



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/279/22/241/2025

4 April, 2025

The Supervisor
Els Pharmaceuticals (Pvt) Ltd
t/a Els Pharmacy
Shop 236B
Kilwinning Shops
Harare

ATTENTION: Mr. Clyde Mvere

Dear Sir,

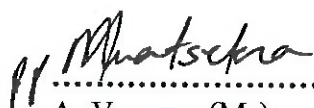
**RE: INVESTIGATIVE INSPECTION OF ELS PHARMACEUTICALS (PVT)
LTD T/A ELS PHARMACY, SHOP 236B, KILWINNING SHOPS, HARARE**

The inspection of the above premises on 3rd of March 2025 refers.

Appended is an inspection report for your noting. May you provide a written response on a signed and dated letterhead **within the next ten (10) working days**.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE



.....
A. Verenga (Ms)
For: **DIRECTOR-GENERAL**
/rz



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – INVESTIGATIVE

Els Pharmacies (Pvt) Ltd t/a Els Pharmacy, Shop 263B Kilwinning Shops, Hatfield, Harare.

Licensee: Els Pharmacies (Pvt) Ltd

Supervisors: Mr Mutangadura Elliot Fungai

Supervisor on the day of inspection: Mr. Clyde Mvere

Inspection date: 03 March 2025

Inspectors: Miss. R. Ziduche, Mr. Brighton Chinhongo & Miss
Grace. Chinyowa

Type of Inspection: Investigative

1.0 Preamble

During a routine inspection of Els Pharmacies on the 28th of February 2025, a vial of the unregistered and falsified rabies vaccine was found in the refrigerator. The supervisor on the day of the inspection, Mr. Clyde Mvere, indicated that the rabies vaccine has been acquired from New Avakash International and produced a Fiscal Tax Invoice dated 09/10/2024. The invoice produced did not capture the batch number and expiry date of the rabies vaccine so lacked traceability. The rabies vaccine was confiscated from the premises. After a follow up with New Avakash International using the invoice number obtained from the fiscal tax invoice, an invoice capturing the batch number and expiry date was obtained. The batch number and expiry dates from New Avakash International did not match those on the confiscated rabies vaccine.

Findings

The premises was visited on the 10th of March 2025 for an investigative inspection wherein the following shortcomings were noted:

1. Buying and selling of unregistered medicines.

During this inspection the supervisor insisted that the only supplier of rabies vaccine that he was aware of since commencing his supervisory role in October of 2024 was New Avakash International. Invoices from before October 2024 were not availed. Since the last supply of the rabies vaccine on 09/10/2024 the supervisor stated that no other order for the rabies vaccine had been received except for the invoice received on 06/03/2025. The order received on 06/03/2025 was from New Avakash International and the produced invoice captured the batch number and expiry which matched with the vials of registered rabies vaccine stocked in the refrigerator on the



LET 05

day of the investigative inspection. The dispensing software, Propharm® confirmed what the supervisor had stated. It was noted that from the 9th of October 2024, when a rabies vaccine was being dispensed, there would be an adjustment made to the stock of rabies vaccine to bring it from zero vials to the number that needed to be dispensed. Evidence of this is shown in the excel sheet below that was extracted from the product history on the Propharm® dispensing software.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

ELSCHEM PHARMACY HATFIELD

2368 KILWINING

HATFIELD HARARE

CELL: 0784967447

Report Date: 10 Mar 2025 13:34:12

Stock Usage Per Item Report For Trading Period "201510"

