HEALTH

Improving Efficiency of Health Care Systems in Multiple States

PROJECT INFORMATION

Area: Health, Poverty Reduction
Budget: US$ 89 million
Duration: 2013-2017
Government Counterpart: State Governments and Government of India
Implementing Partner(s): UNDP
Locations(s): West Bengal, Haryana

Background

Many state-level health care systems in India lack adequate infrastructure and capacity to procure medical goods and supplies. With the emphasis of National Rural Health Mission (NRHM) and other Government programmes on decentralization of both planning and delivery, these weaknesses have a serious impact on the quality of medical services at the state level. There is thus a need to address the capacity gaps in the procurement of medical goods in a timely and cost-efficient manner in line with global quality standards. It is in response to this need that UNDP is providing demand-based procurement support to West Bengal and Haryana. The project is being implemented directly by UNDP in close collaboration with the state governments of West Bengal and Haryana.

UNDP is also working with the Government of the National Capital Territory (NCT) of Delhi. The government provides free health services to the public through its network of 38 hospitals and dispensaries. Procurement and supply chain management is one of the key activities undertaken by doctors and pharmacists for their respective areas of practice and operation. However, these personnel are not trained in procurement and supply chain management. As a result, efficient procurement processes are often not followed, leading to delays and higher costs of acquisition. The government is therefore keen to build internal capacities and adopt best practices and standardized protocols for efficient and effective supply chain management. Given UNDP’s work in providing procurement and capacity building support to other states in India, the Government of Delhi is collaborating...
with UNDP for procurement training and certification of its personnel. Accordingly, an agreement was signed in 2014 between Department of Health and Family Welfare, the Government of NCT of Delhi and UNDP to provide training and certification to officials of the Government of NCT.

About the project

• The framework of Country Programme Action Plan provides that any government partner or state government can request UNDP to provide development support services. Assist the governments of Haryana and West Bengal in establishing, in a phased approach, an efficient procurement system.

• Build capacity of the state governments and gradually hand over roles and responsibilities to the identified government entity. In cases where no regular system has been institutionalized for training and implementation, UNDP will provide technical assistance in setting up these. The assistance will include training and certification.

• Build capacity over a period of five years, which will include a need assessment of the procurement capacities of the existing government entity, finalizing a blueprint for the implementation of corrective actions to plug identified gaps, training on the newly developed systems and practices, setting-up of an oversight mechanism etc. During the transition period to full procurement capacity, UNDP will handle transactional procurement.

Developments so far

• Demand-based support services are being provided to Haryana and West Bengal for the procurement of critical items for NRHM (medical mannequins, ASHA kits, IFA tablets and syrup, radiant warmers, phototherapy units etc.)

• In addition, UNDP has assisted in the procurement of a wide variety of medical equipment, including ambulances, critical care units, laparoscopic sets, drugs and pharmaceuticals, as well as equipment for paediatrics, ophthalmology, tuberculosis treatment, BSL-3 labs, blood banks, cardiology, obstetrics and gynaecology, and surgical equipment.

• An online monitoring tool has been developed for supply chain and contract management.

• Basic level procurement training has been provided to state corporation personnel.

• An international certification programme on procurement and supply chain management is being conducted for 50 doctors in the NCT of Delhi.