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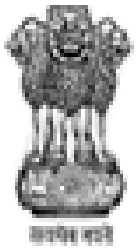
PROCUREMENT AND OPERATIONAL MANUAL

FOR

MEDICAL STORE ORGANISATION

AND

GOVERNMENT MEDICAL STORE DEPOTS



Government of India

DIRECTORATE GENERAL OF
HEALTH SERVICES
MINISTRY OF HEALTH AND FAMILY WELFARE
NEW DELHI

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FOREWORD

Dated.....

Availability of medicines at the right time with right quantity and right quality is one of the important key components for successful Health Programme Implementation. Wherever the Public Sector is required to make the drugs available to the public, there is a need for central procurement which facilitate in making available the quality medicine to the beneficiaries at an economically affordable prices. The institution responsible for such procurement should have a well laid down procedure and must follow these to act as per the guidelines in order to maintain the transparency in the system as well as accomplish the goal of timely availability of affordable quality medicines.

Medical Stores Organisation is a subordinate wing of Directorate General of Health Services under Ministry of Health and Family Welfare, Government of India, has been functioning for procurement of medicines to ensure its availability to the various health care institutions of the country including Central Government Health Scheme Organizations. Apart from accomplishing this onerous responsibility which is a continuous activity, it also undertakes the need based procurement of medicines in natural calamities like Flood, Earthquake and other disasters. MSO operates through its seven sub offices called Government Medical Stores Depot (GMSD) located at New Delhi, Mumbai, Kolkata Karnal, Guwahati, Chennai, and Hyderabad. A well laid down manual structured in 1979 was the bible for this organization to accomplish this onerous responsibility. However, due the fast development of Science and Technology both in Health Sector as well as in IT sector, various provisions have become outdated and not desirable to be followed. The Government is promoting e-Governance to improve transparency in Government functioning. This necessitated a complete overhauling of this manual to accommodate all modern scientific and technological concept in procurement and inventory management.

I am indeed happy to see the updated manual structured by a team of officers and technical experts which contains various Standard Operating Procedure (SOP) to facilitate all stakeholders in the system such as indentors, procurers etc. As the quality of any medicine is also linked with the storage conditions, the various components of Good Storage Practice incorporated in this manual shall be an important aid for availability of quality medicines.

I am sure this manual shall be a guiding document for all stakeholder including the staff of GMSD & MSO to bring more transparency in timely procurement, storage and distribution of quality medicine which will improve the image of health sector providing system in the Public Sector.

(Dr.R.K. Srivastava)

PREFACE

The "Procurement and Operations Manual" provides the essential information on Standard Operating Procedure (SOP) for facilitating procurement, storage, distribution and related depot operations. This document is intended to guide the depot officials directly involved in these activities. It also intends to help in understanding the procurement processes and to achieve uniformity in procurement processes followed by Medical Stores Organisation (MSO) and Government Medical stores Depots (GMSDs). The rights and obligations of the purchaser and the contractor of goods and services will be governed by the tender documents and by the contracts signed by the purchaser with the contractor and not by the guidelines stated in this document.

The MSO is already having a manual which dates back to 1979.However various provisions have become obsolete/outdated and undergone substantial mutation due to change in policies and introduction of novel technologies. Hence necessity was felt for updation of this manual incorporating the latest policies/activities. To accomplish this updation a committee was constituted by Ministry of Health and Family Welfare, Govt. of India in 2008 vide their order No.Y.12011/01/08-NM dated 13th Feb 2008.The composition of the committee was as under.

1.	Dr. D. Kanungo, Addl. DG (Stores)	Chairman
2.	Dr. G.K. Biswas, Retired Addl. DG (Stores)	Member
3.	Sh. Shanker Das, Dy. C.A	Member
4.	Director (Procurement)	Member
5.	Mr. V. Ringe, Director, NIC or his nominee	Member
6.	Mr. D.S. Rao, DADG, GMSD, Mumbai	Member
7.	Mr. A.K. Sharma, U.S. (Integrated Finance)	Member
8.	Representative of DGS&D, New Delhi	Member
9.	Dr. Ramji Prasad, DADG, GMSD, New Delhi	Member

The Committee had met several occasions, analysed various documents/suggestions, and taken advise/feedback from various experts in the field. The committee especially place on record the contributions made and critical evaluation extended by following experts in finalising the document.

1. Sh. Douglas Guest, Team Leader (EPW), DGHS (EPW), MOHFW.
2. Dr. Santosh Kumar Talwar, Pharmaceuticals Consultant, DGHS (EPW), MOHFW.
3. Sh. Deepak Kaushal, Supply Cold Chain Management Consultant, DGHS (EPW), MOHFW
4. Sh. Shailash Bindal, Consultant DGHS (EPW), MOHFW
5. Sh. Himanshu Verma, IT Consultant, DGHS (EPW), MOHFW

To achieve the better acceptability of the manual and to understand the difficulties at stakeholder's level, the Procurement and Operational Manual was finalised after wider consultations with various staff of MSO and all its depots and all other authorities and officials that are intended to use this Manual. The following officer / officials have offered their valuable opinion / suggestions and assisted in preparation of this manual for the Government Medical Store Depots, Government of India, Directorate General of Health Services, Ministry of Health & Family Welfare, New Delhi.

1. Dr. G.R. Marwah, Sr. CMO (SAG), Medical Stores Organisation, DGHS, MOHFW
2. Dr. R.K. Agarwal, Sr. CMO (SAG), Medical Stores Organisation, DGHS, MOHFW
3. Sh. N.C. Dhawan, DDG (Stores), Medical Stores Organisation, DGHS, MOHFW
4. Sh. R.K. Yadav, Asstt. Depot Manager, Medical Stores Organisation, DGHS, MOHFW
5. Sh. T.K. Sarkar, Asstt. Depot Manager, Govt. Medical Store Depot, New Delhi
6. Sh. Rajesh Bansal, Superintendent, Govt. Medical Store Depot, New Delhi
7. Sh. Kishori Lal, UDC, Govt. Medical Store Depot, New Delhi
8. Sh. Rakesh Tanavade, LDC, Govt. Medical Store Depot, Mumbai

I hope the Manual will be useful to the personnel charged with the duty of running the Govt. Medical Store Depots.

New Delhi
Dated:

(Dr. D. Kanungo)
Additional Director General (Stores)

ABBREVIATIONS

ADG	Assistant Director General
ADM	Assistant Depot Manager
AMC	Annual Maintenance Contract
BER	Bid Evaluation Report
CEC	Consultant Evaluation Committee
CIP	Concise Institutional Plan
CN	Consignment Note
CSS	Centrally Sponsored Scheme
CVC	Central Vigilance Commissioner
DADG	Deputy Assistant Director General
DC	Delivery Challan
DDG	Deputy Director General
DEA	Department of Economic Affairs
DFPR	Delegation of Financial Powers Rules
DGHS	Director General Health Services
DGS & D	Director General of Supplies & Disposals
DM	Depot Manager
EMD	Earnest Money deposit/ Bid Security
FOB	Fright on board
GFR	General Financial Rules
GMSD	Government Medical Store Depot
GOI	Government of India
GPN	General Procurement Notice
ICB	International Competitive Bidding
IDP	Institutional Development Plan
IFB	Invitation For Bid
INR	Indian National Rupee
ITB	Instructions to Bidders
ITC	Instructions to Consultants

LCB	Local Competitive Bidding
LIB	Limited International Bidding
LOI	Letter of Invitation/ Letter of Intent
LPP	Last Purchase Price
LR	Lorry Receipt/ Learning Resources
MOU	Memorandum of Understanding
MSME	Micro, Small & Medium Enterprises
MSO	Medical Store Organisation
NAC	Non Availability Certificate
NCB	National Competitive Bidding
NGO	Non Governmental Organization
NIV	Not in Vocabulary
NS	National Shopping
NTP	Notice to Proceed
PIP	Project Implementation Plan
PSA	Procurement Support Agency
PSU	Public sector Undertakings
QCBS	Quality and Cost Based Selection
QCM	Quality Control Manager
RC	Rate Contract
RR	Railway Receipt
SO	Supply Order
SSI	Small Scale Industries
TEC	Technical Evaluation Committee
TOC	Tender Opening Committee
TOR	Terms of Reference
UC	Utilization Certificate
VMS	Vocabulary of Medical Stores
WB	World Bank
WO	Work Order

TABLE OF CONTENTS

1. Introduction

1.1 Purpose of this Manual

The purpose of the manual is to provide guidelines for procurement, storage and distribution of medicines, surgical items and other hospital consumables by Medical Store Organisations (MSO) and/or its subordinate organisations / Warehouses under Directorate General of Health Services (DGHS), Ministry of Health & Family Welfare (MOHFW), and Government of India (GOI). For the purpose of this manual, procurement has been defined as the acquisition of goods and services at the best possible total cost of ownership, in the right quantity and quality, at the right time, in the right place for the direct benefit or use of the population.

1.1.1 Items covered under this Manual

The procedures outlined in this manual primarily cover procurement, storage and distribution of goods and procurement of services in terms of the following:

a) Goods such as equipment, vehicles, machinery, tools, consumables, stationeries, drugs, chemicals books and other medical stores

b) Services such as procurement of consultancy services and other service contracts including maintenance contract (when procured separately), advertisement and publicity services, transportation including loading-unloading, house-keeping, security, cargo clearance and forwarding, printing and repairing.

1.1.2 Applicability of this Manual

This manual is currently applicable for following activities of GMSD:

a) All procurements being done by GMSD for and on behalf of the Ministry to be supplied to different indenters (health facilities) across the country.

b) Receipt, storage and distribution of supplies of drugs and allied stores received from various national and international agencies or bodies under various bilateral or multilateral agreements entered in to between Government of India and such agencies i.e. WHO, UNICEF, USAID and DFID.

c) Receipt, Storage and distribution of various stores either procured or received under different national programmes throughout the country.

1.2 Objectives of this Manual

As all procurement covered by the current manual are financed through public funds, either external or internal, the procedures outlined in this manual aspire to achieve the following objectives:

1) The practices applied to the procurement process should take into account principles of efficiency, economy and transparency to attain best value for money. Best value for money implies the use of optimum criteria which incorporates total life cost of the goods and services necessary to satisfy the long term goals of the sector, along with satisfactory performance in use.

2) Robust contract monitoring and control mechanisms would ensure effective assessment of all the options in each set of circumstances throughout the life of the contract.

3) The procurement process should be transparent and fair.

4) The bidding process, wherever feasible, should be thrown open to maximum competition possible to ensure the best terms and prices.

5) The bidding process shall ensure that there is sufficient notice and opportunity to bid and hence providing equal opportunity to the eligible bidders to do business with the Government.

6) The process should ensure proper accountability in procurement decisions by creating a structure of delegated authority within the organization or directorate for that matter.

7) The procurement process should be uniform, systematic, efficient and cost-effective and also in accordance with the various rules and regulations of the Government being in force.

1.3 Acts/Rules/Guidelines Governing Public Procurement

Government of India has no specific law legislated for the purpose of public procurement. However, there are many related rules, legislation and directives which guide the public procurement process are as mentioned below:

1) Latest General Financial Rules (GFR),
2) Delegation of Financial Power Rule, Government of India
3) Any specific Government Orders applicable to the ministry from time to time.
4) Director General of Supplies and Disposables (DGS&D) Procurement Manual.
5) Indian Contract Act, 1872
6) Sale of Goods Act, 1930
7) Central Vigilance Commission (CVC) Guidelines.
8) Administration/Instructions on Best Practices issued from time to time

In case of conflict between the provisions of this manual and the above mentioned rules, directives and legislation, the provisions of the latter will apply. Similarly, in case of conflict with the guidelines of foreign aid funded procurement for a foreign aid funded project, the donor guidelines as incorporated in the mutual agreement shall apply.

1.4 Key Definitions & Terminology

The terms having specific meaning for the purpose of this manual are defined as below and other terminologies(general) used in this manual have been listed in the Glossary.

Indenter: Indenter means the Central and State Government institutions, hospitals and dispensaries including the institutions, hospitals and dispensaries run by the local bodies and private institutions, hospitals and dispensaries enrolled with the Government Medical Store Depot for supply of medical stores i.e. medicines, surgical items and other medical supplies.

Indent: Indent means a demand of medical stores placed by the indenter on the Medical Store Depot for the supply of medicines, surgical items and other medical supplies.

Annual Indent: Annual indent means an annual consolidated demand of medical stores placed on the Government Medical Store Depot by the District Health Authorities in a state in respect of the requirements of Medical Stores of all the health institutions, hospitals and dispensaries under them or by such institutions, hospitals, dispensaries individually, the Central Government institutions, hospitals and dispensaries and the private institutions, hospitals and dispensaries enrolled as indenters.

Supplementary Indents: Supplementary indents refer to demands placed by the indenters on the
GMSD for the supply of Medical Stores as and when supplementary requirements arise.

Registered Firms: Registered firm means a manufacturing unit/premises of the firm where the medical stores / medicine is manufactured and which are registered with Medical Store Organisation (MSO) after inspection and recommendation of the expert committee as per the prescribed procedure.

Receipt Voucher: Receipt Voucher means a voucher on which stores are received.

Issue Voucher: Issue voucher means a voucher on which stores are issued. When both the consigner and consignee are Government Departments the receipt voucher of the consignee is the same as the issue voucher of the consignor.

Original Container: Original container means a container in which any material is received and the cost of which is included in the price of the material itself.

Suspense Receipt Voucher: Suspense Receipt Voucher is a voucher prepared by the consignee to bring the stores on charge when the relevant issue voucher is not received from the consigner depot. It is confined to transfer of stores between the Medical Store Depots.

Local Purchase: All purchase made locally by the depot through Store Purchase Committee.

Central Purchase: All those purchases made by MSO /GMSD's centrally.

2. Organization of Procurement Functions

2.1 Background & Structure

The Medical Store Depots were originally established in different parts of the country under the Medical Stores Organization primarily to meet the needs of army units in respect of medicines, surgical equipments and other medical supplies. Subsequently, the services of the depots were made available to civil institutions also. In 1942, the army established its own separate depots and the parent Medical Stores Organisation was transferred to the control of the then Department of Education, Health and Lands (now the Ministry of Health and Family Welfare). Since then the Medical Stores Organisation has been functioning as a subordinate office of the Ministry of Health & Family Welfare and is being administered through the Directorate General of Health Services.

At present the Medical Stores Organisation consist of 7 Government Medical Store Depots, located at Mumbai, Kolkata, Chennai, Hyderabad, Guwahati, Karnal and New Delhi. The depots at Mumbai, Kolkata, and Chennai have Chemical Testing Laboratories attached to them to ensure quality of drugs purchased from the firms.

Each Government Medical Store Depot is headed by a Deputy Assistant Director General (DADG) (Stores). He is the Principal Executive Officer of the Depot and is responsible to the Directorate General of Health Services, New Delhi through MSO (HQ) at New Delhi for efficient administration of the Depot as a whole. GMSDs consist of three key divisions which are the Office Division, Stores Division and Accounts Division.

The Stores Division and the Accounts Division are headed by a Depot Manager and Accounts Officer respectively. The Office Division is directly under the charge of DADG whereas in the Store Division and Accounts Division, the direct responsibility for the efficient working of each Division is bestowed upon the Depot Manager and Accounts Officer respectively. The DADGs attend to all matters involving Policy, Procedure, Planning and Development apart from his duties as the head of institution. The Depot Manager is assisted in his work by the Assistant Depot Managers and other supporting staff. Individual Store Sections are headed by a Depot Superintendent.

Additional Director General (Stores) is the Head of MSO and reports to Directorate General of Health Services who is supported by two Assistant Director General(ADGs)/ 3 Deputy Assistant Director General (DADG) , Deputy Director Administration (DDA), Deputy Director (Accounts) or any other officers assigned the job by the competent authority.

The Organizational Chart of MSO at Head Quarter Level and of GMSD at depot level is given in Appendices I and II respectively.

2.2 Key Functions of Medical Store Organisations

a) Procurement ,storage and supply of medicines, surgical items, medical equipment and other medical supplies/stores required by public health facilities/units across the country as a procurement unit under the Ministry.

b) Receipt, storage and distribution of supplies of drugs and allied stores including various vaccines received from WHO, UNICEF, USAID, DFID and the various

international bodies under various bilateral agreements entered into by the Government of India.

c) Storage and issue of stores required under various National Programmes such as National Vector Borne Diseases Control Programme(NVBDCP),Reproductive and Child Health(RCH), Tuberculosis(TB), Leprosy, CSSM and Family Welfare undertaken by MOH&FW, GOI.

d) Meeting the emergency requirements of life saving drugs and other allied items in the country, arising out of natural calamities such as floods, cyclones, drought and national calamities

e) Undertaking any such activities as directed by Government of India relating to procurement, storage and distribution of medicines, surgical items, medical equipments and related items.

f) Undertaking supply of medical stores to foreign countries as and when directed by The Govt. Of India (GOI).

2.3 Authorities Competent to Purchase Goods

An authority which is competent to incur contingent expenditure may sanction the purchase of goods required for use in public service in accordance Schedule V of the Delegation of Financial Powers Rules following the general procedure contained in General Financial Rule.

2.4 Powers for Procurement of Goods

The Ministries or Departments have been delegated full powers to make their own arrangements for procurement of goods. In case however, a Ministry or Department does not have the required expertise, it may project its indent through the Central Purchase Organisation (DGS&D) with the approval of a competent authority. The indent form to be utilised for this purpose will be as per the standard form evolved by the Central Purchase Organisation. (Rule 140 of General Financial (Amended) Rules 2005)

2.5 Reporting Relationships for Procurement Functions within Ministry

The Secretary to the Government Department of the Ministry is primarily responsible for all procurements under the ministry. They are authorised to approve all procurement decisions based on the recommendations of ministry level purchase committees. However for administrative convenience different financial limits have been assigned to the different authority levels within the departmental hierarchy through a scheme of delegation of authority. Primarily the financial limits for different authority levels are fixed by the finance department centrally for all the ministries. However the ministry can also have its own customized scheme of delegation within the overall framework and communicate them from time to time either in form of circular or office order. These circulars and government orders are binding on officials of the ministry.

2.5.1 Role of Secretary, Department of Health, MOH&FW in MSO Procurement

The Secretary, Department of Health, MOH&FW shall have the overall responsibility for the procurement activities of the department in providing guidance and oversight of procurement management.

2.5.2 Role of Director General Health Services

Director General Health Services is primarily responsible for the overall functioning of the MSO. Director General Health Services is assisted by a team headed by Additional Director General (Stores) in the matter relating to the functioning of the MSO. The team is exclusively involved with the activities of MSO to ensure its smooth and efficient functioning. The majority of the procurement is carried out centrally by the MSO team under overall supervision of the DGHS.

2.5.3 Role of Additional Director General (Store)

Additional Director General (Stores) in the Directorate General of Health Services reports to the Director General of Health Services for the efficient running of all seven Government Medical Store Depots and acts as an adviser to the Director General of Health Services on all matters relating to MSO.

2.5.4 Role of Principal Executive Officer (PEO) of Depot

Deputy Assistant Director General (MS) is the Principal Executive Officer of the Depot and is responsible to MSO for all Administrative and Financial matters. DADG of the Depot is primarily responsible for all the purchases at depot level. PEO of Depot is also responsible for approving all recommendations of the Store Purchase Committee on evaluation and selection of the bidder for all the bids valued within his delegated financial Powers.

2.6 Role and Composition of Various Committees (Directorate/HQ Level)

At the Central/Directorate level there are three committees, namely

a) Procurement Committee (PC)
b) Tender Opening Committee (TOC)
c) Tender Evaluation Committee (TEC)
d) Integrated Purchase Advisory Committee (IPAC),

All these bodies are to set a high public procurement standard through installing transparent, fair and competitive procurement processes. The key functions of individual committee are given below.

2.6.1 Procurement Committee (PC)

Role & Mandate

a) Ensure that the procurement plans support the objectives and operations of the MSO under the Directorate.

b) Approve the range of acceptable cost of items to be procured and compare it with the available funds in the approved budget.

c) Evaluate the schedules for procurement and specifications and ensure that the procurement process strictly conforms to the provisions of this manual, its operating regulations and guidelines.

d) Ensure that all the requirements are met and all contracts are duly administered.

e) Endorse every intended purchase before implementation.

f) Recommend the proper mode of procurement for each item to be procured.

Composition

The Procurement Committee is to be chaired by the Addl. Director General (MSO). The members would comprise a Director and a Deputy Director of the respective departments for which procurement is under consideration. Deputy Director (Accounts) of MSO will be a member of the PC. The presence of two members will form a quorum. In case of a critical procurement situation where there is a possibility of mistaken procurement due to the lack of market intelligence and product knowledge, it is advisable to invite officials with required knowledge and expertise from other directorates or the Ministry, if available.

2.6.2 Tender Opening Committee (TOC)

The procurement authority / Additional D.G.(Store) will decide the date , time and venue of opening of the tender. Depending on the place of opening of the tender and availability of officers of appropriate level, the Procurement Authority / MSO may specify the composition of a separate Tender Opening Committee otherwise the Purchase Committee will also be the Tender Opening Committee .

The tenders will be opened in presence of the TOC. The TOC will ensure that the bids received after the specified date and time for receipt of bids should not be considered. All the bids received will be serially numbered in red ink and page numbered in blue ink, indicating the total number of bids and total number of pages respectively. All the pages of the bids received will be signed by the members of the TOC and any cuttings / corrections will be encircled and attested by the members of the TOC. The TOC will also sign the Bid / Rate Enquiry Opening Register **(MSD-0904).**

2.6.3 Tender Evaluation Committee (TEC)

Constitution of TEC

Depending on the material to be procured the TEC shall be constituted by Addl.D G (St) under the chairmanship of an officer of appropriate level with following members

1. An officer/technical expert from the department for which the material is being procured

2. A technical expert with the required knowledge and expertise from other directorate / departments/ ministry

3. An in house technical experts.

4. Accounts officer .In case of non availability an officer having knowledge of accountancy.

Presence of more than half the number of members would constitute a quorum. The decision would be taken on basis of a simple majority.

Secretarial assistant shall be provided by MSO/GMSD

Mandate

The Tender Evaluation Committee shall have the mandate to evaluate all bids solicited. The key functions of the committee are as follows:

a) The committee shall be responsible for evaluating the pre-qualification applications and would prepare a report explaining the specific reasons for its recommendations.

b) Evaluation of bids shall be carried out strictly in terms of the provisions in the bid document to ensure compliance with the commercial and technical aspects. The evaluation criteria for evaluating the bid should be predetermined and published in the bid documents.

c) The committee shall prepare a detailed report on the evaluation and comparison of bids for submission to the Integrated Purchase Advisory Committee (IPAC) explaining clearly the specific reasons for recommendation for the award of contract.

d) The IPAC at the time of comparative evaluation shall ensure that the principle of fairness and equal opportunity has been adhered to and the possibility any personal bias has been eliminated in the evaluation method through an objective approach.

2.6.4 Integrated Purchase Advisory Committee (IPAC)

Constitution of IPAC

The IPAC is headed by Director General of Health services with various members as notified by the Ministry from time to time.

Mandate

Proposal for procurement of each item, exceeding a value of Rupees 10.00 Lakhs or as notified by the competent authority from time to time shall be submitted to IPAC for its approval. Procurement of each item below Rupees 4 Crores or as notified by the competent authority from time to time could be approved by the IPAC through circulation of agenda papers among the members of the committee constituted from time to time.

3. Procurement Policies & Procedure

3.1. Fundamental Principle of Public Procurement

Fundamental principle public buying is laid down under Rule 137 of General Financial Rule, 2005. This spirit of public buying holds equally good for procurement of goods, services or works. The basic tenet of public procurement is to ensure,

Transparency, fairness and fraud prevention: ensures accountability and proper utilization of funds

Equal opportunity: ensures that the suppliers/service providers/contractors have equal opportunity to compete

Economy and Efficiency: means that goods and services to be procured at a their true worth

Effectiveness: means that the goods and services procured will help to achieve project goals and objectives

3.2 Public Procurement Procedure & Yardsticks

3.2.1 Yardsticks for Public Procurement Procedure (GFR 2005)

a) The specifications in terms of quality, type and as also quantity of goods to be procured should be clearly spelt out keeping in view the specific needs of the procuring organisations. The specifications should meet the basic needs of the organisation without including superfluous and non-essential features, which may result in unwarranted expenditure. Care should also be taken to avoid purchasing quantities in excess of requirement to avoid inventory carrying costs;

b) Offers should be invited following a fair, transparent and reasonable procedure;

c) The procurement authority should be satisfied that the selected offer adequately meets the requirement in all respects;

d) The procurement authority should satisfy itself that the price of the selected offer is reasonable and consistent with the quality required;

e) At each stage of procurement the concerned procurement authority must place on, in precise terms, the considerations which weighed with it while taking the procurement decision.

3.3 Policy of Transparency, Competition and Fairness in Public procurement Process

Rule 160 of GFR, 2005

All government purchases should be made in a transparent, competitive and fair manner, to secure best value for money. This will encourage more bidders to participate in the bidding process. Some of the measures for ensuring the above are as follows:

1. The text of the bidding document should be self-contained and comprehensive without any ambiguities. All essential information, which a bidder needs for sending responsive bid, should be clearly spelt out in the bidding document in simple language. The bidding document should contain, inter alia.

    a) The criteria for eligibility and qualifications to be met by the bidders such as minimum level of experience, past performance, technical capability, manufacturing facilities and financial position.

    b) Eligibility criteria for goods indicating any legal restrictions or conditions about the origin of goods which may be required to be met by the successful bidder.

    c) The procedure as well as date, time and place for submitting the bids.

    d) Date, time and place of opening of the bid.

    e) Terms of delivery.

    f) Special terms affecting performance, if any.

2. Suitable provision should be kept in the bidding document to enable a bidder to seek clarifications on the bidding conditions, bidding process and/or rejection of its bid.

3. Suitable provision for settlement of disputes, if any, emanating from the resultant contract, should be provided in the bidding document.

4. The bidding document should clearly indicate that the resultant contract will be interpreted under Indian Laws.

5. The bidders should be given reasonable time to send their bids.

6. The bids should be opened in public and authorised representatives of the bidders should be permitted to attend the bid opening.

7. The specifications of the required goods should be clearly stated without any ambiguity so that the prospective bidders can send responsive bids. In order to attract sufficient number of bidders, the specifications should be general and broad based to the extent feasible. Efforts should also be made to use standard specifications which are widely known to the industry.

8. ***Pre bid conference***: In case of turn-key contract(s) or contract(s) of special nature for procurement of sophisticated and costly equipment, a suitable provision is to be kept in the bidding documents for a pre-bid conference for clarifying issues and clearing doubts, if any, about the specifications and other allied technical details of the plant, equipment and machinery projected in the bidding document. The date, time and place of pre-bid conference should be indicated in the bidding document. Bidders should be given sufficient time to prepare their bids following the pre-bid conference.

9. Criteria for determining responsiveness of bids, criteria as well as factors to be taken into account for evaluating the bids on a common platform and the criteria for awarding the contract to the lowest responsive bidder should be clearly indicated in the bidding documents.

10. Bids received should be evaluated in terms of the conditions already incorporated in the bidding documents; no new conditions which were not mentioned in the bidding documents should be brought in for evaluation of the bids. Determination of a bid's responsiveness should be based on the contents of the bid itself without recourse to extrinsic evidence.

11. Bidders should not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.

12. Negotiation with bidders after bid opening is severely discouraged. However, in exceptional circumstances where price negotiation against ad-hoc procurement is necessary due to some unavoidable circumstances, the same may be resorted to only with the lowest evaluated responsive bidder.

13. In the rate contract system, where a number of firms are brought on rate contracts for the same item, negotiations as well as counter offering of rates are permitted with the bidders in view. For this purpose special permission should be given to the State Purchase Organisation.

14. Contracts should ordinarily be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the corresponding bidding document. However, where the lowest acceptable bidder against ad-hoc requirement is not in a position to supply the full quantity required, the remaining quantity, as far as possible, be ordered from the next higher responsive bidder at the rates offered by the lowest responsive bidder.

15. The name of the successful bidder awarded the contract should be mentioned in the Departments notice board or bulletin or web site.

3.4 Efficiency, Economy and Accountability in Public Procurement System

As per Rule 161 of GFR.2005

Public procurement procedure is also to ensure efficiency, economy and accountability in the system. To achieve the same, the following keys areas should be addressed:-

1. To reduce delays, appropriate time frame for each stage of procurement should be prescribed by the Department. Such a time frame will also help the concerned purchase officials to manage the procurement process.

2. To minimize the time needed for decision making and placement of contracts, every Department, with the approval of the competent authority, may delegate, wherever necessary, appropriate purchasing powers to other functionaries.

3. The Departments should ensure that contracts are placed within the original validity of the bids. Extension of bid validity must be discouraged and resorted to only in exceptional circumstances.

4. The designated Central Purchase Organisation (DGS&D) should bring into the rate contract system more and more common user items which are frequently

needed in bulk by various Central Government departments. The Central Purchase Organisation should also ensure that the rate contracts remain available without any break.

3.5 Public Procurement Code of Ethics (Issues, Principles & Terminologies)

3.5.1 Conduct of Procurement Officials

a) A procurement official shall be honest and shall not be afraid to stand up for the truth.

b) A procurement official shall possess integrity.

c) A procurement official shall put character above wealth.

d) A procurement official shall not loose individuality in a crowd.

e) A procurement official will make no compromise with a wrong.

f) A procurement official will not do it because everyone else does it

g) A procurement official shall not believe that shrewdness, cunning and hard headiness are best qualities for winning success.

h) A procurement professional shall not be ashamed or afraid to stand for the truth when it is unpopular.

j) A public procurement official shall have respect for the law and system of government.

3.5.2 Responsibility of Procurement Officials

a) Avoid the intent and appearance of unethical behaviour and practices.

b) Diligently follow procurement laws and rules.

c) Refrain from any activity that would create or appear to create conflict of interest between personal interests and interests of the government agency. Identify and eliminate conflicts of interest.

d) Avoid soliciting or accepting money, loans, credits, discounts, favours, or services from present or potential suppliers or service providers which may influence or appear to influence purchasing decisions.

e) Ensure all persons are given equal opportunity to compete in a fair and open process.

f) In performing his/her official duties, a public official should ensure that public resources are not wasted, abused, or used improperly or extravagantly.

3.5.3 Responsibilities of Public Procurement Authorities

a) Implement a code of conduct that commits the contracting authority and its employees to a strict anti-corruption policy. The policy should take into account possible conflicts of interest; provide mechanisms for reporting corruption and protecting whistle-blowers.

b) Maintain a blacklist of companies for which there is sufficient evidence of involvement in corrupt activities; alternatively, adopt a blacklist prepared by an appropriate international institution. Bar blacklisted companies from tendering for the authority's projects for a specified period of time.

c) Ensure that all contracts between the authority and its contractors, suppliers and service providers require the parties to comply with strict anti-corruption policies. This may best be achieved by requiring the use of a project integrity pact during both the tendering and project execution phase, committing the authority and bidding companies to refrain from bribery.

d) Ensure that public contracts above a threshold limit of Rupees 25.00 Lacks are subject to open competitive bidding. Exceptions must be limited and clear justification given.

e) Provide all bidders, and preferably also the general public, with easy access to information about:
- Activities carried out prior to initiating the contracting process
- Tender opportunities
- Selection criteria
- The evaluation process
- The award decision and its justification
- The terms and conditions of the contract and any amendments
- The implementation of the contract
- The role of intermediaries and agents
- Dispute-settlement mechanisms and procedures.

f) Confidentiality should be limited to legally protected information (for example Trade secrecy of particular bidder in respect of pricing, technical collaboration or association). Equivalent information on direct contracting or limited bidding processes should also be made available to the public.

g) Ensure that no bidder is given access to privileged information at any stage of the contracting process, especially information relating to the selection process.

h) Allow bidders sufficient time for bid preparation and for pre-qualification requirements when these apply. Allow a reasonable amount of time between publication of the contract award decision and the signing of the contract, in case of any complaints regarding the decision.

i) Ensure that contract 'change' orders that alter the price or description of work beyond a cumulative threshold (for example, 15 per cent of contract value) are monitored at a senior level, preferably by the decision-making body that awarded the contract.

j) Ensure that internal and external control and auditing bodies are independent and functioning effectively, and that their reports are accessible to the public. Any unreasonable delays in project execution should trigger additional control activities.

k) Separate key functions to ensure that responsibility for demand assessment, preparation, selection, contracting, supervision and control of a project is assigned to separate bodies.

l) Apply standard office safeguards, such as the use of committees at decision-making points and rotation of staff in sensitive positions. Staff responsible for procurement processes should be well trained and adequately remunerated.

m) Promote the participation of civil society organisations as independent monitoring agencies of both the tender and execution of projects.

4. Procurement Planning

4.1 Assessment of requirements

4.1.1 Indenting of the Drugs

All the registered indenters will send their demands through online system by using their User ID and Password provided to them by the Medical Store Organisation on registration.

a) On receipt of the demands through the online system from indenters the Store Section Superintendent of each Depot shall scrutinized the computer generated consolidated demand up to a specified date as specified by the MSO HQ for all items. The Depot Manager /Assistant Depot Manager In charge shall scrutinize, confirm/reconfirm and give his approval online before it is transmitted to the Officer In charge for his final approval.

b) Demands of each indenters received through the online system shall be compiled automatically in each GMSD and the each GMSD shall forward the compiled demands online to the authorized Depot designated by MSO for final compilation of demands and procurement after approval of Office In charge of the Depot

c) The MSO shall authorize any one of the depot / depots for central procurement of Proprietary and Generic items.

d) Consolidated purchase proposals will be formulated by the Purchase Section taking into account the demand received from all the indenters Vis-a vis the, stocks in hand, in all GMSDs

e) The authorized depot shall forward the compiled Purchase Proposals to MSO HQ for sanction.

f) Purchase proposals need not to be prepared in the following cases:-

- If value of the total quantity of the item is less then Rupees.10, 000/- or of such other value as prescribed from time to time.
- If the item/firm is debarred/deregistered or is under the process of debarment/de-Registration .
- If the demanded quantity is too little hence not economical taking in view on expenditure on quality control.

g) The Purchase Committee constituted, approved by MSO HQ and in position in concerned GMSD will assist the Office In charge of the Depot in the purchasing process of stores.

4.1.2 Role of Authorized GMSD:

a) The MSO will authorize any one of the depot/depots for central procurements of the Proprietary and Generic items. The authorized depot will, compile, and finalize the total demands received from all the GMSDs.

b) On receipt of consolidated demands through online from GMSDs, the authorized GMSD shall check, approve and counter approve before the purchase proposal is sent. The checking shall be done by Depot Superintendent, whereas the approval and counter approval shall be done by ADM/DM and Officer In charge of the Depot respectively after putting the proposal number and date and the same shall be transmitted to MSO HQ through online.

c) The MSO or authorized Depots shall use the computer software application developed by NIC / approved agency for viewing of demands of indenters, preparation of LPPs, sanction orders and placement of online supply orders . They should also visit the MSO website i.e. msotransparent.nic.in. For all online activities

4.2. Preparation of Procurement Plans

4.2.1. Key Considerations for Planning

Annual Roadmap is an important parameter in procurement and timely availability of medicines to the indenters. This is required to be prepared for each year in much in advance. The road map/procurement plan will primarily comprise the date by which the rates of the medicines are notified in the website, the dates of availability of online connectivity for indenting by the indenters, date of compilation by GMSDs, date of onward transmission to authorised GMSDs after scrutiny. Date for consolidation of total demands, dates for preparation and despatch of local purchase Proposals to MSO. Further the dates for sanction and despatch of Supply order is required to be finalised. All these above activities shall be online only. The above road map is variable depending on the number of instalments required to be procured and supplied as well as availability of other related factors.

A. The procurement plan for goods and consumable items should consider the following:

a) Average time period required in a complete procurement cycle

b) The trends in usage and the schedule of requirement

c) Current stock of the store, location of the stock, expiry date of the product and the projected time scale for distribution

d) Storage capacity for receiving the bulk consignment. In case of limited storage capacity the procurement/supply of commodities could be phased over time rather than arriving as a one- time consignment

e) Cases of problems encountered with procurement along with issues relating to distribution over the last few years

B. The procurement plan for equipment shall be based on the following considerations:

a) Available infrastructure at the place of installation

b) Technical capability of existing operators

c) Compatibility with other equipment

d) Conformance with relevant quality standards (national and international)

e) Environment of the area (temperature, humidity, dust)

f) Power supply limitations (need for a stabilizer, etc)

g) Availability of stocks of, spares / consumables

h) Economies brought in by standardizing supplies

C. The annual procurement plan for goods and services must cover the following aspects:

a) Requirements of goods and services

b) The plan shall include all contracts proposed to be executed during the year

c) The method of purchase shall be based on factors like value of the contract, urgency of the demand, type of goods/services and availability of different sources of supply etc.

d) The limit of value (for each contract) applicable to the particular procurement procedure shall be strictly adhered to

e) Procurement is to be based strictly on actual need basis

4.2.2. Budgetary Allocation & Release of Funds

Medical Store Organisation (MSO) does not have any plan budget but MSO is working with non plan budget only. MSO shall estimate the funding requirements under all sub-heads of the annual budget centrally on behalf of all its GMSDs as well as Head Quarters after due consultation with them. The annual budget estimates will be sent to the budget section of MOHFW for allocation of the next year budget under appropriate heads

The annual Budgetary estimate (BE) for all local and central purchases under sub-head MPI is projected taking into account the various factors such as previous years procurement/expenditure , number of drugs having in formulary/rate contract , any anticipated extra procurement / expenditures and current year prices after Factoring in annual inflationary index / trends.

In case of any procurement to be carried out by MSO for an externally funded/aided project, the procurement terms and conditions, if any, agreed under the bilateral/ multilateral agreement entered into between G.O.I and external agency or agencies in form of Loan Agreement or the MOU shall be made applicable for the procurement process.

The budget allocated to MSO by the Ministry (either at BE Stage OR RE stage) shall be further allocated by MSO to various GMSDs under specified heads as per their requirements and also reallocated from time to time taking into account the extent of expenditure incurred by the GMSDs visa vis their projected requirements and availability of funds.

4.3. Procurement Strategy

4.3.1. Method of Procurement

The method of procurement (Advertised Tender Enquiry, Limited Tender Enquiry, Single Tender Enquiry/Direct Contracting) for various types of goods/services shall be decided based on the following considerations:

a) Nature of the goods/services

b) Estimated value of the procurement vis-à-vis thresholds as prescribed for each mode of procurement

c) Requirement of standardized spares or services, in case of equipment

d) Urgency of the item to be procured

The procedure for procurement of good shall be as per the GFR prevailing at the time of procurement.

General Financial Rules, 2005 prescribes procurement of goods either in obtaining bids or without bids as followings:

A. Without Obtaining Bids:

1. **Purchase of Goods without Quotations** (**Rule 145 GFR, 2005**)

Purchase of goods up to the value of Rupees. 15,000/- (Rupees Fifteen Thousand) only on each occasion may be made without inviting quotations or bids on the basis of a certificate to be recorded by the competent authority in the following format.

"I, _____, am personally satisfied that these goods purchased are of the requisite quality and specification and have been purchased from a reliable supplier at a reasonable price."

2. **Purchase of Goods by Purchase Committee** (**Rule 146 GFR, 2005)**

Purchase of goods costing above Rupees. 15,000/- (Rupees Fifteen Thousand) only and up to Rupees 1,00,000/- (Rupees One Lacks) only on each occasion may be made on the recommendations of a duly constituted Local Purchase Committee consisting of three members of an appropriate level as decided by the Head of the Department. The committee will survey the market to ascertain the reasonableness of rate, quality and specifications and identify the appropriate supplier. Before recommending placement of the purchase order, the members of the committee will jointly record a certificate as under.

"Certified that we _____, members of the purchase committee are jointly and individually satisfied that the goods recommended for purchase are of the requisite specification and quality, priced at the prevailing market rate and the supplier recommended is reliable and competent to supply the goods in question."

3. **Purchase of Goods Directly Under Rate Contract (Rule 147 GFR, 2005)**

In case a Ministry/Department directly procures Central Purchase Organisation (DGS&D) rate contracted goods from suppliers, the prices to be paid for such goods shall not exceed those stipulated in the rate contract and the other salient terms and conditions of the purchase should be in line with those specified in the rate contract. The Ministry/ Department shall make its own arrangement for inspection and testing of such goods where required.

B. By Obtaining Bids:

Except in cases covered under **Rule 145, 146 and 147(1),** Ministries or Departments shall procure goods under the powers referred to in **Rule 140** above by following the standard method of obtaining bids in:

1. **Advertised Tender Enquiry**; (**Rule 150 GFR, 2005**)

This tender could either be national or global in nature. This method is employed for procurement value above Rupees 25 .00 Lacks

2. **Limited Tender Enquiry**; (**Rule 151 GFR, 2005**)

This includes both International/National Limited Tendering and Shopping. This method is applicable for procurement value of up to Rupees 25.00 Lacks.

3. **Single Tender Enquiry.** (**Rule 154 GFR, 2005**)

This is similar to Direct Contracting. As per GFR, procurement from a single source may be resorted to in the following circumstances:

(i) It is in the knowledge of the user department that only a particular firm in the manufacturing of the required goods.

(ii) In a case of emergency the required goods are necessary to be purchased from a particular source and the reason for such decision is to be recorded and approval of competent authority obtained.

(iii) For standardization of machinery and spare parts to be compatible to the existing sets of equipments (on the advice of a competent technical expert and approved by competent authority), the required item is to be purchased only from a selected firm

Note: Propriety Article certificate in the following form is to be provided by the Department before procuring the goods from the single source under the provision of sub Rule 154 (i) and 154 (iii) as applicable.

Format for the certificate:

(i) The intended goods are manufactured by M/S

(ii) No other make or model is acceptable for the following reason……

iii) Concurrence of the internal finance wing / finance department to the proposal vide:……..

(iv) Approval of the Competent Authority vide: …….

(Signature with date and designation of the procuring officer)

It is not possible to create a generic rule for the mode of procurement of any kind of goods/services; however, a table indicating the preferred mode of procurement has been included based on General Financial Rules, 2005 are given below:

Procurement Method	Goods	Services (Consultants)	Outsourcing of Services
International Competitive Bidding	Procurement value > Rs. 25.00 Lakhs (*Non existence of adequate number of domestic manufactures / licensed Importer)*	Procurement value > Rs.25.00 Lakhs (*Non availability of domestic firms or consultants with required domain expertise)*	Procurement value > Rs. 10.00 Lakhs (*Where Service Providers are not available in India adequately*)
National Competitive Bidding	Contract value more than Rs 25.00 Lakhs. (*Large no of domestic manufactures, licensed importers are available in India*)	Procurement value > Rs.25.00 Lakhs (*Large no of firms or consultants with required domain expertise available in India)*	Contract value more than Rs 10.00 Lakhs. (*Large no of Service Providers available in India)*
Limited Tendering	Contract value less than Rs. 25.00 Lakhs. *(Products having limited number of manufacturers)* Contract value of more than Rs 25.00 Lakhs in special circumstances in the manner specified under GF Rule 151 (ii).	Contract value less than Rs. 25.00 Lakhs. *(Less no of firms available with expertise in the required field)*	Contract value less than Rs. 10.00 Lakhs. *(Acceptable for services having limited number of Provider.)*
Shopping	Up to Rs 1.00* Lakhs Acceptable for: ❖ Small procurement volumes ❖ Limited number of manufacturers ❖ Recommendation of Local Purchase Committee.	Not Applicable	Not Applicable
Direct Contracting	❖ Acceptable for Patented/ ❖ proprietary product ❖ Single manufacturer ❖ Emergency No financial Limit Specified in GFR 2005.	❖ Only under special circumstances, where single source selection is beneficial to the organisation. ❖ Approval of the competent authority is required.	❖ Exceptional cases with sufficient reason for doing so. ❖ Competent authority may do so only in consultation with the Internal Financial Advisor.

** Such other value as may be prescribed from time to time as amended in GFR.*

Detailed description of each mode of procurement has been given below:

A. International Competitive Bidding

The objective of International Competitive Bidding (ICB) is to provide all eligible prospective bidders with timely and adequate notification of the buyer's requirements and an equal opportunity to bid for the required goods and services. This method, which has a longer cycle time than other methods of procurement, is generally adopted where the supplies need to be imported and foreign firms are expected to participate irrespective of the value. Generally a certain threshold value is taken for adopting ICB as the procurement mode.

Rule 150 (IV) of GFR, 2005: Where the Ministry or Department feels that the goods of the required quality, specifications may not be available in the country and it is necessary to also look for suitable competitive offers from abroad, the Ministry or Department may send copies of the tender notice to the Indian embassies abroad as well as to the foreign embassies in India. The selection of the embassies will depend on the possibility of availability of the required goods in such countries.

The requirements for the ICB process are given below*:*

1. Invitation of the bid shall be forwarded to embassies and trade representatives of countries which are the likely suppliers of the goods/services to be procured, in addition to the advertisement in MSO website and provide a link to NIC web site and in Indian Trade Journal (ITJ). Wide publicity and invitation to those who have expressed interest in response to the general procurement notice shall be extended.

2. Standard tender documents have to be used which shall clearly state the type of contract to be entered into and contain the proposed contract provisions that are appropriate. Sale of tender documents shall start only after publication of Invitation to bid. In case a bidder downloads the tender documents from the website, they will be required to submit a banker's draft for the purchase price of the tender document at the time of bid/proposal submission.

3. The tender documents must contain technical specifications which are in accordance with national requirements but also based on international trade standards.

4. The bidding documents shall furnish all information necessary for a prospective bidder to prepare a bid for the goods and services to be provided. In general detailed information on the following shall be given:

   a) Instruction to bidders

   b) Terms and conditions of contract

   c) Schedule of requirements

   d) Specification

   e) Standard Forms, for example Bid Securities, Performance Securities.

5. The complexity of these documents may vary with the size and nature of the proposed bid package and contract. If a fee is charged for purchasing the bidding documents, it should l be reasonable and should not be high enough to discourage qualified bidders. Typically the bidding document should reflect only the cost of printing and delivery.

6. The time allowed for the preparation and submission of bids shall be determined with due consideration of the particular circumstances of the project and the magnitude and complexity of the contract. Generally the bidding period is 4 to 6 weeks from the date of start of the sale of the bidding document.

7. Other procedure for global tender will broadly be the same as that of other modes of procurement in respect of bid opening, bid evaluation, notification and publishing of award, complaint and redress. These have been discussed in details in the section on Tendering.

8. Bid prices shall be read out during bid opening. This includes

   a) Name and evaluated prices of each bid that was evaluated

   b) Name of bidders whose bids were rejected and reasons for rejection

   c) Name of the winning bidder, and the price it offered

   d) The duration and summary scope of the contract awarded

B. National Competitive Bidding

National Competitive Bidding (NCB) is the bidding procedure normally used for public procurement in the country of the buyer, and may be the most appropriate way of procuring goods or services which, by their nature or scope, are unlikely to attract foreign competition. NCB may be the most appropriate method of procurement where foreign bidders are not expected to be interested because:

a) The contract values are comparatively small.

b) Delivery points of goods or services are scattered geographically or spread over time.

c) The goods or services are available locally at prices below the international market.

d) There is an intention to support domestic industry

In Government of India procurement where the rate contract system under DGS&D is used, generally NCB mode of procurement is adopted. NCB procedures may also be adopted where the advantages of ICB are clearly outweighed by the administrative or financial burden involved. As in ICB there are some essential requirements in the NCB process which are given below:

1. Timely notification of bidding opportunities by advertising in the national press or official gazette, or a free and open access website (daily newspapers with wide circulation all over India, at least in one national English and one regional language daily and websites of MSO).

2. The advertisement in such case shall be given in the Indian Trade Journal (ITJ), published by the Director General of Commercial Intelligence and Statistics, Kolkata and at least in one national daily having wide circulation.

3. Bidding documents shall be either in English or Hindi language. Indian currency shall generally be used for the purpose of bidding and payment unless specified otherwise in the bidding document.

4. In addition, the bidding documents shall provide clear instructions on how bids shall be submitted, how prices shall be offered, and the place and time for submission of bids. Adequate response time for preparation and submission of bids shall be provided. The deadline for submission of bids shall be a pre-stipulated number of days (say 3-4 weeks) from the date of publication or the date of availability of tender documents.

5. There shall be provision for adequate competition in order to ensure reasonable prices. Methods used in the evaluation of bids and the award of contracts shall be objective and made known to all bidders in the bidding documents and not be applied arbitrarily.

6. Procedures such as opening of bids in presence of bidder or their authorized representatives, publication of results of evaluation and of the award of contract, amendment and modification in the tender document shall also be clearly provided.

7. Preference to SSI units, if given, along with benefits offered, for example a price preference, is to be clearly stated in the bid documents.

8. If foreign firms wish to participate, by themselves or through their agents in India, they may be allowed to do so provided they abide by all the NCB rules.

C. Limited International Bidding

Limited International Bidding (LIB) is essentially ICB without open advertisement but by direct invitation to qualified suppliers. It may be an appropriate method of procurement in the following circumstances:

a) There are only a limited number of suppliers (at least three)

b) Demand is urgent in nature

c) Other exceptional reasons may justify departure from full ICB procedures

Under LIB, buyers shall seek bids from a list of potential suppliers broad enough to assure competitive prices. Public opening of the bids is not necessary in case of LIB unlike in ICB. Similarly, the policy of domestic preference is not applicable in the evaluation of bids under LIB unlike the case in ICB. In all other respects ICB procedures shall apply, including the publication of the Award of Contract. Approval of the competent authority to dispense with open advertised tender is required to be taken.

D. Limited Domestic Bidding

This again is similar to NCB without open advertisement by direct invitation to **qualified suppliers/registered firms**. The reasons for adopting this method of procurement are

the same for which LIB is sometimes preferred over ICB. The procedures, again, are same as those in NCB other than advertisements and preferences. With a view to establish reliable sources for procurement of goods commonly required for Government use, the Ministry may use the list of eligible and capable suppliers prepared by MSO on its own. Such registered suppliers are *prima facie* eligible for consideration for procurement of goods through Limited Tender Enquiry. Credentials, manufacturing capability, quality control systems, past performance, after-sales service, financial background etc. of the supplier(s) should be carefully verified before registration.

As per Rule 151 of GFR 2005:

This method may be adopted when estimated value of the goods to be procured is up to Rupees Twenty-five Lacks. Copies of the bidding document should be sent directly by speed post/registered post/e-mail to firms which are borne on the list of registered suppliers for the goods in question as referred under **Rule 142 of GFR 2005 OR as amended from time to time**. The number of supplier firms in Limited Tender Enquiry should be more than three. Further, web based publicity should be given for limited tenders. Efforts should be made to identify a higher number of approved suppliers to obtain more responsive bids on competitive basis.

1. Purchase through Limited Tender Enquiry may be adopted even where the estimated value of the procurement is more than Rupees Twenty-five Lacks, in the following circumstances.

   (a) The competent authority in the Department certifies that the demand is urgent and any additional expenditure involved by not procuring through advertised tender enquiry is justified in view of urgency. The Department should also put on record the nature of the urgency and reasons why the procurement could not be anticipated.

   (b) There are sufficient reasons, to be recorded in writing by the competent authority, indicating that it will not be in public interest to procure the goods through advertised tender enquiry.

   (c) The sources of supply are definitely known and possibility of fresh source(s) beyond those being tapped is remote.

2. Time of 3 to 4 weeks to be allowed for submission of bids in Limited Tender Enquiry cases.

However, in case of special circumstances a lesser time period shall be sought considering the nature, volume and urgency of item under procurement.

E. Shopping

Shopping is a procurement method in which price quotations are received from several suppliers (generally a minimum of three) and are compared to assure competitive prices. The following type of requirements can be handled through shopping provided approval of a competent authority has been obtained for goods or services to be purchased with specifications, estimated costs and agencies from which quotations shall be invited:

a) Procurement is of comparatively small amounts (as may be prescribed by the procurement authority)

b) Urgent requirements

c) Readily available off-the-shelf goods or standard specification commodities within the aforesaid financial ceiling

Requests for quotations, which can be submitted by letter, facsimile or by electronic means, shall indicate the description and quantity of the goods or specifications of services, as well as desired delivery (or completion) time and place. Quotations called for more than one service shall clearly specify the evaluation criteria for each. The evaluation of quotations shall follow the same principles as that of LDB. The terms of the accepted offer shall be incorporated in a purchase order or brief contract.

F. Direct Contracting/Single Tender

Direct contracting or single tender system is contracting without competition and may be an appropriate method under the following circumstances:

a) In case of articles including drugs, consumables, tools and equipment, which are specifically certified as **proprietary** in nature.

b) Where an existing contract is to be renewed based on standard procedures and can be justified on economic grounds, such as engaging a consultant to do follow-up work on an assignment handled by them, However the cost of such consultancy should not exceed 50% of the fees of the earlier job in which case a new tender is required.

c) When additional purchases, compatible with existing standardized equipment, is justified, like spare parts in case of equipments, machinery.

d) Where only a particular firm is the manufacturer of the goods required, or holds the Intellectual Property Rights (IPR).

e) In case of extreme emergency (say natural disasters) to avoid costly delays

4.3.2 Vender Pre-Qualification/ Vender Registration

Pre-qualification of bidders may be considered to reduce the procurement cycle time in case of emergency procurement, or where the state of the supplier's production facilities need to meet specific standards. Also where there are a number of suppliers producing the same item, where receiving and evaluating bids from all of them will be a time consuming affair. Pre-qualification shall also be conducted for large orders, or in any other circumstances in which the high costs of preparing detailed bids could discourage competition, such as custom designed equipment, specialized services. The requirements for qualification/eligibility of bidders have to be specified in the tender in case there are any pre-qualification conditions. For example, the qualification criteria for the vendors for different types of equipment, vehicles, machinery may include following parameters.

a) Number of years in operation

b) Prior experience in serving government and non-government clients, etc

c) Possession of quality assurance or international standard accreditation

d) Certification of design to relevant standard

e) Assurance of functional performance (by standard or by reference)

f) Existence of local office

g) Existence of service network and parts stock

h) Provision of sample (or working installation) for inspection

i) Registered/empanelled with appropriate empanelling Authority

This will ensure that bids are extended only to those who have adequate capabilities and resources. However it should be ensured that prequalification is not used as a device intended to reduce competition, but a process to ensure that invitation to bid is extended only to those who have adequate capabilities and resources.

4.3.3 Pre-Bid Conference

The Pre bid conference may be considered by the procurement authority for the non drug items only. The purpose of a Pre-Bid conference is to allow the bidders to seek clarifications on the tender documents, if any, by meeting with the representatives of MSO prior to submission of bids/proposal. Parameters such as experience of service providers, method of evaluation, objective/reason of procurement may need explanation. The date and venue of the pre- bid conference is to be indicated in the bid document. The bidders who have already purchased the bid documents are entitled to get a copy of minutes of the pre-bid conference. Minutes of the Pre Bid Conference shall be uploaded on the MOHFW Web Site. Once the specifications and/or terms and conditions are frozen subsequent to the conclusion of the pre bid conference, no further representation / clarifications intending bidder shall be entertained

4.3.4 Procurement of Services

The procurement planning for services, including those of intellectual and advisory nature shall be done keeping in mind the following:

a) The appointed service providing firm shall not have any possible conflict of interests with other activities of the firm during their present assignment

b) The firm shall not provide advice for two different components of the programme that would have conflicting objectives

c) The firm shall have the interest of government in mind without considering possibility of future assignments

d) They shall not be associated with firms that furnish goods for the programme that they are preparing or providing assistance to.

For selection of service providing firms the following methods can be used:

1) ***Competitive Selection***: In this method all the competing firms are given a fair chance of being selected on the basis of either technical proposal only or on the basis of both technical and financial proposals

2) ***Single Sourcing***: This method shall only be used in exceptional cases as it lacks transparency and does not provide the benefits of competition with regard to quality and cost. Only in case of

emergencies, natural continuation of a previous assignment carried by the specific firm or individual, or when only one firm is qualified or has the experience of exceptional worth for the assignment, this method is appropriate.

4.3.5 Buy-Back Offer (Rule 162 of GFR. 2005) or as amended from time to time:

When it is decided with the approval of the competent authority to replace an existing old item(s) with a new and better version, the department may trade the existing old item while purchasing the new one. For this purpose, a suitable clause is to be incorporated in the bidding document so that the prospective and interested bidders formulate their bids accordingly. Depending on the value and condition of the old item to be traded, the time as well as the mode of handing over the old item to the successful bidder should be decided and relevant details in this regard suitably incorporated in the bidding document. Further, suitable provision should also be kept in the bidding document to enable the purchaser either to trade or not to trade the item while purchasing the new one.

4.4 Purchase under Central Purchase Organisation Rate Contract

4.4.1 Purchase through DGS&D

Whenever the rates are available for items under Price Agreement or Rate Contract finalized by the MSO, the procurement is to be made preferably from such Price Agreement/Rate Contract holding firms only.

However, if MSO does not have a valid Price Agreement/Rate Contract for the item at the time of purchase and items are required, the same may be procured against DGS&D Rate Contract (if available).

The items may also be procured by the Depot through limited Tender Enquiry with approval of DGHS/competent authority.

4.4.2 DGS&D R/Cs Register

With a view to watch the progress of materialization of the R/C's issued by the DGS&D and the Depot and the expenditure on procurement of Central Supplies, Purchase Section will maintain R/C's register in respect of Supplies in the Proforma given in **MSD-0401**. The Purchase Section will also keep record about the rates of various store items purchased by it and through the DGS&D in R/C's register.

4.4.3 Liability Register

Liability Register for the Stores 'Dues in' against all supply orders including supply orders placed against DGS&D R/Cs and MSO central/local purchase orders are to be maintained by Receipt and Accounts Sections in **MSD-0402**.

5. E-Procurement

5.1 E-Tendering:

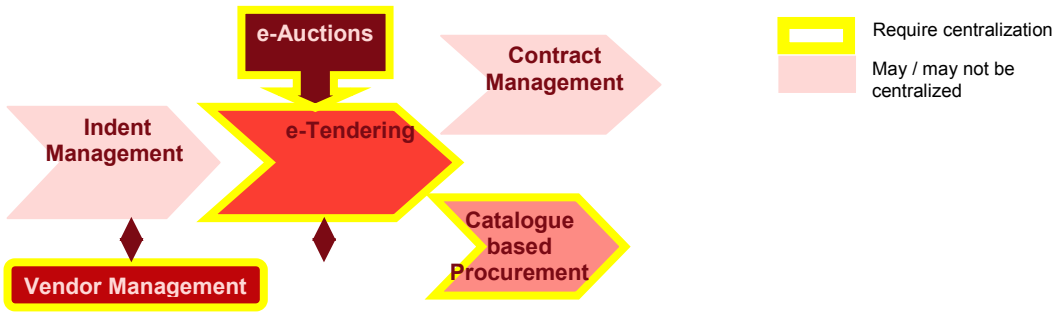
What is E-Tendering Module Process? : It

- ✓ Create and manage tender workspaces.
- ✓ Receive and log expressions of interest from suppliers
- ✓ Communicate with potential suppliers either individual or by broadcast
- ✓ Selectively invite suppliers to submit tenders in restricted procedures and framework contracts
- ✓ Utilize a 'locked box' facility where tenders cannot be accessed until the deadline has passed
- ✓ .
- ✓ Process the logs to create auditing reports.
- ✓ The E-Tendering module seamlessly integrates with the requisition modules and facilitates automatic preparation of notification from the contents of approved requisitions.
- ✓ Online submission of the tender documents to competent authority for review and approval
- ✓ The system facilitates online creation of the Tender document through provision of online template (form) with relevant fields to facilitate easy entry of information.
- ✓ Online notification to bidders is real time
- ✓ It Allows the Tender creator to specify the minimum requirements to be fulfilled online by a bidder against each evaluation consideration.
- ✓ Automatically allow or disallow the user actions corresponding to the tender schedule specified in the system. For example; disallow downloading of tender form after the specified last date of procurement of tender document, disallow viewing of a bid by the procurement staff before the bid opening date, etc.
- ✓ The system facilitates tenders to be tracked using the unique tender numbers assigned to each new tender.
- ✓ Permits on-line tender notification search in a variety of ways including tender no., generic description, nature and type of work, estimated contract value, etc.
- ✓ Issue of the Tender Acceptance Notice online to the successful supplier using the issuer's Digital signature Certificates (DSC).
- ✓ Permits integration with payment system for online payment of tender document fee and bid bonds as decided by the procurement team.
- ✓ Facilitate holding of online pre-bid meeting for responding to tender related queries from intending bidders

- ✓ It allows registered suppliers to log-on to the module for submission of bids, using digital signature certificate.
- ✓ Facilitate upload of supporting document such as drawings, technical specifications, supplier's terms & conditions, and other data on the item to be procured along with the bids
- ✓ Maintain audit trails for entire tender lifecycle, from tender document creation to bids received and selected. If any bids are rejected, system records for what reasons and by whom
- ✓ It facilitates updating the receipt of bids along with supporting documents such as EMD, and Certificates.
- ✓ Support workflow for evaluation and approvals (from selected authorities, tender committees, etc.).
- ✓ Support automatic evaluation of technical and price bids by the system using pre-specified criteria.
- ✓ Generate compliance matrices of technical bids to aid in evaluation by the Tender Evaluation Officer/Committee.
- ✓ Provision for online negotiation with select suppliers.
- ✓ Facilitate online signing of the contract by the concerned authority using his DSC, and countersigning of the same by the selected contractor/supplier using his DS.

Suppliers may:

- ✓ Search for open business opportunities.
- ✓ Express interest in opportunity and automatically receive updates
- ✓ Contact Contracting Authorities for clarifications
- ✓ Download, Complete, & Upload tender documents
- ✓ Re-use response data from previous tenders.



- E-Procurement system is centralized with individual procuring departments/agencies having ownership of the procurement process
- Value in centralizing e-Tendering (incl. Bid Process Management), e-Auctions, Catalogue-based Procurement and Vendor Management
- Contract and Indent Management can be kept at individual department's discretion

Generic Requirements of e-Tendering

a) Electronic procurement means the use of electronic system to support the management, tender process, contract formation and contract management stages of the procurement process for tenders relating to Goods, Services and Works.

b) Any electronic procurement system used by a government agency will be certified as ensuring that all information transmitted and stored is secure, the system is reliable, and all activities using the system are logged and available for audit trail and archive.

c) Information on procurement opportunities, bid documents, pre-bid meetings, bid openings, evaluation reports, and award of contract is freely available to the public.

d) Suppliers will be able to register on the procurement system with a single registration only. If required, such registration may have a reasonable duration and should be able to be modified by the supplier.

e) Where contracting agencies by necessity have to run a transitional paper based and electronic based procurement process in parallel, there will be a principle of non discrimination in regards to timeliness, documentation, conduct of the process, communication, security, and management of the resulting contract.

It is recommended that the manual paper based system should only be restricted to pilot tenders

f) Bidders should be able to scan hardcopies or utilize electronic copies of certification documents and bidding documents and electronically transmit them to the purchasing organization and also retain them on their Bidder work page on the system.

g) All correspondences between potential bidders and the purchasing agency will be by letter, facsimile or other written electronic means for the entire bidding process from advertising of the bid to award of contract. Telephone contact between potential bidders and the purchasing agency during this period is forbidden.

h) Contracting agencies shall ensure that the bid closure date and time, and the bid opening is administered by at least two authorized persons.

i) Contracting agencies shall manage, authorize and audit those persons and their specified roles in interacting with Bidders, documents and or events during the entire procurement process.

j) Bidders/consultants shall be allowed to submit modifications to bids/proposals electronically up to, but not after, the time of the bid submission deadline.

k) Contracting agencies shall provide a clear statement to Bidders in its bidding documentation and on the web site stating the procedure should the system malfunction or not be available during the procurement process.

l) A full paper based or electronic record as applicable with documents signed by the procurement officer involved shall be securely retained by the contracting agency.

m) All the stake holders namely purchasers/suppliers should use the Digital Signature Certificates (DSC's) from the recommended Certified Agencies (CA), to login to the system to carry out their respective activities in the E-Procurement system.

n) All the documents uploaded into the system should be digitally signed using the DSC's of the respective users to ensure compliance as per IT Act 2000.

