



No. MMDSL/IT/13/2023(10)

Dated: 18/08/2024

From,
Managing Director,
Meghalayan Medical Drugs and Services Limited

To,
All Districts
District Medical and Health Officers (DMHO),
Medical Superintendents (MS),
Medical Officers (MO) ,
State Storekeeper (MMDSL),
Pharmacist In Charge (CMS),
District Storekeepers of all Districts,
Respective Pharmacists of all Districts and
Respective Storekeepers of all Districts.

Sub:- Letter Regarding Implementation of the Adverse Drug Reaction (ADR) Module

Sir/ Madam,

The undersigned's office is delighted to inform you that the **Corporation Application's Adverse Drug Reaction (ADR) Module** is set for launch on the **19th of August, 2024**. This achievement marks a significant milestone in our ongoing endeavor to enhance patient safety and improve the monitoring of drug efficacy within our healthcare system.

The ADR Module is designed to **facilitate the reporting and tracking of adverse drug reactions**, thereby **ensuring that any potential risks associated with drug usage are promptly identified and addressed**. This system is vital for maintaining the **highest standards of patient care**, as it allows healthcare professionals to quickly detect patterns, take preventive measures, and contribute to a safer healthcare environment.

We strongly urge all concerned parties to promptly initiate the utilization of the ADR Module. By integrating this system into your daily operations, you will be contributing to a more vigilant and responsive healthcare system, ultimately reducing the risk of adverse drug events.

To ensure a seamless transition, the process of reporting and reviewing ADRs will be straightforward. Health Facilities can log in using the **same credentials** and **navigate to the ADR Module to report and track adverse drug reactions**. These reports are then submitted to our **Quality Control and Assurance Advisor**, who will review the details and **forward them to the relevant higher authorities**. These authorities will **perform a thorough analysis, identify any patterns or concerns, and recommend appropriate actions to ensure the highest standards of patient safety are upheld**.



We extend our gratitude for your commitment to advancing our shared objectives, and we eagerly anticipate a more vigilant and responsive approach to patient safety through the use of this new module.

In the event of encountering any challenges, issues, or grievances related to the indent process or other pertinent matters, we invite you to promptly reach out to us. Your feedback is invaluable, and we are dedicated to addressing any concerns you may have. Thank you for your attention to this matter.

You can contact us through the following channels:

1. Call the **Toll Free Line 14410** and select **option 4 for MMDSL**.

2. Contact us through email:

contactdesk@mmdsl.in - For General Inquiries

grievance@mmdsl.in - For Grievances/ Feedback

3. Contact us the Respective District Whatsapp Groups: **+919863033404**

4. Using the Grievance Redressal Portal through MMDSL website for submitting Grievances or Feedback:

<https://mmdsl.in/grievance>

or directly through the MMDSL Website and selecting **More -> Grievance Redressal Mechanism**.

We appreciate your proactive engagement and cooperation in helping us continually improve our processes.

Yours faithfully,

Shri Ramkumar S
Managing Director

- Copy to:
1. Mission Director (NHM)
 2. Director of Health & Services (MI)
 3. Director of Health & Services (MCH & FW)
 4. Director of Health & Services (R)
 5. Procurement & State Manager, MMDSL
 6. Quality Control and Assurance Advisor, MMDSL
 7. Logistics Consultant, MMDSL
 8. Systems & Data Consultant, MMDSL