



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/279/22/350/2025

14 May 2025

The Supervisor
FayGav Pharmaceuticals (Pvt) Ltd
t/a Medfy Pharmacy
Shop 17, 6th street
Gweru

ATTENTION: Miss Faith Ganyara

Dear Madam,

**RE: ROUTINE INSPECTION OF FAYGAV PHARMACEUTICALS (PVT) LTD
T/A MEDFY PHARMACY, SHOP 17, 6th STREET, GWERU**

The inspection of the above premises on 9th of April 2025 refers.

Appended is an inspection report for your noting.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....


A. Verenga (Ms)

For: **DIRECTOR-GENERAL**

/mm



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**FAYGAV PHARMACEUTICALS (PVT) LTD T/A MEDFY PHARMACY, SHOP
17, 6th STREET, GWERU**

Licensee: Faygav Pharmaceuticals (Pvt) Ltd

Supervisor: Miss Faith Ganyara

Supervisor on day: Miss Faith Ganyara

Inspection Date: 09-4-2025

Inspector: O. Hove and M. Mwatseteza

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 15th of September 2023 and the premises were found to be generally satisfactory.

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 licenses were valid and displayed.

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 painted with washable paint.

The staff complement included: one (1) pharmacist and three (3) 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), 100ml plastic measuring cylinders, labelled for intended uses.
- iii. There were two (2) sets of mortar and pestle labelled for intended use.
- iv. There were three (3) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a digital® balance, which was not calibrated.
- vi. There was a functional Capri® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was a digital thermometer which was calibrated. The refrigerator temperature charts were up to date and there were no temperature excursions.

1.3 Cleanliness and Hygiene

The premises were generally in tidy condition. There was a functional toilet within the proximity of the premises.

1.4 Control of Materials

There were no unregistered medicines on the shelves. The invoices from registered wholesalers were available on the day of inspection. No expired stock were found amongst saleable stock. There was a fixed and lockable Dangerous Drugs cabinet. The Dangerous Drugs cabinet was in a good state of repair. There were no medicines in the Dangerous Drugs cabinet.

1.5 Prescription records

There was a Propharm ® dispensing software installed on the computer for recording prescriptions which was backed up daily on a flash drive. The dispensing system was able to trace a given example of medicine to a particular patient. The pre-pack and dispensed medicine labels captured all the necessary information.

1.6 Reference books

The following reference text were available as soft copies:

1. BNF 83rd Edition
2. EDLIZ 2020 Edition
3. HIV Guidelines 2022 Edition

1.7 Legislation

All the relevant legislature were available as soft copies.

1.8 Front Shop

The front shop was generally satisfactory

1.9 Security

There were metal grills and burglar bars installed. There were security guards manning the premises at night. An alarm system and a CCTV was also available for additional security.

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	

LET 05

	None	
	Major	
	None	
	Minor	
	None	

3.0 Recommendations

This was a generally satisfactory inspection.

Inspector: M. Mwatseteza
Name



Signature

23/04/2025

Date

Inspector: O.Hove
Name



Signature

23/04/25

Date

Reviewed by: C. Kamhoti
Name



Signature

26/04/2025

Date