5.2 Scope of Tendering Process

This chapter provides the applicable guidelines for the tendering process in terms of the following activities:

1) Preparation of the bid document

2) Modification and alteration to the bid

3) Bid submission and opening

4) Earnest Money Deposit (EMD)

5) Bid Evaluation

6) Cancellation of bidding process

7) Award of Contract, Contract execution and disclosure

8) Performance Security

9) Safe custody and monitoring of EMD, Performance Security

This chapter shall be applicable for the following modes of procurement:

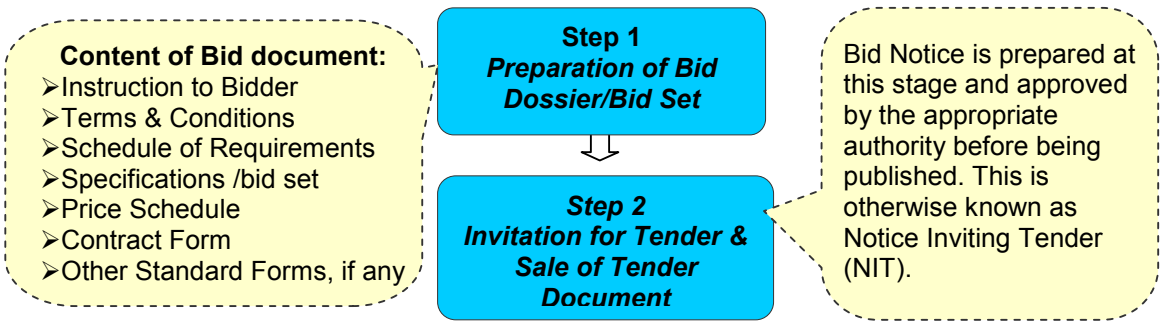
a) Advertised Tender Enquiry

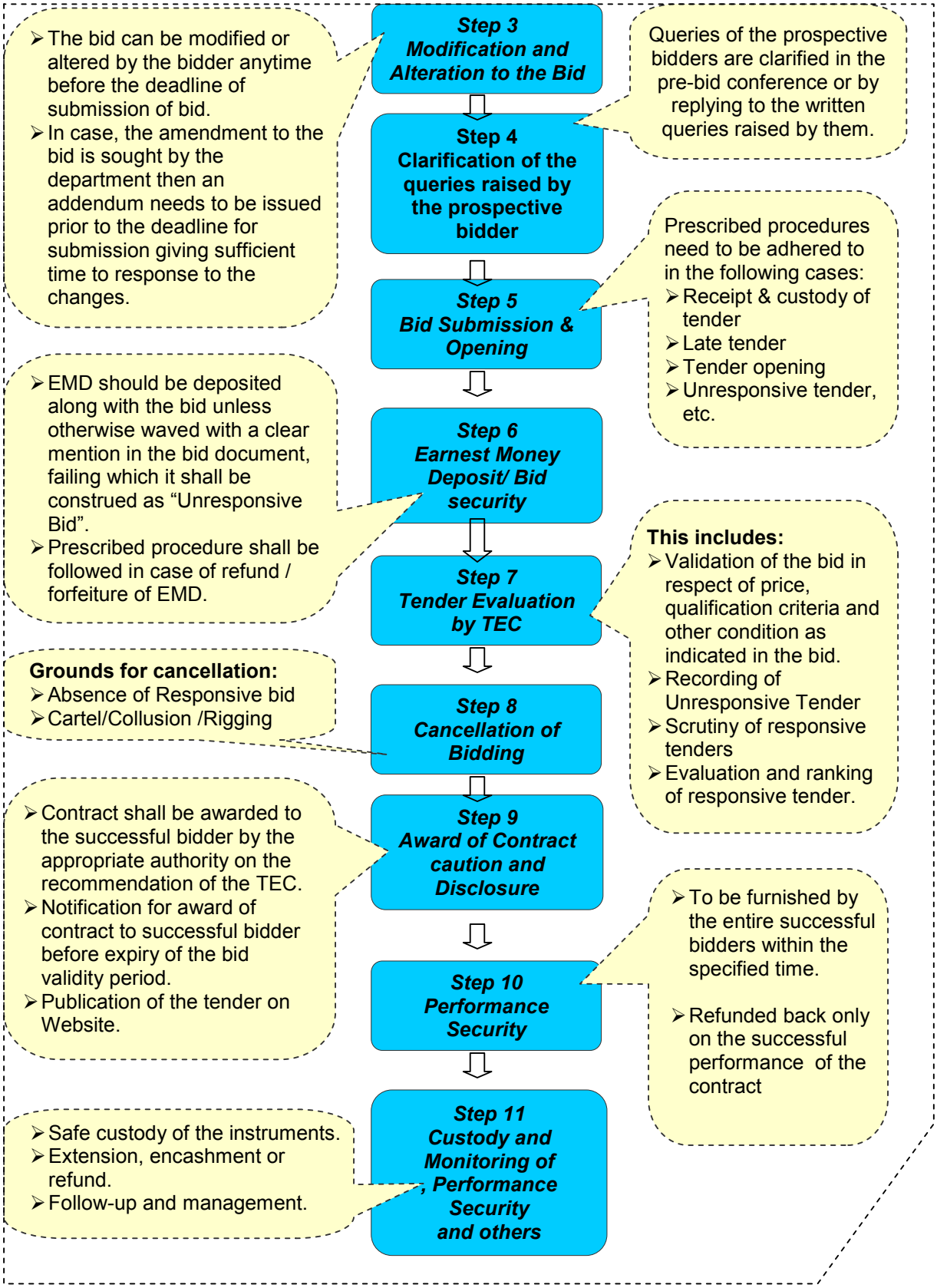
b) Limited Tender Enquiry

c) Single Tender Enquiry

As a matter of principle preference should be given to the domestic supplier unless the goods or services under procurement are mostly imported and are not available in domestic market. In addition, by virtue of different benevolent policies of the government preferences are also to be given to certain sections of supplier(s) or manufacturer(s) in the manner and extend prescribed under relevant statutory policy unless a contrary is approved by the government under special circumstances overriding the provisions there under.

5.3 The Flow Chart for a Typical Tendering Process for Goods:




Step 3
Modification and Alteration to the Bid
The bid can be modified or altered by the bidder anytime before the deadline of submission of bid.
In case, the amendment to the bid is sought by the department then an addendum needs to be issued prior to the deadline for submission giving sufficient time to response to the changes.
Step 4
Clarification of the queries raised by the prospective bidder
Queries of the prospective bidders are clarified in the pre-bid conference or by replying to the written queries raised by them.
Step 5
Bid Submission & Opening
Prescribed procedures need to be adhered to in the following cases:
Receipt & custody of tender
Late tender
Tender opening
Unresponsive tender, etc.
Step 6
Earnest Money Deposit/ Bid security
EMD should be deposited along with the bid unless otherwise waved with a clear mention in the bid document, failing which it shall be construed as "Unresponsive Bid".
Prescribed procedure shall be followed in case of refund / forfeiture of EMD.
Step 7
Tender Evaluation by TEC
This includes:
Validation of the bid in respect of price, qualification criteria and other condition as indicated in the bid.
Recording of Unresponsive Tender
Scrutiny of responsive tenders
Evaluation and ranking of responsive tender.
Step 8
Cancellation of Bidding
Grounds for cancellation:
Absence of Responsive bid
Cartel/Collusion /Rigging
Step 9
Award of Contract caution and Disclosure
Contract shall be awarded to the successful bidder by the appropriate authority on the recommendation of the TEC.
Notification for award of contract to successful bidder before expiry of the bid validity period.
Publication of the tender on Website.
Step 10
Performance Security
To be furnished by the entire successful bidders within the specified time.
Refunded back only on the successful performance of the contract
Step 11
Custody and Monitoring of , Performance Security and others
Safe custody of the instruments.
Extension, encashment or refund.
Follow-up and management.

5.4 Preparation of Tender Documents

It is to be ensured that during the preparation of tender documents, that greater emphasis is placed on the creation of specifications and terms of reference.

5.4.1 Invitation for Bids

A notice inviting bids to be prepared by the respective functional department/division once the procurement plan for a particular item has been finalized.

A. Preparation of Bid Notice

The invitation for bids should clearly specify the following:

a) Description and specification of goods and services

b) Period and terms of delivery

c) Cost of tender/bidding document

d) Time and Place(s) of the sale of bid

e) Place and deadline for receipt of bids

f) Place, time and date for opening of the bid

g) Amount and form of bid security/Earnest Money Deposit h) any other important information

The notice for inviting bids shall be published after it has been approved by the procurement authority. Also in cases where the procurement is donor funded, the invitation notice will require the approval of concerned donor if the mutual agreement so desires.

B. Publication of Bid Notice

Efforts should be made to provide wide publicity for the bid notice so that all eligible parties are provided an equal opportunity to participate in the bidding process. Some of the mediums that may be used for information dissemination among potential suppliers for specific modes of procurement have been indicated in the table below:

Mode of Procurement	**Mode of Advertisement**
GOODS	
Advertised Tender Enquiry: (NCB and ICB)	1. One National Daily having wide circulation. (at least in English and Hindi/Regional language) 2. Website of MSO/GMSD. And in case of Department with a link provided on the National Informatics Centre's website. 3. Indian Trade Journal (ITJ), published by the Director General of Commercial Intelligence and Statistics, Kolkata 4. Copy of bid notices sent to Indian embassies and

Mode of Procurement	Mode of Advertisement
	Trade commission's abroad. (In case on ICB only)
Limited Tender Enquiry: (LDB and LIB)	1. Copies of the bidding document should be sent directly by speed post/ registered post /e-mail to firms which are borne on the list of registered suppliers for the goods 2. Website of MSO/GMSD, with a link provided on the National Informatics Centre's website.
PROCUREMENT OF SERVICES	
Invitation for "Expression of Interest" through Advertisement. (Estimated cost of the Service or Work more than Rupees 25/- Lacks)	1. One National Daily having wide circulation. (at least in English and Hindi/Regional language) 2. Website of MSO/GMSD. And in case of Department with a link provided on the National Informatics Centre's website.
Invitation for "Expression of Interest" without Advertisement. (Estimated cost of the Service or Work up to Rupees 25/- Lacks)	1. List of potential consultants may be done on the basis of formal or informal enquiries from other Ministries or Departments or Organisations involved in similar activities, Chambers of Commerce and Industry, Association of consultancy firms.
OUT SOURCING OF SERVICES	
Advertised Tender Enquiry: Invitation of Bid (Estimated Value of the work or service more than Rupees 10.00 Lacks)	1. One National Daily having wide circulation. (at least in English and Hindi/Regional language) 2. Website of MSO/GMSD. And in case of Department with a link provided on the National Informatics Centre's website.
Limited Tender Enquiry: Invitation of Bid (Estimated cost of the Service or Work up to Rupees 10/- Lacks)	1. List of potential consultants may be done on the basis of formal or informal enquiries from other Ministries or Departments or Organisations involved in similar activities, Chambers of Commerce and Industry, Association of consultancy firms.

The time frame between advertisement of the bid and the date of the submission should be sufficiently long so that potential bidders get sufficient time to procure the bid document and submit their responses. Typically such time period is 3 weeks for NCB & LDT and 4 weeks for ICB and LIT.

In the event of a payment being required to procure the bid document, the name, address, contact number and fax number should be recorded at the point of purchase to facilitate further communication with the buyers.

5.4.2 Instructions to Bidders

The bid document shall contain the following key instructions to the bidders:

a) Clearly lay down the standard of ethics expected from the bidders along with the action to be taken if the bidder is found to be implicated in fraudulent and corrupt practices.

b) Provide provisions for bidders to seek clarification on the bid document by submitting a written query to the contact person as provided for in the bid document. The concerned person shall respond in writing to any request for clarification received no later than at least seven days prior to the deadline of submission of bids. Copies of the concerned response along with the description of the inquiry shall be sent to all bidders who have purchased the bid document, but without identifying its source.

c) Clearly specify the language in which the prospective bidder shall submit the bid as well as all relating documents. In case the language of supporting document is different from the specified language, an accurate translation should be provided. The translation shall be used for the purposes of bid evaluation.

d) In case of ICB the currency of the bid shall be specified in the bid document under "Instruction to Bidder".
Unless otherwise specified in the bid document tendered supplying indigenous goods or already imported goods shall quote only in Indian Rupees. For imported goods if supplied directly from abroad, prices shall be quoted in any freely convertible currencies US$, Euro, GBP or Yen. As regards price(s) for allied services, if any required with the goods, the same shall be quoted in Indian Rupees only if such services are to be performed /undertaken in India. Commission for an Indian Agent, if any and if payable shall be indicated in the space provided for in the price schedule and will be payable in Indian Rupees only. Tenders, where prices are quoted in any other way shall be treated as non-responsive and rejected.

e) In case the TE document permits the tenderers to quote their prices in different currencies, all such quoted prices of the responsive tenderers will be converted to a single currency viz., Indian Rupees for the purpose of equitable comparison and evaluation, as per the exchange rates established by the Reserve Bank of India for similar transactions, as on the date of 'Price Tender' opening.

f) Earnest Money Deposit would be required to be submitted along with the bids in cases where procurement authority wants to ensure that validity of the bid is maintained during the validity period specified in the bid document. The bid document shall clearly specify the EMD amount (typically between 2% to 5% of the estimated value of the goods/services to be purchased), if required and the amount should be based on quantity and value of items to be procured. The bid document shall clearly state the instances under which EMD can be liquidated.

g) Following instructions for submitting bids including templates and formats wherever applicable shall be clearly specified:

1. Original and a number of copies/sets to be prepared shall be clearly specified. The original should be marked as the "Original Bid" whereas the copies need to be marked as "Copy of Bid". In case of any conflict between the two, the original will prevail.

2. The submitted bids shall be typed or written in indelible ink and should be duly signed by the bidder authorized to enter into contract with procurement authority. A written power of attorney indicating such authorization should be submitted along with the bid.

3. The person signing the BID contract should also initial all instances of interlineations, erasures, or overwriting to correct errors on the bid.

h) Instructions for submitting bids in envelopes including labelling requirements shall be clearly specified.

i) Bid opening formalities clearly specifying among other things, address, time and date of opening of bids

j) The evaluation process shall be clearly specified in the Bid document.

k) Pre-shipment inspection if required shall be clearly specified in the Bid Document indicating the mode and process for the same. The party who will bear the cost of pre-shipment inspection to be clearly specified in the bid document. *Some of the key guidelines for pre-shipment inspection have been covered under Section 6*

5.4.3 Qualification & Eligibility Criteria for Bidders

Specifying the qualification and eligibility criteria is important to ensure that only those suppliers who are capable to supply the quality of goods and services required are allowed to participate in the bidding process. However in case of emergency procurement the relaxation criteria as stated in the relevant chapter shall be followed. The potential suppliers should meet key qualification and eligibility criteria which include:

a) The bidder should have not less than 2 years of manufacturing and marketing experience for the specified product duly supported by documentary evidence except in case of new drugs.

b) Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the any public procurement authority (Government or Public Sector Corporation). A Self-declaration Certificate should be enclosed.

c) Bidder should possess a valid Manufacturing License (wherever applicable) for the manufacture and sale of the concerned item which should be at least two years old on date of bid opening. Foreign manufactures should furnish such license issued by respective National Licensing Authority.

In addition, potential suppliers can be barred from participating in the bidding process under various circumstances which include:

a) If the proprietor of the firm, its employee, partner or representative is convicted by a court of law following prosecution for offences involving moral turpitude in relation to the business dealings.

b) The proprietor or employee or representative of the firm has been guilty of malpractice such as bribery, corruption, fraud, substitution of bids, interpolation, misrepresentation, evasion or habitual default in payment of any tax levied by law.

c) If the firm employs a government servant, who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence, in a position where he could corrupt government servants.

The potential supplier should be asked to submit a declaration signed by the Managing Director or Nominated Representative and legal representative of the firm on all such circumstances as mentioned above and specified by the bid document.

Above eligibility criterion are not exhaustive but inclusive in nature. These criterions can vary from item to item depending upon the circumstances. It is the responsibility of the PC to specify the criterion specific to the item to be procured

5.4.4 Performance Security

Bid documents for each item to be procured shall require performance security in an amount sufficient to protect the implementing agency in case of breach of contract by the contractor. Details of the performance security requirements are provided in Section 5.9.

5.4.5 Specifications

The bid document shall contain complete specifications for each item to be procured. Some of the key features for determining specifications are as follows:

a) The specifications should adequately convey the requirements of organisation to potential suppliers. The specifications should have clarity, completeness and accuracy but at the same time, it should not be unreasonably restrictive.

b) In case of non drugs items and equipments wherever possible, the specifications should be drawn up in consultation with the end users.

c) Assistance of technical experts where required, whether in-house or external consultants hired for specific purposes should be solicited for drawing up the most appropriate specifications.

d) Use of drawings should be encouraged to support specifications where appropriate.

e) Specifications will vary depending on the nature and complexity of the goods being procured. Sometimes, while purchasing sophisticated and costly equipment, organisation may also give special importance to Whole Life Cycle Costs and factors such as high quality performance, environmental friendly features, low running cost, low maintenance cost, need for spares, after sales service, annual maintenance contract, etc.

f) To take care of the above point, relevant details are to be incorporated in the bid enquiry document and the criteria adopted to assess the benefit of such features while evaluating the offers are also to be clearly stipulated in the bid enquiry document so that the bidders are aware of the same and quote accordingly. Such details, whenever considered necessary, should be evolved by competent technical authority, whether in-house or external consultants, for incorporation in the bid document, so that there is no ambiguity and/or vagueness in the same.

The specifications will differ depending on items of goods being procured. For pharmaceutical items specifications for goods and packaging need to be specified as well as an appropriate pharmacopoeia reference. In the case of medical equipment the specifications shall be specified for goods, packaging, warranty

and the annual maintenance contract. A separate placement of maintenance contracts after the contract for the supply of goods is to be discouraged.

5.4.6 Delivery Schedules & Period of Contract Validity

The bid document shall clearly specify the delivery schedule for the supplier. The delivery schedule should be designed considering various parameters which include:

a) Usage pattern of the items

b) Stock in hand

c) Lead time for procurement cycle

d) Shelf life

In cases where delays in delivery would penalty shall be imposed at the rate 0.5% per week subject to the maximum 5% after which the Supply Order is cancelled automatically.

The time required for evaluation and award of contract should determine the period of bid validity. However the delivery schedule will not be applicable in case of rate contracts where the schedule is given post award of contract.

5.4.7 Payment Terms

Payment terms shall be in accordance with practices applicable to the specific goods and services. Bid document shall clearly specify the payment method and terms offered.

An example of specified payment terms can be as follows:

The payment of 100% of price of stores for each consignment thereof will be made after receipt and acceptance of the stores by the consignee in good condition. Bills are to be supported with an Inspection Certificate issued by the Inspector and consignee's Receipt Certificate.

As per Rule 159 of GFR, 2005 or as amended from time to time.

Advance payment to supplier: Ordinarily, payments for services rendered or supplies made should be released only after the services have been rendered or supplies made. However, it may become necessary to make advance payments in the following types of cases:

a) Advance payment demanded by firms holding maintenance contracts for servicing of air-conditioners, computers or other costly equipment.

b) Advance payment demanded by firms against fabrication contracts, turn-key contracts. Such advance payments should not exceed the following limits:

   1. Thirty per cent of the contract value to private firms.

   2. Forty per cent of the contract value to a State or Central Government agency or a Public Sector Undertaking.

c) In case of maintenance contract, the amount should not exceed the amount payable for six months under the contract.

Departments may relax, in consultation with Internal Finance Advisor/Finance Department concerned, the ceilings (including percentage laid down for advance payment for private firms) mentioned above. While making any advance payment as above, adequate safeguards in the form of bank guarantee should be obtained from the firm.

Part payment to suppliers: Depending on the terms of delivery incorporated in a contract, part payment to the supplier may be released after it dispatches the goods from its premises in terms of the contract.

5.4.8 Terms and Conditions of the Contract

In addition to the above, the bid should highlight the key provisions of the contract including:

a) Scope of work to be performed

b) Rights and obligations of department/organisation and of the suppliers

c) Functions and authority of specialists, if employed by department, in supervision and administration of contract

d) Specific conditions regarding each item being procured by department/organisation.

The bid document should include the draft of the contract

5.5 Modification and Alterations to Tender

The following key guidelines should be followed to make modification or alteration to bids:

1. The bid can be amended by issuing Addenda any time prior to the deadline for submission of the bids. However care should be taken to ensure that bidders have sufficient time to respond to the additions and/or alterations and hence it is not advisable to amend the bid document if less than ***24 hours*** are remaining for the bid opening deadline.

2. All purchasers of the bidding document shall be informed in writing about the issuance of Addenda. The addendum will be binding on them. Bidders are required to immediately acknowledge receipt of any such amendment and it will be assumed that the bidder would take into account the concerned amendments while preparing the bid.

3. Any bidder may seek further clarification by submitting a written query to the contact person as provided for in the bid document. The concerned person will respond in writing to any request for clarification received at least seven days prior to the deadline of submission of bids. Copies of the concerned response along with the description of the inquiry shall be sent to all bidders who have purchased the bid document, but without identifying its source. In order to provide sufficient time to bidders to incorporate the amendments, department/procurer shall at its discretion extend deadline for submission of bids. Department/procurement authority shall inform about the extension of the deadline to all bidders who purchased the bid document at least 3 days prior to the bid submission date. Bidders can request

extension of deadline in writing citing specific reasons for the same. Purchasing authority shall decide on such requests based on its discretion. In case of an extension of bid submission deadline, it shall inform all bidders in writing or through a public notice in the newspapers.

4. The bidder shall be permitted to submit alterations/modifications to its bid after submitting its bid within the specified deadline on the bid submission date. Such alterations/ modifications shall be duly sealed and marked like the original bid.

5. If any additional procurement needs such as changes in quantity to be procured are estimated after the issue of the bid documents, such cases can be treated as fresh procurement and hence a new procurement process should be initiated. Such cases can also be addressed by awarding the increased requirement to the successful bidder as an incremental order. However, fresh bids need to be called for in case the incremental order quantity exceeds 25% of the quantity originally tendered or such other percentages as may be prescribed from time to time.

5.6 Tender Submission and Opening

5.6.1 Receipt & Custody of Tenders

The following key guidelines shall be followed for receipt and custody of bids:

a) The procurement authority shall maintain a bid box for receiving the bids and in its absence, by hand delivery to nominated officials specified in the bid document.

b) The location of bid box should be such to facilitate easy access to bidders.

c) The bid box shall have two locks. The key to one of the lock will be with the Chairman of the Purchase Committee while the keys for the other lock shall be with the official nominated by the head.

d) Bid box shall be opened by two designated officials at the prescribed date and time. Bids in the box will be examined and relevant tenders for the concerned bid shall be taken out.

e) The details of the bid taken out should be entered in a register duly signed with date and time by the two officials and the entered bids shall be forwarded.

f) Receiving officials shall also sign the register for record.

g) In case due to unavoidable reasons, the bid box is not in place, bid document shall clearly mention the names and designation of at least two officers who will receive the bid.

h) The officials authorized to receive the bid shall provide a receipt signed by them with date and time to the bearer of the bid.

i) A separate register shall be maintained for keeping record of bids received by hand.

j) Bids received by hand shall be kept in safe custody by the specified authority as decided/directed by the purchase committee till the date & time of bid opening. The bids shall be handed to bid opening officials through entry into the register, in a manner as discussed above.

k) In case the bid document provides for receipt of the bid by post, such bids shall be received and documented in an identical manner as applicable to hand delivery of bid.

5.6.2 Treatment of Late Tenders

Bids received after the specified date and time for receipt of bids shall be rejected and returned unopened to the concerned bidder.

5.6.3 Procedures to be followed during Tender Opening

The Purchase Committee would nominate at least three officials for opening of bids. The key guidelines for the bid opening process are as below:

a) All the bids shall be opened along with any amendments received before the deadline in front of authorized representatives of the bidders. The representatives who choose to be present during bid opening shall bring along a letter of authorization from the respective bidders.

b) There should typically be a time gap of 30 minutes between the deadline for receipt of bid and the opening of the bid.

c) The salient features such as the description and specifications of goods, quoted price, terms of delivery, delivery period, discount if any, EMD furnished or not shall be read out loud for the information of the respective authorized representatives and members of the public who wish to attend.

d) After the bids are opened, they should be numbered serially, initialled, and dated on the first page by the officials authorized to open the bids. All the pages of the price schedule and letters attached shall be initialled and dated by the authorized officials. Key information such as prices, delivery period, etc are to be circled, initialled and dated. Blank bids need to be marked accordingly by authorized officials. Also the original copies of the bid shall be marked accordingly by bid opening official.

e) Alterations in bid shall be initialled with date and time by bid opening officials to certify that these alterations were present at the time of opening of the bid. Any cutting or erasing present at the time of opening of the bid shall be encircled, and initialled with date and time by the authorized bid opening official.

f) The bid opening officials shall prepare a list of the representatives attending the opening of bid and obtain their signatures on the same. The list shall also contain the representative's name and corresponding bidders' names and addresses. The authority letter brought by the representatives will be attached to this list. This list will be signed by all bid opening officials with date and time.

Preliminary Examination

The authorized officials for opening the bid shall conduct a preliminary scrutiny of the opened bids at the time of bid opening. In this context, it should be noted that the bid opening officials are not authorized to reject or return any bids which have been opened.

5.6.4 Conditions under which Tenders can be declared as 'Unresponsive'

The initial scrutiny shall ensure that the bid meets the basic requirement as required by the bid document. The bids who do not meet the following key basic requirements are to be noted as unresponsive:

a) The bid is unsigned.

b) The bid validity is shorter than the required period.

c) Required Ernest Money Deposit has not been provided.

d) The bidder has quoted for goods manufactured by a different firm without the required authority letter from the proposed manufacturer.

e) Bidder has not agreed to give the required performance security.

f) Bid is conditional

Treatment of Minor Irregularities

Minor discrepancies like non submission of audited reports, license certificate and clarifications on minor issues in the tender (which may not lead to disqualification of bidder) are noted. The bid opening officials subject to such authority given to them may allow the bidder additional time to submit the balance document/clarifications provided it does not constitute any material deviation and financial impact and, also, does not prejudice or affect the ranking order of the bidders. This will need to be minuted in the on the spot report. However, it should be clearly mentioned that if the balance documents/clarifications are not submitted within the specified deadline, the bid will be rejected.

5.6.5 Handover to the TEC

An on the spot report based on salient features of the bid as read out earlier and their initial scrutiny should be prepared by authorized officials and should be duly signed by them with date and time. The signatures of the authorized representatives shall be obtained on the same. Bid opening officials shall also fill in the bid opening checklist which shall be an appendix to the on the spot report. The on the spot report along with opened bids and list of representatives with authorization letters attached are to be handed over to Tender Evaluation Committee. The receiving officer as authorized by TEC shall sign the register with date and time in which details of the bids opened were entered by the bid opening officials.

5.6.6 Two Bid System

For effecting high value procurement of complex and technical nature, the bid document shall ask the bidders to provide their quotations in two parts; first part should contain the technical details of the concerned procurement with respect to specifications and other technical details incorporated in bid document whereas the second part should contain the price quotations along with other allied issues.

a) The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed and both these sealed covers are to be put in a bigger cover

which should also be sealed and duly super scribed according to the instructions given in the bid document.

b) The technical bids are to be opened in the first instance, at the prescribed time & date and the same will be scrutinized and evaluated with reference to parameters prescribed in the bid documents.

c) Thereafter, in the second stage, the financial bids of only the technically acceptable offers are to be opened for further scrutiny, evaluation, ranking and placement of contract.

5.6.7 Earnest Money Deposit (EMD)

EMD acts as a safeguard against bidder's withdrawing/altering its bid during the bid validity period. EMD is usually required for International Competitive Bidding, National Competitive Bidding, Limited International Bids and Limited Domestic Bids.

a) EMD (or Bid Security) shall be obtained from all bidders except those who are registered with MSO or such other class or categories of firms as notified by the government from time to time eligible for exemption from EMD. However the bidder needs to provide sufficient documentary evidence in support of the exemption along with the tender document to avail the same.

b) The EMD amount shall be deposited along with the bid. Failure of submission of EMD as per the bid requirements shall result in rejection of the bid.

c) Amount of EMD should ordinarily be between 2% to 5% of the estimated value of the goods/services to be purchased. The exact amount of EMD should be decided by PROCUREMENT AUTHORITY based on the type of goods or services to be purchased, total value of purchase and urgency of requirement and should be specified in the bid document.

d) The EMD can either be in the form of bank guarantee or any other instrument as specified in the bid document

e) If the bidder supplies the EMD as Bank Guarantee, it shall be immediately verified from issuing bank.

f) EMD is sought in case of procurement of goods works and services

A. Forfeiture of Earnest Money Deposit

The EMD shall be forfeited in the following circumstances:

1. If the bidder withdraws from the bid in any respect within the period of validity of the bid.

2. If the bidder fails to furnish the required performance security within the specified period after the award of the contract.

B. Refund of Earnest Money Deposit

The EMD should be refunded in the following circumstances:

a) The EMD submitted by unsuccessful bidders shall be returned to them without any interest whatsoever, within 30 days after conclusion of the contract with successful bidder.

b) The EMD submitted by the successful bidder should be returned after the successful bidder deposits the performance security according to conditions stipulated in the bid document.

5.7 Tender Price

1. The Tenderer (Bidder) shall indicate on the Price Schedule provided in the Bid Document of all the specified components of prices shown therein including the unit prices and total tender prices of the goods and services it proposes to supply against the requirement.

2. If there is more than one schedule in the List of Requirements, the tenderer has the option to submit its quotation for any one or more schedules.

3. The quoted prices for goods offered from within India and that for goods offered from abroad are to be indicated separately in the applicable Price Schedules specified in the Bid Document. The price quoted by the tenderer for indigenous goods shall not be higher than the lowest price charged for the goods of the same nature, class or description to an individual/firm/organisation or department of State or Central Government. For imported goods, the price quoted shall not be higher than the lowest price charged by the tenderer for the goods of the same nature, class or description to a purchaser, domestic or foreign or to any organisation or department of State or Central Government. However, above stipulation will, however, not apply to:

   a) Export/Deemed Exports by the manufacturer.

   b) Sale of drugs which have short leftover expiry dates, and

   c) Tender submitted in response to fixed quantity contract enquiries issued by MSO.

4. Aspects should be noted for compliance:

   A. For domestic goods or goods of foreign origin located within India, the prices in the corresponding price schedule shall be entered separately in the following manner:

      a) The price of the goods, quoted ex-factory/ ex-showroom/ ex-warehouse/ off-the-shelf, as applicable, including all taxes and duties like sales tax, CST, VAT, CENVAT, Custom Duty, Excise Duty already paid or payable on the components and raw material used in the manufacture or assembly of the goods quoted ex-factory or on the previously imported goods of foreign origin quoted ex-showroom.

      b) Any sales or other taxes and any duties including excise duty, which will be payable on the finished goods in India if the contract is awarded;

c) Charges towards Packing and Forwarding, Inland Transportation, Insurance, Loading/Unloading and other local costs incidental to delivery of the goods to their final destination

d) The price of Incidental Services, if mentioned in List of Requirements and Price Schedule;

e) The prices of Turnkey (if any)

f) The price of annual CMC.

B. For goods offered from abroad, the prices in the corresponding price schedule shall be entered separately in the following manner:

a) The price of goods quoted FOB port of shipment;

b) The amount of freight and insurance and price of goods quoted CIP port of entry in India;

c) The price of goods quoted should be on DDP basis at consignee's site in India;

d) Wherever applicable, the amount of custom duty with Customs Duty Exemption Certificate (CDEC) applicable on net CIP value on the goods to be imported; Consignee will issue CDEC wherever applicable.

e) The charges for Insurance (local transportation and storage) would be extended and borne by the Supplier from **port of entry** to the consignee site for a period including 3 months beyond date of delivery. Other local costs and Incidental costs;

f) In case of DDP, transportation charges from CIP Port of entry in India to consignee's site.

g) The charges for Incidental Services;

h) The prices of Turnkey (if any), as mentioned in List of Requirements, Technical Specifications and Price Schedule; and

i) The price of annual CMC, as mentioned in List of Requirements, Technical Specification and Price Schedule.

A. Excise Duty:

i) If reimbursement of excise duty is intended as extra over the quoted prices, the supplier must specifically say so also indicating the rate, quantum and nature of the duty applicable. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of excise duty will be entertained after the opening of tenders.

ii) If a Tenderer chooses to quote a price inclusive of excise duty and also desires to be reimbursed for variation, if any, in the excise duty during the time of supply, the tenderer must clearly mention the same and also indicate the rate and

quantum of excise duty included in its price. Failure to indicate all such details in clear terms may result in rejection of that tender.

iii) Subject to sub clauses (i) and (ii) above, any change in excise duty upward/downward as a result of any statutory variation in excise duty taking place within contract terms shall be allowed to the extent of actual quantum of excise duty paid by the supplier. In case of downward revision in excise duty, the actual quantum of reduction of excise duty shall be reimbursed to the purchaser by the supplier. All such adjustments shall include all relief, exemptions, rebates, concession etc. if any obtained by the supplier.

B. Taxes, Octroi and Local Duties:

Normally, goods to be supplied to government departments against government contracts are exempted from levy of entry tax/town duty, octroi, terminal tax and other levies of local bodies. However, on some occasions, the local bodies (like town body, municipal body) as per their regulations allow such exemptions only on production of certificate to this effect from the concerned government department. Keeping this in view, the supplier shall ensure that the stores to be supplied by the supplier against the contract placed by the purchaser are exempted from levy of any such duty or tax and, wherever necessary, obtain the exemption certificate from the purchaser. However, if a local body still insists upon payment of such local duties and taxes, the same should be paid by the supplier to the local body to avoid delay in supplies and possible demurrage charges and obtain a receipt for the same.

C. Customs Duty:

As the supplies are to be made on DDP basis, the supplier will pay the customs duty and clear the goods for transportation to consignee's/purchaser's site. The applicable percentage (%) rates and amount of custom duty and the corresponding Indian custom tariff number should be shown separately in the price schedule. Customs duty exemption certificate (CDEC) wherever applicable shall be issued by the purchaser.

Unless otherwise specifically indicated in this Bid Document, the terms FCA, FOB, FAS, CIF, CIP, DDP for imported goods offered from abroad, shall be governed by the rules and regulations prescribed in the current edition of INCOTERMS, published by the International Chamber of Commerce, Paris.

5.8 Tender Evaluation

5.8.1 Evaluation Procedure

TEC meets at an appointed date to evaluate the bids received during the interim period. Some of the key procedures to be followed during the bid evaluation are listed below:

1. Based on the on-the-spot report the TEC may decide to reject certain bids.

2. TEC shall address discrepancies in quoted prices if observed in any of the bid as specified under Section 5.6 above.

3. TEC shall determine whether the bid meets the eligibility criteria as specified in section in the bid document.

4. TEC shall evaluate whether the bid adheres to the specifications as contained in the bid document and explained above.

5. TEC shall determine whether the bid is conditional. Conditional bids should be rejected by TEC.

5.8.2 Discrepancy Resolution & Qualification Check

A. Discrepancy of Quoted Prices

Sometimes, non-conformities/errors are also observed in quoted prices. These can be corrected by TEC as indicated below:

a) If, in the price structure quoted for the required goods, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall be deemed correct and the total price corrected accordingly, unless in the opinion of the officials assigned for initial scrutiny there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.

b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected accordingly.

c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above mentioned conditions.

d) The observations of the scrutiny officials shall be communicated to the bidder with target dates to respond. If the bidder does not agree with the observations of the concerned officials, the bid shall be rejected.

B. Discrepancy between Original & Additional Copies of the Tender

Sometimes discrepancies are also observed between the original copy and the other copies of the same bid set. In such a case, the text of the original copy will prevail. The observations of the TEC shall be communicated to the bidder with target dates to respond. If the bidder does not agree with the observations of the TEC, the bid shall be liable to be ignored.

C. Check for Qualification Criteria

The remaining bids, those that have not been declared unresponsive till now, will be checked for the qualification criteria as incorporated in the bid enquiry. Bids not meeting the qualification criteria shall be declared unresponsive and hence ignored. The details of these bids along with reasons for being declared unresponsive shall be recorded in the procurement register.

For example, the qualification criteria incorporated in the bid enquiry document stipulates, that the bidder should have successfully manufactured and supplied 150 pieces of the required goods during the last one year from the date of bid opening. A bid during the initial scrutiny is found to be responsive; however, thereafter, while scrutinizing the data furnished by it with respect to qualification criteria, it is

observed that they had manufactured and supplied only, say, 100 pieces of the required item during the last one year. This bid will, therefore, become unresponsive.

D. Recording of Unresponsive Tenders

Details of all unresponsive bids shall be recorded in the procurement register. The reasons for these bids being declared unresponsive and hence ignored shall also be recorded alongside.

5.8.3 Scrutiny of Responsive Tenders

Bids which meet the following criteria as assessed by TEC shall constitute responsive bids and would be considered for evaluation and ranking:

a) Bidders who have provided the requisite EMD

b) Bidders who meet all the eligibility criteria

c) Bidders who meet the qualification criteria including adherence to specifications given in bid document.

5.8.4 Evaluation & Ranking of Responsive Tenders

The following key guidelines shall determine the evaluation and ranking of responsive bids:

a) All the applicable components of the costs, as quoted in the responsive bids, are to be added to work out the ultimate evaluated costs of the bids. The evaluation is also to include applicable taxes, duties, transportation cost in the bid prices. Further, if the bid enquiry document provides for any price preference and/or purchase preference for Small Scale Industries/Public Sector Units etc., the same is also to be kept in view while evaluating such bids. For ICB and LIT, the bids can be classified according to place of origin as presented in Standard Bid Document (Second Volume). Based on such classification prices may be determined as explained therein. A template for price schedule based on groups classified by place of origin has been provided under there also.

b) After completing the entire evaluation process for the responsive bids on they are to be entered into a ranking statement in ascending order of the evaluated prices (for example L1, L2, L3…) along with other relevant details, so that a clear picture of their standing as well as comparative financial impact is available at a glance. However it should be noted that in cases of procurement like complex equipments, the ranking will be based on total lifecycle cost which shall incorporate the cost of features like after sales service, annual maintenance contract.

c) If the list of requirements contains more than one schedule, then offers for each schedule are to be evaluated and ranked separately in self contained manner on above lines. In the case where a bidder offers a special discount and if more than one schedule is ordered on it (and if the same is permissible as per terms of the bid enquiry document), the same should also be taken note of in the ranking statement.

5.8.5 Cancellation of Tendering Process

The following guidelines should be followed for cancellation of the bidding process:

a) The cancellation of bids should be done in exceptional circumstances where there is a valid reason for the same. In normal cases the bid should be awarded to lowest evaluated responsive bid.

b) Effort should be made to incorporate any changes in requirement before the deadline for submission of bids by issuing addenda as mentioned in section 5.4.

c) The bidding process can also be cancelled if none of the bids meet the specified requirements. In such cases the necessary changes shall be made in the scope of the bid and specifications, and thereafter notification for a fresh bid shall be issued.

d) The bidding process should also be cancelled where TEC has reasons to believe that all bidders have colluded between themselves to undermine the bidding process.

e) In case of cancellation of the bidding process, necessary steps should be taken to inform the bidders.

5.9 Award of Contract, Contract Execution and Disclosure

5.9.1 Recommendations for Award of Contract

TEC shall forward its recommendation for the award of the contract in the form of a report to PC. The report shall clearly specify the reasons for its recommendations. PC will endorse the report and grant approval for awarding the contract to the successful bidder. Endorsement by PC will be subject to the authorization limits mentioned under section 2.8.

PC will award the contract to the lowest evaluated responsive bid within the bid validity period. The next highest evaluated responsive bid shall be awarded the contract by PC in case the lowest bidder refuses to sign the contract.

5.9.2 Notification for Award of Contract to Successful Bidder

The following key guidelines would be observed for issuing notification for the award of contract:

a) Before expiry of the bid validity period, the purchase organization shall notify the successful bidder in writing, that its bid (briefly indicating therein relevant details such as quantity, specification of the goods ordered or prices) has been accepted.

b) In the same communication, the successful bidder is to be instructed to furnish the required Performance Security within a specified period (generally 21 days).

c) Timelines should be specified for post evaluation activities like contract signing, contract start and completion dates in the notification for award of contract.

d) Promptly after the above notification, MSO shall issue the contract to the successful bidder asking therein to send its unconditional acceptance of the contract within a maximum of fifteen days.

e) The Notification of Award (NOA) should make a reference to the clause on Performance Security stating that in case the successful bidder does not furnish the required performance security or does not accept the contract within the stipulated target dates, such non-compliance will constitute sufficient ground for forfeiture of its EMD and processing the case for further action against it (the successful bidder).

f) Information should be sent to unsuccessful bidders within [insert number of days] regarding the award of contract and their EMD should be returned as specified in section 5.5.7. In this discussion only the bidder's bid would be discussed and not the bids of the competitors. This is not permitted under Government of India. However, the bidder can have the copies of the documents under RTI.

5.9.3 Acknowledgement of Contact by Successful Bidder

The supplier should acknowledge and unconditionally accept the contract within the specified deadline. In case the bidder is not willing to unconditionally accept the contract within the specified timeframe, the EMD submitted will be liable for encashment as specified in the bid document. While acknowledging the contract, the supplier may raise some issues and/or ask for some modifications against some entries in the contract; such aspects shall be immediately looked into for necessary action and, thereafter, supplier's unconditional acceptance of the contract obtained.

5.9.4 Publication of Tender Result

The name of the successful bidder who has been awarded the contract should be mentioned in the web site of department or MSO/MOHFW

5.10 Performance Security

5.10.1 Purpose & Applicability

Performance security acts as a safeguard against unsatisfactory performance or violation of contract agreement by the supplier on the contract.

a) Performance security shall be solicited from all successful bidders irrespective of their registration status.

b) Ordinarily, performance security shall be an amount of five to ten percent of the value of the contract as stated in the bid document.

c) Performance security may be furnished in form of an Account payee Demand Draft, Fixed Deposit Receipt from a Scheduled Bank or Bank Guarantee from a Scheduled bank in an acceptable form the purchaser's interest in all respect.

d) Bank Guarantees supplied by the bidder as performance security shall be immediately verified from issuing bank.

e) Performance security is to be furnished by a specified date (generally 21 days after notification of the award) and it should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations.

f) Performance Security is sought in case of procurement of goods and works. In case of tender which involves procurement of services (appointments of consultants, auditors, professionals) Performance Security may not be a requirement.

5.10.2 Forfeiture of Performance Security

In case of breach of contract by the supplier, the performance security is to be forfeited.

5.10.3 Refund of Performance Security

If the supplier duly performs and completes the contract in all respect, the performance security shall be returned to the supplier without any interest, on completion of all such obligations under the contract.

5.11 Warranty/Defects Liability Period

1. In cases where warranty is required, the requirements shall be clearly specified in the contract. The warranty period shall be calculated from the time of delivery (commissioning or installation) of the goods, or as specified in the contract document.

2. All losses due to defects resulting from faulty design, materials and workmanship during the warranty period shall be compensated by the supplier.

3. In case of any defects detected in items under warranty, the users shall notify procurement authority about the same. Procurement authority shall promptly notify the supplier in writing for any claims arising from such defects. If the defect is not rectified by the supplier within the specified time period, procurement authority shall take necessary actions to claim compensation at the supplier's expense.

5.12 Safe Custody and Monitoring of EMD, Performance Security

1. Suitable mechanism for safe custody and monitoring of EMDs/ Performance Securities and other Instruments should be evolved and implemented by the organisation.

2. Institutional arrangements shall be put in place by the procurement authority for taking all necessary action on time for extension and encashment or refund of EMDs and Performance Securities, as the case may be.

3. Procurement authority shall monitor monthly all Bank Guarantees and other instruments expiring after three months, along with the review of the progress of the corresponding contracts.

4. Procurement authority shall ensure that the extension of Bank Guarantees and other instruments, where warranted, are sought immediately and implemented within their validity period.

6. Quality Assurance and Inspection.

Quality assurance relates to a management tool that helps to the establishment of a documented quality system that sets out organizational structure, responsibilities, procedures, processes and resources to implement quality management system; assessment of the adequacy of the quality system, audit of the operation and review of the system itself.

Quality Assurance ensures procurement of consistently good quality product. Quality Assurance helps in eliminating risk of sourcing substandard, counterfeit or contaminated pharmaceutical product. It reduces the complaints of products or product recall and the risk of therapeutic failure, serious health problems or drug resistance.
Quality Assurance helps in the procurement of right products of right quality and right quantity to the right place and the right consignee at the right time with the right cost to be stored in right environment and put to the right (rational) use.

The issue relating to procurement and storage have been dealt separately however this chapter specifies broadly the guidelines for the following:

1. Quality assurance through inspection and sampling

2. Quality assurance through post-delivery audit

6.1 Quality Assurance through Inspection and Sampling

Before accepting the ordered goods, it must be ensured that the goods have been manufactured and packaged as per the required specifications provided in the contract.

The inspections and tests should be carried out by technically qualified and competent personnel on the basis of defined inspection and sampling protocols as per written down Standard Operating Procedure.

The inspection should be carried out as per protocols detailed in the check-list

6.1.1 Stages & Modes of Inspection

The stages and modes of inspection will depend on the nature of the goods, total value of the contract, location of the supplier, location of the user, etc. The following types of inspection may be adopted depending on the items to be purchased, Purchase Committee (PC) will decide whether pre-dispatch inspection or post despatch inspection is required for the entire consignment or whether samples from the consignment will suffice .

A. Pre-dispatch Inspection

This type of inspection is conducted during the manufacturing process and on the finished products before dispatch of the goods from supplier's premises. Sometimes it is important to verify that each manufactured batch complies with the specifications before it is finally dispatched to the consignee. When a consignment is ready for dispatch, the supplier will inform Procurement Authority in writing that the consignment is ready for inspection. Procurement Authority then instructs its designated inspection team to carry out the inspection viz. visit the supplier's factory and draw samples from the batches offered for inspection. The inspection team will send the samples directly to the designated testing laboratory

chosen by Procurement authority for quality testing. Based on the results of the test, the batch may be cleared for dispatch. The bid documents and contract shall clearly specify as to who will bear the cost of the pre-dispatch inspection.

B. Inspection on Receipt at Consignee's/User's Site

Such inspection is done on receipt of goods by procurement authority / the end user before acceptance is given.

Goods which may be directly consumed or utilized on delivery (excluding machinery and equipment) and for which an inspection regarding their physical characteristics is required, may be inspected using this method.

Procurement authority or the end user has the right to reject the goods on receipt at site during final inspection even though the goods have already been inspected and cleared at pre-dispatch stage.

C. Inspection after Installation and Commissioning of Equipment at User's Site

This method is adopted to check the performance and output of the equipment after the same is commissioned at site. The equipment is accepted post issue of inspection/installation certificate by the inspecting authority. When equipments are ordered with spares, Inspection Report for spares should not be issued before acceptance of main equipment.

D. Inspection from Outside Laboratories

Sometimes it becomes necessary for procurement authority to conduct type test, acceptance test or special test at outside laboratories, when facilities for these tests are not available in-house with the supplier or carrying out of confirmatory tests is considered desirable before accepting the goods.

a) GMSDs/MSO should draw up a list of registered approved laboratories for this purpose, to which the samples drawn from the lots offered by the supplier can be sent for tests.

b) The list should also contain approved laboratories, which can be used as referral/appellate laboratories for retest, when samples tested at one laboratory are decided to be re-tested.

c) In cases where the samples are to be tested at supplier's cost on account of non-availability of their own testing arrangements, the responsibility of depositing the testing fee would rest with the supplier. This is also the case with pre-dispatch certificates

Testing should be done by the accredited Government approved laboratories. Empanelment of the Laboratories can be carried out on the basis of the inspection by a team of experts.The laboratories to be considered must be having following criteria.

a. The Laboratory is approved under Rule 150B of Drugs & Cosmetics Act and rules there under for the testing of Drugs and medical devices.

b. The laboratory is accredited by National accreditation Board New Delhi for Biological, Chemical and Mechanical testing of Drugs and Devices.

c. The license of the laboratory has not been suspended during last three years on account of misreporting.

d. The laboratory has a minimum three years of experience of testing of similar products.

e. The testing of drugs and devices will be based on the validation of the protocols as per ICH guidelines. The calibration of the equipment used in the analysis shall be carried out on regular schedules against national /international standards.

f. Chemical, biological, mechanical and physical data including print-outs, validation/calibration records etc; must be on records made available as and when requested.

6.1.2 Inspection Procedure for stores to be procured

The inspection procedure will be decided by the Procurement Authority and will be indicated in the contract. Some of the key guidelines for inspection are listed below:

a) After satisfactory inspection and tests, the accepted goods shall be stamped, labelled, marked or sealed, depending on the circumstances in such a way as to make subsequent identification of accepted lots easy for the consignee/user.

b) For goods not meeting the contract specifications the 'Rejection Inspection Report' shall be issued immediately.

c) Rejected goods would be returned back

d) A time limit shall be fixed for issue of Inspection Report.

e) Facsimile detailing the goods inspected (batch number, sample) along with the Inspection Certificate should be sent to the consignee.

f) Procurement authority should ensure that paying authorities keep a record of specimen signature of authorized Inspecting Authorities for verifying the same with the signature in the Inspection Report while authorizing payment.

g) The inspection and quality control procedures should be clearly mentioned in the bid document/contract for procurement of kits where kits maybe assembled by another party before supplying to the purchaser.

h) In the case of contracts for imported goods which involve initial inspection in the country of origin and final inspection in India, final Inspection Report will be issued giving reference to the certificate issued abroad.

6.1.3 Documentation of Inspection Findings

Some of the key steps pertaining to documentation of inspection findings are listed below:

A. Inspection Report

The Inspection Report contains two parts, the Inspection Certificate along with Check-list duly completed and the Consignee Receipt Certificate. The Inspection Certificate portion is completed, authenticated and issued by designated inspection personnel. Consignee Receipt Certificate portion is to be filled by the consignee after receipt of the goods at destination, verification of the quantity, inspection marks on the accepted stores and taking the supplies in their stocks signifying their acceptance. The Inspection Report is required by the payment authorities for clearing the suppliers' bills.

B. Preparation of Inspection Report

A separate Inspection Report must be prepared for each consignment received. In the case of large consignments, the issue of Inspection Report may not be held up until the inspection of the entire consignment is completed but these may be issued for particular lots/batches inspected and accepted.

C. Issue/distribution of Inspection Report when supplies are accepted

Inspection Report having a unique number is printed in sets of 4. On the top of each leaf the details for whom the copy is meant is printed. The copies of Inspection Report to be made out and distributed by the stores-In charge when the supplies are accepted in full or in part shall be as under:

COPY	ISSUED TO
Supplier's Copy	Supplier
Stores Copy	Stores In Charge
Procurement Section	Officer/Authority Issuing the Purchase Order
Account's Copy	Head of Finance/Accounts Officer

D. Custody of Inspection Report

An account of the Inspection Report issued with serial number wise details shall be maintained in an appropriate register.

7. Storage & Warehouse Management

7.1 Notification of Delivery to Consignee

Notification of delivery or dispatch in regard to each and every consignment shall be made by the supplier to Procurement authority and the consignee.

a) The supplier shall further supply to the consignee a packing account quoting number of Supply Order and the date of dispatch of the stores.

b) All packages, containers, bundles and loose materials part of each and every consignment shall be fully described in the packing account and full details of the contents of the packages and quantity of materials shall be given to enable the consignee to check the stores on arrival at destination.

c) The railway receipt, consignment note airway bill or the bill of the lading, if any, should be drawn in the name of the consignee and should be sent to him by registered/speed post acknowledgement due immediately on dispatch of stores, quoting the number(s) and date(s) of the corresponding Inspection Report(s) in relation to the stores covered by the said Railway Receipt, the consignment note airway bill or the Bill of Lading, as the case may be.

d) The supplier shall bear and reimburse to the purchaser, demurrage charges, if any paid by the reasons of delay on the part of the supplier in forwarding the Railway Receipt, Consignment Note airway bill or Bill of Lading.

7.2 Receipt of Consignment

Some of the key considerations for receipt of consignment are given below:

a) In case of imported stores, consignee should be aware of the Custom clearance requirement prior to issuing the contract.

b) A clear procedure for custom clearance should be specified in the bid document (i.e. who will clear the goods and pay the custom duties, loading and unloading of the consignment, transport of the consignment to the premises of the consignee.)

c) At the time of the delivery of the goods, the consignee should accept the stores on “said to contain” basis and should issue the provisional receipt certificate.

d) After opening the packages and detailed examination of the stores the consignee will issue the final acceptance certificate if satisfied with the quality of the goods post inspection as per the inspection procedure.

e) Notwithstanding the pre-qualification or the inspection of the goods/services by the inspection agency, consignee has the right to further inspect and test the goods but within a reasonable time (say up to 60 days) and if the goods fails to meet the specifications given in the contract, he should reject the goods and ask the supplier to replace the goods or rectify the defects, indicating clearly in writing the reasons for such rejection.

7.3 Storage

As all the goods procured cannot be consumed at one point of time, storage is an inevitable process. The storage system forms the key component of any materials management system. Thus storage-stores management has a very important role to play. Material pilferage, deterioration and careless handling may lead to lower availability of stocks to the users.

Maintaining proper storage conditions for health commodities is vital to ensuring their quality. Product expiration dates are based on ideal storage conditions and protecting product quality until their expiration date is important for serving customers and conserving resources

Some of the important routine activities guiding Warehouse Management are listed below:

7.3.1 Housekeeping:

The aim is to keep the stores clean and in good order so that the handling, preservation, stocking, receipt and issue can be done satisfactorily. The goods shall be left in their original packaging while in storage. The items, which require special storage including maintaining proper temperature should be stored in appropriate condition. Statement of environmental conditions under which the material should be stored, must be in accordance with the manufacturers storage recommendations It may be noted that properly packed, good quality goods (except some drugs and vaccines or specific items) do not deteriorate when stored at average temperatures found in tropical climates. Air-conditioning is generally not necessary if the goods are properly packaged and stored in a clean, dry and well-ventilated environment.

7.3.2 Receiving Medical Supplies:

When receiving Health Supplies ensure the following:

a) There is sufficient storage space.

b) Prepare and clean the areas used for receiving and storing the products as explained above.

c) Inspect packages for damaged or expired products.

A. If the products are damage or expired:

1. Separate the damaged or expired stock from the usable stock.

2. If damage or expiry is discovered while the delivery truck is still at your site, refuse to accept the products and note the problem(s) on the delivery note.

3. If damage or expiry is discovered after the delivery truck has departed, follow your facility's procedures for handling damaged or expired stock.

B. If the products are not damaged or expired:

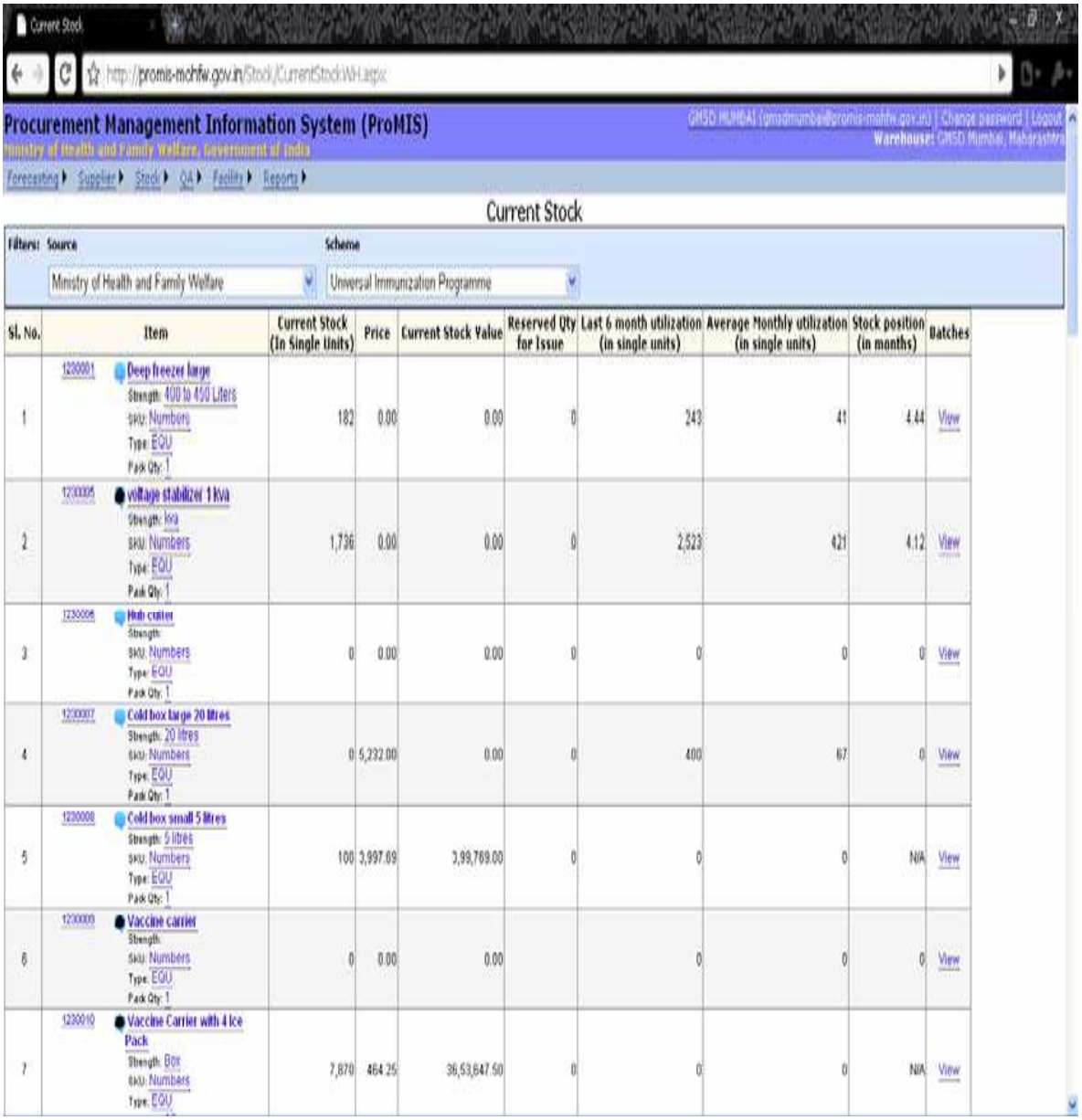
1. Count the number of units for each product received and compares to issue voucher/Invoice.

2. Record the date and quantity received on stock card and bin card (if applicable) or updates entry in ProMIS in the Snap shot shown below.

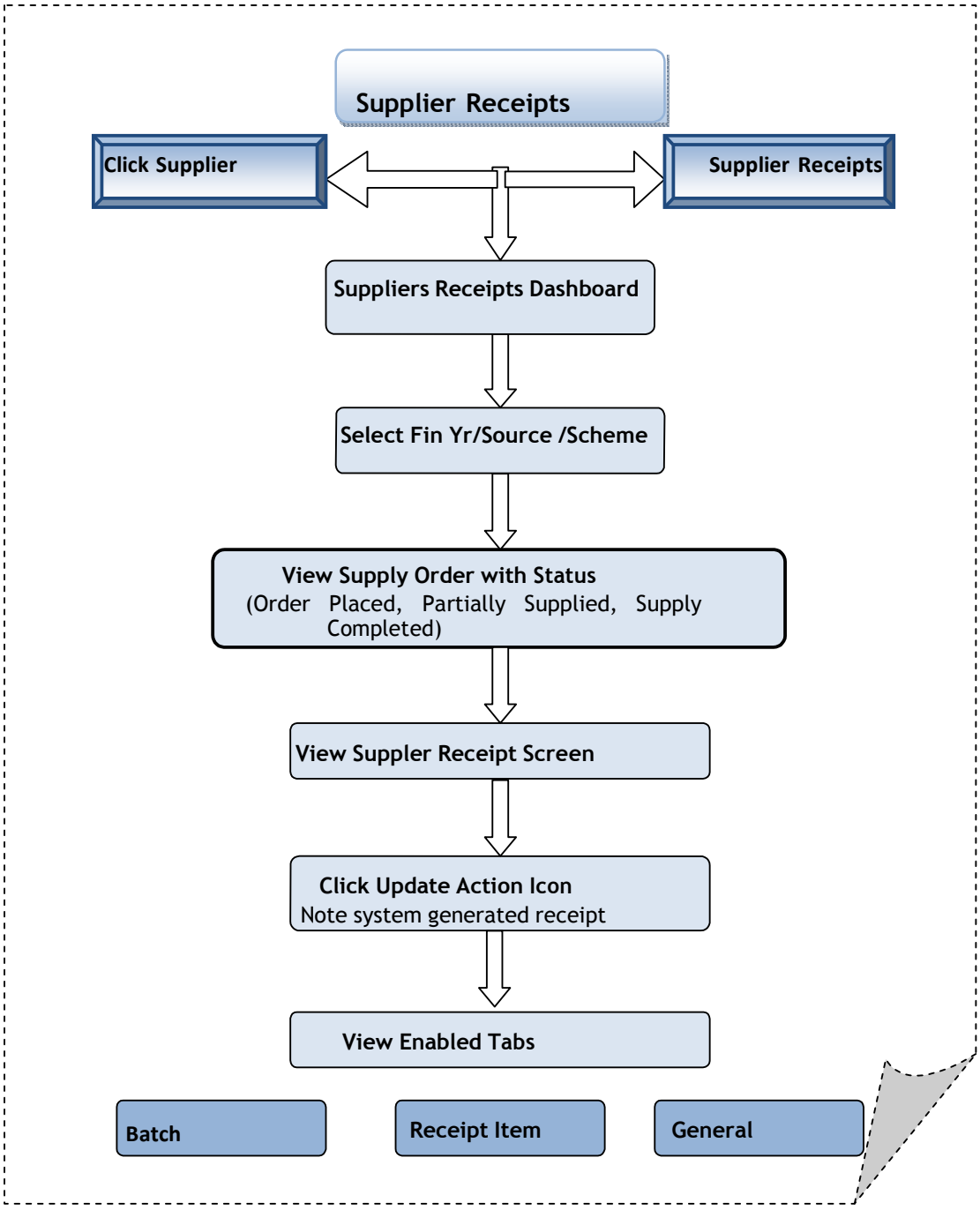
3. Ensure the expiry date is visibly marked on every package or unit.

4. Arrange products in the storage area to facilitate the first-to-expire, first-out (FEFO) procedure. (*See section on stock rotation*)

5. **Snap Shot: Current Stock Report**



ProMIS Receipt flow charts: There exists six types of receipts and Issue please refer to www.promis-mohfw.gov.in



7.3.3 Arrangement of Stocks:

Arrange the storeroom and shelves as follows:

A. If using pallets, stack cartons on pallets

a) At least 10 cm (4 inches) off the floor.

b) At least 30 cm (1 foot) away from the walls.

c) And other stacks no more than 2.5 metres (8 feet) high (general rule).

B. For All storage:

a) Follow the manufacturer or shipper's directions when stacking, and follow labels for storage conditions.

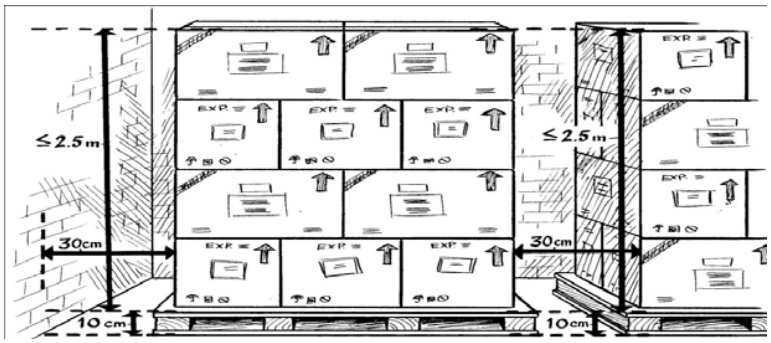
b) Place liquid products on the lower shelves or on bottom of stacks.

c) Store products that require cold storage in appropriate temperature controlled zones. (See Chapter 8 on Cold Chain Management)

d) Store high security/high value products in appropriate security zones.

e) Separate damaged or expired products from the usable stock without delay and dispose of using established disposal procedures. (See section on Waste Management.)

f) Always store all commodities in a manner that facilitates FEFO policy for stock management.



Arrange cartons so arrows point up and identification labels, expiry dates, and manufacturing dates are visible. If this is not possible, write the product name and expiry date clearly on the visible side.

7.3.4 Issue and Stock Rotation:

Ensure that the demand of consumers/indenters is met through proper issue of items on receipt of authorized issue requisitions/indents. Given that most goods have expiry dates it

needs to be ensured that actual issues are done on first in first out basis. Following FEFO minimizes wastage from product expiry:

a) Always issue products that will expire first, ensuring they are not too close to or past their expiration date.

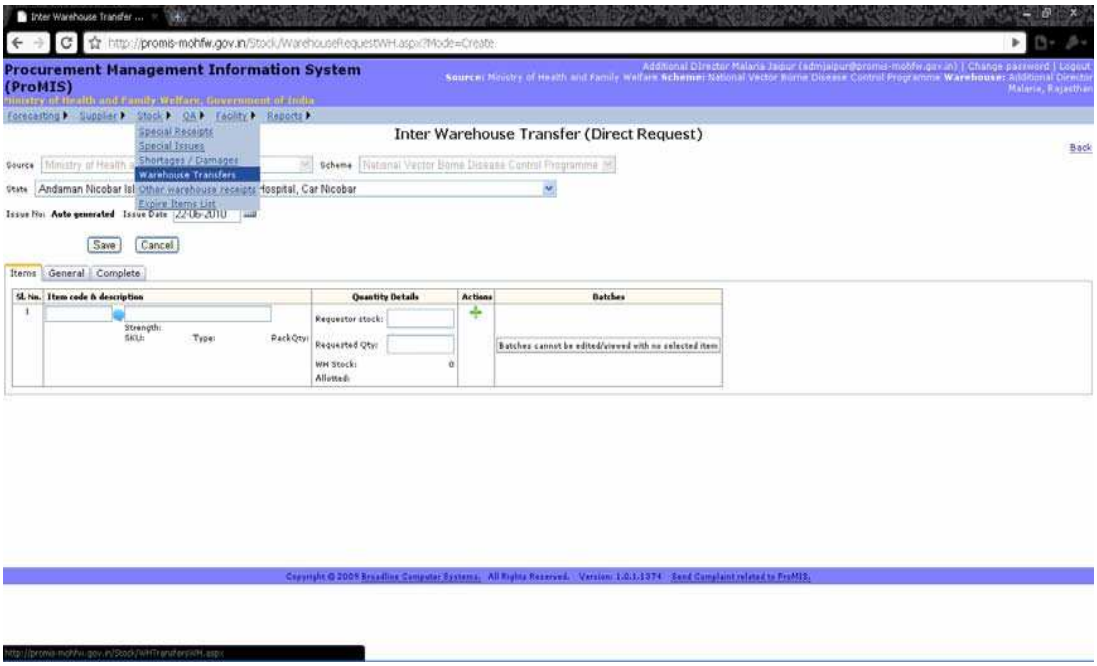
b) The shelf life remaining must be sufficient for the product to be used before the expiry date.

c) To facilitate FEFO, place products that will expire first in front of products with a later expiry date.

d) Write expiry dates on stock cards, so stocks can be sent to facilities at least six months before they expire or enter the data in the MSO application software/ ProMIS regularly and in a disciplined manner so that batch tracking could be executed.

e) Remember, the order in which products are received is not necessarily the order in which they will expire. Products received most recently may expire sooner than the products received earlier. So, it is extremely important to always check the expiration dates and to make sure the dates are visible while the products are in storage.

f) **Snap Shot: Inter warehouse Transfer**



7.3.5 Common Systems for Arranging Medicines:

Medical stores must have a system for classifying or organizing medicines, and must ensure that all employees know the system being used. Some common systems for arranging medicines include—

a) ***Alphabetical order by generic name****:* Often seen in both large and small facilities. When using this system, the labelling must be changed when the Essential Medicines List is revised or updated.

b) ***Therapeutic or pharmacologic category:*** Most useful in small storerooms or dispensaries where the storekeeper is very knowledgeable about pharmacology.

c) ***Dosage form:*** Medicines come in different forms, such as tablets, syrups, injectables, and external use products such as ointments and creams. In this system, medicines are categorized according to their dosage form. Within the area for each form, a fixed, fluid, or semi-fluid system is used to store items. Any of the other methods of categorizing can be used to organize the items more precisely.

d) ***System level:*** Items for different levels of the health care system are kept together. This works well in stores at a higher level when storage of kits is required.

e) ***Frequency of use:*** Frequently used products that move quickly or often through the store should be placed in the front of the room or closest to the staging area. This system should be used in combination with another system.

f) ***Rows Column and bin Defining:*** Identifies a specific storage space or Section with a code that corresponds to its aisle, shelf, and position on the shelf. This system requires computer automation.

g) ***Commodity coding:*** Each item has its own article and location code. This system has the greatest flexibility, but it is also the most abstract. Stores staff does not need any technical knowledge of the products to manage this system because the codes contain the information needed for storing products properly, such as temperature requirements, level of security, and flammability. This system works well in computerized inventory control systems.

