# भारतीय मानक Indian Standard

योग केंद्र — सेवा अपेक्षाएँ

IS 17913: 2022

# Yoga Centre — Service Requirements

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#### **FOREWORD**

This Indian Standard was adopted by the Bureau of Indian Standards, after the draft finalized by the Health, Fitness and Sports Services Sectional Committee had been approved by the Service Sector Division Council.

Yoga is a system of holistic living, having the roots in Indian tradition and culture. It was evolved thousands of years back by the *Rishis* (Sages). Although, Yoga is a spiritual tradition, the techniques of Yoga are being widely used for meeting the changing healthcare needs and wellness of mankind in present scenario. Therefore, Yoga has attracted global attention in recent years. The awareness about yogic practices is increasing among people from different walks of life, not only for promotion of health and wellness but also for the management of various diseases and disorders.

Many Yoga experts and medical professionals have been advocating yogic lifestyle for the prevention and management of stress induced, psychosomatic and lifestyle related disorders. It is felt that the Yoga facility should be propagated at a mass level adhering to the classical knowledge, so that people can derive maximum benefits. There are several Yoga centres functioning in the country at their own styles and patterns. With the increasing popularity of Yoga learning among the people, it is felt to formulate an Indian Standard for Yoga centres which forms the benchmark for services being provided.

In the formulation of this Indian Standard for Yoga centre, considerable assistance has been derived from the guidelines for accreditation/recognition of Yoga institution published by the Yoga Certification Board (YCB), Ministry of Ayush, Government of India.

While deciding on the requirements for minimum qualification and experience for Yoga wellness instructor, reference has been derived from existing guidelines for Yoga professionals set up by YCB and Level 5 qualifications of Yoga wellness trainer set up under National Skills Qualifications Framework.

For better appreciation of the contents of this standard, a reference may be made to IS 17874 (Part 1): 2022 'Glossary of Yoga terminology: Part 1 Standardized commonly used terms related to Yoga'.

The composition of the Committee, responsible for the formulation of this standard is given at Annex B.

For the purpose of deciding whether a particular requirement of this standard is complied with the final value, observed or calculated, expressing the result of a test or analysis shall be rounded off in accordance with IS 2: 2022 'Rules for rounding off numerical values (*second revision*)'. The number of significant places retained in the rounded off value should be the same as that of the specified value in this standard.

# Indian Standard YOGA CENTRE — SERVICE REQUIREMENTS

#### 1 SCOPE

This standard specifies the service requirements for operations, benchmarking and infrastructure including minimum qualification for Yoga wellness instructor and staff of Yoga centre.

#### NOTES

- 1 Yoga centre does not include universities, institutes/colleges and Yoga training centres involved in conducting courses like certificate, diploma, graduate and post-graduate courses in Yoga. The standard also excludes the Yoga centre providing Yoga therapy.
- 2 This standard covers requirements of services provided by Yoga centre used by general public only for practicing Yoga for promotion of health and wellness.

#### 2 TERMINOLOGY

For the purpose of this standard, the following definitions shall apply.

**2.1 Basic Yoga Practices** — The Yoga practices which are commonly practiced by a healthy person for promotion of health and wellness.

NOTE — For information on basic Yoga practices, refer Annex A.

- **2.2 Complaint** Expression of dissatisfaction made to a Yoga centre related to, its service, or the complaints-handling process itself, where a response or resolution is explicitly and implicitly expected.
- **2.3 Document** Information and the medium on which it is contained stating results achieved or providing evidence of activities performed.
- **2.4 Feedback** Opinions, comments and expressions of interest of a Yoga aspirant/Yoga *Sadhak* on services or a complaint handling process.
- **2.5 Improvement** Activity to enhance the performance.
- **2.6 Infrastructure** System of facilities, equipment and services required for the smooth and effective operation of a Yoga centre.
- **2.7 Interested Party** Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.
- **2.8 Learning** Acquiring knowledge, behaviour, skills, values, preferences or understanding.
- **2.9 Management** Person or group of people who directs and controls Yoga centre at the highest level.

