



LICENSING AND ENFORCEMENT DIVISION

RE-INSPECTION REPORT FOR A WHOLESALE- NEW

Choice Protection (Pvt) Ltd T/A Choice Protection, 47 Sherwood East, Kwekwe

Applicant: Choice Protection (Pvt) Ltd
Supervisor: Dr. Hussein Dinesi (Veterinary Doctor)
Inspection Date: 24 February 2025
Inspectors: Brighton Chinhongo and Rufaro Ziduche
Type of inspection: New Premises

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. There was satisfactory visibility with the lights off. Medicines shall be stored on wooden pallets, protected from direct light, moisture and excessive heat.

All working surfaces were finished with smooth, impervious, and washable material and maintained in a good state of repair. The floors were smooth and impervious. The walls were painted and washable.

There was unidirectional flow of medicines, both the receiving and dispatch areas had a dedicated entry and exit points. The four warehouse areas (Receiving, Quarantine, Warehouse and Dispatch) were clearly demarcated and labelled. The four areas measured 17.16m², 5.59m², 22.37m² and 23.07m² respectively. There were Aceteo® digital thermo-hygro thermometers available in every room for measuring the room temperature and humidity calibrated by Laboserv and due for the next calibration on 03/02/2027. The supervisor was advised to make provisions for temperature control in the rooms and recommended to make plans to commence temperature mapping studies in the future to enable efficient and strategic placement of data loggers in the warehouse.

The staff complement shall include one (1) supervisor: a veterinary doctor, and two (2) warehouse assistants.

There were toilet facilities which were clean and in good working order.

1.2 Receiving Area

The receiving area measured approximately 17.16m² which was considered adequate. The receiving area was physically separated from the other warehouse areas with lockable entrance and exit areas. It was clearly demarcated and labelled. A table was placed in the receiving area.

1.3 Quarantine Area

The Quarantine area measured approximately 5.59m² which was found satisfactory for the operations of the wholesale. The quarantine area was physically separated from the warehouse areas with lockable entrance/exit area. It was clearly demarcated and labelled.

1.4 Warehouse

The warehouse measured approximately 22.37m². This was considered adequate. The warehouses were physically separated with a lockable entrance and exit areas. The warehouse was clearly demarcated and labelled.

All cold chain medicines shall be stored inside a grey double door Capri® refrigerator with a digital thermometer for temperature monitoring, calibrated by Laboserv and due for the next calibration on 18/02/2027.

1.5 Dispatch

The dispatch area measured approximately 23.07m², which was considered adequate. The dispatch area was physically separated from the other areas with lockable entrance and exit areas. It was clearly demarcated and labelled. A table was placed in the dispatch area and wooden pallets were available for storage of medicines.

1.6 Cleanliness and Hygiene

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

1.7 Control of Materials

There was unidirectional flow of medicines, both the receiving and dispatch areas had a dedicated entry and exit points.

1.8 Dangerous Drugs

There was no Dangerous Drugs compartment at the premises as it was for veterinary medicines, and the supervisor was a veterinary doctor.

1.9 Documentation and Records:

Odoo® system shall be used for capturing all the required information and inventory management. The sample invoice provided captured all the required information including batch number, expiry date and brand or manufacturer's details of the medicines. The supervisor was advised to add customer details onto the invoice.

The following were available on the day of inspection:

- i. SOP for Receiving and checking of medical products
- ii. SOP for Security of Stocks
- iii. SOP for Recalls
- iv. SOP for Storage of products
- v. SOP for Cleaning and maintenance

1.10 Legislation

All the required legislation were available on the day of the inspection.

1.11 Security

There were metal grills on the entrances and exits to the premises and burglar bars affixed to all the windows for security. The four main areas inside had lockable doors and the complex are manned by security dogs.

1.12 General

The premises were generally clean and tidy.

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>	
	None	

3.0 Recommendations

Issue a Wholesale Dealer's Permit.

Inspector: Rufaro Ziduche		26/02/2026
Name	Signature	Date

Inspector: Brighton Chinhongo		26/02/2026
Name	Signature	Date

Reviewed by: S. Shambira		26/02/2026
Name	Signature	Date