



# Medicines Control Authority of Zimbabwe

## CLIENTS CHARTER

### 1. Preamble

Medicines Control Authority of Zimbabwe (MCAZ) is a statutory body established by an Act of Parliament, The Medicines and Allied Substances Control Act (MASCA) [Chapter 15:03]. MCAZ is a successor of the Drugs Control Council (DCC) and the Zimbabwe Regional Drug Control Laboratory (ZRDCL).

### 2. The vision of the organization

To be an effective medicines regulator in Zimbabwe and a leading regulatory authority in the world.

### 3. The mission of the organization

To protect public and animal health by ensuring that accessible medicines, allied substances and medical devices are safe, effective and of good quality.

### 4. The mandate of the organisation

The mandate of MCAZ is to protect public health by ensuring that medicines and medical devices on the market are safe, effective and of good quality.

### 5. The Terms of Reference of the organisation

5.1 The Medicines and Allied Substances Control Act [Chapter 15:03]

5.2 The Dangerous Drugs Act [Chapter 15:02]

5.3 Public Finance Management Act [Chapter 22:19]

### 6. The values: The core of what an organization is and what the organization cherishes

**6.1 Customer Focus** -Being reliable, responsive to needs, communicating and creating a conducive environment.

**6.2 Integrity** - Being ethical, professional, objective, honest and adhering to moral values.

**6.3 Continuous Improvement** - The ability to be responsive and adapt policies, systems and processes.

**6.4 Accountability** - Taking full responsibility for our actions.

### 7. The Departments and units in the organization and their core functions

#### 7.1 Chemistry Division

**7.1.1** Carries out chemical analysis of medicines/pharmaceutical products for quality, efficacy and safety so as to ensure that

medicines/pharmaceutical products in the country meet the required specifications.

## **7.2 Evaluation and Registration Division**

**7.2.1** Registration of human and veterinary medicines and review of complementary medicines.

## **7.3 Finance and Business Support Division**

This Division comprises of the Finance, Administration and Information Communication Technology Units.

### **Administration**

**7.3.1** Facilitates procurement, maintains the registry and protects all assets.

### **Finance**

**7.3.2** Controls cash flows and expenditure and also manage investments.

### **Information Communication Technology**

**7.3.3** Defines the ICT policies and strategies of the Authority, as well as ensure their implementation and provide daily technical support to users of ICT infrastructure and technology within the Authority, so that the MCAZ achieves on its vision and mission.

## **7.4 Licensing and Enforcement Division**

### **Enforcement**

**7.4.1** Inspection and control of import and export of medicines and allied substances.

### **Licensing**

**7.4.2** Licensing of premises and persons and control of importation of unregistered medicines.

## **7.5 Pharmacovigilance and Clinical Trials Division (PVCT)**

**7.5.2** Pharmacovigilance (PV) (safety monitoring of medicines, vaccines & medical devices) including active PV programs & projects and regulation of clinical trials of medicines, vaccines and medical devices.

## **7.6 Human Resources Unit**

**7.6.2** Provide leadership and guidance in, and have control over, all the human resources affairs of the Authority through policies and procedures designed to ensure that the Authority achieves its objectives.

## **7.7 Internal Audit Unit**

**7.7.2** Reviews internal control systems, risk management procedures, information system, financial systems and governance processes. This also involves periodic testing of transactions, best practice reviews, special investigations, appraisals of regulatory requirements, and measures to help prevent and detect fraud.

**7.8 Legal Unit**

**7.8.2** Reviews and draft legislation to ensure that it suites the changing needs of the industry and give legal advice to the Authority.

**7.9 Medical Devices Unit**

**7.9.2** Conformance testing of latex male condoms and medical gloves.

**7.10 Microbiology Unit**

**7.10.2** Conducts microbiological quality control tests.

**7.11 Quality Office**

**7.11.2** Ensures that Quality Management Systems are implemented and followed by all MCAZ units and divisions at all times.

