Uttar Pradesh Medical Supplies Corporation Limited

(A Govt. of Uttar Pradesh Undertaking)

GSTIN: 09AACCU2250P1ZZ CIN: U85310UP2018SGC102425

Registered Office : SUDA Bhawan, 7/23, Sector-7, Gomti Nagar Extension, Lucknow-226010

E-Mail: quality@upmsc.in Website: www.upmsc.in Contact Number: 0522-2838102

Modified Quality Policy

Approved in 13th board held on 3rd march 2022

1- Introduction

Uttar Pradesh Medical supplies corporation Limited (UPMSCL), an undertaking of the Government of Uttar Pradesh established under company's Act 2013, is a nodal agency for procurement of drugs, medical equipments and other healthcare commodities for various Government medical institutions in the state. The procurement is to be done on the request of head of the department (Director General Medical Health, Director General Medical Education, Director General Family Welfare) & Project Directors with deposit of funds. This document lays down the directives to be adopted by UPMSCL for assuring quality of drugs & medical consumables procured & to ensure drugs/medical devices reaching the various health care facilities are without any physical or chemical deterioration or loss of potency.

2- Scope of Policy Document

Quality assurance is sum total of all arrangements made to ensure that the drugs finally reaching the patient is safe, efficacious and of desired standards for its intended use, Quality assurance covers activities from product designing itself. However, UPMSCL being a procuring & Supply chain management organization only, quality assurance activity is limited to obtaining quality product & maintaining the quality of products/drugs until it is distributed to the health facility.

A. **Obtaining quality product** : Sourcing form reliable suppliers through appropriate eligibility clause in tender document like GLP, GMP certification, market standing, turnover etc.

B. **Confirming quality** : of all drugs received from all the enlisted vendors/suppliers through physical verification & laboratory testing.

C. **Maintaining Quality of product** : through proper storage in warehouses & appropriate transportation during distribution of drugs as per recommended condition by supplier/Drug and Cosmetic Act,1940 and Rules 1945.

The provision for sourcing/obtaining good quality product through procuring directly from GMP & GLP certified manufacturers with established market standing, accessing technical & financial capability are covered under procurement policy. Scope of this process document is limited to protocol for ascertaining quality of drugs/products received from suppliers through physical verification, laboratory testing & maintain quality of the drugs through proper storage & distribution practice only.

3- Mandate

(i) All the supplies have to be accompanied with batch-wise test reports from NABL accredited analytical laboratories/Government Laboratories (In case of vaccine, sera, immunoglobulin)/In-house laboratory (In case of imported drugs only) (Whichever applicable).

(ii) Sample of all batches of all drugs (unless exempted) & identified medical consumables received through UPMSCL central procurement shall be subjected to physical verification for tender condition, statutory compliance & confirmatory quality testing at NABL accredited drug testing laboratory empanelled by UPMSCL /Govt. laboratory before distributing the drugs to facility level. Till the time any drug batch (Unless Exempted) is declared of **"Standard Quality"** based on empanelled lab analytical test report , drug batch which is sent for testing shall be kept on hold as **"Quarantine Stock"** and shall not be distributed to health facilities.

(iii) All the supplies have to be accompanied with batch-wise test reports from NABL accredited analytical laboratories/Government Laboratories (In case of vaccine, sera, immunoglobulin)/In-

value (Excluding GST) of drugs received shall be deducted from payment to be made to the supplier as "Testing & Handling Charges (Only in cases where after supply to UPMSCL, sample for testing have been sent to UPMSCL empanelled Laboratory or Government Analyst.

4- Empanelment of Analytical Laboratory for Testing of Drug

A. Process of empanelling :

Empanelment shall be done through open tendering process and qualified labs shall be empanelled for period of two years.

