



**STANDARD OPERATING PROCEDURE  
DRUGS, VACCINES & EQUIPMENT UNIT  
NATIONAL CENTRE FOR ANIMAL HEALTH, SERBITHANG**



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## **STANDARD OPERATING PROCEDURES FOR MANAGEMENT OF ESSENTIAL VETERINARY DRUG PROGRAM (EVDP)**

### **Document Approval**

<b>Prepared by:</b>  NVMC- subcommittee  Signature .....  Designation.....  Date .....	<b>Reviewed by:</b>  National Veterinary Medicine Committee  Signature .....  Designation.....  Date .....
<b>Authorized by:</b>  National centre for Animal Health  Signature .....  Designation.....  Date .....	

### **Revision History**

Revision	Revision Date	Reason for Revision	Revised by

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## Definitions and Abbreviations

**AHD:** It refers to Animal Health Division under the Department of Livestock.

**Awardee:** It refers to the individual who is awarded the tender.

**BFDA:** It refers to the Bhutan Food and Drug Authority.

**CAs:** It refers the Centre Agencies.

**CFs:** It refers the Central Farms.

**Direct procurement:** It refers to procurement of identified items wherein normal procurement formalities can be exempted, and the procurement is to be made directly from the distributor/manufacturer after obtaining approval from relevant authorities.

**Distribution List:** It refers the indented list of medicines, equipment and consumables which is approved by DVEU as per the stock at LCS.

**Distribution order:** It refers to official letter signed by program director of NCAH for distribution of medicines, equipment and consumables to respective dzongkhags/agencies.

**DoL:** It refers to the Department of Livestock.

**DVEU:** It refers to Drugs, Vaccine & Equipment Unit, NCAH, Serbithang.

**DVH:** It refers to District Veterinary Hospital.

**Effective Date:** It refers to the date that a document becomes effective for use.

**e-GP:** It refers to the electronic government procurement system.

**Emergency requisition:** Those medicines that are immediately required and faced acute shortage in the field and not included in normal distribution cycle.

**EVDP Focal:** It refers to the person who is identified and appointed at Regional and dzongkhag levels to carry out activities related to EVDP as defined by EVDP-TOR.

**EVDP:** It refers Essential Veterinary Drug Program.

**Identified items:** It refers to the veterinary medicines, vaccines, consumables and hospital equipment required during an emergency outbreak or for those items unquoted in the tender.

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**LCS:** It refers to the Livestock Central Store, Phuntsholing.

**MoAL:** It refers to the Ministry of Agriculture and Livestock.

**MoF:** It refers to the Ministry of Finance.

**MPD:** It refers to the Medical Product Division.

**NCAH:** It refers to the National Center for Animal Health, Serbithang.

**NDAs:** It refers the Non-Departmental Agencies.

**NVH:** It refers to National Veterinary Hospital.

**PA Admin.:** It refers to the Procurement Agency Administrator.

**PRR:** It refers to the procurement rules and regulations.

**RVH-EC:** Regional Veterinary Hospital and Epidemiology Center.

**RLDC:** It refers the Regional Livestock Development Centre.

**RNR-EC/LECs:** It refers to Renewable Natural Resources Extension Center/ Livestock Extension Center under the Department of Livestock.

**RNR-EC:** it refers to the Renewable Natural Resources Extension Center.

**RVH&EC:** It refers the Regional veterinary Hospital & Epidemiology Centre.

**TEC:** It refers to the Tender Evaluation Committee.

**Veterinarian:** it refers to a person with a qualification in B.V.Sc. & AH/ DVM.

**Veterinary Paraprofessional:** It refers to a person with diploma in Animal Science and is authorized to provide treatment to the animals.

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## **1. SOP for Annual Indenting of Veterinary Medicines, Vaccines, Equipment and Consumables**

### **1.1. Purpose**

This SOP describes the procedure for annual requisition/indenting of veterinary medicines, vaccines, consumables, and equipment for annual procurement by the National Center for Animal Health.

### **1.2. Scope**

This SOP is applicable to the institutions involved in annual requisition/indenting of veterinary medicines, vaccines, consumables, and equipment.

### **1.3. Responsibilities**

<b>Sl. No.</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1.	LECs/CAs/CFs/NDAs	1. Submit the respective annual indent to respective DVHs/RLDC/RVH&EC
2.	DVH	1. Compile the indents received from the LECs. 2. Review and validate the indent submitted. 3. Submit the compiled indents to the respective RVH&EC
3.	RVH&EC/RLDC	1. Compile the indents received from the DVHs/CAs/CFs 2. Review and validate the indents submitted. 3. Forward the compiled indents to NCAH
4.	DVEU/NCAH	1. Quantification of Annual Indent

