

NEIGRIHMS

North Eastern Indira Gandhi Regional Institute of Health & Medical Sciences, Shillong.
(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)
Director's Block, GPO Post Bag No. 92, Mawdiangdiang, Shillong-793018 Meghalaya

General Administration,
Administrative Block.

Phone: (0364) 2538012

F.No. GAD-MISC/14/2024-GAD-Part (3)

Dated Shillong the June, 2026

OFFICE ORDER

On the approval of the Competent Authority, all concerned departments and sections are directed to comply with the following decisions made in the meeting chaired by the **Director, NEIGRIHMS** held on **10 June 2026 at 4:15 PM** in the **Director's Conference Room** - to review hospital pharmacy operations, implementation of cashless healthcare schemes, patient service delivery, and preparedness for the Institute-wide rollout of the **NextGen eHospital** and **eOffice** platforms :-

1. Medicine List

The list of essential drugs and disposable/ surgical stores to be stocked and supplied shall be restricted to list finalized by the Committee for essential drugs/ disposable/ surgical stores under the Chairmanship of MS and approved by the Institute authority and provided by the respective Departments.

2. Departmental Indents

All Departments shall submit their indents for drugs, disposable/ surgical stores and consumables to the Central Store on quarterly basis, which will be issued in staggered schedule, once in a week as per schedule notified. Heads of Departments shall be responsible for monitoring the need, usage and indenting for ensuring that there is no overstocking/ expiries of stores .

3. Single Window Pharmacy

The Single Window Pharmacy shall function on a 24×7 basis to ensure uninterrupted patient services. Additional Manpower will be provided as and when required for providing inputs required for clearances, based on the requests of the Senior Store Officer, Accounts Officer and Superintending Pharmacist. However, stocks are generally not issued from Central stores beyond schedule working hours, except in case of emergencies, as per policy applicable in all Central Medical Institutes.

4. Cashless Healthcare Schemes

MHIS and other cashless healthcare service providers shall regularly provide details of the sanctioned credit limit and available balance. Utilization under such schemes shall be restricted to a maximum cap of 35% drugs and disposable/ surgical stores, in accordance with applicable norms.

5. Billing

Pharmacy/Vendor shall ensure that payments are not billed to NEIGRIHMS, Shillong except as provided under the approved contractual arrangements.

6. Non-Availability Certificates (NAC)

The Pharmacy/Vendor shall be liable for penalties for issuance of Non-Availability Certificates (NACs) as per the terms and conditions of the contract.

7. Stock Management

Adequate stock of medicines and consumables shall be maintained at all times. For general requirements of the Hospital, indent may be raised by the Hospital administration, MS/DMS and the In-charge of stores, as approved. A suitable buffer stock of listed essential drugs and disposable/ surgical stores shall be maintained both in the Hospital Store and the Pharmacy to prevent shortages and disruptions in patient care.

8. Procurement of Drugs and Devices

All listed essential drugs and disposable/ surgical stores shall be processed from the NEIGRIHMS Pharmacy and Central Store. Consignment basis stores shall be processed for the successful vendors' through bidding process as per guidelines, wherever required as per list/details finalized by the user departments and as approved by the Institute administration/CA.

9. Online OPD Registration and Appointment System

The online OPD registration and appointment system shall be configured department-wise with a daily appointment limit ranging from 150 to 300 patients, depending upon the size and workload of the respective Department. A step by step guide for online appointment shall be uploaded on the Institute's Website.

10. LIS and RIS

LIS configuration is almost complete and awaiting final test and confirmation by the Lab In-charge. RIS implementation is underway and will take some additional time. PACS has already been functional.

11. Mandatory Use of NextGen eHospital and eOffice Platforms

It was decided that all Departments, Centers, Units, Laboratories, and Administrative Sections shall mandatorily utilize the NextGen eHospital platform and eOffice for all applicable activities with effect from **15.06.2026**. For the master Inventory, stocks and indents the cycle will commence from 1st July'2026.

Accordingly:

- a) All activities relating to patient registration, admissions, OPD/IPD workflows, billing, laboratory services, radiology services, medical records, store and inventory management, and other designated hospital processes shall be carried out through the NextGen eHospital platform.
- b) All official file movement, note sheets, correspondence, approvals, and administrative workflows shall be processed through eOffice.
- c) Any operational issues or workflow concerns arising during the initial implementation phase shall be reported to the IT Cell for review and resolution.
- d) All Heads of Departments, Heads of Centres, Nodal Officers, and concerned staff shall ensure strict compliance with these directions.

Assistant Registrar
General Administration

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Dated Shillong the June, 2026

Copy for information:

1. All HODs/ HODs Incharge, NEIGRIHMS, Shillong for kind information and necessary action.
2. Senior Store Officer, NEIGRIHMS, Shillong for kind information.
3. PA to Director, for kind information of the Director.
4. PS to DDA, for kind information of the DDA.
5. IT Cell, NEIGRIHMS, for kind information and necessary action.
6. Office Copy.