



LET 05

LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**ROCKMAROH (PVT) LTD T/A FAMILY CARE PHARMACY, SHOP 03,
CHINAMANO CORNER, CNR 2ND ST & CHINAMANO AVE, HARARE**

Licencee: Rockmaroh (Pvt) Ltd

Supervisor:

Supervisor on day:

Inspection Date: 22nd January 2026

Inspector:

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 was last inspected on the 25th of June 2024 as new premises.

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 pharmacist, two dispensary assistants, two OTC-assistants, two interns

1.2 Equipment

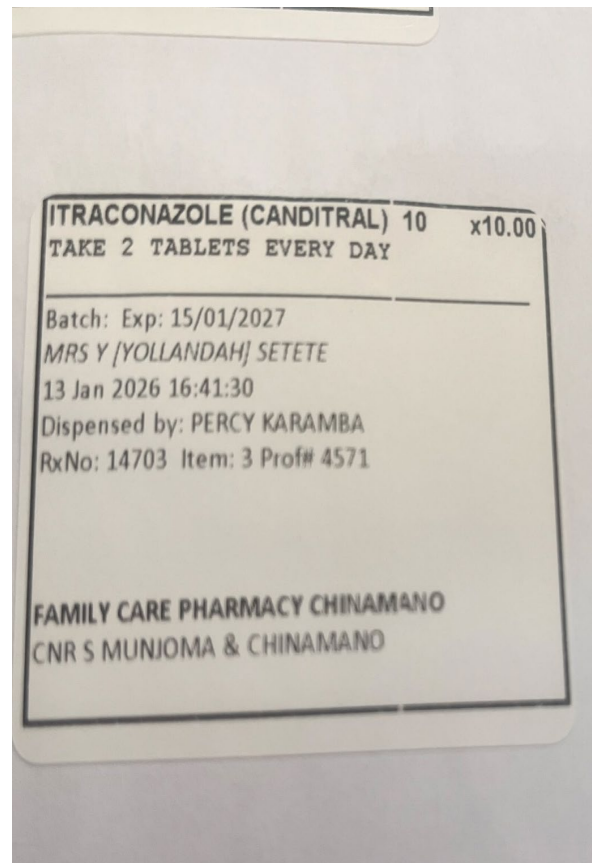
- i. There was a single stainless-steel sink with separate hand wash basin with provisions for running cold and hot water
- ii. There were two (2) 100ml plastic measuring cylinders, labelled for intended uses
- iii. There were five (5) sets of mortar and pestle
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a Kerro® balance, which was calibrated.
- vi. There was a functional Capri, black ® refrigerator The refrigerator was clean, free of molds and there were no food items. There was a digital Brannan thermometer which was calibrated. During the inspection the thermometer recorded 2.0°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 no unregistered medicines on the shelves. The invoices from registered wholesalers were available on the day of inspection. *Blister packs of expired Itraconazole capsules which were mixed with the ones that were not expired were found amongst saleable stock and evidence of sale could not be ascertained since the available itraconazole stock (manufactured by Torrent) was put under a different brand name(Canditral) and the batch number was not captured on the label.* 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 Propharm® 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 batch number of the medicines dispensed. There was evidence of insufficient capturing of patient details while dispensing prescription preparation and pharmacist-initiated medicines. Medicines were being dispensed under Avenues clinic pharmacy as shown in the picture below:*

Patient: **AVENUES CLINIC PHARMACY** RxDate: **22 Jan 2026, 15:38:55** Age: **126.1**
 SurName: **14989** ClaimDate: **22 Jan 2026, 15:38:53** Pay Off: **PR**
 Dispenser: **AVENUES CLINIC** M/Aid No: **ENGLISH** Medical Aid: **PR**
 Status: **ENGLISH**

Full Medicine History

Stat	No	Description	Qty	Claim	Item Totl	ScriptDate	ScriptNo
☐	1	OMEPRAZOLE 20MG CAPS 100S (OMICAP)	20.00	2.00	2.00	02/01/2026 17:41:19	
☐	1	OMEPRAZOLE 20MG CAPS 100S (OMICAP)	10.00	1.00	1.00	22/12/2025 19:02:59	
☐	1	OLMESARTAN/AMLODIPINE/HTC 40/10/12.5MG 30S	30.00	19.00	19.00	09/12/2025 17:08:37	
☐	1	PARACETAMOL 125MG SUPPS 10S(GACET)	8.00	24.00	24.00	04/12/2025 15:46:13	
☐	1	FRESUBIN 2KCAL DRINK VANILLA 200ML 1S	10.00	50.00	50.00	30/11/2025 11:24:11	
☐	2	PALONOSERTRON 0.25MG/5ML INJECTION	1.00	13.00	13.00	30/11/2025 11:24:11	
☐	1	CIPROFLOXACIN EYE/EAR DROPS 5ML	2.00	6.00	6.00	27/11/2025 16:41:54	
☐	1	DICLOFENAC 50MG TABS 100S	20.00	1.00	1.00	15/11/2025 19:11:55	
☐	1	MANNITOL 20% 500ML	20.00	115.00	115.00	14/10/2025 15:53:41	
☐	1	CALAMINE LOTION 100ML	4.00	12.00	12.00	12/10/2025 12:58:57	
☐	1	ALULA GOLD 1.8KG 1	1.00	48.00	48.00	08/10/2025 16:47:42	
☐	1	ENSURE ASSORTED 400G	10.00	160.00	160.00	07/10/2025 14:17:30	
☐	1	ANTI-EMBOLISM STOCKING [KNEE HIGH]	1.00	23.00	23.00	30/09/2025 14:55:07	
☐	1	MEMANTINE 10MG TABS 14S (PCD)	15.00	5.00	5.00	30/09/2025 14:49:44	
☐	1	ENSURE ASSORTED 400G	10.00	160.00	160.00	25/09/2025 14:51:06	
☐	2	MONTELUKAST 10MG TABS 30S	60.00	16.00	16.00	25/09/2025 14:51:06	

TAKE ONE CAPSULE TWICE A DAY AFTER FOOD

☐ Complete History ☐ Exclude Zero

(ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section Section 60 c, e)

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 legislature was 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.

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	
1	Expired stock was found amongst saleable stock	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 51
	Major	
1	Insufficient capturing of patient details	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section Section 60 c, e
	Minor	
1	The dispensed medicine label was, however, not showing the batch number of the medicines dispensed.	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:	Name		26/01/2026
		Signature	Date

Inspector:	Name		26/01/2026
		Signature	Date

Reviewed by:			26/01/2025
	Name	Signature	Date