**8 The Clients of the organization, both Internal and External.**

**8.3 Internal clients**

**8.3.2** Staff

**8.3.3** Board

**8.3.4** Committees

**8.4 External clients**

**8.4.2** Applicants

**8.4.3** Manufacturers

**8.4.4** Distributors

**8.4.5** Retailers

**8.4.6** Industrial clinics

**8.4.7** Persons (dispensers)

**8.4.8** Hospitals and clinics

**8.4.9** Researchers

**8.4.10** Public

**8.4.11** Other stakeholders such as Ministry of Health and Child Care, Natpharm, ZNFPC and NAC

**9 Service Commitments and Standards to Clients**

**9.3 Courtesy**

We at the Medicines Control Authority of Zimbabwe commit to being courteous and approachable in our relations with the public. When answering correspondence, telephone calls and e-mails, we shall try as much as possible

to be helpful and to reply to the questions that are asked.

#### **9.4 Legitimate expectations and consistency**

We commit to respect the legitimate and reasonable expectations of members of the public.

#### **9.5 Fairness**

We commit to act fairly and reasonably.

#### **9.6 Acknowledgement of receipt**

Every letter or complaint to the Authority shall receive an acknowledgement of receipt within a period of two weeks.

#### **9.7 Reasonable time-limit for taking decisions**

We shall ensure that a decision on every request or complaint to the Authority is taken within a reasonable time limit but if requiring the decision of the Committee, not later than two months from the date of receipt. The same rule shall apply to answering letters from members of the public.

If a request or a complaint to the Authority cannot be decided upon within the above-mentioned time-limit, because of the complexity of the matters which it raises, we shall inform the author thereof as soon as possible. In that case, a definite decision should be notified to the author in the shortest possible time.

### **10 Organization's Obligations to the Clients In Terms Of Service Provision**

#### **10.1 Clients' Rights in accessing goods and services.**

As an administrative body, MCAZ commits to fulfilling the provisions of Section 68 of the Constitution of Zimbabwe, that is, to assure the client's right to administrative conduct that is lawful, prompt, efficient, reasonable, proportionate, impartial and both substantively and procedurally fair.

#### **10.2 Clients' Obligations in terms of service provision.**

To enable us to assure the client's right to just administrative action, we ask that our clients provide us with all requested information and details in the prescribed format within the prescribed timelines. We also ask that our clients treat our staff with courtesy and respect and refrain from offering gifts, money or other favours.

#### **10.3 Review**

The MCAZ will endeavour to review the Client Charter every two (2) years to take advantage of the changing environment as well as the needs of its clients, both internal and external.

#### **10.4 Feedback**

Customer feedback is critical to our success. Please feel free to communicate

with us when you feel that elements of this charter are not being fulfilled, or if you feel that certain services are not satisfactorily delivered.

We provide information and services in a variety of ways. We have offices in Harare, where you can come in physically to make enquiries. We also have a website; [www.mcaz.co.zw](http://www.mcaz.co.zw) where you will find a comprehensive listing of all the services we provide. Below you will also find our contact details; you can call in or send an email to the addresses indicated below or send a text message to the cell numbers indicated below.

We are committed to ensuring that all our clients receive fair and reasonable attention, and an efficient standard of service. We value your suggestions and we will attend to complaints in a timely and professional manner. When you provide feedback, your privacy and confidentiality will be respected and protected. You can provide feedback without giving your name. Your compliments are welcome; let us know where we are performing well. Feedback helps us to improve the quality of our information, products and services. If you are not satisfied with the service, or feel you have not been treated fairly and reasonably by us, please let us know.

You can provide feedback about any aspects of the services provided by the Authority, by:

- 10.4.1** Completing a complaint form at 106 Baines Avenue, Harare.
- 10.4.2** Completing an online feedback form at [www.mcaz.co.zw/contact\\_us](http://www.mcaz.co.zw/contact_us)
- 10.4.3** Sending an email to the Director-General on the email address indicated below.
- 10.4.4** Telling any staff member. All staff members are mandated to ensure that all complaints are channeled through the approved process.
- 10.4.5** Calling our reception on the telephone numbers indicated below.
- 10.4.6** Writing to the Director-General using the details given below.

### **Contact and Physical Address**

Physical Address: 106 Baines Avenue, Harare

Postal Address: P O Box 10559, Harare, Zimbabwe

Telephone: 263-4-708255, 792165; 0772 145191/2/3

E-mail: [mcaz@mcaz.co.zw](mailto:mcaz@mcaz.co.zw)

Website: [www.mcaz.co.zw](http://www.mcaz.co.zw)