



LICENSING AND ENFORCEMENT DIVISION

RE-INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Sarudzai Pharmaceuticals (Pvt) Ltd t/a Sarudzai Pharmacy, Stand 14974 Sarudzai Shopping Centre, Rimuka, Kadoma.

Applicant: Sarudzai Pharmaceuticals (Pvt) Ltd
Supervisor: Mr. Reward Dube
Inspection date: 20 May 2026
Inspectors: Lewis Mutevera and Tavonga Chanyuka
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 the following shortcoming was noted :

1. The premises were inside a clinic sharing the main entrance with the clinic. There was a hatch for serving outpatients in the passage leading to the reception of the clinic where patients were to be served outside the premises. There was also an additional hatch which was for inpatients which was where the patients were supposed to be served from the waiting area of the clinic.

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 painted wooden shelves that are washable and protected from direct light, moisture, and excessive heat.

The dispensary working space was measured using MCAZ tape #038 and it measured approximately 15.63m² and this was sufficient to ensure effective and efficient flow of work. There was no front shop as the whole premises was demarcated as the dispensary. Medicines shall be stored safely out of reach of the public.

All working surfaces, cupboards and shelves were furnished with a smooth, impervious, and washable material and maintained in a good state of repair.

The premises no longer shared the main entrance with the clinic. All the service hatches were permanently closed, and the building was extended to create a fully independent structure. As part of this development, a separate and secure entrance was constructed, ensuring complete operational separation from the clinic.

The staff complement includes the supervising pharmacist and two (2) dispensary assistants.

The toilet facilities were in clinic area and in good working order.

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink with a separate handwash basin. There was provision for running cold and hot water.
- b) There were three (3) sets of counting trays for counting tablets and capsules.
- c) There were two (2) 100ml plastic measuring cylinders which were labelled for their intended purposes.
- d) There were two (2) sets of mortar and pestle.
- e) There was a functional Kern® digital scale. This was calibrated by Laboserve with the next calibration date due on the 18th February, 2027.
- f) A grey, double grey door Fresh® refrigerator for storage of cold chain products was available as well as a functional, calibrated, digital thermometer for temperature monitor.

1.3 Dangerous Drugs

There was a double fixed and lockable Dangerous Drugs (DD) cupboard. There were bound books with serialized pages for use a dangerous drug register.

1.4 Cleanliness and Hygiene

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

1.5 Prescription records

Dispensware® software shall be used for capturing prescriptions. There was provision for daily backup of prescription records on USB drive. 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. Martindale 36th Edition (soft copy)
3. EDLIZ 2025 Edition (soft copy)
4. 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 burglar bars on windows and metal grills on door. There were metal roller shutters covering both hatches.

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 Dispensing or 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>	
	None	
	<i>Minor</i>	
	None	

3.0 Recommendations

Issue of retail premises license

Inspector: Tavonga Chanyuka
Name

Signature
20/05/2026
Date

Inspector:	Lewis Mutevera		20/05/2026
	Name	Signature	Date
Reviewed by:	Shamiso Shambira		20/05/2026
	Name	Signature	Date