



F.No 44/84 MCTC/CGHS/2023  
Directorate General of CGHS, Min. of H & FW  
CGHS Bhawan, Sector-13, R K Puram  
New Delhi-110066

OFFICE MEMORANDUM

Date: 30/01/2024

**Delivery of medicines through Speed Post as a Pilot Project in five CGHS Delhi (North Zone) Wellness Centres for a period of three months**

CGHS has been providing comprehensive health care services including supply of medicines to its beneficiaries since last seven decades. In its endeavour to provide better services, a pilot is being launched with effect from 01 February 2024, for a period of three months (till 30 April 2024), in five Wellness Centres (Pitampura, Janakpuri 2, Rajouri Garden, Paschim Vihar and Nangal Raya) of CGHS North Zone, Delhi, whereby, CGHS beneficiaries of age 70 years and above shall be facilitated by home delivery (within Delhi NCR) of indented medicines through Speed Post (exception being injectable medicines, medicines requiring temperature- controlled storage and medicines in glass bottles, narcotics and psychotropic drugs).

2. This pilot is being implemented in collaboration with the Department of Posts under the "Book now pay later" scheme, whereby a 30 day credit period is extended to organizations for settlement of bills.

3. The process flow for the home delivery of indented medicines shall be as follows:

70 year and above beneficiary (serving dependent or pensioner) or his authorized representative visiting the Wellness Centre, after getting medicines issued/indented from the Wellness Centre doctor for a maximum period as admissible in CGHS against a valid prescription (03 months for chronic ailments and 06 months for travel abroad), shall collect issued medicines the same day from the pharmacy counter. Indented medicines will not be changed the next day by Wellness Centre even if available in Wellness Centre. The beneficiary shall fill a consent form (to be retained in the Wellness Centre) for home delivery of indented medicines excluding injectables, medicines requiring Cold chain storage, medicines in glass bottles, narcotics and psychotropic drugs. The consent form shall also mention that the beneficiary is aware of the dosage of the medicines and how they are to be consumed. The beneficiary/authorized representative shall also fill a label, available with the pharmacist in the Wellness Centre, with details as follows in capital letters:

- (a) Name
- (b) Beneficiary ID
- (c) Residential address
- (d) PIN code of residential address
- (e) Mobile number
- (f) Email ID (optional)



A register shall be maintained in the Wellness Centre wherein date wise entries of each beneficiary availing home delivery facility along with his name, name of authorized

representative if any, ben ID, address and mobile number of the beneficiary shall be made. A print out of the entries shall be shared with Deptt. Of Posts through email/physical copy.



Towards closing time of Wellness Centre, one copy of the label shall be provided to the concerned Authorized Local Chemist (ALC) for packing medicines indented against the name and Beneficiary ID (packing will be done as per Deptt. of Posts guidelines) excluding injectables, medicines requiring Cold Chain storage, medicines in glass bottles, narcotics and psychotropic drugs. These packets shall be delivered to the concerned Wellness centre the next day morning in full quantity and without substitution. Any short supply/discrepancy shall be made good by the ALC through door step delivery to beneficiary's home.



The label filled the previous day by the beneficiaries, having details of name, mailing address etc. will be affixed by the ALC, to the respective packets containing the indented medicines for the beneficiary. The Wellness Centre will also provide stamp bearing with name of CMO I/C, name and address of Wellness Centre, PIN code of area, Mobile number of CMO I/C to be affixed on the packet (sender details).



The nearest Speed Post centre of Deptt. of Posts will perform the following roles:

- (a) Send authorized person to collect the packets from the Wellness Centres before 12pm the next day of indent placing (Day 1).
- (b) Bar codes shall be affixed on the packets in the warehouse.
- (c) The packets will be weighed at the warehouse before being despatched to the beneficiary for delivery within 48 hours (latest by Day 3).
- (d) If the house is found locked, then two more visits on next two days will be made (Day 4 and Day 5), after which, if undelivered, the packet will be despatched to the sender (CGHS Wellness Centre) by Day 7.
- (e) SMS will be sent to the beneficiary on three occasions: when packet is booked, when it is out for delivery and at the time of delivery. Medicines shall be home delivered within 48 hours of being collected from Wellness Centre.
- (f) Excel sheet with details of the beneficiary will be maintained by the Deptt. of Posts at nominal charge.
- (g) Information about successful delivery will be conveyed through email to CGHS Wellness Centre.



In case any discrepancy is found in the medicines home delivered through Speed Post, the beneficiary will immediately communicate the same to the CMO I/C of the Wellness Centre. The ALC shall be required to rectify the discrepancy at the beneficiary's doorstep.