- **2.10 Objective** The set goals of the Yoga centre, which are to be achieved.
- **2.11 Procedure** The specified way to carry out an activity or a process. It can be a standard operational procedure.
- **2.12 Record** Document stating results achieved or providing evidence of activities provided.
- **2.13 Requirement** Need or expectations that is stated, generally implied or obligatory.
- **2.14 Review** Determination of the suitability, adequacy or effectiveness of an object to achieve established objectives.
- **2.15 Risk** Effect of uncertainty.
- **2.16 Service** The result of at least one activity, necessarily performed between the Yoga centre and the Yoga aspirant/Yoga *Sadhak*.
- **2.17 Traditional Yoga Practices** A system of knowledge derived from the Yogic texts and handed down by a lineage of teachers.
- **2.18 Work Environment** Set of conditions under which work is performed.
- **2.19** Yoga The word Yoga has been derived from Sanskrit root (*Dhātu*) 'Yuj' which means to 'join', to 'unite' or to 'yoke' to get cognitively absorbed (*Samādhi*). According to *Mahariṣhi* Patañjali, Yoga is the control of the modifications (*Vṛtti*) of the mind stuff (*Citta*). As per Yogic scriptures the practice of Yoga leads to the union of an individual consciousness with that of the universal consciousness.
- **2.20 Yoga Aspirant** A person who is seeking knowledge and skill on Yoga.
- **2.21 Yoga Centre** A centre which conducts Yoga classes of basic Yoga practices for the promotion of health and wellness based on traditional Yoga practices.
- **2.22 Yoga** *Sadhak* A person who has gained the knowledge and skill on Yoga and practicing regularly.
- **2.23 Yoga Wellness Instructor** A professionally qualified and trained individual competent to train the Yoga aspirant in Yoga āsanas, pranayama, meditation, relaxation techniques and other relevant Yoga practices.

#### **3 GENERAL REQUIREMENTS**

- **3.1** The compliance to the following general requirements applicable to Yoga centre shall be ensured:
  - a) Registration of the premises under *Societies Registration Act*, 1860 or *Trusts Act*, 1882 or Central/State legislative acts or any other legal entity established under prevalent law;
  - Design of Yoga programmes for conducting Yoga classes in order to foster excellence;
  - c) Establishment of a framework for continuous improvement and providing an opportunity to benchmark with other Yoga centres in India and abroad;
  - d) Availability of required facilities and equipment for quality service delivery; and
  - e) All externally sourced services are provided in a way that it meets requirements of this standard including the needs of Yoga aspirant/Yoga *Sadhak* and the objectives of Yoga centre.

### **4 MANAGEMENT**

- **4.1** The management of the Yoga centre shall appoint/designate head of Yoga centre responsible to implement statutory and regulatory requirements including administrative decisions. The designated person may assign the responsibilities of different activities to relevant staff members of the centre, as appropriate. The records pertaining to such activities should be maintained and readily available.
- **4.2** The Yoga centre shall establish objectives for important processes which shall be measurable and achievable. The objectives shall be reviewed by the management at regular intervals, preferably every six months.
- **4.3** The management of Yoga centre shall demonstrate leadership and ensure the compliance of the following:
  - a) Objectives established as set under **4.2** for the important activities;
  - b) Key factors of different activities are identified for improvement;
  - The responsibilities and authorities for relevant roles are assigned, communicated and understood within the centre;
  - d) Statutory requirements are identified and met;
  - e) Adequate manpower is provided and are competent on the basis of appropriate education, training and experience;
  - f) Feedback from the Yoga aspirants/Yoga *Sadhaks* are obtained;
  - Monitor Yoga aspirants/Yoga Sadhaks perceptions of the degree to which their needs and expectations have been fulfilled; and
  - h) Complaint handling procedure is established.

# 5 SPECIFIC REQUIREMENTS RELATED TO SERVICES

- **5.1** The specific requirements of services provided by Yoga centre may be divided into following service parameters:
  - Conducting Yoga classes for health and wellness;
  - b) Physical environment and safety; and
  - c) Resources.

