

COMMUNITY HEALTH CENTRE, _____	
HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL	
Procurement and Out Sourcing Management	STANDARD OPERATING PROCEDURE HAM1



STANDARD OPERATING PROCEDURES



FOR

PROCUREMENT & OUTSOURCING MANAGEMENT

<p>COMMUNITY HEALTH CENTRE, _____</p> <p>758_____</p> <p>ODISHA</p> <p>PHONE NO:</p>
--

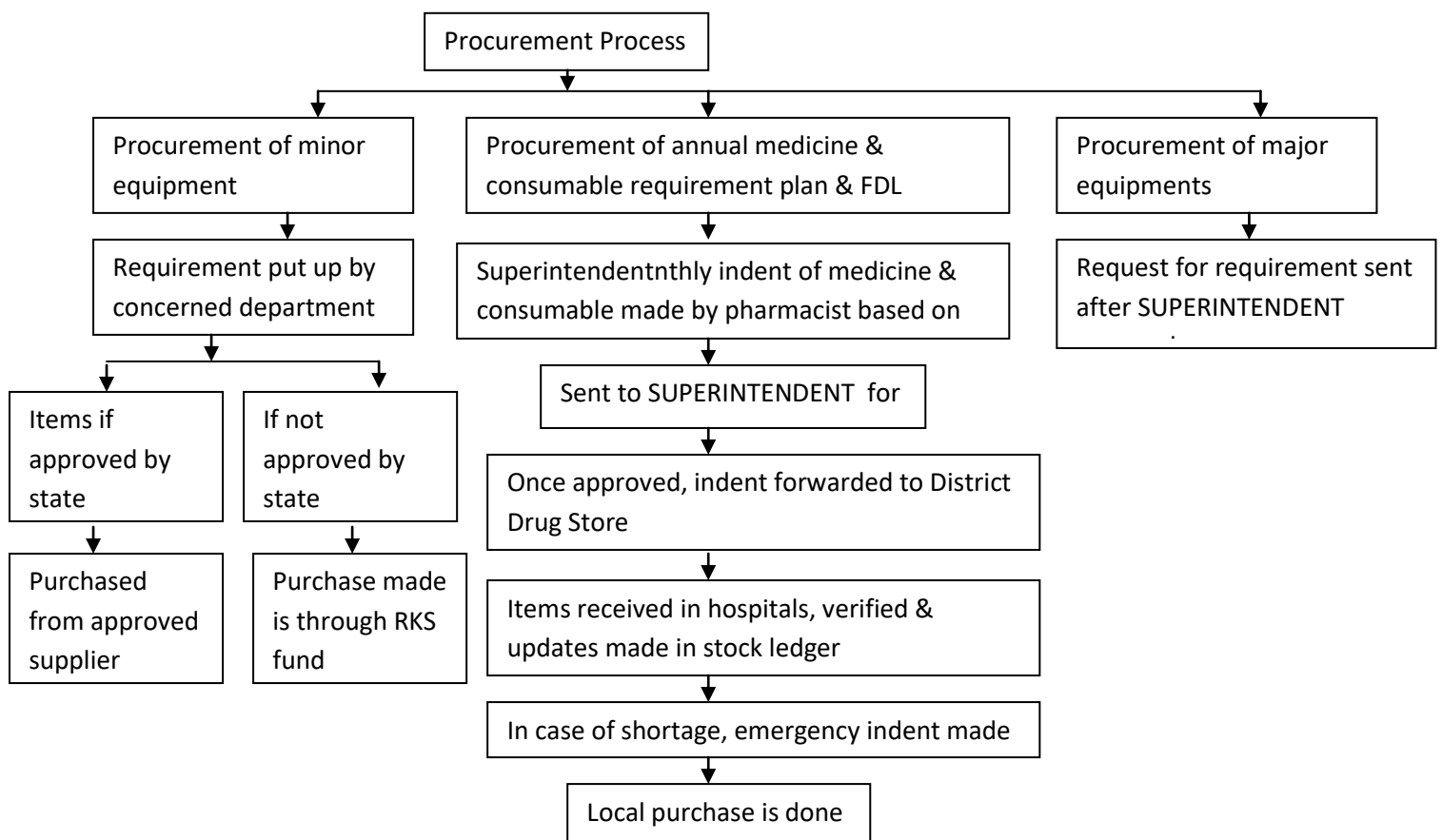
COMMUNITY HEALTH CENTRE, _____	
HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL	
Procurement and Out Sourcing Management	STANDARD OPERATING PROCEDURE HAM1

1.0 Purpose: To establish a procedure to ensure use of optimum level of drugs, surgical and general Consumables and equipments inventory is maintained in stores; and procedure for issue and control of the same to various units of the hospital. To ensure eco-friendly hospital service at the institution and adhere no plastic policy at the hospital.