7.3.6 Special Storage Conditions:

Some products need storage in an access-controlled environment.

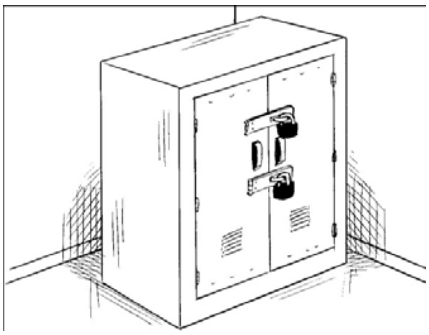
It is important to identify products that are at risk of theft or abuse or have the potential for addiction, and to provide increased security for those items.

If you have products that need increased security, you must establish access-controlled storage. This will probably include storing the products in—

a) A separate locked room, cabinet, or safe,

b) Or a locked wire cage within the storage facility.

c) Ideally a warning light or bell will be activated if the products are accessed improperly.



d) Entry to the location of the access-controlled products must be limited to the most senior storekeeper or pharmacist and one other staff member.

e) Limit the number of keys made for the controlled location and keeps a list of people who have keys.

f) The other aspects of Cold Storage are covered in separate Section.

A. Flammables:

a) Some flammable liquids commonly found in health facilities include acetone, anaesthetic ether, alcohols (before dilution), and kerosene.

b) Store large supplies of flammables in a separate location away from the main storeroom, preferably outside the main storeroom but on the premises and not less than 20 m away from the other buildings.

c) Fire fighting equipment should be easily available.

d) Large supplies of flammables should never be stored in the same areas as medicines.

e) A small stock of flammables may be kept in a steel cabinet in a well-ventilated area, away from open flames and electrical appliances.

f) Mark the cabinets to indicate that they contain highly flammable liquids, and display the inter-national hazard symbol.

g) In addition, the shelves of the cabinet should be designed to contain and isolate spillage.

h) Always store flammables in their original container.

i) Flammable liquids each have a flash point, which is the minimum temperature at which the liquid gives off vapour in sufficient concentration to form an ignitable mixture with air near the surface of the liquid.

j) The flash point indicates the susceptibility to ignition.

- ***Acetone and anaesthetic ether have a flash point of –18°C.***
- ***Undiluted alcohols have a flash point of 18° to 23°C.***
- ***The flash point for kerosene is 23° to 61°***

It is not necessary to store flammables below their flash point, but it is very important to store them in the coolest location possible and never in direct sunlight. It is important to control the evaporation rate and avoid the build-up of pressure.

B. Corrosives:

Corrosive or oxidant substances commonly found in hospitals or other high-level health facilities include tri-chloracetic acid, glacial acetic acid, concentrated ammonia solutions, silver nitrate, sodium nitrate, and sodium hydroxide pellets.

Always store corrosive substances away from flammables and ideally in a separate steel cabinet to prevent leakage. Use appropriate industrial-type protective gloves and eyeglasses when handling these items.

7.3.7 Records and Stock Maintenance:

Ensure proper maintenance of records and update receipts, either in manual or electronic form. The batch number and marking on the cartons should be recorded to ensure that that every batch is traceable and distributed on a first expiry first out basis.

Each medical store should maintain a standard list of stock items that includes all products they handle, with their specifications, including form, strength, and quantity per package. The list should be regularly updated and distributed to sub-stores and units. This is also maintained as an Item Master in ProMIS.

You should not accept deliveries of products not on the list unless special circumstances have been identified. Respective Programme division should update the Item Master at the time of Order. Inventory records should be maintained for all products on the list/Item Master.

The minimal information that should be collected on stock records for medicines and other health supplies includes—

a) Product name/description (including the form [capsule, tablet, liquid suspension, vials, doses] and strength).

b) Stock on hand/beginning stock balance.

c) Receipts.

d) Issues.

e) Losses/Adjustments.

f) Closing/Ending Balance.

g) Transaction Reference.

Depending on the system, stock records might also include additional product information such as—

a) Special storage conditions (2°–8°C)

b) Unit Prices.

c) Lot Numbers/Bin Locations. d) Item Codes

e) Expiry Dates.

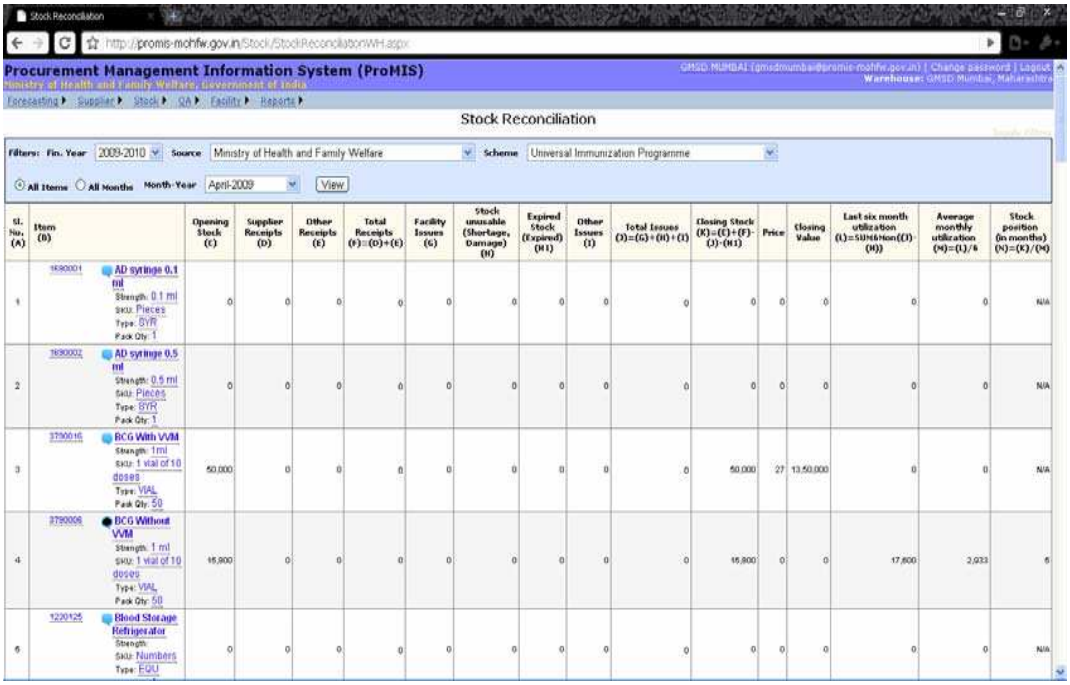
f) Manufacturing Date

All the above features and capacity of Bar-code compliance along with various output reports are to be in built in the software used (ProMIS).

7.3.8 Stores ledger and Inventory Management:

In addition to information contained in bin cards, the Stores Ledger also records additional entries like P.O. details, Quantity ordered, Quantity received, Quantity accepted, Material Requisition number.

Snap Shot: Stock Reconciliation Report



A physical inventory is the process of counting by hand the number of each type of product in your store at any given time. A physical inventory helps ensure that the stock on hand balances recorded on stock keeping records match the quantities of products actually in the store. When conducting a physical inventory, count each product individually by generic name, dosage form, and strength.

There are two kinds of Inventory Stock take:

Complete physical inventory: All products are counted at the same time. A complete inventory should be taken at least once a year. More frequent inventory (quarterly or monthly) is recommended. For large warehouses, this may require closing the storage facility for a day or longer.

Cyclic or random physical inventory: Selected products are counted and checked against the stock keeping records on a rotating or regular basis throughout the year. This process is also called cycle counting.

A complete physical inventory is easier to conduct regularly at facilities that manage smaller quantities of products. Cyclic or random physical inventory is usually appropriate at facilities that manage larger quantities of products.

Cyclic Physical Inventory can be organized in many ways:

a) ***Dosage form:*** Count tablets in January, capsules in February, and liquids in March, and so on.

b) ***Location in the storeroom:*** Count shelves 1–4 in January, 5–8 in February.

c) ***Time availability:*** Count a few items each day whenever the staffs have time.

d) ***Stock on hand:*** On a periodic basis, count each item for which stock on hand is at or below the minimum inventory level. This method may be faster, since there are smaller quantities to count.

If cyclic physical inventory is used, count each product at least once during the year. Count fast-moving items and full supply products more frequently.

Steps in counting Physical Inventory:

A. Plan:

- For a complete physical inventory, schedule the day(s) and time.
- For a cyclic or random physical inventory, identify which products will be counted and the corresponding time period for those products.

B. Assign Staff:

C. Organize the warehouse:

- Arrange products according to FEFO.
- Make sure open cartons and boxes are visible.
- Separate damaged or expired products.(Quarantine Inventory)

D. Count the Usable Products:

- Count products according to the units by which they are issued (tablet or piece) not by the carton or box.
- Estimate quantities in open containers for products packaged in bulk. If a bottle of 1,000 capsules is 2/3 full, estimate 650 or 700 capsules. If it is a one litre bottle of syrup that is 1/2 full, estimate 0.5 litres.

E. Updated Stock Keeping Records and Ledgers:

- Write the date of the physical inventory and the words “Physical Inventory.”
- Using a different colour ink, write the quantity of the product that you counted during stock taking.

F. Record Decisions Taken after Verification:

- If the results of the physical inventory differ from the balance on the stock/bin card, update the balance by adding or subtracting the excess or missing quantities.
- Dispose of damaged or expired products found during the physical inventory as per laid rules but guidelines.
- For either of the above, identify, document, and correct the cause of the problem and record the same.

G. Discuss Findings With Staff:

- Take corrective actions wherever required.

7.3.9 Monitoring Product Quality during Storage:

Products of different types show damage in different ways. Some indicators you can use to detect damage are—

a) Broken or ripped packaging (vials, bottles, boxes).

b) Missing, incomplete, or unreadable label(s).

c) discoloration.

d) Cloudiness.

e) Sediment.

f) Broken seal on bottle.

g) Cracks in ampoule, bottle or vial.

h) Dampness or moisture in the packaging.

i) Torn or ripped packaging.

j) Dry/Brittle or Cracked.

k) Sticky/Stained Packaging.

l) Leakages/ Damped Packaging.

m) Crumbled Pills or Missing pills from the Blister Pack.

n) Stickiness / unusual smell.

o) Crushed Capsules.

p) Sticky Tubes.

q) Perforations or holes in the Tube.

Damaged products should never be issued to facilities or dispensed to clients. If you are not sure if a product is damaged, check with someone who knows. Do not issue or dispense products that you suspect are damaged.

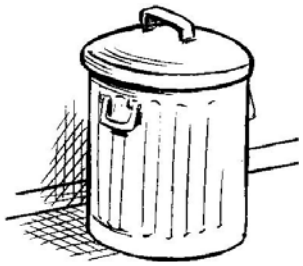
Report any defects and send the defective products back to the Supplier / facility that issued them to you.

If an inspector visits your facility, report any problems to him or her.

7.3.10Prevention from Damage and Contamination

a) **Physical Damage:** Avoid crushing products stored in bulk. Products should be stacked no more than 2.5 metres (8 feet) high, as a general rule. Heavier or fragile items (such as those packaged in glass) should be placed in smaller stacks. Bind sharp edges or corners in the store with tape. Most important, ensure that nothing in the store can fall and injure members of the staff.

b) ***Dirt:*** Write and post the schedule and instructions for cleaning the storeroom in multiple locations around the facility.



Sweep and mop or scrub the floors of the storeroom regularly. Wipe down the shelves and products to remove dust and dirt. Dispose of garbage and other waste often, in a manner that avoids attracting pests; store garbage in covered receptacles.

c) **Infrastructure:** Ensure the storeroom has easy access to a water outlet for cleaning. If no running water is available, set up a system using, for example, several 55 gallon drums on an elevated platform connected to pipes running into the store. Refill the drums regularly. When rehabilitating an existing storage facility or constructing a new structure, install water outlets in several locations inside the structure so water is easily available from any location in the storeroom.

d) **Cleaning Materials:** Keep a Budget for cleaning materials; Use locally available detergents; Clean with Chlorine bleach for example once a month.

e) **Outside the facility**: Burn garden rubbish and cardboard cartons when garbage collection is not available. Use the necessary precautions to keep the fire under control, and do not burn materials close to the building. Make sure the wind is not blowing toward the building.

7.3.11Fire Safety and Precautions:

a) Make standard fire extinguishers available in every storage facility according to national regulations.

b) Visually inspect fire extinguishers every 2–3 months to ensure that pressures are maintained and the extinguisher is ready for use.

c) Service fire extinguishers at least every 12 months.

Place smoke detectors throughout the storage facility and check them every 2–3 months to ensure that they are working properly.

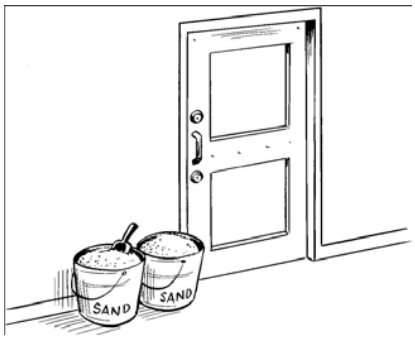
e) Strictly prohibit smoking in the store.

f) Conduct fire drills for personnel every 6 months.

g) Clearly mark emergency exits and check regularly to be sure they are not blocked or inaccessible.

h) Display fire precaution signs in appropriate places in the storage facility (especially locations where flammables are stored).

i) Use sand to extinguish fires where there are no fire extinguishers. Place buckets of sand near the door.



Usage of Fire Extinguisher an Example:

The **P.A.S.S** method is accepted for dry chemical and CO2 extinguishers; however, other methods are needed when using water and other extinguishers and with special fires, such as flammable liquids. Additionally, the P.A.S.S. Method may not be appropriate for all dry chemical and CO2 extinguishers. Be sure to carefully read the instructions for the extinguishers in your facility. **P.A.S.S.** is a simple method used to teach fire extinguisher use:

Pull the pin at the top of the extinguisher.

Aim the nozzle toward the base of the fire.

Squeeze the handle to discharge the extinguisher **(stand approximately 2.5 m [8 ft] away).**

Sweep the nozzle back and forth at the base of the fire.

There are various types of Fire Extinguishers available in the market these days A, B, C, D, K,BC,ABC and various combinations depending upon the storage commodities etc….

a) **Water extinguishers or** APW extinguishers (air-pressurized water) are suitable for **class A Fires only**. Never use a water extinguisher on grease fires, electrical fires or class **D Fires** - the flames will spread and make the fire bigger! Water extinguishers are filled with water and are typically pressurized with air. Again - water extinguishers can be very dangerous in the wrong type of situation. Only fight the fire if you're certain it contains ordinary combustible materials only.

b) **Dry chemical** extinguishers come in a variety of types and are suitable for a combination of **class A, B and C Fires**. These are filled with foam or powder and pressurized with nitrogen.

1) **BC-**This is the regular type of dry chemical extinguisher. It is filled with sodium bicarbonate or potassium bicarbonate. The BC variety leaves a mildly corrosive residue which must be cleaned immediately to prevent any damage to materials.

2) **ABC-** This is the multipurpose dry chemical extinguisher. The ABC type is filled with mono ammonium phosphate, a yellow powder that leaves a sticky residue that may be damaging to electrical appliances such as a computer

Dry chemical extinguishers have an advantage over CO2 extinguishers since they leave a non-flammable substance on the extinguished material, reducing the likelihood of re-ignition.

c) **Carbon Dioxide (CO2) extinguishers are** used for **Class B and C Fires**. CO2 extinguishers contain carbon dioxide, a non-flammable gas, and are highly pressurized. The pressure is so great that it is not uncommon for bits of dry ice to shoot out the nozzle. They don't work very well on class A fires because they may not be able to displace enough oxygen to put the fire out, causing it to re-ignite.

CO2 extinguishers have an advantage over dry chemical extinguishers since they don't leave a harmful residue - a good choice for an electrical fire on a computer or other favourite electronic device such as a stereo or TV.

Safety and security is of paramount importance and is integral part if activity therefore this process details the process to be followed.

Pr. no.	Input	Process	Output	Responsibility
	Fire Extinguishers			
		1. Consult certified service providers to decide 2. Type/qty/capacity/ of fire extinguisher /Gadgets to be installed in the warehouse according to nature of goods stored in the warehouse. 3. Ensure the same implemented in the warehouse 4. Conduct mock drill at intervals. The frequency of the same is to left with the in charge of GMSD. 5. Ensure the warehouse electrical wiring is checked & certified by a licensed electrician. His recommendation for rectification, if any, should be carried out on priority. 6. DO NOT USE ESSENCE STICKES /CANDLES/MOSQUITO COILS INSIDE THE WAREHOUSE. 7. Display the contact numbers of all emergency services like : ➢ Police station ➢ Fire station ➢ Hospital ➢ Electricity board ➢ Municipal corporation office ➢ Telephone Exchange Display at all strategic locations like security cabin /office / entrance / exit points all contact numbers of above along with contact details of key employees like residence & mobile no.		Depot In charge

7.3.12Protecting against Pests

A. Prevention inside the storage facility

a) Design or modify the storeroom to facilitate cleaning and prevent moisture.

b) Maintain a clean environment to prevent conditions that favour pests. For example, store garbage in covered garbage bins. Regularly clean floors and shelves.

c) Do not store or leave food in the storage facility.

d) Keep the interior of the building as dry as possible. e) Paint or varnish wood, as needed.

f) Use pallets and shelving.

g) Prevent pests from entering the facility.

h) Inspect the storage facility regularly for evidence of pests.

i) Packaging and shipping cartons can be treated to prevent pest infestation. For example, cartons can be shrink-wrapped or non-toxic desiccating (dehydrating) agents can be added.

B. Prevention outside the Storage Facility

a) Regularly inspect and clean the outside premises of the storage facility, especially areas where garbage is stored. Check for any rodent burrows, and be sure that garbage and other waste are stored in covered containers.

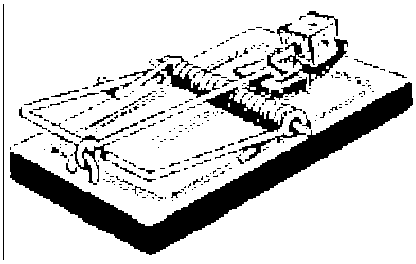
b) Check for still or stagnant pools of water in and around the premises, and be sure that there are no buckets, old tires, or other items holding water.

c) Treat wood frame facilities with water sealant, as needed.

d) Use mercury vapour lighting where possible, and locate lighting away from the building to minimize the attraction of pests.

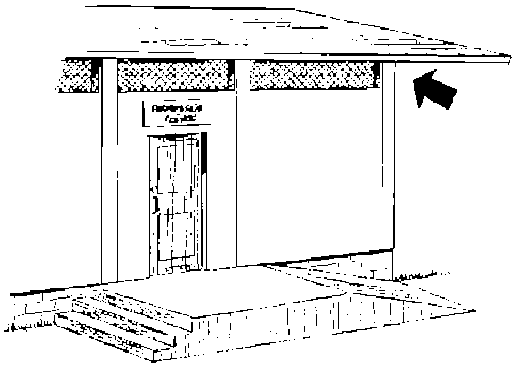
C. Strategies for Specific Pests

Rodents*:* Rodent problems shall be solved by adoption of Modern Rodent Management System

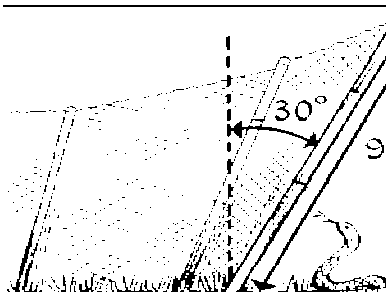


***Birds or bats**:* If the facility has space between the ceiling and the roof, cover all the openings with fine wire mesh to prevent birds or bats from entering the storeroom.

***Flying pests**:* The best prevention is to keep all doors and windows of the storage facility closed or screened off from the outside. Make sure there are no holes in the walls, floor, or ceiling. Insect electrocuting light traps ("bug zappers," hanging electric grids that attract flying insects via a bright fluorescent or ultraviolet light) may be appropriate in some situations. However, they should be placed away from supplies, since ultraviolet light damages a number of products (especially latex products such as male condoms).



***Reptiles**:* Most snake species are innocuous and can be managed with noisemakers and by keeping the outside of the facility clear of bushes. If snakes are an especially difficult problem in your area, you can construct a snake-proof fence around the perimeter of the facility. The fence should be made with heavy, galvanized screen with 6 mm wire mesh. The fence should be 90 cm tall with the lower end buried at least 10-16 cm in the ground. The above ground portion of the fence should be slanted at a 30° angle outward from the base and away from the building, using supporting stakes inside the fence



***Termites/structural pests**:* There are two primary treatments for subterranean termites, but both are expensive and require a specialist. The first treatment involves injecting a termiticide into the soil in the ground beneath the facility. If the problem is severe, or if the first treatment is not feasible, the building must be fumigated. All stored goods must be removed from the site during fumigation. Replace wood severely damaged by structural pests.

There are alternative methods of controlling structural pests-

- Use non-toxic heat or liquid nitrogen treatments.

- Build metal barriers into the foundation of a new building. Sheets of metal protrude from between the foundation and walls of the building. The sheets are bent downward at an angle, but not touching the ground. When termites or ants attempt to climb up the foundation, they encounter the metal barrier that they cannot climb around.

- Construct sand barriers around the building as a preventative measure. However, the grains of sand must be a specific size, so this method can be expensive.

8. Cold Chain Storage Management

8.1 Establishing a Model Cold Chain Warehouse

This is to provide information and views on Cold Chain requirements and implications on pharmaceuticals. The overall aim is to ensure that vaccines are stored and delivered in an excellent, fresh condition so enhancing reputation as quality storage/ forwarders.

To achieve the goal, all parties involved in the transactions should act together/ in partnership and this is more important where controlled conditions are required for storage and transportation of vaccines.

The use of responsible service providers and data loggers should be made a norm to ensure the whole operations meet quality requirements and identify any fault and weaknesses. It is also to be less dependent on others for keeping cold chain intact by employing better logistics, proper monitoring methods and minimizing all transit points.

From a logistic point of view, a better work flow of a cold store will improve operating efficiency, saving of time/energy, efficient utilization of resources and better cold chain management.

The main objective of a vaccine store is to cater the targeted population. Once it is decided, identification of location of store, equipment required, their capacity and then total space requirement can be forecasted. The placement of equipment in a cold store/warehouse is very important.

The design of room for WIC and WIF should be as per W.H.O. standard (please refer to http://www.who.int/immunization_standards/vaccine_quality/pqs_e01_cr_fr01_2_perfspec.pdf). There should be following specific application areas in a cold store/warehouse apart from areas marked for DFs, IL Rupees and WIC/F:

(I) Entry/exit check at main gate

(ii) Loading and unloading dock

(iii) Waiting area for trucks/vans

(iv) Covered dry storage space for diluents, syringes, cold boxes

(v) Packaging area

(vi) Quarantine space

(vii) Office space having computers, internet connections and data logger system

(viii) Backup electricity space (for generators/batteries)

(ix) Waste material dumping yard which should be cleaned regularly

8.2 Space Requirement and Identification of Specific Application Areas

The total space requirement of a cold store largely depends upon the requirement of vaccine for immunization to cover the target population in the prescribed geographical region. However some extra cold storage space is also required to accommodate other specific drugs which require being stored in cold temperature. On the basis of above parameters the number of WIC/F, DFs and ILR, office space requirement, loading/unloading space required etc can be approximated.

Capacity assessment of WIC/WIF, ILR & DFs

As per WHO standard, 42% of volume capacity of WIC and WIF is net vaccine storage volume. For large DFs & ILR, net vaccine storage volume is 54% of total capacity of DF/ILR. For small DF/ILR, net vaccine storage volume is 45% of the total capacity of small DF/ILR. However, net storage volume for DFs & ILR can vary from manufacturer to manufacturer.

Following table showing population coverage by each cold chain equipment:

Particular	Cold Chain Equipment							
	WIC		WIF		ILR	ILR	Deep Freezer	Deep Freezer
	16.5 m^3	32 m^3	16.5 m^3	32 m^3	(Large)	(Small)	(Large)	(Small)
Total Population covered /equipment (assuming CBR 0.03) in	**13.34**	**25.67**	**33.42**	**64.81**	**0.30**	**0.24**	**1.54**	**1.04**

Note**: **Source data is taken from 'Rapid Cold Chain Assessment July 2008' prepared by UNICEF.

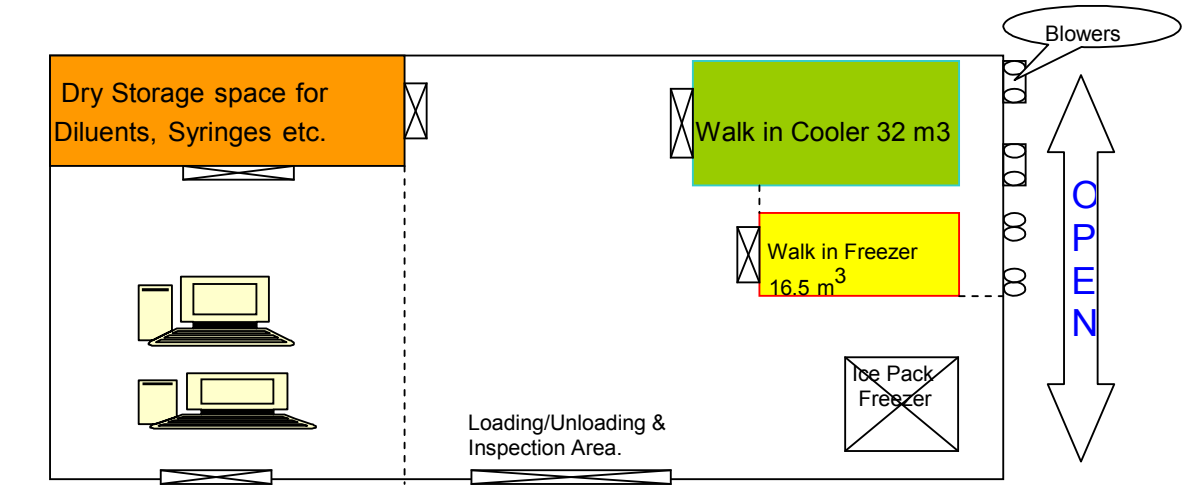
The total no. of equipment require can be estimated and accordingly space requirement can be calculated. Additional operating space in front of the door of WIC & WIF is required for loading and unloading of material as well as for DFs/ IL Rupees.

8.3 Equipment Location Planning

The above can be best illustrated by taking an example of a cold store covering 25 million populations. This cold storage will require one WIC of 32 m^3 and one WIF of 16.5 m^3. For future requirement as the populations grow, another 16.5 m^3 WIC will be required. ILR & DFs are generally required at district/ PHC/ CHC level since these are service points where vaccines are administered to the children (target).

The location of the space should be on the road side where trucks can come and go easily. The placement of WIC and WIF will require at least one side open space for placement of refrigeration blowers and easy ventilation of heat to the environment. However both will be placed in a covered room which should also be maintained at lower temperature with the help of

air-conditioning. The evaporator unit (which takes out heat from the WIC/WIF) should be insulated from the rest of the room since the room is air-conditioned.



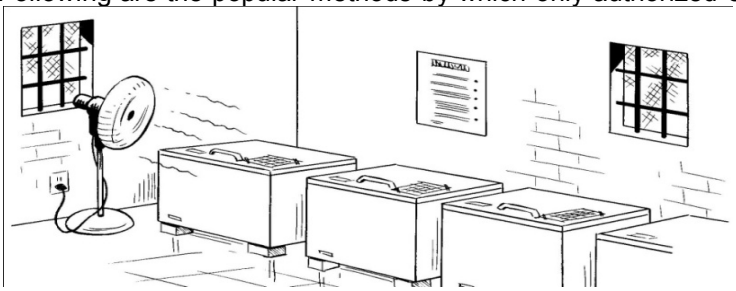
Internal/External Road

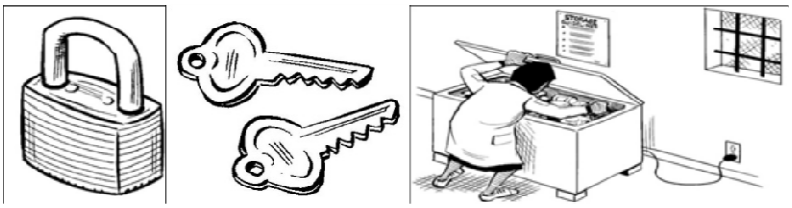
Figure- Sample of Model Cold Storage Warehouse

Main entrance, waiting area for vehicles, dumping yard etc. are not shown in above as these area will be outside of above enclosure. It is clear from above picture that many more possibilities for the placement of various application areas, for instance WIC/WIF, Dry storage space, Office space etc. can be developed depending upon the location of building for easy manoeuvrability and better logistics to maintain cold chain thus less exposure of heat to vaccines. Temperature monitoring devices i.e. Wireless data loggers and electrical switches/lightning etc should be at appropriate places. Please note that one power switch at the vehicle loading place should be installed for running refrigerator of transporting van.

8.4 Access Control Requirements

The entry to the WIC/WIF should be restricted and only authorized persons should be allowed to operate the equipment. Unauthorized entry to WIC/WIF should be avoided. This can be achieved by assigning the authority along with responsibility to person/s that is/are managing stores. Following are the popular methods by which only authorized entries can be managed:





1. Lock and key arrangement

2. Installing finger sensors at the door of WIC/WIF

3. By installing smart card devices

Out of above three methods based on the suitability/availability the system should be adopted. Alternative arrangements should also be made for the operation of WIC/WIF in the case of absence of authorized person.

8.5 Wireless Data Loggers and Application in a Warehouse

Continuous temperature monitoring is very essential to maintain cold chain. In WIC and WIF, digital monitoring and chart recorders are generally available. In some WIC/WIF, analogue monitoring of temperature is also being done simultaneously. These all monitoring methods are required but have got some limitations. A person needs to go to at WIC/WIF to check the temperature. A new method of temperature monitoring that is Wireless Temperature Monitoring is very useful in maintaining cold chain. Temperature sensors along with their transmitters are installed at appropriate place in WIC/WIF and a single receiver receives the transmitted signals (from all WIC/WIF). This receiver is connected to a computer which is having required software to convert these signals into a user readable format. This computer records the continuous reading of temperature (WIC/WIF wise) on the basis of 24hrs x 365 days. The user can also set the intervals of recordings, if desired. The recorded readings can be represented in digitized format as well as can be displayed in graphical format. Printouts of reading can also be taken from the computer. The authorized user received the alarms on his/her mobile/ landline if temperature deviates from the set limits. By this way, one can monitor the temperature remotely.

The precaution one should take that temperature sensors should be regularly calibrated as per manufacturer's guidelines.

Downloading computerized records from a data logger for vaccine transport logistics

The chances of breakdown of cold chain during the transportation of the vaccines are very high. There is need to monitor temperature during entire period of transportation of vaccines from dispatch to receipt. Data loggers can be installed at appropriate place in transporting vans to monitor the vaccine consignment temperature and later data can be downloaded to a computer to see any drifting of temperature. Data logger will record changes in temperature along with its time duration and at destination, inspecting person will have first hand information for any cold chain break.

8.6 Training

The staff of Store-3 Section of all GMSDs responsible for receipt, storage and dispatch of Vaccine / Sera and other cold chain items will be imparted training for cold chain maintenance management. The training and orientation programme will be arranged by MSO at the cold chain management training centre located in the premises of the GMSD, New Delhi.

For the purpose of conducting training programme from time to time, the MSO will arrange the guest faculty in the training centre. The training centre will have cold chain officer, cold chain technician and electricians etc.

8.6.1 Cold chain officer

The quality of Cold Chain Items depends on the proper management of ideal cold chain activity which require a proper and constant monitoring by a cold chain officer supported by a cold chain technician to ensure the effective running of cold chain equipments.

Duties of Cold Chain Officer

a) The cold chain officer will supervise all the activities of training centre, maintenance of cold chain and logistics under the administrative control of the DADG (MS), GMSD, and Delhi.

b) Cold chain officer will supervise the activities of cold chain technician and electrician who are responsible for maintenance and upkeep of all cold chain equipments and electrical systems including DG Set.

c) The cold chain officer will responsible for preparing the standard operating procedure (SOPs) and updating them from time to time to ensure implementation of good storage practices of cold chain items and their logistics in all the GMSDs.

d) The cold chain officer will be the principle assistant in arranging the training programme and make all necessary provisions for the training as well as participant.

e) The cold chain officer will control the cold chain system in all the depots by monitoring them online. He will assess the temperature record of all equipments of all the depots daily by assessing it through internet by login in the IP address of each depots and downloading the record of temperature profile maintained in case of each cold chain equipments installed in the GMSDs

f) The CCO will interact with and guide all depots staff by answering their quarries regarding cold chain stores handling and upkeep of cold chain equipments as well as cold chain logistics through telephone/e-mail/fax on day to day basis.

g) The CCO will also visit and inspect the cold chain facilities and systems of the depots and suggest their improvement for efficient cold chain management.

h) The CCO is also responsible for maintaining all necessary records for the activities of cold chain training centre and other facilities and equipments installed in the training centre.

i) The cold chain officer will also be responsible for all activities related to receipt storage, despatch and handling of cold chain items. He will also monitor and ensure prompt/timely compliance of all release order of cold chain items.

j) He will also submit the periodical returns/reports/statements regarding cold chain items to the DADG (MS).

9. Depot Administration & Functioning

There are seven Government Medical stores Depot (GMSDs) located at Chenai, Guwahati, New Delhi Karnal, Kolkata, Mumbai and Hyderabad. The jurisdiction of these seven GMSDs is given in Appendix-III which may be reallocated by the MSO .The administrative functions are as under:

9.1 Composition & Structure

(a) The Office Division

The office division will consist of the following sections

(i) Pay and Establishment Section.

(ii) Purchase Section.

(b) Store Division

(c) Quality Control Laboratory

(d) Accounts Division

9.1.1. Office Division

The Depot Manager / Asstt. Depot Manager/Depot Superintendent will supervise the work of the sections of the Office Division.

(a) Pay and Establishment section will be headed by a Superintendent and Purchase Section will also be headed by a Superintendent.

(b) The Dairy and dispatch of all the communications pertaining to the Depot will be handled by the Pay and Establishment Section.

(c) Pay and Establishment Section will deal with the Pay & Establishment matters relating to the employees of the Government Medical Store Depot. It will also deal with all such subjects that are not specifically allotted, to any other section.

(d) Purchase Section will be responsible for issue of rate enquiries, tabulation of comparative statements of rates, preparation of purchase proposals & supply orders for the local /central purchase of stores & services. The correspondence arising out of these functions and the coordination work relating to reports and returns required to be submitted to the Directorate General of Health Services. . Therefore The Depot Superintendent supervising purchase section should preferably be a qualified and competent person to check the nomenclature, specifications, packing, shelf life etc.

(e) The Proforma for Notice Inviting Tender **(MSD-0901)**, Local Purchase Proposal **(MSD-0902)**, Bid / Rate Enquiry Register **(MSD-0903)**, Bid / Rate Enquiry Opening Register **(MSD-0904)**, Supply Order For Medical Stores **(MSD-0905)** and Work Order For Transportation **(MSD-0906)** are given in "Forms, Formats, Tables and Templates" Section.

9.1.2 Role and Responsibility

a) The Asstt. Depot Manager/Superintendent will be the principal assistant to the Head of Government Medical Store Depot on the administrative matters. He will attend to all important drafting and correspondence.

b) The Asstt. Depot Manager/Superintendent will also keep a watch on the disposal of important letters and also on submission of various reports and returns to the Directorate General of Health Services and other authorities on due date. He will also coordinate and see that all audit objections are replied to promptly. The Asstt. Depot Manager/ Superintendent will keep a note in his personal note book or desk calendar of important receipts requiring prompt action or on which action is required to be completed by a specified date with a view to keeping watch on progress of action

c) The incoming post will be opened in the office of the DADG (MS) and stamped with the date seal of the DADG (MS) who will initial the contents and pass them on to the DM/ ADM / Superintendent. As soon as the post is received by the Superintendent he will go through the same and note for necessary action, any order of the DADG (MS) made therein and mark the papers to the various sections. All the letters /communications including indents will be passed on to the concerned clerk in the Pay and Establishment Section., for registration in the inward register as per office procedure.

d) The letters /communications including indents will thereafter be sent to the Sections concerned, in the distribution register of inward letter, while marking post particular attention of clerks and Section Superintendents will be drawn by the Asstt. Depot Manager/ Superintendent to the papers requiring immediate action. The Fax/e-mail correspondence from the Directorate General of Health Services will be given priority over other ordinary correspondence. The communications received from the Directorate General of Health Services asking for information required to be supplied to the Members of Parliament or similar VIPs will be replied to by the Medical Store Depots within three days of the receipt of the communications from the Directorate General of Health Services. It will be the personal responsibility of the Head of Depot to see that reply to such communications is sent to the Directorate General of Health Services within the prescribed time limit. For this purpose he will personally maintain a diary.

e) Indents will be passed on to the Superintendent In charges of Store-1 Section his attention will be drawn to urgent indents

f) The registration clerk will give to each letter or document he receives a serial number in the inward register. He will mark the same number on the letter or the document itself.

g) All important letters, other than those drafted by the Head of Depot himself will be drafted by the Depot Manager /Asstt. Depot Manager /Depot Superintendent who will also approve of and attest by his initials all other letters before submission to the Head of Depot for approval. Replies to routine letters will be drafted by the clerks or the Superintendents of the Sections concerned. The number of enclosures, if any, will invariably be shown in the margin of drafts and copied ‘fairs’ and the letter dispatcher will be responsible that the number of copies stated are despatched.

h) Depot Superintendents or Clerks of Sections on receiving posts which concern them will record the hour and date of receipt in the distribution register of the Registration Clerk. They will then take such action as the communication require and will either put up a note for Head of Depot or a draft reply through the Assistant Depot Manager In charge of the section and the Depot Manager. Replies to routine communications will issue at the level of Assistant Depot manager In charge of the concerned section

9.1.3 Record Keeping & File Management

A. Opening and Numbering of New Files.

All communications received in a Section will be brought on the current file, if it relates to a subject on whom a file already exists. Where there is no current file on the subject new file will be opened for initiating action on the receipt. Pay and Establishment Section, Purchase Section and other Sections who deal with the correspondence will maintain an approved list of main subjects known as 'standard heads' bearing a consecutive serial numbers. The list will be scrutinized and brought up to date at the beginning of every calendar year. As far as possible same 'Standard Heads' will be allotted to the subject year after year. A new head may be added to the list with the approval of the Assistant Depot Manager concerned during the course of the year, if found necessary.

When it is necessary to open a new file the dealing hand will first ascertain the 'Standard head' under which it should be opened. He will then prepare a suitable title and allot it a serial number under the 'Standard head' after consulting the file register form for which is given **MSD-0907**

The number given to the file will consist of

(a) The number allotted to the Standard head

(b) The serial number of the file under the Standard head

(c) The year in which opened and (d) the initials or letters used for identifying the Section. Thus files opened in the Pay and Establishment Section of the Depot during the year 2010 under the Standard head 8 will be numbered 8-1/2010-P & E and so on.

B. File Movement Register

All movements of a file will be entered in the File Movement Register. All files for the purpose will be routed through the clerk In charge of the Register who will record each movement in the chronological order one below the other in the appropriate columns of the register.

All drafts replies will be approval by the DADG (MS) or the Depot Manager/Assistant Depot Manger. After approval of signing authority, the Superintendent In charge of a Section will get it typed by staff provided in their section from computer.

C. Dispatch Register.

1. Dispatcher will enter all communications intended for issue in the Dispatch Register

2. The fax will be entered in the dispatch register and the time of dispatch noted against each entry below serial number. Simultaneously the serial number allotted to a telegram in the Dispatch Register will be noted at a convenient place on the receipt portion of the fax to facilitate the tracing of the relevant receipt, if necessary. In case of communication sent by speed /registered post, acknowledgement due, the number and date of the communication will be written on the 'acknowledgement card' so that the card when received can be sent to the Section concerned for being kept on the relevant file.

3. The letter Dispatch will also mark the serial number in the Dispatch Register on the fair as well as office copy of the communication to be issued.

4. The Dispatcher will weigh the outgoing envelopes and packets and affix the minimum number of stamps of appropriate denomination to make up the required value. The number of stamps to be affixed will be redirected to the minimum by using stamps of the appropriate higher denomination. The value of the stamps will be entered by the Dispatcher in column 4 of the Dispatch Register

5. The expenditure incurred each day on service postage stamps will be totalled up at the end of the day by the Dispatcher who will record the daily total in the Dispatch Register and the service postage stamp Account Register.

6. The Superintendent In charge of Pay and Establishment Section will obtain his requirements of service postage stamps from the cashier against requisition to be made as per office procedure. The stamps actually issued by the cashier will be detailed by him on the reverse of the form and acknowledged by the Superintendent.

7. The dispatcher will maintain an account of the service postage stamps received and expended, in the register as per office procedure. Stamps received from the cashier will be brought on to this register as soon as these are received. The total value of service postage stamps expended every day will be brought on to this register and the balance struck every day. The Superintendent In charge of the Section will check the entries made in the register every day and append his dated signatures in token to his having done so.

8. The Superintendent In charge of the Pay and Establishment Section will made surprise checks; of any envelope ready for dispatch by post and verify that not only the stamps affixed thereon tally with the entries in the Dispatch Register, but that the required value has been secured by using the minimum number of stamps of appropriate higher denominations. He will also ensure that minimum possible number of stamps is affixed and sufficient stocks of service postage stamps of higher denominations are always kept in hand by the Dispatcher for this purpose.

D. Assistant Dairy

1. Each dealing hand in the Office Division as well as other sections of the Depot will enter all the receipts received by him in the Diary for assistants.

2. Before entering receipts in the Diary the dealing hand will indicate the date across the page. On the last working day of the Month each dealing hand will prepare monthly abstract in the following form in the Assistant Diary:

a) Number of receipts brought forward from the previous week.

b) Number of receipts received during the week.

c) Number of receipts dealt with during the week.

d) Number of receipts over seven days.

E. Monthly Arrear Statement.

1. All Depot Superintendents In charge of the Sections will prepare a monthly arrear statement with a view to give a statistical picture of the number of inwards communications received and dealt with by each dealing hand during a week. The statement will be prepared on the last working day of every week in Govt. Office procedure. The Section Depot Superintendent will initiate action by completing columns 1, 2 and 3 of the form. The remaining columns of the form and the annexure thereto will be completed by the dealing clerks/hands from the monthly abstract of the Assistant Diary. The arrear statement will be submitted to the Assistant Depot Manager In charge of the Section or the Accounts Officer (in case of Accounts Section) on the morning of the first working day of the following week. The Assistant Depot Manager In charge of the Section or Accounts Officer will scrutinize the monthly arrear statement and give his remarks where necessary and submit the same to the Depot Manager or the DADG (MS) in case of Accounts Section.

2. In case of Office Division the monthly arrear statement will be prepared by the Depot Superintendents In charge of Pay and Establishment and purchase Section and submit to the Head of Depot through the Depot Manager.

3. All sections of the Depot will supply a copy of the monthly arrear statement to the Asstt. Depot Manager/Depot Superintendent who will prepare a consolidated statement and submit the same to the Head of Depot with a view to give him overall picture of arrears position in the Depot.

F. Monthly Statement of Cases Pending Disposal.

1. Depot Superintendents In charge of the Sections in the Depot will also prepare a monthly statement of cases pending disposal for over a month with a view to bring to the notice of the higher officers cases pending disposal for over a month and the reasons therefore. The statement will be prepared in the form given in **MSD-0908** and will show particulars of all live cases pending disposal for over a month in each Section on the last day of each calendar month.

2. Action will be initiated by the dealing clerks/hands by completing columns 1, 2, 4 and 5 of the Statement with the help of the File Movement Register. The cases will be entered in the Statement in order of the date of their commencement, the oldest being on the top. The statement will be brought up to date every month by making additional entries at the end and scoring out neatly entries of cases which have since been finally disposed of. The statement will not be recopied until it is found necessary to do so.

3. The statement will be submitted by the Depot Superintendent In charge of the Section to the Assistant Depot Manager by the 3rd of every month with

a covering note after completing column 6 thereof. The Assistant Depot Manager will give his remarks in column 6 of the statement where necessary, and submit the same to the Depot Manager by the 5th of every month. The Depot Manager will submit the same, along with his remarks in column 6, where necessary to the Head of Depot. Similarly in case of Accounts Section the statement will be prepared by the Superintendent In charge of Accounts Section and submitted to the Accounts Officer by 3rd of every month and the Accounts Officer will submit the same to the Head of Depot by the 5th of every month.

G. Suspense and Reminder Diary

1. Superintendents In Charge of the Sections will, on receipt of the office copy of the correspondence which has emanated from their Sections, put up the cases to the Depot Manager (in case of Store-1Section)/Assistant Depot Manger (in case of other stores sections)/Accounts Officer as the case may be for instructions for the further follow up of the case. The Depot Manager, Assistant Depot Manager, Accounts Officer, as the case may be will give the remarks on the cases to the following effect.

   a) B/F on. (The term B/F will mean bring forward).

   b) Issue reminder on ……...

   c) File (this will be recorded on cases which do not need any follow up)

2. The papers will then be handed back to the Depot Superintendent in-charge of the Section who will cause them to be entered in a dated Diary all cases which have to be followed up on a particular day will be entered on the page allotted to this date. Against each case recorded in the diary initials of the dealing clerk/hand will be marked. The diary will be examined by the Depot Superintendent In charge of the Section and all the dealing clerks/ hands every morning to attend to the case due for action for that day. The entries in the suspense and reminder diary will stand cleared only after necessary action has been taken. The Depot Superintendent In charge will be personally responsible for attending to cases entered in the suspense and Reminder Diary.

H. Custody of Files.

(1) Recorded files will be kept serially arranged in the Sections concerned and will be reviewed at least once in three calendar years for weeding out as per the as Govt. prescribed procedures.

(2) Wherever E-governance is in operation at the end of each month all related hard copies have to be bound and kept on record to avoid any eventualities of deleting from the hard disc

I. Review and Weeding of Files.

As per office procedure

J. Preservation of Records and Register Maintained in the Depot.

1. The destructions of records (including correspondence) connected with the accounts will be governed by the instructions contained in the General Financial Rules.
2. The list specifying the period for which the various registers and records prescribed in the manual should be preserved is given **MSD-0909**

3. Retention schedule for different category of files is given in **MSD-0910**

K. Processing of Indents in Purchase Section.

1. The purchase section will be responsible for enrolment of indenters as per procedure given in the Manual.

2. All indents will be received in the Purchase Section and will be scrutinized by the Purchase Section.

3. The purchase section will forward the copy of the indents found correct in all respect to the concerned stocking section (Stores 1 Section) for further compliance (compilation of demands/Issue and Dispatch/ Delivery of items).

4. The purchase section will also process the procurement against the indents/demands as per procedure given in the manual .

5. The indenters will submit their Annual/supplementary indents online through MSO website application as per notified schedule for submission of indents. The indenters will also take 2 print outs/ hard copies of their indents submitted online.

6. Both the hard copies of the indents already submitted online will be sent by the indenters to the Administrative Medical Officer of the Institute / District, who will be the demand sanctioning authority for sanctioning the demand covered by the indent. The Administrative Medical Officer of the Institute / District will approve/sanction the demands for the Civil Medical Annual/supplementary Indents and sign on each page.

7. The Administrative Medical Officer of the Institute / District will also sign the civil medical annual/supplementary Proprietary Article Certificate cum Budget Declaration Form , the proforma of which is given in **MSD-0911** and submit to the concerned Medical Store Depot along with the hard copies of the indent.

8. The indents will also be submitted through online by the indenters as per details given in the terms for enrolment of indenters on medical store depot and instructions for filling up of the application **(MSD-1101)**

9. The following instructions will be followed by the indenters while preparing indents:

    a) Only those items will be included in the indent which appears in the Vocabulary of Medical Stores (VMS).

    b) The VMS number and Nomenclature will be specified correctly as given in the Vocabulary of Medical Stores.

    c) The demands will be placed in terms of Accounting Unit or multiples thereof for each item.

d) In case of Non Government institutions authorized to draw supplies only on pre-payment system, all indents will be accompanied with cheques/Demand drafts covering the estimated cost of supplies plus 10% for transport charges.

L. Indent registration and scrutiny by Purchase Section.

1. Annual and supplementary indents will be registered in the indent register, the proforma which is given in **MSD-0912**. The indents will be serially numbered and allot the "Indent ID number" in the order in which they are entered in the register.

2. The indents will thereafter be scrutinized to ensure that the indent is from the enrolled indenter.

3. That the indent is signed by the indenting authority and countersigned by the concerned Administrative authority and accompanied by Proprietary Article Certificate cum Budget Declaration Form duly signed and counter signed by the competent sanctioning authority.

4. The indent is not a conditional indent.

5. The indents of the indenters having outstanding dues more than one year old (except those who are under administrative control of Ministry of Health and for indenters where the relaxation is given by the MOHFW) shall not be entertained. However this clause shall not be applicable in case of emergency procurement.

6. And the requisite number of copies of the indent supplied and that the indents from the Non-Government indenters are accompanied by cheques / Demand Drafts.

7. In case the indent does not pertain to any indenter who has not been enrolled with the Medical Store Depot the indent will be returned to the indenter with the advice that he may get himself enrolled.

8. In case of other defaults mentioned in Para above, the indents will be returned and the indenters will be asked to comply with the requirement before compliance of the indents. The reasons for returning the indents will be recorded in the Indent Registers maintained in **MSD-0912**.

9. All the indents, Annual as well as supplementary found in order will be passed on to the Store-1 Section by the Purchase Section for further processing.

9.2 Store Division

9.2.1 Composition & Structure

Stores Division of the Depot which will comprise of the following sections:

Section	Function

Stores 1	Receipt, inspection, Stocking, Issue & Dispatch / Delivery of Drugs, Packing Materials, Instruments, Sundries items.
Stores 2	Receipt, Stocking, Issue& Dispatch / Delivery of Non Cold Chain National & International Programme stores.
Stores 3	Receipt, Stocking, Issue& Dispatch / Delivery of Cold Chain National & International Programme stores.

The activities of Store 1, 2 &3 dealing with medical stores will be handled and supervised by qualified and competent persons as per the provisions of the Drugs and Cosmetics Act and Rules made there under.

9.2.2 Role & Responsibilities of Depot Officials

A. Duties of Depot Manager

Depot Manager will be the Officer in overall charge of the Stores Division of the Depot. He will be responsible for high degree of efficiency in the working of Stores Division. Depot Manager will supervise and coordinate the activities of all the Store Sections through the Assistant Depot Managers. The Depot Manager will inspect all Store Sections daily to spot check their day to day working. He will render necessary guidance and advice to all the subordinates in attending to their job efficiently and report to the DADG (MS), problems which require attention at higher level. He will also report to the DADG (MS) all cases of negligence, delinquency and defalcation, naming the person/persons responsible. He will perform the following functions in different Store Sections:

a) He will check all receipts and ensure that these are marked to the dealing Assistants. He will select such receipts which should be seen by the DADG (MS) at the receipt stage and send them to him. All communications, which involve matters of policy, procedure, development, planning, financial implications and complaints, will fall in this class.

b) He will ensure that all papers which require immediate attention in the section are promptly attended to by the ADM concerned.

c) He will finally approve of and sign all correspondence except that all case involving matters of policy, procedure, development, planning, financial liabilities and complaints will be submitted to the DADG (MS). In all correspondence emanating from the section he will ensure that the replies conform to the provisions of official regulations and procedure and are couched in a proper and temperate language. While the primary responsibility with regard to the correctness of the facts and figures in any paper emanating from the section will rest with the dealing hands and the Section Superintendent, the Depot Manager will generally exercise a percentage check in all cases and complete check when in doubt.

d) He will give filing order on cases, which do not require any further action and ensure that no receipts are filed away by the dealing hands without his approval. He will also ensure that all cases in the intermediate stages are regularly pursued till satisfaction is obtained and not closed prematurely.

e) He will keep strict watch that all returns due to be submitted are promptly sent and are correctly complied.

f) He will examine, approve and sign the following instruments relating to Stores in the depot;

- Adjustment vouchers and transfer vouchers which do not involve new liabilities, nominal Deposit vouchers and repairing vouchers.
- Issue vouchers for samples sent for test to outside agencies.
- Expense vouchers for samples expended in test for actual quantities consumed as intimated by the Testing Agencies.
- He will also be authorised to sign all instruments which the Assistant Depot Managers are allowed to sign.
- Sale Account.

B. Duties of Assistant Depot Manager.

Each Assistant Depot Manager will be assigned certain specified Store Sections. He will directly supervise all activities in the Store Sections assigned to him and will be responsible Section Officer for the efficient working of each store section / unit as a whole. He will visit the Store Sections assigned to him frequently, render guidance and advice to the subordinates and attend to their problems on the spot. The Assistant Depot Manager will also perform the following functions:

1. He will go through all the receipts meant for sections placed under him and mark them to the dealing hands. He will select such receipts which should be seen by the higher officers at the receipt stage and indicate the designation of the officers to whom these should be submitted for perusal. All communication which may involve matters of Policy, procedure, development, Planning, Financial liability and complaints will fall in this category.

2. He will ensure that all papers which require immediate attention are promptly attended to by the dealing hands.

3. He will finally approve of and sign all correspondence of routine nature emanating from the sections under his charge. Important papers will be submitted by him to the Depot Manager and or to DADG (MS) exercising his judgment as to the level at which a particular case needs attention depending upon the importance of the subject matter.

4. In all correspondence emanating from the sections assigned to him he will ensure that the replies conform to the provisions of the official regulations and procedure and are couched in a proper and temperate language. While the primary responsibility with regard to the correctness of the facts and figures in any paper emanating from any section will rest with the dealing hands and the Depot Superintendent, & the Assistant Depot Manager will generally exercise a percentage check in all cases and a complete check, when in doubt.

5. He will give filing orders on cases, which do not require any further action and will ensure that no receipts are filed by the dealing hands without his approval. He will also ensure that all cases in the intermediate stages are regularly pursued till the action is complete and are not closed prematurely.

6. He will ensure that all the returns due from the sections placed under him are correctly compiled and promptly sent.

7. He will examine, approve and sign the following instruments relating to stores emanating from the Sections placed under him.

   a. Issue vouchers except loss and nominal voucher, adjustment vouchers, transfer vouchers, expense vouchers and loss statements.
   b. Civil Credit notes

   c. Gate passes.

   d. Receipt Vouchers.

   e. Railway and postal receipts Bills of landing and other instruments covering dispatch of stores addressed to the depot.

   f. Out-turn reports.

   g. Duty slips for hired transport.

   h. Inspection notes.

   i. Clearing Agent Challan.

8. The following matters will receive the personal attention of the Depot Manager in Store 1 Section and of the Assistant Depot Managers in Sections other than Store 1 Section.

   a) To ensure that the stores delivered by the Receipt Section are immediately brought on charge in the bin cards and immediate updating in the computer. Section In charge / Superintendent is responsible for updating the data in computers which will help the MSO to monitor the stocks.

   b) To ensure that the stocks are neatly arranged with proper indication on VMS number and nomenclatures prominently displayed preferably on an electronic placard for each item kept along with the stock.

   c) To ensure further that in the case of all drugs and other expendable articles where the stock comprises various batches in any single item, the different batches are not inter-mixed but lie separately on the shelves with a little space intervening two respective batches and the for every lot a distinctive electronic placard showing the following particulars is displaced:

      - VMS number.
      - Nomenclature.
      - Batch number or lot number.
      - Date of manufacture.
      - Date of expiry

   d) To ensure that the stocks are well maintained under the best Storage conditions in the depot to prevent Deterioration.

e) To particularly ensure that in Stocking Section all the instruments and appliances having metal parts, liable to corrosion are treated planned programme of which a record will be kept for inspection.

f) To particularly ensure in Stocking Section that the rubber articles are periodically manipulated and massaged to avoid deterioration in storage, a record being kept of such operations for inspection.

g) To ensure that the stocks as a rule are issued in the Chronological order of receipts i.e. the lot received earlier is issued out completely, before the issues are started from the lot received next.

h) To particularly ensure that in case of fixed life items the lots having earlier dates of manufacture or expiry are issued earlier than those having later dates of manufacture or expiry.

i) To investigate the discrepancies reported in the stocks.

j) To ensure that all stock losses due to shortages, leakages, breakages, deterioration etc. are immediately entered in the Register of losses and a report submitted to the Competent financial authority as per rules.

k) To investigate losses and take such other action relating thereto as required in the departmental regulation or any other standing orders.

l) To ensure proper maintenance of the various registers and to examine them at frequent intervals in any case not less than once in a month, to furnish a certificate to this effect to the DADG (MS). A record of such inspections will be kept on the first page of the register.

m) The procurement action shall be initiated against confirmed demands received through online from indenters.

n) Notwithstanding the above provision of procurement on confirmed indent sometimes stock of medicines keep on piling due to return of stores /cancellation of demand/reduction of demand at a later stage.. ADM & Depot Superintendent of the section are responsible to keep strict vigil on the stock levels of articles with prescribed life periods and to bring to the notice of the DADG (MS) all such cases where the stocks are considered excessive with definite proposals for the liquidation of surplus quantities. As far as the perishable items with prescribed life periods are concerned, the control registers to be complied and examined at regular intervals.

o) To ensure correct preparation of surplus statements in respect all such which have been found surplus in spite of all efforts made for liquidation ,and bringing to the notice of higher authorities for writing off in case of expiry and subsequent disposal their of as per rule.

C. Duties of the Pharmacist/ Stock Holders:

Depot Superintendent , Pharmacist and Clerks of the Stocking Sections will be responsible for the safety, correct level and good condition of the Stocks. They will

bring it to the notice of the Assistant Depot Manager/Depot Manager at once when the Stocks accumulate beyond their needs. They will also examine all stores received in their sections and bring it to the notice of the Assistant Depot Manager in charge when any stores are not in a good condition or short or excessive in weight or quantity before they are brought on their record.

They will also at once bring to the notice of the Assistant Depot Manager/ Depot Manager any stores that might have deteriorated or become obsolete.

They will also be cognizant raising or falling expenditure in particular items and note unusual or abnormal demands not likely to be repeated and take these factors into consideration in submitting or scrutinizing their requirements/demands.

9.2.3 Stock Handling

A. Bin Card:

Bin card shall continue to be maintained until fully automation is in operation. Till that time the stock shall be maintained in form **MSD-0913** in the computer. Two updated hard copies are to be kept separately, one as bin card and another as backup copy.

1. Except unserviceable stores, Dead Stock items, stationery and forms, plant and Machinery and obsolete items; all stocks in the Medical Store Depot will be accounted for in the Bin Cards. The bin cards will be maintained by the Stocking Sections in the form **MSD-0913**. The updated soft copy of bin cards will also be maintained by the stock holders in their computers.

2. There will be a bin card for every item of the VMS irrespective of the fact whether there is any stock or not for any item. Bin cards will also be maintained by Stocking Sections for NIV items. If more than one bin card is used during a financial year for any particular item of VMS another bin card will be started by giving a counter number on the old bin card.

3. However if for a particular item some quantity of expired, unserviceable/ substandard/not issuable quantity etc. are also lying in the depot, these stores will be kept in a separate bin from the bin of issuable quantities and a separate bin card (preferably red coloured bin cards) will be maintained for it. At these bin/stocks a prominent red placard showing its particulars will be kept over it for easy identification/demarcation.

B. Bin Card Register:

1. The blank bin cards stationery will be stocked in the office division of the depot. Each blank bin card will be machine numbered and entered in the Register of Bin Cards kept in the Section holding the stock of bin cards in **MSD-0914**. However the suitable modification can be made on introduction of various IT tools.

2. As and when blank bin cards will be issued to the Stores Section by the Section holding the stock; of bin cards, necessary entry will be made in the register of bin cards maintained by the Section holding the stock of the bin cards. The register of blank bin cards will *interalia* indicates the VMS number to which a particular card is assigned. It will also indicate the name of the Store Section to whom it is issued.

3. The drawing store sections will also maintain a register showing the utilization of the bin cards in the form **MSD-0915**

4. The register maintained by the Store Sections would inter-alia indicate the date on which the use of the new bin card is started, the bin card number and the VMS number. Each entry in the register will be initialled by the Depot Superintendent and signed by the Assistant Depot Manager/Depot Manager.

5. The Store Section will draw the bin cards only as and when required and they will not keep any blank bin card with them at all.

C. Maintenance of BIN Card:

1. The bin cards will be maintained by the Pharmacist under the supervision of Depot Superintendent. The bin card on the top left hand side will show the following particulars:
   a) VMS.
   b) Nomenclature.
   c) Accounting Unit.
   d) Classification.

   The bin cards when brought to use will also be signed by the Superintendent In Charge of the Store Section concerned.

2. On the bin cards will be posted daily all issues (made from the Store Section) and all receipts of stores into the Section. The bin card will also indicate the running stock in hand. The Section Superintendent will be responsible to ensure that the actual stock in hand tallies with the balance of the stock indicated on the bin cards. The bin card will be closed monthly to show the opening balance, closing balance, total receipts and total issue during the month. These entries will be made in Red ink. Section Superintendent of the Stock Section will check 10% of issue entries made in the bin cards against demands entered in the indents every working day to ensure correct posting of bin cards. A monthly report about the checking will be sent by the Section Superintendent of the Stocking Sections to the Depot Manager by the 5^{th} working day of the following month to which the report pertains. The Depot Manager will submit the report to the DADG (MS).

3. Whenever any National Programme item is stored, in addition to the other normal entries, the name of the National Programme will be indicated on the bin card. A separate register of the bin cards relating to NIV items will be maintained by each stocking section Superintendent in the form **MSD-0915**. Whenever an item is received which does not conform to the vocabulary specifications and has to be taken over as NIV items, it will be personally examined by the Assistant Depot Manager In charge of the Section concerned before it is taken over as NIV item. He will also attest the receipt in the NIV bin card with his initials.

4. The following series will be adopted in the various stocking sections for NIV items:

   a) Stores 1: NIV (1)

b) Stores 2: NIV (2)

c) Stores 3: NIV (3)

5. As and when the amendments to the VMS may be issued, the section superintendent of the Stocking Sections will ensure that the new bin cards are opened wherever necessary.

D. Preservation of Bin Cards

1) No bin card will be destroyed under any circumstances within five years after closure.

2) After three months of the close of the year, all bin cards of the previous year including those for NIV items will be handed over for safe custody by the Stocking Sections to the Accounts Officer under proper attestation after preparing an inventory. A copy of the inventory will be given to the Depot Superintendent and the Accounts Officer. One copy of the inventory will be retained by the Store Superintendent concerned. These inventories will be carefully preserved and when the incumbents of the posts of Depot Superintendent, Accounts Officer and or the Depot Superintendents In charge change, these inventories will be handed over to the new incumbents.

3) The Accounts Officer will keep under lock and key all the bin cards handed over to him. If at any time a bin card for the previous years is required by any Store Section for references, it will be issued by the Accounts Officer against a requisition signed by the concerned Assistant Depot Manager. The return of such bin cards will be watched by the Accounts Officer. Bin cards to the Audit Party will be sent, as and when required by them, under authorization of the Head of the Audit Party.

4) After 5 years of close of the bin card, the same will be weeded out as per the rules and guidelines prevailing at that time.

E. Verification of stocks:

The Store Superintendent will personally undertake verifications of stocks of selected items, in the Stocking Sections under their charge and bring to the notice of the DADG (MS), the result of such verifications on **MSD-0916**.

A register in the form **MSD-0917** will be maintained by the In- charge of the Stocking Sections to show the receipts and issues in respect of each cold-chain items whether in the Depot or godown.