Pharmacist in the Wellness Centre will “issue” the indented medicines online, after 07 days of collection of packets by the Deptt. of Posts (so that any undelivered packet returned by Day 7 does not get issued and after 15 days, will go to unclaimed). On the physical voucher, pharmacist will mark the indented medicines sent through Speed Post and stamp them as “medicines supplied under ALC contract and home delivered through speed post”.



Any undelivered packets will be returned back to the Wellness Centre within 07 to 08 days of pick up and after 15 days will go into “unclaimed”.

**Role assigned to each stakeholder in the process flow:**

**1. CMO I/C and doctor(s) of the Wellness Centre:**

- (a) Display of the notice in the Wellness Centre regarding facility available to beneficiaries of age 70 years and above and spread the message through Local Advisory Committee meetings.
- (b) Facilitate ready availability of the printed labels with beneficiary details and consent form at pharmacy counter, as mentioned in the process flow.
- (c) Provide stamp with details of name of CMO I/C, WC name, address, mobile number of CMO I/C and PIN, to be stamped on the medicines packet.
- (d) Ensure that three months medicines are indented against valid prescription by doctors.
- (e) Ensure that indented medicines are not modified the next day, once the indent has been submitted online to ALC.
- (f) Monitor the activities related to home delivery of medicines from time to time.

**2. Role assigned to the pharmacist:**

- (a) Pharmacist will provide Consent Form and label to the beneficiary once his medicines have been issued/indented.
- (b) Pharmacist shall ensure that daily entries are made in the concerned register regarding beneficiaries who have availed the facility and share a copy with Deptt. of Posts as email/physical copy.
- (c) He will maintain a record of consent forms in the Wellness Centre.
- (d) He will “issue” the indented medicines online, after 07 days of collection of packets by the Deptt. of Posts.
- (e) On the physical voucher, pharmacist will mark the indented medicines sent through Speed Post and stamp them as “medicines supplied under ALC contract and home delivered through speed post”.

**3. Role of ALC:**

- (a) Collect labels with details of beneficiaries desirous of door step delivery of indented medicines.
- (b) Pack the indented medicines (excluding injectables, medicines requiring Cold chain storage, medicines in glass bottles, narcotics and psychotropic drugs) in full quantity and without substitution as per Deptt. of Posts guidelines. The ALC shall ensure that no item as per the list of prohibited items as issued by Department of Posts from time to time is sent through Speed Post.
- (c) Deliver the packets with correct labels (with beneficiary contact details) to the Wellness Centre. Affix the stamp with Wellness Centre contact details on the packet.

- (d) In case of discrepancy in the supplied medicines, the ALC will make good the shortcoming at the door step of the beneficiary.

**4. Role of beneficiary:**

- (a) Carry valid prescription for issue/indent of medicines. Provide proper authorization in case representative is sent for issue/indent of medicines.
- (b) Provide consent for home delivery of medicines and agree to the terms mentioned in the Consent Form.
- (c) Provide legible and correct contact details for door step delivery through speed post.
- (d) Convey to CMO I/C immediately in case of discrepancy in indented drugs delivered through speed post.

**5. Role of Deptt. of Posts:**

- (a) Agreement with CGHS on BNPL scheme of Speed Post. Execute MoU with CGHS post the pilot project phase.
- (b) Guide the ALC regarding packing of medicines before initiation of the pilot project.
- (c) Collect the packets from the Wellness Centres before 12pm the next day of indent placing.
- (d) Bar codes shall be affixed on the packets in the warehouse.
- (e) The packets will be weighed at the warehouse before being despatched to the beneficiary.
- (f) If house is found locked, then two more visits will be made on next two days, after which the undelivered packet will be despatched back to the Wellness Centre.
- (g) SMS will be sent to the beneficiary on three occasions: when packet is booked, when it is out for delivery and at the time of delivery. Medicines shall be home delivered within 48 hours of being collected from Wellness Centre.
- (h) Excel sheet with details of the beneficiary will be maintained by the Deptt. of Posts at nominal charge.
- (i) Information about successful delivery will be conveyed through email to CGHS Wellness Centre.

**6. Role of Additional Director;**

- (a) Ensure timely payment to Deptt. of Posts
- (b) Ensure smooth implementation of the pilot phase.

Dr Manoj Jain  
Director CGHS

Copy for information to:

1. Additional Director CGHS North Zone, New Rajinder Nagar, New Delhi
2. PPS to ASDG CGHS
3. PS to JS CGHS
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