सर्वे सन्तु निरामया
दिल्ली सरकार
निदेशालय स्वास्थ्य सेवायें

सत्यमेव जयते
Government of the National
Capital Territory of Delhi

दिल्ली सरकार

STANDARD OPERATING PROCEDURE

HEAD OF OFFICE
CENTRAL PROCUREMENT AGENCY

DIRECTORATE GENERAL OF HEALTH SERVICES
F-17, Karkardooma, Delhi – 110032

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CHAPTER-1

Introduction to Central Procurement Agency

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CHAPTER-1

Introduction to Central Procurement Agency

1. Central Procurement Agency (CPA) was established in 1994. It procures medicines & surgical consumables for all Delhi Govt. Institutions.

2. CPA ensures availability of quality drugs to all the Aam Admi Mohalla Clinics (AAMC's), Delhi Government Dispensaries (DGD's) and hospitals under government of NCT of Delhi and & promotes prescription of generic drugs. "NIRANTAR" Integrated supply chain management system facilitates CPA working.

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CHAPTER-2

Essential Drug List

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CHAPTER-2
Essential Drug List

1 Essential Drug List (EDL) committee duly constituted by competent authorities updates the list of essential drugs every 2-3 yearly.

2. Updated list of Essential Drug List of Hospitals and Dispensaries are uploaded in the EDL Section of CPA on DGHS website

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CHAPTER-3

Procurement Process of Medicine

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CHAPTER-3

Procurement Process of Medicine

Procurement of Essential Drug List (EDL) is an important and integral part of Central Procurement Agency.

1. Tendering Process

Creation of Valid Rate contract of Essential drugs by tendering process through NIC e-Procurement portal for Delhi Government. NIC e-Procurement portal was launched on 01/04/2011 and currently more than 200 Tender Inviting Authorities have implemented this system. NIC e-procurement software application has provided us benefits of a streamlined process flow, transparency, standardized procurement procedures, system aided evaluation, shortens procurement cycle and reduces litigation and human error.

2. Medicine Procurement for GNCTD Hospitals and Dispensaries

Purpose: This SOP outlines the process for the Central Procurement Agency (CPA) to procure essential medicines and ensure uninterrupted availability of quality drugs for all Delhi Government healthcare institutions.

Policy: GNCTD is committed to providing quality healthcare services to all citizens. This SOP adheres to principles of transparency, fair competition, and cost-effectiveness to procure essential medicines while maintaining strict quality standards.

Scope: This SOP applies to the procurement of all Essential Drug List (EDL) medicines for GNCTD hospitals and dispensaries, excluding controlled substances with separate procurement procedures.

Responsibility:

- Central Procurement Agency (CPA): Responsible for all stages of procurement, from identifying required medicines to awarding contracts and managing supply.
- Directorate of Health Services (DHS): Provides guidance and oversight to CPA, approves tender documents and award of contracts.

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- Technical Evaluation Committee: Evaluates bids based on technical specifications and criteria.
- Financial Bid Opening Committee: Opens and evaluates financial bids of technically qualified bidders.
- Rate justification Committee: Reviews technical and financial evaluations, finalizes rate contracts, and recommends award of contracts.
- Department of Accounts: Reviews and approves financial aspects of the procurement process.

Procedure (Steps):

1. Identifying Required Medicines: Prepare a list of drugs from the EDL requiring procurement based on valid Rate Contracts (RCs), including those with Deemed Extended or Extended RCs.
2. Demands Creation: Use NIRANTAR portal (supply chain portal of CPA) to estimate annual demand for each listed drug from all consignees based on the previous consumption pattern on regular basis after taking approval of Head of the institution.
3. Tender Preparation: Draft a tender document specifying technical and financial requirements, eligibility criteria, and evaluation methodology. Obtain vetting from the Accounts section of CPA.
4. Administrative Approval: Secure approval from DGHS for floating the tender on the GNCTD E-Procurement site, conducting pre-bid meeting, setting tender opening date, and forming tender opening committee.
5. Tender Floating: Upload the tender document on the GNCTD E-Procurement site.
6. Pre-Bid Meeting: Conduct a pre-bid meeting with authorized representatives of manufacturers (OEMs) to clarify any doubts regarding the tender document.
7. Amendments: Incorporate any agreed-upon amendments to the tender document and upload a corrigendum on the GNCTD E-Procurement site after the approval of competent authority.
8. Tender Opening: Open both physical and online bids on the pre-determined date and time. Prepare a summary of tender opening with signature of the members.

