

LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – ROUTINE

**SCILLATION (PVT) LTD T/A DIVINE PHARMACY MABELREIGN. 1 & 2
STORTFORD PARARDE, MABELREIGN, HARARE**

Licensee: Scillation (Pvt) Ltd
Supervisor:
Inspection Date: 14th January 2026
Inspectors:
Type of inspection: Routine

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 a premise that was last routinely inspected 5th of April 2023 and the following shortcomings were noted:

- i. There was no provision for backing up of prescription records.
- ii. There was no provision for capturing the manufacturer on dispensed medicine labels.

1.1 Suitability of Premises

The front shop of the premises was generally untidy. There was dust on the shelves and spiderwebs as depicted in image I below.

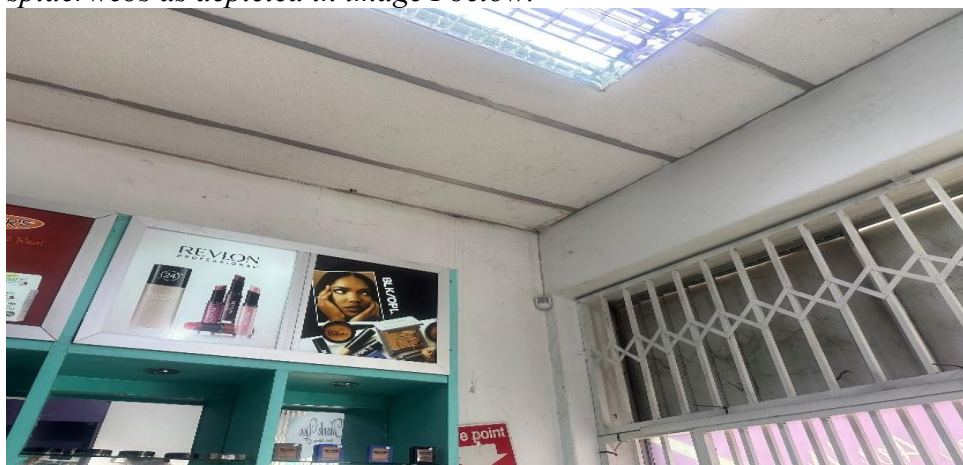


Image I showing spiderwebs in corner above shelf

One section of the front glass wall was cracked and dusty. The ceiling had sections that were peeling off and an open space, also infested with spiders as shown in Image II and image III below.



Image II showing cracked glass in front glass wall



Image III showing gap in ceiling, water stains on wall and ceiling

The supervisor was advised to ensure that these were addressed and to thoroughly confirm the integrity of the roof to ensure there were no leakages as water stains were observed on one of the walls in the dispensary area.

{Ref: Good Dispensing Practice Guidelines, section A}

{Ref: Medicines Control and Allied Substances Control General Regulations, Third Schedule (2a)}

There were suitable and effective means of natural lighting and ventilation. Medicines were protected from direct light and moisture. The premises and persons licenses displayed were valid.

All activities in the front shop could be seen from the dispensary. Medicines were kept out of reach of the public on painted and washable shelving. The other working surfaces, and cupboards were finished with smooth, impervious and washable material and maintained in a good state of repair.

The staff complement included one (1) pharmacist, and five (5) dispensary assistants.

1.2 Equipment

- i. There was a double stainless-steel sink with provision for running hot and cold water.
- ii. There was a designated area in the dispensary where dispensing and compounding was done.
- iii. There were three (3) plastic measuring cylinders for liquid preparations. These were labelled with respect to their uses.
- iv. There were two (2) sets of mortar and pestle for preparing extemporaneous preparations found at the premises. They were labelled for their intended uses.
- v. There were seven (7) counting trays with spatulas for counting tablets.
- vi. There was a digital balance for measuring weights which was not calibrated.
- vii. There was a grey single-door CAPRI® refrigerator for storing cold chain medicines. *Temperature logs were available but insufficiently labelled as the year for the records was not indicated, making it difficult to differentiate past records from the present ones. The ice packs found in the fridge were lumped together and inseparable as the pill bags were not properly sealed after packing with water prior to freezing them. A digital thermometer was available but valid certificates of calibration were not provided.*