Stock Items: RABIES VACCINE

Total Packs used on

OTC

Invoices

Scripts

Start StockOH

0.00 Adjustments

0.00 Creditors

57.00 Script Log

2.00 End StockOH

-18.00

79.00

17.00

25.00

Number of Transactions for

OTC

Invoices

Scripts

Current StockOH

0.00 Adjustments

0.00 Creditors

47.00 Script Log

25.00

16.00

11.00

13.00

Transaction Date

Transaction Type

Transaction Number

Previous Stock OH

Adjustment

Stock OH

Avg Cost

Retail

27/9/2024 18:38

Creditor Invoice

INV0004628

-1.00

4.00

3.00

19.74

29.31

3/10/2024 15:33

Script

126139

3.00

-1.00

2.00

19.58

30.00

10/10/2024 19:25

Creditor Invoice

INV0004638

2.00

30.00

32.00

19.58

30.00

11/10/2024 09:25

Script Alter

126385

32.00

-2.00

30.00

39.08

60.00

11/10/2024 09:27

Script Adjustment

126385/147976

30.00

2.00

32.00

39.08

60.00

11/10/2024 09:28

Script Alter

126385

32.00

-1.00

31.00

19.54

30.00

11/10/2024 09:28

Script Adjustment

126385/147977

31.00

1.00

32.00

19.54

30.00

11/10/2024 09:28

Script

126385

32.00

-1.00

31.00

19.54

30.00

14/10/2024 14:25

Script

126477

31.00

-1.00

30.00

19.54

30.00

17/10/2024 10:09

Script

126570

30.00

-1.00

29.00

19.54

30.00

28/10/2024 15:00

Script

126921

29.00

-2.00

27.00

39.08

60.00

3/11/2024 10:38

Script

127158

27.00

-2.00

25.00

39.08

56.00

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

ELSCHEM PHARMACY HATFIELD

2368 KILWINING

HATFIELD HARARE

CELL: 0784967447

Report Date: 10 Mar 2025 13:34:12

Stock Usage Per Item Report For Trading Period "201510"

Stock Items: RABIES VACCINE

Total Packs used on

OTC

Invoices

Scripts

Start StockOH

0.00 Adjustments

0.00 Creditors

57.00 Script Log

2.00 End StockOH

-18.00

79.00

17.00

25.00

Number of Transactions for

OTC

Invoices

Scripts

Current StockOH

0.00 Adjustments

0.00 Creditors

47.00 Script Log

25.00

16.00

11.00

13.00

Transaction Date

Transaction Type

Transaction Number

Previous Stock OH

Adjustment

Stock OH

Avg Cost

Retail

28/10/2024 15:00

Script

126921

29.00

-2.00

27.00

39.08

60.00

3/11/2024 10:38

Script

127158

27.00

-2.00

25.00

39.08

56.00

4/11/2024 11:17

Script Alter

127205

25.00

-2.00

23.00

39.08

60.00

4/11/2024 12:20

Script Adjustment

127205/148397

23.00

2.00

25.00

39.08

60.00

9/11/2024 15:51

Script

127404

25.00

-1.00

24.00

19.54

30.00

12/11/2024 18:35

Script Alter

127531

24.00

-2.00

22.00

39.08

60.00

12/11/2024 18:36

Script Adjustment

127531/148581

22.00

2.00

24.00

39.08

60.00

12/11/2024 18:36

Script

127531

24.00

-2.00

22.00

39.08

60.00

16/11/2024 10:35

Script

127667

22.00

-2.00

20.00

39.08

55.00

19/11/2024 17:40

Script Alter

127798

20.00

-1.00

19.00

19.54

30.00

19/11/2024 17:42

Script Adjustment

127798/148678

19.00

1.00

20.00

19.54

30.00

19/11/2024 17:42

Script

127798

20.00

-1.00

19.00

19.54

30.00



ELSCHEM PHARMACY HATFIELD

2368 KILWINING
HATFIELD HARARE
CELL: 0784967447

Report Date: 10 Mar 2025 13:34:12

Stock Usage Per Item Report For Trading Period "201510"

Stock Items: RABIES VACCINE

Total Packs used on

OTC	0.00 Adjustments	-18.00	Number of Transactions for	OTC	0.00 Adjustments	16.00
Invoices	0.00 Creditors	79.00		Invoices	0.00 Creditors	11.00
Scripts	57.00 Script Log	17.00		Scripts	47.00 Script Log	13.00
Start StockOH	2.00 End StockOH	25.00		Current StockOH	25.00	