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9. Document Comparison: Compare physical and online bids for each bidder. Only consider manufacturers with complete submissions for further evaluation.

10. Finalization and Approval: Obtain DGHS approval for:

    - Technical Evaluation Committee and its evaluation date
    - Finalization and approval of Technical Evaluation Committee members

11. Technical Evaluation: The Technical Committee evaluates bids based on the tender document and prepares a signed summary of the evaluation.

12. Sharing Technical Evaluation Summary: With DGHS approval, communicate the technical evaluation summary to manufacturers for potential clarification or addressing shortfalls.

13. Addressing Technical Shortfalls: The Technical Committee considers manufacturers' responses and finalizes the technical evaluation.

14. Publishing of Final technical evaluation Result on NIC e-Procurement portal.

15. Finalization and Approval: Obtain DGHS approval for:

    - Financial Bid Opening Committee and its opening date

16. Financial Bid Opening: The Financial Bid Opening Committee opens financial bids on the pre-determined date and time and prepares a signed list of Lowest Bidders (L1) for all items.

17. Financial Bid Summary: Prepare a summary of the financial bid results for agenda purposes.

18. Rate justification Committee Meeting: Finalize the date of the meeting and communicate it with agenda to all members for reviewing technical and financial evaluations, finalize rate contracts with signatures of committee members, and recommend award of contracts.

19. DGHS Approval: Obtain DGHS approval for issuing acceptance letters to successful bidders.

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20. Post-Tender Formalities: Issue acceptance letters to successful bidders and fulfil post-tender formalities, including performance security deposit/lab testing charges.
21. Rate Contract Uploading: Upload the approved rate contract on the NIRANTAR portal as per tender document terms and conditions.
22. EMD Return: Obtain DGHS approval for returning Earnest Money Deposit (EMD) to unsuccessful bidders.
23. Quarterly Supply Triggers: Use the NIRANTAR portal to trigger quarterly supply orders to successful bidders.
24. Verification of Demand by CPA team: Before placing the order, CPA ensures justification of the order based on Stock position.
25. Quality Assurance: Conduct regular quality assurance checks on supplied medicines as per tender document specifications.
26. Payment Processing: Process payments to suppliers promptly and as per the agreed-upon terms

References:

1. GENERAL FINANCIAL RULES 2017
2. Model Tender Document Issued by Ministry of Finance and Expenditure.
3. TOR For Technical Evaluation (CPA)

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Quality Assurance by CPA

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CHAPTER-4

Quality Assurance by CPA

Testing of Drugs in GNCTD Healthcare Institutions

Purpose: This SOP outlines the process for testing the quality of medicines supplied to GNCTD hospitals and dispensaries through the Central Procurement Agency (CPA) to ensure patient safety and medication efficacy.

Scope: This SOP applies to all Essential Drug List (EDL) medicines except vaccines, inhalation agents, and blood products, which require specific handling and testing procedures.

Responsibility:

1. Central Procurement Agency (CPA):
2. Quality Analysis Cell (QAC): Manages sample collection, laboratory distribution, report analysis, and communication of results.
3. Administrative Officer: Grants approval for sending samples to labs.
4. Hospitals/Institutions: Submit samples of received medicines within seven days using prescribed format. Follow proper labelling and quantity requirements for submitted samples.
5. Empanelled Labs: Conduct quality analysis within stipulated timeframes (10 days for non-sterile items, 21 days for sterile items) and submit detailed test reports to CPA.