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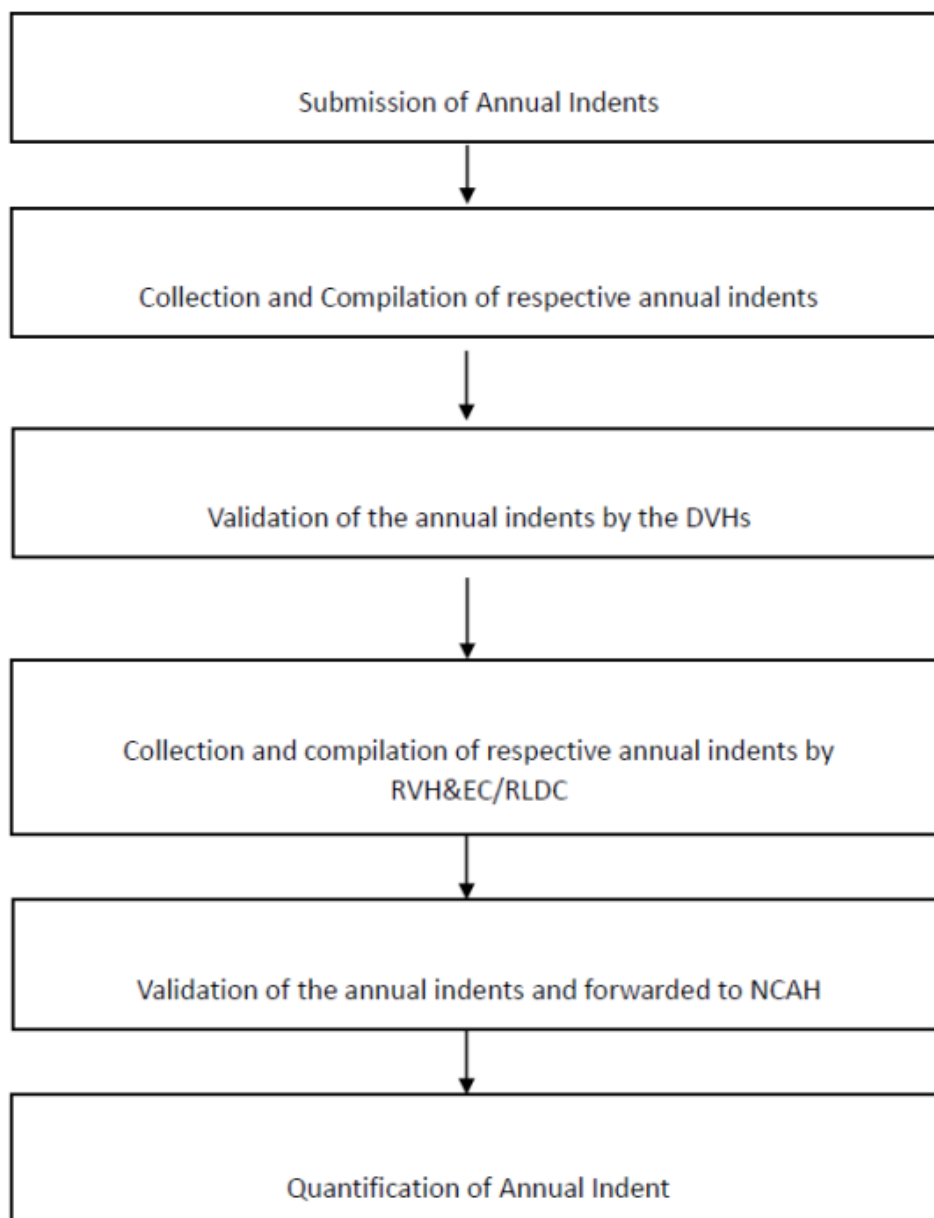
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#### 1.4. Process Flow Chart



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## **1.5. Procedure**

### **1.5.1. LECs/CAs/CFs/NDAs**

- 1.5.1.1 Preparation of annual indent by LECs as per the usage pattern or trend/cattle population/disease outbreak in the previous fiscal year and submit to respective DVH
- 1.5.1.2 Preparation of annual indent by CAs and CFs as per the usage pattern or trend/cattle population/disease outbreak in the previous fiscal year and submit to RLDC/RVH&ECs
- 1.5.1.3 Preparation of annual indent by NDAs as per the usage pattern or trend/cattle population/disease outbreak in the previous fiscal year and submit to NCAH.

### **1.5.2. DVH**

- 1.5.2.1 Collect the respective annual indents submitted by the respective LECs in the district.
- 1.5.2.2 Review and validate the indent submitted.
- 1.5.2.3 Compile the annual indents and prepare the collective indent for the district and forward to respective RLDC/RVH&ECs.

### **1.5.3. RLDC/RVH&EC**

- 1.5.3.1 Collect the respective annual indents submitted by DVHs/CAs/CFs in the region.
- 1.5.3.2 Review and validate the indent submitted.
- 1.5.3.3 Compile the annual indents of the region and forwarded to NCAH.

### **1.5.4. DVEU/NCAH**

- 1.5.4.1 Receive the annual indents.
- 1.5.4.2 Collect the respective annual indents submitted by DVHs/CAs/CFs/NDAs under Gasa, Punakha, Wangdue Phodrang, Thimphu, Paro and Haa Dzongkhag.
- 1.5.4.3 Quantification and preparation of the national indent for procurement.

### **1.5.5. Related Forms or Work Instructions**

- Prescription form.
- SOP for Disposal of Pharmaceutical and Biological waste.

### **1.5.6. References**

- SOP on SOP format – Drug Regulatory Authority, Thimphu.
- Management Sciences for Health 2012 – Medical stores Management. Good Pharmacy Practice (GPP) in Developing Countries: Recommendations for Stepwise Implementation.

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## **2. SOP for Tender Process of Medicines, Vaccines, Consumables & Equipment**

### **2.1. Purpose**

This SOP describes the procedure for annual tender of veterinary medicines, vaccines, consumables and equipment by the National Center for Animal Health.

### **2.2. Scope**

This SOP is applicable to DVEU/NCAH for Veterinary Medicines, Vaccines, Consumables and Equipment.

### **2.3. Responsibilities**

<b>Sl. No.</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1	DVEU, NCAH	1. Quantification of the medicine, vaccines, consumables and equipment as per Indent 2. Preparation of tender documents 3. To initiate the procurement process (uploading of tender in e-GP portal)
2	NCAH PA admin/Tender Opening Committee/	1. Refer section 3.1.3 PRR 2023
3	Tender evaluation committee	1. Refer section 3.1.4 of PRR 2023
4	Tender awarding committee/ Tender committee	1. Refer section 3.1.2.3 of PRR 2023

