



No. MMDSL/IT/13/2023(11)

Dated: 15/09/2024

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 1st Phase of the Delivery and Distribution Management System (DMS)

Sir/ Madam,

The undersigned's office is delighted to inform you that the **Corporation Application's 1st Phase of the Distribution Management System (DMS)** is set for launch on the **16th of September, 2024**.

The DMS is designed to facilitate the tracking of distribution and delivery of **Drugs, Diagnostics, Surgical, and other medical supplies**. It provides real-time information regarding when a delivery is expected and also displays the scheduled delivery date. This system is vital for maintaining the highest standards of patient care, as it enables healthcare professionals to **monitor supply chains and ensure timely availability of critical medical supplies**.

We strongly urge all concerned parties to promptly initiate the utilization of the DMS. By integrating this system into your daily operations, you will be contributing to a more efficient and responsive healthcare supply chain, ultimately ensuring that the **right products reach the right places at the right time**.

To ensure a seamless transition, the process of monitoring deliveries and schedules will be straightforward.

**Health Facilities**, upon logging in, will be shown the **scheduled delivery date** for when medical supplies are expected. Once a **vehicle has been assigned** by the respective warehouse, the **expected delivery date** will then be **displayed to the facilities**.

**District and State Warehouses** are required to **assign their issuances to a delivery vehicle and determine an expected delivery date based on the scheduled delivery**



**date of the particular facility.** Once the vehicle has been assigned and the medical supplies have been delivered, the warehouses must upload the **Issue & Receive Form, complete with signatures from the respective facilities, to confirm the receipt of medical supplies.**

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](mailto:contactdesk@mmdsl.in) - For General Inquiries

[grievance@mmdsl.in](mailto: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. Logistics Consultant, MMDSL
  7. Systems & Data Consultant, MMDSL