Procedure:

1. In-house Quality Analysis:
   Suppliers provide in-house quality analysis test reports with each batch delivery.
2. Routine Quality Analysis:
   QAC generates a list of medicines for routine testing using NIRANTAR software (currently unavailable).
3. Alternatively, hospitals/institutions submit samples of each received batch within seven days on the prescribed format.
4. QAC masks batch identities using a specific CPA code for anonymity.
5. Samples are distributed among empanelled labs based on testing rates (ascending order as per lab tender).
6. Labs submit test reports within the stipulated timeframe as per lab tender document.
7. Test Report Analysis:
8. QAC analyzes test reports and communicates immediately results to:

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- User departments/hospitals
- Manufacturers (in case of not of standard quality)
- Officer concerned for Agreement & Billings section
- State Drug Controller (in case of not of standard quality)

Complaint-based Testing:

- Upon receiving a complaint from any user department, QAC informs the same with other user department to take caution while using of mentioned batches of drug till further communication.

Record Keeping:

QAC maintains records of all:

1. Sample submission details
2. Lab testing reports
3. Communication with stakeholders
4. Penalties:
   Labs face penalties for delayed test reports (0.5% per day, maximum 10% as per tender document).

Notes:

QAC should strive to re-establish automatic list generation on NIRANTAR.
Hospitals/institutions must adhere to sample submission requirements to ensure timely testing.
Communication of test results should be prompt and transparent.

References:

1. Medicine Tender Clause: Quality Testing
2. Lab Tender Notice

Efficiency Criteria:

1. Timely sample submission by hospitals/institutions.
2. Efficient sample distribution and testing by labs.
3. Prompt and accurate communication of test results.
4. Minimization of non-standard quality incidents.

This SOP provides a comprehensive framework for ensuring the quality of medicines supplied to GNCTD healthcare facilities. By adhering to these procedures, the CPA and healthcare institutions can work together to safeguard patient safety and optimize medication effectiveness.

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CHAPTER-5

PAYMENT TO VENDORS REGULATION 2024

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PAYMENT TO VENDORS REGULATION 2024

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THROUGH
HEAD OF OFFICE
CENTRAL PROCUREMENT AGENCY

PAYMENT TO VENDORS REGULATION 2024

Prologue: The present regulations aims to automate the permission for timely release of the payments to the vendors for the goods such as medicines etc. as procured by the Central Procurement Agency for an on behalf of the Hospitals / Dispensary of the Government of National Capital Territory of Delhi in accordance with the Tender or Supply Orders.

1. **Title**
    1. This regulation may be called as "*Payment to Vendors Regulations 2024*".
    2. This regulation will come into effect from _____which is the official notification under the authority of the Director General Health Services, Government of National Capital Territory of Delhi.

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2. Definition

1. Chief Authority: Director General Health Services, Government of National Capital Territory of Delhi or The Link Officer
2. Executive Officer: Head of Office, Central Procurement Agency Or The Link Officer
3. Central Procurement Agency: Specialised agency for the procurement of the goods such as medicine of the Director General Health Services, Government of National Capital Territory of Delhi
4. Link Officer: Each Officer will have 2 (Two) Link Officers and will be responsible for the officials work in the absentia of the Main Officer. The Orders of the Link Officer will save effect as made by the Main Officer.
5. Head of Department: Head of the Institution or His Link Officer
    i. Hospital: Medial Director / Medical Superintendent
    ii. Office of Chief District Medical Officer: Chief District Medical Officer
    iii. Dispensary: Head of the Dispensary or Medical Officer Incharge
    iv. In case of discrepancy: Highest Authority of the Institution is deemed to be Head of the Department.
6. Authorised Officer: Officer who is Designated and Authorised by the Head of Department for receipt and acceptance of the goods by the Vendors. The Authorised Officer is prohibited to further delegate his Authority for receipt and acceptance of the goods.
7. Authorised Vendor: Legal Person who is selling goods such as medicines etc. to the Central Procurement Agency or Director General Health Services or any institution of the Government of National Capital Territory of Delhi based upon Tender or Supply Order.
8. Preliminary Inquiry: A fact finding inquiry for ascertaining responsibility and accountability of the fault citing the conduct of Executive Officer, Head of Institution, Authorised officer, Accounts Officer, Vendor etc. under the aegis of the Chief Authority.
9. Buyer: Central Procurement Agency or Director General Health Services or any institution of the Government of National Capital Territory of Delhi.

