



Medicines Control Authority of Zimbabwe

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REF: B/279/22/680/2025

22nd July 2025

Mirelle Investments (Pvt) Ltd
t/a Health Haven Pharmacy,
3058/II Mbizo 4,
Kwekwe

ATTENTION: Mr. Alex Jeketera

Dear Sir,

**RE: NEW PREMISES INSPECTION MIRELLE INVESTMENTS (PVT) LTD T/A
HEALTH HAVEN PHARMACY, 3058/II MBIZO 4, KWEKWE**

The inspection of the above premises on the 17th of July 2025 refers.

Appended is an inspection report for noting.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....
S. Shambira (Ms.)
For: **DIRECTOR-GENERAL**
/tc

LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION**Mirelle Investments (Pvt) Ltd t/a Health Haven Pharmacy, 3086/II Mbizo 4, Kwekwe**

Applicant: Mirelle Investments (Pvt) Ltd
Supervisor: Mr. Alex Jeketera
Inspection date: 17th July 2025
Inspectors: Trishie Chikerema and Lewis Mutevera
Type of Inspection: New Premises

Italics: Shortcomings noted during inspection
Bold: Issues noted during re-inspection and sub-headings.
Regular: The rest of the body of the inspection

1.0 Preamble

This was an inspection of new premises after receipt of a complete and satisfactory application. This was a change of ownership from Tenuel (Pvt) Ltd t/a Better Life to Mirelle Investments (Pvt) Ltd t/a Health Haven Pharmacy.

1.1 Suitability of Premises

The premises had effective means of natural lighting and ventilation. Artificial lighting was provided for and adequate. Medicines were stored on white wooden shelves that were painted and washable. The medicines were protected from direct light, moisture, and excessive heat. The walls were painted, smooth and washable.

The dispensary working space was measured using MCAZ tape #038 and it measured approximately 10.52 m² and this was sufficient area for effective and efficient flow of work. All front shop activities could be monitored from the dispensary. Medicines shall be stored safely out of reach of the public.

All working surfaces, cupboards and shelves were furnished with a smooth, impervious, and washable material and maintained in a good state of repair.

The staff complement included the supervising pharmacist, three (3) dispensary assistants and one (1) pharmacy student.

The toilet facilities were within proximity and in good working order.

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink with provision for running hot and cold water. A solar geyser is used and there is a back-up electric jug.
- b) There were more than four (4) sets of counting trays for counting tablets and capsules.
- c) There were three (3) sets of plastic measuring cylinders and they were labelled for their intended purposes.
- d) There were two (2) sets of mortar and pestle which were labelled for their intended purpose.
- e) There was a functional digital pocket scale which had valid records of calibration due for recalibration in April 2026.
- f) There was a grey KIC® double door refrigerator for storage of cold chain medicines. A functional digital thermometer which had valid records of calibration was available for temperature monitoring.

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard. There was a bound book with serialized pages for use as Dangerous Drugs register.

1.4 Cleanliness and Hygiene

The premises were generally clean.

1.5 Prescription records

Dispenseware® software was being used for capturing prescriptions. There was provision for daily backup of prescription records onto an external hard drive. A sample dispensed medicine label was printed, and it captured all the necessary information required for traceability.

1.6 Reference books

The following texts were available on the premises on the day of the inspection:

1. BNF 84th Edition
2. EDLIZ 2020
3. ART Guidelines 2022

1.7 Legislation

Soft copies of all the current, relevant, and complete sets of statutes were presented as soft copies. There was also provision for internet access of MCAZ registers.

1.8 Security

There was a screen on the front entrance and back door. The windows had burglar bars, and a security guard mans the premises 24/7.

1.9 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)"

- 2.0 Critical observations are those observations that pose a great risk to the general public
 2.1 Major observations are those observations which pose considerable risk to the public
 2.2 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.

<i>Nr</i>	<i>Observations</i>	<i>Ref</i>
	<i>Critical</i>	
	None	
	<i>Major</i>	
	None	
	<i>Minor</i>	
	None	

3.0 Recommendations

Issue a Retail Pharmacy license.

Lead Inspector: Trishie Chikerema

Name



Signature

22/07/2025

Date

Co-Inspector: Lewis Mutevera

Name



Signature

22/07/2025

Date

Reviewed by: Lewis Mutevera

Name



Signature

24/07/2025

Date