F. Handing Over Charge of Stock:

Whenever the charge of stocks is made over by one person to another within a depot a 'Handing over' and 'Taking Over' certificate will invariably be prepared and signed by both parties concerned, and all such certificates will be filed and carefully preserved by the Depot Manager, who will himself ensure that the Pharmacist/Stock holder assuming charge has satisfied himself that the stocks he is taking over are correct and will report accordingly to the DADG (MS) one extra copy of the charge handing over and taking over report/certificate will be prepared by all the concerned officials whenever they are posted at a different table and submit it to the Superintendent Pay and Establishment Section of the Office Division for record and

reference. The absence of the Depot Manager, however, will not absolve the person taking over charge, of the correctness of the stores he has signed for.

G. Intra depot Transactions

In all Intra-Depot Transactions between Sections, Stores will be handed over on Intra Depot Transfer Voucher, the proforma of which is given in **MSD-0918.**

The person who hands over the stores will prepare in duplicate the list of items in the store at the time of handing over in form **MSD-0918**. Then both the officials by whom stores is being handed over and taken over will sign both the original and duplicate of form **MSD-0918** in original ink. The original copy of Intra Depot Transfer Voucher will be retained by the former and, the duplicate will be kept for record by the latter.

No person taking over will sign for the contents of any packages or parcels. Which will be entered on **MSD-0918** with the contents shown against them in brackets thus: One parcel (6 pair scissors) and it will be understood that the person taking over is signing for the parcel only and not for the contents. If any person signs for the contents of a parcel, which have been declared in the form otherwise than in brackets as above, will render him liable for the stated contents of the parcel as if the said parcels has been opened and checked by him.

When stores are passed from the one Section to another Section the provision regarding contents of packages will not apply. In this case all stores will be fully described and the person taking over or signing will be responsible that these are correct in every particular as described.

9.2.4 Store1- Stocking, Issue & Dispatch / Delivery of Drug items to Indenters against their indents.

A. Roles & Responsibilities (stocking)

1. The Store1 Section will have convenient number of tables for the purpose of dealing with different drugs stocked in the Section. Each table will be manned by a Pharmacist who will be assisted by suitable number of Multi Tasking staff (MTS). The Superintendent In charge will exercise general supervision over the section.

2. Drugs listed in Schedule X of Drugs and cosmetic Acts and Rules framed their under, and other valuable drugs will be kept under lock and key separately with special precautions.

3. One table in a separate room or partitioned off from the other, will be devoted entirely to poisons, and no drugs other than recognized poisons will be dealt with at that table and no drugs which are recognized poisons will be dealt with by any other table. Every container issued from that table will bear a red label and marked 'Poison' and the Pharmacist In charge of it will not handle white labels under any circumstances.

4. Drugs will be issued by accounting units specified in the VMS list.

5. When the Drug items are brought on change in the bin cards, the name of the manufacturer, batch number, date of manufacture, date of expiry will invariably be shown and section in charge is responsible for updating the data in computers.

6. Drug items requiring cold storage will be stored in the cold storage room and will be placed in- charge of Pharmacist who will be responsible for their proper storage. The temperature of cool/cold storage rooms and walk-in-freezers will be monitored round the clock by installing sufficient number of sensors at appropriate locations and recording the temperature charts with the help of an-appropriate software/computer programme which also has provision of alerts systems in case temperature variation from the specified range. Ideally the data logger system should be installed and made operational. In case the computerized temperature monitoring and alerts system is not installed in the depot, the Pharmacist In charge of cool/cold rooms will record the temperature prevailing in the room once on a working day in a register of cold storage temperature and submit the same to the Depot Superintendent In charge of the concerned Store Section for perusal and signature.

7. Each Pharmacist- In charge of a table/counter will exhibit a list of items stored by him with the prescribed conditions of storage and the life of the items duly approved and attested by the Depot Manager. It will be kept up-to-date. All changes in the list will also be duly attested by the Depot Manager.

8. In case of drugs and expendable articles where the stock may comprise various batches in any single item, the different batches will not be inter-mixed. These will be kept separately on the shelves with space intervening in different batches. A distinctive placard showing the following particulars will be displayed for every lot:

   a. VMS Number.
   b. Nomenclature.
   c. Batch number and lot number.
   d. Date of manufacture, if any.
   e. Date of expiry, if any.

9. In the matter of stable/life items, the batches, which are manufactured earlier and have earlier date of expiry, will be issued first than those, which have later date of manufacture/expiry. On exhaustion of stock of a particular batch, a red line will be drawn across the bin card and the particulars of batch, such as date of manufacture/expiry will be indicated before any new batch is taken up for issue. This procedure will specifically be applicable in case of items that fall under schedule C & C1 of the Drugs & Cosmetics Act and rules made their under in other cases where the date of expiry is also required to be shown.

B. Processing of Indents in Stocking Section

(i) Preparation of issue voucher and issue of stores by stock holders

1. The indents found in order by the Purchase Section and passed on to Stores 1 Section, for compliance, will be compiled and demand book so framed will be sent to Purchase Section after approval of the DADG (MS) for further procurement action as explained in the Chapter regarding Procurement of Medical Stores.

2. Whenever possible/required, this work may be done through MSO computerization software available on MSO website for online processing of the indents.

3. All the annual and supplementary indents received from each indentor and found in order for compliance during a financial year will be kept by the store section in a single file / folder indicating their " Indent Id

number" allocated by purchase section on the outer cover of the file /folder .

3. All the indents found in order will be taken up for compliance and issue of stores available in stock. An issue voucher number is allotted for each consignment to be sent to the Indenter against their indents.

   For allotment of issue voucher number, the relevant entries are made by the dealing hand concerned in Issue Voucher Register maintained in store sections, a specimen of which is given in **MSD-0919**. Simultaneously the dealing hand who had made the entry in the Issue Voucher Register will note down the indent number and the Issue Voucher numbers on the cover of all the indents / Indent files.

4. Four copies of the Issue Voucher **(MSD-0938)** will be prepared by the Store1 Section / Stocking Section preferably by a computer software application. These along with Indent will be sent to the stocking table concerned for compliance / issue of stores. In case more than one stocking table is concerned with the items indicated on Issue Voucher, it will also be sent to the other concerned storing tables for compliance.

5. Indents will be taken up in the storing section for further compliance as and when items are available for issue, dispatch / delivery. The concerned Pharmacist will personally check the indent / release order before making any issue of stores. The available items will be taken out from the shelves with the help of packers / MTS and put aside; issue voucher wise, for collection by the Assembling Sub-Section of Stores 1 Section.

6. The stock holders will issue the stores in original sealed cartons of the supplier as far as possible and if any shortage / breakage reported in the original sealed cartons by the consignees, the same will be recovered from the supplier.

7. Necessary issue entry will be made by the Pharmacist concerned in the bin cards, as soon as the stores are removed from the shelves and put aside for collection by the assembling Sub-Section of Stores 1 Section.

8. The supply position report against each indent may also be generated by the MSO software application. Part / full supply of a particular item indented by the indenter is made by the Medical Store Depot and the quantity supplied will be indicated on the indent copy or Supply position record against the Indent.

9. Non-availability certificate in respect of items not available in the form given in **MSD-0921** will be sent by Stores 1 Section invariably to the indenter at the time when the very first consignment against the indent is dispatched.

(II) Assembly of stores / consignment against issue voucher

1. Stocking Section Incharge will ensure the collection of complete indent and Issue Voucher so prepared from the concerned stocking tables

and pass on the complete issue voucher copies to the Assembling Sub-Section.

2. The Checker / MTS (Multi Tasking Staff) in the Assembling Sub-Section will get the stores collected from each stock section table against the Issue Voucher. He will sign intra depot transfer voucher in token of having received the stores from the stocking section table, in advance, and hand over the same to the collection party for being given to the concerned Stocking Sections. A copy of the intra depot transfer voucher signed in token of the receipt of the stores will be retained by the checker in the Assembling Sub-Section.

3. As soon as the stores are actually received in the Assembling Sub-Section, the checker/ MTS (Multi Tasking Staff) will check up with the intra depot transfer voucher copy retained by him earlier, whether all the stores have been collected.

4. a.)The Superintendent In charge of the Assembling Sub-Section will check up the stores indicated in the copies of the intra depot transfer voucher retained by the checker, with the indent / Issue Voucher and will give summary of the stores collected on the back of the last page of the issue voucher. The summary will indicate separately the following:

(i) Number of bottles.
(ii) Number of packages.
(iii) Number of tins.
(iv) Number of drugs.

b) The details of the sundry stores and instruments will be given separately in the summary. The complete indent / Issue Voucher and copies of the intra depot transfer voucher will thereafter be passed on to the Packing Supervisor/MTS (Multi Tasking Staff)

(iii) Packing of consignment

1. The Packing Supervisor /MTS (Multi Tasking Staff) with the help of the issue voucher summary and intra depot transfer voucher copies will check up the stores in the Assembly Sub-section and collect these for packing. The stores received in original sealed cartons from the stocking section will not be opened and should be supplied as such in original sealed cartons.

2. a.)After the stores have been packed by the Packers / MTS, the packing supervisor will prepare a “Packing Note” in duplicate in the packing Note Book **(MSD-0922).** One copy of the “Packing Note” will be kept inside the packing case. ‘Packing Note’ will indicate the VMS number and the quantity of the stores.

b.)The packing note will be signed by the Packing Supervisor/MTS, in token of having packed the stores correctly as per “Packing Note”.

3. The packing supervisor /MTS (Multi Tasking Staff)will total up the stores pertaining to an issue voucher, packing box wise before the packing boxes / shippers are numbered on a register which will be used for reference purpose in case of any complaint of short supply.

4. After the packing boxes have been marked and sealed, the packing supervisor will get the full address of the indenter indicated on them by the Mark Man / MTS. He will also prepare Transport report in Transport Report Book **(MSD-0923)** and details of packing materials used which are to be charges from the indenter **(MSD0-924).** The Assistant Depot Manager of Stores 1 Section will make surprise checks on the packed boxes to ensure that the contents of the packed boxes tallies with the entries in the packing note. The packed boxes will be opened at random by the A.D.M. in the presence of the packing supervisor for the purpose.

5. The Transport Report prepared by the packing supervisor will be checked by Section superintendent and initialled with date in token of having checked. Thereafter the Transport Report Book will be passed on by the Stores 1 Section Superintendent to the Transport Clerk.

6. After the Transport Report Book is sent to the Transport Clerk, the packing supervisor / MTS will prepare the Packing list and details of Packing cases/Containers used in the consignment.

7. All the four copies of the Issue Voucher along with **MSD-0924** will be sent by the concerned dealing hand to Accounts Section for pricing.

(iv) Despatching and carrying / transportation of consignment

1. a) The store sections will prepare Gate Pass Out in **MSD-0920** and maintain dispatch / Gate Pass Out register for keeping record of the particulars of the stores dispatched in **MSD-0925**

   b) The Trans3 port Clerk will complete the Dispatch Register with the help of the Transport Report Book and will initial the Transport Report in token of his having recommended the stores for dispatch. Thereafter these papers (i.e. the Issue Voucher with **MSD-0924**) will be sent to the Indent Clerk in the Stores 1 Section.

2. The Booking Supervisor /MTS will get the Stores dispatched by railways / Transporters / Airlines and obtain the receipt. He will hand over the transport receipt to the Transport Clerk.

3. a) The Transport Clerk /Booking & Clearing Supervisor will complete in entries in the dispatch/ gate pass out Register

   b.) After completing the entries in the Dispatch/ Gate Pass Out Register and the RR/Consignment Note will be handed over by the Transport Clerk to the Dispatch Clerk who will send this along with the two priced copies of the indent / Issue Voucher (viz. second and third copy) duly authenticated by the Accounts Section to the indenter by Registered post/Speed Post. Simultaneously intimation about the dispatch of the stores will be sent to the indenter through Email/fax. Forth priced copy will invariably be sent to the indenter with the consignment. The indent clerk will indicate in the issue

voucher register the date on which the priced copies of the Issue Voucher are sent to the indenter.

c) The Transport Clerk will also keep the accounts of the Civil Credit Note in the Proforma at **(MSD-0926)**

d.) The accounts will be maintained month wise.

C. Procedure for Processing of Supplementary Indents

The procedure for processing the supplementary indents will be the same as for annual indents except that whenever a simple request for supply of stores is received from the Indenter by the Medical Store Depot, the indent/Issue Voucher will be prepared by the Medical Store Depot itself.

D. Indents from the Non-Government Institutions

No indent what so ever should be entertained from any purely non government organization. However in exceptional circumstances with the approval of the Ministry the indent can be entertained.

E. Complaint Register of Indenters:

Complaint Register of indenters will be maintained in Stores1 Section in the proforma given in **MSD-0927**. All complaints received from indenters regarding shortages, breakages and damages will be entered in the complaint register which will be put up for investigation and orders of the DADG (MS) as and when the complaints are received.

F. Accounting of Packing Cases Packing Section:

1. Each packing clerk will draw packing cases daily from Stores1 Section on intra depot transfer voucher. The intra depot transfer voucher forms in respect of each Packing Supervisor / MTS will however bear a separate serial number and a distinctive reference. To illustrate this point, five packing supervisor / MTS working in the packing section will mark the following series of Nos: -

   P/1 ……..
   P/2 ……..
   P/3 ……..
   P/4 ……..
   P/5 ……..

2. Each individual Packing Supervisor / MTS will keep an account in a register in respect of the packing cases of all sizes drawn by him and issued to the indenters. He will be personally responsible for the accuracy of accounts and ensure that the balance in the register in respect of the various sizes of packing cases tallies with the quantities of packing cases lying with him. Also quantities shown as issued to the indenters in the register must tally with the quantities of packing cases marked on form **MSD-0924** of the relevant issue voucher. This register will be scrutinized by the Superintendent, Stores 1 Section on the 1st working day of every month who will verify the stocks lying with the packing clerks and endorse a certificate as under:

'Physical balance verified and found to tally with the balance in the register'.

3. The Superintendent In charge Stores1 Section will make out an issue voucher daily on the basis of the intra depot transfer voucher in respect of issue of packing cases made by him to the Packing clerks / supervisor on a particular day to charge off the quantities from his bin cards. This issue voucher will bear the following remarks.

   'Issue to Packing Clerk / supervisor on……for packing purposes for issue to indenters (For Ledger entry only)

4. In case due to shortage of accommodation the Store Sections wish to keep certain stores in packing cases, they will draw the necessary cases for the purpose from Stores1 Section separately as per procedure given below:

5. The Store Sections drawing packing cases will furnish their requirement to Stores1 Section on intra depot transfer voucher. The intra depot transfer voucher will bear serial Nos. with the name of Section prefixed to it as Stores 1/2. These store sections will maintain an account in respect of packing cases drawn by them in a register. The Section Superintendent will be personally responsible for the correct accountable of packing cases so drawn. As soon as these packing cases are emptied, these will be returned to Stores1 Section on intra depot transfer voucher.

6. The store sections will ensure that no packing cases thus emptied are held back for inordinate periods by them. For the purpose of issuing packing cases to the Store Sections, Stores 1 Section will maintain a Loan Register.

9.2.5 Store1-Stocking, Issue & Dispatch / Delivery of Packing Materials, Instruments, Sundries

1. This Store1 Section will also be the stocking section for packing materials, instruments, appliances, fixed assets, dead stock items, stationery and consumable stores, library books and all other sundries items.

2. The proper maintenance of the stores and their issue will be the responsibility of the Clerk In charge of the Stores. The stock will be neatly arranged with proper indication of VMS number and nomenclatures prominently displayed on a placard for each item kept along with the stocks.

3. All instruments and appliances having metal parts, liable to corrosion will be treated with rust preventing agents at regular intervals according to the planned programme of which a record will be kept for inspection.

4. The rubber articles will be periodically manipulated and massaged to avoid deterioration in storage, and record of such operations kept for inspection.

5. The stocks will be issued in the chronological order of receipt i.e. the lot received earlier will be issued out completely before the issues are started from the lot received later.

6. The clerk In charge of the stores will keep an account in Stock Registers and Bin Cards of his receipts and issues as specified in GFR. The Proforma specified in the GFR for Stock Registers of Stationery items, Dead Stocks, Fixed Assets and Library

Books etc. may be used. He will sign intra depot transfer voucher for all receipts and quote its serial number against each receipt entry on his bin card. Superintendent In charge of the section will periodically check these serial numbers and see that all have been entered.

7. The Depot Superintendent In charge of the section will exercise general supervision over the section and will examine all stores before issue. He will see that the stores to be issued are in good condition and that all small or fragile articles are put up into suitable parcels, clearly labelled with their contents, before being handed over to the Assembling Sub-Section.

9.2.6 Stores1-(Receipt, inspection of Drugs, Packing Materials, Instruments, Sundries items.)

1) ***Roles & Responsibilities***

1. The Stores Section 1 (Receipts) will receive all in coming stores except Programme Stores. It will also carry out inspections of all supplies for quality and quantity and pass on the approved supplies to the Pharmacist / concerned table of Stores1 Section and return the rejected supplies to the suppliers. It will also be the function of this section to arrange inspection of supplies tendered against S.O. /R.C. at the firm's premises and or at the Depot and sealing of consignments after taking representative samples for test from the bulk.

2. The Stores Section 1 (Receipts) will be headed by a Depot Superintendent, who will exercise general supervision over the Section and report to the Assistant Depot Managers who will be the Section Officer of Stores 1 Section.

2) ***Procedure with regard to Supplies under the Central Supply Orders:***

i. **Distribution of Copies of Central Supply Order placed by the authorised depot:** Copies of Central Supply Order placed by the authorised depot will be supplied to Stores Section 1, Accounts Section, the Stocking Sections concerned, to all the other depots and their concerned Pay and Accounts Officers and MSO. Further if supply orders are to be placed on the authorised distributors of the firm, then one copy of the supply order will also be invariably sent to the concerned firm.

ii. **Distribution of Copies of Central Supply Order received by the concerned depot:** On receipt of the Central Supply Orders from the authorised depot, its photocopies of the Central Supply Orders will be sent to the Store Section 1 (Receipts), Accounts Section and the Store Sections concerned by the Purchase Section.

iii. **Inspection of Stores and Draw of Samples for Testing:** The Directorate General of Health Services will be the 'Inspecting Authority' and the DADG (MS) in whose area the supplying firm falls will be the 'Inspecting Officer' in respect the Central Supply Orders placed against DGS&D Rate Contracts or Whenever inspection is to be carried out at firm's premises as per terms & conditions of supply orders.

iv. **Offers for inspection of the Stores to be procured:** Under the Central Supply Orders will be received in Stores Section1 and the same will be entered in the 'Inspecting Register' Proforma **MSD-0928**.

A. In case of non-drug Items:

The Inspection Register will be put up to the DADG (MS) through the Assistant Depot Manager and the Depot Manager. The Assistant Depot Manager and the Depot Manager will give their remarks in the Inspection Register as to whether the store are to be accepted on recommendation of the technical expert/user client and on warranty or after test which will be duly signed and dated by the Assistant Depot Manager and the Depot Manager respectively. The inspection register will then be submitted to the DADG (MS) for final orders.

In case it is decided to have the stores on warranty, the inspection note will be prepared by the Depot Superintendent In charge concerned Store Section and passed on to the supplier without test. If it is decided to have the stores after test, the DADG (MS) will nominate an; inspecting officer for carrying of the inspection of the stores, and a Depot order will be issued by Stores Section1 for the purpose under intimation to the Purchase and Statistical Section and the Store Section concerned.

B. In case of drug items:

(a) Whenever the inspection of stores is to be carried out at Depot premises after delivery of stores as per terms & condition of supply order, the supplier will upload the supply details of the consignment in the MSO website application before its dispatch to the consignee Depots. On receipt of the stores, the consignee depot will verify the supply details by scanning the barcodes through Portable Tata Terminal (PDT).

(b) Then the Stores Section1 will intimate to MSO the details of batch wise quantities of the drug items received against the central supply orders for sample drawing instructions online through the MSO software application programme.

(c) The MSO will give the instruction to the depots through the MSO software application programme online for drawing the samples for inspection & quality test in respect of each batch of the drugs /item supplied by the firms.

(d) All the consignment irrespective of drawl of sample entrusted to GMSDs should be inspected by Joint Inspection Team comprising one representative from the client department and two Officers from GMSD level. The three member team shall inspect and draw samples randomly; (the Consignment / Batch No. for which sample withdrawal for testing is entrusted to the GMSD by the MSO instruction).

(e) All the products irrespective of instruction for withdrawal of sample should be physically inspected for their correct quantity, labelling, packing, marking of "CG supply not for sale", Name of Manufacture, Batch Number, Date of Manufacturing, Date of Expiry and Composition. Only for the product of a particular batch number for which sample withdrawal instruction has been entrusted to that

GMSD, the Joint Inspection Team should draw random samples and send for test as per procedure.

(f) The authorities of Client Department/CGHS/Drug Controller Department should be requested to depute their Doctors/Officers on a specified day of the week.

(g) In case inspection to be carried out at the firms premises: then the authorised representative from firm should sign on samples packets and retain one counter sample with them duly signed by all members of Joint Inspection Team. The firm's representative should be present during inspection and withdrawal of sample medicines.

(h) The samples will be drawn from each batch of bulk supply in the required quantity in triplicate in case where the suppliers are manufacturers themselves, and in quadruplicate where the suppliers are distributors/stockiest etc.

(i) The samples duly signed and sealed by the Joint Inspection Team will be signed by the authorized representative of the firm, who may also put his seal if so desired by him.

(j) Two samples duly sealed and signed will be brought to the Medical Store Depot and the third one will be handed over to the firm in case the firm is a manufacturer and in case of its being distributor or stockiest on behalf of the firm third sample will be brought to the Medical Store Depot and the fourth duly sealed and signed will be handed over to the distributor or stockiest. The samples drawn will be sent to the laboratory for test.

(k) Inspecting Officer of the Medical Store Depot will record his visit in the Inspection Book maintained by the firms. If firms not maintaining Inspection books will be asked to do so.

(l) Specific receipt will be obtained from the firms in respect of the counter samples retained at their end.

(m) The confidentiality of testing samples of medicines should be maintained and for this purpose, the labels/caps of the samples sent for testing should be removed and samples coded before sending for test.

(n) The Joint Inspection Team will draw the samples randomly and send after coding to two Quality Control Laboratories, the randomization should preferably be carried out by the computer but coding will have to be done by hand. If the coded samples show that these are substandard, non- coded samples will be sent to confirm the early results. If both the samples are reported to be of the standard laid down, consignment should be accepted. If both the Laboratories reject the quality the consignment will be rejected. If one sample is reported to be of acceptable standard and the second sample is not, non-coded sample to comply with the legal requirements will be sent to an appellate Lab. If that is also not accepted, the consignment should be rejected and the cost of testing should be recovered from the supplier. In all conflicts of opinion between a coded sample and an un-coded one, the result of the un-coded will prevail.

(o) In any case re-testing not allowed. However if any firm represents for re-testing of the samples, their request can be considered, 'if necessary' on merits by MSO and samples may be sent to an appellate Lab for final opinion.

(p) Vaccine, Sera and any Imported Drugs supplied by various firms are pre-tested either by CRI, Kasuali or by Drug Controller Department and cleared for release by Drug Controller General (India) and the same may be accepted on the basis of release certificate issued by DCG (I)/CRI, Kasuali.

(q) The number and date of the inspection note or the rejection Memo. As the case may be, will be recorded in the Inspection Register against the particular inspection entry.

i) **Register for Sample Testing:**

Stores Section1 will maintain a Register called the 'Sample Register' for keeping record of the samples sent for test in the form given in **MSD-0929**.

ii) **Inspection of Stores at Supplier's Place and withdrawal of Samples for Test:**

a. Some times stores are required to be inspected at firm's premises / godown, especially DGS&D Rate Contract items and emergency items like Bleaching Power/Tab. Chlorine and Huminsulin. In such cases the following procedure may be adopted.

b. Inspecting Officer of the Medical Store Depot will record his visit in the Inspection Book maintained by the firms supplying Drugs and Medicines. Firms are not maintaining Inspection Book /Register will be asked to do so.

c. The samples will be drawn from each batch of bulk supply in the required quantity in triplicate in case where the suppliers are manufacturers themselves, and in quadruplicate where the suppliers are distributors/stockiest etc.

d. The samples duly signed and sealed by the Inspecting Officer will be got signed by the authorized representative of the firm. He may also put his seal if so desired by him.

e. Two samples duly sealed and signed will be brought to the Medical Store Depot and the third one will be handed over to the firm in case the firm is a manufacturer and in case of its being distributor or stockiest on behalf of the firm third sample will be brought to the Medical Store Depot and the fourth duly sealed and signed will be handed over to the distributor

or stockiest. The samples drawn will be sent to the laboratory for test.

f. Specific receipt will be obtained from the firms in respect of the counter samples retained at their end.

3) ***Testing and Inspecting of Short Life Items and items procured in emergency***

1. The Inspection Register maintained in Store1 Section will be put up to the DADG (MS) for Inspection within 24 hours of receipt of the firm's request for inspection of the short life items.

2. Inspection of short life items will be carried out by the Inspecting Government Medical Store Depot within a week at the latest from the date the stores are tendered for inspection by the suppliers.

3. The samples of all short life items drawn for test will be dispatched to the testing laboratories immediately.

4. Testing unit of the Government Medical Store Depots or the other government approved testing laboratories will be requested to minimize the time taken by giving top priority to short life items while forwarding such samples for test and report.

5. In case of short life items/items for emergency supplies like Bleaching powder, Chlorine Tabs. inspected at out stations, the Officer deputed for inspection will arrange dispatch of samples direct from the place of inspection to the testing laboratories, when the samples are required to be sent for test and report to a laboratory other than attached to the Government Medical Store Depot.

6. After sending samples to testing laboratories reminders will be issued at the appropriate level to get the test reports in respect of short life items expedited if not received within prescribed time. The Depot Superintendent In charge Stores Section and the Assistant Depot Manager concerned in supervising charge will be responsible to see that the inspection of the short life items is done in the minimum time prescribed for the purpose and the testing of such items is arranged at the earliest.

4) ***Testing of Supplies of Surgical Instruments:***

1. The following drill will be undertaken by the Medical Store Depot before accepting any supplies of surgical instruments:

   a. Dimensional particulars will be carefully checked in the Depot. If the samples do not conform to the dimensions, and as per ISI specification these will be rejected straightaway.

   b. If the instruments conform to the prescribed dimensional particulars these will be subjected to the corrosion test as given in latest Indian Standard Specification, at the Depot. If the instruments fail in corrosion test these will be rejected.

   c. If the Instruments pass the first two tests, these will be sent for testing of hardness and qualitative/quantitative analysis of the materials used to any of the well equipped and reputed laboratories in the area. .

d. For the purpose of the tests, representative samples of the instruments will be drawn either by DADG (MS) or the Depot Manager. This work will not be entrusted to the subordinates.

e. In the event of any doubt, before the instruments are finally accepted, these will be shown from the end use point of view to some eminent Surgeon /Doctor in the specialty in one of the city Hospitals.

2. A clause will inter-alia be incorporated in the Rate Enquiry that all instruments must bear the name and address of the manufacturer. No relaxation of this clause will be permitted under any circumstances. The name and address of the manufacturer may be brief but sufficiently indicative of the source of manufacturer.

5) ***Registration of Railway Receipts:***

1. All the railway receipts for the stores consigned to the depot will be registered immediately by the Stores Section1 in **MSD-0930** and passed on to the Dispatching and carrying sub-section for taking delivery of the goods.

2. Entries in the Railway Receipts Register will be checked by the Depot Superintendent of Stores Section 1 for taking delivery of the goods. The duly dated endorsement will also be recorded on the Railway Receipt under the initials/signature of the Depot Superintendent / Assistant Depot Manager In charge of Stores Section 1.

3. In case either the consignment is freight to pay or under charged Civil Credit Note will be issued by Stores Section 1.

4. Charges in case of under charged freight charges will be recovered by the Medical Store Depot from the supplier.

6) ***Claims for Damage of Stores in Transit***:

1. Will be filed with the insurance agency or the transporter as per the transportation contract.

2. The Booking and Clearance clerk will be held responsible for taking over packages in a damaged state or showing marks of having been tempered with. He will take over packages which show signs of damage or having been tempered with in the presence of a representative of the railway authorities to see if the weight tallies with that given in the railway receipt. When railway packages are found deficient on weighing he will open them in the presence of Station Master and check the contents where there is evidence of loss or damage. The Booking and Clearance clerk will secure necessary certificate from the appropriate Railway Official before taking delivery.

3. Stores1 Section will lodge claim for loss or damage to stores in transit with the railways. They will also inform the supplier, Accounts officer and the Insurance Company about the loss or damage. In case of Central Supply orders, only cases of dispute will be reported to the Purchase officer for either pursuing the matter with the railways/higher authority or suggesting writing off loss.

4. A register called the 'claim' Register against railways will be maintained by Stores Section 1 in the form given in **MSD-0931** for processing shortage, damage and loss claims against the railways. The register will be reviewed monthly by the Depot Superintendent and submitted to DADG (MS) by the 5th of every month.

5. Stores Section 1 will also maintain loss statement Register to keep account of the loss due to less payment of the claims by the Railways in **MSD-0932**. This register will be reviewed by the Depot Superintendent quarterly and put up to the DADG (MS) by 10th of the month following the quarter to which the review pertains.

6. Necessary action will be taken by Stores Section 1 to get the loss that may accrue due to less payment of claim by the railway written off in accordance with the procedure laid down for the purpose.

7) Receipt Vouchers:

1. All vouchers for the stores received will be registered and allotted a receipt voucher number in a separate register – "Receipt Voucher Register" ,indicating the following details of the supply / items received against the voucher

   (1) Gate Pass "In" Number and Date
   (2) Name of firm
   (3) Supply order Number
   (4) VMS Number Nomenclature
   (5) Quantity received with details of Batch number, DOM & DOE
   (6) Receipt Voucher Number

2. All supplies will be received by the Pharmacist in Stores Section 1. On receipt of the stores he will open the stores and verify the supply details vis-a vis the supply order terms and conditions as per the check list MSD**-0933**

3. Regarding acceptance of 1/6th life expired imported drugs, the matter can be considered on case to case basis by the depot heads and give exemption with due justification. However if more than ¼ shelf life of imported drugs has already expired, it is rejected straight away.

4. Whether the supply has been received under the authorized Inward Gate Pass.

5. After Depot inspection/joint inspection of the drugs, the Receipt Voucher / Inspection Note will be prepared in respect of stores which are accepted

6. The Pharmacist / stock holder will prepare nine copies of the inspection note in case of DGS&D supplies in the form prescribed by DGS&D and send to the Depot Superintendent for further processing.

7. The inspection note in case of non DGS&D supplies will be prepared by the Pharmacist / stock holder in **MSD-0949** in quadruplicate and send to the Depot Superintendent for further processing.

8) Rejection of Stores

The suppliers will be asked to remove the rejected stores within one week of the receipt of the intimation from the Depot to that effect. In case of non-removal of the rejected stores by the suppliers within prescribed time, a notice will be sent by DADG (MS) to the supplier that unless these were removed within 7 days from the receipt of notice, the same may be destroyed at the supplier's cost as well as space rent charged from him at the rate to be fixed by Depot in consultation with local CPWD authorities. At the expiry of the period of notice the rejected stores will be destroyed as per the guidelines.

In case of rejected stores being substandard Drugs, these will be destroyed under intimation to the DCG (I) and the State D.C.

9) Consignment by Road:

In case of consignments by road it will be checked by the Booking and Clearance Clerk whether or not the consignment is by door delivery. In case the consignment is not by door delivery arrangements will be made for the collection of the stores from place of delivery.

10) Consignments by Post Parcel:

Consignment by post parcel received at the office or at Gate will be passed on to the concerned store Section

11) Procedure for Receipt of Stores in case of Pre Despatch Inspection under Local Purchase:

1. There is no difference in the procedure for receipt of stores under the central supply orders and under the local purchase orders except:

   (i) That in case of stores inspected at firm's premises (pre despatch inspection) received under local purchase orders (non DGS&D) the Check List for pre despatch inspection and sampling of drugs and medical devices is given in **MSD-0934**. The Inspection note will be prepared in local **MSD-0949** form in quadruplicate.

   (ii) That the receipt of the stores will be acknowledged on the duplicate copy of the Receipt Voucher /Inspection Note copy of the supplier immediately on receipt of the stores by the receipt clerk. The action with regard to regularization of the damages and deficiencies arising out of transit in respect of the stores received in the Medical Store Depot will be initiated by Stores Section1. He will give remarks on the Receipt Voucher /Inspection Note copy with regard to the damages and deficiencies and also clearly state thereon that necessary action is being taken by them for regularization of the damages/ deficiencies.

   Thereafter the Receipt Voucher /Inspection Note copy will be passed on to the concerned store section for taking on the charge the stores as shown in the voucher itself. The store section concerned will take on charge the full quantity of the stores and prepare a nominal issue voucher showing the quantities of the stores received deficient, with a view to regularize the deficiencies. The nominal voucher, thus prepared, will be marked as 'Adjustment Voucher' and will be allotted a regular issue voucher number. An explanation to the following effect will be recorded by the Store Section concerned on such vouchers:

'Voucher prepared to regularize deficiencies and damages as detailed above arising out of the transit circumstances in respect of the stores received vide this Depot's Receipt Voucher /Inspection Note No…… Dated the……..

2. The concerned store section will strike off from their bin card account the quantities of the stores already posted in such bin cards in excess of the actual quantities received in the store section against the Receipt Voucher /Inspection Note through the adjustment issue voucher. The concerned Store Section will thereafter return the Receipt Voucher /Inspection Note together with the relevant adjustment voucher to the Depot Superintendent for further action towards final adjustment of the deficiencies.

3. The Depot Superintendent on receipt of the Receipt Voucher /Inspection Note together with the adjustment voucher will keep a note of the deficiencies in the register of objection, form of which is given in **MSD-0935**.

4. After inter linking the Receipt Voucher /Inspection Note and adjustment voucher the Register of objections, the Receipt Voucher /Inspection Note , and adjustment voucher will be put up to DADG (MS) for signature.

5. After the above routine has been gone through, the Receipt Voucher /Inspection Note will be released by the Stores Section 1 and passed on to the party concerned.

6. The follow up action to regularise the losses will be the entire responsibility of the Stores Section 1, which will pursue each case through the register of objections and or the claim register and correspondence where necessary.

7. In case of losses finally chargeable to the Store , the Stores Section 1 will prepare the necessary loss statement to obtain sanction for the writing off the loss by the competent authority. Such loss statement will not be allotted any regular issue voucher number but will be simply interlinked with the relevant adjustment voucher number already prepared in respect of the losses exhibited in the loss statement.

8. After the sanction to the writing off has been obtained the register of objections/register of claims against railways will be completed and one copy of the loss statement will be attached to the relevant adjustment voucher on record in the receipt section and the other copy will be passed on to the Accounts section together with a copy of the relevant adjustment voucher for necessary action at their end.

12) Directly Imported Stores:

On receipt of documents like Bill of Landing, Air Way Bill, Packing List, Invoice, D.E.C. (Duty Exemption Certificate) and other related documents of the consignment from concerned agency (like UNICEF and Sight Savers) the depot will forward all the documents to Assistant Director Shipping duly attested Bill of Lading and AWB (Air Way Bill) by DADG (MS) along with all other documents for clearance of the consignment. In the case of UNOPS consignment all the above documents will be forwarded to Steamer Agent /Clearing and forwarding Agent authorised by UNOPS.

Stores at the port will be cleared by the Assistant Director Shipping. If any of the packages are found damaged a notice of damage will be given by the Assistant Director

Shipping to the shipping company within three days of the landing date. A board of Survey composed of the representatives of shipping company, the Assistant Director Shipping and the concerned Government Medical Store Depot will be held. After the survey the Assistant Director Shipping will register a formal claim with shipping company concerned. A copy of the claim will be sent by the Assistant Director Shipping to the concerned Government Medical Store Depot who will send the claim bill to him duly supported by necessary documents. The claim will be settled within one month after the arrival of the vessel.

13) Import Delivery Certificate:

On receipt of packages of imported stores in a depot, the Depot Manager will ensure that these are opened and checked in his presence with the original packing note, and note discrepancies upon it. An Import Delivery Certificate in triplicate will be given to the clearing agent for the number of packages received. The original packing note will be filed in the Depot Office.

9.2.7 Store 2& 3- (Receipt, Stocking, Issue& Dispatch / Delivery of International Programme stores.)

A. Role & Responsibilities

1. Port Government Medical Store Depots will have a Section to handle the stores received through the UNICEF. This Section will be responsible for handling all UNICEF Stores, which besides handling the commodities received for the National Health Programmes will also undertake similar functions for some other Departments like Agriculture, Irrigation and Rural Development. The Section will also handle stores received from other International Agencies and under Indo-UK Agreement. The Stores received will be accounted for shipment wise. The Section will function under the charge of Depot Superintendent.

   The main function of the International Store Section will be:

   a. Correspondence with

      (i) The Assistant Director shipping of the area concerned
      (ii) Clearing and forwarding agents and
      (iii) Attending to surveys at the port and
      (iv) Preferring claims.

   b. Proper receipt and account of stores, storage of the consignments shipment wise, dispatch of stores as per release orders issued by the Programme Officers, getting proper acknowledgements from the beneficiaries and realization of railway claims.

2. The Depot Superintendent in charge of the International Section will maintain register in the form given in **MSD-0936** showing the day to day position of the receipt and disposal of shipping documents in respect of International stores including those pertaining to air and postal shipments.

3. The Shipping documents as and when received in the Depot will be taken over by the Depot Superintendent In charge of the International Section and after making necessary entries in the shipping document register; he will pass on the same to the

Assistant Director Shipping of the area. He will also personally ensure that the shipping documents along with other relevant documents viz. EDC, letter of authority etc. are transferred to the Assistant Director Shipping immediately and in any case not later than 24 hours from the time of the receipt of the documents by him for clearance action. The register of shipping documents will be submitted to the DADG (MS) for his perusal on the 1st day of each month.

4. Assistant Director of Shipping will arrange clearance of Stores. In case the shipments of the Stores are found short or damaged the Assistant Director of Shipping will bring it to the notice of the concerned Depot and ask them to depute a representative to attend the survey. He will also give notice, within the prescribed time limit of short or damaged shipment to the Port Trust Authorities or the steamer agents concerned as the case may. After the survey has been done, the Assistant Director Shipping will register a formal claim with the Port Trust Authorities or the Steamer agents concerned as the case may be duly supported by claim bill prepared by the consignee depot. The claim bill will be supported by necessary relevant documents. Necessary intimation with regard to the filing of the claim will be sent by the International Stores Section to the Director General of Health Services and the concerned International Agency. The Depot Superintendent in charge of International Stores Section will ensure that the claim bill is prepared and forwarded to the Assistant Director Shipping as soon as a copy of the Survey report is received by the Depot.

5. The Clearing agents will arrange delivery of the Stores at the main Depot or at one of its godown.

6. The Depot Superintendent In charge of the International Stores Section will keep a watch over the dispatches entrusted to clearing Agents so as to see that there are no undue delays.

B. Stores Delivered at the Main Depot

1. The clearing agents will present two copies of the Challan along with the stores. The Challan will be received at the Gate Office and the Gate pass will be prepared for the packages thus received. The packages will be handed over to the Depot Superintendent in charge of the International Stores Section. He will check the packages with regard to their number, marking, gross weight and condition.

2. If the packages are correctly received the Depot Superintendent In charge of the International Stores Section will endorse remark 'received outwardly in good condition' on the copies of the Challan and return one copy to the Clearing Agent. He will then bring the Stores on charge on the relevant bin card and make a note on the remaining one copy of the Challan to the effect Posted on the bin Card No. ……' He will thereafter put up the copy of the Challan as well as the bin card to the Assistant Depot Manager In charge of the Section. He will verify the entry in the Bin Card and cancel the Challan under his attestation. He will also attest the relevant entry in the bin card with his initials.

3. Packages which are found to be in a damaged condition will be opened up in the presence of the clearing agent and the Assistant Depot Manager In charge of International Stores Section. (If the Assistant Depot Manager (In charge) is not available then in the presence of any other gazetted officer).The following endorsement will be made on the Challan:

"…….. Packages received outwardly in good condition and ……. in damaged conditions. The details of the content of the damaged packages are recorded as under:

(Here details to be given)

The two copies of the Challans will be disposed off in the manner indicated in point no 2 above.

4. In case of losses, necessary entry will be made in the register of losses maintained by the International Stores Section which will be attested by the Depot Superintendent In charge of the International Stores Section. The various stages relating to a loss/damage discovered in any consignment/shipment leading to the finalization of the case will be recorded in the register of losses under the attestation of A.D.M. In charge of the International Stores Section. He will ensure that there is no delay at any stage and vigorous action is taken to follow up each case. Completion of each case will be finally recorded which will be put up to DADG (MS) fortnightly for perusal.

5. The Depot Superintendent in charge of International Stores will furnish an acknowledgement of the packages on the back of the gate pass and the Assistant Depot Manager in charge will cancel such gate passes after verifying such acknowledgements.

C. Stores Received at the Warehouse not housed in the same campus/hired premises

1. The receipts will be attended to at the godown in the manner prescribed above for the depot except that there will be no inward Gate pass and the Challan itself will be treated as Gate Pass.

2. Whenever packages are found damaged Assistant In charge of the godown will notify the Depot Superintendent and Assistant Depot Manager In charge of the International Stores Section and check the packages in his presence.

D. Storage and Accounts

1. In the Main Depot the Depot Superintendent In charge of the International Stores Section will be personally responsible for the care and custody of the Stores committed to his charge. The responsibility for the stocks in the godown will be that of the Assistant who holds the charge of the godown. They will arrange the stocks/packages in such a way that they are easily identifiable and susceptible to quick verification. The Depot Superintendent in charge of International Stores Section will ensure regular verification of stocks and report to the DADG (MS) immediately any discrepancies noticed by him. A register for this purpose will be maintained by the Section and put up to DADG (MS). The stocks will be arranged shipment wise. In making issues, stores received earlier will be issued first in the main Depot. All receipts and issues will be posted in the bin cards and the bin cards will be marked 'UNICEF STORES' 'Stores received under Indo-U.K. Agreement' as the case may be.

2. As far as the godown is concerned account of the stores will be maintained in a register having a bin card type of form. The register will be page numbered and bear on the outer cover a certificate regarding the total number of pages under attestation of the Assistant Depot Manager in charge of the International

Stores Section. Record of all the issues will be kept in the register shipment wise. Whenever the stock of a particular shipment is exhausted, the register will be put up to the Assistant Depot Manger In charge of the International Stores Section who will satisfy himself with regard to the correctness of the receipts and issues and sign the register. New register will be opened on the 1st April every year and the old register pertaining to the preceding year will be handed over to the Assistant Depot Manager in charge of International Stores Section who will be responsible for its safe custody. The balance carried forward into the new register will be attested by the Assistant Depot Manager. The ADM In charge of International Stores Section will watch and ensure that all the stores consigned to the Depots on various bills of landing are duly received and accounted for without delay in the stock books/bin cards of the Section

3. The International Stores Section will maintain up-to-date inventory of all the current bin cards and the Assistant Depot Manager In charge of the Section will ensure that as soon as a new bin card is opened, it is duly entered in the inventory and the serial number of the inventory marked on it. The International Stores Section will also maintain an inventory for the closed bin cards. As soon as the stock on a particular bin card is totally issued out, the bin card will be closed under the attestation of the Assistant Depot Manager In charge of the Section. The Assistant Depot Manager in charge of the International Stores Section will ensure that the bin card is inventories and allotted the Sl. No. from the closed bin cards inventory, before it is handed over to the Assistant/dealing hand responsible for the maintenance of the closed bin cards in the Section.

4. On the basis of the Releasing Orders received from the Programme Officers, issue vouchers will be prepared by the International Stores Section. The Section will maintain issue voucher register programme- wise. It will be the personal responsibility of Depot Superintendent and A.D.M. In charge that no un-authorised issues are made. He will also ensure prompt supplies against all release orders. A register showing the progress of compliance of R.O's will be maintained in the form given in **MSD-0937**. The ADM In charge of the International Stores Section will keep a watch over the dispatches entrusted to clearing Agents so as to see that there are no undue delays.

5. As far as the main Depot is concerned the issue voucher will be sent to the Depot Superintendent In charge of the Section who will arrange to prepare the consignment for despatch as per normal depot procedure.

6. As regards issues from godown issue vouchers will not be sent to the godown but will be retained in the International Stores Section. Issues will be made on the basis of the delivery orders of requisition placed on the transport contractors by the Depot. Assistant In charge of the godown will ensure that the delivery is not given to any unauthorized person. When post deliveries are taken by the parties the particulars of each delivery will be recorded on the back of the requisition/or delivery orders, indicating the truck number. In his register stores will be charged off by quoting the Issue Voucher No. on the requisition or delivery order. The consignees or the Transport contractor's receipt will be taken on Intra Depot Transfer Voucher in form **MSD-0918**. The Chowkidar at the Gate will check the outgoings with **MSD-0918** and sign on the **MSD-0918** in token of the correctness of the quantities passing through the gate. As far as the local deliveries are concerned, in addition to the consignee's acknowledgement on the **MSD-0918** additional acknowledgement

will be obtained on the duplicate copy of the delivery voucher, which will be returned to the International Stores Section.

7. It will be the responsibility of the Depot Superintendent In charge of the International Stores Section to link up the particulars of the railway receipt with the requisitions. The particulars of dispatches of local deliveries will be marked on the Issue Vouchers by the International Stores Section before sending them to consignees.

E. Acknowledgement of the Receipt of Consignments from the Beneficiaries:

1. The International Stores Section will promptly collect the acknowledgements of the stores from the consignees. The Depot Superintendent and Assistant Depot Manager of the International Stores Section will be personally responsible for keeping a close watch over the work relating to collection of acknowledgements. No consignment dispatched will be left un-acknowledged.

2. The instructions for receipt maintenance and issue of stores incorporated in this manual will, subject to specific provisions indicated in this chapter will Mutatis Mutandis apply to the International Stores.

9.2.8 Store 2&3- (Receipt, Stocking, Issue& Dispatch / Delivery of Other National Programme stores.)

1. Medical Store Depot will also have a separate section, which will be responsible for handling of Stores relating to Other National Programmes like Anti TB, Anti Leprosy, RCH, NVBDC and Family Welfare Programmes. These Sections will normally be put under the charge of Depot Superintendents heading each of the National Programme Store Section. The storage, issues and the financial adjustments of the hamallage, packaging freight/postage etc. will be governed by the orders that may be issued by the Government of India in the Ministry of Health and Family Welfare and the DGHS from time-to-time.

2. On the basis of the Releasing Orders received from the Programme Officers, issue vouchers will be prepared by the concerned programme store Section. The Section will maintain issue voucher register programme-wise. It will be the personal responsibility of Depot Superintendent and ADM In charge that no un-authorised issues are made. They will also ensure prompt supplies against all release orders. A register showing the progress of compliance of R.O.s will be maintained in the form given in **MSD-0937.**

9.3 Quality Control Laboratory in GMSDs

1. Quality Control Manager is over all In charge of the testing laboratory. He is responsible for maintenance and smooth running of testing laboratory.

2. The main functions of testing laboratories attached with GMSD Mumbai, Kolkata & Chennai are to analyze the samples of drug items and non-drug items received from its own depot and other depots and submit the test reports.

3. The testing laboratory will maintain a register for

(i) Instruments and Appliances,
(ii) Glassware,
(iii) Chemicals for Testing
(iv) Reference Books

under the supervision of Quality Control Manager in the form prescribed for the register of Dead Stock showing the distribution of articles chemist wise. Each chemist will be personally responsible for the articles in his charge. The articles of general nature in the laboratory will be in charge of the Senior Scientific Assistant. The correct accounting of the same will be the responsibility of the Senior Scientific Assistant.

4. The stock account of the chemicals required for the testing will be kept by the Senior Scientific Assistant in the form given in **MSD-0939**. A separate page will be allotted to each chemical. The chemicals when required by the chemist will be requested by him on a requisition form duly numbered and signed by the Quality Control Manager. No issue will be made which is not supported by a requisition. An account of the chemicals so received will be maintained by the chemist in an expense book form of which is given in **MSD-0940**. Each page will be allotted for a separate chemical. The day to day transactions in the expense book will be initialled by the Senior Scientific Assistant. The signatures of the Quality Control Manager will be obtained by the Chemist in the expense book at the close of the month.

5. A register of reference books will be maintained by the Laboratory in the form **MSD-0941** as mentioned in point 3 above.

9.4 Other Roles and Responsibilities of Store Division/ Quality Control Laboratory

1) Annual Verification of the Dead Stock

1. The Depot Manager will be responsible for getting the Dead Stock verified annually at the close of the financial year by comparing the actual stock with the articles in the register and will endorse a certificate of inspection and the result of the check in the body of the register. If he finds any surplus articles which are no longer required he will bring the fact to the notice of DADG (MS) who will arrange to dispose of the same before these depreciate further in value, to the best advantage of Depot.

2. The Quality Control Manager will be similarly responsible for annual verifications of the Dead Stock articles in the Testing Laboratory.

3. The work of the annual verification will be completed by the 15^{th} of the May each year. The form of the certificate of the verification will be as given below "I certify that I have inspected the register of articles of Dead Stock maintained in the Depot/Testing Laboratory and have found that it has been properly kept up to date and the articles mentioned therein are actually held in stock with the exception of those mentioned below, the explanation for the absence of which is appended and that no article has been written off except under proper sanction which has been duly recorded separately".

2) Half Yearly Reports for the Closing Balances of Medical Stores

Half yearly reports for the closing stock balances of Medical Stores as on 1st September and 1st April will be submitted every year by the Depot Superintendent of each Store Section to the DADG (MS). DADG (MS) will certify to the DGHS that the reports have been duly received by him. The stock verifiers will certify to the DADG (MS) at the close of every half yearly cycle of verification that all the stores as reflected in the half yearly statements of stock balances have been fully verified by them.

3) Receipt, Storage and Issue of the Medical Stores at the Godown

1. The Depot Superintendent In charge of the godown will be responsible for the stores stored in the godown. He will maintain a set of bin cards showing the quantity of the items and the number of packages.

2. No cases will be opened in the godown except with the permission of the Assistant Depot Manager concerned/Depot Manager.
3. When stores are to be sent to the godown from the Depot, the stores section concerned will send intimation to the Depot Superintendent In charge of the godown in advance. The later will come over to the Depot and supervise the packing and issue receipt for the quantity received and arranges to transport the stores to the godown.

4. Stores will be issued from the godown on a regular requisition from the Store Section concerned, duly countersigned by the Asst. Depot Manager concerned or the Depot Manager.

5. A separate intra depot transfer voucher book will be maintained by the Depot Superintendent In- charge of the godown. Three copies of the intra depot transfer voucher will be prepared while issuing the stores from the godown. Two copies of the intra depot transfer voucher will be sent with the stores and the Depot Superintendent In charge of the godown will ensure that the receipted copy of intra depot transfer voucher reaches him the third day. The issues from the godown will be posted from the intra depot transfer voucher.

6. When the stores are sent to the godown from the Depot, the concerned store section will make three copies of intra depot transfer voucher showing the item of store, quantity and number of packages and one copy will be returned to the Store Section concerned duly signed by the Depot Superintendent In charge of the godown.

7. The Depot Superintendent In Charge of the godown will be responsible for the safe custody and the proper storage of the packages and also for the maintenance of discipline of the staff who may be detailed to work in the godown.

8. The Depot Superintendent In charge of the godown will seal the godown every day.

9. If at any time the Depot Superintendent In charge of the godown detects leakage or damage to the packages in the godown, he will report the same to the Depot Manager or the Assistant Depot Manager concerned, promptly.

4) Register of Articles Sent for Repair

1. To ensure that the articles which are sent for repairs from the various sections of the Depot are duly received back, a register in the proforma at

MSD-0942 sill be maintained by the Depot Manager. He will go through the register once in a month and take steps to see that no article is left with the repairers. Notwithstanding the maintenance of the register of articles sent for repairs and its review by the Depot Manager, it will be the duty of the Section to whom the articles sent for repair belong, to watch for its receipt after repairs. Every time an article is sent out, the outward Gate pass number will be recorded in the Dead Stock Register, if the article pertains to Dead Stock. The entry will be cleared by endorsing the Inward Gate Pass Number, when the article is received, back after repairs.

2. If the article sent for repairs is not on the Dead Stock Register but is part of a machine or equipment, the Inward and Outward Gate Pass number will be quoted in the register maintained by the Laboratory in the case lab equipment or in Administration in the case of equipment belongs to all other depot sections.

5) Stores Received from Other Depots

1. When stores run short in any Depot enquiry will be made from other Depots before any purchase is made locally except in very urgent cases.

2. All stores received from other Depots will be taken on charge according to the quantities invoiced and any deficiencies due to loss or breakage will be written off by the receiving Depot.

3. The Stores transferred to other Medical Store Depots will be priced on VMS rates less Departmental charges. T he freight charges including credit note commission charges incurred on stores dispatched to other depots will be borne by the consignor depot.

6) Sub-standard Drugs

1. The fact of a drug having been found substandard by a Medical Store Depot will be reported to the DGAFMS, DGHS, CGHS, and other depots on the very date the matter comes to their notice. The recipients of the drugs will also be informed by the Depot concerned at the latest within 24 hours of the fact coming to their notice. Orders for suspension of the use of such drugs pending their testing will also be issued by the DADG (MS) under intimation to the above mentioned institutions/officers and the Drug Controller of India and the Drug Controller of State from which the complaint came. The sister medical store Depots and the indenters will be asked to intimate the quantity of the sub-standard drugs lying in stock with them.

2. It will be the personal responsibility of the Depot Superintendent In charge of the Drugs section to send information about the sub-standard Drugs to the DGAFMS, DGHS, CGHS and the sister depots. The samples of the sub-standard drugs will be sent for test immediately. It will be the personal responsibility of the DADG (MS) that no delay takes in informing the DGAFMS, DGHS, CGHS and the sister depots and in sending the samples for test. If no counter samples are available in the depot the indenters who have been supplied big quantities will be asked to send samples.

3. Testing of samples of alleged sub-standard drugs at the Laboratory will be done on top priority basis. Cases of undue delay taking of more than 10 days in receipt of samples from the indenters, 20 days in testing of non-Biological drugs and 60 days in the case of Biological Drugs will be reported by name to the ADG concerned in the MSO, Directorate General of

Health Services who will take up the matter with the concerned authorities to expedite matters. After the drug is confirmed to be sub-standard on the basis of the test the supplying firm will be asked to re-imbrues the cost of the sub-standard Drugs and action for deregistration and debarment of the item/firm is to be initiated as per rules. The sub-standard Drugs will be returned to the firm for its destruction / disposal by the supplier / manufacturer as per rules. The firm will be requested by the depot to confirm the disposal of the substandard drugs at the earliest.

7) Accounting of Stores in Transit

1. Stores received from the suppliers or other depots will not be taken as stocks and valued unless they have been accounted for in the Bin Cards.

2. Similarly stores sold to other parties but not dispatched on the 31st March will not be taken for the purpose of valuation of stocks.

3. Stores which have been dispatched by the Depots to other depots but the receipt of which has not been acknowledged by the consignee depots will be enumerated in a statement at the end of the year. This statement will be sent to the consignees to confirm the non-receipt of the stores and to indicate such of the consignments if any which have been received by them and accounted for showing their corresponding receipt voucher. On the basis of the information received a final statement showing the stores in transit will be prepared "entitled stores in transit on 31st March". On the basis of such statements received from all the depots, MSO, DGHS will prepare a consolidated statement of all stores in transit from the various depots.

8) Procedure for Issue of Duplicate Inspection Notes & Supply Orders:

1. A standard letter (with undertaking) as given in **MSD-0943** will be sent to the firm that reports the loss of an Inspection Note for getting F.I.R. copy and undertaking from the firm with regard to loss of Inspection Note. After obtaining the copy of F.I.R. filed at the concerned Police Station for loss of the Inspection Note and necessary undertaking from the supplier in the prescribed form, Receipt Section will obtain a certificate from the Accounts Section that the bills in respect of Supply order have not been passed and paid and then obtain orders of the DADG (MS) for the issue of a duplicate Inspection Note. The duplicate Inspection Note will be issued only with the specific sanction of the DADG (MS). The payment of the bill may then be effected on the basis of the duplicate Inspection Note issued.

2. The duplicate Inspection Note may be prepared by taking a photocopy of the original/office copy and marking it as duplicate with the date of issue of this duplicate Inspection Note. It may be released by competent issuing authority after signature in ink.

3. However duplicate Inspection Note is not to be released after one year of date of release of original Inspection Note.

4. The similar procedure/guidelines may be adopted in case of issue of duplicate supply orders by the depots.

9.5 Accounts Division

The main functions of the Accounts Division will be the maintenance of the Accounts of the Depot and various documents relating thereto, recovery of cost of the supplies to Govt. institutions, working out of rates for the VMS items, checking up of pricing of issue vouchers for cost and incidental charges, payment of bills for supplies received, maintenance of issue and receipt day books, preparation of budget estimates and reconciliation of figures.

9.5.1 Role & Responsibilities of Accounts Officer

1. The Accounts Officer will be the over-all In charge of the Accounts Division. He will be responsible to the DADG (MS) for the proper maintenance of the Accounts consistent with the Rules and Regulations prescribed in various Government codes and standing orders which may be issued by the Government from time to time. He will attend to the following jobs and assume direct responsibility thereof.

2. He will check and sign the contractors' bills received against supply orders placed by the DADG (MS) for supplies or services according to the terms and conditions of such contracts.

3. He will sign the pricing of issue vouchers and adjustment vouchers relating thereto which involve recovery of G.O.I dues from the indenters to whom the stores have been issued and assume responsibility for their correctness.

4. He will sign the pricing of loss statement, expense vouchers, Transfer vouchers etc. and assume responsibility for their correctness.

5. He will check and sign all receipt vouchers pertaining to stores supplies received from various sources in terms of the acquisition rates and other authorized charges before admitting them into the accounts and accepting debits thereof.

6. He will be responsible for the proper maintenance of receipt and issue day books and will ensure that the total number of receipts and issue vouchers intimated to him by the Depot Officers are correctly incorporated in the Day books. He will also check and sign the Day Books each month and ensure closure of accounts before the dates prescribed.

7. He will check and sign the top schedules of the issue vouchers and follow up the matter with the concerned authorities till the payments are received.

8. He will ensure that the particulars of stores received on the receipt vouchers are duly incorporated in the Rate register before the receipt vouchers are booked in the receipt Day Books.

9. He will work out the issue rates in accordance with the formula prescribed by the G.O.I and assume responsibility for their correctness.

10. He will be responsible for the maintenance of personal ledger Accounts in respect of all institutions drawing stores from the depot. He will attest after proper verification each debit and credit entry and will promptly close the accounts at the end of the year and forward the same to the parties concerned. When the correctness of the balance has

been accepted by the depositors, and they desire refund of the unspent balance he will authorize the refund on receipt of a proper requisition. The verification of the adjustments of the credits will be done through the monthly reconciliation and in any case before the final refund is sanctioned.

11. He will be responsible for effecting recoveries respecting all miscellaneous claims against contractors, staff and others.

12. He will be responsible for reconciliation of expenditure against all budget allotments with the Pay and Accounts Officer.

13. He will be responsible for the prompt disposal of letters requiring replies in the Accounts Section. He will also ensure that the replies are in accordance with the Gobi codes, regulations and standing orders. He will sign all such correspondence which does not involve matters of policy, new financial commitments. The cases involving policy, new financial commitments will be put up to DADG (MS).

14. He will be responsible for the preparation of the original and revised budget Estimates and for the rendition of the statements required in connection therewith. He will keep an account of the expenditure and also keep a watch that it is kept within the sanctioned allotments and bring to the notice of DADG (MS) cases where the trend of expenditure is not in keeping with the sanctioned allotments.

15. He will be responsible for the correct preparation of pay bills, contingent bills, T.A. Bills and Medical Attendance bills, Gratuity bills, GPF Advance and final withdrawal bills. He will sign all such bills provided the bills for the GPF Advances and final withdrawal from the GPF will be signed by him on the authority of prior sanction of the DADG (MS) / DGHS. T.A. Bill will also be signed by him on the basis of tour programme duly sanctioned/approved by the competent authority. He will also be responsible for the proper maintenance of the following registers:

    a. Registers relating to various kinds of Advances.

    b. Cash Book.

    c. Contingent Register.

    d. Expenditure Register.

    e. Register of un-disbursed and less disbursed pay.

    f. Rent register in respect of buildings hired by the Depot.

    g. Bill Register.

    h. Register of valuables such as Drugs, cheques, Money orders, Treasury receipts and petty cash remittances received directly from the Pay and Accounts Officer.

    i. GPF Ledgers.

    j. Broad Sheets.

    k. Nominations in respect of Provident Fund together with relevant documents.

    l. Nominations in respect of Family Pension and Gratuity.

m. He will ensure that all advances payable by the employees are regularly recovered through the Pay bills.

9.5.2 Pricing of Receipt Voucher

Articles purchased through the DGS&D at the rates shown in the R/C including taxes and excise duties if any plus departmental charges levied by the Directorate General of Supplies & Disposals. (This is necessary as invoices are not received at the time of receipt of stores centrally purchased).

i) Articles Purchased Locally:

At the actual purchase price including taxes and excise duties if any plus delivery and packing charges if any, levied by the supplier

ii) Articles Directly Imported – at the invoice price plus the following:-

a. Cost of containers if charged for separately.
b. Ocean Freight
c. Landing and Delivery Charges
d. Customs Duty
e. Packing and Freight.
f. Marine Insurance, if any.

Note:

(1) All sterling amounts and other currencies will be converted into Indian currency at the exchange rate in force at the time of purchase.

(2) Inland freight where incurred will be added in addition.

(3) Landing and delivery charges will be worked out at the prescribed percentage.

(4) Customs duty at the rates current in the customs Tariff at the time of receipt.

Articles received by transfer from other depots – At the issuing Depot's average cost at the time of issue. Cost of packing, postage and transit charges will be in addition. All these charges will be shown in the consignor's issue voucher.

9.5.3 Fixation of VMS/Weighted Average Rate

Vocabulary of Medical Stores (VMS) rates for the Medical Stores to be issued by the Government Medical Store Depot will be calculated according to the following formula:

1. Indigenous Stores

a. The actual cost of stores (including Sales Tax when applicable) plus freight charges whenever paid as a separate item on actual basis plus expenses on carriage inward. In the case of mixed consignments booked under single R/R, the allocation of freight and inward charges will be in proportion to the value of individual items in the consignment.

b. Add value of Stock balance at the time of fresh receipt at the existing VMS rate.

c. Divide the total of (a) and (b) by the total quantity stock, existing stocks plus fresh receipts, to arrive at the VMS rate.

2. Imported Stores

a. Invoice Price.
b. Add 12 ½% for freight, packing, landing, wharfage, haulage and other post charges.
c. Add customs duty as per percentages notified by the Ministry of Finance from time to time.
d. Add value of stock balance at the time of fresh receipt at the existing VMS rate.
e. Divide the total of (a), (b), (c) and d by the total quantity of stock, existing stocks plus fresh receipts to arrive at the VMS rate.

3. The VMS prices in respect of all categories of Stores will not exceed the retail prices fixed for these Stores under the Drugs (Price Control) Order.

4. VMS rates will be fixed as soon as the fresh purchase is made and the rates so fixed will be rounded off as per the latest Govt. accounting procedure for the facility of calculation.

5. The DADG (MS) will be empowered to fix price voucher rates in accordance with the formula laid down in this paragraph. The following special procedure will be adopted in respect of special emergent purchases of VMS and non VMS items made from the trade for relief and other special purposes:

a. No unit rates will be worked out. Freight will be added to the invoice price and the total amount thus arrived at will be passed on to the consignee.

b. Railway freight including credit note commission and postal charges and hamallage will be based on actual expenditure, Freight charged by the Railway authorities at the time of booking of consignments will be considered as the actual expenditure.

c. Rates for cart and hamallage to be recovered from the consignee will be fixed in consultation with audit with reference to the actual expenditure incurred during the preceding year. On this basis, an estimate of the expenditure likely to be incurred during the current year will be made. Rates will then be fixed by the DADG (MS) according to standard distance and will be based on each standard package.

9.5.4 Pricing of Issue Vouchers

1. Issue to other Medical Store Depots:

All issues will be priced at VMS rates. Stores centrally purchased and directed to other Medical Store Depots to be priced at actual cost and not at VMS rates. Packing materials if used by the consignor depot will be charged extra.

2. All other issue whether to Government or Non-Government Institutions:

(i) At VMS rates plus excise duty, License Fee, Sales Tax and Surcharges on sales, Sales Tax as per the Act, Rules, order of the State Government.

(ii) Transportation charges if paid by the issuing depot such as postage, railway freight (including Railway Commission), Steamer freight, cart and coolie hire and the cost of any special packing and container used.

3. *Issue Vouchers*

All the copies of the issue voucher will be priced by accounts division. The first audited copy remains with the Accounts Section. The second and third and fourth copies will be sent to the indenters for arranging payment. The fourth copy will be sent invariably along with the consignment to facilitate the indenter institutions to check the correctness of stores supplied by the depot. The indenter will return this copy duly accepted for quantities of stores, to the Depot and it would serve as acknowledgement of receipt of the consignment by the consignee.

9.5.5 Spot Pricing of Issue Vouchers

1. The pricing of the Issue Vouchers will be done by the Accounts Division on day to day basis. The priced copies of the Issue Voucher will be sent along with the RR/GR/AWB. The Store Section concerned Accounts Division and the local audit will maintain proper coordination among them. They will take following steps for the purpose:

   a. No receipt voucher number will be allotted until the stores received have been duly inspected for quality/quantity (including laboratory test where necessary) and are ready for delivery to the Store Section concerned.

   b. The Store Section concerned will immediately bring the stores on charge on the same day when these are delivered from the receipt section and will under no circumstances keep this pending for the following day.

   c. The Receipt Section on receipt of the voucher, duly receipted by the Stores Section will pass on the same day to the Accounts Division without any delay whatsoever.

   d. The Accounts Division will fix the rate of the items given on the vouchers within 24 hours of the receipt. For this purpose they will rely on the following:

      (i) Copy of the Supply Order for local purchase.
      (ii) Copy of the R/C for a purchase against contract.
      (iii) Inter Depot Transfer voucher for a transfer from another Depot.

