



Kerala Medical Services Corporation Limited (KMSCL)

Ensuring Affordable, Accessible and Quality Medicines & Equipment for Kerala.

Our Services:

- ✓ Procurement & Supply of Essential Medicines
- ✓ Medical Equipment Procurement & Maintenance
- ✓ Karunya Community Pharmacies & Karunya@Home



Vision, Mission, Objectives



Vision

To ensure universal access to affordable, quality medicines, medical equipment, and healthcare services, thereby strengthening Kerala's public health system and improving the lives of citizens.

Mission

- To act as the central agency of the Government of Kerala for the procurement, storage, and distribution of essential medicines, surgical supplies, and medical equipment.
- To establish and operate Karunya Pharmacies, diagnostic facilities, and other healthcare support services to make medicines and care affordable for all.
- To create modern infrastructure such as warehouses, cold chain facilities, and engineering workshops for healthcare delivery.
- To implement transparent, efficient, and accountable systems that reduce costs and ensure timely delivery of health commodities to institutions and citizens.

Objectives

1

Procurement & Supply: Purchase, manufacture, or otherwise procure and supply medicines (allopathic, ayurvedic, homeopathic, veterinary), surgical accessories, and hospital equipment to government institutions, private partners, and the public.

2

Infrastructure Development: Construct, establish, and maintain hospitals, diagnostic centres, medical shops, labs, canteens, and other ancillary health facilities.

3

Warehousing & Storage: Establish warehouses, godowns, and cold storage facilities across districts to ensure safe and scientific storage of medicines and medical products.

4

Equipment & Maintenance: Set up workshops for manufacturing, assembling, and repairing medical equipment and hospital furniture, and undertake hospital infrastructure maintenance.

5

System Efficiency: Implement systems for pooled procurement, scientific demand forecasting, and accountable distribution to optimize expenditure and minimize scarcity/wastage.

6

Quality & Compliance: Provide quality assurance in material management and service delivery, ensuring that only safe and effective drugs and equipment reach the end-users.

7

Research & Training: Establish a Market Intelligence Wing to study drug consumption patterns and morbidity, and organize training programs for medical administration, inventory management, and distribution.

8

Expansion & Collaboration: Set up branches, enter into partnerships, joint ventures, or collaborations (technical and financial) with national and international agencies to strengthen healthcare delivery.

Organisation & Infrastructure

Organisational Structure

- Managing Director – Overall leadership and direction.
- General Manager – Overseeing divisions such as Essential Drugs, Medical Equipment, Karunya Pharmacies, Finance, and IT & Digital Transformation.
- Divisional Managers – Responsible for Warehousing, Procurement, Supply Chain Operations, and Quality Control.
- Regional Warehouses & Field Offices – Located across districts, ensuring last-mile delivery of drugs and equipment.

Kerala Medical Services Corporation Ltd. (KMSCL) is a Government of Kerala undertaking, functioning as the state's central agency for procurement, storage, and distribution of medicines and equipment.



KMSCL has created robust state-wide infrastructure to ensure timely, transparent, and efficient delivery of medical services:

Infrastructure & Facilities

1. Warehousing Network

- 17+ Regional Drug Warehouses strategically located across Kerala.
- Modern storage facilities, cold chain units, and inventory control systems.
- Barcode-based stock tracking (being implemented under ERP reforms).

2. Karunya Community Pharmacies

- 75+ pharmacies operating across Kerala.
- Medicines provided at discounts ranging from 10% to 93% of MRP.
- Karunya@Home: Special doorstep delivery service for senior citizens and pensioners.

3. Quality Control Facilities

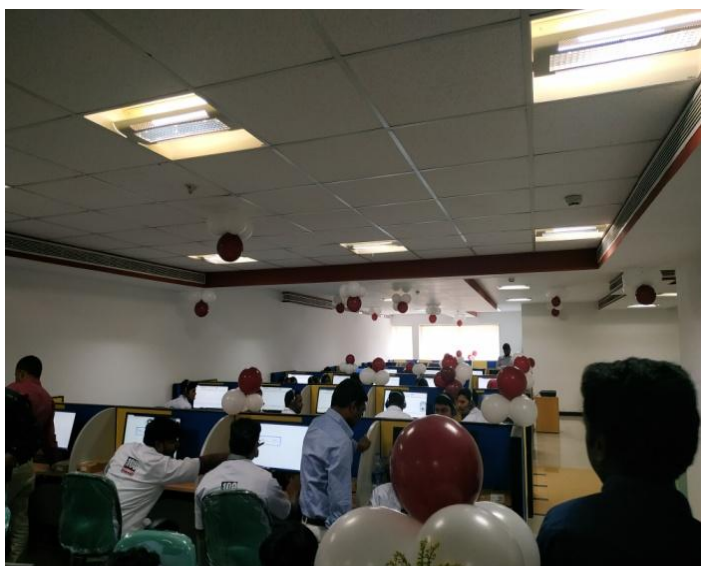
- In-house and partner laboratories for quality testing of medicines and consumables.
- Stringent batch testing and recall protocols.

4. Equipment Management

- Procurement and supply of biomedical equipment to government hospitals.
- Engineering workshops for equipment assembly, repair, and maintenance.

5. Digital Systems & IT Platforms

- Drug Distribution Management System (DDMS).
- Equipment Management System (EMS).
- Distributed Pharmacy Management System (DPMS).
- Karunya@Home application.
- Transitioning towards a **unified Supply Chain Management ERP** with AI forecasting and real-time analytics.