B. Eligibility

i. Analytical laboratory should have valid license for the analysis of drugs under the Drugs and Cosmetics Act, 1940 and Rules there under (including amendments in force currently) from the concerned State Drug Licensing Authority and should comply with provisions prescribed under Schedule L-1 of Drugs and Cosmetics Act 1940 and Rules, 1945. The tenderer shall provide a valid certificate from regulatory authority in this respect.

ii. Analytical Laboratory should be accredited by "National Accreditation Board for Testing and Calibration Laboratories" (NABL) and such accreditation should be valid on the date of submission of tender. Government Laboratories are exempted from NABL accreditation. The tenderer should submit certified copy of Accreditation along with category wise approved scope issued by NABL The laboratory should have NABL accreditation (Category wise approved Scope as per Format) for pharmaceuticals Formulation prescribed in the IP, BP,USP or other recognized Pharmacopoeia currently in force with respect to the drugs mentioned in Drug List annexure. For Non- Pharmacopoeial products the Laboratory using Non- Pharmacopoeial protocols should have NABL accreditation for tests being carried out by the Laboratory.

iii. Analytical Laboratories should have three years experience in the analysis of drugs, Pharmaceuticals, Sanitary Napkins, Insecticides/Larvicides and other Items as mentioned Drug list annexure. Analytical Laboratory should provide a certificate issued by Chartered Accountant /Licensing Authority.

iv. Analytical laboratory should have average annual turnover as per current Analytical Laboratory Tender.

v. Notarized photocopy of GLP (Good Laboratory Practice) Certificate issued by the State Drug Licensing Authority .

vi. Notarised copy of non-Conviction certificate issued by drug licensing authority /competent authority of concern state (Issued within 6 month prior to publication of tender) for all premises.

vii. A declaration that the tenderer has not been blacklisted, debarred by any central/State Government organization and that the tenderer has not been convicted by any court of law violation under drug and cosmetic act and rules thereunder as per format.

viii. Agents of Analytical Laboratories are not eligible to participate in the tender.

ix. Analytical Laboratory which is engaged in the manufacturing activity, shall not be eligible to participate in the tender.

C- Award of Contract

(i) Contract will be awarded to the qualified Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, subject to the bidder agreeing to all terms and conditions of the tender. In case of non- acceptance of agreement, the Purchaser will proceed to the next-lowest evaluated Bidder.

This contract will be called "Principal Contract.

(ii) Multiple Supplier

Empanelment: Tender Inviting Authority shall have the rights to call other eligible bidders those are willing to match L-1 rates. If such firms are found, then Tender Inviting Authority shall have the right to decide number of bidders to be empanelled depending upon the testing of drug required. This contract will be called Parallel contract.

(iii) The Tender Inviting Authority, Uttar Pradesh Medical Supplies Corporation Limited reserves the right to accept or reject any tender for any one or more of the items tendered for, without assigning any reason.

(D) Directives to Empanelled Laboratories regarding complete Analysis of Samples and Reporting :

i. Each Empanelled Analytical Laboratory shall be provided with a Log-in ID & Password for registering to software system DVDMS adopted by UPMSCL.

ii. Sample of Drug batches will be sent to Analytical Laboratory by courier, after auto selection of empanelled analytical laboratories through DVDMS portal.

iii. If any sample is received in a damaged condition by the laboratory, the sample should not be analysed and the information should be sent immediately to the UPMSCL e-mail quality@upmsc.in.

iv. If any circumstances viz. break down of instrument, non-availability of reference standard etc. the Analytical Laboratory is unable to undertake the analysis of a sample, the same should be reported to UPMSCL e-mail within 24 hours of receipt of the sample and the sample should be returned to the Quality Control division of UPMSCL immediately.

v. The analysis will be carried out as per Pharmacopoeial monographs with the use of Pharmacopoeial Reference Standards if the product sample is official in the IP, BP, USP, IHS or other recognized Pharmacopoeia. For products which are not official in the current edition or the previous edition of IP (Indian Pharmacopoeia), BP (British Pharmacopoeia), USP (United States Pharmacopoeia), IHS (In-House Specifications) or other recognized Pharmacopoeia the laboratory may use methods that are validated as per ICH (International Council on Harmonisation) guidelines. The validation protocols and master list of reference standards shall be made available for examination to the inspecting officials deputed by UPMSCL as and when required.

vi. The analysis will be carried out on the calibrated equipments and the laboratory will provide the Master list of calibration for the examination to the inspecting officials deputed by UPMSCL as and when required.

vii. On empanelment and entrustment of job, the Analytical Laboratory should furnish the test reports within:

   (a) 10 days of receipt of samples in case of Tablets, Capsules, External Preparations, Liquid Oral Preparations.

