

ABOUT ORGANIZATION

India Health Action Trust (IHAT) was instituted in year 2003 as a Charitable Trust under the Indian Trust Act, 1882 and its also registered with the Ministry of Home Affairs under the Foreign Contribution (Regulation) Act 1976. It was instituted to work closely with the central Government of India and state Government of Uttar Pradesh to achieve public health goals. The focus of the organization is in significant improvements in RMNCHA (Reproductive, Maternal, Neonatal and Child Health, Adolescent Health and Nutrition) which strengthens their public health system.

Government of Uttar Pradesh ensures the commitment for quality drugs at all the levels of public health facilities in each district with the support of Uttar Pradesh Technical Support Unit (UPTSU), a unit implemented by IHAT in partnership with the University of Manitoba, Canada, studied public health supply chain to identify an efficient solution for UP's public health supply chain.

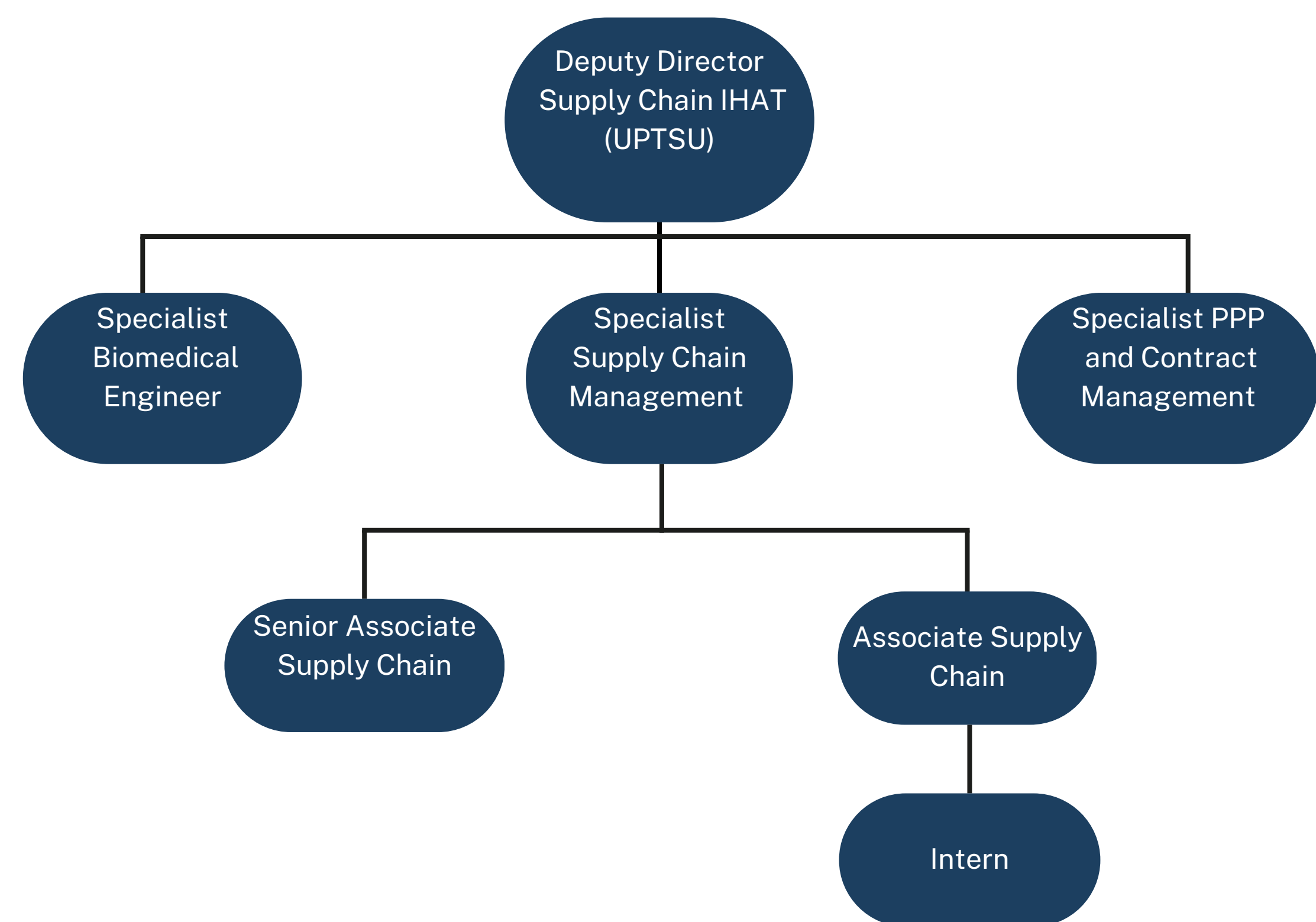
In March 2018, the Uttar Pradesh Medical Supplies Corporation (UPMSC) was incorporated as an independent corporation and as a nodal organization for centralized procurement and supply chain management of drugs, equipment and medical supplies for all the public health facilities of Uttar Pradesh.