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10. Accounts: Accounts officer of the buyer institution who is responsible for the function of the preparation of accounts.
11. Drug Controller: Drugs Control Department, Government of National Capital Territory of Delhi
12. Approved Laboratory: List of Approved Testing Laboratories of Delhi by the Drug Controller
13. Deemed Approval: The invoice of the vendor is assumed to be approved by the Chief Authority for release of the payments after the expiry of the time period.
14. Physical Acceptance: Acceptance of the Goods by the Authorised Officer
15. Laboratory Approval: Acceptance of the Goods by the Approved Laboratory based on scientific test.
16. Consignee: An institution which will receive of the goods from the Vendor
17. Chartered Accountant: A person who is a licensed, authorised and enrolled member of the Institute of Chartered Accountant of India.
18. UDIN: Unique Document Identification Number as per the Gazette of India Notification No.1-CA(7)/192/2019 Dated 2nd August 2019 as issued under the authority of Institute of Chartered Accountant of India as per the provisions of Chartered Accountants Act, 1949.
19. Tender / Supply Order: The order for the procurement of the goods through the authorised vendor.
20. Online Portal: The online portal for issuance, acceptance, inventory and management of the goods through the Tender / Supply Order.
21. Vendor: Authorised seller based on the Tender / Supply Order.
22. Fault: Wrongful Act or Default
23. Delivery: Voluntary transfer of possession from one person to another
24. Contract: A contract of sale of goods is a contract whereby the seller transfers or agrees to transfer the property in goods to the buyer for a price.
25. Laws: In case of any differences of opinion of the expression then the definition as mentioned in the Indian Contract Act, 1872 and/or Sale of Goods Act, 1930 will be considered as the final impression.

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3. Appointment:

1. The Head of the Department will designate Authorised Officer for the acceptance of the goods from the vendor based on the tender / supply order.
2. The Head of the Department can designate more than 1 (One) Authorised Officer.
3. The Head of the Department will also nominate 2 (two) link officer for the Authorised Officer.

4. Duties of Authorised Officer:

1. Authorised Officer is responsible for the physical acceptance of the goods within 5 calendar days on behalf of the Buyer / Consignee institution from the vendor based on the tender / supply order.
2. Authorised Officer is responsible to verify the Quantity, Batch, Expiry, Packaging, Spillage and Damage of the Goods as per the terms and condition of the Tender / Supply Order.
3. Authorised Officer will send the sample of the goods to the Approved Laboratory within 5 calendar days on behalf of the Buyer / Consignee institution.
4. Authorised Officer is at liberty to choose the sampling strategy for taking sample for sending to the Approved Laboratory of his choice.
5. Authorised Officer will be in deemed fault for not accepting goods within 5 calendar days on behalf of the Buyer / Consignee institution.
6. Authorised Officer will be in deemed fault for accepting goods on behalf of the Buyer / Consignee institution which is not as per tender / supply order or incomplete delivery unless previously approved by the Executive Officer.
7. Authorised Officer will be in deemed fault for not sending goods to the Approved Laboratory within 5 calendar days on behalf of the Buyer / Consignee institution.

5. Duties of the Vendor

1. The vendor has a duty to deliver the goods to the buyer / consignee institution in compliance of the terms and conditions of the Tender / Supply Order.
2. The vendor will accept the result of the Approved Laboratory for the goods as delivered by them.

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3. The vendor will be liable for any violation and non-compliance of the terms and conditions of the Tender / Supply Order.
4. The vendor will issue the invoice along with delivery / acceptance challans supported with the Affidavit on Rs. 100 Stamp Paper as per "Annexure – A" and along with the Assurance Certificate from Chartered Accountant as per "Annexure – B" along with UDIN for the said invoices.

6. Right to Refuse the Goods:

1. Authorised Officer has a Right to Refuse for the Return of the Goods to the Vendor after delivery which does not comply with the terms and conditions of the Tender / Supply Order.
2. Authorised Officer has to send the communication of non-acceptance of the goods within 5 days to the vendor of the delivery of the goods to the consignee / buyer institution with a copy to the Head of Department and Executive Officer.

