



SOP for Storage and Management of Medicines, Non-drug items and Equipment for LCS

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Document Approval

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Revision History

Revision	Revision Date	Reason for Revision	Revised by

<b>Prepared by</b>	<b>Reviewed by</b>	<b>Authorized by</b>
NVH	Review Committee	DoL



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**1. Purpose**

1.1 This SOP describes the procedures for storage and management of veterinary medicines, non-drug items and equipment for Livestock Central Store (LCS).

**2. Scope**

2.1 This SOP is applicable to receiving of goods, storage, management and dispatching of goods.

**3. Responsibilities**

3.1 All the staffs of LCS should follow this SOP.

Sl. No.	Official Designation	Responsibilities
1.	Store Officer	Planning, budgeting and management of LCS. Supervise receiving of goods, inspection and verification, labeling, storage, dispensing, recording & updating in the register & database, preparing reports & forwarding to NCAH. Facilitate submission of write-off proposal of the expired medicines and disposal of expired medicines. Verify and submit bills/ invoice to NCAH.
2	Assistant store Officer/ para-veterinarian	Receive goods, inspect, verify and storage of goods. Labeling of storerooms and shelves, storage, recording of temperature of rooms and refrigerator. Update bin card, stock register and issue goods received note and certify invoice received from the suppliers. Distribution of medicines and non-drug items based on distribution order received from NCAH following the principle of first-in/first-out (FIFO) or first-expiry/first-out (FEFO).
2.	Store Assistant	Supervise in maintaining cleanliness of store.

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		<p>Assist Assistant Store Officer in receiving of goods, inspection, storage, update bin card and stock entry, and preparation of goods received note.</p> <p>Packing of medicines and non-drug items, labeling of packages and supervise loading of the goods at the time distribution to field.</p> <p>Maintain temperature-recording sheets of storerooms and refrigerators.</p>
3.	Administrative Assistant	<p>Assist Store Officer in Administrative works including maintaining of files.</p> <p>Update EVDP database on regular basis.</p> <p>Reconciliation of physical balance, stock register and database.</p> <p>Assist Store Officer in facilitation of obtaining write off approval for expired medicines.</p> <p>Generate Goods issue note/ invoice at the time of distribution to the field.</p>
4.	Account Assistant	<p>Annual budget preparation, financial management and submission of financial reports.</p> <p>Maintenance of personal files and general correspondences.</p> <p>Assist Store Officer and Assistant Store Officer in compilation and submission of nearing drug expiry, internal drug mobilization and for obtaining write-off approval for the expired medicines.</p> <p>Assist Store Officer in preparation and submission of drug reports.</p>
5.	Store Attendant/ daily wage workers	<p>Unloading and arrangement of consignments in the store as per SOP.</p> <p>Maintenance of cleanliness of the storerooms, shelves and LCS premises.</p> <p>Packaging and loading of consignments at the time of distribution.</p> <p>Assist Assistant Store Officer and Store Assistant during physical inspection, verification, segregating of expired and non-expired drugs and during the disposal of hazardous and non-hazardous drugs etc.</p> <p>Any tasks assigned by Store Officer and Assistant Officer.</p>

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#### 4. Definitions

- 4.1 **Consignments:** It refers to newly arrived medicines, non-drug items and veterinary equipment in the store.
- 4.2 **DRA:** It refers to Drug Regulatory Authority
- 4.3 **Database:** A database is a collection of electronic information that is organized so that it can easily be accessed, managed, and updated.
- 4.4 **Dispensing Register:** It is a register to record medicines/non-medicines dispensed for use.
- 4.5 **DoL:** It refers to Department of Livestock.
- 4.6 **DLO:** It refers to Dzongkhag Livestock Office.
- 4.7 **Goods:** It refers to medicines, non-drug items and veterinary equipment.
- 4.8 **Inspection:** It refers to careful examination of medicines, non-drug items and veterinary equipment.
- 4.9 **LECs:** It refers to Livestock Extension Centers.
- 4.10 **LCS:** It refers to Livestock Central Store, Phuntsholing.
- 4.11 **Medicines:** It includes all kind of drugs for use in animals.
- 4.12 **Non-medicines:** It includes consumables such as instruments, cottons, bandages etc for use at the hospital.
- 4.13 **NCAH:** It refers to National Centre for Animal Health, Serbithang.
- 4.14 **Quarantine:** It is a place of isolation in which medicines, non-drug items and veterinary equipment that have arrived to LCS are placed.
- 4.15 **Staffs:** It includes Store Officer, Assistant Store Officer, para-veterinarians and staffs working at Livestock Central Stores.
- 4.16 **SOPs:** It refers to Standard Operating Procedures.
- 4.17 **Stock Register:** It is a register to record medicines, non-drug items and veterinary equipment with respect to quantity received, issued, cost, batch numbers and expiry dates.
- 4.18 **TVH:** It refers to Thomde Veterinary Hospital.
- 4.19 **VHs:** It refers to veterinary hospitals in the country.

