



STANDARD OPERATING PROCEDURE

SETTING UP, FUNCTIONING AND MAINTAINENCE OF BANK'S DISPENSARIES **CENTRALISED DISPENSARY MANAGEMENT SYSTEM**

1. INTRODUCTION

Human Resources continues to remain a critical factor in the Bank for achieving the growth targets and expansion needs. Human Resources in our bank is unique in as it is one of the few organizations in the country with such a large complement of staff belonging to diverse regional and cultural groups. Bank has a well-established structure for managing the human resources and its improvement is a continuous process. Employee's wellbeing and health is essential for smooth functioning of any organization. To provide the medical facilities to our employees, our bank has set up dispensaries to provide a range of medical services, including general checkups, treatment of illness and emergency care. The dispensary is equipped with basic medical equipment and supplies and can handle most common health problems.

2. SET-UP OF DISPENSARY

- a. Bank's Dispensaries are set up at Local Head Offices/Zonal Office Centers/RBOs as also at other Centers where the staff strength at such **Centers is 100 and above.**
- b. It is to be ensured that adequate space is available with bank offices at the identified Centre and no additional space will be rented for this purpose. Preference may be given to offices located at central point or at the office where the maximum number of staff is posted.
- c. Prior administrative approval from Corporate Centre is required for setting up Bank's Dispensary.

3. BENEFICIARY OF DISPENSARY: Bank employees, their dependent family members, pensioners/ family pensioners only.

4. MANNING OF DISPENSARY:

Dispensary will have to be manned by Bank's Medical Officer or by a doctor on contract basis with professional qualification of not less than MBBS.

Empanelment of Contract doctor will be done as per existing methodology defined. Remuneration to be paid to Contract Doctors be governed by provisions contained in Circular No. CDO/P&HRD-PM/51/2017-18 dated the 23rd October 2017. In this connection, we are adding that instead of empaneling of one doctor for dispensary management, Circle will request for approval of pool of doctors. Circle is free to use services of any doctor among pool as per waitlist in seriatim. The validity of such pool empanelment will be 3 years.

5. FUNCTIONING OF DISPENSARY

- a) Dispensary will have Consultation and Dispensation of medicines on the prescription of Bank's Medical Officer/Contract Doctor posted thereat. Practice of consultation outside and taking medicine at dispensary must be avoided. Beneficiaries are also requested not to force doctor for duration/prescription of medicine granted. Quantity of the needed medicine will be decided by Bank's doctor on duty after checkup of the patient.
- b) Functioning/working hours of Dispensary to be decided as per the need and regard to staff complement at the Centre/Branch. Dispensary may also function for one or two hours or on specified days in a week depending on the requirement at the Centre.
- c) Dispensaries may explore the possibility of providing medical facilities either before office hours or after office hours also depending upon the convenience of employees residing at the Centers and the availability of doctors during such hours.
- d) The Medical Officer may also decide about dedicated visiting hours of Pensioners.
- e) Doctor manning Dispensary will look after all functions of the Dispensary, ensuring efficient and smooth functioning of Bank's Dispensary.
- f) Providing day care treatment to patients, in select conditions.

6. PROCUREMENT OF MEDICINES

Dispensary will procure medicines as per Corporate Centre approved medicine list only. **(List of medicines attached as Annexure I).**

- a. The procurement of medicines shall be carried out in a structured and transparent manner to ensure availability of essential medicines for employees. The Circle shall assess the requirement of medicines (**generic medicines as far as possible**) based on consumption patterns, anticipated demands and

recommendations from Bank medical officers. Adequate stock management practices shall be followed including periodic inventory checks, expiry tracking and proper storage conditions to maintain the efficacy of medicines.

Further, for purchase of medicines (**generic medicines as far as possible**), three competitive quotations from reputed Vendors/ Stockists / Chemists, be obtained and as per Bank's extant instructions of procurements, orders for supply be placed with L-1 bidder. If the quantity of medicines is large, Centers may empanel a few vendors for a span of three to five years and financial bids (quotations) may be invited from these empaneled vendors every year as per requirement. **(List of medicines attached as Annexure I)**

- b. The status of procurement, any change in medicines and budget utilization should be apprised to the Drugs Purchase Committee on quarterly basis.

