

# **NDMC (AYUSH) Department**

## **Particulars, functions and duties of AYUSH Deptt.**

### **Manual 1** **{Section 4(i) (b) 1}**

#### **1. Aim and Objectives.**

The AYUSH Department in NDMC aims at providing the indigenous alternative medical treatment through Ayurveda, Homoeopathy, Unani, Yoga, Naturopathy and Siddha systems of medical care at dispensary level to the general public as well as its presently working and retired employees along with their families.

The main objective of the AYUSH department is to make available all the systems included under the umbrella of AYUSH to its end users in a bouquet approach under a single roof. This would impart immense benefits of different systems of therapies for an integrated approach towards improving and maintenance of healthy conditions of its citizens. All the five systems work towards therapeutic, palliative and preventive aspect of the different disease conditions.

#### **2. Mission & Vision.**

Mission of the AYUSH Department is to provide the best of medical care to its patients and make available all the methods of maintaining good health status of the healthy. It is the vision of AYUSH department to establish all wings of its treatment modalities under one roof at all prominent health complexes of NDMC for a comprehensive & integrated approach of both therapeutic as well as preventive aspects of treatment. The Department strives to establish AYUSH as the treatment of choice for its citizen.

3. **Brief History and Background of Establishment AYUSH Department.**

The Department of AYUSH has been established very recently in NDMC after the emergence of ‘ Ministry of AYUSH’ at the ‘Centre’, following a noted rise in the AYUSH healthcare in India. The Deptt. Of AYUSH was established on the objective of creating further focus and strengthen the existing infrastructure for optimal utilization by the end user for their health promotion.

4. **Duties to be performed to achieve the Mission.**

- (i) To provide satisfactory health care at dispensary level.
- (ii). Consultation by the physician regarding history, diagnosis, treatment and follow-up of the patient.
- (iii). Dispensing of medicines at the pharmacy of each dispensary unit.
- (iv). Providing various treatment modalities like Panchkarma, Yoga, Naturopathy, Unani procedures (Regimental therapies) under the supervision of concerned doctors by trained technicians.
- (v) To create awareness amongst masses about the strengths of AYUSH System through participation in various health programmes and media campaigns.

5. **Details of Services Rendered**

The department renders its health care services to the citizens through its dispensary setups, Panchkarma Centers, holistic treatment centers and the central AYUSH Medical Store.

There are in all

- (a) 12 Ayurvedic Dispensaries
- (b) 13 Homoeopathic Dispensaries
- (c) 02 Unani Dispensaries
- (d) 02 Yoga and Naturopathy Centres
- (e) 01 Siddha Dispensary
- (f) 02 Panchkarma Centres
- (g) 01 CAMS.

All the Centers function under the direct supervision of AYUSH Directorate, its Headquarters being at Holistic Centre, Aurangzeb Lane, Dr. APJ Abdul Kalam Road.

6. **Citizen Centre Action**

The dispensary units cater to all citizens. After a initial e-registration, They may consult their respective Drs. and obtain medicines for their specific disease condition. The AYUSH Dispensaries offer consultation and dispensing of medicines free of cost to all; irrespective of whether they are amongst general public or NDMC employees.

7. **Postal Address.**

Director,  
Directorate of AYUSH (NDMC)  
AYUSH Holistic Centre, 4, APJ Kalam Lane  
New Delhi - 110011

8. **Maps of Office Locations.** IT Deptt.

9. **Working Hours for Office & Public**

8.30 – 4.00 (Monday to Friday)

8.30 – 12.30 (Saturdays)

Closed on Public Holidays, Sundays.

10. **Public Interaction.**

The department is a service provider directly to its end user i.e. the patient. The dispensaries provide health cover to all irrespective of whether the patient is on NDMC employee or general public. The dispensaries function on all days excepts Sundays and Govt. Holidays. The patient has to get himself

registered through e-hospital portal, after which he is given consultation, dispensed medicine and called for follow-up.

