



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Kemulos Investments (Pvt) Ltd t/a Guiding Star Pharmacy, 18 Chanyau Business Centre, Bikita

Applicant: Kemulos Investments (Pvt) Ltd

Supervisor:

Inspection date: 6 November 2025

Inspectors:

Type of Inspection: New Premises

Contact details:

Key

Italics: Shortcomings noted during inspection

****Bold:**** Issues noted during re-inspection and sub-headings.

Regular: The rest of the body of the inspection

1.0 Preamble

This was an inspection of a new premises after receiving a complete and satisfactory application.

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. Artificial lighting was provided for and adequate. Medicines shall be stored on white melamine shelves that were washable. Medicines shall be protected from direct light, moisture, and excessive heat.

The dispensary working space was measured using MCAZ tape #040 and it measured approximately 15.12m² and this was sufficient to ensure effective and efficient flow of work. All activities in the front shop could be seen from the dispensary. Medicines shall be stored safely out of reach of the public.

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

The staff complement included the supervising pharmacist and two (2) dispensary assistants.

The toilet facilities were in close proximity to the premises and in good working order.

1.2 Equipment

The following were noted:

- a) There was a double stainless-steel sink with provisions for running cold and hot water.
- b) There were two (2) sets of counting trays for counting tablets and capsules.
- c) There were two (2) 100ml measuring cylinders that were labelled for their intended purposes.
- d) There were two (2) sets of mortar and pestle that were labelled for their intended purposes.
- e) There was a functional Electro Master® digital balance available for weighing materials during compounding. The scale was not calibrated, and the supervisor was recommended to calibrate it.
- f) A double door, grey Capri® refrigerator was available for storage of cold chain products. A functional, HTC-2 digital thermos-hygrometer was available for monitoring the temperature of the refrigerator. The thermometer was calibrated by Air Zimbabwe. The calibration was traceable to serial number PF627 and due 05/06/2026.

1.3 Dangerous Drugs

There was a fixed and 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 and tidy, free from accumulated waste and vermin.

1.5 Prescription records

Dispenseware® software shall be used for capturing prescriptions. There was provision for daily backup of prescription records onto an eight (8) Gigabytes 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 82nd Edition (soft copy)
- 2. EDLIZ 2020 Edition (soft copy)
- 3. ART Guidelines 2022 (soft copy)

1.7 Legislation

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

1.8 Security

There were metal grills at the entrance and burglar bars on all windows. The building complex had security guards providing security from 6pm to 6am daily.

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 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:

Name

Signature

07/11/2025

Date

Inspector:

Name

Signature

07/11/2025

Date

Reviewed by:

Name

Signature

10/11/2025

Date