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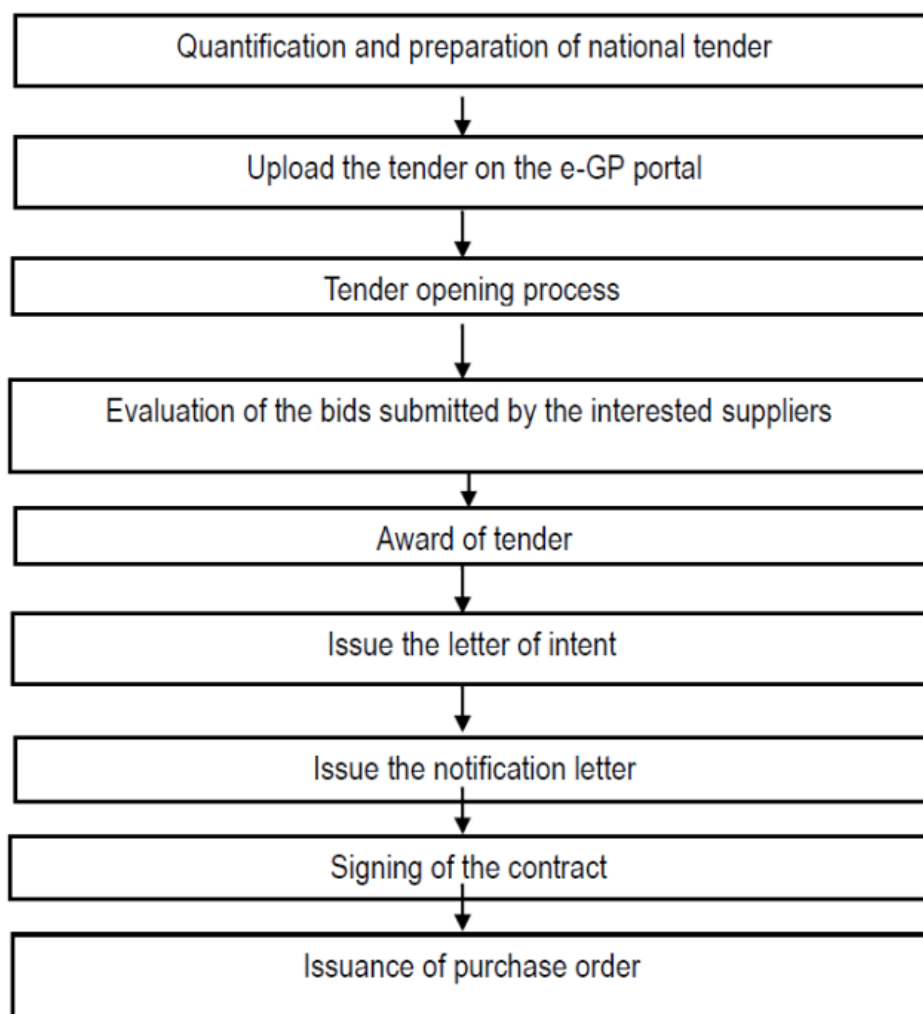


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## 2.4. Process Flow Chart



## 2.5. Procedure

- 2.5.1 Preparation of national tender based on the finalized and endorsed annual indent for the fiscal year.
- 2.5.2 Publish/advertising the tender on e-GP portal
- 2.5.3 Tender opening
- 2.5.4 Evaluation of the bids raised by the supplier for the tender
- 2.5.5 Award of tender to the awardee

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- 2.5.6 Issue the letter of intent to all the bidders. The Letter of intent is sent automatically by the e-GP system after accepting the evaluation by the chair of TEC.
- 2.5.7 Intimate the unsuccessful bidders with the decision made by the tender committee.
- 2.5.8 Maintain a period of 5 days as stand still period wherein the suppliers may lodge complaint to the decision made by the tender committee.
- 2.5.9 Issuance of letter of acceptance to awardee
- 2.5.10 The contract between the procurement agency and the awardee is signed within 15 days after the letter of acceptance has been issued.
- 2.5.11 Issuance of supply order to the awardee in 5 days for one-time purchases.

**2.6. Related Forms or Work Instructions**

- Qualification Criteria for Registration or Prequalification 2.1.3 of 2023
- Sample format for letter of intent - e-GP system
- Sample format for letter of acceptance - Standard Bidding Document 2015, MOF

**2.7. References**

- Procurement Rules & Regulations 2023

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### **3. SOP for Direct Procurement of Veterinary Medicines, Vaccines, Equipment and Consumables**

#### **3.1. Purpose**

This SOP describes the procedure for direct procurement of identified items during the time of an emergency or for unquoted identified items after the tender.

#### **3.2. Scope**

This SOP is applicable for veterinary medicines and vaccines, consumables, and equipment.

#### **3.3. Responsibilities**

Sl. No.	Official Designation	Responsibilities
1	DVEU, NCAH	<ol style="list-style-type: none"> <li>1. Preparation of note sheet of direct procurement based on the invoice</li> <li>2. Obtaining approval for procurement from the relevant authority</li> <li>3. Explore the interested distributor/manufacturer ex-country</li> <li>4. Placing supply order after seeking approval</li> <li>5. Team formation for the procurement to procure from nearby Indian market if required</li> <li>6. Preparation of letter for issuance of import authorization</li> <li>7. Develop the list of identified items for direct procurement</li> </ol>
2	Chief, AHD, DoL	<ol style="list-style-type: none"> <li>1. To review, sign and forward the note sheet of direct procurement to Director, DoL</li> </ol>
3	Director, DoL	<ol style="list-style-type: none"> <li>1. To review, sign and forward note sheet of direct procurement to MoF</li> </ol>
4	Chief, Cluster Finance, MoF	<ol style="list-style-type: none"> <li>1. To review the note sheet of direct procurement</li> </ol>
5	Secretary, MoAL	<ol style="list-style-type: none"> <li>1. To review and approve the note sheet of direct procurement received after verification from the MoF</li> </ol>
6	MPD/BFDA	<ol style="list-style-type: none"> <li>1. Review the letter</li> <li>2. Issuance of Import authorization</li> </ol>