# **5.1.1** Conducting Yoga Classes for Health and Wellness

The health and wellness of Yoga aspirants/Yoga *Sadhaks* shall be promoted and achieved at the optimum level by the Yoga centre. The compliance of the following requirements related to conducting Yoga classes for health and wellness shall be ensured:

- a) Education and skill of Yoga wellness instructor and staff Yoga wellness instructor and staff shall have appropriate knowledge and skills to perform their roles effectively. The minimum requirements of qualification and experience of Yoga wellness instructor and staff as per 5.1.3.1 shall be met;
- b) Behavioural management The Yoga wellness instructor and staff shall identify the Yoga aspirants/Yoga Sadhaks with aggressive behaviour and the efforts shall be made to effectively manage their behaviour issues; and
- c) Satisfaction The feedback to evaluate level of satisfaction shall be obtained from Yoga aspirants/Yoga Sadhaks by Yoga centre.

## **5.1.2** *Physical Environment and Safety*

Yoga centre shall ensure to provide a safe and comfortable environment for conducting Yoga classes for Yoga aspirants/Yoga *Sadhaks*. The compliance of following requirements related to physical environment and safety shall be ensured:

- a) Living environment The living environment of Yoga centre shall be a safe, adequately ventilated, free from air/noise pollution and shall be consistently maintained during learning/practicing Yoga;
- b) Fire, security and other emergencies Yoga centre shall ensure that all needed infrastructure for fire, security and other emergencies is available as per requirements. The staff shall be adequately trained to deal and respond in such situations;
- c) Infection control Yoga centre shall ensure that the work area is sanitized properly at least on daily basis and the related records shall be retained for one year. The compliance to the guidelines issued by the

- Government from time to time in this regard shall also be ensured;
- d) First aid Yoga centre shall be equipped with a first aid kit to manage minor medical exigencies. The staff shall be adequately trained for administration of first aid measures;
- e) Potential risks The potential risks and hazards in the Yoga centre shall be identified, documented and action plan to mitigate such exigencies shall be prepared and available; and
- f) Emergency contact Emergency contact numbers of nearby police station, ambulance, fire services, hospitals, etc, shall be readily available at the reception counter or any other prominent place in the Yoga centre.

# **5.1.3** Resources

**5.1.3.1** Requirements of Yoga wellness instructor and staff

The minimum requirements of Yoga wellness instructor and staff shall be as given in Table 1.

**Table 1 Minimum Requirements of Yoga Wellness Instructor and Staff** (Clause 5.1.3.1)

Minimum Number of Personnel	Minimum Educational Qualification and Experience
(3)	(4)
2	<ul> <li>a) Pass in 10 + 2 in any stream.</li> <li>b) Certified course in Yoga of not less than 400 learning hours from government recognized/accredited institution.</li> <li>c) 12 months of experience in the field of Yoga.</li> </ul>
1	10th standard pass
	1

NOTE — Preferably one male and one female may be employed as a Yoga wellness instructor.

# **5.1.3.2** Requirements of infrastructure, facilities and equipment

The compliance to the following requirements related to infrastructure, facilities and equipment shall be ensured:

- a) Yoga hall Minimum one hall for demonstration/practice of Yoga with minimum space of 2.60 m<sup>2</sup> per Yoga aspirant/Yoga Sadhak shall be available while performing Yoga;
- b) Facilities and equipment Adequate number of required equipment like Yoga mats, Yoga props, and facilities like internet, public address system, computer, printer, etc, may be available;
- c) Washroom Separate washroom(s) for male and female with proper sanitization shall be provided. Washrooms shall be cleaned at least twice a day and records shall be maintained, which shall be retained for a period of at least one month;
- d) Other facilities In addition, the following facilities shall be ensured:
  - i) Drinking water facility;
  - ii) Proper lighting in Yoga centre; and
  - iii) Changing room(s).
- e) *Meditation hall (optional)* Meditation hall may preferably be available; and

- f) Ṣaṭkarma (optional) The following facilities may be available to perform Satkarma:
  - i) Hygienic space (preferably an open space);
  - ii) Steel/porcelain sink with hot and coldwater facility; and
  - iii) Other requirements essential to conduct the *Satkarma* sessions.
- **5.1.3.3** The equipment used in the Yoga centre should comply with relevant Indian Standards wherever available. Yoga wellness instructor and Yoga aspirant/Yoga *Sadhak* shall perform yogic practices in appropriate attire preferably of cotton.

