



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Capmed Care Solutions (Pvt) Ltd t/a Mutasa Pharmacy, Stand No. 76 Watsomba, Mutasa District

Applicant: Capmed Care Solutions (Pvt) Ltd
Supervisor: Ms. Divine Runganga
Inspection date: 14th May 2026
Inspectors: Rufaro Ziduche and Lewis Mutevera
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 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 11.85m² and this was sufficient to ensure effective and efficient flow of work. There was no front shop, the whole area was a dispensary. Medicines are to 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 includes one (1) supervising pharmacist and two (2) dispensary assistants.

The toilet facilities were within the complex and in good working order.

1.2 Equipment

The following was noted:

- a) *There was a double stainless-steel sink with provisions for running cold and hot water. On the day of inspection, the running water was not coming out. The supervisor showed us the connected tank behind the premises that was still filling up with water and the pressure pump seemed to be malfunctioning which resulted in there being no running water.*
- b) There were two (2) 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 which were labelled for their intended purpose.
- e) There was a functional top digital balance, which was calibrated by Air Zimbabwe and due for next calibration on 03/12/2026.
- f) An Ecco grey double door refrigerator for storage of cold chain products was available. A functional HTC-2 digital thermometer, which was calibrated by Air Zimbabwe, and was due for the next calibration on 28/12/2026.



Figure 1: The connected tank behind the premises.

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

1.3 Dangerous Drugs

There was a double lockable Dangerous Drugs (DD) cupboard. *The Dangerous Drug cabinet was not fixed and movable.* There was a bound book with serialized pages for use as the Dangerous Drug register.

(Reference: Medicines and Allied Substances Control (General) Regulations, Statutory Instrument 150 of 1991, Section 7 (2c))

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 backup of prescription records onto an external flash stick. *The dispensed medicine label did not capture the batch number, expiry date, prescription number, the person who dispensed, the date of dispensing, the quantity of medicines dispensed for traceability for traceability.* (Reference: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 37 (d)))

1.6 Reference books

The following texts were available on the premises on the day of the inspection:

1. BNF 80th Edition (soft copy)
2. EDLIZ 2020 Edition (soft copy)
3. ART Guidelines 2016 (soft copy)

1.7 Legislation

Soft copies of all the current, relevant, and complete sets of statutes were presented as soft copies as there was provision for internet access of MCAZ registers.

1.8 Security

There were metal grills on all the doors leading to and from the pharmacy and a 24/7 security guard. Of concern was *a door conjoining the pharmacy and the next shop which did not have adequate security measures.*



Figure 2: The door in the dispensary with no added reinforcements for security.

(Reference: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third Schedule (2a))

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)”

3.0 Recommendations

- The supervisor must address the matters raised in *italics* and the above recommendations. A re-inspection will be conducted prior to the issuance of the retail pharmacy licence, and a proforma invoice will be issued outlining the re-inspection fee payable prior to the re-inspection.

Reviewed by: Lewis F. Mutevera		18/05/2026
Name	Signature	Date