   (b) 21 days of receipt of samples in case of I.V. fluids, Small volume injectables, Eye/ear drops, Disinfectants and those items requiring microbiological testing.

viii. For any delay more than the period stipulated in **Clause (vii) (a)** and **(vii) (b)** as the case may be, 0.25% of the testing charges per week (Maximum up to 10%) and the part thereof would be deducted as penalty.

ix. The laboratory shall provide proper facilities for storage of samples so as to preserve the properties of drugs after receipt of sample from UPMSCL and their testing.

x. The laboratory shall retain residual sample for six months after submission of report and agree to undertake analysis in the presence of the representative(s) of UPMSCL in case of doubt or otherwise.

xi. The results obtained in the analysis should be mentioned in figure wherever possible. "**COMPLIES**" or "**PASS**" in the result column of the test report will be treated as "**Incomplete report**", if the result has some value. Every test report must have specific remarks i.e. "**Standard Quality**" or "**Not of Standard Quality**" or "**Misbranded" or "Spurious" or "Adulturated**"..

xii. Test reports should be printed on A4 size paper of good quality.

xiii. The test reports shall be issued in accordance with the requirements prescribed in NABL Policy for use of NABL Symbol/Claim of Accreditation.

xiv. All test reports should be submitted to UPMSCL in triplicate and test report should be uploaded in DVDMS Portal. At the time of report upload, Analytical laboratory should upload "Tax Invoice" also. In case of failure of a sample, the result must be communicated immediately to the

Manager (Quality Control), UPMSCL through Phone & E-mail and test report should be sent with protocols of analysis and Spectra/chromatograms, if any.

xv. The test report shall be issued on the format prescribed in the Drugs and Cosmetics Rules, 1945 for Analytical Laboratories but in lieu of name and address of the manufacturer, they will mention the code no. of the sample as mentioned by UPMSCL for the sample.

xvi. Analytical Laboratory will carry out all the test required (Physical, Physiochemical, Chemical and Biological Test) for pharmaceutical preparation as per IP,BP,USP,IHS etc. Incomplete analysis & Incomplete Test report of any sample will not be accepted and will not be considered for payments apart from penal actions.

xvii. The Laboratory shall not, at any time, assign, sub-let or make over the present agreement or the benefits thereof or any part thereof, to any person or persons whomsoever.

E. Performance monitoring empanelled labs :

Quality of Testing shall be given highest priority. With approval of MD, UPMSC, General Manager (Quality control), UPMSCL or his authorized representative (s) may inspect any empanelled laboratory, at any point of time , during the continuance of the empanelment and terminate / cancel its empanelment or any orders issued to the laboratory or not to entrust with any further analysis/testing to the laboratory based on facts brought out during such inspection and decisions of Managing Director, UPMSCL shall be final and binding. In event of decision for inspection, the bidders must extend full cooperation to the team to enable them to inspect.

5- Testing of Drugs at Government Laboratory

In case there is no empanelled lab for testing of any drug or there are not more than two empanelled labs for confirmatory test in case of a quality failure or in cases of recommendation by Quality Council or any specific situation where MD, UPMSC feels a requirement ,a sample can be sent to any Government lab for testing. Result provided by Government Analyst of Government Laboratory will be considered " **Final**".

6- Sample Preparation & randomization

(A) While receiving stocks against any purchase order, the warehouse in-charge shall ensure that the product received is as per purchase order i.e Molecule, dosage form, strength, license no, residual shelf – life etc. & certificate of analysis (Test reports from NABL accredited analytical laboratories/Government Laboratories (In case of vaccine, sera, immunoglobulin)/In-house laboratory (In case of imported drugs only) of each batches received.