2. The Accounts Division is supplied copies of each supply order which is placed locally, will file these orders in the chronological orders of receipt. These will also act as the Accounts Office copy for the payment of bills which are passed by the Accounts Officer. In numbering the orders the purchase Section will follow a chronological order of its own instead of outward diary number of the Depot. At the end of each month the Purchase Section will intimate to the Accounts Officer the last number of the supply order issued so that if any copies have not been received by the Accounts Section, they can ask for the same. Similarly copies of supply orders placed under all rate contracts and copies of R/C will be supplied to the Accounts Division. In case any Rate Contract/Price Agreement is not received by the Accounts Section, but a receipt voucher is received, in respect of such a contract the Accounts Section

will not wait for a copy to be received by them directly but acquire such a copy from either the Purchase Section or the Receipt Section

3. The Accounts Officer will bring to the notice of the DADG (MS) as soon as, he comes across a case of an item in a issue voucher in respect of which he has not received the corresponding receipt voucher which forms the basis of a rate fixation and holds up the pricing. In respect of specific cases brought to the notice of the DADG (MS) in this manner he will hold the Officer-In charge of the receipt section strictly responsible for their immediate transmission to Accounts Section and also warn him that delays of this type would be viewed seriously. At the close of each month the Accounts Officer will furnish to the DADG (MS), as a general rule, a list of such of the receipt vouchers of which he has not received copies. Here again the DADG (MS) will hold the Officer-in- charge of the Receipt Section strictly liable for immediate rendition of the vouchers to the Account Section.

4. In the matter of pricing of Issue Vouchers the pricing including audit should be completed in a period not exceeding 48 hours. The consignments covered by Issue Vouchers which have not been priced within 48 hours from their receipt in the Accounts Division will not be despatched. The Stores covered by issue vouchers will be despatched only after the issue vouchers have been priced.

5. In respect of combustible stores which are to form a separate consignment the pricing will be done on the original voucher itself. The hamallage and transport charges will be claimed through an adjustment voucher when the consignment is separately despatched.

6. To watch the progress of pricing a register will be maintained in the Accounts Division which will be examined by the DADG (MS) everyday showing the number of vouchers/items priced and the items left over, if any.

7. As far as the Non-Govt. institutions are concerned since it will not be possible, in actual practice, to price all the items in advance to assess the adequacy or otherwise of the advance deposits, a percentage check will be exercised before the indents are admitted for compliance. After the consignments have been packed, their despatch will be withheld to obtain an assurance from the Accounts Section whether advance deposits will adequately meet the cost of the stores packed plus appropriate freight charges. If the pre-deposits are short the despatch of the consignment will be withheld and the indenters will be asked to make additional deposits through a registered letter giving them a period of not more than one month for the purpose and it will be explained to them that in the event of additional deposits not forthcoming proportionate quantities of the stores will be withdrawn and the remaining consignments will be despatched.

9.5.6 Return of Stores

1. Normally stores which have once been correctly issued as per indenters demand will not be allowed to be returned to the Depot. In very exceptional cases indenters may however return such stores after they have obtained prior permission of the DADG (MS) to such return. The quoting of the original vouchers on which stores were issued will be insisted upon. The stores returned must invariably be in their original condition. In the case of consumable items such as drugs and chemicals, the original containers and seals must be intact and in the case of others there should be no signs to show that the items have been put to any use. The circumstances leading

to the return of stores will be described in the relevant receipt voucher. The Depot Accounts Officer will afford credit for such stores on the following basis:

2. Price originally charged plus excise duty as originally charged minus cost of transportation both ways and incidental charges, if any.

3. **NOTE –** In certain special cases DADG (MS) may at his discretion allow full credit of prices as originally charged plus excise duty minus two way transportation and incidental charges.

4. No institution government or non-government will be all owed to return any unserviceable or repairable stores to the Medical Store Depot except that the stores of the later category may be sent for repair purposes.

9.5.7 Pricing of Surplus Obsolete and Unserviceable Stores

After the close of the year the Depot authorities will furnish the Accounts Division with separate list of obsolete and unserviceable stores on hand. The Accounts Division will price the articles, strike the total value and return the list to the DADG (MS) of the Depot. Where no prices are available, the DADG (MS) will have the authority to fix the price. On receipt of the priced lists the DADG (MS) of the Depot will review them and endorse remarks as to whether in his opinion the articles when sold are likely to realise approximately the value shown in the list and if not what percentage of book value should be discounted. The book value of obsolete and unserviceable stores as given in the list as is also the approximate amount likely to be realized on sale as estimated by the DADG (MS).

9.5.8 Account Record Day Book

1. The Accounts Division will maintain a Day Book in form **MSD-0944** for receipts and **MSD-0945** for issue. Receipt and Issue vouchers (including transfer, demand notes, adjustment and expense vouchers, loss statements will be entered in the Day Books immediately on receipt from the concerned section after they are duly priced. The total amount under each heading in the Day Book will be posted monthly in the corresponding schedule prepared.

2. If the valuation recorded on a voucher priced by the Depot is found to be incorrect the Accounts Division will take steps to rectify the error and prepare a correction voucher for the difference involved. All such adjustment vouchers will be signed by the Accounts Officer or in his absence by the Depot Manager as the case may be. When all vouchers for a month have been received the Day Book will be totalled and closed.

3. Whenever owning to some unavoidable circumstances the receipt or issue voucher cannot be sent to Accounts Division, the same may be carried over for incorporation in the Day Book of a subsequent month to enable the Depot to close the Day Books on the due date and the entries will be duly inter-linked.

9.5.9 Suspense Receipt Vouchers

When stores are received without the relevant issue voucher from another Medical Store Depot, the Stores will be brought on charge on a suspense Receipt voucher. Such

suspense receipt vouchers will be sent to the Accounts Division along with the Issue Voucher when received duly interlinked.

9.5.10Contractor/Suppliers Bills

1. All Bills received from the contractors will be registered in a register of Bills in Form No. **MSD-0946**.This register will be reviewed by the Accounts Officer at least once a month and a list of outstanding bill prepared with a view to taking necessary action for their prompt payment. Bills on account of stores purchased locally under the powers delegated to the DADG (MS) will be passed for payment by the Accounts Officer. The bills in respect of stores Purchased locally with the prior sanction of the Directorate General of Health Services, after scrutiny by the Accounts Officer will be sent to concern Pay & Accounts Officer.

2. The contractor's will submit their bills in **MSD-0947** along with Bank format for online payment of the supplier in **MSD-0948** . The supplier bills will be supported by original copy of the Supply Order and the inspection note **(MSD-0949).**The bills submitted by the suppliers should be processed and sent to Pay & Accounts officer within a maximum of 5 working days, provided the bills are received by 15th of the month.

3. Account Division will calculate the amount of penalty to be imposed for delayed supply w.r.t. information's available in supply order, inspection note and amendments issued subsequently and recover from the bill before passing for payment. Account Division will also maintain a register of recovery of penalty on account of delayed supply.

10. Emergency Procurements and Supplies

Emergency Supplies

(i) To meet emergent demands on account of natural calamities procurement may be done as and when required basis as per special instructions from DGHS/ Ministry of Health & Family Welfare.

(ii) All the procurements to meet the emergency demands, the rate enquires is to be done on priority and in a time bound manner within the prescribed guidelines issued by the DGHS/MOHFW from time to time. Moreover the procurement of drugs/nondrug from registered firm only shall not be mandatory.

(iii) Possibilities of procurement in a time bound manner are to be explored first from MSO/DGS&D Rate contract firms for the required drugs, failing which other procedure as under shall be followed:

(a) The drugs shall be procured at the same rate from any other firm(s) who can supply immediately.
(b) In case the option at (a) is not feasible then the mode, of limited RE in a time bound manner shall be adopted.

(iv) The following relaxations also can be implemented with the approval of DGHS/Ministry if necessary

- Items not included in the VMS/ formulary may be allowed to be purchased.
- Procurement of items from unregistered firms/suppliers may be allowed.
- Medicines in quantities less than 1000 or valuing less than Rs.10000 each may be accepted against invoice / bill of the supplier and may not be got tested for quality.
- The Non drug items may be accepted on the basis of warranty/ guarantee of the firm/ supplier.
- Non Drug items of any specification supplied by the supplier may be procured for if rates are reasonable.
- The marking of “CG Supply Not for Sale” may not be mandatory.
- The bar coding may not be mandatory for emergency supplies.
- The items available in different pack size in the market may be allowed to be procured.
- The items available against valid rate contract/approved rate may be procured against the rate contract. In case of remaining other items for which approved rates are not available with MSO, then general purchase procedures given in GFR may be followed and strict provisions of manual may be relaxed.

- Any other relaxation like regarding procurement through telephonic rate enquiry /remaining 1/6th shelf life of products etc. If felt necessary may also be obtained from the competent authority

11. Miscellaneous

11.1 Procedure for Registration of Indenters

1. All Central/State Government hospitals, dispensaries or other institutions who desire to draw their requirements of Medical Stores from the Medical Stores Organisation, are required to apply for enrolment as an indenter of concerned GMSD in the prescribed proforma (**MSD-1 1 0 1**). The Purchasing Section in the Government Medical Store Depot will send the application Form for enrolment as an indenter to such an institution, and call for the return of the same duly completed in all respects. The enrolment application form to be used for the purpose is given in (**MSD-1101**), which is also available on the MSO Website and may be downloaded and used by the indenters for the purpose.

2. The prospective indenter will give all the particulars in the enrolment application form (**MSD-1 1 0 1**). If any column of the form is left blank / unfilled, the application of the indenter for enrolment will be rejected.

3. On receipt of the duly completed enrolment application form (**MSD - 1 1 0 1**), it will be scrutinized by the Purchase Section of the office Division in the Govt. Medical Store Depot and if found in order, the institution will be enrolled as a regular indenter under the orders of the DADG (MS) and necessary entry made by the Purchasing Section in the indenters enrolment Register, proforma for which is given in (**MSD-1102**).

4. The Purchasing section of the depot will ask the registered/enrolled indenters to submit their annual / supplementary indents online to MSO in prescribed proforma on the MSO website, after getting their budget allocation for the financial year for which indent submitted. Hard copy of the indent duly signed by the competent authority is also to be submitted to concern GMSD for further processing.

5. The indenter will be intimated of his enrolment by the Govt. Medical Store Depot through a letter, a specimen of which is given in (**MSD-1103**).

11.2 Registration of Manufacturer

1. Objective of registration: - The objective of the Registration of Manufacturers with MSO is

   (i) To have a data base regarding the Manufacturers dealing with MSO

   (ii) To ascertain the facility and technical capability to manufacture the particular type of drugs.

   (iii) To take punitive action in terms of de-registration/debarment/black listing of the Manufacturers due to erring /unethical activities.

2. Any manufacturer desirous of having registration of their manufactured unit with MSO for supply of medical stores shall apply on the prescribed forms **MSD-1104 & MSD-1105**. These forms are available on the MSO website and can be downloaded for this purpose. The duly filled application form along with all documents and a non refundable registration fees of Rupees

/-20000/- in the form of a bank draft drawn in favour PAO, dealing with MSO may be submitted to the nearest GMSD. When application complete in all respect is received by the concerned Medical Store Depot from a firm for Registration of its manufacturing unit, the Purchase Section will deal with the application for registration of manufacturing units.

3. The application will be scrutinized by Purchase Section in respect of all the documents called for and entries in each column of the application. If the reply of the firm in respect of column no.15,16, 17 & 18 of **MSD-1104** are not 'Yes' or the application is incomplete in any respect , it will be rejected and the rejection advice will be issued to the firm.

4. Purchase Section will write to the Bankers of the firm to give a confidential report on the financial standing of the firm and its monetary limit (if any) provided by the bank to the firm.

5. The Purchase Section will also call for a confidential report from the Licensing Authority/Drugs Controller of the state in whose jurisdiction the firm exists on the following.

   a. Standing and performance of the manufacturing unit of the firm.

   b. Whether the firm has the necessary facilities to carry out all the tests for the drugs. Either of its own or through out sourcing.

   c. Whether the provisions of schedule M of the Drugs and cosmetics Rules are strictly observed by the firm encompassing the activities of good manufacturing practices and the firm fulfils all statutory requirements under Drugs and cosmetics Act.

   d. Whether the firm has ever been convicted during last three years.

   e Whether manufacturing license of the firm for any item has been suspended/ cancelled during last three years due to substandard or any other reason.

Manufacturing capacity of the manufacturing unit of the firm.

6. An Expert Committee comprising of a Pharmacologist from any Government Institute, one Drug Inspector from State/Central Drug Control Authority and a Representative of appropriate level from MSO/GMSD, dually approved by MSO, shall inspect the manufacturing unit and access its infrastructure/equipment/man power and other general facilities provided for good manufacturing practice in each doses forms manufacturing sections/categories of items for which registration is sought by the firm. This Committee shall also examine the details of information/documents to be provided by the manufacturer during the inspection as per Form No.**MSD-1104 & MSD-1105** and give its recommendation for registration or otherwise.

7. On receipt of the State Drug Controller and Bankers confidential reports as well as the recommendation of the expert committee, mentioned above, result of the references to various authorities to check the bona fides will be compiled by the purchase section of the concerned Medical Store Depot, and placed before the store Purchase Committee constituted by the Medical Store Depot for the purpose of local purchase for their recommendation. Thereafter the applications for the registration of the firm together with inspection report, the recommendations of the store Purchase Committee and all the relevant documents as per checklist **MSD-1106** will be sent to the Medical Stores Organisation for consideration and approval.

The recommendation of expert committee dually examined by Depot Store Purchase Committee is sent to MSO. However the decision of MSO in this regard shall be final. The applicants who have not been recommended by the Committee for registration are suitably communicated indicating the reasoning of such rejection by concerned GMSD

8. Decision with regard to the registration of manufacturer along with its manufacturing unit will be communicated to the firm in form **MSD-1107** by MSO. The registration of the firm will be valid for a period of five years from the date of its registration. The firm should apply for renewal of registration before expiry of its registration if so desired. The firm shall submit its application for renewal of registration at least 90 days before expiry of initial registration. Renewal of registration will be done on the basis of verification of papers regarding annual turnover, marketing and manufacturing of the company and performance regarding business with MSO during the period of registration. No renewal registration fee will be charged. However if request for renewal is received after the expiry of validity of registration, it will be considered as a fresh registration case and a registration fee of Rupees 20,000/- will be charged. In case of alteration of name or address of manufacturing unit or manufacturing site the application shall be treated as also fresh registration.

9. MSO will maintain a register for registration of manufacturing units of the firms, form for which is given in **MSD-1108.** The list required to be updated on day today basis on the MSO Website also.

10. As soon as a new firm is registered, the record in this regard are updated by all GMSDs

11. Removal of the firms from the Register for Bad performance.

Firm-wise performance files will be maintained by the purchase section of concerned Medical Store Depots on line.

a. The copies of the correspondence regarding amendment/extension of delivery period reminders and the warning issued to the firms will be added to their respective files.

b. Copies of letters of receipt section by which rejections of items on account of supply of sub-standard nature of stores is intimated to the firms.

MSO will maintain the updated consolidated list of all registered manufacturing units of the firms and their Performance records on line.

11.3 Procedure for De-Registration/ Debarment of Rate contracting firm/supplying firms and Manufacturing units

1. In the event of drugs/items found substandard in laboratory test, the following guidelines are to be followed for debarment of the Rate contracting firm/supplying firms and Manufacturing units

a. In regard to category 'A' defects

The manufacturer should be debarred for the supply of that product for 3 years and for repeated failure of similar nature during this three years period, the manufacturer shall be debarred from supply of all products permanently".

b. For Category 'B' defects.

The manufacturer will be debarred for supply to MSO of that particular product declared not of standard quality for a period of three years. If the manufacturer fails in supply of quality medicine of any other drug of standard quality during the next year, his products which were found to be substandard shall be debarred for supply through MSO permanently.

c. In case during consecutive three years a manufacturer supplies medicine of one category 'A' defect and two category 'B' defect, the manufacturer shall be permanently De-registered./ Debarred dealing with MSO even though the punitive actions as suggested above have already been taken

The details of Category A defects and Category B defects are given in **MSD-0905**

2. Before initiating the process of debarment of the manufacturing unit/firm or items of the firm, a show-cause notice indicating the defect and the action proposed to be taken must be issued by MSO to the firm. The scope of the show-cause notice should not be narrower than the action proposed to be taken against the firm and should have enough clarity. The Proforma of Show cause notice is given in **MSD-1109**

3. The MSO will be responsible for further processing of the case within 15 days of receipt of the reply of the firm against show cause notice issued by the depot. The reply received from the firm against the "show cause" notice issued shall be examined by the concerned section in consultation with the officer in charge in the MSO and appropriate order shall be issued with the approval of Addl.D (St.) under intimation to all GMSDs, DCGI and other concerned as felt appropriate. In case of debarment/deregistration it will also be displayed on the website of the MSO/Ministry of Health and FW. The proforma of deregistration/ debarment letter to be issued to the firm by MSO is given in **MSD-1110**

4. The Purchase Section of GMSDs will maintain record of debarment/de-registration of firms in a register under supervision of the Section Superintendent. This register will also indicate the total history of debarment process in chronological orders.

5. The MSO will update list of manufacturing units and firms/items debarred in the web site of MSO.

11.4. Registration of Testing Laboratory

1. **Objective of registration:** - The objectives of the Registration of Testing Laboratory with MSO are

(i) To have a data base regarding the Testing laboratories dealing with MSO

(ii) To ascertain the facility and technical capability of the Testing laboratories to Test the particular type of drugs

(iii) To take punitive action in terms of de-registration/black listing of the Testing laboratories due to erring activities.

2. Any Testing laboratories desirous of having registration of their Testing laboratory unit with MSO for Testing of medical stores shall apply on the prescribed forms **MSD-1111** & **MSD-1112** These forms are available on the MSO website and can be downloaded for this purpose. The duly filled application form along with all

documents and a non refundable registration fees of Rupees-10000/- in the form of a bank draft drawn in favour PAO, concerned GMSD may be submitted to the nearest GMSD. When application complete in all respect is received by the concerned Medical Store Depot from a Testing laboratories for Registration of its Testing laboratory unit, the Purchase Section will deal with the application for registration of Testing laboratory units.

3. The application will be scrutinized by Purchase Section in respect of all the documents called for and entries in each column of the application.

4. Purchase Section will write to the Bankers of the firm to give a confidential report on the financial standing of the Testing laboratory and its monetary limit (if any) provided by the bank to the firm.

5. The Purchase Section will also call for a confidential report from the Licensing Authority/Drugs Controller of the state in whose jurisdiction the Testing laboratory exists on the following.

   a. Standing and performance of the Testing laboratory unit.

   b. Whether the firm has the necessary facilities to carry out all the tests for the drugs/medical stores.

   c. Whether the provisions of good Testing laboratory practices (GLP) as per schedule of the Drugs and cosmetics Rules are strictly observed by the firm and the firm fulfils all statutory requirements under Drugs and cosmetics Act.

   d. Whether the Testing laboratory has ever been convicted during last three years.

   e. Whether Testing laboratory license for any item has been suspended/ cancelled during last three years due to substandard or any other reason.

   f. Testing capacity of the Testing laboratory unit.

6. An Expert Committee comprising of an Assistant Professor of Pharmaceutical Sciences/Pharmaceutical Chemistry of Govt. College of Pharmacy, one Drug Inspector from State/Central Drug Control Authority and a Representative of appropriate level from GMSD shall inspect the Testing laboratory unit and access its infrastructure/equipment/man power and other general facilities provided for good Testing laboratory practice in each sections/categories of items for which registration is sought by the firm. This Committee shall also examine the details of information/documents to be provided by the Testing laboratory during the inspection and give its recommendation for registration or otherwise.

7. On receipt of the State Drug Controller and Bankers confidential reports as well as the recommendation of the expert committee, mentioned above, result of the references to various authorities to check the bona fides will be compiled by the purchase section of concerned Medical Store Depot, and placed before the store Purchase Committee constituted by the Medical Store Depot for the purpose of local purchase for their recommendation. Thereafter the applications for the registration of the firm together with inspection report, the recommendations of the store Purchase Committee and all the relevant documents as per checklist **MSD-1113** will be sent to the Medical Stores Organisation for consideration and approval.

   The registration case of the Testing laboratory unit only who are recommended for registration by the Depot Store Purchase Committee are sent to MSO The applicants

who have not been recommended by the Committee for registration are suitably communicated regarding the reasoning of such rejection .

8. Decision with regard to the registration of testing laboratory unit will be communicated in **MSD-1114** to the Laboratory by the concerned Depot. The registration of the Testing laboratory unit will be valid for a period of five years from the date of its registration. The firm should apply for renewal of registration before expiry of its registration if so desired. The Testing laboratory unit shall submit its application for renewal of registration at least 90 days before expiry of initial registration. Renewal of registration will be done on the basis of verification of papers regarding annual turnover and performance regarding business with MSO during the period of registration. No renewal registration fee will be charged. However if request for renewal is received after the expiry of validity of registration, it will be considered as a fresh registration case and a registration fee of Rupees 10,000/- will be charged.

9. Purchase section of the Medical Store Depots will maintain a register for registration of testing laboratories in **MSD-1115**.

10. Removal of the Testing laboratory from the Register for Bad performance.

Testing laboratory performance will be monitored by the Medical Store Depots and can be deregistered by MSO for unsatisfactory performance.

11. MSO will maintain the updated consolidated list of all registered Testing laboratory units

11.5 Insurance of Goods/Medical Stores

Government property, both movable and immovable, shall not be insured and no subordinate authority shall undertake any liability or incur any expenditure in connection with the insurance of such property without the previous consent of the Finance Ministry except in the cases mentioned below-

a) Medical Store Depots (MSO) /GMSD shall be competent to incur expenditure in the insurance of materials and equipments received on loan or as aid from Foreign Governments or International or other Organizations if, according to the terms of contracts or agreements entered into with the Foreign Governments or International or other Organizations concerned, insurance of such materials and equipments is necessary.

b) Where for booking of goods by air, rail or road, an enhanced risk rate is provided; additional charges above those prescribed for booking of goods at owner's risk rate, being in the nature of insurance charges, Medical Store Depots (MSO)/GMSD shall be competent to incur such additional expenditure for booking goods for carriage at such enhanced rates.

c) In cases, where it is decided to insure properties or goods under the direct or indirect control of the Government, Medical Store Depots (MSO)/GMSD shall affect the insurance only with a Nationalized Insurance Organization and follow the procedure that may be laid down by the Finance Ministry from time to time.

11.6 Internal Audit & Stock Verification

1. Medical Stores Depot will have a permanent Internal Audit Party to conduct its Internal Audit with a view to:

   a) To ensure that all transactions that affect the financial working of the Depots are duly recorded in the books of accounts and are conducted in accordance with the provision of Medical Store Depot Manual and other financial regulations and subsequently do not invite audit objections.

   b) To ensure the earliest detection of any dishonesty, fraud or irregularity.

2. The audit of cash and store accounts and other records will be carried out by the Internal Audit Party, If, however, during the course of Internal check of any record, serious lapses come to notice the Superintendent of the Internal Audit Party will report the facts to the DADG (MS) and the Deputy Director Accounts (Stores) of the Directorate General of Health Services (who will act as Internal Audit Officer). The Deputy Director Accounts (Stores) bring these facts to the notice of the Deputy Director General(Stores) and seek his orders for extending the scope of Internal check giving reasons for enhancing the extent of audit.

3. The Superintendent of the Internal Audit Party will be the head of the party in each Depot and will be personally responsible for the efficient conduct of the internal audit work in strict accordance with the prescribed rules and orders on the subject. He will draw a quarterly programme of audit of the Depot in consultation and with the approval of DADG (MS) of the depot and distribute the work amongst his staff, keeping to himself the most important work. A copy of the programme of audit so drawn by him will be forwarded to the Deputy Director Accounts (Stores) of the Directorate General of Health Services who will be personally responsible to the Deputy Director General(Stores) Directorate General of Health Services for the efficient and effective working of the Internal Audit Party. The Superintendent of the party will be directly under the control and guidance of the Deputy Director Accounts (Stores).

4. As and when discrepancies or irregularities come to the notice the superintendent of the party will issue objection statements to the DADG of the Depots and pursue the objections till these are settled. Objections remaining unattended by the DADG (MS) for a period exceeding one month will be brought to the notice of Directorate General of Health Services with an abstract of objections. The Superintendent of the Audit Party will bring to the notice of Deputy Director Accounts (Stores)/Deputy Director General (ST.) all objections of important serious lapses/heavy losses noticed by him during the course of his duties.

5. All accounts and registers of documents and vouchers etc. which are checked by the Internal Audit Party will be enfaced and checked. The Superintendent or the Internal Auditors will put their dated initials to each of these accounts in token of having conducted internal check and for which they will be personally responsible.

6. The Internal Audit Party will be expected to be fully conversant with the provisions of the Manual of the Medical Store Depot for maintenance of stores, account records, instructions for the maintenance of cash, General Financial Rules and other Govt. codes as modified from time to time and the instructions issued from the DGHS, the Controller and Auditor General of India in the matter from time to time and to see that these are strictly observed by the Depot staff.

7. Each item of stores will be verified by actual count or measurement and the Bin card balance and the actual physical balance together with the difference, if any, will be noted in columns 4 to 7 of the stock verification report. The stock verification reports prepared by the stock verifiers will also be shown to the representatives of the stock holders and their signatures obtained in token of acceptance.

8 The stock verifiers will submit their reports to the DADG (MS) for approval and issue.

9. To ensure that all articles are verified without omission, separate registers will be maintained showing all the VMS items, Dead Stock and N.I.V. items. Additions will be entered in these registers from time to time. After verifications, the date of verification will be noted against the respective items in the registers, by the stock verifiers.

10. When a cycle is completed the register will be scrutinized by the stock verifiers to see whether the date of verification has been noted against all items.

11. The periodicity of verification will be once in two months for valuable items, once in six months for perishable items and once in a year for other items.

12. As and when verification of each cycle is completed, a certificate to this effect will be recorded in the register over the signatures of the DADG (MS).

13. The stock verification reports as completed by the stock verifiers and approved by the DADG (MS) will be issued to the concerned Store Sections, with the numbers assigned for each report. The Store Sections will reconcile the discrepancies and intimate the results. The discrepancies will be noted down in the 'Register of Discrepancies' and the reports will be pursued with the sections by issue of periodical reminders till they are finally settled.

11.7 Inspection

The purpose of the inspection will be:

1 To find out the state of affairs existing in each section/unit.

2 To see whether the prescribed procedure and instructions are understood properly and followed intelligently.

3 To test the intrinsic soundness and utility of the procedures and to get reliable data for planning improvements.

11.7.1Periodicity of Inspection

1. Each Section in the Depot will be inspected at least twice a year

2. The form of questionnaire to be used for inspection of stocking sections, issue section, receipt section, Pay and Establishment Section, Purchase Section, Accounts Section and the Security and Fire arrangements are given in **MSD-1117**

11.7.2Authorities responsible for inspection

1 One of the half yearly inspections will be conducted by the DADG (MS) and the Depot Manager by rotation.

2 One of the Officers in the Directorate General of Health Services will do the other half yearly inspection. The inspection to be conducted by the Officer in the Directorate General of Health Services will pertain to the Depot as a whole and the questionnaire to be used is given in **MSD-1117**

11.7.3Programme of inspection

The Inspecting Officer will submit his report to his immediate superior. The later will examine the report to see the kind of defects brought to light and where necessary devise suitable remedies to prevent their recurrence. He will also bring to the notice of the DDG (Stores) in the DGHS any point of importance and general application. Any defects noticed in the existing procedures and the suggestions received for its improvement will be submitted to the DDG (Stores) in the DGHS for consideration.

11.8 Depot Safety & Security

11.8.1Role & Responsibilities

1. DADG in charge of the Medical Store Depot who will act as Chief Security Officer of the Depot will nominate a gazetted officer as Security and Fire Officer preferably residing in the Depots premises. The officer so nominated will be responsible for the enforcement of the provisions of the manual regarding the security arrangements and fire precautions and the standing orders and instructions issued from time to time in the matter.

2. DADG (MS) will also nominate another gazetted officer who will assist the Security and Fire Officer in the discharge of his responsibilities and who will also act as Security and Fire Officer during his temporary absence

3. Medical Store Depot will employ suitable number of Chowkidar, a Gate Clerk and a labour supervisor in connection with the security arrangements. The GMSDs may also outsource the security staff/services if required to keep the sufficient security personal for proper security of the depot premises and valuable stores. The Staff employed in connection with the security arrangements and cleanliness/house keeping of the depot will be under the charge of the Security and Fire Officer. The suitable number of Safaiwalas may also be outsource as per the requirement of the Depot for its cleanness

11.8.2Duties of Personnel assigned the job of Security

The duties of the Security Personnel will be as follows:

1. During working hours they will see that no un-authorised person enters the Depot

2. They will see that an inward gate pass is prepared and issued for all stores entering the Depot

3. They will search all vehicles, consignment of stores leaving the Depot. They will also search personnel leaving the Depot during the day.

4. They will carefully check the packages or articles leaving the Depot with the entries in the outward gate pass

11.8.3Entry into the Depot

1. Identity cards will be issued to all employees borne on the regular establishment of the Depot. The Identity card will be of standard size. The Identity cards will bear the Slno, Date of issue, Validity Date of the card. The card should bear the Name, Designation, Date of Birth along with photograph and the specimen signatures/thumbs impression of the Card holder. The Identity cards will also bear the Name and address of the issuing office, signature of the issuing authority with his/her official stamp viz. The Security and Fire Officer across the photograph of the holder.

2. A register in the Form given in **MSD-1118** will be maintained in the pay and establishment section for the issue of Identity cards. It will be the responsibility of the Depot Superintendent to ensure that an Identity Card is issued to an employee as soon as he/she is appointed to a regular post in the Depot. He will also get the initials of the employee concerned in the aforesaid register before handing over the Identity card to him/her.

3. Temporary passes in the form given in **MSD-1119** will be issued to the persons in casual employment of the Depot. The temporary passes will bear the signatures / thumb impressions of the holder. These will be issued under the signatures of the Security and Fire Officer. The temporary passes will be valid for a period of one month from the date of issue unless these are revalidated or cancelled. A register in the form given in **MSD-1120** will be maintained in the Gate office for the issue of Temporary passes.

4. Entry into the Depot premises and the godown attached to it, if any, will be restricted to the persons in possession of valid Identity cards/temporary passes. Their entry and exit time should be recorded by biometric identification recording machine. These records/data should be maintained and preserved for at least five years for future reference.

5. Entry of the persons, not in possession of Identity cards/temporary passes, into the Depot will be regulated through the visitors register, a specimen form of which is given in **MSD-1121**.

6. No person visiting Medical Store Depot either in connection with the official business or otherwise will be allowed to see any officer other than a gazetted officer, without the permission of the Depot Manager.

7. Any person wishing to enter the Depot for official purposes shall have to take the permission from depot in charge or his nominee for the purpose. For this purpose the Gate Clerk is required to be approached who shall facilitate such entry, the Gate Clerk will make necessary entries in the visitor's register and get the signatures of

the visitor in the last column of the same, after obtaining the permission from Depot in charge.

8. The suppliers and their representatives coming to the Depot for delivering the stores or removing the rejected stores will be allowed to visit Store Division after obtaining the permission of the Depot Manager.

9. Every person to whom an Identity card or temporary pass has been issued will be required to show the same to the security personnel on duty. Suitable disciplinary action will be taken against the employees who refuse to comply with the request of the security personnel on duty to show his/her identity card/temporary pass. Security personnel may refuse entry to such employees. The temporary passes issued have to be collected back by the security personnel at gate after due signature obtaining from the officer visited when the visitor leaves the depot.

10. Misuse of Identity Cards and Temporary Passes.

11. Identity Cards/Temporary Passes will not be transferable. An employee using another's Identity Card/Temporary Pass will render himself/herself liable to disciplinary action.

12. Withdrawal of Identity cards/Temporary passes.

13. On the occurrence of any of the events specified below, the identity card or temporary pass to an employee will be withdrawn by the Depot:-

    (i) Leave preparatory to retirement.

    (ii) Discharge from service.

    (iii) Transfer to a sister depot.

    (iv) Suspension.

Replacement of Identity Cards

14. The normal life of Identity card will be fixed as five years, from the date of issue, after which period, an identity card which is not serviceable will be replaced without any charge

15. An employee desiring to have the card replaced before the expiry period will be required to pay replacement fee of Rupees 50/- in addition to supplying two copies of photographs at his/her expense.

Photograph for identity cards

16. Photograph charges for the first issue of identity card and subsequent replacement after the expiry of the normal life of five years will be borne by the Depot. For this purpose either the Depot will arrange for a Photographer to take the photograph or allow the employee to bring his/her own photograph.

17. Photographs of peons, factory hands, drivers will be in their respective uniforms and with their proper head dress, this includes caps if issued.

Loss of identity card/temporary passes

18. In case of loss of an Identity card or a temporary pass it will be incumbent on the holder to report the loss immediately to the nearest police station and also to the Depot superintendent.

19. It will be the duty of the Depot superintendent to ensure that the police authorities are informed if an identity card or temporary pass reported to have been lost is subsequently found. It will also be incumbent on the employee concerned to return to the Depot superintendent, the duplicate identity cards/temporary pass issued to him/her in the meanwhile.

Penalty for loss of identity card / temporary pass

20. A penalty of Rupees 100/- in the event of loss of an Identity Card and Rupees 10/- in the case of Temporary Pass will be imposed on the employee concerned. For the second or subsequent occasions of loss, the charges will be Rupees 200/- for an Identity Card and Rupees 20/- for the Temporary Pass.

21. It will be incumbent on the employee seeking a duplicate Identity card to bring his/her own photograph at his/her own expense.

24. The amount recovered in the shape of penalty will be deposited in the head of accounts to be indicated for the purpose, by the Pay and Establishment Section.

23. The amount of penalty once recovered will in no circumstances be refunded

24. All entries regarding loss of Identity card/temporary pass will be made in the Register of Identity cards/temporary passes.

25. DADG (MS) will be authorised in special circumstances to waive the recovery of penalty for loss of Identity card/temporary passes. The cost of the new photograph will however be borne by the Govt. Employee concerned.

26. Report on worn out/disfigured identity cards/temporary passes

27. Particulars of Identity cards/temporary passes which are worn out or disfigured will be reported by the watchman to the Depot superintendent for necessary action.

28. DADG (MS) will be authorised to confiscate in the interest of the security the Identity card/temporary pass of any employee without giving any notice or assigning any reason thereof.

11.8.4Locking of Sections

1. All locks of a section will be marked serially in numerals and the letter indicating the Section. The marking will be done prominently and never allowed to fade away. All keys in the bunch will carry tags indicating markings similar to those on the corresponding locks.

2. Before the bell for dispersal which will be rung at the closing time, a bell will be rung ten minutes before the closing time to facilitate finishing of the work in hand, tidying up things, to turn down electric switches, to close securely all sky lights, windows and doors and to get ready for dispersal. Sections will however not close down before the bell for dispersal is rung.

3. The Superintendents In charge of the Store Sections will themselves close and seal all the doors of the Store Sections after ensuring that all the lights have been put off and the entrance have been secured before the Depot closes for the day. These seals will be examined personally by the Section Superintendents before they open the Sections on the next day.

4. Immediately after closing of the Depot, the Duty Security Person will go round the Depot checking all the locks and seals of the sections and report to the Depot Manager. The Section Superintendent will leave the Depot only after the Security Person has reported that everything is in order.

Care of the Keys

5. All sections keys of the Depot will be hung in the box kept in the Depot Manager room every evening by the Section Superintendents after satisfying themselves that all the keys are in the bunch.

6. At the closing hour, the key box of the Depot will be got sealed by the Depot Manager and deposited in the safe kept in the Gate Office. After the box is deposited in the safe, the keys of the safe will be handed over to the Depot Manager.

7. At the opening time of the Depot, the key box will be taken out of the safe by the Depot Manager.

8. All precautions will be taken by the officer opening and closing the safe to ensure that the contents of the safe are safe.

9. The duplicate key of the safe in the Gate Office will be locked in a glazed Fronted box which will be hung on the wall near the gate. The glazed fronted box will be fitted with a good solid lock, proof against picking. The hasp and hinge of the box will be properly fitted where the screw leads will not be accessible when the box is closed.

10. In the event of an outbreak of fire when the depot is closed, the Chowkidar on duty will smash the glazed front of the box, obtain the key of the safe and taking out the keys of the store rooms open up the building which is on fire. He will then take further steps to get the fire under control pending the arrival of the Depot Manager

Liability of individuals for search

11. All individuals entering the Medical Store Depot will be liable to search on leaving. This will be clearly written under the authority of the DADG (MS) on a board hung up at a conspicuous place at the entrance of the Depot.

12. Visitors and representatives of firms and category 'A' and 'B' employees of the Depots will not ordinarily be searched on leaving the Depot. Such persons may however, be searched at any time under the orders of DADG (MS) without giving any reason. When DADG (MS) of the Depot exercise his powers of search in respect of visitors representatives of firms and category 'A' and 'B' employees of the Depot, it will be done politely, with the intimation that such action is being taken by way of example and that no aspersion is being made against their integrity.

11.8.5Search of Employees

1. All Multi Tasking Staff and casual labourers will be subjected to search on the leaving of the Depot every day. Other employees of the Depot will not be subjected to search at the discretion of the DADG, whenever considered necessary.

2. A percentage of the men will be selected for rigorous search by the DADG (MS) and taken to a suitable place and searched thoroughly under arrangements to be made by the DADG (MS).

3. The Depot Superintendent of each section will be held personally responsible for any loss by pilferage from his section and therefore he will supervise himself the searching of the employees of his section and see that the search is not done in a perfunctory manner.

4. The Depot Superintendent of each section will be held personally responsible for any loss by pilferage from his section and therefore he will supervise himself the searching of the employees of his section and see that the search is not done in a perfunctory manner.

Searching of Women

5. Where women are employed they will be searched (in a manner similar to men) by a woman employee nominated by the DADG (MS)/Depot Manager for its purpose and separate from men.

Searching of Store Room

6. When working parties in store rooms cannot be supervised personally by a store keeper or his Assistant, the doors and windows will be secured and the workmen searched before leaving.

Searching of Vehicles

7. All vehicles leaving a Depot will be thoroughly searched irrespective of their ownership under the direct supervision of the Gate Keeper. Special attention will be paid to tool boxes, and other likely places for the secretion of small stores. Carts used for the daily removal of refuse from the depot will also be carefully searched.

Patrolling of Depot

8. Security personnel will, at night and other time, when the depot is closed patrol the depot premises and protect them against thieves and fire. Their rounds will be checked by tell tale clocks which will be maintained for the purpose at the depot.

9. In addition, any other precautions to prevent loss by theft which the local conditions of the depot may call for will be taken by the Security personnel

10. The “Tell-tale” clock will be handed over to the Security personnel every day at 4 P.M. by the Gate Clerk and from thence they will be responsible for the safety and soundness of the clock. This method can be replaced by any novel technologies.

11. The Security personnel will immediately on receipt of the clock will check the clock by operating at least one key in the presence of the Gate Clerk to satisfy themselves that the clock is in sound working condition. Likewise the evening team of Security personnel when their duty is over will hand over the clock to the next shift Security

personnel when the clock is handed over to them, they will also ensure by operating the keys in the presence of the Chowkidar; who hands over the clock that the clock is in sound working condition. The clock will be handed over at 10 A.M. in the morning to the Gate Clerk who will check before taking over the same whether it is in sound condition. On holidays the clock will be in the possession of the Security personnel

11.8.6 Entry of Stores in the Depot

1. For all stores received by rail, road or by post the Gate Clerk will, after thorough checking enter the number of packages in Inward Gate Pass register in **MSD-1122** with details of railway receipts or postal receipt numbers. He will simultaneously make out a corresponding inward gate pass in **MSD-1123**. Both **MSD-1122** and **MSD-1123** will be sent to the Assistant Depot Manager In charge of the Store Section for signatures.

   The gate pass duly signed will then be sent to 'Receiving Store' Section who will verify the number of packages actually received and sign at the back of the gate pass in token of correct receipt of stores and their entry in Register of Incoming Store maintained in concerned store section for watching the progress of supplies received against supply orders in MSD**-1124** and return the gate pass to the gate clerk. The next morning all the inward gate passes of the previous day will be put up to the Assistant Depot Manager for cancellation. The Assistant Depot Manager will call for the records from Store Receiving Section and cancel the inward gate pass after ensuring that all the stores enumerated in the gate pass have been duly entered in **– MSD-1124**.

2. For all stores locally brought, the Gate Clerk will demand a Challan in duplicate, from the person bringing the stores. These Challans will be sent to Receipt Section who will indicate that the stores enumerated in the Challans are due and pass on such Challans to the Assistant Depot Manager in- charge of receipt section, who will order the preparation of the inward Gate Pass. The gate pass will then be prepared in the manner indicated in section 10.8.7(1) after thorough checking of the stores. Both the copies of the Challan as well as the gate pass, duly signed by the Assistant Depot Manager will be sent to Receipt Section for receipt and verification of packages. 'F' Section will return one copy of the Challan duly receipted to serve as a temporary receipt, which will be handed over, by the Gate Clerk to the bearer of the stores. The Store Section will also acknowledge receipt of the stores at the back of the gate pass as indicated above and return it to the gate clerk. The cancellation of such gate passes will be done in the manner indicated in section 10.8.7(1) above on the following day.

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FORMS, FORMATS, TABLES AND TEMPLATES

FORMS, FORMATS, TABLES AND TEMPLATES

MSD-0401 R/C REGISTER

Sly. No.	DGS & D R/C No. & date	Period of Currency of R/C	Name of the firm with whom R/C has been concluded	V.M.S. No. & Nomenclature of the item	Accounting unit	Rate per unit
1	2	3	4	5	6	7

S.O. No. & date	Quantity ordered in S.O. under col. 8	Total cost	Delivery period	Due date	Quantity received
8	9	10	11	12	13

MSD-0402 LIABILITY REGISTER FOR THE STORES DUE ON DGS&D RATE CONTRACT & M.S.O. PRICE AGREEMENT / RATE CONTRACT.

Sl. No.	M.S.O. P.A. / R.C. No. & date	Name of the Contractor	V.M.S. No. & Nomenclature of the item	Quantity ordered	Rate	Terms of delivery
1	2	3	4	5	6	7

Total cost	Schedule date of delivery	Inspection Note number and date	Railway Receipt / Post Parcel / L.R. number and date	Receipt voucher number	Quantity received	Balance Quantity
8	9	10	11	12	13	14

MSD-0901 INVITATION FOR BID (IFB)

GOVERNMENT OF INDIA
DIRECTORATE GENERAL OF HEALTH SERVICES
Govt Medical Store Depot
_____

Tele_____
Fax:_____
Email_____

Ref: Tender Enquiry No. _____ Dated: _____
To **_____**
_____
_____

Subject: Invitation of bids for supply of items as per enclosed list.
Dear Sir,

1. Bids are invited for the supply of medicines as mentioned in **Annexure–E** list of ____ Generic medicines as per terms & condition mentioned in proforma for submission of rate enclosed which may be submitted before or on scheduled time and date of the tender.

2. It is proposed to enter into a Price Agreement with firms, which fulfil the eligibility criteria as mentioned in the tender for supply of drugs enumerated in the schedule annexed. The eligibility criteria have been given in the tender documents annexed. Firms intending to participate in the Contract should ensure that they fulfil all the eligibility criteria as per enclosed documents as prescribed under the tender documents annexed, otherwise the tenders will be summarily rejected.

   2.1 The Price Agreement will be governed by the terms and conditions enclosed with this Tender Enquiry and no modifications / alterations etc. are allowed in any case.

   2.2 Tenderer is therefore advised to tender rate quotations only if the terms and conditions as prescribed are acceptable to them entirely and they fulfil all the eligibility criteria.

   2.3 Tenderers should submit Technical and Price Bid separately in sealed envelope super scribing the envelopes as Cover "A" (Technical Bid) and Cover "B" – (Price Bid). Both these envelopes are to be again put in a single envelope super scribed with the "Tender No. _____ Due for opening on _____ **for Technical Bid and _____ for Price Bid.**

   2.4 The tender should be accompanied with an Earnest Money Deposit as per terms given in the instruction to the tenderer only in the form of Demand Draft from any nationalised bank / commercial bank. No Bank guarantee / Cheque / FDR etc. shall be accepted.

   2.5 Cover "A" Bid.
   This should interalia include the following certificates / documents for the items. The tender shall be liable to be rejected if following documents are not submitted with the Cover 'A' (Technical Bid).

      2.5.1 Earnest Money Deposit Demand Draft as per terms given in the instruction to the tenderers.

2.5.2 Audited financial statement (balance sheet and profit & loss account statement) for the last three Years along with annual turnover statements for formulations for the last three years duly certified by the Auditor / chartered accountant.

2.5.3 Valid GMP Certificate for the category of product for which rate is being quoted.

2.5.4 Certificate as per Annexure- B from the Manufacturers or Chartered Accountant in the prescribed proforma (copy of which is enclosed) regarding three years manufacturing and marketing experience of the particular item. The Certificate must have been issued within past six month from the date of opening of tender and not more than one year old on the date of opening of tender.

2.5.5 The detail of item for which the offer is being made should be given as per the format given below. All the columns should be properly filled up and no column should be left blank.

DETAILS OF MANUFACTURING & MARKETING STATUS OF ITEMS QUOTED.

Sl .No	Item No	Packing & shelf life	Description of Item	Manufactured by	Self Mfg. / loan Licence / 3rd party	Marketed by	Remarks
1	2	3	4	5	6	7	8

2.5.6 **Name and address of banker**

Note:

The completed bid in the prescribed manner must be received at the office of Addl. Director General (Stores), Dte. General of Health Services, Medical Stores Organisation, West Block No.1, Wing No.6, 1st Floor, R.K. Puram, New Delhi-110 066 on or before the time and date given for receipt of Bid. Tenders not submitted by the date/time prescribed shall not be opened and returned unopened. It shall be the sole responsibility of the bidder to ensure that their bid is received at the address above on or before specified date and time mentioned. Item number as per tender enquiry should be clearly marked and highlighted with fluorescent marker pen in the GMP / Drug License / manufacturing and marketing certificate documents submitted. Bids will be evaluated separately for each item. Each & every paper / page of the tender documents should be serially numbered and duly signed by the tenderer in accordance with the provision of the Terms & Conditions of the tender. Checklist must be enclosed in chronological order indicating page No. of their tender.

2.5.7 Bid form duly completed

2.5.8 Tender document duly filled in and signed.

2.5.9 Valid Drugs License with its validity. If revalidation of drug license has been applied for the copy of application to State Drug / Licensing authority may be attached with a certificate that application for renewal was made within time frame as per Drug and Cosmetic Act as amended up to date and that has not been deleted by licensing authority.

2.5.10 Data to establish his capacity as per certificate Annexure-C.

2.5.11 Demand draft / pay order from any commercial bank for Rs. 1000/- (Rs. One thousand only) drawn in favour of " The Pay & Accounts Officer, Ministry of Health & Family Welfare, Safdarjung Hospital, New Delhi representing fee for

Tender Form. Please endorse on the back page of the demand draft / pay order "Fee for Tender Form".

2.6 **Cover "B" (Price Bid).**

The tenderer should submit rate as per proforma given below duly filled given the rate of item in sealed cover super scribed as Cover "B"- (Price Bid).

VMS No	Name of the Product	Composition	Rate offered to MSO (Excluding ED)	Quantum of excise duty (ED)	Rate offered to MSO Incl All Taxes	MRP Incl All Taxes
1.	2.	3.	4.	5.	6.	7.

Lowest rate offered to dealer	% Discount offered over MRP	Hospital Rate (if any) / lowest rate offered to any other institute	Whether the product is under DPCO / NPPA. If so, enclose copy of order	Delivery period	Remarks
8.	9.	10.	11.	12.	13.

Cover "B" i.e. Price Bid of only those tenderers will be opened who fulfil all the eligibility criteria as laid down in the Annexure

3. Price of bidding document : Rs.
Postage charges (Inland) : Rs.
Date of commencement of sale of bidding Document. :
Time and date of receipt of bids :
Time and date of opening of bids :

Note:

Please note that all the information called for in all the bid documents should be answered along with your tender, failing which, your tender will not be considered and is liable to be ignored without any further reference to you.

Your tender should be submitted in the manner stated above in a sealed cover super scribing the tender enquiry No., date of tender opening addressed to _____ by the appointed time on the specified date.

This tender is not transferable.

All tenders will be opened at the appointed time on the specified date, in public, in presence of authorised representative who should possess a valid authority letter on the letter head of the tendering firm duly attesting the signature of the representative attending the tender opening by the person signing the tender. The letter must be produced on demand**.**

The purchaser reserves the option to give a purchase/ price preference to the offers from public sector units and or from small scale / cottage industries, units etc. over those from other firms, in accordance with in policies of the Govt. from time to time**.**

Yours faithfully,

Signature & Rubber Seal of Issuing Officer
For and on behalf of The President of India

ANNEXURE-A (of IFB)

LETTER OF UNDERTAKING

Full Name and address of the Tenderer in addition to the Post Box No., if any should be quoted in all communication to this office	Tenderer Telegraphic Address…….. Telephone No……. Telex No…… Fax No…….. E-Mail Address…….

From

_____
_____

To

_____
_____

Dear Sir,

I/We hereby offer to supply the stores detailed in the schedule attached here to or such portion thereof as you may specify in the order at the price given in the said schedule; and agree to hold this offer open till **120 days** from the date of the tender opened or extended date of opening.

I/We have understood the instruction to tenderers mentioned in the schedule to tender thoroughly and examine the specifications quoted in the schedule hereto and am/are fully aware of the nature of the stores required and my/our offer is to supply stores strictly in accordance with the requirement.

I/We further convey our unconditional acceptance to all your standard terms and conditions specified in the schedule to tender and the instructions to tenderers, in toto.

Yours faithfully,

(Signature of tenderer)
With rubber seal
Address

_____
_____

Date Place

Signature of Witness._____

Address _____

Date Place

Authorized signatory should attach in original letter of authority on the letter head of the firm duly signed by a Proprietor / partners / companies through memorandum of association / board meeting

PACKING FOR TABLETS AND CAPSULES.

(A) INITIAL PACKING

(i) Unless otherwise specified in Supply Order. Tablets/ Capsules are required to be packed in standard Aluminium /Aluminium Blister. The aluminium strip should be of thickness not less than 0.03mm. The packing material should have compatibility with the tablet, capsules. The manufacturer will submit a self certificate with each consignment specifying thickness of Aluminium Foil.

(ii) Blister /Aluminium strip pack of not more than 140 tabs /caps should be packed in thick cardboard box so that container should provide adequate protection to the drugs. However, manufacturers of items having market packs more than 140 tablets per carton may submit their specifications and proper justification in support of their bigger packing for consideration before supply is made to the consignee Depots.

(B) FINAL PACKING.

Final packing shall be done in corrugated fibre Board boxes confirming to IS: 2771 (part-I):1990 suitably cushioned lined and strong enough to bear Rail/Road transit hazards. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990.

PACKING FOR BOTTLES.

Bottles should confirm the container/content compatibility test.

INITIAL PACKING.

Initial packing shall be done in single well corrugated fibre board boxes weighing not more than 10 Kgs confirming to IS2771 (Part-I) 1990 suitably nested and strong enough to bear the Rail/Road Transit Hazards.

FINAL PACKING.

Final packing shall be done in 7-ply corrugated fibre Board Boxes weighing not more than 20 Kgs conforming to IS/277l/Part-I: 1990 suitable Cushioned lined and strong enough to bear the Rail/Road Transit Hazards. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990

PACKING FOR INJECTION

Vail/Ampoules should confirm the container/content compatibility test.

INITIAL PACKING

In neutral plain glass ampoule/ vial confirming to IS:1984 (Part-I) 1971 for relevant capacity provided with rubber stopper and pilfer proof metallic seal(in case of vials) and enclosed in strong card board carton and 25/50 vials/ampoules enclosed in well cushioned nested card board carton.

FINAL PACKING

Final packing shall be done in corrugated fibre board boxes confirming to IS: 2771(Part4):1990 suitable Cushing and liner and strong enough to bear the Rail/Road transit hazards. The supplier

should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990.

PACKING INSTRUCTION FOR IV FLUIDS

INITIAL PACKING

PVC bottles should confirm the container/content compatibility test for the contents of the container and should be manufactured by Form Fill Seal (FFS) Technology of relevant capacity.

FINAL PACKING

Final packing shall be done in corrugated fibre cardboard carton (7ply only) confirming to IS: 2771 (Part-I):1990 duly nested containing not more than 25 bottles. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990

Name in block letters _____

Capacity in which the
tender has been signed _____

Address in full _____

Telegraphic Address _____

E-mail Address _____

Fax No. _____

Telex No. _____

Telephone No. _____

Date _____

OTHER TERMS AND CONDITIONS

A. PRICES:

1) The prices quoted must be net per unit and must include all the charges for packing etc. and on 'FOR Destination' basis or Free Delivery on Door Delivery Basis to all depots located at Kolkata, Chennai, Guwahati, Hyderabad, Karnal, Mumbai and New Delhi. Uniform rates for all the depots must be quoted. Quotations at different rates for different depots will not be considered.

   Rate quoted for packing other than required specifications packing will not be considered and shall be summarily ignored.

2) The rate quoted should be both in words and figures. No figure or word should, be over written. Correction if any should be rewritten under the full signature of the person signing the tender. The bidder shall sign the bid or a person duly authorised to bind the bidder to the contract. The authorised signatory should have power of attorney from the Proprietor / Partners of the firm/ MD / Chairman / President duly attested and signed by Notary Public. A copy of notarised power of attorney shall be furnished along with the bid.

3) The price quoted should be inclusive of all taxes and cost and also where any reduction on account of discounts etc. should also not be shown separately. The rate of Excise Duty and quantum of Excise Duty included should be shown distinctly. Where this is not done, no claim for excise will be admitted at any later stage on any ground.

4) No conditional offer / discounts for early delivery / payment etc will be accepted. Any conditional price /rate quote (except where quotes are called on variable price basis) shall render the financial bid disqualified on ground of conditionality.

5) The prices quoted by the tenderers should be on firm and fixed basis during the currency of the rate approval, except in respect of such drugs where prices are governed by Drugs Price Control Order 1995, in which cases the prices quoted should not exceed the ceiling price of DPCO/NPPA. While claiming payment, tenderers shall be required to submit a certificate to this effect from Internal Auditor / Chattered Accountant / Managing Director.

6) The price quoted by the tenderer should be less than the price obtained by them from the trade and actual.

7) The purchaser also reserve the rights (1) to enter into parallel Price Agreement(s) simultaneously or at any time during the period of the Price Agreement with one or more tenderer(s) as he/they think fit and (2) to place adhoc contract or contracts simultaneously or at any time during the period of this contract with one or more supplier(s) / tenders(s) for such quantity of such item or items as the purchaser (whose decision shall be final) may determine.

8) The purchaser’s reserves the right to accept in part or in full any tender or reject any tender without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability whatsoever to the affected tenderer or tenderers.

9) **Tolerance Clause**

   (a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to twenty five (25) per cent, the quantity of goods and services mentioned in the schedule(s) in the “List of Requirements” (rounded off to next whole number) without any change in the unit price and other terms & conditions quoted by the tenderer.

(b) If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by up to twenty five (25) per cent, the quantity of goods and services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms and conditions mentioned in the contract, during the currency of the contract frame.

B. DELIVERY PERIOD:

The tenderer should indicate their guaranteed monthly rate of supply with lead period, if any, required by them for commencement of supplies from date of placement of individual supply orders against the Price Agreement.

C. PERIOD OF PRICE AGREEMENT.

(i) The price Agreement shall be operative for a period of three years from the date it is concluded i.e. from the date of issue of Price Agreement *with a condition that in case if there is a fall in the institutional price due to reduction in cost of raw material, custom duty exemption etc. the manufacturer will have to reduce the price proportionately.* The successful tenderer shall note that supply orders may be placed up to the last day of the currency of the Price Agreement.

(ii) Whenever any Purchase Order is placed during the validity of the contract it shall be binding on the firm to supply it as per Schedule given by the purchaser.

D. PACKING AND MARKING REQUIRED

1. Packing of each drug item should be strictly according to the requirements specified in the list of each category of drugs and or as indicated in the tender enquiry in detail.

2. The package will indicate the name of the manufacturer, the date of manufacture, date of expiry and the batch no. The labels both on Innermost packing and outer Containers should be marked with the words "CG SUPPLY NOT FOR SALE" in bold red letters

3 Labelling and packing shall be as per the provisions contained in the Drugs and Cosmetics Rules 1945 as amended up-to-date, other particulars of labelling, if any, prescribed by the Direct Demanding Officer in his supply order should be complied with.

4. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, sunlight and humidity during transit and storage. Packing case size and weights shall take into consideration, where applicable, the remoteness of the Goods' final destination. All primary packaging containers, which come in contact with the pharmaceuticals or drug content, shall strictly conform to the specifications in the relevant pharmacopoeia to protect the quality and integrity of the goods.

5. Offers with packing not in terms of the requirement of tender enquiry shall be summarily ignored.

E. SHELF LIFE

1 Minimum shelf life of the drugs should be as mentioned against each item in the tender schedule for Generic Drugs.

2 The tenderer should note that at the time when the stores are offered for inspection, the life of the drugs shall not have passed more than one sixth *(1/6th)* of the effective/useful life of the drug counted from the date of manufacture. Loss or premature deterioration due to biological and other activities during the life potency of the drugs shall have to be made good by the contractor free of cost or shall have to refund the cost of substandard drug lying with depot or at the Indenters end.

F. WARRANTY:

1. Supplies must fully comply in all respect with the Technical specifications and conditions laid down in the contract and in accordance with the Pharmacopoeial standards.

2. Each supply should be accompanied with a "Warranty Certificate" duly signed by the tenderer as under:

"The Contractor/Seller hereby declares that the stores as detailed below sold to the purchaser under this contract shall be of the best quality and workmanship and shall be strictly in accordance with the specifications and particulars mentioned in the description clause here of and the contractor/seller hereby guarantees that the stores would continue to conform to the description of and quality aforesaid for a period of useful life of minimum of five sixth (5/6th) of the specified shelf life from the date of delivery of the said stores to the purchaser ,, have overages within the ranges set forth in the technical specification and are not subject to recall by the applicable Regulatory Authority due to unacceptable quality or adverse Pharmaceuticals reaction. Not withstanding the above, the fact that the said stores fail to conform to the description and quality aforesaid or have deteriorated and the decision of the purchaser. In that behalf is final and conclusive, the purchaser will be entitled to reject the said stores or such part thereof as may be discovered not to conform to the said description and quality. Losses due to premature deterioration due to biological and other activities during life potency will be made good and supplied by the firm at its own cost at consignee's site.

On such rejection, the stores will be at the seller's risk and all provisions herein contained relating to the rejection of stores shall apply. The Contractor/Seller shall if so called upon to do so by the purchaser in writing, replace the stores free of cost at the ultimate destination within a period of forty five days or such further period as may be extended from time to time by the purchaser at his discretion, on application made there under by the contractor/Seller after the stores or such portion of the stores thereof as *is* rejected by the purchaser and in such an event the above mentioned warranty period shall apply to the stores replaced from the date of the replacement thereof otherwise the contractor/seller shall pay to the purchaser such damage as may arise by reason of the breach of the conditions. Nothing herein contained shall prejudice any other rights of the purchaser in that behalf under this contract or otherwise".

SO No. & Date	Nomenclature & Specification	Batch No.	DOM & DOE	Qty. of each batch	Remarks

3. If the supplier, having been notified, fails to replace within the period specified above, the purchaser may proceed to take such remedial action as may be necessary at the suppliers' risk and expense and without prejudice to other rights which the purchaser may have against the supplier under the contract.

Signature name & designation and date with rubber stamp.

G. RECALLS

If products must be recalled because of problems with product quality or adverse reaction to the pharmaceutical, the supplier will be obliged to notify the purchaser, providing full details about the reason leading to the recall, and shall take steps to replace the product in question at suppliers own cost at the ultimate destination with a fresh batch of acceptable pharmaceuticals or withdraw and give a full refund if the product has been taken off the market due to safety problems.

H. ANNUAL ESTIMATED DRAWALS

The annual value of drugs to be ordered by the Department will be dependent on individual requirements of the various drugs including the items in the subject inquiry

I)	**Purchaser**	:	The President of India
J)	**Inspection Authority**	:	DGHS New Delhi
K)	**Inspecting Officer**	:	Head of the Depots or their authorised Representative(s) for the respective requirement.
L)	**Place of Inspection**	:	At Consignee Premises / firms premises.
M)	**Paying Authority**	:	Pay & Accounts Officer, Ministry of Health and Family Welfare, of concerned Depots
N)	**Price Agreement operating officers**	:	Dte. General of Health Services (Medical Store Organisation), New Delhi and its GMS Depots located at Kolkata, Chennai, Guwahati, Hyderabad, Karnal, Mumbai & New Delhi.

O) Successful Tenderers will have to deposit 5% of the total value of the order as Performance Security Deposit in the form of demand draft drawn in favour of PAO of the respective depots or bank guarantee in the prescribed form in favour of The President of India, which can be obtained, from the depot.

P) 100% Payment on finalization of bills duly supported by original inspection note, original supply order, delivery challan etc. Demand for advance payment will not be admissible.

Q) If firm is deregistered / debarred for the supply of item after issue of tender enquiry for any particular item offers for such item will not be considered. If firm is deregistered / debarred for the supply of the item /blacklisted banned during the currency of agreement all orders placed by demanding officer up to the date of order coming in to force shall be executed by the firm during delivery period specified in such contract. No extension of delivery period in such contract shall be considered.

R) All medicines supplied should be bar-coded as under**:**

All medicines supplied should incorporate GS1 barcodes at various packaging levels (primary, secondary and tertiary level packaging) and should encode the information within the barcodes as mentioned below

The GS1 barcode requirements for medicines/drugs at various packaging levels can also be downloaded from the website of Ministry of Health & Family Welfare, Govt. of India at below link:

http://mohfw.nic.in/gs1_barcode_&_User_Manuals.htm

GS1 barcode requirements on Medicines/Drugs procured by MSO

These requirements cover medicines/drugs procured by Medical Stores Organization (MSO) for both branded & generic pharmaceuticals/drugs. For medical devices & other medical supplies separate GS1 barcode requirements apply which are available at

http://mohfw.nic.in/gs1_barcode_&_User_Manuals.htm

Barcode requirements using GS1 identification standards are provided below at various levels of product packaging which include at primary, secondary and shipper/carton levels and need to be complied with while supplying medicines/drugs to MSO.

Section A) Primary Level Packaging

Primary Level Packaging: Is defined as the first level of packaging in direct contact with the product and marked with an AIDC (Automatic Identification and Data Capture) data carrier either on the packaging or on a label affixed to the packaging. It may consist of a single item or group of items for a single therapy such as a Kit. For packaging configurations that include a retail consumer trade item, primary packaging is a packaging level below the retail consumer trade item.

Barcodes using GS1 standards are required to be marked onto the primary level of packaging encoding *GS1* product identification code (called GTIN–Global Trade Item Number). Where product is packed in a mono carton (e.g. ointments, eye/ear drops etc), barcode encoding GTIN should be marked on the mono carton itself.

GTINs (Global Trade Item Numbers): It is the GS1 identification key used to uniquely identify each product type/variant. It is created using a GS1 or U.P.C. Company Prefix number. GTIN can be of 14 digits (i.e. GTIN -14) or 13 digits (i.e. GTIN -13) or 12 digits (i.e. GTIN -12) or 8 digits (i.e. GTIN -8) depending on barcode symbology used.

Note: Barcodes using GS1 standards are required to be marked on product packaging in addition to existing statutory labelling & marking requirements.

Barcode Symbology: GS1 Data Matrix (two dimensional) symbology is the preferred option.

GS1 Data Matrix symbology can encode product data in much smaller space than what is possible with one dimensional barcode symbology. This is an important consideration in healthcare sector due to very limited availability of printing space on product packaging, after complying with other statutory labelling & marking requirements. GS1 Data Matrix is thus the preferred option for marking in the healthcare sector.

Schematic example of GS1 Data Matrix symbology encoding GTIN-14 using Application Identifier (01) at Primary level packaging is as below:

(01)08901107000011

For specs related to GS1 Data Matrix barcode, refer to GS1 general specifications available on

http://www.gs1india.org.in/gs1barcodes/pc_index.htm.

Other barcode symbologies (EAN/UPC, GS1–128 and GS1 Databar) on primary level packaging shall also be acceptable.

Details on other GS1 barcode symbologies (EAN/UPC, GS1 – 128, ITF-14, GS1 Data bar), are available at http://www.gs1india.org.in/gs1barcodes/pc_index.htm

Section B) Secondary Level Packaging

Secondary Level Packaging: Is defined as a level of packaging that may contain one or more primary packages or a group of primary packages containing a single item.

***NOTE*:** There may be additional intermediate packaging levels above the secondary level packaging, but below the Shipper / Carton level packaging. These intermediate packaging levels are not required to be bar-coded at this time. Examples of these exclusions include:

(1) Inner packs (bundles)
(2) Intermediate packs (inner case)

At Secondary level packaging, the barcode should encode the following information:

(1) Product identification code (Unique GTIN-14 of secondary pack)* using application identifier (01)
(2) Expiry Date in YYMMDD format using application identifier (17)
(3) Batch/Lot Number using application identifier (10) or Serial No using application identifier (21).

**Note*: GTIN-14 of secondary level packaging should be different from GTIN-14 of primary and shipper pack. For details on generation of same, refer to GS1 General Specifications.