7. IMPLEMENTATION OF CDMS (CENTRALISED DISPENSARY MANAGEMENT SYSTEM)

- a. All Dispensaries must migrate to CDMS (Centralized Dispensary Management System) which maintains record of medicines procured, dispensed, stock of medicines on a given date, number of patients, etc.
- b. The Medical Officer should maintain proper record of all the data emanated from CDMS for the purpose of audit and compliance requirements.

8. VISITING SPECIALIST CONSULTANTS

The Bank Medical Officer heading the Dispensary may decide and recommend for provision of services of visiting Specialist Doctors such as ENT, Cardiology, Orthopedic, Ophthalmologist, etc. Circles are required to obtain prior administrative clearance of the Corporate Centre and Specialists are to be appointed by following Bank's extant guidelines for such appointments.

9. GENERAL CONDITIONS

The Medical Officer/concerned functionaries at Centers have to ensure smooth, efficient and economical functioning of Dispensary. Point to remember:

“THE DISPENSARY SHOULD NOT BE USED AS A ‘DRUG STORE’, BUT ONLY FOR MEETING THE GENUINE NEEDS OF EMPLOYEES/ THEIR ELIGIBLE FAMILY MEMBERS FOR ORDINARY AILMENTS”.

Annexure I

Medicine List

SNO	CHEMICAL COMPOSITION
1	Tab.Sodium Picosulfate (10mg)
2	Liquid Paraffin (3.75ml) + Milk Of Magnesia (11.25ml)
3	Tab.Dried Aluminium Hydroxide Gel I.P.: 300 mg Magnesium Aluminium Silicate Hydrate: 50 mg Magnesium Hydroxide I.P.: 25 mg Simethicone I.P.: 25 mg
4	Liquid.Magnesium Hydroxide I.P. (added as paste) Simethicone Sodium Carboxymethylcellulose Dried Aluminium Hydroxide Gel I.P. (added as paste)
5	Tab.Phenytoin (100mg)
6	Tab.Metronidazole (400mg)
7	Tab.Metformin Prolonged release (500mg)
8	Tab.Metformin Prolonged release (1000mg)
9	Tab.Vitamin C 500mg
10	Tab.Carbimazole (5mg)
11	Inj.Insulin Aspart (30%) + Insulin Aspart Protamine (70%)
12	Inj.Insulin Aspart (100IU)
13	Tab.Clonazepam (0.5mg)
14	Tab.Secnidazole (1000mg)
15	Tab.Isosorbide Dinitrate (5mg)
16	Tab.Thyroxine (100mcg)
17	Tab.Thyroxine (75mcg)
18	Tab.Thyroxine (50mcg)
19	Tab.Thyroxine (25mcg)
20	Tab.Thyroxine (12.5mcg)
21	Tab.Betahistine (16mg)
22	Luliconazole (1% w/w) Cream
23	Tab.Metoprolol Succinate (11.8mg)
24	Tab.Chlorpheniramine Maleate (2mg) + Paracetamol (500mg) + Phenylephrine (10mg)
25	Tab.Metformin (500mg) + Vildagliptin (50mg)
26	Tab.Rosuvastatin (5mg)
27	Tab.Fenofibrate (160mg) + Rosuvastatin (10mg)
28	Tab.Diclofenac (50mg) + Paracetamol (325mg) + Serratiopeptidase (15mg)
29	Tab.Ondansetron (4mg)
30	Tab.Teneligliptin (20mg)
31	Tab.Isosorbide Mononitrate (30mg)
32	Tab.Metoprolol Succinate (47.5mg)
33	Tab.Metoprolol Succinate (23.75mg)
34	Tab.Rosuvastatin (10mg)