11. **Grievances Redressal**

The respective treating physician is the in-charge of the dispensary unit for all local administrative purposes. In case the matter pertains to a higher authority, the grievances may be communicated to either of the following:-

- i. Director (AYUSH)  
Directorate of AYUSH (NDMC)  
AYUSH Holistic Centre, 4, APJ Kalam Lane  
New Delhi – 110011  
Landline No. – 011-23794941
- ii. CMO (Admin.),  
Directorate of AYUSH (NDMC)  
AYUSH Holistic Centre, 4, APJ Kalam Lane  
New Delhi - 110011  
Landline No. 011-21411789
- iii. NDMC Chest Polyclinic  
11 Jain Mandir  
Shaheed Bhagat Singh Marg  
Gole Market  
New Delhi 110001  
Landline No. 011 - 23340094
- iv. Ayurvedic Dispensary and Panchakarma Centre,  
AYUSH Wellness Center,  
NDMC-Palika Health Complex,  
Dharam Marg, Chanakya Puri,  
New Delhi-110021.  
Landline No. 011- 24675011.
- v. NDMC Medical Centre and Ayurvedic Dispensary  
48, Babar road  
New Delhi - 110001  
Landline No. 011 - 23411908

- vi. Multipurpose Community Centre Ayurvedic Dispensary  
Bapu Dham, Chanakya Puri  
New Delhi -110021  
Landline No. 01126874574
  
- vii. NDMC Ayurvedic Dispensary ,  
Sarojini Nagar, New Delhi - 110023  
Landline No. 011- 26879293
  
- viii. Ayurvedic Dispensary & Panchakarma, Naturopathy Centre AYUSH  
Polyclinic, Mandir Marg  
Near st Thomas School  
New Delhi – 110001  
Landline No. 011-23340093
  
- ix. NDMC Ayurvedic Dispensary ,  
NDMC Health Complex, South Market  
Kidwai Nagar East  
New delhi 110023  
Landline No. 011-20246016
  
- x. NDMC Ayurvedic Dispensary Palika Kendra  
Parliament Street, New Delhi - 110001  
Landline No. 011- 41501354, Ext-2218
  
- xi. Ayurvedic Dispensary, AYUSH Wing  
Charak Palika Hospital, Moti Bagh  
New Delhi – 110021  
Landline No. 011-21610169
  
- xii. NDMC Homoeopathic Dispensary,  
Harish Chandra Mathur Lane,  
New Delhi-110001  
Landline No. 011-23359299
  
- xiii. NDMC Homeopathic Dispensary  
Palika Kendra, Sansad Marg,  
New Delhi-110001  
Landline No. 41501355, Ext no-2228

- xiv. Homeopathic Dispensary,  
NDMC Health Complex,  
1st floor NBCCF shopping complex  
East Kidwai Nagar New Delhi 110023  
Landline No. 011-20846010
  
- xv. Homoeopathic Dispensary,  
AYUSH Polyclinic, near St. Thomas senior secondary school  
Mandir Marg, New Delhi-110001.  
Landline No. 011-23340091
  
- xvi. Homoeopathic Dispensary  
AYUSH Wellness Center,  
NDMC-Palika Health Complex,  
Dharam Marg, Chanakya Puri,  
New Delhi - 110021.  
Landline No. 01126886663.
  
- xvii. Homeopathic Dispensary NDMC  
Bapu Dham Chanakya Puri opp Jesus & Mary College  
New Delhi- 110021  
Landline No. 011-26115877
  
- xviii. Homoeopathic Dispensary  
Babar Road ,New Delhi 110001.  
Landline No. 011-23411909
  
- xix. Homoeopathic Dispensary,  
Charak Palika Hospital, Moti Bagh,  
New Delhi 110021  
Landline No. 011-21610167.
  
- xx. Homoeopathic Dispensary,  
Charak Palika Hospital,  
Moti Bagh, New Delhi 110021  
Landline No. 011- 24156219.
  
- xxi. Homoeopathic Dispensary, NDMC  
Golf link, New Delhi 110003  
Landline No. 011-24632130
  
- xxii. NDMC Homoeopathic Dispensary

CWC, NDMC Complex, Sarojini Nagar  
New Delhi -110023  
Landline No. 011-26119293

- xxiii. Multipurpose Community Centre,  
Homoeopathic Dispensary, Bapu Dham  
Chanakya Puri, New Delhi – 110021  
Landline No. 011-26115877
- xxiv. Central AYUSH Medical Store  
NDMC-Palika Health Complex,  
Dharam Marg, Chanakya Puri,  
New Delhi-110021.  
Landline No. 24675574
- xxv. Unani Dispensary, AYUSH Polyclinic  
Mandir Marg, Adjacent to St.Thomas school  
New Delhi 110001.  
Landline No. 011-23340093
- xxvi. Unani Dispensary, Ayush Wellness Center,  
NDMC, Palika Health Complex, Dharam Marg,  
Chanakya puri New Delhi - 110021  
Landline No. 011- 24675011