



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Samparticas Enterprises (Pvt) Ltd t/a Kings Pharmacy Ascot, 5 Ascot Shopping Centre, Bulawayo

Applicant: Samparticas Enterprises (Pvt) Ltd

Supervisor:

Inspection date: 22 October 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 and glass 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 15.3m² 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 shall include 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 single stainless-steel sink and a separate wash hand basin with provision for running cold and hot water.
- b) There were four (2) sets of counting trays for counting tablets and capsules.
- c) There were two (2) 100ml and one (1) 50ml measuring cylinders which 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 Adam® digital scale which was calibrated by Vital Scales and the calibration was traceable to serial number AEANR244931. The date of re-calibration was 03/10/2026.
- f) A double door, grey Capri® refrigerator was available for storage of cold chain products. A functional, HTC-2 digital thermos-thermometer which was calibrated by Air Zimbabwe was available for use. The calibration was traceable to serial number CJV1170, and the date of re-calibration was 21/09/2026.

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard. There were two (2) bound books with serialized pages for use as Dangerous Drugs registers.

1.4 Cleanliness and Hygiene

The premises were generally clean and tidy, free from accumulated waste and vermin.

1.5 Prescription records

Propharm® software shall be used for capturing prescriptions. There was provision for daily cloud backup of prescription records. 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 85th 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 installed on the exit door. *However, the front of the premises had display windows that were not reinforced with metal grills. The supervisor explained that the property owner had a preservation policy in place to maintain aesthetic appeal and architectural uniformity, which prevented the installation of metal grills on the display windows.*

(Reference: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, third schedule, section 2e)

However, there were motion sensors, CCTV cameras and an alarm system in place within the premises. There were security guards who manned the building complex 24hrs a day.

A letter from the property owner was submitted and it reiterated the same.

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>	
1.	<i>The front of the premises had display windows that were not reinforced with metal grills.</i>	<i>Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, third schedule, section 2a</i>
	<i>Minor</i>	
	None	

3.0 Recommendations

The supervisor should respond to the shortcoming highlighted in italics.

Lead inspector: Name

Signature Date

24/10/2025

Inspector:

Name

24/10/2025

Date

Reviewed by:

Name

Signature

24/10/2025

Date