



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

**The Happy Burch Investments Pvt Ltd t/a Care Pharmacy – No 2, Stand 4243
Mandicheke Road , Murehwa**

Applicant: The Happy Burch Investments (Pvt) Ltd
Supervisor: Ms. Ropafadzo Madzimume
Inspection date: 24th June 2026
Inspectors: Emmanuel Makotore and Taonga Chanyuka
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 submission of 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 shelves that were painted and washable. The medicines were protected from direct light, moisture, and excessive heat. The walls were painted, smooth and washable *however there was no barrier that prevented the public from directly accessing the medicines from the shelf.*

Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2c

The dispensary working space was measured using MCAZ tape #040 and it measured approximately 8.87m² and this was insufficient area for effective and efficient flow of work. Medicines shall 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 included the supervising pharmacist, one(1) dispensary assistant and one (1) OTC assistant.

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

(Reference: Good Dispensing Practice Guidelines Section 2A)

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink with provision for running hot and cold water.
- b) There were four (4) sets of counting trays for counting tablets and capsules.
- c) There were two (2) 100ml plastic measuring cylinders, one (1) for internal preparations and another for external preparations. These were labelled for their intended purposes.
- d) There were two (2) sets of mortar and pestle which were labelled for their intended purposes.
- e) There was a functional digital balance, which was not calibrated. The supervisor was advised to calibrate the balance
- f) There was a grey single door SPJ® refrigerator for storage of cold chain medicines. A functional HTC-2® digital Thermo/Hygro probe for temperature and humidity monitoring. This was calibrated by Air Zimbabwe with the next calibration due 25th of May, 2027.

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard which was in a movable counter .

1.4 Cleanliness and Hygiene

The premises were generally clean.

1.5 Prescription records

DispenseWare® software was being used for capturing prescriptions. There was provision for daily backup of prescription records onto 15GB 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 83rd Edition
2. EDLIZ 2020
3. ART Guidelines 2022
4. Martindale 37th Edition

The supervisor was advised to acquire the latest copies for the 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 no metal grills on the door, and this poses a security risk. There were burglar bars on all windows and external glass partitions. There was CCTV installed and night security guards for additional security.

Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 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)”

- 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 were no metal grills on the door, and this poses a security risk	<i>Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2a</i>
	<i>Major</i>	
1.0	The dispensary measured approximately 8.87 m ² and this was insufficient area for effective and efficient flow of work. The medicines are not out of reach of the public	<i>Good Dispensing Practice Guidelines Section 2A;</i> <i>Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2c</i>
	<i>Minor</i>	

1.0	The geyser was not working on the day of the inspection	<i>Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2b</i>
-----	---	--

3.0 Recommendations

The supervisor should address the matters raised in italics and a re-inspection conducted before the issuance of a retail pharmacy license. A proforma invoice will be issued outlining the re-inspection fee payable prior to the re-inspection.

Inspector: Emmanuel Makotore 28/06/2026

Name Signature Date

Inspector: Tavonga Chanyuka 28/06/2026
Name Signature Date

Reviewed by: Lewis Mutevera 28/06/2026
Name Signature Date