#### 6 OPERATIONAL REQUIREMENTS

#### **6.1 Communication Process**

- **6.1.1** Information about the timings, programmes, facilities, fee, contact details, etc, for the Yoga aspirant/Yoga *Sadhak* shall be displayed at prominent places in the Yoga centre.
- **6.1.2** The details as mentioned in **6.1.1** may also be available in form of brochure.
- **6.1.3** There should be designated personnel responsible for hosting and updating the information, as appropriate, on website of the Yoga centre and updating brochure on timely basis.

#### 6.2 Admission Process

- **6.2.1** Self-declaration of current health status of the Yoga aspirant/Yoga *Sadhak* shall be obtained by the Yoga centre at the time of admission.
- **6.2.2** Yoga programmes, details being offered by Yoga centre shall be documented and available in public domain.
- **6.2.3** The Yoga aspirant/Yoga *Sadhak* shall be informed about the terms and conditions of programme, well in advance which shall be accepted at the time of admission and records shall be retained for at least one year.
- **6.2.4** The receipt of payments shall be issued to the Yoga aspirant/Yoga *Sadhak*.

#### **6.3 Feedback Process**

- **6.3.1** The Yoga centre shall have a well-established system for getting feedback from the Yoga aspirant/Yoga *Sadhak*. The feedback obtained shall be maintained as document and readily available.
- **6.3.2** The feedback format shall be prepared which shall cover all services being provided by the Yoga centre including aspects of objectives set by the management so that analysis of feedback is done to improve the services and activities.
- **6.3.3** The feedback shall be obtained by using means of email, website, computer application of Yoga centre, text message or written.

# 6.4 Complaint Handling Procedure

- **6.4.1** The Yoga centre shall have established procedure to handle complaints by any person including Yoga aspirant/Yoga *Sadhak* and its well-defined redressal mechanism shall be in place.
- **6.4.2** The management shall designate an employee of Yoga centre for the purpose of handling and redressal of complaints. The redressal of complaint shall preferably be done within a month of receipt of complaint.
- **6.4.3** The complaint may be lodged by any means of print or electronic media such as:
  - a) website or application of the Yoga centre;
  - b) telephone;
  - c) e-mail or text message; and
  - d) written or verbal by visit to the Yoga centre.
- **6.4.4** The Yoga centre shall maintain records of complaints. All the pending complaints and their redressals shall be reviewed every month by designated person mentioned in the procedure for handling and redressal of complaints.

#### 6.5 Work Plan

- **6.5.1** The Yoga centre shall have a work plan for delivery of programme.
- **6.5.2** A time table for each programme shall be prepared and shared with the Yoga aspirant/ Yoga *Sadhak* in advance. The records of time table shall also be maintained.
- **6.5.3** The attendance of all Yoga aspirants/Yoga *Sadhaks* shall be taken and the records shall be maintained for a period of minimum one year.

## 6.6 Finance Resources and Documentation

The Yoga centre shall have a plan to ensure financial stability and continuity to run the centre. The records of the financial resources shall be maintained.

#### 7 REVIEW AND IMPROVEMENT

#### 7.1 Review

The management shall review the activities of Yoga centre, at planned intervals, preferably every six months to ensure suitability, adequacy, effectiveness and improvement of current processes and activities. The management review shall be planned and carried out by the management or person designated by the management, for example CEO, along with the activity heads taking the following into consideration:

- a) The status of actions from previous reviews;
- b) Satisfaction level and feedback from relevant interested parties;
- c) The extent to which objectives have been met:
- d) Non-conformities and corrective actions;
- e) The adequacy of resources;
- f) Opportunities for improvement; and
- g) Complaints.