MISSION & VISION

MISSION - To improve the health of the people and to offer quality care and services that sets community standards, exceed patients' expectations and the services are provided in caring, convenient, cost effective and accessible manner.

VISION - To meet the dynamic needs of state health. It strives to maintain the adequate availability of drugs, equipment's and other consumables at warehouses by achieving best procurements procedures.

ORGANOGRAM OF IHAT - UPTSU



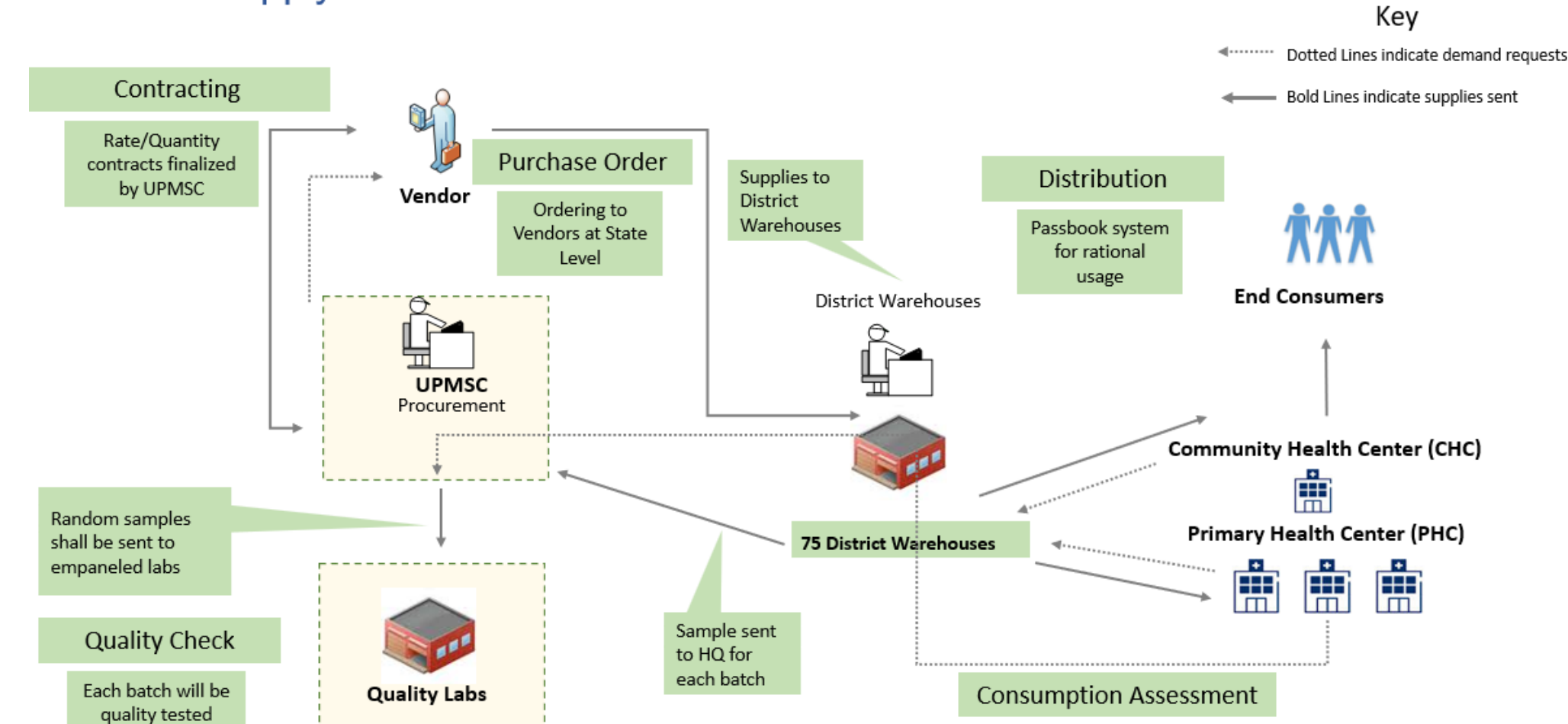
OBJECTIVE

- To ensuring the distribution and availability of essential drugs and consumables at the last mile.
- To ensure the right quality of infrastructure & resources for distribution to public health facilities.