History and Key services offered

History

- Incorporated in 2007–08 under the Companies Act, 1956 as a fully government-owned company.
- Established to streamline the procurement and distribution of medicines, consumables, and medical equipment for the public health system.
- Over time, expanded operations to include Karunya Pharmacies, warehousing networks, equipment supply and maintenance, and home-delivery initiatives.
- KMSCL today stands as a model public sector supply chain corporation in India, benchmarked for its scale and transparency.

Roles & Responsibilities

01

Procurement: Centralised procurement of drugs, consumables, and biomedical equipment

02

Distribution: Timely distribution of medicines and equipment to all government health facilities in Kerala

03

Retail & Public Service: Operating Karunya Pharmacies and doorstep delivery services.

04

Infrastructure Development: Constructing and maintaining hospitals, pay wards, diagnostic centres, warehouses, and engineering workshops.

05

Quality Assurance: Ensuring medicines and equipment meet strict quality standards before distribution.

06

Financial Accountability: Implementing pooled procurement, cost optimization, and transparent fund utilisation.

07

Digital Transformation: Adopting ERP-based supply chain and IT-enabled workflows for real-time inventory and procurement.

Key Services

Strengthening Drug & Equipment Supply Chain

- Upgrading legacy systems (DDMS, EMS, DPMS) into an integrated ERP platform.
- Introducing AI-driven demand forecasting and VED/EOQ-based inventory optimization.
- Establishing modern warehouse practices – barcoding, FEFO (First-Expiry-First-Out), and real-time tracking.

Expansion of Karunya Services

- Scaling Karunya Pharmacies across districts.
- Launch of Karunya@Home to support senior citizens with medicine delivery.

Infrastructure Modernisation

- Cold chain-enabled warehouses for vaccines and temperature-sensitive medicines.
- Engineering workshops for equipment repairs and biomedical engineering support.

Healthcare Support Initiatives

- Providing subsidised medicines to lakhs of citizens annually.
- Ensuring uninterrupted supply of critical drugs to hospitals and health centres.
- Reducing out-of-pocket expenditure for patients through Karunya initiatives.



Key Achievements



Universal Reach: Medicines and equipment supplied to more than 1,200 government hospitals and health centres across Kerala.



Affordable Medicines: Operation of 75+ Karunya Pharmacies, offering discounts up to 93% on MRP, directly reducing citizens' healthcare expenditure.



Home-Delivery Innovation: Launch of Karunya@Home in 2021, delivering medicines to senior citizens and pensioners at their doorstep.



IT Modernisation: Introduction of digital platforms such as DDMS, EMS, DPMS, and Karunya@Home systems; moving towards a cloud-ready integrated ERP.



Warehousing Strength: Establishment of 17+ district-level warehouses with cold chain and storage facilities.



Supply Chain Efficiency: Adoption of pooled procurement, cost optimization, and transparent financial practices to reduce wastage and ensure timely availability.



Public Impact: Karunya Pharmacies have supported lakhs of patients annually with subsidised medicines for chronic and critical illnesses.

Success Stories

Karunya Pharmacies have become a lifeline for patients suffering from chronic illnesses like cancer, diabetes, and heart disease, ensuring access to medicines at a fraction of market cost.

Transparent procurement practices have positioned KMSCL as a model public sector supply chain corporation in India.

Digital reforms have improved tracking, accountability, and reduced leakages in drug and equipment distribution

Indicator	Details
Hospitals Served	1,200+ Government Hospitals & Health Centres
Drug Warehouses	17+ Regional Warehouses
Karunya Pharmacies	75+ outlets across Kerala
Discount Offered	10–93% below MRP
Karunya@Home Beneficiaries	5,000+ senior citizens & pensioners
Equipment Supplied	Thousands of biomedical devices to hospitals
Quality Assurance	In-house & partner drug testing labs
Digital Systems	DDMS, EMS, DPMS, Karunya@Home; migrating to ERP
Workforce	Multidisciplinary teams across drugs, equipment, finance, IT & operations





KMSCL is moving towards becoming a next-generation health supply chain institution by 2030:

Technology Transformation

Quality & Compliance

Infrastructure Strengthening

Sustainability & Efficiency

Citizen-Centric Services

- Migration to a cloud-ready, integrated ERP platform with AI-driven forecasting and real-time analytics.
- Mobile apps and digital dashboards for hospitals, warehouses, and citizens.
- Strengthening drug testing labs and biomedical equipment inspection protocols.
- End-to-end traceability of drugs and equipment, including batch recalls and e-waste compliant disposal.
- Modernisation of warehouses with cold chain, barcoding, and First-Expiry-First-Out (FEFO) systems.
- Expansion of Karunya Pharmacies and Karunya@Home services across Kerala.
- Implementation of VED/EOQ-based inventory management to minimise expiries and reduce wastage.
- Greener supply chain practices – solar-enabled warehouses, digital paperless workflows.
- Launch of a citizen-facing digital portal for Karunya@Home orders.
- Improved patient data integration for continuity of care.

Beneficiary Information

<p>Karunya Pharmacies</p> <p><i>Available in all major towns, offering medicines at 10–93% discounts.</i></p>	<p>Karunya@Home</p> <p><i>Eligible senior citizens and pensioners can register through their nearest Karunya outlet for doorstep delivery of medicines.</i></p>	<p>Hospitals & Health Centres</p> <p><i>All government health institutions are serviced by KMSCL for uninterrupted drug and equipment supply.</i></p>	<p>Helpline & Support</p> <p><i>Dedicated helplines and grievance redressal channels for patients and institutions.</i></p>
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**KERALA MEDICAL
SERVICES
CORPORATION**

**Let's Build a
Life-Saving
Network –
Together**



Contact Us

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**Kerala Medical Services Corporation Ltd. (KMSCL)
Government of Kerala Undertaking**



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