35	Tab.Rosuvastatin (20mg)
36	Tab.Glimepiride (1mg)
37	Tab.Glimepiride (2mg)
38	Tab.Pheniramine (25mg)
39	Tab.Ramipril (2.5mg)
40	Tab.Ramipril (5mg)
41	Tab.Ibuprofen (400mg) + Paracetamol (325mg)
42	Tab.Furosemide (20mg) + Spironolactone (50mg)
43	Inj.Insulin Glargine (100IU)
44	Tab.Furosemide (40mg)
45	Framycetin (1% w/w) Ointment
46	Bifonazole (10mg/gm) Ointment
47	Bandaïd
48	Alcohol Swab
49	Tab.Mefenamic Acid (250mg)
50	Tab.Dicyclomine (10mg) + Mefenamic Acid (250mg)
51	Tab.Empagliflozin (25mg)
52	Salbutamol (100mcg) Inhaler
53	Tab.Azithromycin (250mg)
54	Tab.Azithromycin (500mg)
55	Ciprofloxacin (0.3% w/v) Eye Drops
56	Tab.Torsemide (10mg)
57	Formoterol (6mcg) + Budesonide (200mcg) Rotacap
58	Tab.Levocetirizine (5mg)
59	Mometasone (50mcg) Nasal Spray
60	Tab.Acetylcysteine (600mg)
61	Tab.Norfloxacin (400mg) + Lactobacillus (120Million spores)
62	Cap.Amoxycillin (500mg)
63	Tab.Alprazolam (0.25mg)
64	Rotahaler
65	Salmeterol (25mcg) + Fluticasone Propionate (250mcg) Inhaler
66	Cap.Tamsulosin (400mcg)
67	Tab.Atorvastatin (10mg) + Ezetimibe (10mg)
68	Tab.Cetirizine (10mg)
69	Ointment.Propylene Glycol Carbomer Colloidal silver Triethanolamine Silver Colloid Topical
70	Syrup.Cetirizine (5mg/5ml) + Ambroxol (30mg/5ml)
71	Tab.Amlodipine (2.5mg)
72	Choline Salicylate (8.7% w/w) + Lidocaine (2% w/w) Mouth Ulcer gel
73	Lyophilised Saccharomyces Boulardi/CNCM I-745 Sachets
74	Cap.Eicosapentaenoic Acid (EPA) 180 mg and Docosahexaenoic Acid (DHA) 120 mg

75	Paradichlorobenzene, Benzocaine, Chlorbutol, and Turpentine oil Ear drops
76	Tab.S-Amlodipine (2.5mg)
77	Tab.S-Amlodipine (5mg)
78	Tab.Tranexamic Acid (500mg) + Mefenamic Acid (250mg)
79	Tab.Bisoprolol (5mg)
80	Cap.Vitamin E or Tocopheryl Acetate IP
81	Tab.Thiamine Mononitrate Riboflavin Pyridoxine Hydrochloride Cyanocobalamin Gelatin Equivalent to Cyanocobalamin IP Nicotinamide Calcium Pantothenate
82	Naphazoline (0.05% w/v) + Phenylephrine (0.12% w/v) Eye drops
83	Chlorpheniramine Maleate (0.03% w/v) + Sodium Chloride (0.05% w/v) + Boric Acid (1.25% w/v) + Tetrahydrozoline (0.01% w/v) Eye drops
84	Sodium Chloride IP 2.60 gms, Potassium Chloride IP 1.50 gms, Sodium Citrate IP 2.90 gms, Dextrose Anhydrous IP. Sachets
85	Tab.Cefixime (200mg)
86	Tab.Fluconazole (200mg)
87	Benzocaine (1% w/v) + Chloramphenicol (5% w/v) Ear drops
88	Tab.Cinnarizine (25mg)
89	Moxifloxacin (0.5% w/v) Eye drops
90	Tab.Diloxanide (500mg)
91	Tab.Amoxycillin (500mg) + Clavulanic Acid (125mg)
92	Tab.Diethylcarbamazine (100mg)
93	Tab.Paracetamol (500mg)
94	Tab.Albendazole (400mg)
95	Tab.Allopurinol (100mg)
96	Ambroxol (30mg/5ml) + Levosalbutamol (1mg/5ml) + Guaifenesin (50mg/5ml) Syrup
97	Clotrimazole I.P: 1% w/w Dusting Powder
98	Mupirocin (2% w/w) Ointment
99	Tab.Telmisartan (20mg)
100	Tab.Telmisartan (40mg)
101	Tab.Telmisartan (80mg)
102	Tab.Telmisartan (40mg) + Amlodipine (5mg)
103	Tab.Telmisartan (40mg) + Hydrochlorothiazide (12.5mg)
104	Disodium Hydrogen Citrate (1.37gm/5ml) Syrup
105	Camphor USP, Chlorothymol, Eucalyptol USP, Menthol IP, Terpeneol BP Inhalation Capsule
106	Beclometasone (0.025% w/w) + Neomycin (0.5% w/w) + Clotrimazole (1% w/w) Ointment
107	Tab.Nitrofurantoin (100mg)
108	Tab.Tamsulosin (0.4mg) + Finasteride (5mg)

