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REF: B/279/22/561/2025

04 July 2025

The Supervisor
Catchdeal Investments (Pvt) Ltd
t/a Mlink Pharmacy
Shop Ai, 54 Shuvai Mahofa Street
MASVINGO

ATTENTION: Miss Mashoko Dawn,

Dear Madam

**RE: ROUTINE INSPECTION OF LICENCED PREMISES - CATCHDEAL
INVESTMENTS (PVT) LTD T/A MLINK PHARMACY, SHOP AI, 54 SHUVAI
MAHOFA STREET, MASVINGO**

The inspection of the above premises on the 21st of June 2025 refers.

Appended is an inspection report for your noting and comments.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/em



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**CATCHDEAL INVESTMENTS (PVT) LTD T/A MLINK PHARMACY, SHOP AI,
54 SHUVAI MAHOFA STREET, MASVINGO**

Licencee: Catchdeal Investments (Pvt) Ltd

Supervisor: Miss Mashoko Dawn,

Supervisor on day: Miss Mashoko Dawn

Inspection Date: 21-6-2025

Inspector: B. Chinhongo, C. Chimwaza, and E. Muunganirwa

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 an inspection of premises that were last inspected on the 15th of February 2024 as a new premise.

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: two pharmacists, three 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
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a Virgo® balance, which was calibrated.
- vi. There was a functional Univa ® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was an analog Brannan thermometer which was not calibrated. The supervisor was advised to calibrate the thermometer. During the inspection the thermometer recorded 3.0°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.

1.3 Cleanliness and Hygiene

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

1.4 Control of Materials

There were unregistered medicines on the premises. Invoices from the sources were availed and the medicines were from trusted sources. The medicines were authorized for entry by the Authority. The medicines were cleared for entry by MCAZ and/ ZIMRA. 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. There were medicines in the dangerous drugs cabinet and the available stock tallied with the recorded quantities.

1.5 Prescription records

There was a Dispenseware® 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. A medicine label was dispensed, and the full pharmacy address was shown on the pre-pack medicines label and dispensed medicine label.

1.6 Reference books

The following reference text were available as soft copies:

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

1.7 Legislation

All the relevant legislatures 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 also were security guards manning the premises daily. There was a Fawcett® alarm response system installed at 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	
	None	
	Major	
	None	
	Minor	
	None	

3.0 Recommendations

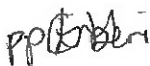
- Generally Satisfactory inspection.

Inspector: Brighton G. Chinhongo
Name


Signature

30/6/2025
Date

Inspector: Chido Chimwaza
Name


Signature

30/6/2025
Date

Inspector: Endurance Muunganirwa
Name


Signature

30/6/2025
Date

Reviewed by: M Mwatseteza
Name


Signature

03/07/2025
Date