7. Vendor's Right to Appeal against Refusal

1. Vendor has a right to appeal against the decision of the Authorised Officer of refusal to physically accept the delivery within 15 days to the Head of the Department.
2. Head of the Department must summon the Vendor and Authorised Vendor within 7 days of receipt of the Appeal under Regulation 7.1 for refusal by the Authorised Officer to physically accept the delivery from the vendor.
3. Head of the Department can only rely upon vendor invoice, physical goods as delivered by the vendor and the terms and conditions of the Tender / Supply Order.
4. Head of the Department must pronounce the decision of the Appeal of the Vendor within 30 days of the receipt of such appeal with a copy to the Executive Officer.
5. Head of Department may recommend the Chief Authority for initiating Preliminary Enquiry against the conduct of Authorised Officer or Vendor (as the case may be) with justified reasons.
6. Vendor has no right to appeal against the report as received from Approved Laboratory on the sample as send by the Authorised Officer in accordance with Regulation 4.3.

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8. Deemed Acceptance

1. The delivery of the goods by the vendor to the buyer / consignee institution is deemed physically accepted, if the Authorised Officer does not communicate of the refusal of the goods in accordance with Regulation 5.1.
2. The delivery of the goods is deemed accepted if no negative report is received within 25 calendar days from Approved Laboratory on the sample as send by the Authorised Officer in accordance with Regulation 4.3.
3. The delivery of the goods is deemed accepted by the buyer / consignee institution after the expiry of the 30 calendar days and considered as Deemed Approval for release of payments.
4. Accounts of the Buyer / Consignee Institution has to prepare stock / inventory register and forward the invoice and ancillary delivery challans which are Deemed Approved for payment to the office of the Executive Officer within 5 Calendar days.
5. The Office of the Executive Officer will present the Deemed Approved invoices of the vendor before the Chief Authority on Every Wednesday for release of payment.

9. Negative Report from Approved Laboratory

1. In case, the Authorised Officer receives a Negative Report of the goods delivered from the Approved Laboratory then it is the duty to communicate the Vendor about the Non-Acceptance of the goods, within 5 Calendar Days with a copy to the Chief Authority, Head of Department, Executive Officer and Drug Controller for taking appropriate action in accordance with the law against the vendor.
2. The non-compliance of the Regulation 7.1 by the Authorised Officer would be deemed fault and subject to the preliminary inquiry by the Chief Authority.

10. Right of Audit and Inspection

1. The Chief Authority and/or any officer as authorised on his / her behalf can conduct the Audit and Inspection of the goods as delivered, accepted and not accepted from the vendor.

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2. The Chief Authority and/or any officer as authorised on his / her behalf can summon the records of the Appeal as per the Regulation 7 for Preliminary Inquiry.
3. Executive Officer can conduct the Audit and Inspection of the goods as delivered, accepted and not accepted from the vendor.

11. Preliminary Inquiry

1. The Executive Officer, Head of Institution, Authorised officer, Accounts Officer, Vendor can make a direct complaint to the Chief Authority against the conduct of any party supported with an affidavit and relevant certified documents.
2. The Chief Authority may institute Preliminary Inquiry against the conduct of the party and summon the party with a Show Cause Notice to explain the complaint.
3. The responding party will have Right of Audience before the Chief Authority to explain his / her conduct against the said complaint.
4. The Respondent who is subject to the Preliminary Inquiry has a right to a copy of the complaint and annexed documents.
5. The fact finding inquiry will be for ascertaining responsibility and accountability of the fault of the erring party.
6. Chief Authority will endeavour to dispose off the Preliminary Inquiry within 90 days of the receipt of the complaint.
7. Chief Authority after ascertaining all the facts may initiate disciplinary or any other proceedings including criminal in accordance with the law.
8. In case, where the complaint is found to be *prima facie* false then Chief Authority has a right to initiate disciplinary or any other proceedings including criminal against the complainant in accordance with the law.