2.0 Scope: This procedure involves all activities including procurement of medicines, medical Equipment and furniture and other consumables to various departments, office and patients at Hospital

3.0 Reference: Quality Management System Manual.

4.0 Process Flow:



COMMUNITY HEALTH CENTRE, _____	
HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL	
Procurement and Out Sourcing Management	STANDARD OPERATING PROCEDURE HAM1

5.0 Standard Procedure

S No	Activity	Responsibility	Related Format
5.1	Procurement of Drugs and Consumables		
5.1.1	The Store In-charge / Store Pharmacist prepares an Annual Medicine and Consumables Requirement Plan according to the available stock in the hospital store. He also maintains a list of Fixed Drugs List (FDL) along with approved list of suppliers.	Store	Annual Medicine and Consumables Requirement Plan, FDL
5.1.2	The Store In-charge raises a Quarterly Medicine and Consumables Indent based on the minimum stock level required and seeks approval from SUPERINTENDENT , for procurement of medicines. On approval of the indent, the same is forwarded to the District Drug Store for issue of requirements.	Store	Medicine / Consumable Indent
5.1.3	The Store In-charge / Store Pharmacist receives the items from the District Central Drug Store. The drugs received are verified for Expiry, Brand, Quantity and Packing conditions. He then updates the Stock ledger for all items.	Store	Stock Ledger
5.1.4	In case of any shortage of drugs or consumables in general or emergency conditions or unavailability of medicine in the stores / dispensary, the emergency indent is sent in above format to District Store approved by SUPERINTENDENT .	Store	Purchase Indent, Stock Ledger
5.1.5	Local purchase is initiated from local approved suppliers through a Purchase Indent approved by SUPERINTENDENT . These items are updated in the Main Stock Register.	SUPERINTENDENT	

COMMUNITY HEALTH CENTRE, _____

HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL

Procurement and Out Sourcing Management

STANDARD OPERATING PROCEDURE

HAM1

5.2	Procurement of Items other than Drugs and consumables		
5.2.1	In case of Local purchase of less than 15000 Rs. the doctor who has prescribed the medicines writes an application to the SUPERINTENDENT after discussing with the requesting doctor approves the local purchase. This is then forwarded to the Store who purchases the items from approved local vendors.	SUPERINTENDENT	
5.2.2	Value of purchase between Rs.15,000/- and Rs.1,00,000/- at one time are purchased after obtaining a minimum of three quotations from potential local suppliers. Order is placed to the supplier with lowest quote after approval of RKS. The comparative statement is kept for record.	Store , RKS	Comparative Statement
5.2.3	For a purchase Value above Rs.10, 000/- , purchase process is as above, but approval from the Purchase committee is required.	Store , Purchase Committee	Comparative Statement
5.3	Procurement of Minor equipment / Instruments and small quantity of Medicines		
5.3.1	The requirement for equipments of routine/general use is put up by the concerned department and approval obtained from SUPERINTENDENT . The items as approved by the State can be procured from the approved suppliers directly at the approved rates. In case the required item is not in the list as approved by State and the same is required for carrying out essential activities in the hospital, purchases are made by the hospital through RKS/General financial rules of states.	Store	List of Suppliers
5.3.2	Major Equipments These are usually not regular purchases for major equipments required in the hospital based on the disease burden or patient load. The requirement along with the justification shall be sent to the BHS after approval from SUPERINTENDENT for purchase and supply.	Store	Purchase Indent

