



No. MMDSL/IT/13/2023(6)

Dated: 03/06/2024

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 the Launch of the Equipment Module Functionality

Sir/ Madam,

The undersigned's office is delighted to inform you that the Launch of the Corporation Application Equipment Module which has been set on the 3rd of June, 2024. This Module can be accessed by the Health Facilities by logging in to your respective logins and navigating to the Equipment Option. Using the Equipment Module, the following processes will be available to use for all Health Facilities:

1. Health Facilities will be able to see the details and information regarding the Equipment they have in their facilities.
2. Health Facilities will have access to a Breakdown Report Module where they can raise a report if a breakdown of equipment were to occur in their facility.
3. Health Facilities will have access to view the status of their equipment and the action that has been taken by the Equipment Team.

The District Equipment Technicians and Equipment Engineer will have their own respective logins which will be shared by the IT Department. This will enable them to view and update the status of equipment across the state and also to address the breakdown reports generated from various Health Facilities.

The launch of the Equipment Module is poised to significantly enhance the management of medical equipment within our facilities. This new system will allow users to view their complete list of equipment, record any breakdowns, and monitor the status of repairs. By streamlining these processes, we aim to improve operational efficiency and reduce equipment downtime.

We strongly encourage all medical professionals to embrace this system and leverage its capabilities to ensure optimal performance and maintenance of the medical equipment.

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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 commitment to advancing our shared goals, and we look forward to a more streamlined and effective medical procurement and maintenance process.

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. Systems & Data Consultant, MMDSL
  7. Chief Finance Officer, MMDSL
  8. Equipment Engineer, MMDSL