12. Active Vigilance & Whistle Blower Mechanism

1. Any person who has knowledge about the act which is detrimental to the rights of the Government of National Capital Territory of Delhi may make a direct complaint to the Chief Authority or the Executive Officer against the conduct of any party supported with an affidavit and relevant certified documents.

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2. Chief Authority or the Executive Officer may inquire the complaint and consider to forward the same to the Department of Vigilance or Anti-Corruption Branch, Directorate of Vigilance, Government of National Capital Territory of Delhi.
3. Chief Authority or the Executive Officer if prima facie not satisfied with the contents of the complaint may summon the complainant and after hearing may either proceed with Regulation 12.2 or close the complaint.
4. In case, where the complaint is found to be *prima facie* false then Chief Authority has a right to initiate disciplinary or any other proceedings including criminal against the complainant in accordance with the law.

13. Ancillary Laws

1. The *Payment to Vendors Regulations 2024* will not be in derogation to the others laws such as for the protection of the rights of the Government of the National Capital Territory of Delhi
    i. Indian Contract Act, 1872
    ii. Sale of Goods Act, 1930
    iii. Arbitration and Conciliation Act, 1996
    iv. Commercial Courts Act, 2015

14. Amendment to the Regulations

1. The Chief Authority in consultation, permission and approval of the Principal Secretary of the Department of Health and Family Welfare can bring amendments to the regulations.

15. Protection of the Officers Acting in Good Faith

1. The officers namely the Chief Authority, Executive Officer, Head of Institution, Authorised officer, Accounts Officer will be protected from any act done in good faith in accordance with the regulations.

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Regulation Executed under the Authority of
Worthy Director General Health Services

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ANNEXURE – A

ON A RS. 100 STAMP PAPER

AFFIDAVIT

I, _____ S/O | W/O | D/O _____ R/O_____ age about _____ do hereby solemnly swear and submit that:

1. I state on oath that I am the _____*Proprietor / Director / Partner* _____ of the ___*Name of the Vendor*___. I am the duly authorized officer and competent to file the present Affidavit to the Director General Health Services.

2. I state on Oath that the ___*Name of the Vendor*___ has filed Invoice No. *(Invoice Number & Date)* for clearing of the payment for *Rs. (Amount in Number and words)* against the supply order *(Supply Order Number)* as issued by the Central Procurement Agency, Director General Health Services, Government of National Capital Territory of Delhi.

3. I State on Oath that the goods were duly supplied by the ___*Name of the Vendor*___ as per the Invoice No. *(Invoice Number & Date)* against the supply order *(Supply Order Number)* as issued by the Central Procurement Agency, Director General Health Services, Government of National Capital Territory of Delhi. I State on oath that goods as supplied were duly correct in terms of quality and quantity as per the supply order *(Supply Order Number)*.

4. I State on Oath that I have honestly furnished correct information about the delivery of the goods in terms of the quality and quantity as per the supply order *(Supply Order Number)*and the Invoice No. *(Invoice Number & Date)*iscorrect in terms of the goods supplied. That I further assure the Director General Health Services, Government of National Capital Territory of Delhi that the___*Name of the Vendor*___ has duly paid all the taxes such as Goods and Services

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Tax etc. and has duly maintained appropriate books of accounts and evidence of delivery of the goods.

5. I state on oath that I agree that Director General Health Services, Government of National Capital Territory of Delhi can legally claim the payment as made against Invoice No. *(Invoice Number & Date)*from___*Name of the Vendor*___ if any of the information as furnished in the present affidavit is found to be false during audit. I State on Oath that the Affidavit is correct and if found to be wrong then the Director General Health Services, Government of National Capital Territory of Delhi can initiate appropriate actions in accordance with the law.

6. I State on Oath that I assure for and on behalf of the ___*Name of the Vendor*___ that all records against Invoice No. *(Invoice Number & Date)*will be maintainedand will be presented for audit and verification purposes upon the request of the Director General Health Services, Government of National Capital Territory of Delhi.

