

CITIZEN CHARTER

WORKING DAYS AND HOURS

Days: Monday to Friday; **Time:** 9 AM to 5.30 PM

MAIN SERVICES

Services	Responsible person (Designation)	E-mail	Phone no	Process	Documents required	Fee through NTRP (www.bharatkosh.Gov.in)
Testing of Homoeopathic Drugs	Mrs. Devki Pant, Senior Scientific Assistant / In-charge Drug Testing	hdt.hpl-ayush@gov.in	0120-2787014	In accordance with Drugs & Cosmetics Act. after receiving the samples referred by Central or State Govt., DI / DCO (legal), Central/ state Govt. Hospitals supply, Samples sent by ADC (Port); tests are being carried out as per the standards mentioned in HPI.	Drug samples with covering letter of referred authority (Form-18 for DI/DCO) along with the testing fees and protocols for formulations.	Legal samples: Rs. 200.00 Gov./Hospital/ CGHS supply: Rs. 250.00 Port samples: Rs. 250.00
Capacity Building Training Program	Mrs. Devki Pant, Senior Scientific Assistant / Incharge Drug Testing	trg.hpl-ayush@gov.in	0120-2787014	Training for Drug Controllers, Drug Inspectors, Drug Analysts of State Drug Testing Laboratories , Drug Manufacturers, Principals / Faculty	Forwarding letter from Head of the Organization	--

				(Pharmacy in-charge) of Homoeopathic Medical Colleges & Medical Officers of States		
Students Educational Visit	Mrs. Devki Pant, Senior Scientific Assistant / Incharge Drug Testing	trg.hpl-ayush@gov.in	0120-2787014	One day Educational visit at HPL for BHMS 1 st year students	Request letter from Head of the College / Principal	--

GRIEVANCE REDRESS MECHANISM

Public Grievance Committee:

Name & Designation		Contact
Dr. M. Ramesh, SO (M)	Chairman	Helpline number: 0120-2787014 Email: est.hpl-ayush@gov.in
Smt. Devki Pant, SSA (C)	Member Secretary	
Sh. K N Sharma, RO (PI)	Member	

LIST OF STAKEHOLDERS/CLIENTS

- Drug Controllers
- Drug Inspectors
- Drug Analysts
- State Drug Testing Laboratories
- Drug Manufacturers
- Principals / Pharmacy in-charge of Homoeopathic Medical Colleges
- Medical Officers of States
- Students of Homoeopathic System of Medicine