

# **JAMMU & KASHMIR MEDICAL SUPPLIES CORPORATION LIMITED**

## **1. Vision and Mission**

### **Vision**

- i. To act as the Central Procurement Agency for all essential drugs and equipments for all Govt. Health Care Institutions.
- ii. Providing excellent quality Healthcare delivery system to the people of UT of J&K by way of arranging and delivering high quality drugs, medicines, surgical disposable and sutures to the Government medical institutions in the UT of J&K with care and with enhanced satisfaction on time.
- iii. Procuring and maintenance of medical and non-medical equipment for Government medical institutions or other Govt. Departments/Institutions or for outsourcing or acting as agent for outsourcing such supplies and other facilities on behalf of such institutions.
- iv. Facilitating specialized diagnostic services and support services in Government medical institutions.
- v. To be a role model in drug logistic systems and other procurement activity.
- vi. To set up, run and maintain all kinds of modern Medical & Para Medical or Medical based ancillary facilities in hospitals, pathological labs, diagnostic centres, X-Ray/Scanning facilities so as to provide facilities of excellence/expertise and quality require by patients and others visiting or using the facilities of the aforesaid institutions

### **Mission**

To achieve the above vision, JKMSCL adopts:

- i. A rational drug management system abiding by the applicable laws of the land and other regulatory requirement pertaining to the drugs and medicines with involvement and empowerment of personnel through continually improving the established quality management system.

- ii. JKMSCL adopts the most transparent system in procurement. Utmost care is taken to procure quality drugs, machinery&equipments etc. at the most competitive rates
- iii. Ensuring prompt payment and strict penalty to the suppliers and service providers.
- iv. Evaluation and monitoring of stock and status through a time tested IT enabled online system(e-aushadi & DVDMS).

## **2. Details of Business transacted**

- i. Procurement, testing, storage and distribution of drugs, medicines, surgical & sutures, kits, reagents to the Government medical institutions of the state.
- ii. Procurement and supply of specialty drugs as per the needs of the Government medical institutions.
- iii. Procurement and installation of medical equipment to the Government medical in the state.
- iv. Finalization of annual rate contract for surgical appliances, instruments, implants, equipment etc., for direct procurement by the institutions.
- v. Providing support services for maintenance of medical equipments in the medical institutions.

### 3. Details of Citizens or Clients

Sl. No	Client
1	Directorate of Health Services, Jammu including all district hospitals, sub districts hospitals & health centres at various levels.
2	Directorate of Health Services, Kashmir including all district hospitals, sub districts hospitals & Health centres at various levels.
3	Government Medical College and Associated hospitals, Jammu.
4	Government Medical College and Associated hospitals, Srinagar.
5	National Health Mission, J&K
5	Directorate of Indian Systems of Medicines (AYUSH), J&K
6	Government Dental Colleges, Jammu.
7	Government Dental Colleges, Srinagar.
8	New Medical Colleges at Kathua, Rajouri, Doda, Anantnag and Baramulla.
9	Other UT or Central Government Departments/Institutions.

### 4. Statement of service including standards, quality, time frame etc. provided to each citizen/client group separately and how/where to get the service.

- i. Procurement of Drugs, medicines, surgical & sutures as per Drugs and Cosmetics Act and equivalent international standards.
- ii. Procurement of equipment as per USFDA/ European CE/ BIS or any other equivalent International standards.

- iii. Essential list of drugs, medicines, surgical & sutures are in generic form from manufacturers or direct importers who meet the qualification criteria as per the prescribed terms such as license to manufacture, import, GMP certificate, non-conviction certificate, minimum years of experience/market standing, manufacturing and testing facilities including human resources and manufacturing capacity, meeting the prescribed financial criteria such as turnover.
- iv. Equipment from either manufacturer or non-manufacturer having manufacturer's authorization and meeting the qualification criteria such as experience/market standing, technical and financial capability and possessing after sales service facilities.
- v. Essential drugs are procured, tested and stored in district drug warehouses spread all over the UT and issued to the Government medical institutions as per the requisitions and availability of funds thereof.
- vi. Government medical institutions in the UT are attached to the respective district drug warehouses which receive the requirement on a monthly/quarterly basis or as and when special need arises.

**5. Details of Grievance Redressal mechanism and how to access it.**

- i. Any aggrieved bidder in a tender can approach the Managing Director for grievance redressal.
- ii. Grievances can be represented either in person and/or through written representation/ designated mail address to the Managing Director which will be promptly examined for appropriate redressal based on merits.
- iii. In case of blacklisting/debarring, Managing Director, JKMSCL has the power to review if some new facts and evidences such as reversal of test result findings by Appellate laboratories etc. are brought to the notice of the Corporation as per clause 7 of Policy for Blacklisting/Debarring of product or company.
- iv. The supplier/company may also prefer and appeal within 30 days of

date of blacklisting order to the Administrative Secretary, Health & Medical Education Department, Government of J&K who shall decide the same as per clause 8 of Policy of Blacklisting/Debarring of product or company

- v. Identification of omissions/commissions through internal audits, statutory audits and AG audits and taking necessary corrective actions as required.
- vi. Information may also be sought under Right to Information Act.

#### **6. Expectation from the Citizens or Clients**

- i. Continuous availability of quality passed drugs, medicines, surgical disposable & sutures in an uninterrupted manner and timely supply of equipment are the expectations of the clients.
- ii. Seamless supply is ascertained through client feedback mechanism by reviewing of customer complaints and its resolution at the appropriate levels.
- iii. Status of the procurement and supply of equipments is reviewed and appropriate corrective actions are taken to meet the requirement of the clients.

#### **7. Additional Commitments such as compensation in the event of failure of service delivery**

- i. In case of non-availability of any drug in stock, 'No Objection Certificate' is issued to the institutions for direct procurement for a limited period to tide over the situation.
- ii. In case of no response/poor response in tenders for procurement of equipment with low budgetary value, the institutions are authorized to procure directly at their end by following appropriate procurement procedure (GeM Portal).
- iii. In case of single bid, Managing Director, JKMSCL has been authorized to procure the items with the approval of Purchase Committee after ascertaining reasonability of rates and subsequently the ratification by the Board of Directors, JKMSCL.