109	Tab.Chlorthalidone (6.25mg)
110	Tab.Febuxostat (40mg)
111	Tab.Febuxostat (80mg)
112	Tab.Chloroquine (500mg)
113	Tab.Pioglitazone (15mg)
114	Tab.Atenolol (25mg)
115	Tab.Cilnidipine (5mg)
116	Tab.Cilnidipine (10mg)
117	Tab.Nifedipine (10mg)
118	Tab.Nifedipine (20mg)
119	Cap.Loperamide (2mg)
120	Tab.Tramadol (37.5mg) + Paracetamol (325mg)
121	Bandaid
122	Tab.Ezetimibe (10mg)
123	Tab.Vitamin B12 (methylcobalamin), folic acid (Vit B9), iron (ferric ammonium citrate), and vitamin C
124	Cap.Itraconazole (100mg)
125	Cap.Methylcobalamin (1500mcg) + Alpha Lipoic Acid (100mg) + Vitamin B6 (Pyridoxine) (3mg) + Folic Acid (1.5mg)
126	Lidocaine (3% w/w) + Calcium Dobesilate (0.25% w/w) + Hydrocortisone (0.25% w/w) + Phenylephrine (0.1% w/w) + Zinc Oxide (5% w/w) + Troxerutin (2% w/w) Ointment
127	Oxymetazoline Hydrochloride IP Nasal Drops
128	Tab.Ofloxacin (200mg) + Ornidazole (500mg)
129	Sodium Chloride I.P. 0.65% w/v Nasal Spray
130	Tab.Paracetamol (650mg)
131	Tab.Sitagliptin (50mg) + Metformin (500mg)
132	Tab.Vildagliptin (50mg)
133	Tab.Sacubitril (24mg) + Valsartan (26mg)
134	Tab.Diclofenac (50mg)
135	Psyllium Husk, Kasni, Nimbukamlam, Svarjiksara and Root Extract Powder
136	Tab.Vitamin A I.P. (as Acetate) 5000IU, Methylcobalamin I.P. 500mcg, Cholecalciferol I.P. (Vitamin D3) 400IU, D – Biotin USP 150mcg, Ascorbic acid I.P. 75mg, Nicotinamide I.P. (Vitamin B3) 50mg, Tocopheryl Acetate I.P. 25mg, Calcium D-Pantothenate I.P. 10mg, Riboflavin I.P. (Vitamin B2) 5mg, Vitamin B1 (as Thiamine Mononitrate I.P.) 5mg, Folic Acid I.P. 1.5mg, Vitamin B6 (as Pyridoxine Hydrochloride I.P.) 1.5mg Minerals: Magnesium Oxide Light I.P. 10mg, Zinc sulphate I.P. 55mg Trace Elements: Copper Sulphate (as Copper Sulphate Pentahydrate BP) 2mg, Chromium Picolinate USP-NF 250mcg, Selenium (as Sodium Selenite Pentahydrate BP) 70mcg, Sodium Molybdate (as Sodium Molybdate Dihydrate BP) 25mcg, Manganese Sulphate Monohydrate BP 5mg Amino acid: L- Glutamic acid BP 50mg
137	Tab.Amlodipine (5mg)
138	Cap.Thiamine Mononitrate I.P, Riboflavin I.P, Pyridoxine Hydrochloride IP, Vitamin B12 IP (as tablets 1:100), Niacinamide IP, Calcium Pantothenate IP,