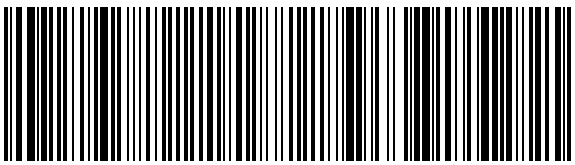
The above bar-coding requirements shall be in addition to existing statutory labelling & marking requirements.

Barcode Symbology: Any of the following GS1 barcode symbologies can be used to encode above stated data in barcodes at Secondary level packaging:-

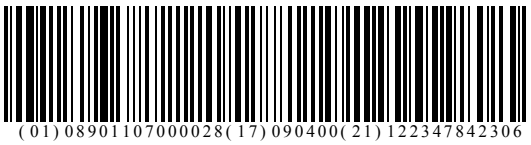
GS1-128, GS1 Data Matrix, GS1 Data Bar.

Examples

(a) GS1-128 symbology, encoding GTIN + Expiry Date + Batch/Lot No is represented schematically as below:-



(b) GS1-128 symbology, encoding GTIN + Expiry Date + Serial No is represented schematically as below:-



Details on other GS1 barcode symbologies at secondary packaging level (GS1 Data matrix and GS1 Data bar) are available at

http://www.gs1india.org.in/gs1barcodes/pc_index.htm

Section C) Shipper/Carton Level Packaging

Shipper/Carton Level Packaging: Is defined as a level of packaging that may contain one or more primary/secondary levels of packaging.

Shippers/cartons can be considered orderable trade items (requires homogeneous pack) AND may also be considered logistics units (heterogeneous packs). The following rules apply to each variation:

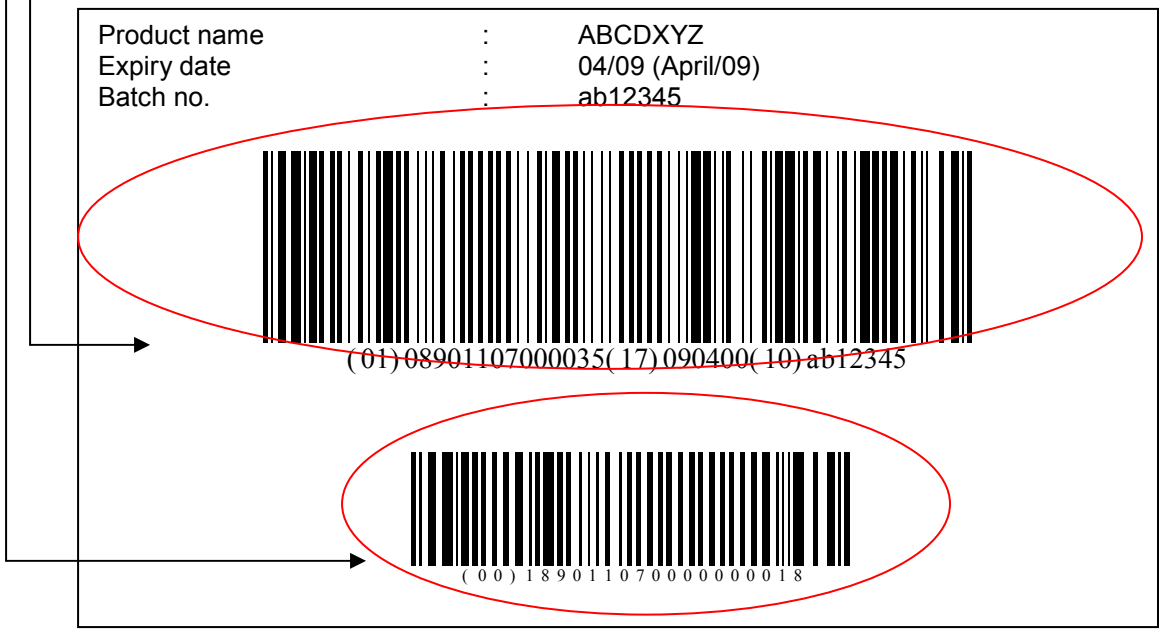
The requirements for the orderable trade item (homogeneous pack):

The first barcode:

1) Product Identification (Unique GTIN-14 of Shipper pack) using application identifier (01)
2) Expiry Date in YYMMDD format using application identifier (17)
3) Batch/Lot Number using application identifier (10)

The second barcode:

SSCC (Serial Shipping Container Code) to identify individual carton uniquely using application identifier (00)



(Single Label for each carton)

**Note*: GTIN-14 of shipper level packaging should be different from GTIN-14 of primary and secondary pack. For details on generation of same, refer to GS1 General Specifications.

Barcode Symbology: GS1-128 and GS1 Data Matrix symbologies can be used to generate the first barcode. The second barcode (SSCC) requires GS1-128.

Human readable information on the label will be as per existing statutory labelling & marking requirements.

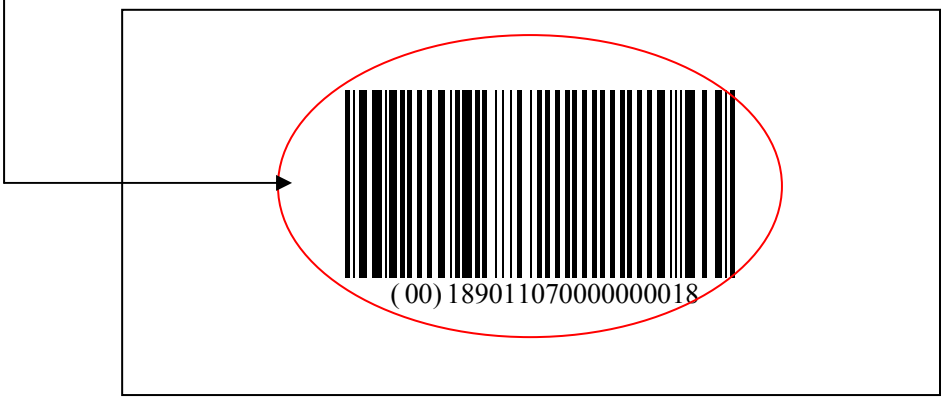
The requirements for logistics unit (heterogeneous pack):

If multiple items are packed in a carton / shipper (heterogeneous pack), and / or the *shipper / carton level packaging* is not an orderable unit, only second barcode should be present (i.e. SSCC).

Human readable information on the label will be as per existing statutory labelling & marking requirements.

Schematic example of GS1-128 symbology for the logistics unit (heterogeneous pack) encoding above stated data at Shipper/ Carton Level Packaging is as below:

SSCC (Serial Shipping Container Code) to identify individual carton uniquely using application identifier (00)



(Single Label for each carton)

***General Notes*:**

While bar-coding has been chosen as the automatic identification data capture (AIDC) technology currently, future requirements may demand use of any other data capture technology.

Data requirements as stipulated above, take into account minimum level of AIDC marking. MSO however reserves the right to modify the same and direct implementation of higher level of AIDC marking (additional data requirements) in future, in the event of higher perceived risks in line with GS1 General Specifications.

Complete details on GS1 standards along with technical guidelines can be downloaded from www.gs1india.org or www.gs1.org

For any assistance, you can contact GS 1 INDIA at 011-26168720/721/725, email – gopal@gs1india.org

I/We have read and understood the conditions of the Tender Enquiry as stated above and as contained in the Schedule to Tender Enquiry and instructions to Tenderers and I/We convey our unconditional acceptance to all the terms and conditions specified therein and all the tender documents are duly filled in and signed by me/us with seal.

(Signature of Tenderer)

Name in block letters : _____

Capacity in which
Tender has been signed : _____
Seal

Address In Full :_____

Telegraphic Address :_____

E- Mail Address : _____

Fax No : _____

Tele No. :_____

Date : _____

DIRECTORATE GENERAL OF HEALTH SERVICES (MEDICAL STORES ORGANISATION)
INSTRUCTION TO TENDERERS

1. The parties to the contract, which shall be deemed to be "Price Agreement " and which is intended for the supply of stores of the description set forth in the schedule to the tender during the period specified shall be contractor of the first part and purchaser(s) name in the schedule of the tender of second part.

   No guarantee can be given as to the number or quantity of the stores which will be ordered during the period of price agreement which is in the nature of standing offer only from the contractor, but the purchaser(s) under(s) to order from the contractor all stores as detailed in the schedule of stores and prices which he / they require(s) to purchase except that he / they reserve(s) the right.

   (i) Of submitting to competition any supply of articles included in the contract, the total value of which exceeds such amount as Secretary (whose decision shall be final) made determine upon consideration of tenders.

   (ii) Of placing this price agreement simultaneously or at any time during its period with one or more contracts as /they thinks fit, and

   (iii) Of obtaining from sources any stores referred to in the contract to meet emergency, if the Secretary (whose decision shall be final) is satisfied that the contractor is not in a position to supply specific quantities or number of days within the period in which supply is required.

2. The Price Agreement in respect of quality procurement shall be governed by the provisions contained in the Drugs and Cosmetics Act, 1940 as amended up to date and the Drugs and Cosmetics Rules, 1945 as amended up to date.

3 Attested copies of the following documents should accompany the quotation, failing which the tender will be summarily rejected: -

   3.1. Valid Drugs Manufacturing License for which they are licensed to manufacture, indicating each of the items for which tender is submitted. If the drug- manufacturing license is under renewal, the date of submission of the application for renewal of License and the certificate & challan thereof by the Licensing Authority should be furnished.

   3.2 Good Manufacturing Practices (GMP) Certificate from the Licensing Authority under Drugs & Cosmetic Act for items Quoted in proper form.

   3.3 Latest and valid Income Tax Clearance Certificate and Sales Tax Clearance Certificate.

   3.4 Documentary evidence in Support of Assessed/Installed capacity.

   3.5 Pharmaceutical firms having a minimum annual turnover of 50 Crores (or as prescribed by the competent Authority) for formulations in any one of the last three years will be eligible for participation in Price Agreement of Medical Stores Organisation.
   Audited financial statement (balance sheet and profit & loss account statement) for the last three years along with annual turnover statements for formulations for the above three years certified by the Auditor.

   3.6. All procurement of medicines supplied should be Bar Coded. The detail of Bar Coding to be done is given of the Tender Document.

4. **Earnest Money Deposit / Performance Security Deposit.**

(a) Earnest money deposit @ 2% of the estimated drawl put to tender in the form of Demand Draft / Pay Order drawn in the favour of " The Pay & Accounts Officer, Min. of H&FW _____" from any of the commercial Bank shall be enclosed with the tender by the tenderer. Earnest money deposit of the successful tenderers will be retained as security for the performance of the contract and will be retained for a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations and will be refunded thereafter.

(b) Contractor shall have to furnish a Performance Security Deposit with the purchaser equivalent of 5% of the order received from the demanding officer in the form of bank guarantee in favour of direct demanding officer valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations or in the form of demand draft.

(c) Demand Draft finally accepted as Earnest Money Deposit / Performance Security Deposit would be credited to Govt. Account under proper Head of Account.

(d) Govt. will not pay any interest on Earnest Money Deposit / Performance Security Deposit, which would stand, credited to Govt. Accounts. Earnest Money would be returned, to unsuccessful tenderer without any interest whatsoever, after conclusion of the contract with successful tenderers. The Earnest money Deposit submitted by the successful tenderer will be returned after successful completion or expiry of the Contract.

(e) Performance Security Deposit will be returned to the tenderer after a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations by the depots or Medical Stores Organisation.

(f) If the contractor fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the purchaser to forfeit the Earnest Money Deposit / Performance Security Deposit furnished by the contractor.

4.1 Firm registered with NSIC etc. will be exempted for earnest money as per prevailing rules. SSI Units registered with NSIC should furnish a photocopy of the registration certificate indicating the items for which they are registered.

5. Tendering firms should note the period for which the offers should remain open for acceptance. The offers from those firms who have not kept the validity open till the period stipulated in the tender enquiry will be treated as non-responsive and will be ignored without making any back reference. Where any firm keeps the offer valid till the required date as stipulated in the tender enquiry but at the same time gives a discount clause for shorter validity such discount will be summarily ignored and such offers will be considered only in respect of the price quoted by them for full validity. Tendering firms may further note that in the absence of any indication of the date up to which the offer has, been kept valid it will be assumed that their offer will remain open for acceptance for the period Specified in the schedule to tender enquiry. It may further be noted that if the date up to which the offer is to remain open being or is declared a closed holiday for the Government offices, the offer shall remain open for acceptance till the next working day.

6. Quotations qualified by vague and indefinite expression such as "Immediate Acceptance" "subject to prior sale" etc. will not be considered. Request for advance payment whatsoever will not be considered. Telegraphic / Letter Head/Fax Quotations without complete Tender Documents shall be summarily ignored.

7. Withdrawal of any slab rates after opening of the tenders will render the, entire offer invalid and also may involve administrative action against the tenderers.

8. No deviation in specifications and/or nomenclature of stores will be considered. Packing specifications mentioned in the Rate enquiry must be strictly adhered to.

9. **EXCISE DUTY**

9.1 The price quoted should be inclusive of Excise Duty. The rate of excise duty and quantum of Excise Duty included should be shown distinctly. In the absence of any such stipulation it will be presumed that the price includes Excise Duty and no claim for the same will be entertained.

9.2 If a tenderer is exempted from payment of excise duty up to any value of supplies from them, he should clearly state that no excise duty will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to the rate/quantum of Central Excise Duty, it should be brought out clearly. Stipulations like excise duty was presently not applicable but the same will be charged if it becomes liveable later on, will not be accepted, [unless in such cases it is clearly states by the tenderer that excise duty will not be charged by him even if the same becomes applicable later on.] In respect of the tenderers who fail to comply with this requirement, their quoted prices will be loaded with the maximum quantum of excise duty which is normally applicable on the item in question for the purposes of comparing their prices with other tenderers.

9.3 Any change in Excise Duty upward/downward as a result of any statutory variation in excise, on the furnished goods, taking place within contract time shall be allowed to the extent of actual quantum of excise duty paid by the supplier. Similarly in case of downward revision in excise duty, the actual quantum of reduction excise duty shall be re-imbursed to the Purchaser by the Supplier. All such adjustments shall include all relief's, exemptions, rebates, concessions etc if any obtained by the supplier.

9.4 Tenderers should note that in case any refund of excise duty is granted to them by excise Authorities in respect of stores -supplied under the contract they will pass on the credit to the purchaser immediately along with a certificate from their Director /Manager/ Proprietor/Accountant that the credit so passed on relates to the excise originally paid for the stores supplied under the contract. In case of failure to do so within 10 days of the issue of the excise duty refund orders to them by the Excise Authorities, the purchaser would be empowered to deduct a sum equivalent to the amount refunded by the Excise. Authorities without any further reference to them from any of their outstanding bills against the contract or any other pending Government contract and that no disputes on this account would be raised by them.

9.5 The purchaser shall not be liable for any claim on account of fresh imposition and/ or increase of Excise Duty on raw materials and/or components used directly in the manufacture of the contracted stores taking place during the pendency of the contract.

10. **SALES TAX /VAT**

The price quoted should be inclusive of all taxes and cost and also where any reduction on account of discounts etc. should also not be shown separately. The rate of Excise Duty and quantum of Excise Duty included should be shown distinctly. Where this is not done, no claim for excise will be admitted at any later stage on any ground.
No conditional offer / discounts for early delivery / payment etc will be accepted. Any conditional price /rate quote (except where quotes are called on variable price basis) shall render the financial bid disqualified on ground of conditionality

11. **OCTROI DUTY AND LOCAL T AXES**

11.1 Materials to be supplied to Govt. Departments against Government Contracts are exempted from levy of Town duty, Octroi Duty, Terminal Tax and other levies of local bodies. The local Town / Municipal Body regulations at times, however. Provide for such Exemption only on Production of such exemption certificate from an authorised officer. Contractors should ensure that, stores ordered against contracts placed by this department are exempted from levy of Town Duty, Octroi Duty, Terminal Tax or other Local Taxes and Duties. Wherever required, contractor should obtain the exemption certificate from the officer placing the, supply order to avoid local taxes or duties.

11.2 In case where the Municipality or other local body insists upon payment of these duties for taxes, the same should be paid by the contractor to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the officer concerned placing the supply order without delay together with a copy of the relevant act or by laws/notifications of the Municipality or the Local body concerned to enable him to take up the question of refund with the concerned bodies, if admissible under the said acts or rules.

12. **FIRM DELIVERY PERIOD CLAUSE**

12.1 The tenderers should indicate the guaranteed delivery period for completion of supply from date of placement of individual supply orders, against the Price Agreement with monthly rate of supply against individual items quoted by the tenderer with lead time, if any required by them for commencement of supplies. The contract shall be maintained / at the station / stations indicated by them in the tender.

12.2 Upon receipt of an order from any officer authorized to place orders, the successful tenderer shall, within seven days intimate, to such officer the quantity which can be supplied within the period stipulated therein and the time required to supply the balance. If the successful tenderers shall fail to give such intimation within the time aforesaid he shall be deemed to have agreed to supply the stores within the delivery date stipulated in the supply order. If the successful tenderers is unable to supply stores or any part thereof within the time specified in the supply order and intimates the time within which the supply order will be made by him the officer placing the supply order will notify his acceptance of the delivery time offered by the contractor or negotiate until an agreement is reached, in all cases, the delivery time as deemed to be accepted by the successful tenderer or agreed upon as aforesaid between him and the officer placing the supply order shall be deemed to be of the essence of the contract and delivery must be completed not later than such date. If in any case no agreement with respect to the delivery time is reached between the contractor and the officer who has issued the supply order, it shall be lawful for such officer to withdraw the supply order, and the contractor shall have no claim in respect of such withdrawals.

13. **DELAYS IN THE SUPPLIES PERFORMANCE OF THE CONTRACT:**

13.1 Delivery of the stores shall be made by the supplier in accordance with the time scheduled, as per clause 13 above. Any deviation performance of its delivery obligations shall render the supplier liable to any or all of the following action.

a. Forfeiture of its Earnest Money Deposit /Performance Security Deposit and / or

b. Imposition of penalty and/or

c. Termination of the contract for default.

13.2 If at any time during the performance of the contract, the supplier should encounter conditions impending timely delivery of the goods, the supplier shall promptly notify the

purchaser in writing of the facts of the delay its likely duration and its clause(s). As soon as practicable after receipt of the suppliers notice, the purchaser shall evaluate the, situation and may at Its discretion extend the suppliers time for performance in which case the extension shall be ratified by the parties by amendment of the contract. The extension of the delivery period will be subject to the following conditions.

a. The Purchaser shall deduct from the contractor under the provision of Clause 15 penalty / liquidated damages on the stores, which the contractor has failed to deliver within the delivery period fixed for delivery.

b. That no increase in price on account of any statutory increases in or fresh imposition of customs duty, excise duty or sales tax or on account of any other tax or duty Leviable in respect of the stores specified in the contract which takes place after the date of the delivery period stipulated in the supply order, shall be admissible on such of the said stores as are delivered after the date of delivery stipulated In the supply order.

c. That not withstanding any stipulation in the contract for increase in price on any other ground, no such increase which takes place after the date of delivery stipulated in the supply order shall be admissible on such of the said stores as are delivered after the expiry of the delivery period stipulated in the supply order.

d. But nevertheless, the purchaser shall be entitled to the benefit of any decrease in price on account of reduction in or remission of Customs duty, Excise Duty, Sales Tax /VAT or on *account of* any other tax or duty or on any other grounds as stipulated in the price variation clause which takes place after the expiry of the date of delivery stipulated in supply order.

14. **PENALTY CLAUSE**

Subject to clause 17 if the supplier fails to deliver any or all of the goods within the time period(s) specified in the contract the purchaser shall without prejudice to Its other remedies under the contract, deduct from the contract price, as liquidated damages a sum equivalent to 0.5% of the delivered price of the delayed goods for each week of delay or part thereof, until actual delivery up to a maximum deduction of 10 percent of the delayed goods contract price. Once the maximum is reached, the purchaser may consider termination of the contract.

15**. TERMINATION FOR DEFAULT**

15.1 The purchaser may without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, terminate the contract in whole or in part

a. If the supplier fails to deliver any or all of the goods within the time periods specified in the contract or any extension thereof granted by the purchaser pursuant to clause 14.Or

b If the supplier fails to promptly replace any goods rejected submitted for testing or subject to recall ordered by the applicable Regulatory Authority in the country of manufacture due to unacceptable quality or reports of adverse drugs reaction after giving prompt notice of the recall.

c. If the supplier fails to perform any other obligation(s) under the contract.

15.2. In the event, the purchaser terminate the contract in whole or in part, pursuant to above clause 15.1 and with out prejudice to the purchaser's other remedies, the purchasers may procure upon such terms and in such manner as it deems appropriate, goods or

services, similar to those undelivered or unformed, the supplier shall be liable to the purchasers for any excess cost for such similar goods. However, the supplier shall continue performance of the contract to the extent not terminated.

16. **FORCE MAJEURE:**

16.1 Not withstanding provisions of clause 14, 15 and 16 the supplier shall not be liable for forfeiture of its performance security, penalty or termination for default if and to the extent that, it's delay in performance or other failure to perform its obligations under the contracts is the result of an event of force majeure

16.2 For the purpose of this clause, force majeure means an event beyond the control of the supplier and not involving the suppliers fault or negligence and not foreseeable and unanticipated by and not brought about at the instance of the supplier and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the purchaser either in its Sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restriction and freight embargoes.

16.3 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the supplier shall continue to perform its obligations under the contract as far as reasonably practical and seek all reasonable alternative means for performance not prevented by the force majeure event.

17. **FALL CLAUSE:**

17.1. The tenderer should confirm acceptance to the fall clause given herein under

17.2 The price charged for the store supplied under the contract by the contractor shall in no event exceed the lowest price at which the contractor sells the stores or offers to sell stores of identical description to any persons / organisations including the purchaser or any Department of the Central Government or any Department of a State Government or any statutory Undertaking of the Central or State Government, as the case may be during the period till performance of all supply orders placed during the currency of the Price Agreement is completed.

In any subsequent date after submission of the quotation or placing of a supply order, the manufacturer (the term manufacturer will also include his authorised distributor/agent) reduces the sale price of such stores " In case there is a fall in the institutional price due to reduction in price of raw material, customs duty exemption etc. the manufacturer will have to reduce the price proportionately " or sells or offers to sell such stores to any other party at a price lowest than the price charged/chargeable against the supply order placed by the Medical Stores Depot, the manufacturer (including his authorised distributor/agent as aforesaid in case the quotation is submitted by them and the supply is also effected by them) Will forth-with notify such reduction in sale price to the officer-in-charge of the Govt. Medical Store Depot and the price payable for the stores to be supplied against the supply order after the date of such reduction in sale price coming into force, shall stand correspondingly reduced.

The above stipulation will, however, not apply to:

a. Export / Deemed Exports by the Contractor

b. Sale of drugs which have short leftover expiry dates, and

c. Tender submitted in response to fixed quantity contract enquiries issued by MSO.

17.3. Contractor shall submit a certificate to the concerned Pay and Accounts Officer at the time of claiming payment for supplies made against price agreement that stores of description identical to the stores supplied to GMSD(s) under the price agreement have not been offered / sold by them to any persons / organizations up to the date of bill / completion of supply against all supply orders placed at a price lower than the price charged to the purchaser(s) under the price agreement. It is further certified that there is no fall in the institutional price due to reduction in price of raw material, customs duty exemption etc. and in such case, the manufacturer will have to reduce the price proportionately.

18. Each page of the quotation must be signed. Against those items for which no quotation is submitted, tenderer should write, "Not quoting" and append full signature and unsigned quotations will be summarily rejected.

19. The purchaser reserves the option to give purchase preference to the offers from the Central Public Sector undertakings etc. over those offers from other large scale units in accordance with the policies of the Government from time to time.

20. Samples against this tender inquiry if called for shall be furnished by the date stipulated. Failure to do so will entail the quotation being ignored.

21 **INSPECTION AND TESTS:**

21.1 The purchaser or its representative shall have the rights to inspect and/or to test the goods to confirm their conformity to the contract technical specifications. The inspection and tests shall be conducted at the manufacturer works and/or at the goods final destination and inspection note will be released on receipt of satisfactory test report.

21.2 Unless otherwise provided for in the contract if the special tests or independent test proves satisfactory and the stores or any instalment thereof is accepted, the quantity expended in test will be deemed to have been taken delivery of/by the purchaser and, be paid for as such.

21.3

(a). Should any inspected or tested goods fail to conform to the specifications, the purchaser may reject them and the supplier will remove the rejected stores at their cost.

(b) In case any item is found substandard either at the inspection stage or during the shelf life of the item, the report of the Government approved laboratory shall be accepted by the firms. If the same is disputed by the firms giving the reasons, the sample will be sent to Central Drug Laboratory, Kolkata and the report of CDL will only be accepted as final. The item will be debarred and the manufacturer will be de-registered for that item according to the category-A and category-B defects as per guidelines issued by the Ministry of Health & Family Welfare.

21.4 The purchasers right to inspect, test and, where necessary reject the goods after the goods arrival at the final destination shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by purchaser or its representatives prior to the goods dispatch from the place of manufacture.

21.5 Nothing in clause 21.3 shall in any way release the supplier from any warranty or other Obligations under the contract.

21.6 The supplier will be responsible to take: back the rejected stores from the depots/consignee place and replace with fresh stock duly Inspected within inspection note within forty five days stipulated in the notice issued to the supplier, at their own cost up to the consignees or depots upon payment of testing charges etc, The rejected stocks will be handed over by the depots or consignee to the supplier upon repayment of the costs of the rejected stocks.

21.7 Stores will be delivered at consignee's side within the validity of the inspection note.

22. Non-supply and/or rejection on test repeatedly will be considered as bad Performance, which would render the tenderers liable to be debarred from participation of the tenderers In future.

23. **TRANSIT INSURANCE:**

23.1 The depot shall not be responsible for any breakage/leakage/shortage during transit etc.

23.2 The purchaser will not pay separately for transit insurance and the supplier will be responsible till the entire stores *contracted* for arrive in good condition at destination.

24. No material assistance whatsoever will be provided by the purchaser.

25. The tender comprises of the following documents.

i) Letter of undertaking

ii) Schedule to Tender Enquiry

iii) Instructions to tenderers

iv) Additional Questionnaire

26. **All tender documents attached with the invitation to tender are Sacrosanct for considering any offer as a complete offer .It is therefore, important that the tender documents duly completed and signed are returned with the quotation, failing which the tender will be treated as incomplete and ignored.**

27. **TERMINATION FOR INSOLVENCY**

The purchaser may at any time terminate the contract by giving written notice to the supplier without compensation to supplier if the supplier becomes a bankrupt or otherwise insolvent provided that such termination will not prejudice to affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

28. **LAWS GOVERNING THE CONTRACT**

28.1 This contract shall be governed by the laws of India for the time being in force

28.2 Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been made at the place from which the contract has been issued.

28.3 The court of the station of the depot placing the orders shall alone have the jurisdiction to decide any dispute arising out of or in respect of the contract**.**

29. **RESOLUTION OF DISPUTES:**

29.1 The purchaser and the supplier, shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or In connection with the contract

29.2 If, after thirty (30) days from the commencement of such informal negotiations, the purchaser and the supplier have been unable, to resolve amicably a contract dispute, either party may require, that the dispute be referred for resolution, to the formal mechanism specified in clause 30.3.below.

29.3 The dispute resolution mechanism to be applied pursuant to clause 30.2 shall be as follows:

a. In the case of a dispute or difference arising between the purchaser and a supplier relating to any matter arising out of *or* connected with the contract, such dispute or difference shall be referred to the sole arbitration of an officer in the Ministry of Law and Justice, Department of Legal Affairs on the nomination by the Secretary, Department of Legal Affairs (Law Secretary).. The award of the arbitrator shall be final and binding on the parties to the contract subject to the proviso that the arbitrator shall give reasoned award in case the value of claim in a reference exceeds Rs. One Lakh (Rs.100000/-)

b. The Arbitration and Conciliation Act, 1996 and the rules there under and any statutory modification or re-enactment thereof for the time being in force shall apply to the arbitration' proceedings.

29.4 The venue of arbitration shall-be New Delhi or the stations of respective depots placing orders.

30. I/We convey unconditional acceptance to all the terms and conditions specified herein.

(Signature of tenderer)

Name in block letters _____

Capacity in which the tender has been signed _____

Address in full _____

Telegraphic Address _____

E-mail Address _____

Fax No. _____

Telex No. _____

Telephone No. _____

Date _____

DIRECTORATE GENERAL OF HEALTH SERVICES
(MEDICAL STORES ORGANISATION)

QUESTIONNAIRE

Additional Questionnaire for Price Agreement Enquiries

1. What is your Assessed/Installed capacity?
   Have you enclosed documentary evidence?
   in support thereof:

2. (i) Are you registered as small Scale
   unit with the NSIC. If so, indicate your
   current Registration number and
   date and period up to which the registration
   is valid.

   (ii) In case you are registered with NSIC for
   the item quoted, confirm whether you have
   attached a photocopy of the registration certificate
   Indicating the items for which you are registered.

3. Have you furnished attested copy of your
   latest and valid Drug Manufacturing License issued
   by State Drug Controller indicating each of the
   item for which tender is submitted.

4. Have you furnished attested copy of your latest
   and valid G.M.P. Certificate for the Items quoted
   in the tender submitted.

5. Have you furnished attested copy of latest / current
   Income Tax clearance Certificate and Sales Tax
   Clearance Certificate.

6. Have you furnished attested copy of last
   three years statement of accounts duly audited
   and certified by CA / Auditor in support of your annual
   turnover of Rs. 50 Crores and above

7. Have you furnished a notarised copy of the
   power of attorney in favour of the persona(s)
   signing the bid to bind the manufacturer / bidder
   to the contract.
8. Does the product fall under the previews
   of drug price control order 1995 and the
   price quoted do not exceed notified price.

9. Have you furnished your performance statement of the
   orders for Tendered drugs

(Signature of the Tenderer)

Name in Block Letters……..

Seal
Date

IMPORTANT INSTRUCTIONS FOR FILLING OF TENDERS.

1. The list of items quoted (without rates) should be in the prescribed format as per Clause No. 2.5.5.

   NB: Please stick to this proforma. Description of the item including composition strength & Pharmacopoeia standard should be given clearly.

2. The Price Bid should be submitted on a separate sheet for each item as per the proforma shown in Price Bid and submitted in a separate sealed cover super scribed as Cover "B"- Price Bid).

3. The tenderer should read carefully the terms and conditions checklist enclosed and submit Annexures duly signed.

4. The tenderer should quote for those items only for which they have valid GMP Certificate. The GMP Certificate issued by Drug Controller should indicate the date of its validity or it should not have been issued more than 2 years ago. They should enclose a copy of the current GMP certificate.

5. The certificate in support of manufacturing and marketing of the product for the last three years is to be submitted as per Annexure " C " enclosed duly signed by the Manufacturer or Chartered Accountant. The certificate should have been issued recently not more than a year ago.

6. The tenderer should quote only one rate for each item without any variation for different areas or any escalation clause. Rates quoted should be given both in words and in figures.

7. For New Drugs, enclose an approval certificate of the Drug Controller General of India along with certificate from the concerned Licensing authority.

8. Enclose a valid import license where applicable.

9. The goods are to be supplied F.O.R. destination or free delivery on door delivery basis to all depots and all the transit loss whatsoever will be borne by the supplier firm (any monetary limit is not acceptable).

10. The approved firm shall be liable to supply the items in all the seven depots from where they receive orders.

11. The tenderer must deposit at the rate of 2% of the estimated drawl as earnest money deposit along with this tender in form of Demand Draft / Pay Order in technical bid envelops (Cover-A). Cheques / FDRs will not be accepted in any case. The tenders submitted without earnest money deposit will be summarily rejected.

12 If the above instructions are not adhered to by the tenderer, the quotation may summarily be rejected and the Medical Stores Organisation will not be liable to answer for the same.

13. Demand draft / pay order from any commercial bank for Rs. 1000/- (Rs. One thousand only) drawn in favour of " The Pay & Accounts Officer, Ministry of Health & Family Welfare, Safdarjung Hospital, New Delhi representing fee for Tender Form. Please endorse on the back page of the demand draft / pay order "Fee for Tender Form".

CHECKLIST OF THE DOCUMENTS: -

1. Forwarding letter of the firm.

2. Earnest Money Deposit Draft.

3. List of items quoted as per proforma above without rates.

4. Three years manufacturing & marketing experience certificate duly signed by the Manufacturer or Chartered Accountant in prescribed format i.e. Annexure-" B " (not more than one year old on the date of opening of the tender).

5. Certificate of acceptance of terms and conditions in Annexure " A "

6. Production certificate for the last three years in respect of drugs quoted as per Annexure " C ".

7. Information as per prescribed proforma Annexure "D "

8. Manufacturing & Marketing details of products quoted as per prescribed in clause No. 2.5.5.
9. Audited financial statement (Balance- Sheet and profit & Loss Account Statement) in respect of annual turnover for formulations.

10. Attested photocopy of valid GMP Certificate.

11. Attested photocopy of valid NSIC Registration Certificate if any.

12. Attested photocopy of Drug Manufacturing License with the list of products approved.

13. Certificate of approval of Drug Controller General of India for new drugs if any.

14. Certificate of sole manufacturer of product from State Drugs Controller if any.

15. Certificate of original manufacturer of product (in original) from the State Drug Controller) if any.

16. Valid import license.

17. Non-conviction certificate for three continuous years from the Drug Controller of the State.

18. Copy of the recent Income Tax Clearance and Sales Tax Clearance Certificate.

19. Power of attorney.

20. Demand draft / pay order from any commercial bank for Rs. 1000/- (Rs. One thousand only) drawn in favour of " The Pay & Accounts Officer, Ministry of Health & Family Welfare, Safdarjung Hospital, New Delhi representing fee for Tender Form. Please endorse on the back page of the demand draft / pay order "Fee for Tender Form".

ANNEXURE-B

MANUFACTURING & MARKETING CERTIFICATE

This is to certify that M/s_____are holding valid

manufacturing Licence No. / Loan License No._____date_____of the

State and they are manufacturing the following products since the last three years.

It is further certified that the following products are also being marketed for the last three years.

S. No.	Name of the product	Pharmacopoeia Specification	Strength
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Signature and seal of
Manufacturer or Chartered Accountant

Dated:

Note: -

1. Firm should have three completed years experience of marketing and manufacturing as on date of opening of the tender. Tenderers holding loan licenses are also acceptable.

ANNEXURE-C

PRODUCTION CERTIFICATE

Indicate details of production of the items quoted, for the last three years including loan licenses duly certified by the concerned Manufacturer or Chartered Accountant.

Sl. No. of the items as in tender enquiry	**Name & specification of the item**	**Date of issue of Mfg. Licence for the product**	**Date of marketing the 1st batch**
1.	**2.**	**3.**	**4**

ACTUAL PRODUCTION DETAILS

1ST year		**2nd year**		**3rd year**		**Remarks**
Batch No.	**Batch size**	**Batch No.**	**Batch size**	**Batch No.**	**Batch size**	
1.	**2.**	**3.**	**4.**	**5.**	**6.**	**7.**

Signature of the Manufacturer or Chartered Accountant

Signature along with address & seal of Manufacturer or Chartered Accountant

Note: Firm will have to produce documentary evidence including excise duty paid document in respect of production as and when asked for.

ANNEXURE-D

PROFORMA TO BE FILLED IN BY THE TENDERER.

GENERAL INFORMATION

a. Name of the firm.

b. Address & Telephone No.

c. Whether the firm is Indian / Multi-national.

d. Whether small / medium / large-scale company.

e. Person responsible for conduct of business.

f. Particulars of Licenses held under Drugs & Cosmetics Act & the details. (If the license is under renewal. Certificate from the Drug Controller that the License is under renewal and deemed to be in force should be enclosed.

g. Procurement agency with which registered and the agencies to whom drugs quoted supplied during last one year.

   (i) Has the firm even been convicted, if yes give details.

   (ii) Any case pending in Court with details.

h. Have the firm ever been black listed / debarred by any procurement agency. If yes, details thereof.

i. Has the firm ever been debarred / black listed for supply of drug / drugs by M.S.O.? If yes, give details.

FINANCIAL

a. Annual turnover for formulations during the last three years.
(Year wise).

b. Name and address of the bankers to the firm and the facilities available for the bank.

c. Income tax no. / Central sales tax no. / State sales tax No./

DECLARATION

I_____ proprietor / partner / director of M/s _____

hereby declare that the information given in this form is true and correct to the best of my knowledge and belief.

Seal and Signature of the Tenderer

CERTIFICATE
(To be submitted by the bidder in Company's letterhead)
(For Drugs & Pharmaceuticals)

To,

(Name of purchaser)

Sub: Certificate regarding de-registration/ debarred / blacklisted / banning / suspended for business etc.

Ref IFB No……..due on……

We certify that we have not been de-registered or debarred or blacklisted or banned / suspended for business for any product or constituent of the product we have quoted, by Medical Stores Organization (MSO) / GMSD, Director General of Health Services, Ministry of Health & Family Welfare, GOI, New Delhi / Drugs Controller, till the due date of submission of bid as specified in the subject bid. If we, at a later date, are found guilty of suppressing facts in this regard, such act on our part shall be considered a fraudulent practice in accordance with the Instructions to Bidders (ITB) and the Purchaser shall be entitled to reject our Bid and forfeit the Bid Security for the product quoted, submitted by us against this IFB.

We have also noted that after submission of Bid and before award contract, if we are deregistered or debarred or blacklisted by Medical Stores Organization (MSO) of Directorate General of Health Services, Ministry of Health & Family Welfare, GOI / Drug Controller, our bid will be considered as Non-responsive.

Date _____

Place _____

Signature _____

Print Name _____

Designation _____

Common Seal _____

Annexure-E

LIST OF MEDICINES

SLNO	VMS No	Nomenclature	Specification	Accounting Unit	Estimated Annual withdrawal
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

MSD-0902 PROFORMA OF LOCAL PURCHASE PROPOSAL FOR MEDICAL STORES.

Government of India

Govt. Medical Store Depot

Ref. No. **Date:**

To,

The Addl. Director General (St),
The Directorate General of Health Services,
Medical Stores Organisation,
West Block No.1, Wing No.6, R.K. Puram,
NEW DELHI-110 066.

Sir,

Sub: Purchase Proposal of Centralized Procurement of Proprietary Items.

1	VMS No							
2	Nomenclature (With composition in case of Prop. Item)							
3	Specification							
4	Life							
5	Accounting Unit							
6	Quantity Required for all seven depots:				**Qty.**			
					Free Qty.			
					Total			
	Depot-wise Quantity break-up details :							
	KARNAL	MUMBAI	KOLKATA	CHENNAI	DELHI	HYDERABA	GAUHATI	TOTAL
QTY								
FREE								
TOTAL								
7	Expenditure during last year							
8	Average Annual Expenditure during last 3 years							
9	Stock on hand							
10	V.M.S. Rate							
11	a. Last Purchase Rate if any with Name of the Supplier and Date of Purchase b. Whether the Sanction was accorded by Dte, if so, Sanction No. & Date. c. S.O. Placed with No. & Date.							

12	Name of the Indenter & Date of receipt of demand (break-up of quantity may be given in case Indenter is more than one)	
13	a. Date on which Purchase action initiated and Stock level on that date. b. Date on which R.E. issued.	
14	Whether Inter Depot Enquiry issued and Non-availability Certificate Obtained.	
15	Whether R.E. issued to the Last Supplier who successfully made supplies to other depot who hold current A/T for same item	
16	a) No. of Firms to whom R.E. issued b) Date of opening of R.E. c) No. of Firms responded d) Date of compilation of Comparative Statement e) No. of Effective Offers received and considered f) Date up to which offers are valid	
17	Lowest Tendered Rates with Name of the Firm	
18	Rate Accepted	
19	Taxes	
20	Total Value (In Rupees.)	
21	Name of the Firm from whom Purchase is to be made and its Past Performance	
22	Delivery Period Offered	
23	Whether the offer is Free from escalation Clause to keep the firm bound to quoted rate	
24	Dues in Position (a) Local Purchase Order and Date, Qty., Rate and Date of Delivery (b) Against Annual Provisioning for the year (c) Against consolidated order placed by Dte.	
25	Rate Contract No. if exists:	
26	Justification for not accepting lowest tendered rates (wherever applicable)	
27	Justification for ex-post-facto sanction (wherever applicable)	
28	Specific Reasons for making Local Purchase a) Whether for meeting any abnormal demand or b) On Account delay in supply against DGS&D Rate Contract	
29	Funds availability a) Budget Grant for the Current Year b) Amount utilized up to Previous Bill Amount of this Bill	
30	Fall Clause Certificate	
31	Demand Split or not	
32	Proposal pre audited by I.A.P. and found correct	

33	In case required for CGHS please indicate Sl. No. at which this Item finds place in CGHS Formulary	
34	In case of Proprietary Item please state Dte. letter No. and Date with Sl. No. circulating approval Ceiling : Rate for identical composition	
35	Whether firm is registered	
36	Remarks, if any	

It is certified that the purchase proposal for the above stores has been prepared to meet with the confirmed demands of all GMSDs. It is requested that sanction may please be accorded immediately.

Yours faithfully,

D.A.D.G. (MS).

MSD-0903 BID / RATE ENQUIRY REGISTER

Rate Enquiry number	Date of receipt of the demand	Date of issue of Tender	Date of opening the tenders	VMS Number and the Nomenclature of the item asked for	Initials of the Section Supdt.	Initials of the DADG
1	2	3	4	5	6	7

MSD-0904 BID / RATE ENQUIRY OPENING REGISTER

Rate Enquiry Number	Date of opening of Rate Enquiry	Number of quotations received	Initials of the members of the stores Purchase Committee / Tender Opening Committee
1	2	3	4

MSD-0905 SUPPLY ORDER FORM

SUPPLY ORDER FORM
Government Of India
Govt. Medical Store Depot
Address

Tele: _____
Fax: _____
Email: _____

To,

M/s_____

_____

Supply Order No _____ dated_____ against the rate submitted to MSO and approved by the MOHFW conveyed vide Dte's letter No: _____ dated _____

Please acknowledge the receipt of this supply order and arrange to deliver the stores to the Govt. Medical Store Depots for inspection and testing on or before _____. Supply of this item is to be effected to the respective Depots at Seven Stations as per quantity shown below within date of delivery.

VMS No.	Nomenclature	Specification/Composition	Self Life	Packing	Free %	A/U	Rate (Rs.)

Depots Wise break up quantity and value

Name of the Depot	Quantity	Free Quantity	Total Qty	Total Value
GMSD Mumbai				
GMSD New Delhi				
GMSD Hyderabad				
GMSD Karnal				
GMSD Chennai				
GMSD Kolkata				
GMSD Guwahati				
Total				

1. Total Cost Involved is Rs. _____
2. Rates are inclusive of all Taxes.
3. Directorate Sanction No. _____ Dated: _____

Signature of Supply order issuing Authority
Name & Designation

TERMS AND CONDITIONS OF SUPPLY ORDERS FOR GENERIC & PROPRIETARY ITEMS

1. Please quote the number and date of supply order in all correspondence, invoice Bill etc. relating to the Supply.

2. Rates are inclusive of excise duty and any other charges. However the rates shall be correspondingly reduced in case of reduction of excise duty, if any. VAT/ CST against Form- C & D etc. as applicable.

3. Supply should be made preferably consisting of minimum number of batches. Small quantities or subsequent part supply of same batches will be rejected unless firm agrees to bear the testing charges.

4. Goods are to be supplied on freight paid and door delivery basis to GMSDs between 10.00AM & 3.30PM.

5. This order is placed subject to furnishing 5% of the total value of supply order as Performance Security Deposit in the Form of Bank Guarantee from any Commercial Bank only valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations against the contract/ supply order. In case the supplier fails to supply the item, 5% Performance Security Deposit will be forfeited / recovered from the supplier.

6. DOD should be adhered strictly for offer of stores for inspection to the respective GMSDs. In case of any delay, penalty will be imposed as per penalty clause i.e. @ 0.5% of the total value of the supply order as Penalty per each week of delay or part thereof, subject to a maximum of 10%. Once the maximum imposable penalty is reached, the purchaser has the right to consider termination of the contract. The extension for DOD shall be granted with imposition or penalty subject to submission of an undertaking by the firm that if Indenters refuse to accept the item then it will be taken back, by the supplier at its own risk and cost.

7. All breakages / leakages / shortages of Stores in transit will be borne by the supplier / firm.

8. After dispatching stores to the Depots, the firms should send the dispatch details i.e. quantity; batch No., D/M & D/E of items immediately to MSO and concerned Depot by Fax /E. Mail.

9. PACKING FOR TABLETS AND CAPSULES.

(A) INITIAL PACKING

(i) Unless otherwise specified in Supply Order. Tablets/ Capsules are required to be packed in standard Aluminium /Aluminium Blister. The aluminium strip should be of thickness not less than 0.03mm. The packing material should have compatibility with the tablet, capsules. The manufacturer will submit a self certificate with each consignment specifying thickness of Aluminium Foil.

(ii) Blister /Aluminium strip pack of not more than 140 tabs /caps should be packed in thick cardboard box so that container should provide adequate protection to the drugs. However, manufacturers of items having market packs more than 140 tablets per carton may submit their specifications and proper justification in support of their bigger packing for consideration before supply is made to the consignee Depots.

(B) FINAL PACKING.

Final packing shall be done in corrugated fibre Board boxes confirming to IS: 2771 (part-I):1990 suitably cushioned lined and strong enough to bear Rail/Road transit hazards. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990.

PACKING FOR BOTTLES.

Bottles should confirm the container/content compatibility test.

INITIAL PACKING.

Initial packing shall be done in single well corrugated fibre board boxes weighing not more than 10 Kgs confirming to IS2771 (Part-I) 1990 suitably nested and strong enough to bear the Rail/Road Transit Hazards.

FINAL PACKING.

Final packing shall be done in 7-ply corrugated fibre Board Boxes weighing not more than 20 Kgs conforming to IS/277I/Part-I: 1990 suitable Cushioned lined and strong enough to bear the Rail/Road Transit Hazards. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990

PACKING FOR INJECTION

Vail/Ampoules should confirm the container/content compatibility test.

INITIAL PACKING

In neutral plain glass ampoule/ vial confirming to IS:1984 (Part-I) 1971 for relevant capacity provided with rubber stopper and pilfer proof metallic seal(in case of vials) and enclosed in strong card board carton and 25/50 vials/ampoules enclosed in well cushioned nested card board carton.

FINAL PACKING

Final packing shall be done in corrugated fibre board boxes confirming to IS: 2771(Part4):1990 suitable Cushing and liner and strong enough to bear the Rail/Road transit hazards. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990.

PACKING INSTRUCTION FOR IV FLUIDS

INITIAL PACKING

PVC bottles should confirm the container/content compatibility test for the contents of the container and should be manufactured by Form Fill Seal (FFS) Technology of relevant capacity.

FINAL PACKING

Final packing shall be done in corrugated fibre cardboard carton (7ply only) confirming to IS: 2771 (Part-I):1990 duly nested containing not more than 25 bottles. The supplier should furnish a self certificate with each consignment to the effect that packing material is confirming to IS: 2771 (part-I):1990

10. The labels both on innermost packing and outer container will be marked “Central Govt. Supply not for Sale” along with the VMS No. in bold letter and contrast colour in clearly visible manner.

11. **Bar-coding Requirements:**

All medicines supplied should incorporate GS1 barcodes at various packaging levels (primary, secondary and tertiary level packaging) and should encode the information within the barcodes as mentioned at Annexure **- A**.

The GS1 barcode requirements for medicines/drugs at various packaging levels can also be downloaded from the website of Ministry of Health & Family Welfare, Govt. of India at below link:

http://mohfw.nic.in/gs1_barcode_&_User_Manuals.html

12. Stores should strictly conform to the required specifications only, failing which supply will be r ejected.

13. Habitual/intentional irregularities in compliance of supply orders will be monitored and punitive action against the erring manufacturer/supplier shall be considered including removal of the name of the list of approved contractors depending on the gravity of commission / omission.

14. Fall Clause, Warranty Certificate and Penalty clause enclosed should be submitted duly signed and affixing rubber stamp along with supply of stores. Offer of Stores is liable to be rejected if it is not accompanied with above documents.

15. The label should be in accordance with the Drugs and Cosmetics Act., 1940 and Rules made there under and show the following in addition to the Manufacturing License Number in case of schedule 'C' & 'Cl' Drugs which are imported from other countries. (i) Nomenclature, (ii) Batch No. (iii) Date of Mtg. (iv) Manufacture's Name (v) Quantity contained in each package (vi) Date of expiry of shelf life. “CGS Not for sale” to be printed in contrast colour.

16. Shelf life of the supplied product should not be less than the shelf life specified in the supply order.

17. At the time when Stores are offered for the inspection the shelf life of the drugs should not have passed more than 1/6th of the effective shelf life of the drug counted from the month of manufacturing.

18. Please ensure that items supplied should be manufactured at premises/unit of the firm duly registered with M.S.O. failing which store shall be rejected (unless otherwise specified in Supply Order).

19. Copy of Excise Gate Pass may please be enclosed along with delivery Challan/invoice where ever applicable. Otherwise reason / declaration may be submitted by the suppliers.

20. Inspection of offered stores including drawl of samples for quality test shall be undertaken by an inspection team comprising of In charge GMSDs (irrespective of designation) or his/her authorized representative along with two Inspecting Officer from Indenter side.

21. If the Test Reports of the samples received from the laboratories are satisfactory, the consignment shall be accepted. The cost of the quantity of the stores consumed in test will be borne by the Depots. If the samples of stores fail in tests, the consignment will be rejected and the quantity consumed in tests will be treated as not having been delivered and testing charges whatsoever will have to be borne by the supplier.

22. The suppliers should not supply the items de-registered with MSO, even if Supply Order is placed. In case, the same are reported later on, no payment shall be made. Similarly supplier should not also supply the medicines manufactured in manufacturing unit, deregistered/debarred by MSO.

23. Payment shall be made only on submission of bills raised in favour of respective GMSDs by the suppliers in the prescribed proforma duly supported by the Inspection Note (Original), original copy of Supply Order, Sales Tax Certificate and PAN etc.

24. If DPCOINPPA rate is found lower or a cheaper rate is received, difference of the value will be recovered from the firm /Supplier.

25. All other terms and conditions as per tender documents issued by Dte. G.H.S. (MSO) & accepted by you will be applicable.

26. All disputes are subject to the Jurisdiction of respective GMSDs.

27. No Supply will be accepted by the GMSDs unless supply details are uploaded in MSO website by the suppliers prior to despatch to respective GMSDs

28. In the event of drugs supplied found substandard in laboratory test, the following deregistration / debarment action will be taken against the manufacturing and contract holding firms

(i) For Category 'B' defects, the manufacturer and contractor will be debarred for supply to MSO of that particular product declared not of standard quality for a period of 3 years.

(ii) If the manufacturer fails in supply of quality medicine of any other drug of standard quality during the next year, his products shall be debarred for supply through MSO and also to the market permanently.

(iii) In regard to category 'A' defects, the supplier should be debarred for the supply of that product for 3 years and for repeated failure of similar nature, the supplier shall be debarred from supply of all products permanently

List of Category 'A' defects and Category 'B' Defects are as follows

CATEGORY 'B' DEFECTS

TABLETS

i) Presence of spot/discoloration

ii) Lump formations in few containers due to moisture.

iii) Failing in uniformity of weight.

iv) Picking.

v) Chipping.

vi) Capping.

vii) Rough surfaces.

viii) Brittle Tablets.

ix) Non uniformity in diameter.

x) Uneven coating.

xi) Non declaration of colour used on the label.

xii) Failing in limit test (e.g. free salicylic acid).

xiii) Assay 70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

xiv) Failing in particle size (Griseofulvin tablets).

xv) Net content.

CAPSULES

i) Presence of spots/discoloration.

ii) Lump formation in container due to moisture.

iii) Failing in uniformity of weight.

iv) Cake/lump formation of content of capsule.

v) Failing in limit tests (e.g. Analgin and Nifedipine capsules)
.

vi) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

vii) Net content.

LIQUID ORALS (syrups /elixirs /solutions/suspensions/ emulsions / mixtures etc.)

i) Presence of foreign matter.

ii) Change of colour.

iii) Presence of suspended matter.

iv) Cracking of emulsion.

v) Sedimentation.

vi) Dispersible cake/lump formation.

vii) Net content.

viii) Non declaration of colour on label.

ix) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

x) Minor variation in pH.

EXTERNAL PREPERATIONS (ointment/solutions/cream/liniment/lotions/emulsions/like preparations).

i) Separation of phases.

ii) Foreign matter.

iii) Consistency/ homogeneity.

iv) Extradition of content from tube (outside the nozzle/cap).

v) Limit test (e.g. kinetic viscosity).

vi) Weight/ml.

vii) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

OPTHALMIC PREPARATIONS (eye ointment/drops/solutions etc.)

i) Presence of particulate matter.

ii) Odour.

iii) Clarity.

iv) Extradition of content from tube/container

v) Consistency.

vi) Particles.

vii) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

viii) Minor variation in pH.

POWDERS (oral use)

i) Assay-70% & above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

ii) Formation of mass/lump/cake) due to moisture.

INJECTABLES, INCLUDING TRANSFUSION FLUIDS.

i) Presence of particulate matter/glass pieces/precipitation.

ii) Change of colour/description.

iii) Extractable volume.

iv) Uniformity of weight (for dry powders).

v) Particle size.

vi) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

vii) Isolated case of fungus growth.

COSMETICS

i) Net content.

ii) Not conforming to any other standard as mentioned in IS except for heavy metal test.

BULK DRUGS

i) Description.

ii) Solubility.

i) Any other test specified in monograph not mentioned in Category A.

AEROSOLS / INHALATIONS.

i) Assay-70% and above of the label claim for thermo labile products and 5% within permitted limits for thermo stable products.

ii) Number of deliveries per container /water content/deposition of omitted dose (limit).

iii) Particulate matter.

iv) Pressure testing.

v) Delivery rate.

vi) Tests such as total acids.

MECHANICAL CONTRACEPTIVES (Condoms).

i) Description.

ii) Air inflation test.

iii) Dimensions

iv) Colour fastness.

INTRAUTERIAL CONTRACEPTIVES DEVICES.

i) Description.

ii) Full test.
iii) Flexibility

CATEGORY 'A' DEFECTS.

TABLETS.

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Disintegration (except for marginal variation to be viewed on case to case basis).

iii) Dissolution (except for marginal variation to be viewed on case to case basis).

iv) Contamination with foreign matters.

v) Most of the tablets observed in powder form inside the strip pouches.

vi) Content uniformity.

vii) Addition of permitted colour when not recommended in Pharmacopoeia.

CAPSULES.

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Disintegration (except for marginal variation to be viewed on case to case basis).

iii) Dissolution (except for marginal variation to be viewed on case to case basis).

iv) Content uniformity.

LIQUID ORALS

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Presence of foreign matter such as fly/insect.

iii) Fungus growth.

iv) Non dispersible cake/lump formation.

v) Addition of non-permissible colors.

EXTERNAL PREPARATIONS.

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Phenol coefficient (RWC) less than label claim
Grade I : less than 16
Grade II : less than 8
Grade III: less than 4

For other soluble disinfectants below 80% of the required limit.

iii) Fungal growth.

OPTHALMIC PREPARATION

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products

ii) Foreign matter.

iii) Metal particles.

iv) Fungal growth.

v) Fails in sterility.

POWDERS (Oral use).

i) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Fungal growth.

POWDERS (External use)

i) Assay-below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Fungal growth.

INJECTIONS INCLUDING TRANSFUSION FLUIDS.

i) Sterility.

ii) Pyrogen test.

iii) Toxicity.

iv) Assay- below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

v) Fails in any other biological test.

vi) Fungal growth in different samples from different sources of same batches.

STERILE DISPOSABLE PERFUSION SETS.

i) Sterility.

ii) Pyrogen test.

iii) Toxicity.

STERILE DISPOSABLE HYPODERMIC SYRINGES.

i) Sterility.

ii) Pyrogen test.

iii) Toxicity.

STERILE DISPOSABLE HYPODERMIC NEEDLES.

i) Sterility.

ii) Pyrogen test.

iii) Toxicity.

BULK DRUGS

i) Assay-less than permitted limits.

ii) Heavy metal test/arsenic test.

iii) Sterility.

iv) Toxicity.

v) Microbial limit test.

AEROSOLS/INHALATIONS

i) Assay-below 70% for thermo labile products and below 5% of the permitted limits for thermo stable products.

ii) Leak test.

SERA/VACCINE

i) Toxicity

.

ii) Sterility.

iii) Potency.

SUTURES/CATGUTS

i) Sterility.

ii) Tensile strength.

MECHANICAL CONTRACEPTIVES

i) Water leakage test.

ii) Tensile properties

.

INTRAUTERINE CONTRACEPTIVE DEVICES

i) Memory test.

ii) Ash content

.

iii) Sterility.

iv) Implantation test.

COSMETICS

i) Use of non-permitted colours/dyes
ii) Presence of heavy metal.

Instruction for Supply of Stores

This order is placed subject to furnishing 5% of the total value of supply order as Performance Security Deposit in the form of Bank Guarantee from any Commercial Bank valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations against the contract/ supply order. In case the supplier fails to supply the item, 5% Performance Security Deposit will be forfeited / recovered from the supplier.

(i) Para No 18 of Terms and condition shall not be applicable in case of CPSE

(ii) The Name of the firm should be indicated on the Carton/Label who quoted the rate.

Supply details i.e. quantity, batch No. DOM & DOE of item must be sent by the firm immediately to DGHS (MSO) and concerned depots at following FAX/ e-mail immediately on dispatch of material.

1)	MSO-011-26189307	mso-mohfw@nic.in
2)	GMSDHyderabad-040-23702355	gmsdhyd@hotmail.com
3)	GMSDChennai-044-25611459	msdchnn@vsnl.in
4)	GMSDKarnal-0184-2252328	medcalsotre@dataone.in
5)	GMSDDelhi-011-26858490	gmsdnewdelhi@yahoo.co.in
6)	GMSDKolkata-033-22230838	gmsdkol@yahoo.com
7)	GMSDGuwahati-0361-2471214	gmsdghy@bsnl.in
8)	GMSDMumbai-022-23074617	gmsdmumbai@yahoo.com.

Annexure – A (of The Terms and conditions of Supply Order)

GS1 barcode requirements on Medicines/Drugs procured by MSO

These requirements cover medicines/drugs procured by Medical Stores Organization (MSO) for both branded & generic pharmaceuticals/drugs. For medical devices & other medical supplies separate GS1 barcode requirements apply which are available at

http://mohfw.nic.in/gs1_barcode_&_User_Manuals.htm

Barcode requirements using GS1 identification standards are provided below at various levels of product packaging which include at primary, secondary and shipper/carton levels and need to be complied with while supplying medicines/drugs to MSO.

Section A) Primary Level Packaging

Primary Level Packaging: Is defined as the first level of packaging in direct contact with the product and marked with an AIDC (Automatic Identification and Data Capture) data carrier either on the packaging or on a label affixed to the packaging. It may consist of a single item or group of items for a single therapy such as a Kit. For packaging configurations that include a retail consumer trade item, primary packaging is a packaging level below the retail consumer trade item.

Barcodes using GS1 standards are required to be marked onto the primary level of packaging encoding *GS1* product identification code (called GTIN–Global Trade Item Number). Where product is packed in a mono carton (e.g. ointments, eye/ear drops etc), barcode encoding GTIN should be marked on the mono carton itself.

GTINs (Global Trade Item Numbers): It is the GS1 identification key used to uniquely identify each product type/variant. It is created using a GS1 or U.P.C. Company Prefix number. GTIN can be of 14 digits (i.e. GTIN -14) or 13 digits (i.e. GTIN -13) or 12 digits (i.e. GTIN -12) or 8 digits (i.e. GTIN -8) depending on barcode symbology used.

Note: Barcodes using GS1 standards are required to be marked on product packaging in addition to existing statutory labelling & marking requirements.

Barcode Symbology: GS1 Data Matrix (two dimensional) symbology is the preferred option.

GS1 Data Matrix symbology can encode product data in much smaller space than what is possible with one dimensional barcode symbology. This is an important consideration in healthcare sector due to very limited availability of printing space on product packaging, after complying with other statutory labelling & marking requirements. GS1 Data Matrix is thus the preferred option for marking in the healthcare sector.

Schematic example of GS1 Data Matrix symbology encoding GTIN-14 using Application Identifier (01) at Primary level packaging is as below:

(01)08901107000011

For specs related to GS1 Data Matrix barcode, refer to GS1 general specifications available on

http://www.gs1india.org.in/gs1barcodes/pc_index.htm.

Other barcode symbologies (EAN/UPC, GS1–128 and GS1 Databar) on primary level packaging shall also be acceptable.

Details on other GS1 barcode symbologies (EAN/UPC, GS1 – 128, ITF-14, GS1 Data bar), are available at http://www.gs1india.org.in/gs1barcodes/pc_index.htm

Section B) Secondary Level Packaging

Secondary Level Packaging: Is defined as a level of packaging that may contain one or more primary packages or a group of primary packages containing a single item.

***NOTE*:** There may be additional intermediate packaging levels above the secondary level packaging, but below the Shipper / Carton level packaging. These intermediate packaging levels are not required to be bar-coded at this time. Examples of these exclusions include:

(1) Inner packs (bundles)
(2) Intermediate packs (inner case)

At Secondary level packaging, the barcode should encode the following information:

4) Product identification code (Unique GTIN-14 of secondary pack)* using application identifier (01)

5) Expiry Date in YYMMDD format using application identifier (17)

6) Batch/Lot Number using application identifier (10) or Serial No using application identifier (21).

**Note*: GTIN-14 of secondary level packaging should be different from GTIN-14 of primary and shipper pack. For details on generation of same, refer to GS1 General Specifications.

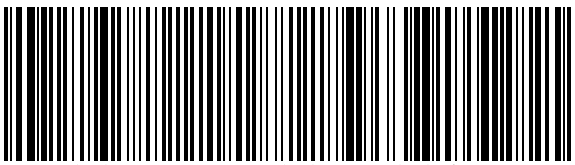
The above bar-coding requirements shall be in addition to existing statutory labelling & marking requirements.

Barcode Symbology: Any of the following GS1 barcode symbologies can be used to encode above stated data in barcodes at Secondary level packaging:-

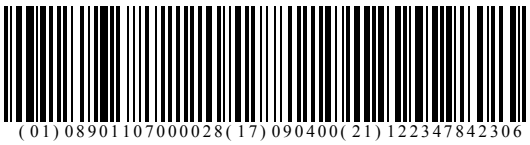
GS1-128, GS1 Data Matrix, GS1 Data Bar.

Examples

(a) GS1-128 symbology, encoding GTIN + Expiry Date + Batch/Lot No is represented schematically as below:-



(b) GS1-128 symbology, encoding GTIN + Expiry Date + Serial No is represented schematically as below:-



Details on other GS1 barcode symbologies at secondary packaging level (GS1 Data matrix and GS1 Data bar) are available at

http://www.gs1india.org.in/gs1barcodes/pc_index.htm

Section C) Shipper/Carton Level Packaging

Shipper/Carton Level Packaging: Is defined as a level of packaging that may contain one or more primary/secondary levels of packaging.

Shippers/cartons can be considered orderable trade items (requires homogeneous pack) AND may also be considered logistics units (heterogeneous packs). The following rules apply to each variation:

The requirements for the orderable trade item (homogeneous pack):

The first barcode:

1) Product Identification (Unique GTIN-14 of Shipper pack) using application identifier (01)
2) Expiry Date in YYMMDD format using application identifier (17)
3) Batch/Lot Number using application identifier (10)

The second barcode:

SSCC (Serial Shipping Container Code) to identify individual carton uniquely using application identifier (00)

(Single Label for each carton)

**Note*: GTIN-14 of shipper level packaging should be different from GTIN-14 of primary and secondary pack. For details on generation of same, refer to GS1 General Specifications.

Barcode Symbology: GS1-128 and GS1 Data Matrix symbologies can be used to generate the first barcode. The second barcode (SSCC) requires GS1-128.

Human readable information on the label will be as per existing statutory labelling & marking requirements.

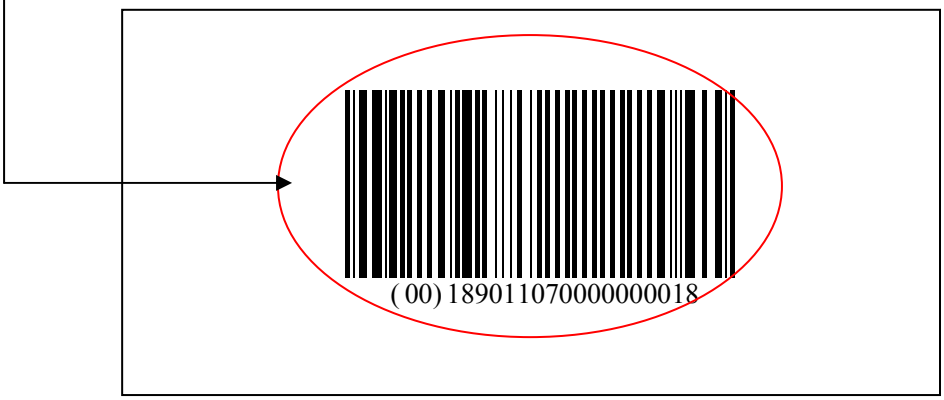
The requirements for logistics unit (heterogeneous pack):

If multiple items are packed in a carton / shipper (heterogeneous pack), and / or the *shipper / carton level packaging* is not an orderable unit, only second barcode should be present (i.e. SSCC).

Human readable information on the label will be as per existing statutory labelling & marking requirements.