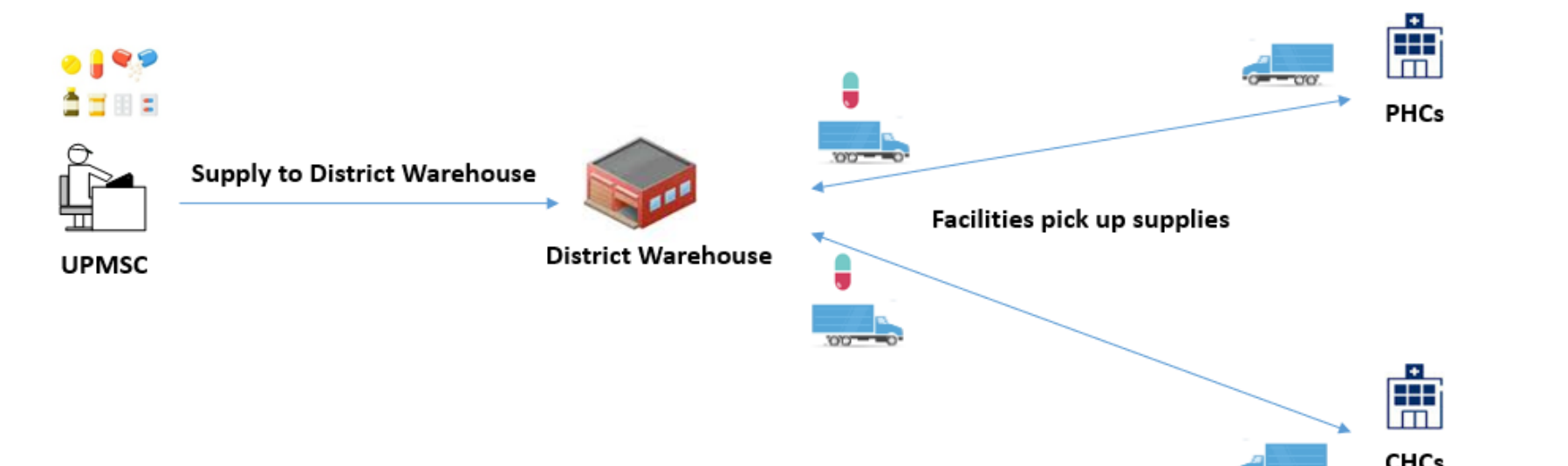
Last Mile Delivery

Last mile delivery in the Uttar Pradesh public health sector is a crucial component of the healthcare logistics chain, ensuring that essential medical supplies, vaccines, and medications reach the most remote and underserved areas of the state. With a large and diverse population, Uttar Pradesh faces significant challenges in healthcare delivery, including geographic barriers, infrastructural limitations, and logistical complexities. Effective last mile delivery systems are vital to overcoming these challenges, enhancing healthcare accessibility, and improving health outcomes for millions of residents. By leveraging innovative solutions and optimizing delivery processes, the public health sector can ensure timely and reliable distribution of critical healthcare resources, thereby strengthening the overall healthcare system in Uttar Pradesh.

