



OFFICE OF THE MISSION DIRECTOR  
NATIONAL HEALTH MISSION, ASSAM

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No: NHM-18017/7/2020-PROC-NHM/ECF-139421/1566

Date:- 24.04.2020

To

The Principal Secretary (All autonomous areas)/Deputy Commissioner, All Districts.

Sub: Launching of Dhanwantari Scheme: Delivery of essential & lifesaving medicines at doorstep.

Sir,

In view of repeated requests coming from various corners of Assam for delivery at door steps of essential & lifesaving medicines during COVID lock down period, Govt. of Assam has launched an innovative service "Dhanwantari" to facilitate the patients in need for medicines.

The proposed activity flow is as follows:

1. The patient/person in need will make a call to 104 (help line) or district control room number.
2. The 104 helpline/ district control room after receiving the call will convert the same to a link file with name, phone number and location of the caller.
3. Once the location is finalised, such link files will be forwarded to the District Drug Store Managers (DDSM) of NHM in concerned district.
4. The DDSM will create a WhatsApp Group of active Multi-Purpose Workers (MPWs), Block Pharmacists and RBSK pharmacists under the district and share the above file linkage with them in the group.
5. Once such information is received, the MPW/Block Pharmacist/ RBSK pharmacist shall make a call to the concerned person, collect the prescription and confirm the name and quantity of the medicine needed by him. Medicines will be delivered strictly as per prescription and for duration of 10 days only. Generic drugs will be provided as per availability.
6. Accordingly, the medicines may be of the following types:

Sl. no	Types of Drugs Requested	Method for Delivery
1	Those drugs available in state essential drug list.	Request through 104 to DDSM, NHM. Pickup and delivery through MPW to the given address. Delivery time- 12 hrs.
2	Those drugs not in state essential drug list but available in private pharmacy/ hospitals within district.	Request through 104-DDSM WhatsApp system-through MPW Medicine up to Rs 200 may be given free of cost. Medicine above Rs 200 will be facilitated only. Delivery time- 24 hrs.

3	Those drugs not available in districts but in another district like Guwahati, Dibrugarh, Silchar etc.	Request- 104- DDSM-NHM HQ – Mobilisation – Delivery in 48 hrs.
4	Those drugs not available in Assam and to be collected from Kolkata, Mumbai, Delhi etc.	Request -104-DDSM – State HQ- GoI- Collection at State HQ – then to the DDSM for home delivery. Delivery time – 7 days.

**Responsibility of different stake holders:**

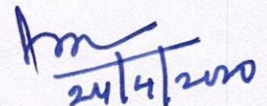
**1. 104 / District Control Room**

- Call receiving
- Processing
- Coding
- Sending Excel Sheet hourly to WhatsApp number/DDSM district wise
- Monitoring for reply of delivery

**2. DDSM/MPWs/Block Pharmacists/ RBSK Pharmacists/Pharmacists in Health Institutions**

- Creation of WhatsApp, Receiving number, WhatsApp group of MPWs, Picking medicine, Delivery of medicine, Completion of report of delivery (format A at annexure I).
- Daily compilation of drugs to be purchased by NHM at district level and state level and send to State HQ every day by 11.00 AM (format B at annexure II).
- Mobilisation of MPWs/Pharmacists, basic instructions and mobility support for fuel etc.
- Maintenance of drug store drug list and empanelling 2 nos of Drug Distributors/ Pharmacies.

The Principal Secretary/ Deputy Commissioner are requested to provide overall supervision and necessary assistance including mobility support through District Health Society. The expenditure made under this head, within the norms, is to be submitted to National Health Mission for clearance.

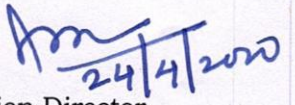
  
 (Dr Lakshmanan S, IAS)  
 Mission Director,  
 National Health Mission, Assam

**Memo No.** NHM-18017/7/2020-PROC-NHM/ECF-139421/1567-74 Date:- 24.04.2020

**Copy to:**

- Principal Secretary to Govt. of Assam, Health and Family Welfare, for kind information.
- Additional Director General of Police (Admin) State Police Head Quarters Guwahati for kind information.
- Commissioner & Secretary to Govt. of Assam, Health and Family Welfare, for kind information.
- The Director of Health Services, Assam for kind information. He is requested to provide necessary manpower and training for all concerned health officials in the district.
- The Director Medical Education, Assam for kind information and necessary action.
- Drug Controller Assam for kind information and necessary action.
- Superintendent of Police (all districts) for kind information and coordination for movement of MPWs/Pharmacists in the districts for medicine delivery.
- The Executive Director, NHM Assam- he is requested to provide necessary supervision and guidance for medicine delivery and state level procurement.

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9. Smti Pomi Barua ACS, Officer on Special Duty, NHM in charge for 104 Call centre for information and necessary action.
  10. Sri Mukut Phukan ACS, Officer on Special Duty, NHM in charge for NHM State Head Quarter Store, Narengi for information and necessary action.
  11. Sri Hardeep Singh Bambrah, GM – Head North East, Piramal Swasthya, (104 Call Centre) for necessary action. He is requested to organize the call centre to receive the calls and to forward consolidated excel sheets to the concerned DDSM on hourly basis.
  12. Dr. Dipjyoti Deka, State Programme Manager, NHM Assam for information and necessary action from SPMU.
  13. Joint Director(s) of Health Services of concerned districts for information and necessary action.
  14. District Programme Manager NHM & District Drug Store managers of concerned districts for information and necessary compliance. They are directed to maintain all necessary records.
  15. PS to Hon'ble Chief Minister of Assam, for kind appraisal of Hon'ble Chief Minister of Assam.
  16. PS to Hon'ble Minister of Health & Family Welfare, for kind appraisal of Hon'ble Minister of Health & Family Welfare, Govt. of Assam.

  
24/4/2020  
Mission Director,  
National Health Mission, Assam

### Dhanwantari Scheme

**Format A- 6<sup>th</sup> Hourly report on Delivery of Medicines at home.**

Name of the District.....

Report No.....

Date.....

Time.....

Sl. No	No of Calls for medicines forwarded by 104/ Whatsapp, specifically to the concerned district in the last 6 hours.	Cumulative No of Calls for medicines forwarded by 104/ Whatsapp, received under Dhanwantari scheme till now.	Number of home deliveries of medicines completed in the last 6 hours.	Cumulative number of home deliveries of medicines completed under Dhanwantari scheme till now.

District Drug Store Manager

## Dhanwantari Scheme

**Format B- Request for medicines not available in the District level and therefore forwarded to NHM Head Quarters**

Name of the District.....

Report No.....

Date.....

Time.....

Sl. No	List of Medicines not available in the district, but requests received in the last 24 hours.	Patient Details			Whether the prescription is verified and recommended.
		Name	Age	Phone number	

District Drug Store Manager