(B) All warehouse shall send sample from each batch of the product received to them (unless it is exempted from testing). Thrice the quantity of sample quantity picked randomly from any box shall be sent to Quality control division of UPMSCL situated at Lucknow Drug Warehouse . MRC (Material Receipt Certificate) Should be generated after receipt of drug batch at District Drug Warehouse and sample shall be sent to HQ within 48 hours of generating MRC by warehouse Pharmacist after receiving of drug batch stock.

(C) **(i)** Consignee selection of drug batches from all samples received to Quality Control Division of UPMSCL Lucknow Drug warehouse will be done by the headquarter Pharmacist (Quality Control) through DVDMS portal. Quality control division shall wait for 7 days of receipt of first sample of any batch or up to samples of same batch is received from 3 warehouses (Whichever is earliest) for consignee selection and sending sample for testing at empanelled lab.

(ii) If single batch of a drug is supplied to single district drug warehouse then consignee selection of that single batch will be done immediately without waiting for 7 days after permission of MD, UPMSCL.

(D) All marks of manufacturer's identity including batch number shall be erased/masked for the sample to be sent to empanelled lab & sample shall be sent with system encrypted code, product name & strength.

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(E) software system/DVDMS shall recommend the laboratory to which sample is to be sent based on a randomized logic in consideration with various lab empanelled for respective drug and total sample load balance (cumulative number of samples sent to the labs & total samples pending for testing at the labs at that point of time).

(F) Sample shall be sent through courier/postal services , details of sample sent shall be updated in DVDMS portal for view and further process by empanelled laboratory.

7- Sample Plan

S.N.	Category of drug	Quantity of samples to be drawn			
		Part A	Part B	Part C	Total (B+C)
1.	A. Tablets (In General)	50 Tab	50 Tab	50 Tab	150 Tab
	B. Tablets (Label claim 5 mg or Less than 5 mg)	100 Tab	100 Tab	100 Tab	300 Tab
2.	Capsules	50 Caps	50 Caps	50 Caps	150 Caps
3.	A. Ointments (in General)	12units	12 units	12 units	36 units
	B. Ointments (Sterile)	30 units	30 units	30 units	90 units
	C. Ointments (In Jar above 100 gms)	3 unit	3 unit	3 unit	9 units
4.	Cream, Paste, Gels, Lotions	12 units	12 units	12 units	36 units
5.	A. Small volume injections	40 units	40 units	40 units	120 units
	B. Large volume injections (100 ml and above)	15 bottles	15 bottles	15 bottles	45 bottles
	C. Water for Injection	100 Unit	100 Unit	100 Unit	300 Unit
6.	Eye Drops	40 units	40 units	40 units	40 units
7.	A. Oral Liquids/ Syrups/Drops/ Suspensions/ Dry Powders (50 ml/ 50 gms and above)	12 containers	12 containers	12 containers	36 containers
	B. Oral Liquids/ Syrups/Drops/ Suspensions/ Dry Powders (Less than 50 ml/ 50 gms)	12 containers	12 containers	12 containers	36 containers
8.	Oral Rehydration Powder (ORS)	25 Sachets	25 Sachets	25 Sachets	75 Sachets
9.	Powder up to 450 gms	3 units	3 units	3 units	9 units
10.	Ear drops/ Nasal drops	12 containers	12 containers	12 containers	36 containers
11.	External Preparations: Tinctures/Spirit/ Solution/Paint (Upto 100 ml)	12 containers	12 containers	12 containers	36 containers
	External Preparations: Tinctures/Spirit/ Solution/Paint (Above 100 ml)	3 container	3 container	3 container	9 containers
12.	Sutures	25 units	25 units	25 units	75 units
13.	Sanitary napkins	3 pkt	3 pkt	3 pkt	9 pkts
14.	Disinfectant Fluid 500 ml Pack Size	2 Bottle	2 Bottle	2 Bottle	6 Bottle
15.	Inhalations, Nebuliser	12 units	12 units	12 units	36 units
16.	Enemas	12 containers	12 containers	12 containers	36 containers
17.	Surgical dressings	3 pkt	3 pkt	3 pkt	9 pkt
18.	Adhesive tapes	5 units	5 units	5 units	15 units

