



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Platinum Care Investments Pvt Ltd t/a Alliance -Rapha Pharmacy, 3639 Lion Drive, Chiredzi

Applicant: Platinum Care Investments (Pvt) Ltd
Supervisor: Ms. Susan Madzanire
Inspection date: 03rd July 2026
Inspectors: Tavonga Chanyuka and Lewis Mutevera
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 #040 and it measured approximately 9.26m² *and this was insufficient 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 and one (1) OTC 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 cold water, *but the geyser was not functional on the day of the inspection for the provision of hot water.*
- b) There were four (4) sets of counting trays for counting tablets and capsules.
- c) There were two (2) 100ml and plastic measuring cylinders. These were labelled for their intended purposes.
- d) There was one (1) set of mortar and pestle which was not labelled for its intended purposes. *The supervisor was advised to acquire another one.*
- e) There was a functional and digital balance which was not calibrated.
- f) There was a grey single door Defy® refrigerator for storage of cold chain medicines. A functional digital thermometer for temperature. This was calibrated by Air Zimbabwe with the next calibration due 30th of June, 2027.

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

DispenseWare® software was being used for capturing prescriptions. There was provision for daily back up of prescription records onto an external hard 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. EDLIZ 2025
2. ART Guidelines 2016
3. BNF 78th Edition

The supervisor was advised to acquire the latest editions of Martindale , BNF and ART Guidelines.

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 but the back door which leads to the medical centre had no metal screen. This posed security risk. There were burglar bars on all windows. There was complex security guard.

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

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 metal grills on the front but the back door which leads to the medical centre had no metal screen. This posed security risk.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2a
	<i>Major</i>	
1.0	but the geyser was not functional on the day of the inspection for the provision of hot water.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third schedule, section 2b
	The dispensary measured approximately 9.26m ² and this was insufficient area for effective and efficient flow of work	<i>Good Dispensing Practice Guidelines Section 2A;</i>
	<i>Minor</i>	
1.0	None	

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: Tavonga Chanyuka

05/07/2026

Name

Signature

Date

Inspector: Lewis Mutevera

05/07/2026

Name

Signature

Date

Reviewed by: Lewis Mutevera

/07/2026

Name

Signature

Date