



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Medchip (Pvt) Ltd t/a Medchip Pharmacy, 248 The Green, Oak Street, Marondera

Applicant: Medchip (Pvt) Ltd
Supervisor: Ms. Yvonne Sigwadya
Inspection date: 6th May 2026
Inspectors: Tavonga Chanyuka and Tatenda Samkange
Type of Inspection: New Premises
Contact details:

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 new premises after receipt of a complete and satisfactory application.

1.1 Suitability of Premises

The premises had effective means of natural lighting and ventilation. Artificial lighting was provided for and adequate. Medicines were stored on wooden varnished shelves and washable. The medicines were protected from direct light, moisture, and excessive heat. The walls were painted blue, smooth and washable.

The dispensary working space was measured using MCAZ tape #038 and was approximately 16.1 m², which provided sufficient area for effective and efficient workflow. *However, not all front-shop activities could be monitored from the dispensary. There was a blind spot that prevented the pharmacist from observing front-shop activities when standing at the sink and the Dangerous Drugs (DD) cupboard (see attachments)*

Good Dispensing practice guidelines section 2A: Medicines and allied Substances Control General Regulations Section 7(2a)



This the view from the dispensary sink and behind the blue wall there is the Over the Counter section with shelves and till

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 staff complement included the one(1) supervising pharmacist and two (2) dispensary assistants and two (2) Pharmacy Technicians

The toilet facilities were within proximity and in good working order.

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink however there was running cold water *but there was no geyser for the provision of running hot water instead there was a boiling tin.*
- b) There were two (2) sets of counting trays for counting tablets and capsules.
- c) There were two (2) plastic measuring cylinders, a 100ml and a 50ml. These 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 digital balance, which was calibrated by Air

Zimbabwe with the next calibration due on the 31st of March, 2027.

- f) There was a white double door Hisense® refrigerator for storage of cold chain medicines. A functional HTC-2® digital Thermo/ Hygrometer for temperature and humidity monitoring. This was calibrated by Air Zimbabwe with the next calibration due 31st March 2027.

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

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard. There was a bound book with serialized pages for use as Dangerous Drugs register.

1.4 Cleanliness and Hygiene

The premises were generally clean.

1.5 Prescription records

Propharm® software was being used for capturing prescriptions. There was provision for daily backup of prescription records on Google 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 84th Edition
2. Martindale 38th Edition
3. EDLIZ 2020
4. ART Guidelines 2022

The supervisor was advised to acquire the latest BNF, and EDLIZ

1.7 Legislation

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

1.8 Security

There were metal grills on the front doors. There were burglar bars on all windows. There was a security guard manning the premises from 8 am to 7pm.

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>	
1.0	There was a blind spot that impedes the pharmacist's ability to observe all front-shop activities while in the dispensary.	Good Dispensing practice guidelines section 2A: Medicines and allied Substances Control General Regulations Section 7(2a)
	<i>Major</i>	
1.0	There was no geyser for the provision of hot running water	Medicines Control and Allied Substances Control General Regulations, Third Schedule (2b)
	<i>Minor</i>	
1.0	None	

3.0 Recommendations

The applicant is required to address the matter in italics before a Retail pharmacy license is issued. A re-inspection of the premises will be required to verify the rectification of the noted structural shortcomings. A re-inspection fee of USD 200 should be paid prior to the re-inspection.

Inspector: Tavonga Chanyuka

10/05/2026

Name

Signature

Date

Inspector: Tendai Samkange

10/05/2026

Name

Signature

Date

Reviewed by: Lewis Mutevera

10/05/2026

Name

Signature

Date