19.	Sterile medical devices viz. Disposable Perfusion sets, Transfusion sets, Infusion sets, Infant feeding tubes etc.	25 units	25 units	25 units	75 units

Note: The warehouse pharmacist shall sent a total quantity as mentioned in column no. 6 of the above table to the Quality Control division of UPMSCL at Lucknow District drug warehouse. The Quality Control division shall send one sample of quantity mentioned in column no.3 as above to the Analytical Laboratories.

a. Tablets or capsule are usually available in strips of 10's hence 5 strips may be taken. But some of the drugs are supplied in packing of less than or more than 10's, e.g. 14's for which such number of intact strips be taken so that the total quantity is near 50. For 14's packing 4 strips be taken for sample.
b. When tablets are supplied in bottle packing of 30's or 100's then two or one container respectively be taken in original packing.
c. Ampoules supplied in trays by the manufacturer should preferably be sent in original packing.

8. Exemption from testing:

(1) Biological products such as Vaccines, Sera, Immunoglobulin and other Cold chain Drugs.
(2) High cost medicine such as Albumin.
(3) Imported Drugs.
(4) Any other drugs approved for exemption by MD,UPMSCL

Note ;

All exempted drugs will be accepted on the basis of "Standard Quality" certificate of analysis report provided by Government Laboratory(In case of Vaccine, Sera, Immunoglobulin) /NABL Accredited Analytical Laboratory/ In-House certificate of analysis report (In case of Imported Dugs only),whichever is applicable.

9. Clearance of Quality Status

a. Manager (Quality Control) of UPMSCL shall review the Certificate Of Analysis (COA) uploaded over DVDMS portal by the empanelled lab for completeness and correctness of the COA and will acknowledge the report. If acknowledged test report is as of **"Standard Quality"** then the corresponding drug batch will be released from quarantine to issuable stock automatically through DVDMS portal.

b. In case the sample of the batch is declared not of standard quality by the empanelled lab then samples from the retained portion of the batch shall be sent to two other labs for confirmatory testing. If the sample is declared Not of Standard Quality by any one of the two laboratories. Then batch shall be concluded to be **" Not of Standard Quality" (NSQ).** In case there is only one or two empanelled lab and the drug is declared NSQ by first lab, the confirmatory test shall be done at Government analyst laboratory. **The opinion of Government Analyst shall be considered as "Final"** in later cases.

c. In case the batch is finally considered to be " **Not of Standard Quality"** then the supplier shall be intimated to take back the product of NSQ batch and intimation will be given to UP FDA & Penal action in view of supplying NSQ drugs shall be taken as per "Quality Policy" and Tender Conditions.

d. In case of **Spurious /Adulterared** Drug batch found as per Drugs nd Cosmetic Rules 1945, supplier shall be intimated and intimation to UP, FDA & drug control authority of the manufacturer's state for information and necessary actions. Penal action in view of supplying Spurious /Adulterared Drug batch shall be taken as per " Quality Policy and tender conditions".

e. In case of **Misbranded** Drug batch, supplier shall be intimated to take back the Misbranded drug batches and intimation to UP FDA for information & necessary actions.. Penal action in view of supplying Misbranded drug batches shall be taken as per " Quality Policy and Tender conditions".

f. In case the batch is declared **Not of Standard Quality/ Spurious/Adulterared/Misbranded** by the Government Analyst. Report of Government Analyst will be considered "Final". Penal action in view of supplying "Standard Quality/ Spurious/Adulterared/Misbranded" shall be taken as per

" Quality Policy and Tender conditions".

10. Quality Assurance During Storage & Distribution of Drug ;

Storage condition of drug has detrimental effect on their quality and shelf life. Hence all care must be taken to design and develop the warehouses, SOP'S for storage, distribution & inventory management.