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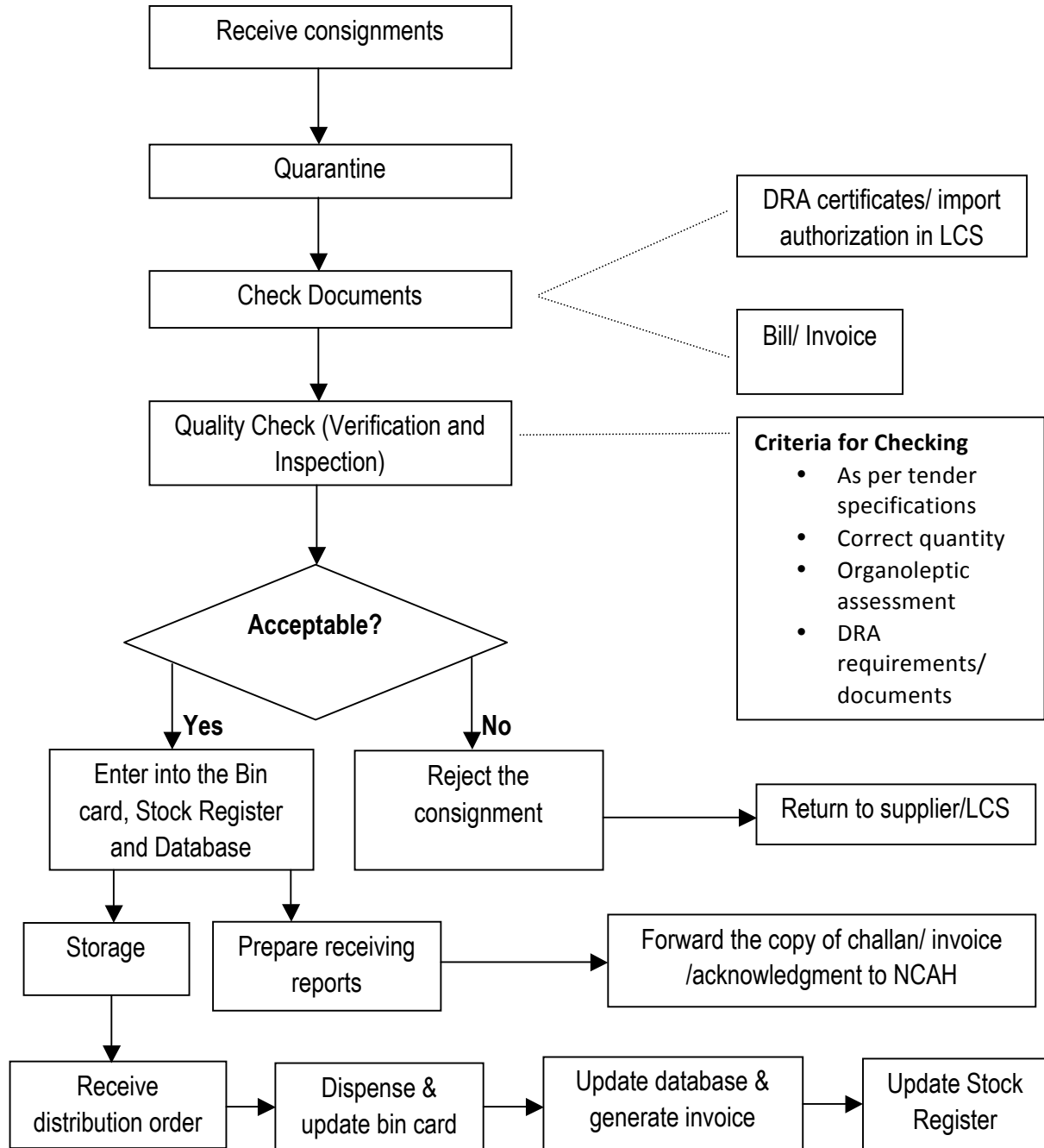




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**5. Process Map in Flow Chart**