UPMSC Supply Chain Model



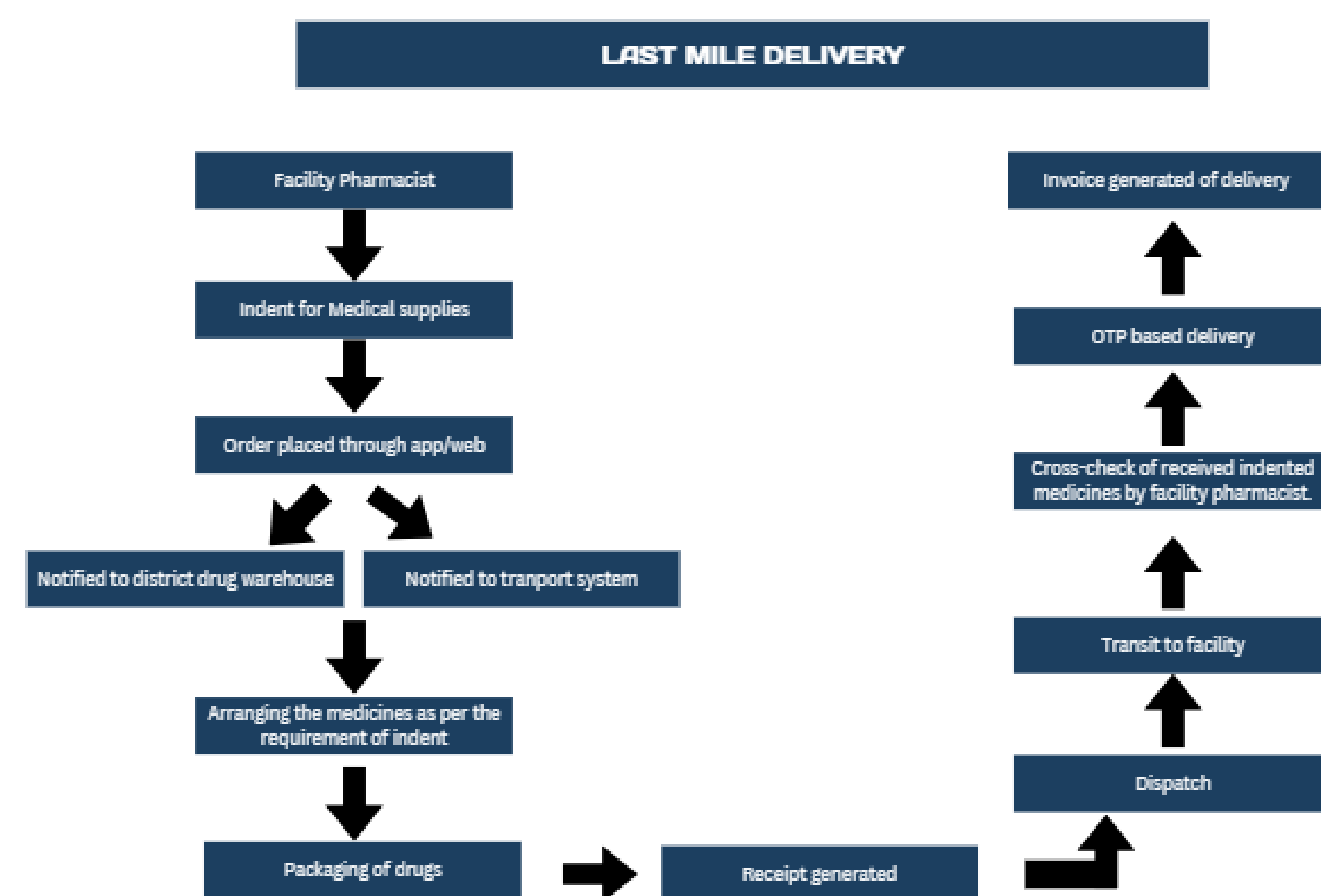
Facilities shall pick up stocks as per their requirement from UPMSC warehouses



Tech-Enabled Distribution Planning

- As per Roaster (schedule) pharmacist indent for the required drugs.
- After indent DVDMS notify to the drug warehouse and transport facility about the scheduled journey as per that route will be mapped.
- T+2 days i.e. after 2 days of indent order should be dispatched with receipt generation.
- Additionally, facilities' locations will be geocoded in DVDMS. At the time of receipt, a timestamp and geocoding stamp will be generated to ensure control.
- Post-delivery to the receiving facility, OTP will be used to acknowledge the receipt in DVDMS.
- After cross-checking of quantity of medical supplies by facility pharmacist OTP will be shared to the driver.

FLOW CHART FOR LAST MILE STEP



Count of Facility Type	Count of	Facility Type				
Division	Districts	CHC	DH	PHC	SH	Grand Total
Agra	4	49	6	297	11	363
Aligarh	4	37	6	191	6	240
Ayodhya	5	73	7	215	21	316
Azamgarh	3	53	6	194	12	265
Bareilly	4	58	5	252	9	324
Basti	3	34	3	133	5	175
Chitrakoot	4	31	7	134	10	182
Gonda	4	49	5	160	9	223
Gorakhpur	4	72	3	302	12	389
Jhansi	3	26	4	133	7	170
Kanpur Nagar	6	66	10	316	27	419
Lucknow	6	118	13	471	24	626
Meerut	6	55	9	413	15	492
Mirzapur	3	30	3	121	11	165
Moradabad	5	43	7	274	18	342
Prayagraj	4	76	3	277	25	381
Saharanpur	3	41	5	167	11	224
Varanasi	4	60	6	267	27	360
Grand Total	75	971	108	4317	260	5656

* For the purpose of study, this data is derived from UPKSK

DATA REQUIREMENTS

- No. of Facilities and District Warehouses.
- Geo Co-ordinates (Distance).
- Quantity per box.
- Frequency of indent facility wise.
- Contact details of pharmacist/Facilities incharge.