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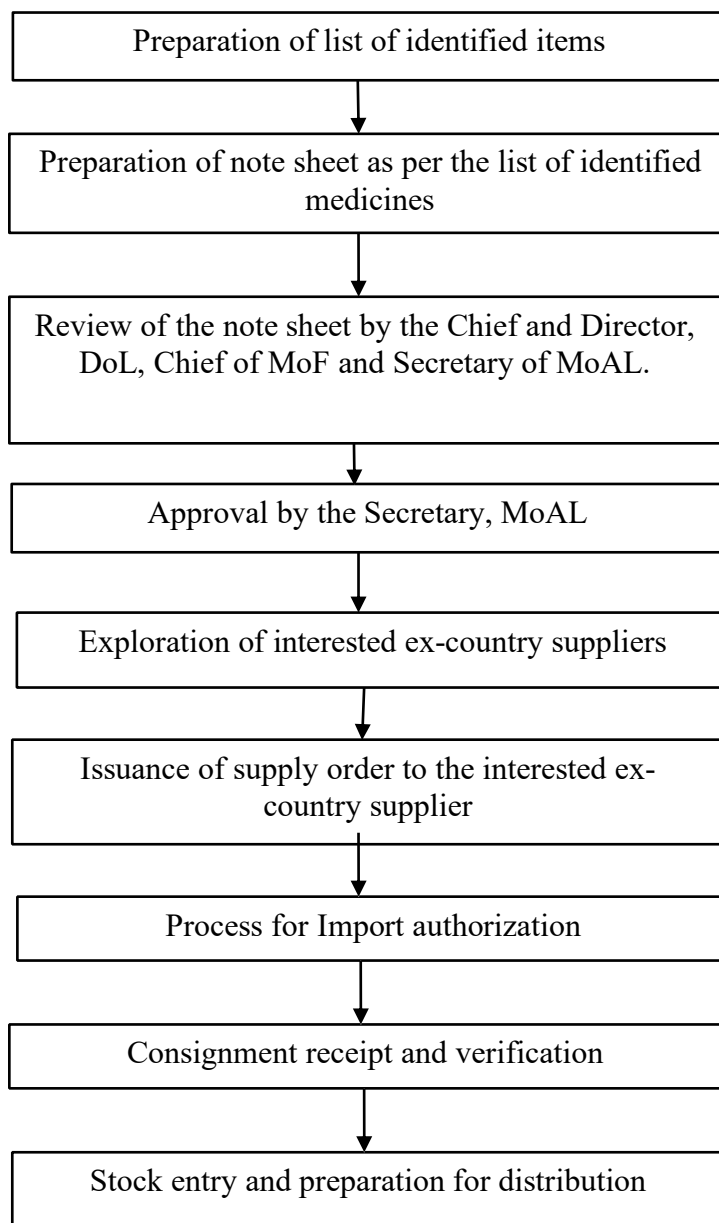


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### 3.4. Process Flow Chart



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**3.5. Procedure**

- 3.5.1 Preparation of the list of identified items for direct procurement by DVEU/NCAH.
- 3.5.2 Preparation of note sheet of direct procurement for approval
- 3.5.3 The note sheet is sent for review and endorsement by the Chief and Director of DoL, Chief of Cluster Finance, MoF and finally approved by the Secretary of the MoAL.
- 3.5.4 After seeking approval, explore the ex-country distributor/manufacturer through correspondence or site visit if required.
- 3.5.5 Select the items that are available
- 3.5.6 Placing supply order or procure onsite
- 3.5.7 Process for import authorization from MPD/BFDA
- 3.5.8 Consignment receipt at LCS
- 3.5.9 Verification of the consignments
- 3.5.10 Stock entry, storage and prepare for distribution

**3.6. Related Forms or Work Instructions**

Nil

**3.7. References**

Nil

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#### **4. SOP for Receiving Consignment of Medicines, Vaccines, Consumables & Equipment**

##### **4.1. Purpose**

This SOP describes the procedure for receiving the consignment at LCS/NVH/RVH&EC/RLDC/DVH/RNR-EC

##### **4.2. Scope**

This SOP is applicable to agencies involved when receiving the consignment.

##### **4.3. Responsibilities**

<b>Sl. No.</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1	Veterinarians, Para-Veterinarians of NVH/RLDC/RVH & EC/LEC/Central farms	Receive the consignment
2	Store Officer, LCS	

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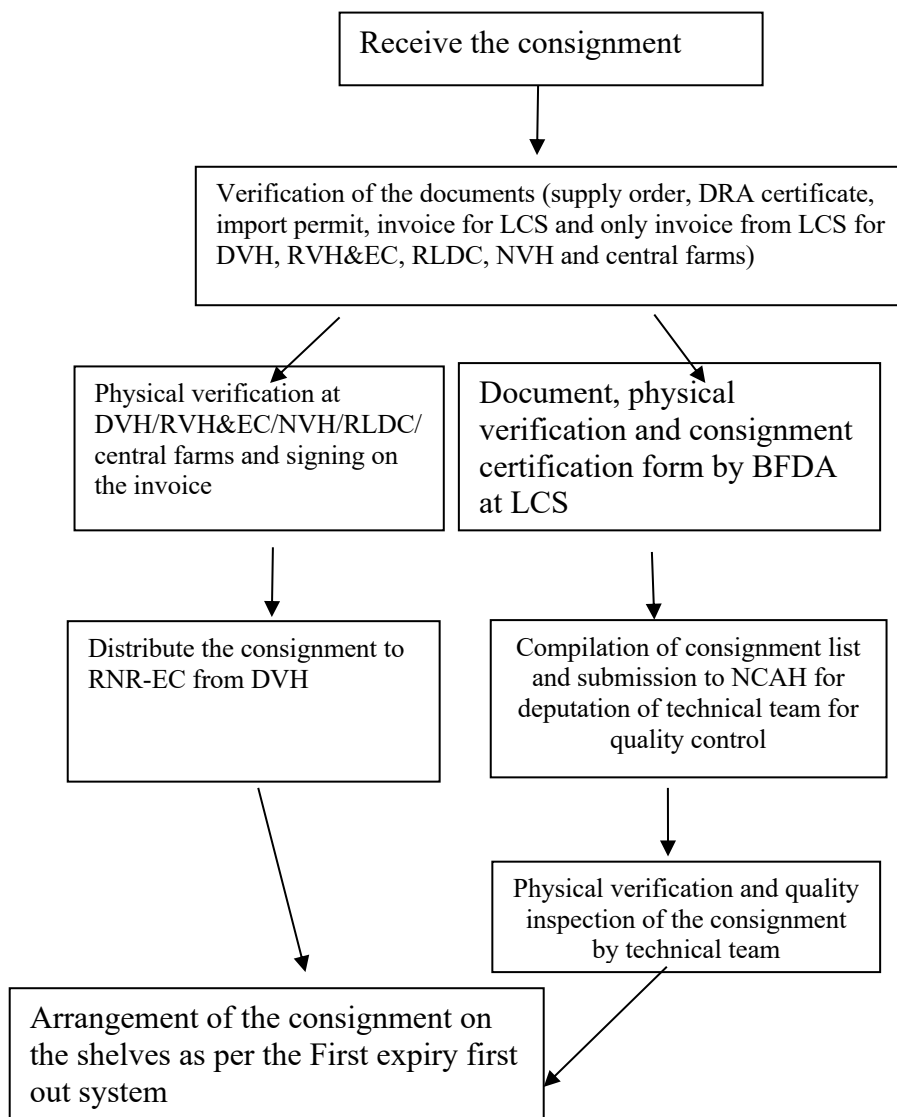


