



106 Baines Avenue
Tel: +263 242 736 981-7
708 255 / 792 165 / 0772 145 191/2/3
Email: mcaz@mcaz.co.zw
Website: www.mcaz.co.zw

P.O. Box 10559
Harare
Zimbabwe

REF: B/279/22/306/2025

09th April 2025

Canestan (Pvt) Ltd
T/a 24 Hour Kensington Pharmacy,
1 Kenny Road,
Kensington,
Harare

ATTENTION: Mr Tatenda Chitimbe

Dear Sir,

**RE: ROUTINE INSPECTION OF PREMISES - CANESTAN (PVT) LTD T/A 24
HOUR KENSINGTON PHARMACY, 1 KENNY ROAD, KENSINGTON, HARARE**

The inspection of the above-named premises on the 3rd of April 2025, refers.

Appended is an inspection report for your noting and comments. Could we please have your **written** comments on a signed official letterhead, **within 10 working days** of receipt of this letter.

Yours faithfully,

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

...f.f. 

A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/cm



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

CANESTAN (PVT) LTD T/A 24 HOUR KENSINGTON PHARMACY, 1 KENNY ROAD, KENSINGTON, HARARE

Licencee: Canestan (Pvt) Ltd
Supervisor: Mr Tafadzwa Collins Semu,
Supervisor on day: Mr Tatenda Chitimbe
Inspection Date: 03-04-2025
Inspector: Martha Mwatseteza and Chenesai E. Mberi
Type of inspection: Routine Inspection

Key

Italics: Shortcomings noted during inspection

Bold: Issues noted during re-inspection and sub-headings

Regular: The rest of the body of the inspection

1. Preamble

This was a routine inspection of premises that was last inspected on the 16th of February 2023 and the following shortcoming was noted:

1. The dispensed medicine label captured everything except the name of manufacturer.

1.1 Suitability of the Premises

The premises were generally in a tidy condition with suitable and effective means of natural lighting and ventilation. Medicines were protected from moisture and direct sunlight. The premises and persons licences were displayed but not valid. They were still under review at the relevant authority.

All working surfaces, cupboards and shelves were furnished with smooth, impervious, and washable material in a good state of repair. The floor was tiled, smooth and impervious, and the walls were white painted and washable.

The staff complement included: one (1) pharmacist, one (1) pharmacy technician and two (2) dispensary assistants.

1.2 Equipment

- i. There was a double stainless-steel sink with provisions for running cold and hot water.
- ii. There were two (2) measuring cylinders, labelled for intended uses.
- iii. There were two (2) sets of mortar and pestle, labelled for intended uses.
- iv. There were five (5) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was an unbranded top pan digital balance for measuring weights. The balance was not calibrated. The supervisor was advised to calibrate the thermometer for accurate weights.
- vi. There was a functional CAPRI ® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was a digital VICTOR thermometer which was not calibrated. The supervisor was advised to calibrate the thermometer for accurate temperature readings. During the inspection the thermometer recorded 4.9°C which was within the normal range (2-8°C). Temperature monitoring records were availed during the inspection, the records were consistent, and no excursions were observed. There was a solar system and ice packs for back up use in case of power cuts.

1.3 Cleanliness and Hygiene

The premises were generally in tidy condition. There were functional flush toilets within the proximity of the premises.

1.4 Control of Materials

There were no unregistered medicines and expired medicines on the premises. An OTC label was reviewed, and this captured all details for traceability including batch number, expiry date and *except the name of the manufacturer*.

(Ref: Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g))

No expired stock was found amongst saleable stock. There was a fixed and lockable Dangerous Drugs cabinet. The Dangerous Drugs cabinet was in a good state of repair. However, *transactions were not recorded within 24 hours, especially stock received from suppliers. Empty lines were observed in the Dangerous Drugs register which were not filled in and this was an indication of the stock received. Additionally, the 'Amount on hand' column was left blank since March 2024 to date.*

(Ref: Dangerous Drugs Regulations, RGN 1111 of 1975, Section 42 (b))

1.5 Prescription records

There was a Propharm® dispensing software installed on the computer for recording prescriptions. The dispensing system was able to trace a given example of medicine to a particular patient. The dispensed medicine label and the pre-pack labels captured all the necessary information *except the name of the manufacturer.*

(Ref: Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g))

1.6 Reference books

The following reference text were available as hard copies:

1. BNF 83rd Edition
2. EDLIZ 2020 Edition
3. ART Addendum 2016 Edition

1.7 Legislation

The following statutes were available as soft copies:

- i. Medicines and Allied Substances Control Act [Chapter 15:03]
- ii. Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991
- iii. Dangerous Drugs Act [Chapter 15:02]
- iv. Dangerous Drugs Regulations, RGN 1111 of 1971

1.8 Front Shop

There was no front shop, the whole area was a dispensary.

1.9 Security

There were CCTV cameras installed inside the premises and 24-hour security guards manning the premises.

2.0 Observations

For the observations the reference numbers given below in the right-hand column refer to the relevant references of the Medicines and Allied Substances Control Act, Medicines and Allied Substances Control Regulations and Good Dispensing or Good Wholesaling Guidelines

Observations are classified into the categories “Critical”, “Major”, “Other (Minor)”

2.1 Critical observations are those observations that pose a great risk to the general public

2.2 Major observations are those observations which pose considerable risk to the public

2.3 Minor observations are those observations which pose minimal risk to the public but are still contraventions to the statutory instruments and departure from the guidelines.

Nr	Observations	Ref
	Critical	
1.	Improper handling of dangerous drugs	<i>Ref: Dangerous Drugs Regulations, RGN 111 of 1975, section 42 (b)</i>
	Major	
1.	None	
	Minor	
1.	The OTC label and dispensed sample label did not capture the name of the manufacturer	<i>Ref: Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g)</i>

3.0 Recommendations

- The supervisor should comment on all the shortcomings highlighted in italics.

Inspector: C. Mberi
Name


Signature

08/04/2025
Date

Reviewed by: M. Mwatseteza
Name


Signature

08/04/2025
Date