THEORY v/s PRACTICAL

THEORETICAL UNDERSTANDING

- Theoretical understanding in public health supply chain management involves studying concepts, principles, logistics, inventory management, procurement, and distribution strategies.
- It also provides a solid foundation for comprehending the complexities and interdependencies within the supply chain.

PRACTICAL EXPOSURE

- Practical exposure helps individuals apply theoretical knowledge to actual scenarios, enhancing their problem-solving skills and adaptability.
- It also provides insights into the everyday challenges and dynamics of public health supply chain management, such as Customer handling, Tender Evaluation, Inventory Management.

KEY LEARNINGS

- Recognize the significance of various departments within the organization and how their collaboration ensures its smooth operation.
- Participated in the India's largest Drug Tender where 205 pharmaceutical companies have pitched their tenders.
- Contributed for tender evaluation, tender documentation during tender selection process
- Visited drug warehouse & learnt about the different departments present in it and got to know how the warehouse is managed, Walk-in-Cooler (WIC), Iced Lined Refrigerator (ILR), Drug batch handling, Quality Control Process.
- Got exposure of a various system like Drug and Vaccine Distribution Management System (DVDMS).
- Learned about the regulatory and documentation required for a company to get qualified in a technical bid.
- Understood the upbringing concept of public health supply chain practically with ensured mission and vision.

Challenges faced during Internship.

- Understanding legal and regulatory frameworks which were complex and difficult to grasp.
- In the initial days, lack of experience made it challenging to navigate workplace dynamics, understand expectations and perform tasks efficiently.

USEFULNESS

Skills Development	Provided a platform to develop essential supply chain and procurement skills like negotiation, customer/supplier management, data analysis, and inventory management.
Industry Exposure	Exposure to the public sector supply chain and procurement functions helped observe professionals and learn industry best practices, trends, and techniques.
Resume Building	Relevant internships in supply chain management add significant value to a resume, demonstrating practical experience, industry exposure, and professional growth, making candidates more competitive in the job market.

CONCLUSION

- The Last Mile in public health sector is a critical juncture that can enhance distribution and availability of essential drugs and consumables across Uttar Pradesh. By implementing last mile UPMSCL ensures timely, efficient, and reliable delivery of medical supplies, overcoming geographical and logistical challenges.
- This system not only optimizes the supply chain but also strengthens the overall healthcare infrastructure, ensuring that even the most remote areas receive the critical healthcare resources they need. By this IHAT is making substantial strides towards improving healthcare accessibility and outcomes for millions of residents in Uttar Pradesh.

Suggestions

- Regulatory Implementation should be approved by Government within short period of time.
- Technology based system should be approached so that can make easy to relocate the transportation system.
- Customization in the system used for tracking of orders for efficient Last mile delivery.
- This can be systemized with DVDMS software which can make easy to access.

SWOT ANALYSIS

STRENGTHS

- It works in each district of Uttar Pradesh in which there are 75 district warehouses.
- Medical supplies is imported directly from manufacturer.
- Ensuring of availability of drugs by 95% in each district drug warehouse.

WEEKNESS

- This model lacks the last mile process which temper the working schedule of facility pharmacist.
- It does not have proper transportation system due to which facility pharmacist receive the drugs through any of vehicle which hazards the safety of drugs.
- Re-Imburse mechanism is not implemented properly in the system.

OPPORTUNITIES

- Roaster schedule should be prepared as per which block wise facility can receive their indented supply.
- If state government provide funds for last mile delivery then this whole system can be developed which enhance the efficiency of operations.

THREATS

- There should be a separate team for the monitoring and analyzing this system of last mile.
- Setup of advanced system which regulates this delivery to facility for enhancing operational efficiency.

SWOT



Name - Gadhiya Yash .Jitendrabhai
Roll no. - 0500
Batch - MBA PM-15