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#### **4.5. Procedure**

- 4.5.1 Receive the consignment from the source
- 4.5.2 Verification of the Company invoice, supply order, import permit, and DRA certificate at LCS and invoice at NVH/DVH/RLDC/RVH&EC
- 4.5.3 Verify the documents and the consignments and certify the consignment by BFDA at LCS and physical verification of the consignment at NVH/DVH/RLDC/RVH&EC and central farms.
- 4.5.4 Compilation of the consignment list and submit to NCAH for Quality control at LCS.
- 4.5.5 Physical, document verification and quality inspection by the technical team at LCS.
- 4.5.6 At DVH level the consignment will be further distributed to RNR-EC.
- 4.5.7 Arrangement of the consignment on the shelves according to the label and first expiry first out system

#### **4.6. References**

- SOP on SOP format – Drug Regulatory Authority, Thimphu. Good Pharmacy Practice (GPP) in Developing Countries: Recommendations for Stepwise Implementation

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## **5. SOP for Mass Distribution of Medicines, Vaccines, Consumables & Equipment**

### **5.1. Purpose**

This SOP describes the steps for annual distribution of veterinary medicines, equipment, and consumables.

### **5.2. Scope**

This SOP is applicable to the institutions involved in distribution of veterinary medicines, equipment, and consumables.

### **5.3. Responsibilities**

<b>Sl. No</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1	DVEU	<ul style="list-style-type: none"> <li>• Prepare mass distribution schedule.</li> <li>• Send invitation to EVDP focal in DVHs/ Central farms/ agencies for mass packaging and distribution of consignment</li> </ul>
2	Regional EVDP focal person	<ul style="list-style-type: none"> <li>• To coordinate and monitor during the packaging and distribution of medicines, equipment, and consumables as per the distribution list.</li> </ul>
3	Dzongkhag EVDP focal person	<ul style="list-style-type: none"> <li>• To verify and monitor the packaging of medicines, equipment, and consumables as per the distribution list at LCS.</li> <li>• To receive and verify consignment at DVH.</li> <li>• To pack and redistribute the received consignment to LECs/RNR-ECs</li> </ul>
4	Livestock Central Store Officer	<ul style="list-style-type: none"> <li>• Overall coordination of mass packaging and distribution of the consignment</li> <li>• Logistic arrangement (working lunch) during mass packaging and distributions.</li> </ul>
5	Store assistant	<ul style="list-style-type: none"> <li>• Prepare invoice according to the verified distribution list.</li> </ul>

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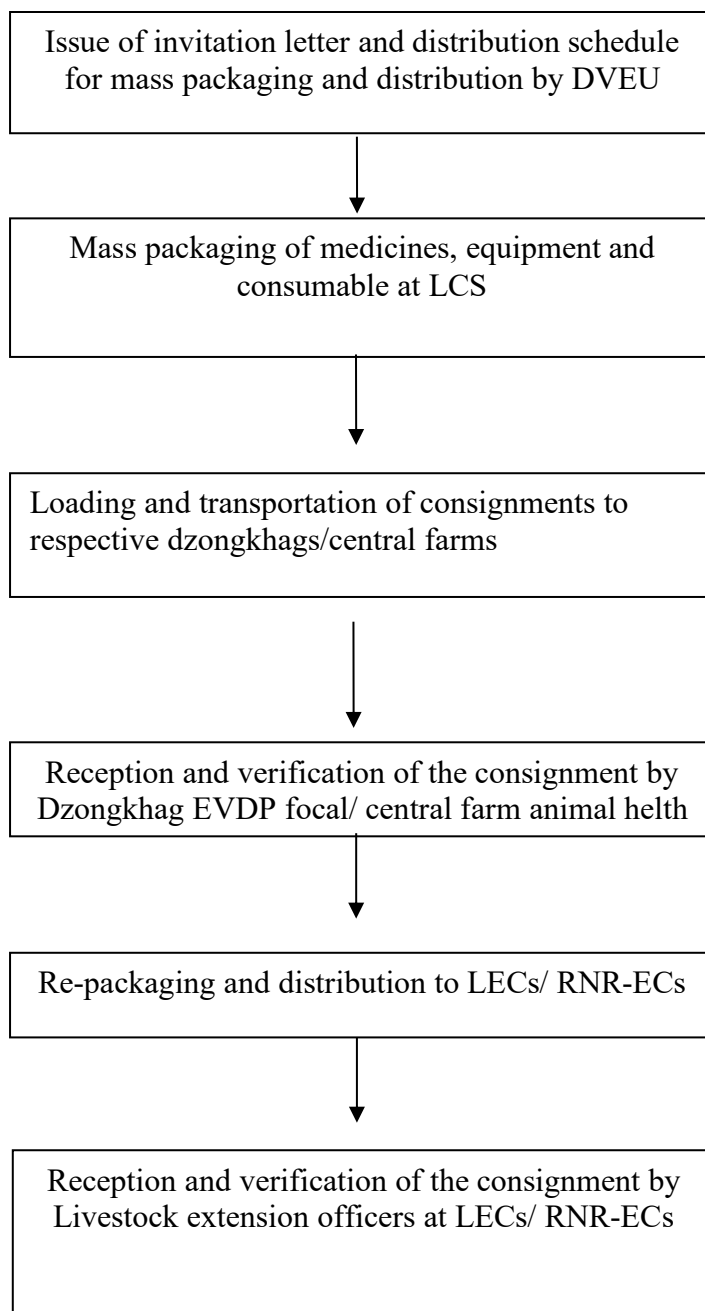


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#### 5.4. Process Flow Chart



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### **5.5. Procedure**

- 5.5.1 The DVEU will prepare annual distribution schedule and send invitation letter to respective EVDP focal person at Dzongkhag/ central farms/ agencies
- 5.5.2 As per the distribution schedule and invitation letter, the respective EVDP focal persons will go to LCS
- 5.5.3 Verification and packaging at LCS
- DVEU (NCAH) and Regional EVDP focal person and will verify the medicines, equipment and consumables as per the distribution list
  - The respective Dzongkhag/ Central farm EVDP focal persons will monitor the packaging of the verified medicines, equipment and consumables.
- 5.5.4 Loading and Transportation
- The Central store officer will prepare the transportation schedule and inform respective dzongkhags/agencies
  - The central store officer will dispatch the consignment as per the schedule along with invoice.
- 5.5.5 Reception of consignment
- The EVDP focal person at Dzongkhag/ central farms receive and verify the consignment.
  - The EVDP focal person at Dzongkhag/ central farms will send a copy of signed invoice to LCS after the verification of the consignment.
- 5.5.6 The EVDP focal person at Dzongkhag will repack and dispatch the medicines, equipment and consumables as per the indent by the LECs/RNR-ECs
- 5.5.7 The staff at LECs/RNR-ECs will receive the consignment and enter in the stock register.