COMMUNITY HEALTH CENTRE, _____

HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL

Procurement and Out Sourcing Management

STANDARD OPERATING PROCEDURE

HAM1

5.3.3	<p>Quality check</p> <p>The quality of the equipments and materials (consumables) purchased/received by the hospital is checked by the user department in charge before processing the bill for its payments.</p>		
5.4	AMC		
5.4.1	<p>AMC</p> <p>The AMC contract is finalized with Kirlosker services by H & FW department of Odisha. At any point of time if any equipment needs repair, at first concern department needs to inform the Superintendent and BPM. BPM will facilitate the Bio medical engineer deployed by the Kirlosker for further course of action.</p>	SUPERINTEN DENT	
5.5	PETTY CHARGES		
5.5.1	<p>Repairs of minor nature including replacements are arranged by the hospital by engaging a local electrician/plumber/mason etc as per the need, Payments are made through maintenance funds, after verifying the work done.</p>	SUPERINTEN DENT	
5.5.2	<p>Petty purchases</p> <p>Items of routine nature such as stationary, petty office requirements are procured directly from market and approval obtained from SUPERINTENDENT . While procurement of office items it should be strictly follow to procure the eco friendly materials and ensure minimum use of plastic items.</p>		
5.6	Out Sourcing Services		
5.6.1	<p>Requirement :</p> <p>Based on the need hospital evaluates the services which are to be outsourced. Such evaluation also includes number of personnel, timing of service, deliverables etc. This is then forwarded to the DHS. Such services includes House Keeping, Security. All the deployment is done by the district administration by tender process. The Service need to be carry as per the MoU and with supervision of the</p>		

COMMUNITY HEALTH CENTRE, _____

HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL

Procurement and Out Sourcing Management

STANDARD OPERATING PROCEDURE

HAM1

	Superintendent.		
5.6.2	Based on tendering the outsourced agency is hired through the DHH. The letter for award is sent to the agency and a copy of it is sent to the hospital. As per the tender necessary penalty to be impose as per the clauses. All the payment to be done after the satisfactory performance by the agency.		Work order
5.6.3	The services provided by the agency are Manpower – M/s Care Security & Allied Services, Bhubaneswar Housekeeping – M/s Surendra Barik, Cuttack. Security – M/s Orion Security & Allied Services, New Delhi Laundry – M/s Jana Kalyan Parishad, Baripada BMW – M/s Bharat Security,Jajpur.	SUPERINTEN DENT	

Appendix

1. Annual medicine and Consumable Request Plan

Sl. No.	Dru g Cod e	Na me of Item	Specificat ion strength	Uni t Pric e	Tot al No. in Uni t Pac k	Uni t Rat e	Unit Quant ity	Absolu te Quanti ty Requir ed	Cost Budg et	Actual Requir ed in unit	Actual Requir ed in Absolu te	Cost of Actual Quanti ty Requir ed
---------	-------------	---------------	-------------------------	--------------	---------------------------	-------------	----------------	-------------------------------	--------------	--------------------------	-------------------------------	------------------------------------

2.List of registered Suppliers:It is a list of all the approved suppliers who are under the contract with the hospital for purchase of items from them.

COMMUNITY HEALTH CENTRE, _____

HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL

Procurement and Out Sourcing Management

STANDARD OPERATING PROCEDURE

HAM1

Serial No.	Supplier Name Address	Contact Person/Phone	List of products	Products approved	Remarks

3. Local Purchase Register

Sl. No.	Date	Vendor Name	Bill No.	Item Name	Quantity	Requirement	Issue Date	Issue to

4. Stock Ledger

Receive								Issue							
Fund	Date of Receive	From Where Receive	Batch No.	Manufacture Date	Expiry Date	Quantity Received	Signature	Date	To whom Issue	Quantity Issued	Batch No.	Manufacture Date	Expiry Date	Balance	Signature

8.0 Process Efficiency Criteria:

Si. No.	Activity	Efficiency Criteria
1	Performance Evaluation of contractors	The performance Evaluation of service providers shall be done on quarterly basis and record shall be maintained and payment to be done as per the performance of the agency.

COMMUNITY HEALTH CENTRE, _____

HOSPITAL PROCUREMENT & OUTSOURCING MANAGEMENT MANUAL

Procurement and Out Sourcing Management

STANDARD OPERATING PROCEDURE

HAM1

9.0 Reference Documents:

- State Guidelines for procurement of services and goods.
- NIRMAL guideline.