



No. MMDSL/IT/13/2023(25)

Dated: 04/11/2025

From,
Managing Director,
Meghalayan Medical Drugs and Services Limited

To,
All Districts
Medical Superintendents (MS),
District Medical and Health Officers (DMHO),
Medical Officers (MO) ,
Respective Pharmacists of all Districts,
Respective Storekeepers of all Districts

Sub:- Letter Regarding Launch of the Return Module

Sir/ Madam,

The undersigned office is pleased to announce the launch of the **Return Module** in the **Corporation Application** on 04th November 2025. This module enables health facilities to return medical supplies to their respective district/ state warehouses, ensuring proper accountability, transparency, and timely stock reconciliation across all levels of the supply chain.

With this module, facilities and warehouses can now systematically record and track items that are being returned due to excess stock. This ensures that all returns are properly accounted for within the system, thereby improving inventory accuracy and enabling more efficient redistribution and replenishment of supplies where required.

The Return Module has been introduced in response to the need for a structured and traceable process for managing returned medical supplies. It ensures that all transactions—from initiation at the facility level to receipt at the warehouse—are captured digitally, promoting real-time visibility and accountability across the network.

Process Workflow:

1. The **Pharmacist/Storekeeper** logs in and navigates to *Receive Management* → *Return* → *Create Return Request*, selects the medical supplies to be returned, specifies the quantity and reason for return, and submits the request to the **Medical Officer/Approving Authority** for approval.
2. Upon approval, the request is automatically forwarded to the **District/ State Warehouse**, where the warehouse staff verifies and acknowledges receipt of the returned items, thereby completing the return process in the system.

System Usage:

The Return Module will be used for:

1. Recording returns of medical supplies from health facilities to district/ state warehouses.
2. Ensuring real-time updates of stock quantities and movement.
3. Providing digital records for verification, audit, and accountability purposes.



MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED



Government of Meghalaya

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Note: All facilities are requested to begin using the Return Module for all future return-related transactions. It is the responsibility of each facility and warehouse to ensure that all returns are accurately recorded in the system to maintain consistent and reliable inventory data.

This module marks an important step toward strengthening accountability, transparency, and efficiency within the medical product supply chain.

If you encounter any challenges, issues, or concerns related to the process, please reach out to us promptly. Your feedback is valuable, and we are committed to resolving any concerns effectively.

Thank you for your attention.

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. Ramakrishna Chitturi
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 (DME),
 5. Procurement & State Manager, MMDSL,
 6. Head - Supply Chain Management, MMDSL,
 7. Assistant Manager - Information Technology, MMDSL