### **5.6. Related Forms or Work Instructions**

- SOP for Consignment Receipt
- SOP for handling drug in store

### **5.7. References**

- SOP on SOP format – Drug Regulatory Authority, Thimphu.

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## **6. SOP for Emergency Supply Management**

### **6.1. Purpose**

This SOP describes the procedure for emergency requisition for medicine/ equipment

### **6.2. Scope**

This SOP is applicable for NCAH/NVH/RVH & ECs/DVH/Farms/RNR-ECs s.

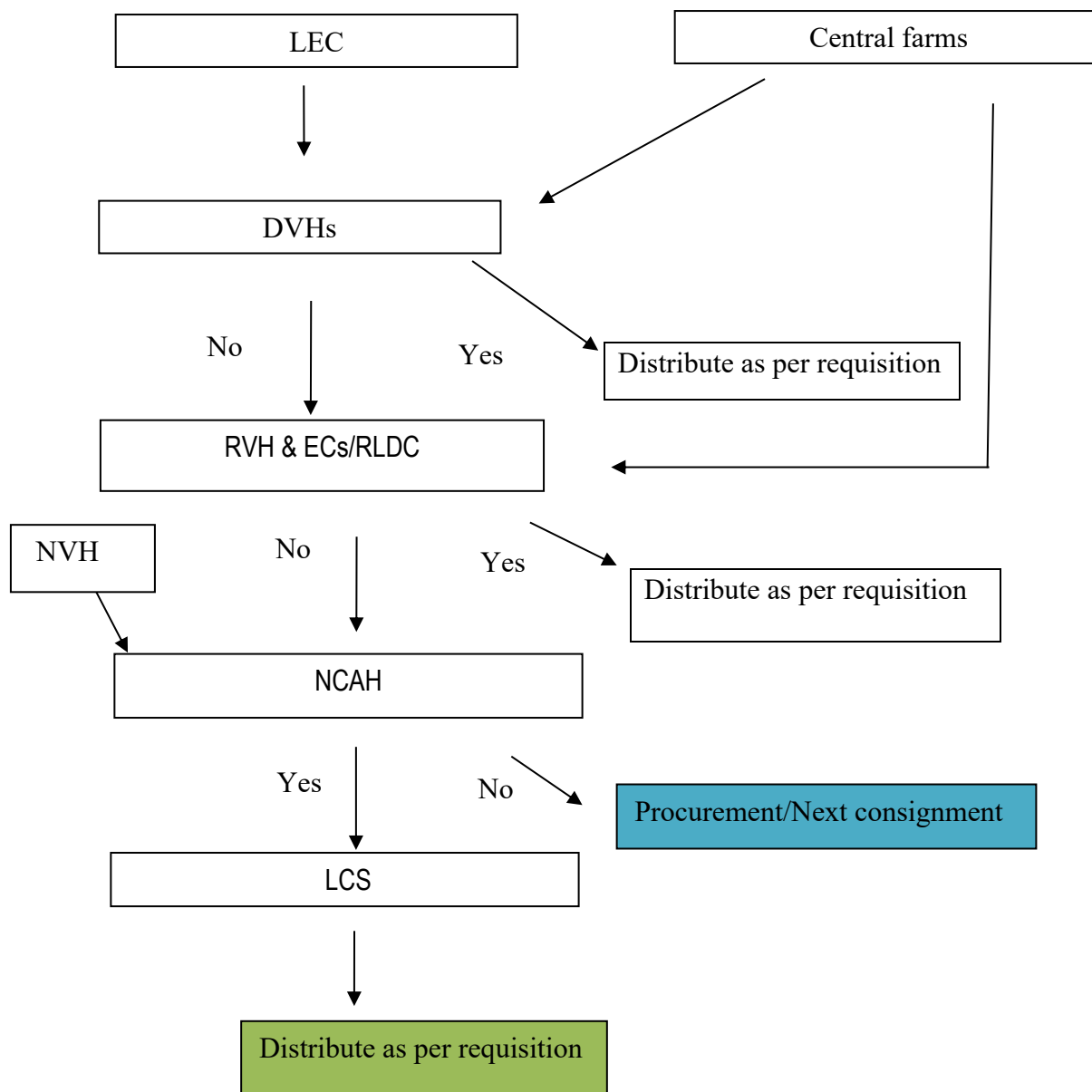
### **6.3. Responsibilities**

<b>Sl. No.</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1	Veterinarians/ Veterinary Para-Professional/Store in-charges	Requisition for emergency medicines/equipment/Vaccines

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#### 6.4. Process Flow chart



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### **6.5. Procedure**

- 6.5.1 Receive and validate the requirement of emergency requisition
- 6.5.2 Receive the requisition and confirm the details of the centers along with quantity
- 6.5.3 Understand and verify the requisition.
- 6.5.4 Go through the list of the requisition
- 6.5.5 Confirm that the quantity requested and check for stock balance.
- 6.5.6 Prepare and label items for issue.
- 6.5.7 Select the item by reading the label and cross-matching the product name and strength against the requisition.
- 6.5.8 Check the stock to make sure that it has not expired and choose the oldest stock (First-in/ First-out or First expiry/ First out).
- 6.5.9 Arrange the required quantity with proper packaging.
- 6.5.10 Prepare the invoice and other necessary documents
- 6.5.11 Arrange proper mode of transportation. If required items is not available at the level, forward further along with proper documentation
- 6.5.12 Make a final check.
- 6.5.13 Keep necessary record in the stock registers and updates to other online

### **6.6. Related Forms or Work Instructions**

- SOP for annual indent.

### **6.7. References**

- SOP on SOP format – Drug Regulatory Authority, Thimphu.
- Management Sciences for Health 2012 – Medical stores Management. Good Pharmacy Practice (GPP) in Developing Countries: Recommendations for Stepwise Implementation.

