

Broad Outline of Direct Delivery of Medicines from Empanelled Pharmacies

Offices to operationalise a system of posting only BMO/BMC at the dispensaries and **facilitate direct delivery of medicines through credit slips from empanelled pharmacies/ agencies having local presence**, subject to the conditions mentioned below:-

- i. Pharmacies/ agencies should be empanelled while adhering to all extant CVC guidelines, e-tendering, PD manual, code of conduct/ ethics and due SLA/ NDA, POSH guidelines, etc.
- ii. Multiple pharmacies/ agencies should be empanelled to cater to the needs of the employees/retirees residing at various locations and to avoid disruption in services due to dependency on single pharmacy.
- iii. Offices may also explore the feasibility of operationalising direct delivery of medicines through credit slips from existing pharmacies/agencies empanelled for procurement of medicines for the Bank's dispensaries.
- iv. It is to be ensured that credit slips are sent directly from the dispensaries to respective pharmacy, with no involvement of the employee/ retiree. Offices should put in place a strict system of tallying credit slips with actual bills raised by pharmacies.
- v. Medicines should be delivered in sealed packets to Office/ home of employees/ retirees on same day or next day of issuance of credit slip and within a maximum of two days to remote areas, at no extra cost to the Bank.
- vi. Exact medicines prescribed by BMO/BMC or specialist doctors and sourced from reputed pharmaceutical companies should be supplied and any alternative may be supplied only with prior approval of BMO/BMC.

- vii. The shelf life of medicines at the time of supply/delivery should be at least more than half of its shelf life as in the current model.
- viii. Emergency Medicines/ First Aid kits: While implementing the credit slip model, offices should keep emergency medicines and first aid kits in custody of the BMO/BMC.