{Ref: Good Dispensing Practice Guidelines, section A}

{Ref: Medicines Control and Allied Substances Control General Regulations, Third Schedule (2d)}

1.3 Cleanliness and Hygiene

The front shop of the premises was generally untidy. There was dust on the shelves and spiderwebs in the top corner of the pharmacy stretching down to the shelves. One section of the front glass wall was cracked and dusty. The ceiling had sections that were peeling off and an open space not sealed off, also infested with spiders.

{Ref: Good Dispensing Practice Guidelines, section A}

{Ref: Medicines Control and Allied Substances Control General Regulations, Third Schedule (2a)}

The floor in the dispensary was smooth, and impervious. The walls were painted white.

There was a functional toilet close to 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 medicines in the Dangerous Drugs cabinet and the available stock tallied with the recorded quantities.

1.5 Prescription records

There was use of Dispenseware® dispensing software for capturing, dispensing and recording of prescriptions. The dispensing system was able to trace a given example of a medicine to a particular patient. A medicine label was dispensed, and the full pharmacy address was being shown on the pre-pack medicines label and dispensed medicine label. *However, there was no provision for backing up of prescription records. This was a repeat observation as it was a shortcoming noted at the previous routine inspection.*

Ref: {Medicines and Allied Substances Control General Regulations, SI 150 of 1991, Third Schedule 2(d)}

1.6 Reference books

The following reference text were available as soft copies:

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

1.7 Legislation

The following statutes were present as soft copies:

- i. Medicines and Allied Substances Control Act [Chapter 15:03]
- ii. Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991
- iii. Dangerous Drugs Act [Chapter 15:02]
- iv. Dangerous Drugs Regulations, RGN 1111 of 1971

1.8 Front Shop

The front shop of the premises was generally untidy. There was dust on the shelves and spiderwebs in the top corner of the pharmacy stretching down to the shelves. One section of the front glass wall was cracked and dusty. The ceiling had sections that were peeling off and an open space not sealed off, also infested with spiders.

{Ref: Good Dispensing Practice Guidelines, section A}

{Ref: Medicines Control and Allied Substances Control General Regulations, Third Schedule (2a)}

1.9 Security

There were burglar bars on windows, and screens on the front entrance. There was also CCTV surveillance 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.

<i>Nr</i>	<i>Observations</i>	<i>Ref</i>
	<i>Critical</i>	
	None	
	<i>Major</i>	
	None	
	<i>Minor</i>	
1.	<i>Temperature logs were available but insufficiently labelled as the year was not indicated, making it difficult to differentiate past records from the present ones. The ice packs found in the fridge were lumped together and inseparable as the pill bags were not properly sealed after packing with water prior to freezing them. A digital thermometer was available but valid certificates of calibration were not provided.</i>	<i>Good Dispensing Practice Guidelines, section A Medicines Control and Allied Substances Control General Regulations, Third Schedule (2a)</i>
2.	<i>There was no provision for backing up of prescription records. This was a repeat observation as it was a shortcoming noted at the previous routine inspection.</i>	<i>Good Dispensing Practice Guidelines, section A Medicines Control and Allied Substances Control General Regulations, Third Schedule (2d)</i>
3.	<i>The front shop of the premises was generally untidy. There was dust on the shelves and spiderwebs in the top corner of the pharmacy stretching down to the shelves. One section of the front glass wall was cracked and dusty. The ceiling had sections that were peeling off and an open space not sealed off, also infested with spiders.</i>	<i>Good Dispensing Practice Guidelines, section A Medicines Control and Allied Substances Control General Regulations, Third Schedule (2a)</i>

Recommendation

The supervisor is advised to respond to all the noted shortcomings.

Inspector:	T. Chikerema		19/01/2026
	Name	Signature	Date
Reviewed by:	Clive Kamhoti		19/01/2026
	Name	Signature	Date