Schematic example of GS1-128 symbology for the logistics unit (heterogeneous pack) encoding above stated data at Shipper/ Carton Level Packaging is as below:

SSCC (Serial Shipping Container Code) to identify individual carton uniquely using application identifier (00)



(Single Label for each carton)

***General Notes*:**

While bar coding has been chosen as the automatic identification data capture (AIDC) technology currently, future requirements may demand use of any other data capture technology.

Data requirements as stipulated above, take into account minimum level of AIDC marking. MSO however reserves the right to modify the same and direct implementation of higher level of AIDC marking (additional data requirements) in future, in the event of higher perceived risks in line with GS1 General Specifications.

Complete details on GS1 standards along with technical guidelines can be downloaded from www.gs1india.org or www.gs1.org

For any assistance, you can contact GS I INDIA at 011-26168720/721/725, email – gopal@gs1india.org

MSD-0906 Transportation Work Order Form

WORK ORDER FORM FOR TRANSPORTATION
Government of India
Govt. Medical Store Depot
Address

Tele: _____
Fax: _____
Email: _____

To,

M/s_____

_____

Work Order No _____ dated_____ against the rate submitted against the Tender Enquiry number_____dated _____ and accepted vide letter no _____dated_____

Please acknowledge the receipt of this work order and arrange to deliver the stores on or before_____. Delivery of consignment is to be effected to the consignees as per details shown below on terms & condition of the Tender documents which has already been accepted by you.

Name of the consignee	**Address**	**Type of Vehicle**	**No of Vehicle Required**	**Rate**
Total				

1. Total Cost Involved is Rs. _____
2. Rates are inclusive of all Taxes

Signature of Supply order issuing Authority
Name & Designation

ANNEXURE-A (of the Terms and conditions of Transportation work Order)

Terms and conditions governing the Annual Rate Enquiry for Road Transportation of Medical Stores and equipments to various destinations.

1. GENERAL CONDITION

The Transporters/Carrier shall be liable to deliver/hand over the stores/goods in good condition to the Consignee/Indenter at the specified place and within the specified time schedule and also to collect the proper acknowledgement for such delivery of store from the Indenter/Consignee. The Transporter shall be liable for shortage damage, theft or any kind of loss whatsoever may be the reason which is not covered by the Insurance during transportation, if the transporters failed to deliver the Store/Goods to the Consignee/Indenter in good condition within the specified time schedule, the Transporter shall be liable to pay the entire cost of such store to the GMSD Authority. The recovery of cost of stores to be worked out by the GMSD Authority (Head of the Office) and his decision is final and binding.

2. SPECIAL CONDITION

Tenderer should submit quotation/rate in the prescribed Printed Form (Annexure –"B") issued by this office only with attached Annexure –A (Terms &Condition) dully signed. Do not use your own letter form, papers etc. any conditional quotation or use of own letter form, paper etc. for submission of quotation will be treated as Informal and subject to summarily rejected.

3. EARNEST MONEY/PERFORMANCE SECURITY

(3.1) Each Transporter should furnish a Demand draft from any Nationalised Bank for Rs.10, 000/- (Rs. Ten Thousand) as **Bid Security** in favour of **Accounts Officer, Pay & Accounts Office, Min. of Health & F.W, _____** along with tender which will be refunded immediately to the unsuccessful tenderer and will also be refunded to the successful tenderer after furnishing Bank Guarantee. Tender without the above **Bid Security** will be rejected summarily.

(3.2) Successful Tenderer should furnish a **Bank Guarantee of Rs.50,000/- (Rupees Fifty Thousand)** In favour of **Accounts Officer, Pay & Accounts Office, Min. of Health & F.W, _____** as **Performance Security Deposit** before Conclusion of Rate Contract of transport. In case Transporter fails to submit the Bank Guarantee, the Bid Security will be forfeited and deemed- fit action shall be taken against the Transporter including black listing. The said Bank Guarantee should remain valid for 18 months from the commencement of the contract.

4. RATE & PAYMENT OF BILL

(4.1) Rate should be quoted inclusive of all charges including loading and unloading excluding insurance charges as same will be done by this depot. Nothing will be paid extra over the accepted agreement amount.

(4.2) Rate should be quoted in words as well as in figures for the stations mentioned in Annexure-"B". In case of any difference between words and figures, the rate quoted in words will be taken into consideration.

(4.3) Transport should quote rate for all Stations and all the categories in the schedule of Annexure-"B"

(4.4) Mode of handing over of store for transportation will be decided by the GMSD Authority. No request or interference of the Transporter for the above will be entertained at any circumstances.

(4.5) Rate offered shall be valid up for one year from the date of commencement. But Authority shall have right to extend or shorten as deemed fit to the best interest of the Govt. without any further notice.

(4.6) On successful completion of transportation, the transporter should submit bill along with proper proof of delivery and other related document to this office for payment. The payment will be made on receipt of confirmation of stores from respective consignee to the depot.

(4.7) T.D.S. @ 2% will be recovered at source from all bill/payment and certificate for such recovery will be issued in due course.

5. HANDING OVER OF STORE TO THE TRANSPORTER

(5.1) The store/goods will be handed over to the Transporter/Authorized representative of the transporter for delivery either from the GMSD, New Delhi or from Dabri, Palam Depot. For Authorized Representative, he must hold the proper authority for the above and his signature must be attested by the transporter and attested photo must be placed to the office for record.

(5.2) The transporter or his authorized representative must attend the office of GMSD within (3) days of issuing work order and in case it is holiday, next working day should be taken into consideration to collect instruction of delivery and relevant documents to lift store from time to time. The transporter may also keep close contact over phone with respective ADM/Superintendent In charge of store.

(5.3) Instruction to provide truck/vehicle will be given to the Transporter and it will be the responsibility of the transporter/authorized representative of the transporter to collect the same from the officer-in-charge and no plea regarding non-receipt of intimation/requisition will be entertained in any circumstances if they fail to attend the office and collect the same personally a copy of such requisition will also be sent by post simultaneously.

(5.4) The transport truck should be provided / placed by the transporter to lift the store from GMSD, ---------- within 5 days (Five Days.) from the date of issue of instruction or requisition of the respective ADM/Store Superintendent. If the transporter fails to place/provide truck within 5 working days without valid reason, then penalty will be imposed as per Penalty Clause (See below) after the expiry of above stipulated date till the date of lifting by other agency.

(5.5) If the transporter fail to place/provide truck/vehicle within 5 working days from the date of instruction/requisition to lift store, the work will be carried out through other agency/higher bidder and rate difference will be recovered from defaulter transporter including penalty due to non-lifting of stores.

(5.6) No Octroi charges are applicable for Govt. Stores.

6. DELIVERY OF STORES

The Transporter should deliver the store in good condition within Ten (10) days from date of lifting of stock from GMSD, ---------- and to collect the proper acknowledgement/receipt of

delivery from the Consignee/Indenter i.e. obtain a clear receipt of store, total no. of Cartons and each Truck registration No. which contain the store and must have consignee's signature and Robber stamp. Intimation of delivery of store should be made in writing within Five (5) days from the date of delivery and relevant documents of such acknowledgement of delivery of store to be handed over to the officer of GMSD within Ten (10) days from the date of acknowledgement of store by the consignee. In case the transporter failed to submit intimation or acknowledgement within the above stipulated period without any valid and accepted reason, he shall be liable for Penalty as per 'Penalty Clause'.

7. PENALTY CLAUSE

In case the transporter fails to delivery/lifting of the store in good condition within the above specified time schedule or non-compliance of point no. 9, he shall be liable to pay compensation for delay @ 0.5% on the transporter bill amount for each day of delay subject to maxim @ 10% of total cost of transport charges, and thereafter action will be taken as per Rule.

8. OTHER CONDITIONS

(8.1) In case of habitual delay of the transporter for performing the job of transportation or bad Workmanship, the agreement for transportation of store will be rescinded. In such case work of Transportation will be carried out through other agency at the risk and cost of the Authorized Transporter and the difference of cost of transportation charges will be recovered from Authorized Transporters Bank Guarantee/Pending Bills.

(8.2) In case of Part Quantity for any particular consignment, the same transporter will lift the said part consignment at the prevailing rate i.e. on the lowest transportation rate of proportionate volume rate or depot awarded half truck/DCM/Tempo load which will be lowest.

(8.3) Annexure-"A", "B" has to be signed and returned.

(8.4) Name & full address of the firm and owner/partners of the firm, along with Phone No. / Fax No. required to be furnished in Technical Bid.

(8.5) Copy of Trade License, Name of your Banker with A/C No., PAN No. with copy, Service Tax Certificate, Registration No. with State Transport Authority along with a list of Truck No. owned by the firm required to be furnished as Technical Bid.

(8.6) In the event of any dispute, the matter is to be decided by an arbitrator who may be the Head of the Department or any other competent officer and dispute should dissolve in accordance with the Provision of the Arbitration Act 1996 and his decision shall be final. And for any other Legal Complication subject to jurisdiction of New Delhi.

(8.7) No trans-shipment will be allowed, Stores have to be delivered by same vehicle Truck/DCM whatsoever in which the stores are loaded since the vehicle along with the goods are insured. In case of any dispute in respect of above, payment shall not be made.

MSD-0907 FILE REGISTER

STANDARD HEAD NO……..

STANDARD HEADING……..

File No.	Subject	Date of		Period for which to be preserved
		Opening	Closing	
1	2	3	4	5

MSD-0908 FORM FOR MONTHLY STATEMENT OF CASES PENDING DISPOSAL

FORM FOR MONTHLY STATEMENT OF CASES PENDING DISPOSAL FOR OVER A MONTH

Name of the Section…….. Month……

Sl. No.	File No. or Inward Register No.	Date of commencement of case	Brief subject	With whom pending & since when	Remarks
1	2	3	4	5	6

MSD-0909 LIST SPECIFYING THE PERIOD FOR WHICH THE VARIOUS REGISTERS AND RECORDS PRESCRIBED IN THE MANUAL SHOULD BE PRESERVED.

Sl. No.	Nature of the Record	Period for which to be preserved
1	Bin Cards (including those maintained by receipt section of transit bin cards)	5 years
2	Issue Vouchers for stores supplied to Govt. Institutions	5 years after recovery
3	Issue Vouchers for stores supplied to non Govt. Institutions	5 years
4	Expense Transfer & adjustment Vouchers	5 years
5.	Receipt Vouchers for Stores from other Depots and from Trade	5 years
6.	Intra Depot transfer voucher for stores sent to different Sections of the Depot	5 years
7.	Office copy of the Inspection Note.	5 years after the receipt of stores
8.	S.O. placed by DADG (MS) on local trade & correspondence connected therewith.	5 years after the receipt of stores
9.	Rate Enquiry and the Connected Correspondence and comparative statements	5 years
10	Demand for manufactured items and the correspondence connected therewith	5 years
11.	DGS&D, R/C and S.O. placed by the DADG (MS) & Correspondence connected therewith	5 years after the receipt of stores
12	Depot enquiries and the record connected with the Inter Depot transfer of stores	5 years
13	Register of Railway receipts and railway receipt	5 years
14.	Demand Book	5 years
15	Day Book	5 years
16.	Demands transferred to Depot for local / central purchase.	5 years
17	Outward Gate passes (counterfoils)	5 years
18	Inward Gate Passes (counterfoils)	5 years
19.	The Packing Notes	Up to 5 years after the receipt of stores
20	Register of un-serviceable obsolete stores etc	5 years after disposal of stores
21	Register of indents	5 years
22	Register of destruction of inward letters	3 years
23	Assistant's Diary	1 years
24	File Register	5 years after its close
25	File movement register	1 year after its close
26	Despatch Register	5 years
27	Postage stamp account Register	5 years
28	Inspection Report and audit reports.	1 year after the action on all the points has been taken
29	List of files weeded out	10 years

MSD-0910 RETENTION SCHEDULE FOR DIFFERENT CATEGORY OF FILES

Sl. No.	Type of Record	Period for retention
1	Personal files of staff	Permanently
2	Files relating to registration of Indenters	Permanently
3	Files relating to registration of firms	Permanently
4	Correspondence regarding stores received against A/T & also those rejected	5 years
5	Correspondence regarding disposal of un-serviceable and obsolete stores	5 years
6	Files with outstanding audit para /pending investigations cases etc	Till disposal of the audit Para/case

MSD-0911 CIVIL MEDICAL ANNUAL /SUPPLEMENTARY INDENT (Proprietary Article Certificate cum Budget Declaration Form)

(Proprietary Article Certificate cum Budget Declaration Form)

1. I solemnly declare upon my honour that the medicines, etc. supplied on my indents have been or shall be solely expended for the purpose of the service, as strictly imposed upon me by my public duty.

2. It is certified that the medicines demanded by this office are proprietary in nature except otherwise indicated by the generic VMS number / nomenclature and no substitute is acceptable. However in case the said medicines are not held on stock in Govt Medical Store Depot, this office has no objection to accept the medicines of non proprietary / generic nature, if supplied by Govt Medical Store Depot.

3 Only demanded quantities of the items are required. I also declare that I have carefully ascertained that the quantities shown as 'balance in hand' are correct, and that quantities 'now required' do not exceed the estimate sanctioned this year.

4. This indent contains ……. No of items and sufficient fund is available.

Sanctioned Budget Grant for year_____ Rupees. …….

Value of this indent Rupees. …….

Value of previous indents submitted during the current financial year Rupees. …….

TOTAL Rupees. …….

Station …… ……..

Date …… ……..

Medical in Charge

The quantities demanded by the Indenting Officer are sanctioned.

Station …….. Date …… Civil Surgeon

Countersignature of Administrative Controlling / Sanctioning Authority along with office stamp.

Date ……

MSD-0912 INDENT REGISTER

(For each indent a new page of the register will be used)

Part-I (The left Side Page of the Register to be filled by the Purchase Section)

Slno	Particulars	
1.	Indent ID No. (To be allotted by Purchase Section)	
2.	Indentor Enrolment No	
3.	Indenter's Name and Address	
4.	Date of receipt of indent in the Depot	
5.	Administrative authority forwarding letter and date	
6.	Indenter's Indent No and date	
7.	Remarks of the purchase section superintendent regarding scrutiny of the indent as per the manual	
8.	Recommendation of Purchase Section Superintendent whether indent should be taken up for compliance or otherwise	
9.	Signature of Purchase Section Superintendent	
10.	Signature of the Depot Manager	
11.	Date of forwarding of the copy of the indent to the stocking section for further processing	
12.	Signature of the stocking Section Superintendent in token of receipt of indent copy	

Part-II (The Right Side Page of the Register to be filled by the Stocking Section / report may be generated through MSO software)

GMSD issue Voucher No.	Gate Pass Out No	Date of dispatch of stores	Date of posting of priced Voucher	Remarks
1	2	3	4	5

MSD-0913 BIN CARD

Bin Card No……..

VMS No …… **Year:**

Nomenclature ……..

Accounting Unit……

Shelf Life …… **Folio No:**

Sl. No.	Particulars of receipt and Issue.						
	Date (DD/MM/YY) of transaction (Receipt / Issue	Name of Supplier and Manufacturer	Receipt Voucher No. (for Receipt only)	Issue Voucher No. (For issue only)	Date of Receipt /Issue Voucher	Batch No.	Date of Mfg.
1	2	3	4	5	6	7	8

Date of Expiry	Receipt (Qty.)	Issue (Qty.)	Balance (Qty.)	Date wise Expiry details of balance				Signature of Pharmacist	Remarks
				Expiry Date & (Qty)	Expiry Date & (Qty)	Expiry Date & (Qty)	Expiry Date & (Qty)		
9	10	11	12	13A	13B	13C	13D	14	15

MSD-0914 REGISTER OF BIN CARDS

REGISTER OF BIN CARDS TO BE MAINTAINED BY THE PAY AND ESTABLISHMENT SECTION HOLDING THE STOCK OF THE BLANK BIN CARD STATIONARY

	Year
No. of cards B/F	……..
No. of Blank Bin Cards received	……..
Total	…….....

DETAILS OF BIN CARDS ISSUED TO STOCK HOLDERS

Sl. No	Date of Issue	Card No	Name of the section to whom issued	Initial of the Section supdt. (Issued by)	Initial of the Stock Holder (Received by)
1	2	3	4	5	6

Total No. of cards issued during the year …… Balance ……..

Note: The above details have to be updated in the computer by the Bin Card issuing section i.e. Pay and Establishment Section immediately after issue of Bin Cards.

MSD-0915 REGISTER OF BIN CARDS TO BE MAINTAINED BY THE STOCK HOLDER

		Year
(i)	No. of cards B/F	……..
(ii)	No. of blank Bin Cards received	……..
	Total	……...

DETAILS OF THE BIN CARDS BROUGHT TO USE

Sl. No.	Date	Bin Card No.	VMS No. (for which card opened)	Initial of the Stock Holder	Balance No of Blank Bin Cards	Initial of the Section Superintendent
1	2	3	4	5	6	7

Total Cards used during the year …… Balance, if any ……..

MSD-0916 STORE VERIFICATION REPORT

Govt. Medical Store Depot ……..

No. …….. **Date of Verification …….**

S. No.	VMS or NIV No.	Name of the article	Bin card Balance	Actual balance
1	2	3	4	5

Difference in quantity		Initial of Stock Verifier	Action taken by the DADG (MS) of the Depot (to be filled in by him)
Surplus	Deficiency		
6	7	8	9

MSD-0917 REGISTER FOR MAINTAINING RECORD OF RECEIPT AND ISSUE OF COOL / COLD STORAGE ITEMS

VMS NO. ……

Nomenclature……

Accounting unit……

Date	Quantity Received	Receipt Voucher No.	Quantity Issued	Receipt /Issue Voucher No.	Balance	Initials of the stock holders	Initials of the Stores Supdt. In- charge
1	2	3	4	5	6	7	8

MSD-0918 INTRA-DEPOT TRANSFER VOUCHER BOOK

(To be maintained in duplicate /Triplicate as required)

From …… Section To…… Section

Sl. No. …….. Date ……..

V.M.S. No.	Description of Stores	A/U Quantity	No of Packages

Handed over by …… Taken over by…….

Date …….. Date …….

MSD-0919 ISSUE VOUCHER REGISTER

Date	Voucher Number	Indent Number	Nature of Indent / Voucher	Name of Institution to whom issued	Address
1.	2	3	4	5	6

Gate Pass Out No and Date	No of items issued	No of Packages	Date on which acknowledgement of Consignment/ Issue Voucher received	Date on which copy of acknowledgement of Consignment/ Issue Voucher sent to Account Section	Initial of Store Supdt	Remarks
7	8	9	10	11	12	13

MSD-0920 OUT WARD GATE PASS BOOK

OUTWARD GATE PASS **GOVT.MEDICAL STORE DEPOT** ……. **G.P. OUT No._____** **M**/s…… Issue Voucher Number……. No. of Ctns…… Vehicle Number……. Transporter Name…… Driver Name…… Through / Collected by Sh…….. …… Asstt. Depot Manager For DADG (St) Dated……. Checked & found collect Initial of Gate Guard on duty Dated…….	**OUTWARD GATE PASS** **GOVT.MEDICAL STORE DEPOT** ……. **G.P. OUT No._____** **M**/s…… Issue Voucher Number……. No. of Ctns…… Vehicle Number……. Transporter Name…… Driver Name…… Through / Collected by Sh…….. …… Asstt. Depot Manager For DADG (St) Dated……. Checked & found collect Initial of Gate Guard on duty Dated…….

MSD-0921 NON-AVAILABILITY CERTIFICATE

Govt. Medical Store Depot

……

Please refer to your indent letter no…… dated …….. In this connection it is stated that the following items are not available at present in stock with this Depot and their procurement and supply is regretted for the reason indicated against each. You may therefore make your own arrangements in respect of the following quantities .

Sl. No.	VMS No.	Name of the Medicine	Quantity demanded	Quantity Regretted	Reason for non-availability

Signature
For DADG (MS)

To …….
(Name of the Indenter)

MSD-0922 PACKING NOTE BOOK

(to be prepared in Duplicate)

Voucher No. ……..……

Sent to ……..

Brought forward ……..

Size Case No. Contains

(1) Bottles ……

(2) Empty Bottles……

(3) Tins ……...

(4) Parcels ……

(5) Jars …….

(6) Loose Article……..

(7) ……

(8) ……

Govt. Medical Store Depot
…….20 ……..

Multi Tasking Staff / Packer's Name and Signature……

Signature of Packing Clerk/ Supervisors

Total carried over No.

N.B.– Please cheek on opening and read directions on back

NOTES:

1. This form should accompany all complaints.
2. If the number of items found does not tally with the number shown, please search packing materials most thoroughly before reporting Articles in excess should be reported.
3. Losses from breakage, leakage and damages during transit if any, will have to be borne by the Indenter and it should be noted on Received Vouchers, showing quantity lost. If such losses required replacement, submit a fresh indent.
4. This office issue voucher number assigned to your indent should tally with the number of the label on every bottle, package etc. Please report any instance where this is not the case.
5. The responsibility of this depot ceases with the correct dispatch of this consignment.
6. Deficiencies on receipt should be noted in the column of remarks.
7. A list of all the items received in this case should be invariably furnished with the respective names and quantities of each item whenever any discrepancy is noticed as per Note 2 above.

MSD-0923 TRANSPORT REPORT BOOK

(To be prepared in Duplicate)

Voucher No. ……..……

Consignee / Addressed to ……

The following are handed over to Railway Clerk / Transporter/ Airlines/ Postal Department

M/s. ……
……

A. Details of Packing cases –

Sr. No.	**Type of Packing**	**No. of Packages.**
1	Cardboard Boxes	
2	Wooden Cases	
3	Bales	
4	Gunny bags	
5	Parcels	
6	Tins	
7	Drums	
8	Others	

Prepared by: Checked by:

(Signature of Packing Supervisor) (Signature of Section Superintendent)

For Booking of Consignment:

(Signature of Transport Clerk) **(Signature of Booking Clerk/ MTS)**

Date: **Date:**

Date Received Transporter

MSD-0924 TEMPLATE FOR PACKING MATERIAL USED AND TO BE CHARGED FROM THE INDENTER.

Voucher No. ....

Medical Store Depot ……

List of Packing Cases etc.

Sr. No.	Details of Packing Material used by the depot for the consignment	Size	No.	For use by depot cost Accounting Section		
				Rate Rupees. P.	Per	Amount Rupees. P.
1	Cardboard Boxes					
2	Wooden Cases					
3	Bales/ Gunny Bags					
4	Parcels					
5	Others					
Total Amount to be charged from Indenter						

Packing Clerk Accountant's Initials

Dated …….

N.B. – Packages marked 'O.C.' are original containers and are not to be charged for

MSD-0925 DESPATCH /GATE PASS OUT REGISTER

Gate Pass out No	Gate Pass Out Date	Issue Voucher number	Institution / Consignee	Number of Packages	Weight Kg.
1	2	3	4	5	6

Transported through	Particulars of Railway/ Post Parcel /Airlines /Transporter Receipt			Freight Charges / Postal charges/ Transit charges	Credit note number	Date of posting of priced voucher s
	Weight Charged Kg.	Rly. /Post Parcel / Receipt Number / Transporter consignment note no/ Airway Bill No	Date			
7	8	9	10	11	12	13

MSD-0926 PROFORMA FOR MAINTAINING THE ACCOUNTS OF THE CIVIL CREDIT NOTES

Month ……. Year …….

(i) Value of the civil Credit Notes B/F from the previous month ……..

(ii) Value of the civil Credit Notes, received during the month ……..

Total value (i + ii) = …….

ACCOUNT OF THE CIVIL CREDIT NOTES EXPENDED

Date	Book No.	Serial No.	Issue Voucher No.	Name of the Consignee	R.R. No.	Value of the Civil Credit Notes issued

Total value of the Civil Notes used during the month ……..

Balance, if any.

MSD-0927 COMPLAINT REGISTER (For the Indenters)

Sl. No.	Issue Voucher No. & date	Name of the Indenter	No. & date of the complaint received from the Indenters	Nature of the complaint
1	2	3	4	5

Explanation of the Store Section concerned	Explanation of the Packing Clerk	Remarks of the Despatch Section	Order of DADG (MS)	Action taken on the orders of the DADG (MS)
6	7	8	9	10

Note: For each complaint from an Indenter, one full page of the complaint register is to be used and abstract of the correspondence done in the complaint file will also be noted down on this page and reviewed periodically till it is settled.

MSD-0928 STORE INSPECTION REGISTER

Sl. No.	Supply Order No. and the name of the manufacturer./ supplier	VMS No.	Nomenclature of the item / store	Accounting unit	Quantity ordered as per supply order
1	2	3	4	5	6

Date of delivery	Gate Pass In No. & date	Details of batch wise quantity received and manufactured by				Packing Details and total no of cases	Inspection remarks /Signature of ADM	Receipt Voucher No.
		Batch No.	DOM	DOE	Qty.			
7	8	9				10	11	12

MSD-0929 SAMPLE REGISTER

Sl. No.	IGP No.	Name of the Laboratories to which sent for testing		Name of the item	Batch No.	Quantity sent for test	Sample Code
		Lab. 1	Lab. 2				
1	2	4	5	6	7	8	9

Name of Firm	S.O. / R.C. No. & Date	Sample Issue Voucher No	Date Of Issue Voucher	Signature of In charge	Remarks	Test Report No		Date Of Receipt of Test Report	
						Lab. 1	Lab. 2	Lab. 1	Lab. 2
10	11	12	13	14	15	16	17	18	19

MSD-0930 REGISTER OF RAILWAY RECEIPTS

Sl. No.	Date on which RR received	Railway Receipt Number	Railway Invoice number & date	Date of railway receipt	From whom	Place
1	2	3	4	5	6	7

Number of station consigned	Description and No. of packages	Weight as on railway receipt Q. Kg.	Relevant I.V. No. and consignee, if any	Amount paid as on Railway Receipt		No. and date of C.C. note issued and freight paid
				By consigner	On delivery	
8	9	10	11	12	13	14

Initials of the A.D.M. (in charge)	Initials of Transport clerk	Date of receipt of package	M.S. Depot corresponding receipt voucher No.	Corresponding Serial number of claim register, if any	Initials of Superintendent Store Section
15	16	17	18	19	20

MSD-0931 CLAIM REGISTER (AGAINST THE RAILWAYS)

Sl. No.	R/R number and date	Invoice number and date	Booked from	Description of stores and number of packages	Whether on sender's risk or railway risk
1	2	3	4	5	6

No. of packages found short or damaged	Amount claimed	Reference under which claim preferred	On whom claim preferred	Final settlement of the claim	Initial of the A.D.M. In charge
7	8	9	10	11	12

MSD-0932 REGISTER OF LOSSES

Sl. No.	V.M.S. Number	Loss statement No & date	Brief particulars of stores lost, damaged or deteriorated	Book value of loss (in Rs)	Actual loss (in Rs)
1	2	3	4	5	6

Category of Loss (loss due to)	Report Investigating Officer	Final orders of competent financial authority	Remarks
7	8	9	10

MSD-0933 FORM FOR PHYSICAL INSPECTION OF STORES

GOVERNMENT MEDICAL STORE DEPOT……..

PHYSICAL INSPECTION OF STORES SUCH AS LABELING, PACKING AND VERIFICATION QUALTITY BY THE JOINT INSPECTION TEAM FOR THE YEAR

1.	(a) VMS No., Nomenclature & Description of the item and Specification as shown in Supply Order.	
	(b)Name of the contract holding firm as per supply order placed	
	(c) Name of the contract holding firm as per VMS / Formulary / Rate Contract	
	(d) Whether the name of contract holding firm is mentioned on the label as per VMS	
	(e) Name and address of manufacturing unit mentioned on the label.	
	(f) Whether manufacturing unit is registered	
2.	Shelf life offered.	
3.	Shelf life mentioned in S.O.	
4.	S.O. No. & Date.	
5.	Date of delivery as per S.O.	
6.	Whether firm / distributor has offered the stores within DOD and date of receipt of stores in depot	
7.	Date of inspection.	
8.	Place of inspection.	
9.	Quantity offered for inspection.	
10.	Quantity inspected.	
11.	Name of the consignee & quantity as per S. O.	
12.	Total No. of cartons.	
13.	Batch No., D/M, D/E & Quantity batch wise	
14.	Whether 1/6th shelf life crossed at the time of receipt of material with Depot / at the time of offering the stores for inspection.	

15.	Quantity of samples drawn and name of consignee on account of whom sample drawn.	
16.	Whether samples have been sealed in presence of firms representative along with team	
17.	Packing details (a) Inner packing (primary packing) (b) Outer packing (secondary packing) (c) outermost packing(tertiary packing) e.g. 12 cartons x 100 inner box x 10 strips x 14 tabs tertiary x secondary x primary packs of tablets	
18.	Labelling according to Drug Act. Spec. (Schedule warning).	
19	Whether VMS No. & "CENTRAL GOVT. SUPPLY NOT FOR SALE' in BOLD LETTERS and contrast colour clearly visible manner.	
20.	Whether Bar Coding is done on cartons.	
21.	Whether Excise Gate Pass submitted.	
22.	Performance Security Deposit furnished or not.	
23.	W/G Certificate / Fall Clause / Penalty Clause	
24.	Is packing of both Inner / Outer satisfactory?	
25.	Whether supply conforms to terms of contract / order	
26.	Name & Labs, where samples have to be sent duly coded by the team.	
27.	Whether supply to be accepted.	
28.	Remarks	

Name and Signature of Representative from other departments

(i)
(ii)

Name and Signature of Representative from GMSD

(i)
(ii)

Copy to:

Dy. Asstt. Dir. Gen. (Stores) for his information.

MSD-0934 CHECKLIST FOR THE PRE DESPATCH INSPECTION

Checklist for the Pre-dispatch Inspection and Sampling of Drugs and Medical Devices

1. Date(s) of inspection
2. Authorization letter details
3. Name of the member(s) of the inspection team
4. Description of the Product
5. Contract Number / PO Number
6. Name and address of the Manufacturer / Supplier
7. Name and contact details of the supplier's representative
8. Consignment Number
9. Total Order Quantity
10. Quantity Offered
11. Manufacturer's License Number and Validity
12. Product Reference Standard(s)
13. Sampling method and plan
14. Batch Details
15.

Sl. No.	Batch Number	Mfg Date	Exp Date	Quantity

16

Sl. No.	Description	Requirement	Remarks
A. Manufacturing Batch Records / Device History Records			
A.1	Verify the Certificate of Analysis of each batch and keep a copy of the same for record		
B	**Sampling**		
B.1	Verify that the storage conditions of offered goods are satisfying its storage requirements. Verify the records		
B.2	Verify that there is no mix-up of any batches / products at the storage area		
B.3	Verify the quantity, batch and total number of batches		

B.4	Verify the packages of the batches offered for inspection are intact and they are suitable for transportation through chosen mode? Please record if damage to the packages is observed.		
B.5	Comment on Primary Package.		
B.6	Comments on secondary package. If the product requires cold chain requirements, please mention the specific packaging material used.		
B.7	Comments on shipper/tertiary package. If the product requires cold chain requirements, please mention the specific packaging material used for the packaging. Also indicate if any temperature monitoring device/freeze indicator device is used, record if found operational or otherwise		
B.8	Verify that the leaflet (if included in the purchase order / contract) has been provided. If so please indicate that it is as per the requirements		
B.9	Verify that the labelling has taken care of Rule 96 of Drugs & Cosmetic Act and rules there under.		
B.10	Verify that any special labelling requirement and unique identifiers incorporated in Purchase Order have been accounted for.		
B.11	Verify that all shipper cartons are numbered legibly and sealed properly		
B.12	Identify the number of shippers to be selected per batch for drawing samples as per $\sqrt{n+1}$ sampling plan (where n is the total number of shippers in a batch) OR identify the number of shippers to be selected per batch as per the required sampling pan,		
B.13	Identify the number of secondary packages to be selected per shipper cartons for drawing samples as per $\sqrt{n+1}$ sampling plan (where n is the total number of secondary packages in a shipper) OR identify the number of secondary packages to be selected per shipper cartons as per the required sampling pan. Withdraw required number of secondary packages from all the layers with in a particular shipper carton.		
B.14	According to sample size, draw equal number of primary packages.		
B.15	Prepare slips indicating number of primary packages withdrawn from secondary package and paste on the secondary package along with the signature of Inspecting official and the representative of the supplier		
B.16	Distribute the sample in two parts, one for the quality control laboratory and the other for retention with the inspecting authority.		
B.17	Both parts of samples after proper packaging and sealing should bear the signatures of the inspecting authority duly identified with a code. In case of sampling of vaccines special packaging requirements to maintain cold chain should be kept in mind.		
B.18	Prepare an inspection and sampling report and submit along with the samples.		

MSD-0935 REGISTER OF OBJECTIONS (For stores held under objection)

Sl. No.	IGP No.	RC/SO number	VMS number of the item	Quantity under objection	Reasons
1	2	3	4	5	6

Initials of the Store Supdt.	Initials of the ADM	Objection letter number & date	Final settlement of the objection	R.V. or O.G.P. number
7	8	9	10	11

Note: (i) All stores not brought on charge because of objections as a result of inspection or otherwise are to be recorded in this register and linked with inspection register and inward gate pass register

(ii) The ultimate disposal of the stores entered in this register or settlement of the claims with the suppliers i.e. in respect of stores rejected initially after inspection or found defective subsequently, these are taken on the register of objection and their disposal is linked with the outward gate pass / acknowledgement of supplies etc.

MSD-0936 REGISTER OF SHIPPING DOCUMENTS (International Section)

Sr. No. of Shipment	Date of receipt of the documents in the depot	Name of Vessel	B/L No. & date	Date of sending documents to the A.D. Shipping	UNICEF / Ministry's P.O. No. & No. of packages.
1	2	3	4	5	6

Name of the item	Value of Stores	Clearing Agent's Challan No. & date	Date of receipt of Stores	Initial of the Store Supdt	Initial of the ADM.
7	8	9	10	11	12

MSD-0937 REGISTER SHOWING THE COMPLIANCE OF RELEASE ORDERS (Programme Stores)

Name of the programme…….

Sl. No.	Release order No. and date	Date of receipt of release order	Issue Voucher No. and date of despatch of consignment against release order	Whether release order complied in full or part	Date of compliance of release order in full
1	2	3	4	5	6

MSD-0938 RECEIPT, ISSUE AND EXPENSE VOUCHER

(i)

Receipt , Issue and Expense Voucher		
To be completed by the issuing Officer		To be completed by the receiving Officer
Issue / Expense Voucher No……		Issue / Expense Voucher No……
Unit Govt medical Store Depot……		Unit Govt medical Store Depot / consignee ……
Station……..		Station……..

In (a) part /full compliance with the articles enumerated below have been (a) issued to / received by / manufactured by (b)
……

The articles enumerated below have expended under the authority of ……..

VMS No	Articles	Acc Unit	Quantity	Rate per unit (in Rs)	Total Value (in Rs)

(ii)

Certified that the articles have been / will be charged of in my (c)		Certified that the articles have been received and brought on charge in my / will be brought on charge / credited
Signature……		Signature……
Designation and official seal of the officer……		Designation and official seal of the officer……
Station……		Station……
Date……..		Date……...

Note (a) Alternative entries not required should be expunged

(b) Full postal address and railway should be furnished

(c) (i) Head of Charge (Major , Minor , Detailed Head , Primary and Secondary unit……

(ii) Month and Year to which the charge relate……..

(iii) Designation of Account officer by whom adjustable……..

(iv) Name of the state to which debitable……..

MSD-0939 CHEMICAL WISE STOCK REGISTER (Laboratory)

Name of the Chemical ……..

Month and date of receipt	Previous stock	Stock received	Total stock in hand	Quantity issued (along with the No. & date of requisite)	Balance	Initials of the I/c of the Lab
1	2	3	4	5	6	7

MSD-0940 GLASSWARE STOCK REGISTER (Laboratory)

Name of the Glassware ……..

Month and date of receipt	Previous stock	Stock received	Total stock in hand	Quantity issued (along with the No. & date of requisite)	Balance	Initials of the I/c of the Lab
1	2	3	4	5	6	7

MSD-0941 REGISTER OF REFERENCE BOOKS (Laboratory)

Sl. No.	Voucher No. & date of purchase	Name of the book with year of publication	Number	Value	Initials of the I/c of Lab/QCM	Remarks
1	2	3	4	5	6	7

MSD-0942 REGISTER OF ARTICLES SENT FOR REPAIRS

Name of the Article	Quantity	Section to which the article belongs	To whom given for repairs
1	2	3	4

MSD-0943 STANDARD LETTER AND UNDERTAKING WITH REGARD TO LOSS OF INSPECTION NOTE

A standard letter (with undertaking) to be sent to the firm for calling the F.I.R. copy and undertaking from the firm with regard to loss of Inspection Note.

To,

The……

……

……

No. ..... Govt. Medical Store Depot, Dated: ……

SUBJECT: Loss of Inspection note – Issue of duplicate copy thereof.

Sir,

I am to refer to your letter no. …….. Date the ……. on the above noted subject and to request your to furnish the F.I.R and undertaking in the attached proforma to enable this Depot to take further necessary action in the matter.

Yours faithfully, DADG (MS)

STANDARD FORM OF UNDERTAKING

1. Certified that the original and duplicate copy/copies of the Inspection Note bearing R.V. No. …….. in respect of supply order no. …….. dated the …… issued by the Govt. Medical Store Depot …….. have been lost.

2. Certified that no payment has been received by us in respect of the inspection note mentioned above.

3. We agree to refund immediately to Govt. without any objection or protest the amount of the bill claimed by us on the strength of the duplicate copies issued to us, if at any time it is found that we have received payment in respect of the original and duplicate inspection notes referred to above and which we have certified lost.

4. We also undertake to return to the Govt. Medical Store Depot for destruction the original and duplicate copies of the inspection notes if they are traced hereafter.

5. Copy of the F.I.R enclosed

Place. Signatures.

Date. Designation.

MSD-0944 DAY BOOK (RECEIPT)

Month …….. Folio No. …….

No. & date of Receipt Voucher		No. & date of consigners Issue Voucher		From whom received	Other Medical Store Depot (Value in Rs)
No.	Date	No.	Date		
1	2	3	4	5	6

Local purchase (Value in Rs)	Stores found surplus (Value in Rs)	Transfers within the depot (Value in Rs)	Credit afforded to Govt. Institutions for stores returned (Value in Rs)	Credit afforded to non-Govt. Institutions for stores returned (Value in Rs)	Remarks
7	8	9	10	11	12

MSD-0945 DAY BOOK (ISSUES)

SINo.	Issue Voucher No	Issue Voucher Date	To whom issued	Details of debit claim raised	Details of debit claim settled	Remarks
1	2	3	4	5	6	7

MSD-0946 Bill Register

Sl. No.	Bill No. of the contractor, if any	Name of the contractor	Supply Order No. or other authority for supply	Amount	Date of receipt of bill	Amount retrenched
1	2	3	4	5	6	7

Date of passing of the bill	Dated initials of Gazetted officer signing bill	Amount Passed by PAO	No and date of Cheque / Bank Draft	Date of Disbursement/ forwarding to the Contractor	Remarks
8	9	10	11	12	13

MSD-0947 CONTRACTOR BILL

CONTRACTOR'S BILL INSTRUCTIONS

1. Each bill mush refer to only one order contract or station as the case may be

2. Bill should be prepared in ink and the original copy receipted &stamped where the amount exceeds Rs.20 and should be supported by the original copy / copies of the Inspection Notes/Supply Order.

3. Bills for supplier made should be submitted to the DADG / ADG (Stores) Govt. Medical Store Depot …….

Name of the Contractor /Supplier with full address……

Supply order No. & Date and Inspection Note No. & Date	Name of Depot	Description of articles supplied or service rendered	Quantity of number accepted (to be shown in figures is well as in words)	Rate		Per	Total cost		Remarks
				Rs.	P.		Rs.	P.	
1	2	3	4	5		6	7		8

I certify
(a) that the stores have been duly delivered and inspected and found conformable to patterns and specifications & fit for Govt. Service.

(b) that the rates passed in this bill agree with those passed in supply order & that they have been compared & agreed with original documents.

(c) that the purchase is within the financial powers of the sanctioning authority and the terms of the sanction.

1. Appropriation for the current year……..

2. Expenditure including this bill……

3. Amount of work bill annexed……

4. Balance available…….

5. Register of payment to local purchase

Contractors etc…….

6. Bill register No……

7. Number of enclosures…….

8. Retrenchment / Outstanding demand……....

……..)

Rupees (in words)…….

……

ACCOUNTS OFFICER

Received the amount of Rupees (in words……
……
Payment to be made to my Bankers

Stamps
M/s The……
……..
……
……..
……..

Received payment

Signature of the Contractor

Station…….
Date…… Signature of Contractor

For use in the Treasury

Pay Rs…….

……

……

……

For use in PAO Office

1. Admitted for Rs…….

……

2. Objected to Rs……

……..

3. Reasons for objections
……..

PAY & ACCOUNTS OFFICER

MSD-0948 BANK FORMAT FOR ONLINE PAYMENT OF THE SUPPLIER

Name of suppliers / contractor	Details of supply order	Date of supply	Amount	Bank name	Branch name	Bank Account No. (Core bank Account No.)	If SC Code	Whether bank branch is NEFT/RTGS Enabled or not
1	2	3	4	5	6	7	8	9

Signature of supplier

MSD-0949 INSPECTION NOTE

Reference NO…….

Consignee: GMSD……

Contractor:
M/s……
……..
……..

Receipt Vr. No……

SUPPLY ORDER NO. & DATE: ……

Challan / Invoice No and Date: ……

VMS NO & Nomenclature……..

Sl. No.	Batch NO	DOM	DOE	Qty. Tendered for Inspection	Test Report NO and Date		Qty. Accepted	Qty. Rejected	Remarks
					Lab1	Lab2			

Number of items inspected one only.

W/G, Penalty Clause and Fall Clause furnished by the firm duly signed.

Performance Security Deposit furnished by the firm.

Received vide Gate Pass in No……dated……

Date:

Asstt. Depot Manager
For Dy. Asstt. Director General (Stores)
Govt. Medical Store Depot,

Certified that the above item has been accepted and brought to accounts.

Depot Manager
For Dy. Asstt. Director General (Stores)

Station:

Date:

MSD-1101 ENROLMENT APPLICATION FORM AS INDENTER

PARTICULARS TO BE FILLED IN FOR ENROLMENT OF HOSPITAL/DISPENSARY/PRIMARY HEALTH UNITS AS AN INDENTER ON GOVERNMENT MEDICAL STORE DEPOT

1.	Name of the Institution / Hospital / Dispensary to be enrolled as an indenter.			
2.	Full address of the indenter. (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
3.	Nearest Railway Station			
4.	Name of the administrative authority.			
5.	Designation of administrative authority.			
6.	Address of administrative authority.			
7.	Name of the administrative controlling authority at state level			
8.	Designation of administrative controlling authority at state level			
9.	Address of administrative controlling authority at state level			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
10.	Minimum value of the requirements which will be indented annually.			
11.	Whether the institutions is a Government or Non Government.			
12.	Name of the officer & Designation who would be responsible for the payment to the medical Stores Depot of outstanding dues that may arise.			
13.	Whether the terms & condition detailed below are acceptable to the Institution / Hospital / Dispensary			
14.	Whether the request for enrolment has been routed through the Head of Department / competent authority.			
15	Signature of Administrative Authority of institute.			
16	Counter Signature of Controlling Authority			
17	Official Stamp of Controlling Authority			

TERMS FOR ENROLMENT OF INDENTERS ON MEDICAL STORE DEPOT& INSTRUCTIONS FOR FILLING UP OF THE APPLICATION

1. The application form may be returned to the depot duly completed in all respects and counter signed by the controlling authority viz. Medical Superintendent /Chief Medical Officer in case of Hospitals / Dispensary, District Education Officer in case of Schools, Commandant in case of Battalion, CRPF and ITBP Block Development officer in case of Panchayat Committees etc.

2. Only those items which are listed in the Vocabulary of Medical Store as amended from time to time will be supplied. The VMS No. and nomenclature as given in the VMS Book are to be specified while placing demands in terms of accounting unit or multiples thereof for each item.

3. The annual / supplementary indents are to be placed in the prescribed Forms as per the schedule fixed by the GMSD. These Forms are available on the Website of the MSO and may be downloaded by the Indenters for the purpose. The indents are also required to be submitted through online. Once indents are placed / submitted to the depot no alteration / redaction in the demand will be allowed if procurement action has already been initiated by the depot.

4. Registered Indenters should give at least one year notice to concerned GMSD for discontinuing the placement of indents, if so desired.

5. In case of non Government institution, hospital and dispensary etc. supplies will be made on a system of advance payment before delivery of stores. Such institution, hospitals and dispensaries will remit the estimated cost of the indents through cheques / demand draft plus 30% of the cost as transits charges.

6. The inclusion of certain item in the Vocabulary of Medical Stores does not imply guarantee that the items will necessarily be available when the indent is actually placed on the Government Medical Store Depot. When the Government Medical Stores expresses its inability to comply with the indent for a particular item within a reasonable time the indenter may make his own arrangements to secure it.

7. Supplies will be made by the Government Medical Store Depot on the terms and conditions stipulated on the store forwarding memo / packing note.

MSD-1102 INDENTER ENROLLMENT REGISTER

1.	Indenter's Enrolment request reference No.			
2.	Name of the Institution/Hospital/Dispensary to be enrolled as an indenter.			
3.	Full address of the indenter. (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
4.	Nearest Railway Station			
5.	Civil/Pre-payment			
6.	Address of administrative controlling authority at state level			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
7.	Name of the officer & Designation who would be responsible for the payment to the medical Stores Depot of outstanding dues that may arise.			
8.	Indenter ID number allotted			
9.	Date of Registration			
10.	Remarks			
11.	Signature of Section Superintendent			
12.	Signature of A.D.M/Depot Manager			

MSD-1103 INDENTER REGISTRATION ADVICE

To

The ……
……..
……..

Government Medical Store Depot,
Dated

Sir

Your application dated …….. for enrolment as an indenter of this Depot has been scrutinized and you have been enrolled as an indenter.

You are requested to submit your annual / supplementary indents online as per the prescribed proforma on MSO website i.e. **msotransparent.nic.in**, only when the sufficient fund / budget have been allotted for the purpose to your institute / hospital / dispensary.

The annual / supplementary indent form, VMS book and instructions / guidelines for submitting the indents may be downloaded from the Website of the MSO.

The user ID and Password will be sent to you separately.

Yours faithfully,

Head of the GMSD

MSD-1104 APPLICATION FORM FOR REGISTRATION OF MANUFACTURING UNIT OF THE FIRM

1.	Name of the firm			
2.	Full address of the firm. (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
3	Full address of the manufacturing unit (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
4	Name under which licensed and the period for which the same are in force			
5	Who is the owner, Please give full name and			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
6(i)	Are you a manufacturer?			
(ii)	If so, please give details quoting your manufacturing licence No.			
7	Are you a manufacturer's agent? If so, please give details.			
(i)	Name of each manufacturer.			
(ii)	Address of each manufacturer.			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
(iii)	Stores manufactured /Dosage form manufacturing sections.			
(iv)	Letter of authority appointing you as agents in original which must indicate whether the manufacturer will also deal with Govt. direct or only through your Agency.			
8	Are you a stockist only? If so, please give details.			
9	Name of your Bankers.			
	The name of the party in which the account stands			
	Address of your Bankers			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID

10	Are you on the list of approved Contractors of DGS & D, other Central Govt. Dept., State Govt.? If so, please furnish copies of letters issued by the Dept. Concerned for registration of your name as approved contractors.	
11	Did you apply for registration with this depot before under existing or other name? If so, with what	
12.	Are you already doing business with MSO under some other name, if so please give details.	
13.	Have you ever been convicted for contravening the provision of Drugs & Cosmetics Act and Rules there under in the past? If so, furnish details.	
14.	Was your manufacturing licence suspended or cancelled in the past? If so, furnish particulars.	
15.	Please State whether in the event of rejection etc. you would take back the rejected stores from the depot at your cost.	
16.	Please indicate if you will be in a position to quote F.O.R. Depot i.e. effect door delivery at depot.	
17.	Declaration to be made by the applicant. (Vide question 4 above).	
18	Whether all the documents listed in MSD-1105 is enclosed?	

NAME OF PARTNERSHIP / PROPRIETORSHIPOR COMPANY

I/We _____ do hereby declare that the entries made in this application form are true to the best of my/our knowledge and also that we shall be bound by the acts of our constituted attorney.

PARTNER/ PROPRIETOR/AUTHORISED REPRESENTATIVES

MSD-1105 LIST OF DOCUMENTS TO BE ENCLOSED WITH MSD-1104

Sl. No.	Name of the Documents	Page No.	Remarks of the Depot
1	The Registration fee of Rupees 10,000 (Rupees Ten Thousand only) as a Demand Draft drawn in favour of PAO, GMSD_____.		
2	Memorandum of Article / Partnership Deed /Constitution of the firm.		
3	Valid GMP Issued by FDA/Drug controller/ licensing authority		
4	Non Conviction Certificate issued by FDA. /Drug controller/ Licensing authority		
5	Performance Certificate issued by FDA./Drug controller/ Licensing authority		
6	Annual Report/Latest statement of P & L Account and Balance Sheet of your firm/ concern & Turnover for the last 3 financial years.		
7.	Detailed Lay Out of your Factory with Measurements, Dimensions -for each Manufacturing Section		
8	List of Equipment and Plants & utilities - for each Manufacturing Section		
9	Particulars of Technical Persons (Approved by the Licensing authority under the Drugs & Cosmetics Act &Rules).		
10	Copy of valid Drug Licence and list of items for which Drug control Authority issued the Licence		
11	Details of orders received from various Government Departments and execution made thereof. Reasons for rejections and unsupplied portion (Copies of Supply Order).		
12	Latest Therapeutic Index and Price List		
	Monetary limit of your firm duly certified by Bank or Chartered Accountant		
14	The manufacturing capacity of a dosages forms / products for each manufacturing section calculated on per shift, per day and annual basis		
15	PAN Number/Copy of Pan Card & latest Income Tax Return Filed/Acknowledgment of income Tax deposited		
16	Ownership document of Firm's Land/Plot/Property		

Note: - All the above documents along with the application for registration of a manufacturing unit are mandatory.

Incomplete application will be rejected.

MSD-1106 CHECK LIST FOR THE DOCUMENTS TO BE FORWARDED

Registration of M/s ……

Sl. No.	Name of the documents required for registration of the manufacturing units / firm.	Page No.	
		From	To
1.	Application for registration of the firm.		
2.	Inspection report of the expert committee.		
3.	Recommendation of the store purchase Committee duly supported with proceedings of the meeting.		
4.	Annual manufacturing capacity doses form wise for which applicant desires registration and Drug Control Authority issued License.		
5.	Financial Standing (Bankers confidential report received by the Depot).		
6.	Drug Controller / Licensing Authority's confidential report received by the Depot.		
7.	GMP Certificate.		
8.	Non Conviction Certificate.		
9.	Performance Certificate.		
10.	Turnover of the firm for the last three financial years		
11.	Latest Profit and Loss Accounts and Balance Sheet.		
12.	Detailed lay out of factory with measurement and dimensions etc.		
13.	List of equipment, machinary and plants.		
14.	Particulars of Technical Personnel (approved by the Licensing Authority). (Authority under The Drug and Cosmetics Rules).		
15.	Terms under which licensed and period for which the same are in force (copy of Drug License to be enclosed)		
16.	Copy of registration Certificate issued by any other Govt / Deptt. and order placed by them.		
17.	Therapeutic index and price list.		
18.	Any other information considered Necessary by Depot.		

MSD-1107 PROFORMA OF REGISTRATION LETTER TO MANUFACTURING UNITS

Registration Number: **Date:**

Subject: **Registration of M/s _____ (*Name & Complete Address of Manufacturing unit /Premises) for the purpose of supply of items/ drugs to Medical Store Organisation (MSO)-regarding***

M/s _____ (*Name & Complete Address of Manufacturing Unit /Premises)* having manufacturing premises at_____ (full address) and manufacturing licence number _____ has been registered with the Medical Store Organisation (MSO), Directorate General of Health Services R.K. Puram, New Delhi for the supply of following Pharmaceutical dosage forms manufactured under a valid licence granted by the state/ UT Drug Licensing Authority.

Sr. No.	Pharmaceutical Dosage form	Production Capacity of the unit per shift/ day

This registration certificate shall be in force from _____ to _____

The registration is subject to the policies and procedures of the MSO/GMSDs for registration/ de-registration/ debarment and such other conditions as may be specified from time to time.

This issue with the approval of Addl. DG (store) vide I.D. No. Dated

Date:

Signature_____

Designation_____

To,

(*Name & Address of Manufacturing Unit/Firm*)

Copy to:-

1-7 The In-charge, Govt. Medical Store Depot, Kolkata/Hyderabad/ Karnal/ Chennai/ Guwahati/ Mumbai.

MSD-1108 REGISTER FOR REGISTERED MANUFACTURING UNITS OF THE FIRMS

Sl. No.	Name and address of the manufacturing unit registered	Dosages form manufacturing sections for which registered and capacity	Authority/ Dte.letter No. and date	Validity of Registration		Signature of Dealing Hand	Remarks.
				From	to		
1	2	3	4	5	6	7	8

MSD-1109 PROFORMA OF SHOW CAUSE NOTICE

No.____

To,

The *(Manufacturer)*
The *(Supplying Contractor)*
The (*Distributor)*

Subject: **Show Cause Notice for Supply of Items / Drugs declared as not of standard quality-regarding**

Sir,

The following items of drug(s) Manufactured /Supplied to Medical Store Organisation by you have been declared of not of Standard Quality.

Sr. No.	**Name of item & Manufactured by**	**Batch No. & D/M, D/E**	**Substandard w.r. to & Category of defect**	**Remarks/ Lab T. R. No. & date**

The details of the supplies made of these drugs are enclosed herewith.

It attracts the violation of the terms and conditions of the contract with Medical Store Organisation for supply of drugs of standard quality.

You are hereby directed to explain your position in this regard and Show Cause within 15 days of issue of this Notice as to why your firm should not be **de-registered and /or debarred** for supply of the above **item(s) or all items** to Medical Stores Organisation/GMSDs **for a period of 3 years or permanently** with effect from the date it was found/declared to be **NOT OF STANDARD QUALITY.**

In case your satisfactory reply is not received within 15 days of issue of this notice, it will be presumed that you have nothing to say and action will be taken against you as deemed fit.

This issue with the approval of Addl. DG (Store) vide ID. No. dated

Encl: **Batch Details (as per manual proforma)**

Yours faithfully,

DADG (Store)

Copy for information & necessary action to:-

1-7- All GMSDs

8- DCG (I)

9- State Drug Controller / Licensing Authority of Manufacturing Unit

10- CDSCO

Batch Logistics-details

(To be Enclosed along with Recommendation of De-registration/ Debarment)

A Identification of the item

1 Nomenclature & specifications
2 Batch No.
3 Date of Manufacture
4 Date of Expiry
5 Name & Address of the Manufacturing unit/premises
6 Name & Address of the Supplying contractor.
7 Relationship between Supplying contractor (owner of the Product) & the Manufacturing firm.

B Supply order details

1 Supply Order No.
2 Supply Order date
3 Date of delivery
4 Supply Order placed by
5 Supply Order quantity

C Details of Batch wise Quantities delivered by the firm to GMSD against the Supply Order.

Sr. No.	Batch Number	Quantity of the batch delivered	Date & GP IN. No.
1			
2			
3			
	Total		

D Details of Inspection & Testing at the time of receipt of store in the Depot.

1 Name of Inspecting Depot
2 Date of samples drawn for test.
3 Physical inspection remarks (if any)
4 Test Report Details

Sr. No.	Date of Test Report	Test Report Number	Name of Laboratory	Remarks/ Category of defect
1				
2				

Note:- Enclose copies of test reports and Date Sheet of important events of the case.

E Details of Quantity dispatched to Indentors

Sr. No.	Date of Issue	Issue Vr. No.	Name of Indentor/ Consignee	Quantity

1				
2				
3				
			Total	

F Details of complaints received from Consignees

Sr. No.	Date	Received from Whom	Details

G Details of Action taken on the Complaints.

Sr. No.	Date	Action Taken Details

H Details of additional samples drawn by Drug Inspector/Indentor/depot/ a committee etc.

Sr. No.	Date	Samples Drawn by Whom	Details

I Details of above test reports

Sr. No.	Date of Test Report	Test Report Number	Name of Laboratory	Test result	Remarks/ Category of defect

J Details of Show Cause Notice Issued to the Firm & Reply of the firm received.

Sr. No.	Date of Show Cause Notice	Show Cause Notice Letter Number	Name of Issuing Depot	Date of Reply Received	Details of Reply

Batch -details

(To be Enclosed along with Show Cause Notice)

A Identification of the item

1 Nomenclature & specifications
2 Batch No.
3 Date of Manufacture
4 Date of Expiry
5 Name & Address of the Manufacturing unit/premises
6 Name & Address of the Supplying contractor.

B Supply order details

1 Supply Order No.
2 Supply Order date
3 Date of delivery
4 Supply Order placed by
5 Supply Order quantity

C Details of Batch wise Quantities delivered by the firm against the Supply Order to the GMSD_____

Sr. No.	Batch Number	Quantity of the batch delivered	Date & GP IN. No.
1			
2			
	Total		

D Details of Inspection & Testing at the time of receipt of store in the Depot.

1 Name of Inspecting Depot
2 Date of samples drawn for test.
3 Physical inspection remarks (if any)
4 Test Report Details

Sr. No.	Date of Test Report	Test Report Number	Name of Laboratory	Remarks/ Category of defect
1				
2				

E Details of complaints received from Consignees/ Indentors and action taken by depot.

F Details of additional samples drawn by Drug Inspector/Indentor/depot/ a committee etc.

Sr. No.	Date	Samples Drawn by Whom	Details

G Details of above test reports

Sr. No.	Date of Test Report	Test Report Number	Name of Laboratory	Test result	Remarks/Category of defect

MSD-1110 PROFORMA OF DE-REGISTRATION/ DEBARMENT LETTER

Office Memorandum

Subject: De-registration /Debarment of M/s._____-regarding

This is to inform that M/s. _____ has been De-registered/ Debarred for supply of following item/ items / all items to MSO/ GMSDs for a period of three years/permanently w.e.f. _____ for the reason mentioned below:

Name of the firm	**VMS No. & Nomenclature of the items deregistered/ debarred**	**Reasons for which item found Substandard and Category of Defect**	**Name of the Laboratory and the Test Report No. & Date**
M/s. _____ _____			

This issue with the approval of Addl. DG (store) vide I.D. No. dated

DADG (Stores)

To,

(Name & Address of Manufacturing / Supplying Firm)

Copy for information to:-

1. The Director (DM-Dte.), D.G.S. &D., Jeevan Tara Building, New Delhi-110001.
2. The Drugs Controller General of India, Nirman Bhawan, New Delhi-110011
3. The State Drugs Controller/ Licensing Authority of the Manufacturing unit.
4. The Regional CDSCO office

5-11 The In-charge, Govt. Medical Store Depots, Kolkata /Hyderabad/ Karnal / Chennai / Guwahati / Mumbai /New Delhi.

12. Website of MSO/ Ministry of Health & Family Welfare.

MSD-1111 APPLICATION FORM FOR REGISTRATION OF TESTING LABORATORY

1.	Name of the Testing Laboratory			
2.	Full address of the Testing Laboratory/ firm. (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
3	Full address of the Testing Laboratory/ unit (in block letters)			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
4	Name under which licensed and the period for which the same are in force			
5	Who is the owner, Please give full name and			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
6(i)	Whether Your laboratory is Accredited with NABL ,if so give details			
(iii)	Stores Tested/ Testing Laboratory section wise			
7	Details of registered Testing laboratory chemists in each Section			
8	The annual Turnover of the Laboratory during the last three years.			
9	Name of your Bankers.			
	The name of the party in which the account stands			
	Address of your Bankers			
	Post Office		Pin Code	
	Telephone	Fax	Mobile	E-mail ID
10	Are you on the list of registered Testing Laboratory on other Central Govt. Dept., State Govt.? If so, please furnish copies of letters issued by the Dept. Concerned.			

11	Did you apply for registration with this depot before under existing or other name? If so, with what	
12.	Are you already doing business with GMSDs under some other name, if so please give details.	
13.	Have you ever been convicted for contravening the provision of Drugs & Cosmetics Act and Rules there under in the past? If so, furnish details.	
14.	Was your Testing licence suspended or cancelled in the past? If so, furnish particulars.	
15.	Declaration to be made by the applicant. (Vide question 4 above).	
16	Whether all the documents listed in MSD-1112 is enclosed?	

<NAME OF PARTNERSHIP / PROPRIETORSHIPOR COMPANY>

I/We _____ do hereby declare that the entries made in this application form are true to the best of my/our knowledge and also that we shall be bound by the acts of our constituted attorney.

PARTNER/ PROPRIETOR/ AUTHORISED REPRESENTATIVES

MSD-1112 LIST OF DOCUMENTS TO BE ENCLOSED WITH MSD-1111

Sl. No.	Name of the Documents	Page No.	Remarks of the Depot
1	The Registration fee of Rupees 10,000 (Rupees Ten Thousand only) as a Demand Draft drawn in favour of PAO, GMSD_____.		
2	Memorandum of Article / Partnership Deed /Constitution of the firm.		
3	Valid GLP Certificate Issued by FDA/Drug controller/ licensing authority		
4	Non Conviction Certificate issued by FDA. /Drug controller/ Licensing authority		
5	Performance Certificate issued by FDA./Drug controller/ Licensing Authority		
6	Annual Report/Latest statement of P & L Account and Balance Sheet of your firm/ concern & Turnover for the last 3 financial		
7	Detailed Lay Out of your Laboratory with Measurements, Dimensions - for each Manufacturing Section		
8	List of Equipments/Instruments and Plants & utilities - for each Testing Section		
9	Particulars of Technical Persons (Approved by the Licensing authority under the Drugs & Cosmetics Act &Rules).		
10	Copy of valid Drug Testing Licence and list of items for which Drug control Authority issued the Licence		
11	Monetary limit of your firm duly certified by Bank or Chartered Accountant		
12	The Testing capacity of products for each Testing Sections		
13	PAN Number/Copy of Pan Card & latest Income Tax Return Filed/Acknowledgment of income Tax deposited		
14	Ownership document of Firm's Land/Plot/Property		

Note: - All the above documents along with the application for registration of a testing unit are mandatory.

Incomplete application will be rejected.

MSD-1113 CHECK LIST FOR THE DOCUMENTS TO BE FORWARDED

Check List of Documents for registration of Laboratories

Registration of Testing Laboratory M/s .....

Sl. No.	Name of the documents required for registration of the Testing Laboratory units	Page No.	
		From	To
1.	Application for registration of the Testing Laboratory.		
2.	Inspection report of the expert committee.		
3.	Recommendation of the store purchase Committee duly supported with proceedings of the meeting.		
4.	Capacity of Testing Laboratory Section wise for which applicant desires registration and Drug Control Authority issued License.		
5.	Financial Standing (Bankers confidential report received by the Depot).		
6.	Drug Controller / Licensing Authority's confidential report received by the Depot.		
7.	GLP Certificate.		
8.	Non Conviction Certificate.		
9.	Performance Certificate.		
10.	Annual turnover figures of the testing unit during last three years		
11.	Latest Profit and Loss Accounts, Annual Turnover and Balance Sheet.		
12.	Detailed lay out of Testing Laboratory with measurement and		
13.	List of equipment/ Instruments and plants.		
14.	Particulars of Technical Personnel (approved by the Licensing Authority under The Drug and Cosmetics Rules).		
15.	Terms under which licensed and period for which the same are in force (copy of Drug Testing License to be enclosed)		
16.	Copy of registration Certificate issued by the Govt / Deptt. and order placed by them.		
17.	Any other information considered Necessary by Depot.		

MSD-1114 PROFORMA OF REGISTRATION LETTER TO TESTING LABORATORY

Registration Number: **Date:**

Subject: **Registration of M/s_____Name & Complete Address of Testing Laboratory Unit /Premises) for the purpose of testing of items/ drugs –regarding**

M/s _____ (*Name & Complete Address of Testing Laboratory Unit /Premises)* having testing laboratory premises at_____ (full address) and testing laboratory licence number _____ has been registered with the Medical Store Organisation (MSO), Directorate General of Health Services R.K. Puram, New Delhi for the testing and submitting test reports of following items / drugs, under a valid licence granted by the state/ UT Drug Licensing Authority.

Sr. No.	Category of Items / drugs for which the testing laboratory is registered

This registration shall be in force from _____ to _____

The registration is subject to the policies and procedures of the MSO/GMSDs for registration/ de-registration/ debarment and such other conditions as may be specified from time to time.

This issue with the approval of Addl. DG (store) vide I.D. No. dated

Date:

Signature_____

Designation_____

To,

(*Name & Address of Testing Laboratory Unit*)

Copy to:-

1-7 The In-charge, Govt. Medical Store Depot, Kolkata/Hyderabad/ Karnal/ Chennai/ Guwahati/ Mumbai.