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## **7. SOP on Bill Settlement for Veterinary Medicine, Non-medicine Items and Equipment**

### **7.1. Purpose**

This SOP describes the procedure for timely settlement of bill(s) for Veterinary medicines, non-medicine items and equipment received by LCS, Phuntsholing.

### **7.2. Scope**

This SOP is applicable for Livestock Centre Store (LCS, Phuntsholing) & NCAH, Serbithang

### **7.3. Responsibilities**

<b>Sl. No.</b>	<b>Official Designation</b>	<b>Responsibilities</b>
1	Store Officer, LCS, Phuntsholing	Verification, stock entry and Submission of bills
2	Head, DVEU	Verifies the bill & submits
3	Program Director, NCAH, Serbithang	Cross checking and Submission of bills to Cluster Finance Services, MoAL
4	CFS, MoAL, Thimphu	Verification and payment of bill to the Supplier

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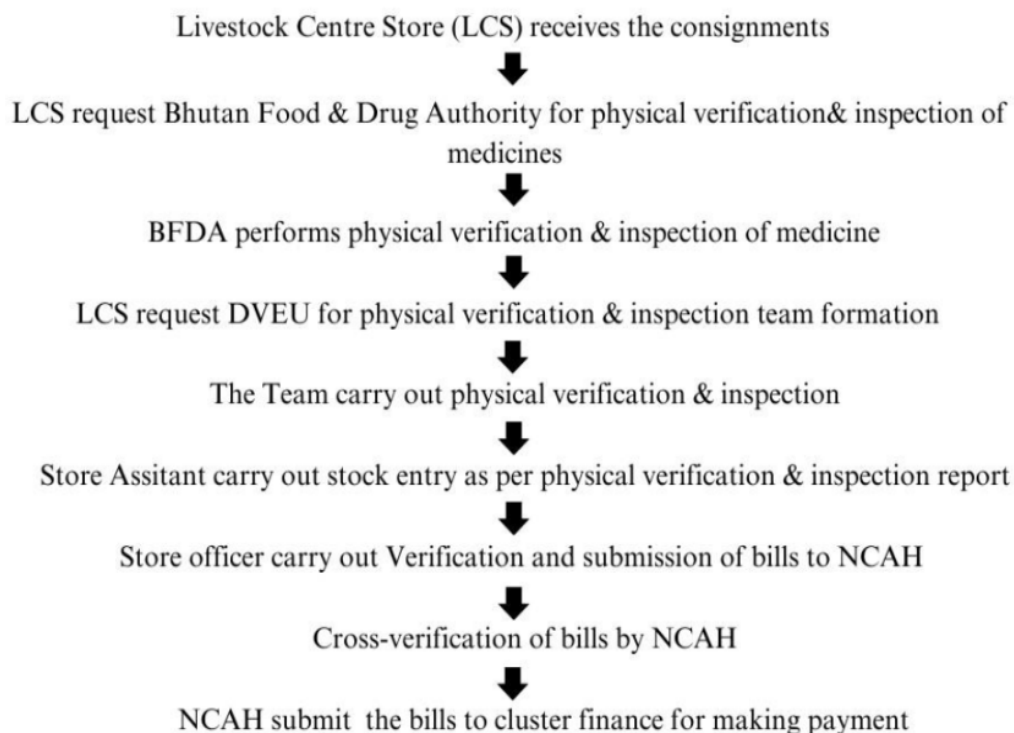


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#### 7.4. Process Flow Chart



#### 7.5. Procedure

- 7.5.1. LCS receives the consignment along with the bill from the Supplier(s).
- 7.5.2. LCS performs physical verification of the items received.
- 7.5.3. LCS carry out stock entry as per the physical verification and inspection report.
- 7.5.4. LCS works on penalty for liquidity damage.
- 7.5.5. LCS forward the bill to NCAH within one week after receiving the consignment.
- 7.5.6. NCAH, Serbithang cross checks and submits verified bills within one week to CFS, MoAL for necessary payment.
- 7.5.7. CFS, MoAL makes necessary payment within one week after receiving the verified bills.

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**7.6. Related Forms or Work Instructions**

NA

**7.7. References**

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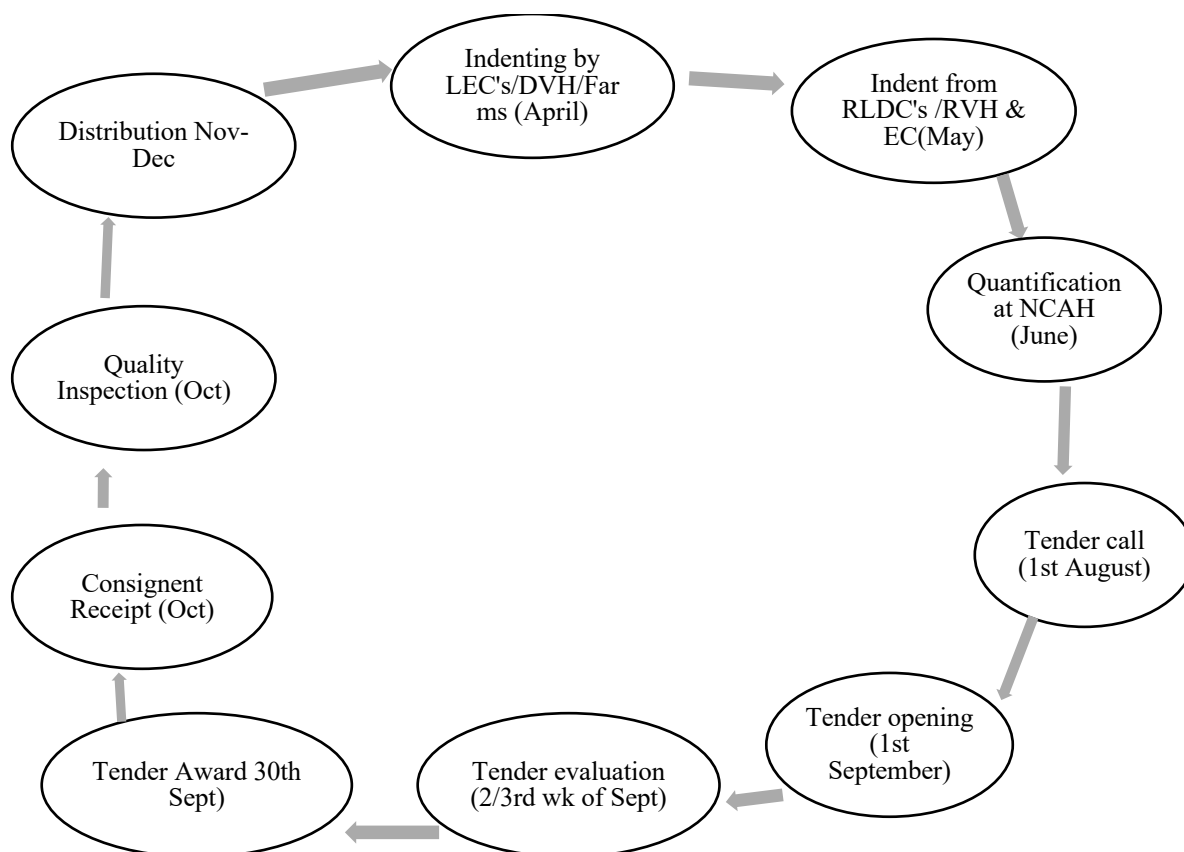
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## 8. ANNEXURE