DEPONENT

VERIFICATION:

Verified at New Delhi on this _____ Day of _____that the contents of the above affidavit are true and correct to the best of my knowledge and nothing material has been concealed there from.

DEPONENT

Nalini 11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

Dr. Vandana Bagga
(Link Officer)
Director General Health Services
GNCTD

ANNEXURE – B

CHARTERED ACCOUNTANT
ASSURANCE CERTIFICATE

To,
Director General Health Services,
Government of NCT of Delhi,
F-17, Karkardooma,
New Delhi – 110032.

Sir / Madam,

I have audited and verified the Invoice No. _____ Dated _____ as issued _____(Name of the Vendor).

1. It is submitted that the Invoice No. _____ is issued by _____(Name of the Vendor) ____for goods as supplied to the Central Procurement Agency, Director General Health Services, Government of NCT of Delhi against supply order *(Supply Order Number).*

2. It is submitted that as per the books of accounts and delivery challans presented by the _____(Name of the Vendor) ____ against the Invoice No. _____ Dated _____ has been verified by me.

3. It is submitted that ___(Name of the Vendor) ____ has duly paid all the taxes such as Goods and Services Tax etc. against the Invoice No. _____ Dated _____ has been verified by me.

Chartered Accountant
UDIN
Firm No.
Membership No.

Nalini 11/10/2024
Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024
Dr. Vandana Bagga
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Director General Health Services
GNCTD

CHAPTER-6

RATIONAL USE OF MEDICINES

Nalini 11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

Dr. Vandana Bagga
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Director General Health Services
GNCTD

CHAPTER-6

RATIONAL USE OF MEDICINES

Rational use of medicines requires that "patients receive medications appropriate to their clinical needs, in doses that meet their own individual requirements, for an adequate period of time, and at the lowest cost to them and their community.

Irrational use of medicines is a major problem worldwide. WHO estimates that more than half of all medicines are prescribed, dispensed or sold inappropriately, and that half of all patients fail to take them correctly. The overuse, underuse or misuse of medicines results in wastage of scarce resources and widespread health hazards. Examples of irrational use of medicines include: use of too many medicines per patient ("poly-pharmacy"); inappropriate use of antimicrobials, often in inadequate dosage, for non-bacterial infections; over-use of injections when oral formulations would be more appropriate; failure to prescribe in accordance with clinical guidelines; inappropriate self-medication, often of prescription-only medicines; non-adherence to dosing regimens.

The procurement department plays a key role in ensuring that the right drugs are available in the right quantities and at the right time. This helps to ensure the responsible use of medicines.

The procurement department can help

1.Ensure quality- The procurement department can ensure that medicines are of good quality by incorporating a comprehensive quality control mechanism.

2.Ensure availability- The procurement department can ensure that the right drugs are available in the right quantities and at the right time.

3.Ensure safety- The procurement department can ensure that medicines are safe by taking into account risk and safety management.

Nalini 11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

Dr. Vandana Bagga
(Link Officer)
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4.Ensure cost-effectiveness- The procurement department can ensure that medicines are cost-effective by ensuring that they are procured at the lowest rates.

5.Ensure compliance - The procurement department can ensure compliance with ethical and legal procedures.

6.Promote rational use of medicines

7.Develop evidence-based clinical guidelines for training and supervision

8.Facilitatecreation of lists of essential medicines

9.Coordinate policies on medicine use

11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

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Director General Health Services
GNCTD

CHAPTER-7

GRIEVANCE REDRESSAL MECHANISM

Nali 11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

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CHAPTER-8

EFFICIENCY CRITERIA

Nalini 11/10/2024

Dr. Nalini Bala Pandey
HOO (CPA), DGHS
Govt. of NCT of Delhi

11/10/2024

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Director General Health Services
GNCTD

CHAPTER-8

EFFICIENCY CRITERIA

Key performance Indicators:

01. Percentage of medicines procured out of Total Number of Medicines Demanded.

02. Percentage of Quarterly demand fulfilled Consignee wise.

03. Lead time from floating of Tender on E procurement to finalization by committee for each tender.

Nalini 11/10/2024

Dr. Nalini Bala Pandey
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11/10/2024

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