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**6. Procedure**

- 6.1 Receive the goods from the suppliers along with documents (invoice, DRA certificates/ valid import authorization).
- 6.2 Quarantine the goods until DRA inspection and quality inspection by verification team are completed.
- 6.3 Check the document for all formalities like DRA certificates/import authorization, challan, invoice, supply order, transportation documents, etc.
- 6.4 Complete the formalities of receiving the goods from supplier/driver and duly sign the number of packages and quantity of items received.
- 6.5 Inspection
  - 6.5.1 Inspect the drugs, non-drug items and equipment received as per the inspection terms of reference.
  - 6.5.2 For quality inspection in LCS, related samples retained in TVH, Phuntsholing should be formally acquired and referred for inspection. Once the inspection is completed, the samples should be again handed over to TVH, Phuntsholing immediately. Samples shall be allowed to go out of TVH, Phuntsholing only on authorization from NCAH.
  - 6.5.3 Discrepancies, variations and damage are noted on the invoice as well as inspection report.
  - 6.5.4 Verify the invoice, DRA import authorization, supply order, item code, brand names and other relevant documents.
  - 6.5.5 Goods received by LCS should have a minimum of 18 months expiry period unless justified by the principal manufacturing companies and accepted by NCAH.
- 6.6 If the goods are accepted
  - 6.6.1 Store room
    - 6.6.1.1 The facility should have a separate storeroom for quarantining of goods and medicine and non-drug items storage with all rooms properly labeled.
    - 6.6.1.2 It should be well ventilated and protected from direct sunlight.
    - 6.6.1.3 It should have adequate medicine racks with proper labels and well designated for storing medicines, non-drug items and veterinary equipment.
    - 6.6.1.4 All rooms should have room thermometer with temperature monitoring chart maintained for each room, which should be recorded twice a day (morning and evening).
  - 6.6.2 Management of store
    - 6.6.2.1 All persons working in store should wear proper working dress with nametag.
    - 6.6.2.2 Enter the quantity received in bin card/ stock register/ database.
    - 6.6.2.3 Record batch number, manufacture date and expiry date in stock register/ database.

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6.6.2.4 Transfer the accepted goods to their allocated storage positions in the store where they are stored in first-expiry/first-out (FEFO) and or first-in/first-out (FIFO).

6.6.2.5 The medicine racks should be labeled in alphabetical orders and accordingly arranged in the racks.

6.6.2.6 Prepare receiving reports and forward the challan/ letter of acknowledgement to NCAH.

6.6.2.7 The medicine racks should have bin cards hung as per therapeutic groups and in the alphabetical orders within the same group. Each receive and issue of goods should be duly recorded on the bin card.

6.6.2.8 The controlled drugs like Ketamine and Diazepam should be stored in medicine storage shelf (steel almirah) and kept under lock and key. The Store Officer should strictly monitor the issue and usage.

6.6.2.9 Those drugs requiring to be kept in cold condition should be stored in refrigerator at the required temperature. The temperature recording chart for each refrigerators should be maintained and recorded at least twice a day (morning and evening).

6.6.3. Management of nearing expiry drugs

6.6.2.10 Maintain record of nearing expiry drugs, which are within six months of expiry period.

6.6.2.11 Communicate with NCAH for internal mobilization of nearing expiry drugs. NCAH in turn should liaise with regional EVDP focal points and LCS for internal mobilization of nearing expiry drugs.

6.6.2.12 Distribute nearing drugs expiry from LCS based on distribution order from NCAH.

6.6.4. Management of expired drugs.

6.6.4.1.1. Segregate the expired drugs.

6.6.4.1.2. Pack them in a container and store them in a separate area.

6.6.4.1.3. Maintain a record of expired drugs.

6.6.4.1.4. Prepare write off from DoL/MoAF as per existing financial rules and regulations (on quarterly basis).

6.6.4.1.5. Submit the list of expired drugs to NCAH, Serbithang for facilitation of disposal after acquiring write-off approval.

6.6.4.1.6. Segregate expired drugs as per pharmaceutical waste management guidelines developed by DRA.


6.6.4.1.7. All hazardous pharmaceutical wastes should be transported to LCS after completion of all formalities.

6.7. If the goods are rejected:

6.7.3. Rejected goods should be given full justifications for rejection by Inspection/ Verification team.

6.7.4. Return the rejected goods to the suppliers by LCS with copy of surrendered list

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and justification letter to NCAH.

6.8. Dispense/Dispatch

6.8.3. Issue of goods should be strictly based as per distribution order received from NCAH. Distribution order prepared by NCAH should be strictly as per the annual indents submitted by respective units/ Dzongkhags.

6.8.4. For emergency or ad hoc requirements, NCAH shall procure an additional 10% of the requirements and keep in LCS stock readily available to meet emergency/ ad hoc needs.

6.8.5. Goods to be issued should have adequate expiry period and goods issued should never be of less than 6 months expiry period.

6.8.6. Goods which are of less than 6 months expiry period should be proposed for immediate internal mobilization

6.8.7. Issue the goods and record in bin card, stock register and database.

6.9. Update the stock register/ database on real time basis. Reconciliation of physical stock, bin card, stock register and database should be done on weekly basis.

**7. Related Forms or Work Instructions**

7.1 SOP on Disposal of Pharmaceutical and Biological Wastes

7.2 <http://dra.gov.bt/wp-content/uploads/2015/07/Guideline-for-disposal-of-Pharmaceutical-Waste.pdf>.

**8. References**

3.2 Standard Operating Procedure for certificates of medicinal products, Europe.

3.3 Management Sciences for Health 2012 – Medical stores Management.

3.4 Pharmaceutical waste management guideline by DRA.

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