	Folic Acid IP, Biotin USP, Ascorbic Acid IP (as coated), Zine Sulphate Monohydrate I.P. equiv. to 15 mg elemental Zinc)
139	Tab.Folic Acid (5mg)
140	Tab.Prazosin (2.5mg)
141	Tab.Prednisolone (5mg)
142	Tab.Gliclazide (80mg) + Metformin (500mg)
143	Tab.Pregabalin (75mg) + Methylcobalamin (1500mcg) + Vitamin B6 (Pyridoxine) (20mg) + Folic Acid (5mg)
144	Tab.Naproxen (275mg)
145	Tab.Fexofenadine (120mg)
146	Cholecalciferol (Vitamin D3) 60000 IU Sachets
147	Cap.Thiocolchicoside (4mg)
148	Cap.Cranberry Extract, Proanthocyanidins, Soya oil. Cranberry extract, Gelatin-Food Grade(Capsule shell), tiulectants (420(i) & 422).
149	Tab.Gliclazide (60mg)
150	Tab.Diosmin (450mg) + Hesperidin (50mg)
151	Tab.Trimetazidine (35mg)
152	Tab.Indapamide (1.5mg)
153	Tab.Hydrochlorothiazide (12.5mg)
154	Tab.Atorvastatin (10mg)
155	Tab.Atorvastatin (20mg)
156	Tab.Atorvastatin (40mg)
157	Tab.Ciprofloxacin (500mg)
158	Tab.Clopidogrel (75mg)
159	Tab.Etoricoxib (90mg)
160	Tab.Atorvastatin (10mg) + Fenofibrate (145mg)
161	Tab.Glimepiride (1mg) + Metformin (500mg)
162	Tab.Sitagliptin (50mg)
163	Tab.Sitagliptin (100mg)
164	Tab.Sitagliptin (50mg) + Metformin (1000mg)
165	Tab.Nicorandil (5mg)
166	Tab.Telmisartan (40mg) + Metoprolol Succinate (50mg)
167	Tab.Levocetirizine (5mg) + Montelukast (10mg)
168	Polyethylene Glycol (0.4% w/v) + Propylene Glycol (0.3% w/v) Eye drops
169	Tab.Olmesartan Medoxomil (20mg)
170	Tab.Hydrochlorothiazide (12.5mg) + Olmesartan Medoxomil (20mg)
171	Tab.Hydrochlorothiazide (12.5mg) + Olmesartan Medoxomil (40mg)
172	Tab.Pantoprazole (40mg)
173	Tab.Losartan (25mg)
174	Tab.Losartan (50mg)
175	Tab.Losartan (50mg) + Hydrochlorothiazide (12.5mg)
176	Tab.Rosuvastatin (10mg)
177	Tab.Rosuvastatin (20mg)
178	Cap.Silodosin (8mg)

179	Cap.Domperidone (30mg) + Esomeprazole (40mg)
180	Tab.Voglibose (0.2mg)
181	Tab.Voglibose (0.3mg)
182	Tab.Diltiazem (90mg)
183	Tab.Domperidone (10mg)
184	Tab.Repaglinide (0.5mg)
185	Tab.Nebivolol (2.5mg)
186	Tab.1250 mg Calcium Carbonate from an Organic Source (Powdered Oyster Shell) equivalent to Elemental Calcium 500 mg, Vitamin D3 I.P. 250 IU
187	Tab.Elemental Calcium 500mg Alfacalcidol 0.25mcg
188	Cap.Doxycycline (100mg) + Lactobacillus (60Million spores)
189	Tab.Aspirin (75mg)
190	Tab.Aspirin (150mg)
191	Tab.Atorvastatin (10mg) + Aspirin (75mg)
192	Tab.Atorvastatin (10mg) + Aspirin (150mg)
193	Tab.Glimepiride (2mg) + Metformin (500mg)
194	Tab.Aluminum hydroxide, Magnesium hydroxide, Dimethicone Magnesium chloride
195	Bromhexine (4mg) + Guaifenesin (50mg) + Menthol (2.5mg) + Terbutaline (1.25mg) Syrup
196	Chlorpheniramine Maleate (2mg) + Dextromethorphan Hydrobromide (10mg) Syrup
197	Povidone Iodine (2% w/v) Gargle
198	Tab.Chlorzoxazone (500mg) + Diclofenac (50mg) + Paracetamol (325mg)
199	Bandage
200	Bandage
201	Tab.Dapagliflozin (10mg)
202	Tab.Etofylline (115mg) + Theophylline (35mg)
203	Tab.Saroglitazar (4mg)
204	Cap.Lactobacillus Acidophilus LA-5 and Bifidobacterium BB-12
205	Tab.Norethisterone (5mg)

