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REF:B/279/22/229/2025

17 March 2025

The Supervisor
Edgiray Investments (Pvt) Ltd
t/a Hometown Pharmacy
Shop 9 Cnr Robert Mugabe & Herbert Chitepo
Rusape

ATTENTION: Mr Mushandu Tichaona Phillip,

Dear Sir/ Madam

**RE: ROUTINE INSPECTION OF LICENCED PREMISES - EDGIRAY
INVESTMENTS (PVT) LTD T/A HOMETOWN PHARMACY, SHOP 9 CNR
ROBERT MUGABE & HERBERT CHITEPO, RUSAPE**

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

Appended is an inspection report for your noting.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

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



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – ROUTINE

EDGIRAY INVESTMENTS (PVT) LTD T/A HOMETOWN PHARMACY, SHOP 9
CORNER ROBERT MUGABE AND HERBERT CHITEPO, RUSAPE.

Licensee: Edgiray Investments (Pvt) Ltd
Supervisor: Mushandu Tichaona Philip
Inspection Date: 17th February 2025
Inspectors: Onias Hove and Rufaro Ziduche
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 were last inspected on the 5th of May 2023 and found generally satisfactory.

1.1 Suitability of Premises

The premises were generally in a clean and tidy condition with suitable and effective means of natural lighting and ventilation. Medicines were protected from direct light and moisture. The premises and persons licenses were valid and were displayed.

Their front shop was generally satisfactory and medicines were kept out of reach of the public by a dispensary counter. The pharmacist was able to oversee all activities in the pharmacy from the dispensary. All working surfaces, cupboards, and shelves were finished with a smooth, impervious and washable material and maintained in a good state of repair.

The staff complement included one (1) pharmacist and two (2) dispensary assistants.

1.2 Equipment

- i. There was a double stainless-steel sink. There was provision for running cold and hot water.
- ii. There was one 100ml measuring cylinder. The supervisor was advised to procure

- another measuring cylinder..
- iii. There were two (2) sets of mortar and pestles for preparing extemporaneous preparations.
- iv. There were three (3) counting trays with spatulas for counting tablets
- v. There was a calibrated digital scale for measuring weights. The scale was not calibrated.
- vi. There was a functional double-door Capri® refrigerator, for storing cold chain medicines. The refrigerator was clean and free of mold. There was a calibrated HTC® thermometer for the refrigerator.

1.3 Cleanliness and Hygiene

The premises were generally clean and tidy. The floor was smooth and impervious, and the walls were painted with washable cream paint. There was a functional toilet with the premises.

1.4 Control of Materials

No expired medicines were found among the saleable stock. An over the counter label was reviewed, and this captured all details for traceability including batch number, expiry date and manufacturer details. There were no unregistered medicines among sellable stock on the day of inspection. There was a fixed and lockable Dangerous Drugs cupboard. The stocks of Varigesic®, Morphine 10mg tablets and Pethidine 100mg/2ml tablets at the tallied with those recorded in the Dangerous Drugs book.

1.5 Prescription records

There was use of an electronic system, Propharm® software for recording prescriptions and dispensing purposes. The system had adequate provisions for capturing repeats. Backup of daily transactions was being done on an external flash drive on a daily basis. A dispensed medicine label was printed, and this captured all details for traceability including batch number, expiry date and the manufacturer details.

1.6 Reference books

The following reference texts were presented as hard copies:

- a. EDLIZ 2020
- b. Zimbabwe Standard ART Guidelines 2016
- c. British National Formulary, 78th Edition

1.7 Legislation

The following statutes were present 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

The front shop was generally satisfactory.

1.9 Security

There were metal grills on the front and back entrance. There were burglar bars on all windows. There were guards manning the premises all the times.

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.

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

Recommendation

The supervisor is advised to procure another measuring cylinder.

Inspector: O. Hove
Name


Signature

05/03/25
Date

Inspector: R. Ziduche
Name


Signature

05/03/25
Date

Reviewed by: C.S. Kamhoti
Name


Signature

05/03/2025
Date