11. Periodical Testing Of Drugs During Its Shelf Life

(i) In response to specific product from facility/warehouse level or as a Suo Moto intervention (for sensitive & susceptible drug items), quality assurance/quality control division with approval from MD UPMSCL may decide to send sample of any drug for retesting at Govt./empanelled laboratory at any point of time during shelf life of the drug. Depending up-on gravity of the case/situation MD, UPMSCL shall take final decision on putting the batch subjected for re-testing under quarantine/hold for use.

(ii) Additional, statutory authority like drugs control department (CDSCO or UP, FDA) have the right to draw sample of any product form any warehouse & under such cases, direction of the statutory authority would be adhered.

12. Debarring/Blacklisting of Suppliers on Ground of Quality Issues

a. If two batches of any drug supplied by vendor/supplier/firm is found not of standard quality, then the vendor/supplier/firm shall be blacklisted for that particular drug for a period of three years.

b. If a supplier is blacklisted for more than two drugs for quality issues, then the supplier shall be debarred as whole for a period of three years.

c. The supplier shall be blacklisted for a period of 3 years if any of the drugs supplied is declared spurious or adulterated by the regulatory authority.

d. The supplier shall be blacklisted for 3 years if proved to have manipulated expiry date of the drugs.

13. Blacklisting of Analytical Laboratories on ground of quality /Testing issues.

(1) Non performance by any tenderer with respect to empanelment conditions will disqualify a laboratory to participate in the tender of UPMSCL for maximum period of up to two years.

(2) If it is revealed that the Analytical Laboratory is involved in any form of fraud and collusion with the suppliers to UPMSCL, the Analytical Laboratory will be black- listed for maximum period of Five years. The tenderers shall also be liable for action under criminal law and the matter will be notified to the concerned State's Drug Control department for penal action against them.

(3) If it is found that the empanelled Laboratory has, at any time, assigned, sub-let or made over the present agreement or the benefits thereof or any part thereof, to any person or persons the Laboratory shall be blacklisted for a period of maximum period of two years.

14. Penalty Clause

(A) In case of Tender of Laboratory and Drug Testing

(1) If the successful tenderer fails to execute the agreement and payment of security deposit within the time specified or withdraws the tender after intimation of the acceptance of the tender or owing to any other reasons, the tenderer is unable to undertake the agreement, the empanelment will be cancelled and the Earnest Money Deposit deposited by the tenderer shall stand forfeited by the Uttar Pradesh Medical Supplies Corporation Limited. Such tenderer(s) will also be liable for all damages sustained by the Uttar Pradesh Medical Supplies

Corporation Limited, by reasons of breach of tender conditions. Such damages shall be assessed by the Tender Inviting Authority/ Managing Director, Uttar Pradesh Medical Supplies Corporation Limited whose decision shall be final.

(2) On empanelment and entrustment of job, the Analytical Laboratory should furnish the test reports within:

(i) 10 days of receipt of samples in case of Tablets, Capsules, External Preparations, Liquid Oral Preparations.

(ii) 21 days of receipt of samples in case of I.V. fluids, Small volume injectables, Eye/ear drops, Disinfectants and those items requiring microbiological testing.

(3) For any delay more than the period stipulated in above **clause (2) (i)** and **(2) (ii)** as the case may be, **0.25% of the testing charges per week** (Maximum up to 10%) and the part thereof would be deducted as penalty.

(B) <u>In case of Not of Standard Quality Drug</u>

(i) Quantity corresponding to NSQ batch shall be deemed as non-supply and flat 20 % penalty shall be levied on the value of corresponding quantity.

(ii) In case a batch is declared NSQ, the supplier has to take back the corresponding quantity supplied by its own arrangement within 30 days of intimation. Beyond 30 days, 0.2% demurrage charge per day shall be levied on the value of corresponding quantity remaining un-lifted.