MSD-1115 REGISTER FOR REGISTERED TESTING LABORATORY UNITS

Sl. No.	Nam and address of the Testing Laboratory unit registered	Category of items /Drugs for which Laboratory registered	Authority/ Dte.letter No. and date	Validity of Registration		Signature of dealing hand	Remarks.
				From	To		
1	2	3	4	5	6	7	8

MSD-1116 QUESTIONARIE FOR INSPECTION OF DEPOT BY DADG AND DM

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For Store Sections) Part I Factual		
1.	Name of the Section	
2.	Date of Last inspection	
3.	Date of present inspection.	
3a	Sectioned staff strength of the Depot	
4.	Actual staff Strength of the Section on the date of Inspection.	
5.	Name of the Superintendent.	
Part-II- A SCRUTINY OF PRPESCRIBED PROCOEDURE / REGISTERS, RETURNS ETC. PROGRAMME STORES.		
6.	Give a list of shipments received six weeks earlier for Gov. institutions with known consignees whether marked on shipping documents or packages etc., which are lying un despatched and reasons for non-dispatching them.	
7.	Whether the fidelity policies personal surety bonds etc., hypothecated to the President or the DADG (MS) are kept in the personal custody of DADG duly entered in the Register of valuable documents.	
(b)	**All stores sections**	
8.	Has the quarterly reports of surplus/ obsolete and unserviceable stores been sent to the Directorate? Quote reference and state the position regarding the disposal of the items. If not sent, state the reasons.	
9	Are all the entries being made in the Register of unserviceable stores declared as such by the competent financial authority?	
10.	Intimate number of items of which stock has been verified by the different stock verifiers during the last six months. Indicate the names of the stock verifiers concerned and give details of discrepancies found.	
11.	Number of stock verification reports pending for over one month with discrepancies. Indicate quantities and values of the items found damaged, short and life expired etc., in each case along with dates on which each loss was discovered. Whether all surpluses found through stock verification reports or otherwise have been brought on charge.	
12.	Whether in the matter of storage and stock verification etc., provisions contained in the Manual for the Medical Store Depots are being strictly adhered to.	
13.	Have all the losses discovered through the stock	

	verification reports or detected otherwise been entered in the register of losses in each section	
14.	Are all the loss registers (MSD 207) reviewed monthly by the section In charge concerned? If not, State reasons and name of the defaulting Officers.	
15.	If the loss registers are being reviewed every month, have the Officers furnished the necessary analysis reports each month to the DADG (MS).	
16.	State reasons for non adjustment of discrepancies (over one month old) and who is responsible in each case. Indicate action taken against the defaulters.	
17.	Have all losses been reported to the prescribed authorities as provided under the General Financial Rules? If not, why not?	
18.	Give a statement of losses written off during the quarter showing (i) items in value, (ii) their values, (iii) factors leading to loss, (iv) who sanctioned the write off, (v) action taken against officials of depot, if any and (vi) steps taken to prevent further losses (exclude from the statement losses less than 2% either due to retailing or transit circumstances).	
19.	Whether all scales/ balances etc. are kept duly checked by the local Wts/ Measures authorities.	
20.	In respect of used credit notebooks has verification been done by the Depot Manager or by an other Gazetted Officer regarding the proper utilization of the Credit notes and a certificate given on the top that the counter-foil books contains the correct number of counter-foils. Whether the cancelled counter-foil books are kept in the safe custody of a Gazetted Officer, whose name may please be indicated.	
21.	Whether other registers and records are properly maintained?	

PART-II B **SCRUTINY OF PRESCRIBED PROCEDURE REGISTERES, RETURENS ETC**.		
1	Whether the supply orders placed during the last six months did not in any case exceed the quantitative scales prescribed by the Dte.	
(i)	Annual Indents received according to the due date of submission.	
(ii)	Indent received either in advance or late separately in each case.	
(iii)	In respect of the indents, which were received more than a month back in the Depot, separate lists apropos (i) and (ii) above showing the date	

	of receipt of each indent along with due date of submission and reasons for non-compliance.	
2	Is it verified in each case that the indent has been signed/ countersigned by the competent authority? Who exercises this check?	
3	Are monthly reminders sent to the individual Indenters in advance that their indents are due for compliance in the subsequent month and the list of defaulters sent to the Administrative Medical Officers in the subsequent month? If so, quote letter sent to the A.M. Os. during the last six months.	
4	Are all the indents acknowledged immediately on receipt and acknowledgement receipt posted to the Indenters?	
5	What is the total number of packages awaiting dispatch as on date and the number of indents ready awaiting collection by the local parties exceeding 10 days after packing of the former and after sending intimation to local parties?	
6.	Whether other registers and records are properly maintained.	

PART-II C **SCRUTINY OF PRESCRIBED, PROCEDURE, REGISTERES, RETURNS ETC.**		
1	Whether all the entries as per original RRs/ PWBs are invariably attested by a Gazetted Officer before the documents are handed over to Booking and Clearing Supervisor and also the completion of entries is regularly watched by him or some other Gazetted Officer on day to day basis.	
2	Whether receipt voucher are being allotted for any store which have not been inspected and approved for quality and quantity.	
3	Whether the inward gate pass are examined to ensure that all the stores which have been received through the inward gate Passes have been fully accounted for either through the receipt vouchers or returned to the Contractors as rejected.	
4	Whether in the case of stores received on DGS&D contracts approved by the Inspector, other than your Depot, found defective on receipt have letters of non acceptance have been addressed to the suppliers within one month of the receipt of the stores with copies of the concerned Purchase Officer P.A.O. and Inspection Officers under registered cover. If not, enumerate each case and indicate action taken against defaulters.	

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For Pay and Establishment Section) Part I Factual		
1	Name of the Section	
2	Date of Last inspection	
3	Date of present inspection.	
3a	Sectioned staff strength of the Depot	
4	Actual staff Strength of the Section on the date of Inspection.	
5	Name of the Superintendent.	
PART-II SCRUTINY OF PRESCRIBED, PROCEDURE REGISTERES RETURNS ETC.		
6.	Whether the confidential dossiers of Class III are complete and kept in the personal custody of DADG (MS) and serial numbers allotted to each and index register kept for this purpose.	
7.	Whether the adverse entries in the annual confidential reports have been duly communicated to the individuals concerned.	
8.	Whether the register of valuable documents kept by the DADG (MS) in his personal custody and acknowledgements taken whenever such documents are handed over to concerned persons?	
9.	Whether the fidelity policies personal surety bonds etc., hypothecated to the President or the DADG (MS) are kept in the personal custody of DADG duly entered in the Register of valuable documents.	
10.	Whether all the service books in respect of Class-III staff including leave accounts are up to date? If not what is the extent of arrears and steps taken to clear the arrears.	
11.	Whether any cases of quasi-permanency or permanency are held up? If so, give details about the names of the persons, when entitled and reasons for holding up.	
12.	Number of Class-III regular posts lying vacant for more than 7 months at the end of the half year and reasons therefore.	
13.	Whether the communal roster is kept up to date in the prescribed manner and Govt. orders relating to the concessions given to the backward classes in the matter of appointments and promotions are being strictly followed. Describe lapses and reasons therefore, if any.	
14.	Whether any casual labour is employed in the depot.	
15.	Whether the Seniority lists of the Officials of Class-III have been finalized and duly circulated among the members concerned.	
16.	Whether Other registers maintained in the Pay and Establishment Section e.g. inward letter	

	registers, file register, file movement register, Suspense and reminder Diary, dispatch register etc., are properly maintained.	
17.	Whether the weekly arrear statements and statements of cases pending disposal over one month are prepared and submitted to higher officer regularly and in time.	
17a.	Whether the recorded files are preserved round as per provision of MSD Manual.	

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For Purchase Section) Part I Factual		
1	Name of the Section	
2	Date of Last inspection	
3	Date of present inspection.	
3a	Sectioned staff strength of the Depot	
4	Actual staff Strength of the Section on the date of Inspection.	
5	Name of the Superintendent.	
PART-II SCRUTINY OF PRESCRIBED, PROCEDURE REGISTERES RETURNS ETC.		
6.	Whether a register of approved contractors showing the names of the firms listed according to categories of stores for which each party is registered, is maintained and each entry is attested by the Depot Superintendent of the Depot.	
7.	Whether the list of the parties blacklisted / de-registered / debarred is kept up to date duly attested by the Depot Supdt. or some other responsible officer and in no case either R.Es or Supply Order have been issued to black listed / deregistered / debarred firms.	
8.	Whether the risk purchase and penalty clauses are being incorporated in all rate enquiries	
9.	Whether the day-to-day progress of various stages in purchases is being marked on the covers of each file starting from R/Es onwards. Point out cases of delay observed during the quarter and action taken against the defaulters. If no action was taken state reasons.	
10.	Whether there are cases of delay in which no replies were received from other depots against depot enquiries? Whether the enquiries received from other depots were replied in time. If not, the details of such enquiries along with action taken against the defaulters may be indicated.	
11.	Whether in all cases lowest offers were accepted for items confirming to the specifications. Where lowest offers were not accepted, valid reasons were recorded on the comparative statements. Whether in all the cases of purchase all the	

	members of the Purchase Committee concurred with the action taken. Enumerate cases where any difference of opinion arose and action taken.	
12.	Confirm that in case of default penalty has imposed and received. Cases in which recovery was affected may be indicated.	
13.	Confirm that except in emergent cases, no stores during the half year period have been accepted on warranty.	
14.	Whether other registers to be maintained in the Purchase Section are properly maintained.	

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For Accounts Section) Part I Factual		
1	Name of the Section	
2	Date of Last inspection	
3	Date of present inspection.	
3a	Sectioned staff strength of the Depot	
4	Actual staff Strength of the Section on the date of Inspection.	
5	Name of the Superintendent.	
PART-II SCRUTINY OF PRESCRIBED, PROCEDURE REGISTERES RETURNS ETC.		
6.	**Day Book (Receipt)**	
	Dates on which receipt day book was closed during each of the months during the half year. In the event of delay exceeding 2 months intimate action taken against the defaulters. Whether total amount under each heading in the day book is being reconciled and the month up to which reconciliation has been affected. List of receipt vouchers not included in the day books and reasons thereof.	
7.	**DAY BOOK ISSUE.**	
	Date on which the issue day book was closed during each of the months during the half year. In the event of delay exceeding 2 months please intimate action taken against the defaulters. Whether the amounts in the issue you others have been posted correctly under the respective heads of the day book. Issue vouchers not posted in the day books and reasons thereof.	
8	In respect of the maintenance of Cash Books and Subsidiary registers indicate the dates on which surprise checking of Cash was undertaken	

	by DADG (MS) and State:	
(a)	Whether the amount shown in the Cash book tallied with actual balance in the chest.	
(b)	In respect of temporary advances made to individuals from contingencies, whether they were made for valid reasons and whether a suspense entries to this effect were made in the cash book and acknowledgements were been obtained by the Cashier from the individual concerned.	
(c)	Whether any undisbursed pay and allowances are lying with the cashier for a period longer than the period prescribed in the Treasury Rules and if so, the action taken in this behalf.	
(d)	Whether all monies received whether in cash through Money Orders, drafts, Cheques etc., have been deposited in the treasury immediately and in any case within a period not exceeding three days.	
(e)	Whether there have been no drawls of bills in respect of posts not filled in and payment have not been made to non existent persons.	
(f)	Whether the register of contingencies is kept under proper headings and posted regularly.	
(g)	Whether the cash book entries are daily checked by the Cashier and the accounts Officer and summary of account are drawn up.	
(h)	Whether other cash registers regarding long terms advances are up to date. Whether the following registers are maintained and regularly reviewed at least once during each month: Court Attachments. Interest bearing advances below 60 instalments. Non-interest bearing advances.	
9.	**RATE REGISTER**	
(a)	Whether the rates were being fixed on day to day basis as the receipt vouchers are received in Accounts Section and there have been no cases of delay. Pin Point cases of delay if any and intimate action taken against the defaulters together with the remarks of Accounts Officer.	
(b)	Total number of new rates fixed during the half year.	
10	What is the average gap in term of days in sending the priced copies of the Issue Vouchers from the date of dispatch of the consignments?	

11	Is the progress of pricing of vouchers watched daily by Accounts Officer, if not why not?	
12	Whether the Issue Vouchers received on any particular day are priced within 48 hours, if not, why not? State reasons in detail and remedial measure taken by the Accounts Officer / DADG (MS)	
13	The number of issue vouchers which remained un-priced over one week after the dispatch of the consignments. Pin Point the cases of delay and state the action taken against the persons concerned	
14	**T.R. REGISTER IN RESPECT OF THE DEPOSIT PARTIES.**	
(a)	Whether all the TRs in respect of value of stores have been posted immediately on receipt in the Register and also whether the posting of the value of stores issued against the TRs are recorded in time and a progressive account maintained showing the exact position of adjustments against the deposits.	
(b)	Please certify that the accounts for the pre-payment Indenters have been closed and the statement of accounts sent to them asking. to draw refund of the unspent balance through the prescribed procedure. for permission to carry forward the balances into the next year's accounts.	
15.	**CONTRACTOR'S BILLS** Average number of days taken in passing the contractors' Bills for payment after receipt in the Depot. The reasons for delay of bills pending for more than 15 days after receipt in the depot along with action taken against the individuals at fault.	
16.	**LIABILITY REGISTER**	
(i)	Whether the register is reviewed every month by the Accounts Officer and that the maintenance of the Register is in accordance with the instructions contained in the Manual for Medical Store Depots and other instructions issued by the Directorate General of Health Services from time to time	
(ii)	Whether the reconciliation of expenditure as well as recoveries is being done regularly every month up to the month for which accounts have been posted in the books of the Pay and Accounts Officer. If there are arrears in the closing of accounts in the books of Pay and Accounts Officer has the matter been taken up with the Pay and Accounts Officer concerned.	

	What has been the response to the complaints made in the matter?	
17.	Whether the other Registers/ Records maintained in the Accounts Section are properly maintained.	

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For Security and Fire Arrangements) Part I Factual		
1	Name of the Section	
2	Date of Last inspection	
3	Date of present inspection.	
3a	Sectioned staff strength of the Depot	
4	Actual staff Strength of the Section on the date of Inspection.	
5	Name of the Superintendent.	
PART-II SCRUTINY OF PRESCRIBED, PROCEDURE REGISTERES RETURNS ETC.		
6.	Whether all the fire fighting appliances are fully in working order. If not, state reasons and action taken.	
7.	Has the adequacy of the fire fighting arrangement including list of appliances been found adequate by the local fire fighting authorities. If not, what were the shortcomings pointed out by them and action taken to comply their advice.	
8.	Whether the electric wiring in the Depot and Factory is free from all faults. If not, what action has been taken by the Depot authority to rectify the fault?	
9.	Whether the Section Supdts. of the Depot and Supervisory personnel from Laboratory personally ensure that all the electric lights/ fans etc. are switched off when the Depot is closed and candles, sealing waxes, match boxes etc., are kept in safe place. Whether all the sections are locked properly and sealed by and written certificates to this effect is given to the Officer supervising the search for the day by the supervising personnel.	
10.	Whether all the employees of the depot have valid identity cards and the identity cards are checked by the Gate Chowkidar before the persons are allowed admittance into the Dept premises.	
11.	Whether the time of search of the employees, at the mustered out the Section Superintendent and	

	other supervisory staff are invariably present,	
12.	Whether all the doors have individual numbers marked on them along with abbreviated name of the section and corresponding marking tags (of metal) are attached to each of the keys used for opening and closing of the doors.	

MSD-1117 QUESTIONARIE FOR INSPECTION OF DEPOT BY MSO OFFICIAL

QUESTIONNAIRE FOR HALF YEARLY INSPECTION (For the depot as a whole) Part I Factual		
1.	Name of the Depot.	
2.	Date of Last inspection	
3.	Date of present inspection.	
3a	Sanctioned staff strength of the Depot	
4.	Actual staff Strength of the depot as on the date of Inspection.	
5.	Name of the DADG (MS)	
Part-II SCRUTINY OF PRPESCRIBED PROCOEDURE, REGISTERS, RETURNS ETC. A. OFFICE DIVISION (a) Establishment		
6.	Whether the confidential dossiers of Class III are complete and kept in the personal custody of DADG (MS) and serial numbers allotted to each and index register kept for this purpose.	
7.	Whether the adverse entries in the annual confidential reports have been duly communicated to the individuals concerned.	
8.	Whether the register of valuable documents kept by the DADG (MS) in his personal custody and acknowledgements taken whenever such documents are handed over to concerned persons?	
9.	Whether the fidelity policies personal surety bonds etc., hypothecated to the President or the DADG (MS) are kept in the personal custody of DADG duly entered in the Register of valuable documents.	
10.	Whether all the service books in respect of Class-III staff including leave accounts are up to date? If not what is the extent of arrears and steps taken to clear the arrears.	
11.	Whether any cases of quasi-permanency or permanency are held up? If so, give details about the names of the persons, when entitled and reasons for holding up.	
12.	Number of Class-III regular posts lying vacant for more than 7 months at the end of the half year and reasons therefore.	
13.	Whether the communal roster is kept up to date in	

	the prescribed manner and Govt. orders relating to the concessions given to the backward classes in the matter of appointments and promotions are being strictly followed. Describe lapses and reasons therefore, if any.	
14.	Whether any casual labour is employed in the depot.	
15.	Whether the Seniority lists of the Officials of Class-III have been finalized and duly circulated among the members concerned.	
16.	Whether Other registers maintained in the Pay and Establishment Section e.g. inward letter registers, file register, file movement register, Suspense and reminder Diary, dispatch register etc., are properly maintained.	
17	Whether the weekly arrear statements and statements of cases pending disposal over one month are prepared and submitted to higher officer regularly and in time.	
17A.	Whether the recorded files are preserved round as per provision of MSD Manual.	
18.	**(b) LOCAL PURCHASE** Whether a register of approved contractors showing the names of the firms listed according to categories of stores for which each party is registered, is maintained and each entry is attested by the Depot Superintendent.	
19.	Whether the list of the parties blacklisted / deregistered / debarred is kept up to date duly attested by the Depot Supdt. or some other responsible officer and in no case either R.Es or Supply Order have been issued to black listed / de-registered / debarred firms.	
20.	Whether the risk purchase and penalty clauses are being incorporated in all rate enquiries.	
21.	Whether the day-to-day progress of various stages in purchases is being marked on the covers of each file starting from R/Es onwards. Point out cases of delay observed during the quarter and action taken against the defaulters. If no action was taken state reasons.	
22.	Whether there are cases of delay in which no replies were received from other depots against depot enquiries? Whether the enquiries received from other depots were replied in time. If not, the details of such enquiries along with action taken against the defaulters may be indicated.	
23.	Whether in all cases lowest offers were accepted	

	for items confirming to the specifications. Where lowest offers were not accepted, valid reasons were recorded on the comparative statements. Whether in all the cases of purchase all the members of the Purchase Committee concurred with the action taken. Enumerate cases where any difference of opinion arose and action taken.	
24.	Confirm that in case of default penalty was imposed and received. Cases in which recovery was affected may be indicated.	
25.	Confirm that except in emergent cases, no stores during the half year period have been accepted on warranty.	
26.	Whether other registers to be maintained in the Purchase Section are properly maintained.	
(c)	**ACCOUNTS** **DAY BOOK**	
	Dates on which receipt day book was closed during each of the months during the half year. In the event of delay exceeding 2 months intimate action taken against the defaulters. Whether total amount under each heading in the day book is being reconciled and the month up to which reconciliation has been affected. List of receipt vouchers not included in the day books and reasons thereof.	
27.	**DAY BOOK ISSUE.**	
	Date on which the issue day book was closed during each of the months during the half year. In the event of delay exceeding 2 months please intimate action taken against the defaulters. Whether the amounts in the issue you others have been posted correctly under the respective heads of the day book. Issue vouchers not posted in the day books and reasons thereof.	
28	In respect of the maintenance of Cash Books and Subsidiary registers indicate the dates on which surprise checking of Cash was undertaken by DADG (MS) and State:	
(a)	Whether the amount shown in the Cash book tallied with actual balance in the chest.	
(b)	In respect of temporary advances made to individuals from contingencies, whether they were made for valid reasons and whether a suspense	

	entries to this effect were made in the cash book and acknowledgements were been obtained by the Cashier from the individual concerned.	
(c)	Whether any undisbursed pay and allowances are lying with the cashier for a period longer than the period prescribed in the Treasury Rules and if so, the action taken in this behalf.	
(d)	Whether all monies received whether in cash through Money Orders, drafts, Cheques etc., have been deposited in the treasury immediately and in any case within a period not exceeding three days.	
(e)	Whether there have been no drawls of bills in respect of posts not filled in and payment have not been made to non existent persons.	
(f)	Whether the register of contingencies is kept under proper headings and posted regularly.	
(g)	Whether the cash book entries are daily checked by the Cashier and the accounts Officer and summary of account are drawn up.	
(h)	Whether other cash registers regarding long terms advances are up to date. Whether the following registers are maintained and regularly reviewed at least once during each month: Court Attachments. Interest bearing advances below 60 instalments. Non-interest bearing advances.	
29	**RATE REGISTER**	
(a)	Whether the rates were being fixed on day to day basis as the receipt vouchers are received in Accounts Section and there have been no cases of delay. Pin Point cases of delay if any and intimate action taken against the defaulters together with the remarks of Accounts Officer.	
(b)	Total number of new rates fixed during the half year.	
30	What is the average gap in term of days in sending the priced copies of the Issue Vouchers from the date of dispatch of the consignments?	
31.	Is the progress of pricing of vouchers watched daily by Accounts Officer, if not why not?	
32.	Whether the Issue Vouchers received on any particular day are priced within 48 hours, if not, why not? State reasons in detail and remedial measure taken by the Accounts Officer / DADG (MS) /In charge.	

33.	The number of issue vouchers which remained un-priced over one week after the dispatch of the consignments. Pin Point the cases of delay and state the action taken against the persons concerned.	
34.	**T.R. REGISTER IN RESPECT OF THE DEPOSIT PARTIES.**	
(a)	Whether all the TRs in respect of value of stores have been posted immediately on receipt in the Register and also whether the posting of the value of stores issued against the TRs are recorded in time and a progressive account maintained showing the exact position of adjustments against the deposits.	
(b)	Please certify that the accounts for the pre-payment Indenters have been closed and the statement of accounts sent to them asking. to draw refund of the unspent balance through the prescribed procedure. for permission to carry forward the balances into the next year's accounts.	
35.	**CONTRACTOR'S BILLS** Average number of days taken in passing the contractors' Bills for payment after receipt in the Depot. The reasons for delay of bills pending for more than 15 days after receipt in the depot along with action taken against the individuals at fault.	
36.	**LIABILITY REGISTER**	
(i)	Whether the register is reviewed every month by the Accounts Officer and that the maintenance of the Register is in accordance with the instructions contained in the Manual for Medical Store Depots and other instructions issued by the Directorate General of Health Services from time to time.	
(ii)	Whether the reconciliation of expenditure as well as recoveries is being done regularly every month up to the month for which accounts have been posted in the books of the Pay and Accounts Officer. If there are arrears in the closing of accounts in the books of Pay and Accounts Officer has the matter been taken up with the Pay and Accounts Officer concerned? What has been the response to the complaints made in the matter?	
37.	Whether the other Registers/ Records maintained in the Accounts Section are properly maintained.	
B.	**STORES DIVISION**	

38	Whether all the entries as per original RRs/ PWBs are invariably attested by a Gazetted Officer before the documents are handed over to Booking and Clearing Supervisor and also the completion of entries is regularly watched by him or some other Gazetted Officer on day to day basis.	
39.	Whether receipt voucher are being allotted for any store which have not been inspected and approved for quality and quantity.	
40.	Whether the inward gate pass are examined to ensure that all the stores which have been received through the inward gate Passes have been fully accounted for either through the receipt vouchers or returned to the Contractors as rejected.	
41.	Whether in the case of stores received on DGS&D contracts approved by the Inspector, other than your Depot, found defective on receipt have letters of non acceptance have been addressed to the suppliers within one month of the receipt of the stores with copies of the concerned Purchase Officer P.A.O. and Inspection Officers under registered cover. If not, enumerate each case and indicate action taken against defaulters.	
42.	What is the total number of Annual and Supplementary Indents awaiting compliance in the Depot at the end of the half year (include all indents lying in the Depot whether numbered or not). Give an analysis as under:-	
43.	Is it verified in each case that the indent has been signed/ countersigned by the competent authority? Who exercises this check?	
44.	Are all the indents acknowledged immediately on receipt and acknowledgement receipt posted to the Indenters?	
45.	What is the total number of packages awaiting dispatch as on date and the number of indents ready awaiting collection by the local parties exceeding 10 days after packing of the former and after sending intimation to local parties?	
46.	Whether other registers and records are properly maintained.	
	(c) PROGRAMME STORES	
47.	Give a list of shipments received six weeks earlier for Gov. institutions with known consignees	

	whether marked on shipping documents or packages etc., which are lying undespatched and reasons for non-dispatching them.	
	(d) All Stores Sections	
48.	Has the quarterly reports of surplus/ obsolete and unserviceable stores been sent to the Directorate? Quote reference and state the position regarding the disposal of the items. If not sent, state the reasons.	
49.	Are all the entries being made in the Register of unserviceable stores declared as such by the competent financial authority?	
50	Intimate number of items of which stock has been verified by the different stock verifiers during the last six months. Indicate the names of the stock verifiers concerned and give details of discrepancies found.	
51	Number of stock verification reports pending for over one month with discrepancies. Indicate quantities and values of the items found damaged, short and life expired etc., in each case along with dates on which each loss was discovered. Whether all surpluses found through stock verification reports or otherwise have been brought on charge.	
52	Whether in the matter of storage and stock verification etc., provisions contained in the Manual for the Medical Store Depots are being strictly adhered to.	
53	Have all the losses discovered through the stock verification reports or detected otherwise been entered in the register of losses in each section.	
54	Are all the loss registers reviewed monthly by the section In charge concerned? If not, State reasons and name of the defaulting Officers.	
55	If the loss registers are being reviewed every month, have the Officers furnished the necessary analysis reports each month to the DADG (MS)/In charge.	
56	State reasons for non adjustment of discrepancies (over one month old) and who is responsible in each case. Indicate action taken against the defaulters.	
57	Have all losses been reported to the prescribed authorities as provided under the General Financial Rules? If not, why not?	

58	Give a statement of losses written off during the quarter showing (i) items in value, (ii) their values, (iii) factors leading to loss, (iv) who sanctioned the write off, (v) action taken against officials of depot, if any and (vi) steps taken to prevent further losses (exclude from the statement losses less than 2% either due to retailing or transit circumstances).	
59.	Whether all scales/ balances etc. are kept duly checked by the local Wts/ Measures authorities.	
60.	In respect of used credit notebooks has verification been done by the Depot Manager or by an other Gazetted Officer regarding the proper utilization of the Credit notes and a certificate given on the top that the counter-foil books contains the correct number of counter-foils. Whether the cancelled counter-foil books are kept in the safe custody of a Gazetted Officer, whose name may please be indicated.	
61	Whether other registers and records are properly maintained?	
	SECURITY AND FIR FIGHTING ARRANGEMENT	
62	Whether all the fire fighting appliances are fully in working order. If not, state reasons and action taken.	
63.	Has the adequacy of the fire fighting arrangement including list of appliances been found adequate by the local fire fighting authorities. If not, what were the shortcomings pointed out by them and action taken to comply their advice.	
64	Whether the electric wiring in the Depot is free from all faults. If not, what action has been taken by the Depot authority to rectify the fault?	
65	Whether the Section Supdts. of the Depot and Supervisory personnel from /Laboratory personally ensure that all the electric lights/ fans etc. are switched off when the Depot is closed and candles, sealing waxes, match boxes etc., are kept in safe place. Whether all the sections are locked properly and sealed by and written certificates to this effect is given to the Officer supervising the search for the day by the supervising personnel.	
66.	Whether all the employees of the depot have valid identity cards and the identity cards are checked by the Gate Chowkidar before the persons are allowed admittance into the Dept premises.	
67.	Whether the time of search of the employees, at the mustered out the Section Superintendent and other supervisory staff are invariably present,	
68	Whether all the doors have individual numbers marked on them along with abbreviated name of the section and corresponding marking tags (of metal) are attached to each of the keys used for opening and closing of the doors.	

MSD-1118 REGISTER FOR ISSUE OF IDENTITY CARDS

(To be maintained by Pay & Establishment Section)

Sl. No.	Name of the person to whom the Identity card is issued	Place of duty	Date of issue	Signatures of the issuing authority	Signatures or thumb impression of the person to whom the Identity card is issued	Remarks
1	2	3	4	5	6	7

MSD-1119 FORM FOR TEMPORARY PASS

1. Temporary Pass No. .....

2. Name of the holder .....

3. Place of duty .....

4. Specimen signatures (or thumb impression) of holder of the pass. .....

5. Issued/Renewed up to. .....

6. Signature of the Gazetted Officer (stamp of Security Officer) .....

MSD-1120 REGISTER FOR ISSUE OF TEMPORARY PASSES

Sl. No.	Name of the person to whom the pass issued / renewed	Place of duty	Period for which issued	Date of issue	Signature of the issuing authority	Signatures / thumb impression of the person to whom the pass is issued	Period up to which pass renewed	Signature of the renewing authority (i.e. issuing authority)	Date of the renewal of the pass	Remarks
1	2	3	4	5	6	7	8	9	10	11

MSD-1121 VISITORS REGISTER

Sl.No.	Name of the visitor	Name of the Officer to be visited	Purpose of the visit	Time of entry in the Depot	Signature of the visitor	Time of exit
1	2	3	4	5	6	7.

MSD-1122 INWARD GATE PASS REGISTER

(To be maintained by Gate clerk)

Sl. No.	Gate Pass In No.& date	Name of firm	S.O. No. / Invoice / Challan	Description of stores	Total Number of cartons /shippers	Vehicle No	Type of Vehicle and make	Remarks and signature of Gate Clerk
1	2	3	4	5	6	7.	8	9.

MSD-1123 INWARD GATE PASS BOOK

IGP Register No……	IGP Register No……
GATE PASS IN	GATE PASS IN
NO……	NO……
Date……..	Date……..
Pass the following:-	Pass the following:-
Packages No……..	Packages No……..
Received from……	Received from……
Manager	Manager
	Examined and found correct. GOVT. MEDICAL STORES, Initials of gate clerk NB:- All passes must be collect, compared with the counterfoil and marked" cancelled" not later than the day following their issue

MSD-1124 REGISTER OF INCOMING STORES MAINTAINED IN STORE SECTION

(For watching the progress of stores to be received against supply orders placed)

Sl. No.	S.O. No	Name of manufacturer / Supplier	VMS No.	Nomenclature	Quantity as per supply order	Date of delivery
1	2	3	4	5	6	7

Gate Pass In No. & date	Qty. received as per Challan / Invoice	Packing details (No. of cartons X quantity per carton)	Receipt Voucher No.	Remarks
8	9	10	11	12

Glossary Of Common Procurement Terms

Acceptance: The act of accepting an offer; an indication of a willingness to pay; the assumption of a legal obligation by a party to the terms and conditions of a contract. Acceptance of an offer makes a contract complete and legally enforceable.

Acceptable Quality level (AQL)When a continuous series of lots is considered, the quality level which for the purpose of sampling inspection is the limit of a satisfactory process average. AQL is a parameter of sampling scheme and should not be confused with process average which describes the operational level of the manufacturing process.

Addendum: An addition or supplement to a document, the items or information added to a procurement document.

Advance Tender Notification: Notice of the timing of a tender to be advertised in the near future.

Advertise: To make a public announcement of the intention to purchase goods, services or construction with the intention of increasing the response and enlarging the competition. The announcement must conform to the legal requirements imposed by established laws, rules, policies and procedures to inform the public.

Agent: Person who act on behalf of another person (The principal) by their authority, express or implied, in dealing with third parties.

Agreement: A duly executed and legally binding contract; the act of agreeing.

Amendment/Change Orders: A written modification to a contract or purchase order or other agreements.

Batch: The quantity of a product produced in one production run.

Bid: A tender, proposal or quotation submitted in response to a solicitation from a contracting authority

Bid Protest: A complaint that is made against the methods employed or decisions made by a contracting authority in the administration of a process leading to the award of a contract.

Bid-rigging: An illegal collusion by tendering suppliers, where one or more bidders agree not to submit a bid, or two or more bidders agree to submit prearranged bids, to avoid competition in prices.

Bid Set: A package of data which identifies the article to be purchased, the quantity and delivery, and which includes designs, specifications, quality requirements and general conditions which will govern the contract resulting from acceptance of a bid.

Bidders' Conference: A meeting to discuss with potential bidders, technical, operational and performance specifications, and/or the full extend of financial, security and other contractual obligations related to a bid solicitation. Also known as Pre-bid Conference.

Bill of Lading: A written receipt or contract, given by a carrier, showing a list of goods delivered to it for transportation. The straight bill of lading is a contract which provides for direct shipment to a consignee. The order bill of lading is negotiable; it enables a shipper to collect for a shipment before it reaches its destination (this is done by sending the original bill of lading with a draft drawn on the consignee through a bank). When the consignee receives the lading indicating that payment has been made, the lading will be surrendered to the carrier's agent, and the carrier will then ship the goods to the consignee, and the bill of lading will be surrendered to the carrier.

Note: Shippers frequently consign shipments to themselves on order bills of lading so that delivery is made only upon the shipper's order; the person or firm to be notified upon arrival of the shipment at destination must be designated.

Call-up: A requisition or a request for delivery which is forwarded directly to a supplier to obtain delivery of materiel from a previously negotiated contract, or a standing offer, in accordance with their terms. (Similar to rate contract)

Closing Date: It is the deadline for submissions of complete bid. Bids submitted after the closing date is liable to be rejected and hence not considered for bid evaluation.

Contract: A contract is an obligation, such as an accepted offer, between competent parties upon a legal consideration, to do or abstain from doing some act. The essential elements of a contract are: an offer and an acceptance of that offer; the capacity of the parties to contract; consideration to support the contract; a mutual identity of consent; legality of purpose; and sufficient certainty of terms. Under the Government Contracts Regulations, a contract means a construction contract, a goods contract, a service contract or a lease entered into by or on behalf of the President of India by a contracting authority.

Contract Signing Authority: Contract Signing Authority is the person designated to occupy the position, that is, the incumbent of a position to whom authority has been delegated by virtue of any statute, to sign on behalf of the President of India any contract, contract amendment or Standing Offer documents after ascertaining that the approval authority has been duly granted and ensuring that the term and conditions written in the documents reflects those approved by the contract approval authority.

Competitive Bidding: Offers submitted by individuals or firms competing for a contract, privilege or right to supply specified services or merchandise. This can be either National or International Competitive Bidding.

Competent Authority: It means, in respect of the power to be exercised under any of these rules, the President of India or such other authority to which the power is delegated by Delegation of financial Authority Rules or any other general or special orders issued by the Government of India.

Conflict of Interest: A conflict of interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular bidder is successful. Actual and potential conflicts of interest must be declared by the person involved in a tender process.

Conditions of Contract: Indicates the rights and obligations of both parties once the contract has been awarded. This includes insurance requirements, price variation clauses, appointment of sub-contractors etc.

Conditions of Tendering: The rules governing what the tender submission should contain how it should be submitted, and how it will be evaluated.

There are general conditions of tender for supply of goods and services that apply to all tenders, such as treatment of late tenders. Specific rules can also be added that apply to an individual tender, for example, providing designs specifications of the machinery or equipments or details of quality standard compliance, etc.

Consultant: A particular type of contractor (refer contractor definition below) who is engaged to provide recommendations or specialist or professional advice (or more generally non-manual services) to assist or influence agency decision making.

Contractor: An individual or organisation engaged under a contract (other than as an employee) to provide goods and/or services to an agency.

Contract Amendment: An agreed addition to, deletion from, correction or modification of a contract

Contract Dispute: Is a matter of dispute in respect of a contract that cannot be resolved between the contractor or its authorized representative and the contracting officer designated in the said contract.

Contract Management: Once the contract is awarded, a Departmental representative/s is assigned to manage the relationship between the Department and the Contractor. This includes managing any issues or risks that arise, and to generally ensure that the objectives of the project are met.

Contract Variation: A contract variation is an addition or alteration to the goods or services provided under a contract that is within the general scope of original contract.

Delivery: The formal handing over of property; the transfer of possession, such as by carrier to purchaser.

Demurrage: The detention of a ship, railroad, car or truck beyond a specified time for loading/unloading; the payment required and made for the delay.

Design Specification: A specification setting forth the required characteristics to be considered for award of contract, including sufficient detail to show how the product is to be manufactured.

Drop Shipment: Merchandise which is shipped by a manufacturer directly to a customer in response to the seller who collects orders but does not maintain an inventory.

Escalation Clause: A contract provision which permits the adjustment of contract prices by an amount or percent if certain specified contingencies occur, such as changes in the vendor's raw material or labour costs.

Expression of Interest (EOI): An Expression of Interest may be used as a means of exploring the market or to pre-qualify businesses to reduce the cost of tendering by restricting the issue of formal tenders.

Estimated Value: It indicated an approximate value of the contract in money terms.

E-procurement (Electronic Procurement) is either the business-to-business or Business-to-Consumer purchase and sale of supplies and services through the Internet as well as other information and networking systems, such as electronic data interchange (EDI) and Enterprise Resource Planning (ERP). An important part of many B2B sites, e-procurement is also sometimes referred to by other terms, such as supplier exchange. Typically, e-procurement Web sites allow qualified and registered users to look for buyers or sellers of goods and services. Depending on the approach, buyers or sellers may specify costs or invite bids. Transactions can be initiated and completed. Ongoing purchases may qualify customers for volume discounts or special offers. E-procurement software may make it possible to automate some buying and selling. Companies participating expect to be able to control parts inventories more effectively, reduce purchasing agent overhead, and improve manufacturing cycles. E-procurement is expected to be
Integrated with the trend toward computerized supply chain management.

There are six main types of e-procurement:

1. **Web-based ERP (Electronic Resource Planning)**: Creating and approving purchasing requisitions, placing purchase orders and receiving goods and services by using a software system based on Internet technology.

2. **e-MRO (Maintenance, Repair and Operating)**: The same as web-based ERP except that the goods and services ordered are non-product related MRO supplies.

3. **e-sourcing**: Identifying new suppliers for a specific category of purchasing requirements using Internet technology.

4. **e-tendering**: Sending requests for information and prices to suppliers and receiving the responses of suppliers using Internet technology.

5. **e-reverse auctioning**: Using Internet technology to buy goods and services from a number of known or unknown suppliers.

6. **e-informing**: Gathering and distributing purchasing information both from and to internal and external parties using Internet technology.

FCA: Free carrier- (common trade term - need to state a named place) The seller's obligation is to pack and deliver the goods on hand of the first or only carrier at the named port of carriage (seaport of airport) into the custody of the first or only carrier and clear them for export. The risk of loss or damage to the goods is transferred from the seller. The buyer's responsibility is to pay for the onward shipment of goods to the destination.

FOB: Free on board: (*common trade term - need to state the loading port*) The seller is responsible for placing the goods on board the first ship or carrier at a named port of shipment in the sales agreement. The seller pays the cost of loading the goods. Once the goods are on ship's platform, the risks and responsibility pass onto the buyer and so does the cost of onward shipping.

Forecasting: It is the act of calculating or estimating a situation or condition in advance; act of predicting the future. For the procurement of Drugs or medical Commodities, it is necessary to estimate the quantities. To do this there are three main methods utilising a) Consumption data, b) Morbidity data and c) Adjusted Consumption data.

Force Majeure: Acts of God and other specified risks (e.g. terrorism) which are beyond the control of the parties to the contract and as a result of which a party is prevented from or delayed in performing any of its non-financial obligations under the contract.

For purposes of this Manual, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about an instance of, the party claiming to be affected by such event and which has caused the non - performance or delay in performance. Such events may include, but are not restricted to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts, excluding by its management, and freight embargoes.

Good Manufacturing Practice (GMP): Good Manufacturing Practice is the part of quality assurance that ensures that the pharmaceutical products (medicines and medical devices) are consistently produced and controlled to the quality standards appropriate to their intended use and as required by the marketing authorization. The certificate is issued following inspection of the premises, manufacturing equipment, personnel, product and marketing documentation, in-house quality control, in-house process validation, etc. and is valid for a certain period of time. Hence, lack of GMP certificate or quality system certificate from a manufacturer may be a cause for concern.

Goods: The term 'goods' includes all articles, material, commodities, livestock, furniture, fixtures, raw material, spares, instruments, machinery, equipment, industrial plant etc. purchased or otherwise acquired for the use of Government but excludes books, publications, periodicals for a library.

Head of a Department*:* In relation to an office or offices under its administrative control means (a) an authority specified in Schedule I of the Delegation of Financial Powers Rules, 1978, and (b) any other authority declared as such under any general or special orders of the competent authority;

Head of Office*:* means (a) a Gazetted Officer declared as such under Rule 14 of the Delegation of Financial Powers Rules, 1978, and (b) any other authority declared as such under any general or special orders of the competent authority;

Inspection: the process of measuring, examining, testing, gauging or otherwise comparing the unit of product with the applicable requirements.

Inspection by Attributes: Inspection whereby either the unit of product is classified simply as conforming or non-conforming or the number of nonconformities in the unit of product is counted, with respect to given requirement or set of requirements.

Intellectual Property: Legally protected property such as copyright, patents, and registered designs, as well as ideas and information of commercial value which an organisation has developed.

International Competitive Bidding (ICB): It is a method of procurement through open tender inviting for bids/proposal to be submitted by suppliers/bidder from eligible source countries as defined by IBRD guidelines for procurement. In the contrary, in case of National Competitive Bidding suppliers of Indian national only are eligible for the bid. ICB is also known as Global Tendering.

International Organization for Standardization (ISO): The International Organization for Standardization (ISO) is a worldwide federation of national standards bodies from some140 countries. ISO is a nongovernmental organization established in 1947. The mission of ISO is to promote the development of standardization and related activities in the world to facilitate the international exchange of goods and services and to develop cooperation in the area of intellectual, scientific, technological and economic activity.

International procurement services: Organizations such as WHO, UNICEF, IDA, etc., and other groups that supply medicines and medical equipment on a non-profit basis.

Invitation for Bid (IFB): IFB is referred to as a “sealed bid”. It is usually for requirements over Rupees 25.00 lacks it is competitive and the lowest bid will win.

Invitation to Tender (ITT): It is an invitation to the eligible bidder to participate in the tendering process for supply of goods and services. An ITT is sent out to bidders when the opportunity is worth is less than Rupees. 25.00 lacks (or as defined from time to time) and has fairly straightforward requirements, such as a request for off-the-shelf goods. The lowest-priced responsive bid (the lowest bid that complies with all the mandatory requirements specified in the ITT document) will be awarded the contract.

ISO standards: Standards of general quality assurance are documented agreements containing technical specifications or other precise criteria to be used consistently as rules, guidelines or definitions of characteristics to ensure that materials, products, processes and services are fit for their purpose. The standards are not official standards and may be seen as voluntary, unless a government adopts them as part of regulatory legislation.

Lead-time: The time interval needed to complete the procurement cycle. It begins at the time the need for new stock is recognized and ends when that stock is received and available for issue.

Letter of Interest (LOI): LOI or Request for Information (RFI) is not open for bidding. The buyer is interested in receiving feedback from suppliers and may re-open or re-issue an opportunity as an open tender at a later day.

Life Cycle Costing: The total costs related to buying, running and disposing of a particular product.

Limited International Bidding (LIB): LIB is essentially international competitive bidding conducted by direct invitation to all qualified suppliers and without open advertisement. This method may be more appropriate when there are only a limited number of potential suppliers.

Limited Tendering: This is one of the tendering processes whereby only one or a limited number of suppliers are invited for participation in the bid instead of an open tender. However, this is resorted to only in special circumstances after obtaining a Certificate of Exemption for not having to conduct an open tender.

Lot: A collection of units of product from which a sample shall be drawn and inspected to determine conformance with the acceptability criteria, and which may differ from a collection of units designated as a lot for other purposes(for example, production, shipment)

Lot Size: the number of units of product in a lot.

Lowest Responsible Vendor: The vendor with the lowest price whose past performance, reputation and financial capability is deemed acceptable.

Malfeasance: Wrongdoing, especially by a public official.

Manufacturer: A business that created a finished product from raw materials.

Material Variance/Material Deviation: A variance or deviation in a response from specifications of conditions that allows a responder a substantial advantage or benefit not enjoyed by all other responders or that gives the state something significantly different from what the state requested in the solicitation document.

Memorandum of Understanding or MOU A document which records matters that have been agreed but which is not usually intended to be enforceable in the courts.

Monitoring and Evaluation: A process to establish contract delivery and supplier performance, identification of areas of process weakness for review and improvement, and to demonstrate the benefit of effective and efficient procurements. Other areas include the comparison of price against market standard and to compare the procurement performance against national and international standard.

National Accreditation Board for testing and Calibration laboratories. (NABL): It is an autonomous body under the aegis of Department of Science & Technology, Government of India. NABL has been established with the objective to provide Government, Industry Associations and Industry in general with a scheme for third-party assessment of the quality and technical competence of testing and calibration laboratories. Government of India has authorised NABL as the sole accreditation body for Testing and Calibration laboratories.

NABL has established its Accreditation System in accordance with ISO/IEC 17011:2004, which is followed internationally.

The concept of Laboratory Accreditation was developed to provide a means for third-party certification of the competence of laboratories to perform specific type(s) of testing and calibration.
Laboratory Accreditation provides formal recognition of competent laboratories, thus providing a ready means for customers to find reliable testing and calibration services in order to meet their demands.

National Competitive bidding: It is the open bidding process normally used for public procurement in the country of the buyer. However, the bidders of Indian national are only eligible for the bid.

Negotiation: Requests for proposals are sometimes used as a starting point for negotiations to establish a contract. RFPs generally include more than just price considerations. This method is especially applicable when dealing with a single source manufacturer.

Net Price: Price after all discounts, rebates, etc., have been allowed.

No Bid: A response to a solicitation for bids stating that respondent does not wish to submit an offer. It usually operates as a procedure consideration to prevent suspension from the vendors list for failure to submit a response.

Non-conforming Unit: A unit of product or service containing at least one nonconformity. Nonconformity unit is generally be classified by their degree of seriousness such as:

Class A: A unit which contains one or more nonconformities of class A and may also contain nonconformities of class B and/ class C.

Class B: A unit which contains one or more nonconformities of class B and may also contain nonconformities of class C, but contains no nonconformity of class A.

Open Market Requisition (OMR): The requisition document type used in MAPS Procurement to request the purchase of a non-contract item when the requested item's estimated cost exceeds the authority for purchase level of the buyer. An OMR conveys the request for purchase to the person with the authority to purchase. The resulting order type is most often the Purchase Order Requisition (POR).

Option to Extend/Renew: A provision (or exercise of a provision) which allows a continuance of the contract for an additional time according to permissible contractual conditions.

Packing List: Packing list is a document which gives the item-wise details of the contents of a particular package or shipment.

Partial Payment: The payment authorized in a contract upon delivery of one or more units called for under the contract or upon completion of one or more distinct items of service called for there under.

Performance Security/Bond: A contract of guarantee, executed subsequent to award by a successful vendor to protect the buyer from loss due to the vendor's inability to complete the contract as agreed. Performance security should be for an amount of five to ten percent of the value of the contract. Performance Security may furnished in form of an Account Payee Demand Draft, Fixed Deposit Receipts from a commercial bank, and Bank Guarantee from a commercial bank in an acceptable form safe guarding the purchase interest in all respects.

Performance Specification: A specification setting forth performance requirements determined necessary for the item involved to perform and last as required.

Prequalification of Vendors: The screening of potential vendors in which such factors as financial capability, reputation and management are considered when developing a list of qualified vendors.

Price: The amount of money that will purchase a definite weight or other measure of a commodity.

Price Agreement/ Rate Contract: A contractual agreement in which a purchaser contracts with a vendor to provide the purchaser's requirements at a predetermined price. Usually involves a minimum number of units, orders placed directly with the vendor by the purchase, and limited duration of the contract.

Price Fixing: It is one of the methods whereby the potential bidders restrain themselves from competing on price. It is a case of Collusion/ clandestine agreement among potential bidder to quote identical price by all of them.

Proprietary: The only items that can perform a function and satisfy a need. This should not be confused with "single source." An item can be proprietary and yet available from more than one source. For example, if you need a camera lens for a Nikon camera, the only lens that will fit is a Nikon lens, thus, this lens is "proprietary." However, the Nikon lens is available from more than one source, thus, it is not single source.

Product Life Cycle: It is the time period from product selection or conception, design and specification development, purchasing, manufacturing, packaging, delivery, warehousing, maintenance, repair and overhaul, through to use and disposal.

Pre-qualification: Pre-qualification is used to classify manufacturer, supplier or service provider according to their expertise and capability in specific work categories within a specific financial range.

Probity: Honest, proper, fair and ethical conduct, especially in relation to tendering processes.

Probity Auditor: An independent auditor who confirms if a procurement process has been conducted fairly.

Procurement: The entire process by which all resources are obtained by an entity, including planning, design, standards determination, specification writing, selection of suppliers, financing, contract administration, disposals and other related functions.

Proposal: It is an offer, submitted in response to a request from a contracting authority that constitutes a solution to the problem, requirement or objective in the request.

Procurement Advisory Group: The Procurement Advisory Group undertakes an ongoing review of the Government's procurement policies and agency tender processes. This may also include the provision of advice to the Government on broader local content policy issues, particularly in respect of Local industry participation in major development projects.

Project: Project is a temporary endeavour undertaken to create a unit product or service.

Public Purchasing: The process of obtaining goods and services for public purpose following procedures implemented to protect public funds from being expended extravagantly or capriciously.

Purchase Order: A document generated by a Department's financial management system which shows that purchase details have been recorded and payment will be made.

Registration of Interest or ROI: The first of a two stage publicly advertised tender process. Registration of interest are invited, responses evaluated and short-list of possible providers identified. The second stage is where short-listed bidders are asked to respond for tender.

Request for Information or RFI: A request issued to the market before a tender begins. It is used to gather information to be used to further develop the tender documentation.

Request for Tender or RFT: A publicly advertised method of seeking offers from providers or suppliers based on a written statement or specification of the required goods and/or services.

Rate contract: A rate contract is an agreement between the Purchaser and Supplier to supply stores at specified prices during the period covered by the contract. No quantities are mentioned in the contract. Nor any minimum withdrawal is guaranteed. The rate contract is in the nature of a standing

offer from the supplier firm. A legal contract would come into existence with the placement of individual order (Supply Order) and each such supply order will constitute a separate contract.

The contractor is bound to execute any supply order which may be placed upon him during the currency of the contract at the rates specified therein.

Request for Quotation (RFQ): This method of procurement is used in those cases where the health sector goods are available from only one source, or for emergency supply. It is the least favoured method because in the absence of the competitive element it is more difficult to determine whether the prices quoted are economic and reasonable.

Request for Proposal (RFP): When an organisation requires goods and services that are specifically created to meet their needs, details are prepared which provides the vender with all the information required, so that the vender can determine if they can meet the specification and/ or costs.

Restricted Tender: Procurement procedure in which participation in bidding is limited to suppliers that meet certain prerequisites or have previously registered as suppliers.

Responsible Bidder: A bidder whose reputation, past performance, and business and financial capabilities are such that the bidder would be judged by an appropriate authority as capable of satisfying an organization's needs for a specific contract.

Responsive Bidder: A bidder whose bid does not vary from the specifications and terms set out in the invitation for bids.

Sample: As ample consists of one or more units of product drawn from a lot, the units of the sample being selected at random without regards to their quality. The number of units of product in the sample is the sample size.

Sampling Plan: A specific plan which indicates the number of units of products from each lot which are to be inspected (sample size or series of sample sizes) and the associated criteria for determining the acceptability of the lot (acceptance and rejection numbers)

Sampling Scheme: A combination of sampling plans with switching procedures

Sampling System: A collection of sample plans or schemes

Supplier: Suppliers are primary manufacturers of health sector goods or individuals/organizations with authority to act as an agent for the primary manufacturer.

Selective Tender: A tender where only specific bodies are invited to make an offer.

Single Tender Enquiry: It is a situation when goods and services are procured from a single/sole source without resorting to competitive method only in special circumstances with the prior approval of the competent authority.

Circumstances under which this method is resorted to are;

(i) When the particular firm is the only manufacturer, dealer or provider of the required product or services

(ii) In case of emergency

(iii) In case of standardised or proprietary product

Specification: A statement which clearly and accurately describes the essential requirements for goods, products or services. Specification may also include the procedures by which it will be determined that the requirements have been met.

Standing Offer Agreement/Rate Contract: It is a contract that sets out rates for goods and services which are available for the term of the agreement. However, no commitment is made under the agreement to purchase a specified value or quantity of goods or services.

Standardization: The process of defining and applying the conditions necessary to ensure that a given range of requirements can normally be met, with a minimum of variety, in a reproducible and economic manner based on the best current techniques.

Tabulation of Responses: The recording of responses for the purposes of comparison, analysis and record keeping.

Tendering: The procedure by which competing bids are entered for a particular contract.

Tender: The process of inviting parties to submit an offer by public advertisement, followed by evaluation of offers and selecting a successful bidder. It also means the document containing an offer from an organisation responding to a request for tender.

Tender Box: A tender box is a point of lodgement for tenders to ensure that the documentation is kept secure until the tender period closes.

Generally a tender box:

- Is a box or cabinet with an opening which allows large envelopes to be lodged, but which does not permit access to the contents;
- Should be secured in a fixed position; and should be locked with two locks with different keys, maintained by two different officers.

Tenderer: A party submitting a tender.

Tender Briefing/Pre-bid conferences: A forum held where a Government representative briefs prospective tenderers regarding a tender process, and responds to questions.

Tender Type: Is the mechanism under which an opportunity is offered to potential suppliers. Types include Advanced Contract Award Notice (ACAN), Letter of Interest (LOI), and Request for Information (RFI) and Notice of Bidding Request/Notice of Proposed Procurement (NPP).

Terms and Conditions: A phrase generally applied to the rules under which all bids must be submitted and the stipulations included in most purchase contracts; often published by the purchasing authorities for the information of all potential vendors.

Terms Of Reference (TOR): A **TOR** is a document which describes the purpose and structure of a project.

TOR defines the project:

- Vision, objectives, scope and deliverables (what has to be achieved)
- Stakeholders, roles and responsibilities (who will take part in it)
- Resource, financial and quality plans (how it will be achieved)
- Work breakdown structure and schedule (when it will be achieved)

The Terms of Reference sets out a roadmap for the project. It gives the project team a clear path for the progression of the project, by stating what needs to be achieved, by whom and when. The project team must then create a suite of deliverables which conform to the requirements, scope and constraints set out in this document.

Two Bid Systems: Under this system the bidders are asked to provide their bid in two parts. Where the first part should contain the technical details and second part should contain the financial details. Two-bid system is resorted to when the item under procurement demands the technical excellence and understanding of the bidder.

Quality Assurance: A system of activities whose purpose is to provide assurance that the quality control is being done effectively.

Quality Assurance Plan: The strategy and methods a project manager deploys to ensure: that the project is being managed, developed, and deployed in a sound, reasonable way; and that the project's deliverables are of acceptable quality before they are delivered to the project's clients.

Quality Control: A system for ensuring the maintenance of proper standards in manufactured goods, especially by periodic random inspection of the product.

Quantitative Evaluation: Involves the use of numerical measurement and data analysis based on statistical methods. It is an assessment process that answers the question, “How much did we do?”

Quotation: A quotation is the bid submitted in response to a Request for Quotation from a contracting authority.

Unsuccessful Vendor: A vendor whose response is not accepted for reasons such as price, quantity, failure to comply with specifications.

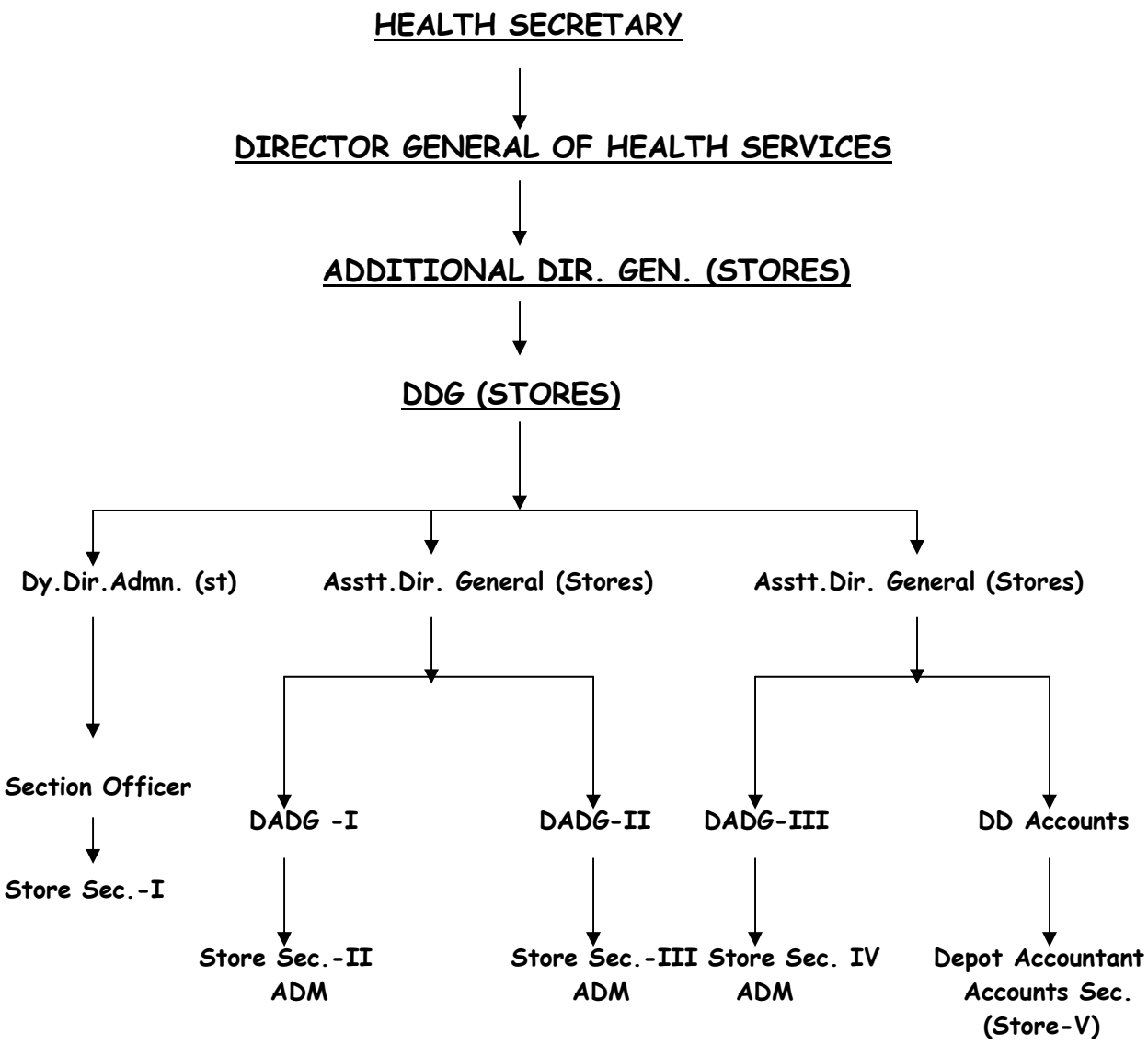
Unit of product: The item inspected in order to determine its classification as conforming or nonconforming, or to count the number of nonconformities. It may be single article, a pair, a set, a length, an area, an operation or a volume. It may a component of an end product itself. The unit of product may or may not be the same as the unit of purchase, supply, production, shipment.

Vender: A seller of goods and services. Some manufacturer can also be a vender.

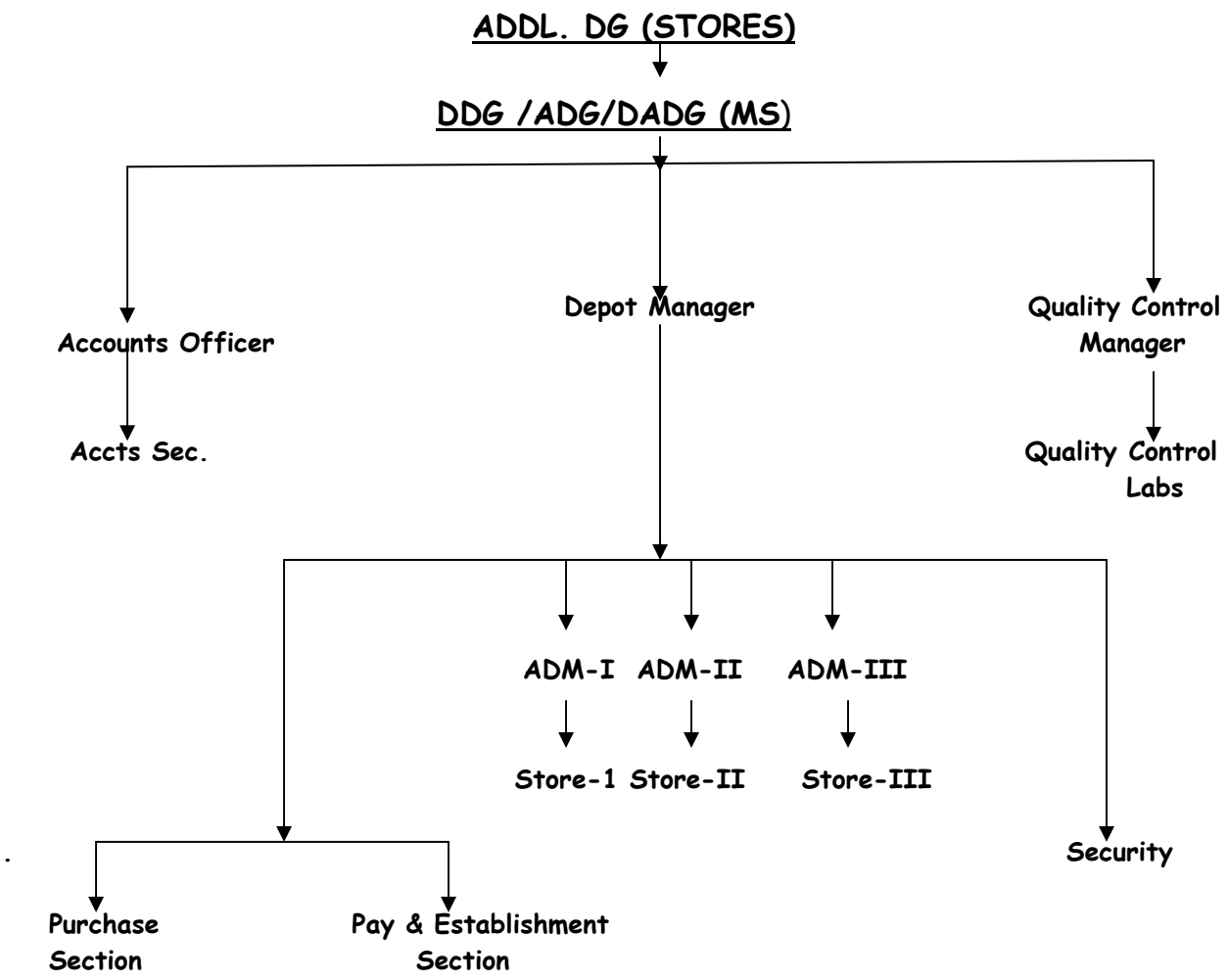
Vendors List: A list of names and addresses of suppliers from whom bid proposals and quotations might be expected. The list, maintained by the purchasing office, should include all suppliers who have expressed interest in doing business with the government.

Warranty: It is the representation either expressed or implied that a certain fact regarding the subject matter of a contract is presently true or will be true. Not to be confused with "guarantee," this means a contract or promise by one person to answer for the performance of another person.

APPENDIX-I ORGANISATION AT THE HEAD QUARTER



APPENDIX-II ORGANISATION CHART OF THE GOVT. MEDICAL STORE DEPOTS



APPENDIX-III THE JURISDICTION OF GMSDs.

The seven GMSDs located at Mumbai, Kolkata, Guwahati, Hyderabad, Chennai, Karnal and New Delhi are catering to the whole population of the country and their jurisdiction of supply to Indentors and for Supply of Programmes stores & cold chain items are given below:

Sl. No.	GMSD	Jurisdiction for supply of cold chain items	Jurisdiction for supply of non cold chain Programme Store items	Jurisdiction for supply of items to Indentors
1.	Kolkata	West Bengal, Orissa, Bihar, Jharkhand, Sikkim, Andaman &Nicobar Island, Assam, Arunachal Pradesh, Manipur, Meghalya ,Mizoram, Nagaland and Tripura	West Bengal, Orissa, Bihar, Jharkhand, Andaman &Nicobar Island,	West Bengal, Orissa, Bihar, Jharkhand, Andaman &Nicobar Island,
2.	Chennai	Tamil Nadu, Karnataka, Kerla, Andhra Pradesh, Pudduchery & Lakshadeep	Tamil Nadu, Karnataka, Kerla, Pudduchery & Lakshadeep	Tamil Nadu, Karnataka, Kerla, Pudduchery , Lakshadeep and Andaman &Nicobar Island,
3.	Mumbai	Maharastra, Madhya Pradesh, Gujarat, Goa, Daman & Diu, Chhatisgarh, Dadar & Nagar Haveli	Maharastra, Madhya Pradesh, Gujarat, Goa, Daman & Diu, Chhatisgarh, Dadar & Nagar Haveli	Maharastra, Madhya Pradesh, Gujarat, Goa, Daman & Diu, Chhatisgarh, Dadar & Nagar Haveli
4.	Karnal	Uttar Pradesh, Haryana, Punjab, Himachal Pradesh, Delhi, J&K, Uttrakhand, Chandigarh and Rajasthan	Uttar Pradesh, Haryana, Punjab, Himachal Pradesh, Delhi, J&K, Uttrakhand, Chandigarh and Rajasthan	Haryana, Punjab, Himachal Pradesh, J&K,and Chandigarh
5.	Hyderabad	---	Andhra Pradesh	Andhra Pradesh
6.	Guwahati	---	Sikkim, Assam, Arunachal Pradesh, Manipur, Meghalya ,Mizoram, Nagaland and Tripura	Sikkim, Assam, Arunachal Pradesh, Manipur, Meghalya ,Mizoram, Nagaland and Tripura
7.	New Delhi	------	----------	Uttar Pradesh, Delhi, Uttrakhand, and Rajasthan

To facilitate efficient logistics and supply chain management, the MSO may specify, revise or re-allocate the jurisdiction of GMSDs for medical supplies to indentors , emergency supply and programme stores consignees.