



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**NYANZUMA INVESTMENTS (PVT) LTD T/A PALADO PHARMACY, 17273
DAMOFALLS PHASE 4 SHOPPING CENTRE, RUWA**

Licencee: Nyanzuma Investments (Pvt) Ltd

Supervisor: Mr. Nyanzuma Wellington,

Supervisor on day: as indicated above

Inspection Date: 9-10-2025

Inspector: R. Ziduche and G. Mapokotera

Type of inspection: Routine Inspection

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. Preamble

This was a routine inspection of premises that was last inspected on the 28th of September 2022 as new premises and there were no shortcomings noted.

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 person's licences 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, one (1) pharmacy technician and two (2) 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 uses.
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a top pan digital® balance, which was not calibrated. The supervisor was advised to calibrate the measuring balance.
- vi. There was a functional Ecco® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was a mercury Brannan England thermometer which was not calibrated. The supervisor was advised to calibrate the thermometer. During the inspection the thermometer recorded 7.0°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. There was a solar system and ice packs for use in the event of power cuts.

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 section 75 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. 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 no medicines in the Dangerous Drugs cabinet.

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. *The dispensed medicine label was, however, not showing the manufacturer details and the batch number of these dispensed labels.*

(Ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g))

1.6 Reference books

The following reference text were available as soft copies:

1. BNF 73rd Edition
2. EDLIZ 2020 Edition
3. HIV Guidelines 2016 Edition

1.7 Legislation

All the relevant legislature were to be downloaded.

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 at night.

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

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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	
1.	The dispensed medicine label was, however, not showing the manufacturer details and the batch number of these dispensed labels.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g)

3.0 Recommendations

- The supervisor should comment on all the shortcomings highlighted in italics

Inspector:	R. Ziduche	<i>R. Ziduche</i>	27/10/2025
	Name	Signature	Date

Inspector:	G. Mapokotera		27/10/2025
	Name	Signature	Date

Reviewed by: Martha Mwatseteza		28/10/2025
Name	Signature	Date