S. No	JANAUSHADHI PRODUCT NAME	PACKING	MRP
1	Sodium Picosulphate 10 mg Tab	10	11
2	Luliconazole Cream IP 1% w/w 10gm	1	24.2
3	Ondansetron IP 4mg Tab	10	6.6
4	Ibuprofen 400mg & Paracetamol 325mg IP Tab	10	8
5	Frusemide 20 mg & Spironolactone 50 mg Tab	10	28
6	Alcohol Swab(spirit Swab)	1	1
7	MEFENAMIC ACID TAB.250MG.	10	10
8	DICYCLOMINE10+MEFENAMIC	10	13.2
9	Levocetirizine IP 5 mg Tab	10	7.7
10	Mometasone Aqueous Nasal Spray IP 0.05% w/v	1	102

11	Acetylcysteine 600 mg Tab	10	32
12	Alprazolam IP 0.25 mg Tab	10	4.4
13	Mouth Ulcer Gel(Choline Salicylate Na 9%,Benzalkonium Chloride 10gm	1	15
14	Vit E Soft gel 400 mg Cap	10	22
15	Oral Rehydration Salts IP 20.5g Sachet (WHO Formula)	1	10
16	DIETHYLCARBAMAZINE-100	30	17
17	Paracetamol 500 mg IP	10	7
18	ALBENDAZOLE 400 TAB	1	3.3
19	Allopurinol IP 100 mg Tab	10	11
20	CLOTRIMAZOLE 1% POWDER 100GM.	1	60.5
21	DISODIUM HYDROGEN CITRATE -1.4 gm/5ml SYP	1	22
22	Febuxostat 80 mg Tab	10	34
23	Loperamide IP 2mg Cap	10	7.7
24	Janaushadhi Suraksha(Adhesive Bandage Wash proof)	1	1
25	Diclofenac IP 50 mg Gastro-Resistant Tab	10	5.5
26	VIT.B.COMP.C ZINC CAP	10	9
27	Folic Acid IP 5mg	15	4.4
28	Cholecalciferol Granules 60000 IU / gm	1	9.9
29	Etoricoxib IP 90mg Tab	10	31
30	Pantoprazole IP 40 mg Gastro-Resistant Tab	10	12.1
31	LOSARTAN POTASSIUM 25MG	10	7.7
32	LOSARTAN POTASSIUM 50MG	10	12.1
33	LOSARTAN50+HYDRO.12.5MG	10	13.2
34	Esomeprazole (Ent Coat)40 mg & Domperidone 30mg(SR)	10	22
35	Calcium 500 mg & Vit D3 250 IU IP	10	7.7
36	POVIDONE IODINE GARGLE 2%(2059 100ML)	1	40
37	Chlorzoxazone 500mg, Diclofenac 50mg and Paracetamol 325mg Tablets	10	25
38	Crepe Bandage B.P.10 cm x 4 M	1	15
39	Crepe Bandage B.P.15 cm x 4 M	1	55
40	Pre & Pro-Biotic Capsules (Bacillus Mesentericus - 2M, Clostridium Butyricum - 4M, Lactobacillus Sporogeneses - 100M, Streptococcus Faecalis - 60M)	10	55
41	Diclofe1.16w/w+ Lin Oil3%+MethySali10% 30 gm Gel	1	24
42	Montelukast sodium IP 10 mg Tab	10	19.8
43	Surgical rubber gloves-Disposable,Sterile,6.5 inch (Pair)	1	20
44	Surgical rubber gloves-Disposable,Sterile,7 inch (Pair)	1	20
45	Surgical rubber gloves-Disposable,Sterile,7.5 inch (Pair)	1	20
46	Insulin Syringe (40 units) with 30G needle	1	5