Transaction Date	Transaction Type	Transaction Number	Previous Stock OH	Adjustment	Stock OH	Avg Cost	Retail
19/11/2024 17:40	Script Alter	127798	20.00	-1.00	19.00	19.54	30.00
19/11/2024 17:42	Script Adjustment	127798/148678	19.00	1.00	20.00	19.54	30.00
19/11/2024 17:42	Script	127798	20.00	-1.00	19.00	19.54	30.00
23/11/2024 11:14	Script	127941	19.00	-1.00	18.00	19.54	30.00
23/11/2024 13:35	Script	127953	18.00	-1.00	17.00	19.54	30.00
25/11/2024 09:34	Script Alter	128003	17.00	-1.00	16.00	19.54	30.00
25/11/2024 09:34	Script Alter	128003	16.00	-1.00	15.00	19.54	30.00
25/11/2024 09:34	Script Adjustment	128003/148735	15.00	1.00	16.00	19.54	30.00
25/11/2024 09:34	Script Adjustment	128003/148736	16.00	1.00	17.00	19.54	30.00
25/11/2024 09:34	Script	128003	17.00	-1.00	16.00	19.54	30.00
2/12/2024 12:07	Script	128336	16.00	-1.00	15.00	19.54	30.00
2/12/2024 12:45	Script Alter	128337	15.00	-1.00	14.00	19.54	30.00

ELSCHEM PHARMACY HATFIELD

2368 KILWINING
HATFIELD HARARE
CELL: 0784967447

Report Date: 10 Mar 2025 13:34:12

Stock Usage Per Item Report For Trading Period "201510"

Stock Items: RABIES VACCINE

Total Packs used on

OTC	0.00 Adjustments	-18.00	Number of Transactions for	OTC	0.00 Adjustments	16.00
Invoices	0.00 Creditors	79.00		Invoices	0.00 Creditors	11.00
Scripts	57.00 Script Log	17.00		Scripts	47.00 Script Log	13.00
Start StockOH	2.00 End StockOH	25.00		Current StockOH	25.00	

Transaction Date	Transaction Type	Transaction Number	Previous Stock OH	Adjustment	Stock OH	Avg Cost	Retail
14/12/2024 09:49	Script Adjustment	128888/149503	4.00	2.00	6.00	39.08	60.00
14/12/2024 09:51	Script	128889	6.00	-2.00	4.00	39.08	60.00
19/12/2024 17:34	Script	129029	4.00	-2.00	2.00	39.08	60.00
21/12/2024 11:18	Script	129128	2.00	-1.00	1.00	19.54	30.00
28/12/2024 11:55	Script	129539	1.00	-1.00	0.00	19.54	30.00
3/1/2025 10:01	Adjustment	149917	0.00	1.00	1.00	19.54	30.00
3/1/2025 10:01	Script	129844	1.00	-1.00	0.00	19.54	30.00
28/2/2025 10:54	Adjustment	150915	0.00	1.00	1.00	19.54	30.00
28/2/2025 10:55	Script Alter	131824	1.00	-1.00	0.00	19.54	30.00
28/2/2025 17:41	Script Adjustment	131824/150929	0.00	1.00	1.00	19.54	30.00
6/3/2025 13:34	Creditor Invoice	INV0004820	1.00	25.00	26.00	19.54	21.98
8/3/2025 09:45	Script	132221	26.00	-1.00	25.00	19.54	28.00

As seen in the above images, there was no recorded receiving of the rabies vaccine from a supplier, yet rabies vaccine was available to be dispensed as and when needed.



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.

<i>Nr</i>	<i>Observations</i>	<i>Ref</i>
	<i>Critical</i>	
1.	Buying and selling of unregistered medicines.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 29
	<i>Major</i>	
	None	
	<i>Minor</i>	
	None	

3.0 Recommendations

- The supervisor is required to comment on all the issues raised during the inspection.
- The supervisor should particularly comment on the source of the unregistered and falsified rabies vaccine found in the premises and the discrepancies noted when it came to dispensing and selling of rabies vaccine as shown by the excel sheet in the report.
- The response should be on a signed and dated letter head.

Inspector: Brighton Chinhongo
Name
Signature
26/03/2025
Date

Inspector: Rufaro Ziduche
Name
Signature
26/03/2025
Date

Inspector: Grace Chinyowa
Name
Signature
26/03/2025
Date

Reviewed by: M. Mwatseteza
Name
Signature
01/04/2025
Date