#### 7.2 Improvement

The management, after the review, shall take decisions and actions to improve the performance of Yoga centre and enhance level of satisfaction among Yoga aspirant/Yoga *Sadhak*, which shall include the following:

- a) Identifying future needs and expectations of Yoga aspirants/Yoga *Sadhak*;
- b) Correcting, preventing or reducing undesired results; and
- c) Improving the performance of the Yoga centre.

#### 7.3 Records

The Yoga centre shall retain documented information as evidence of the result of review and decision taken for improvement.

#### ANNEX A

(Clause 2.1) (Informative)

#### BASIC YOGA PRACTICES

The list of basic Yoga practices is given below:

#### a) YOGIC SUKSMA VYAYAMA KRIYA

- 1) Griva Shakti Vikasaka-1;
- 2) Griva Shakti Vikasaka-2;
- 3) Griva Shakti Vikasaka-3;
- 4) Bhuja Valli Shakti Vikasaka;
- 5) Purna Bhuja Shakti Vikasaka;
- 6) Vaksha Sthala Shakti Vikasaka-1;
- 7) Vaksha Sthala Shakti Vikasaka -2;
- 8) Jangha Shakti Vikasaka-1; and
- 9) Pindali Shakti Vikasaka.

## b) YOGIC STHULA VYAYAMA KRIYA

- 1) Hrd Gati; and
- 2) Sarvanga Pushti.

#### c) SURYA NAMASKARA

### d) YOGĀSANAS

- 1) Standing Posture
  - i) Tādāsana;
  - ii) Vrkśāsana;
  - iii) Hastottanasana:
  - iv) Pāda-Hastāsana:
  - v) Kati Cakrāsana;
  - vi) Ardha Cakrāsana; and
  - vii) Trikonāsana.

## 2) Sitting Posture

- i) Dandāsana;
- ii) Sukhāsana;
- iii) Padmāsana;
- iv) Vajrāsana;
- v) Bhadrāsana;
- vi) Uttāna Mandūkāsana;
- vii) Vakrāsana;
- viii) Ustrāsana;
- ix) Śaśānkāsana;
- x) Paschimottanāsana;
- xi) Purvottanāsana; and
- xii) Gomukhāsana.

# 3) Prone Postures

- i) Makarāsana;
- ii) Bhujangāsana;
- iii) Śalabhāsana; and
- iv) Dhanurāsana.
- 4) Supine Postures
  - i) Uttāna Pādāsana;

- ii) Ardha Halāsana;
- iii) Pawanamuktāsana;
- iv) Setubandhāsana;
- v) Sarala Matsyāsana; and
- vi) Śavāsana.

#### e) BREATHING PRACTICES

- 1) Abdominal Breathing:
- 2) Thoracic Breathing;
- 3) Clavicular Breathing; and
- 4) Yogic Deep Breathing.

#### f) PRANAYAMA

- 1) Nāḍīśodhana / Anuloma Viloma Prānāyāma;
- 2) Ujjayi Prānāyāma;
- 3) Śītalī Prānāyāma; and
- 4) Bhrāmarī Prānāyāma.

# g) MUDRA

- 1) Ciñ Mudra;
- 2) Jñāna Mudra;
- 3) Şanamukhī Mudra;
- 4) Yoga Mudra;
- 5) Vipareeta karani Mudra; and
- 6) Simha Mudra.

# h) BANDHA

- 1) Jālandhara Bandha.
- 2) Mūla Bandha
- 3) Uddiyāna Bandha

#### j) ŞAŢKARMA

- 1) Neti;
- 2) Dhautī;
- 3) Kapālabhātī; and
- 4) Trāṭaka.

# k) PRACTICES LEADING TO DHYANA (MEDITATION)

#### m) RECITATION OF PRANAVA

- n) CHANTING OF HYMNS
- p) PRANA DHARANA
- q) ANTARMOUNA

#### ANNEX B

(Foreword)

## **COMMITTEE COMPOSITION**

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