LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Bestzone Pvt Ltd t/a Bestzone Pharmacy, 92 Herbert Chitepo Street, Mutare.

Applicant: Bestzone (Pvt) Ltd

Supervisor: Mr. Nyasha Mandeva

Inspection date: 2nd June 2026

Inspectors: Emmanuel Makotore and Rufaro Ziduche

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.

The dispensary working space was measured using MCAZ tape #038 and it measured approximately 37.56m^2 and this was sufficient area for effective and efficient flow of work. All front shop activities could be monitored from 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 staff complement included the supervising pharmacist, one (1) OTC assistance and one (1) dispensary assistant.

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 with provision for running hot and cold water.
b) There were two (2) sets of counting trays for counting tablets and capsules.
c) There were two (2) 100ml plastic measuring cylinders. 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 calibrated by Air Zimbabwe with the next calibration due on the 14th of April, 2027.
f) There was a grey double door Capri® refrigerator for storage of cold chain medicines. A functional HTC-2® digital thermometer for temperature and humidity monitoring. This was calibrated by Air Zimbabwe with the next calibration due 14th of April, 2027.

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard. There were two (2) bound books with serialized pages for use as Dangerous Drugs register.

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 weekly backup of prescription records onto an external 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. EDLIZ 2025
3. ART Guidelines 2022
4. Martindale 38th Edition

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 both the front and back doors. There were no windows.

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.

Nr	***Observations***	***Ref***
	Critical	
1.0	None	
	Major	
1.0	None	
	Minor	
1.0	None	

3.0 Recommendations

Issue a retail pharmacy licence.

Inspector: Emmanuel Makotore 04/06/2026

Name Signature Date

Inspector: Rufaro Ziduche 04/06/2026

Name Signature Date

Reviewed by: Lewis Mutevera 06/06/2026

Name Signature Date