any complaint the public may contact any of the following officers through telephone, letter, email or by personal visit-

- I. Director, Directorate of AYUSH,  
A & U Tibbia College Campus, Karol Bagh,  
New Delhi- 110005.Telephone No – 23682962.  
E-mail: directorateofismh@gmail.com
- II. Deputy Director (ISM), Directorate of AYUSH,  
A & U Tibbia College Campus, Karol Bagh,  
New Delhi- 110005.Telephone No – 23682962.  
E-mail: directorateofismh@gmail.com
- III. Deputy Director (Homoeopathy Wing), Directorate of AYUSH,  
First Floor, CSC – III,B – Block, Preet Vihar, Delhi-110092  
Telephone Number 011-22440020.  
E-mail: ddhomoeopathy@yahoo.co.in& homoeopathicwing@gmail.com