(iii) In case the supplier does not take the stock of NSQ drugs back within 90 days of intimation, then UPMSCL shall be at liberty to destroy the quantity lying at its warehouses. Supplier shall be liable to pay the expenses incurred for such destruction in addition to the demurrage charges applicable.

(C) In case of Misbranding

(1) Quantity corresponding to Misbranded batch shall be deemed as non-supply .

(2) In case a batch is declared Misbranded, the supplier has to take back the corresponding quantity supplied by its own arrangement within 30 days of intimation. Beyond 30 days, 0.2% demurrage charge per day shall be levied on the value of corresponding quantity remaining un-lifted.

(3) In case the supplier does not take the stock of Misbranded drugs back within 90 days of intimation, then UPMSCL shall be at liberty to destroy the quantity lying at its warehouses. Supplier shall be liable to pay the expenses incurred for such destruction in addition to the demurrage charges applicable.

(4) Quantity corresponding to Misbranded batch shall be replaced by supplier Firm after obtaining replacement order from Drug Procurement division of UPMSCL .

(5) Replacement of Drug batches will be done by new drug batch of same drug after uploading test report over DVDMS portal and approval of "Standard Quality" Test report reports from NABL accredited analytical laboratories/Government Laboratories (In case of vaccine, sera, immunoglobulin)/ In-house laboratory (In case of imported drugs) (Whichever applicable) over DVDMS .

(D) <u>In case of Spurious/ Adulterated Drugs</u>

(1) Quantity corresponding to NSQ batch shall be deemed as non-supply and flat 20 % penalty shall be levied on the value of corresponding quantity.

(2) The supplier shall be blacklisted for a period of 3 years if any of the drugs supplied is declared spurious or adulterated by the regulatory authority.

(3) The drug batch will be destroyed by UPMSCL and Supplier shall be liable to pay the expenses incurred for such destruction

15. <u>Payments Terms</u>

(i) No advance payment towards any analysis will be made to the empanelled tenderer.

(ii) No payment will be made for the incomplete analysis or incomplete report.

(iii) Payments towards the analysis of drugs and other items will be made as per rates approved along with taxes applicable at the time of payment and strictly as per rules of the Uttar Pradesh Medical Supplies Corporation Limited.

(iv) Payment will be made centrally by the Tender Inviting Authority of UPMSCL by RTGS/ NEFT into the account of empanelled laboratory.

(v) The payment shall be released after receipt of claim from laboratory upon submission of Test Reports for the samples tested and soft copy of related spectra/chromatograms, if any.

(vi) All bills/invoices should be raised in duplicate in the name of the Managing Director, Uttar Pradesh Medical Supplies Corporation Limited.

16. Testing and Handling Charges

All the supplies have to be accompanied with batch-wise test reports of Drug batch from NABL accredited analytical laboratories/Government Laboratories (In case of vaccine, sera, immunoglobulin)/ In-house laboratory (In case of imported drugs only) (Whichever is applicable), additionally a total amount of **1.0 % on base value (Excluding GST)** of drugs received shall be deducted from payment to be made to the supplier as **"Testing & Handling Charges. (Only in cases where after supply to UPMSCL, sample for testing have been sent to UPMSCL Empanelled Laboratory or Government Analyst).**

17. Handling of complaints related to drug quality & adverse Drug reaction.

Standardized format shall be made available for reporting of product quantity/issues and adverse drug reaction. All such complaints shall be properly recorded and responded after careful investigation

18. Quality council

(a) **Members:**

Members of Board of Directors of UPMSCL.

(b) Responsibility:

(1) Review and recommend revision of quality policy whenever required.

(2) Approve guidelines, protocols and SOP's for total quality management including storage & distribution.

(3) Recommend self – Inspection schedule, review self – inspection & action taken reports.

(4) Periodic review of quality control activities & sending random samples, placebos, disguised items to validate laboratory performance.

(5) Investigation & closure of adverse drug reaction report.

GM(QC)
MEENAKSHI GUPTA
GENERAL MANAGER
QUALITY CONTROL
UPMSCL