### 8.1. Supply Chain Cycle for Medicine & Vaccines



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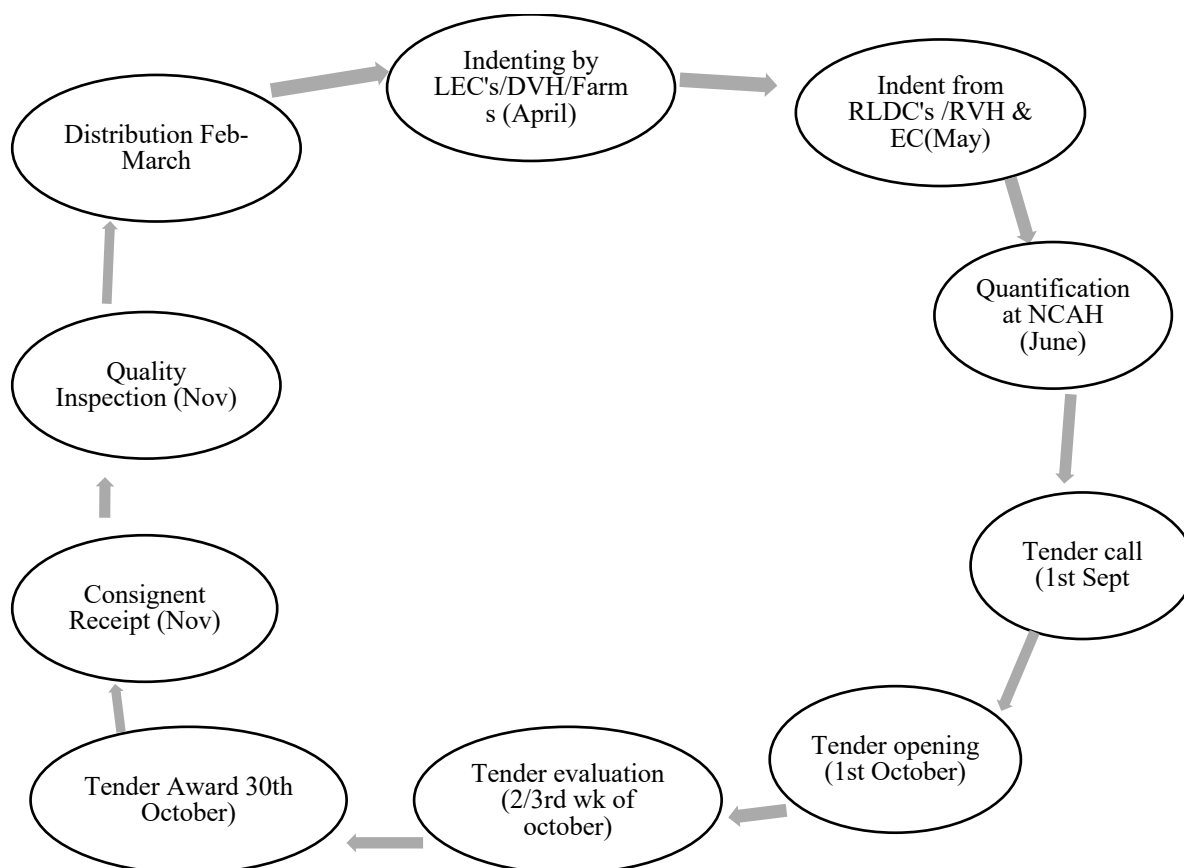


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**8.2. Supply chain cycle for equipment and non-drug items**



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### **8.3. Conflict of Interest Declaration Form**

**DECLARATION OF INTEREST AND CONFIDENTIALITY  
DRUGS VACCINES & EQUIPMENT UNIT, NATIONAL CENTER FOR ANIMAL  
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I....., AGENCY.....,  
declare that to the best of my knowledge, I do not have:

- any financial interest in the suppliers for the Subject.
- any immediate relatives or close friends with a financial interest in the Subject.
- any personal bias or inclination which would in any way affect my decisions in relation to the Subject.
- any personal obligation, allegiance or loyalty which would in any way affect my decisions in relation to the Subject.

I also declare that in the decisions leading to this approach to market, I have not made recommendations or decisions that may have been impacted by any perceived or actual conflicts without first having declared those conflicts.

I undertake to make a further declaration detailing any conflict, potential conflict or apparent conflict which may arise during verification and evaluation of the consignment. I agree to abstain from any decision where such a conflict arises.

\*\*\*\*\*

I agree to keep all information and documents relating to verification and inspection process confidential, and not to disclose or communicate the same to any person or persons except in the course of my duties without the prior written approval from DVEU.

I agree not to make copies of or take any extracts of information except as may be necessary and essential for the due and proper performance of my duties.

I agree to comply with all processes and protocols established by NCAH to maintain the confidentiality of information and documentation relating to verification and evaluation of the consignment.

I acknowledge that breach of confidentiality and unauthorised disclosure are subject to the provisions and penalties contained in existing legislation.

This declaration is made by me on the understanding that I will not be taken to have breached its terms if I am legally required to disclose the information referred to.

**Sign** .....

**Date** ...../...../.....

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