



# Apollo Pharmacies Limited

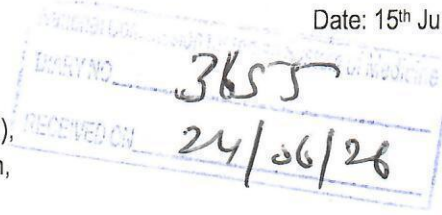
Unit: Apollo Pharmacy

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Date: 15<sup>th</sup> June, 2026

To,  
The Grievance Nodal Officer,  
National Commission for Indian System of Medicine (NCISM),  
Office: T-19, 1st & 2nd Floor, Block-IV, Dhanwantari Bhawan,  
Road No.- 66, Punjabi Bagh (West), New Delhi - 110026.



Dr. Atam

24/6/26

**Subject:** Response regarding the grievance of Dr. A. Saha (Grievance No. AYUSH/E/2026/0001037) – Reg.

Dr. Rajiv/A/c

Sir/Madam,

This is with reference to your letter (F. No: -26-06/2026-Estt. (VIC.)) dated 08.06.2026 regarding a grievance filed by Dr. A. Saha concerning the non-acceptance of an Ayurveda Doctor Fitness Certificate First and foremost, we would like to express our sincere gratitude to the Commission for bringing this matter to our notice. We appreciate you highlighting this specific provision, as our operational teams were not previously aware of the exact statutory guidelines regarding the validation and authentication of fitness certificates by AYUSH practitioners in corporate scenarios. At Apollo Pharmacies Limited (APL), we hold the highest regard for the statutory provisions enacted by the Parliament of India, including the National Commission for Indian System of Medicine Act, 2020.

For  
24/6/26

Dr. Atam

We wish to clarify that APL strictly follows all prevailing rules, regulations, and legal frameworks across India. As a responsible organization, we treat this matter with the utmost seriousness. While this incident appears to stem from a localized miscommunication and a lack of explicit awareness regarding the cross-functional validity of these certificates rather than any deliberate intent to undermine the credibility of AYUSH practitioners, we have taken immediate corrective steps.

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Given the details provided in the said notice, we have immediately informed our Pan-India onboarding (recruitment) teams to strictly follow these directives moving forward. We are changing our practices to ensure that whenever a medical fitness certificate is required or accepted during onboarding (recruitment) and joining formalities, certificates issued by Qualified Medical Practitioner are honoured with full credibility in accordance with the Act.

We assure you of our continued commitment to compliance, inclusivity, and professional respect for all recognized medical streams. Apollo Pharmacies Limited deeply values the vital role played by the Ayurveda, Unani, Siddha, and Sowa-Rigpa medical fraternities in strengthening the healthcare ecosystem of our nation. Moving forward, we remain dedicated to upholding both the letter and spirit of the National Commission for Indian System of Medicine Act, ensuring that our corporate practices seamlessly reflect this mutual respect.

Thanking you.

For Apollo Pharmacies Limited

Kuntal Sarkhel  
(General Manager)

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Copy to:

- 1) Chairperson, National Commission for Indian System of Medicine, New Delhi.
- 2) Secretary, National Commission for Indian System of Medicine, New Delhi.
- 3) Dr. A. Saha (arpansahadh@gmail.com).