

# Citizen Charter

## I. SERVICES OFFERED BY THIS DEPARTMENT:

1. Information on licensed Blood Banks.
2. Information on Banned Drugs.
3. Information on prices of notified drugs.
4. Information on drugs about contra-Indications, doses etc.
5. Complaints on services of chemists and druggists.
6. Complaints on quality and adverse reactions of drugs.

## II. OUR SERVICE STANDARDS:

We have set the following Targets/Standards/Response time for delivery of services by our department.

Sl. No.	ITEM OF WORK	TARGETED RESPONSE TIME
1	Information on licensed blood banks	One day/ visit <a href="http://www.dca.telagana.gov.in">www.dca.telagana.gov.in</a>
2	Information on banned drugs	Immediate/ visit <a href="http://www.cdsc.nic.in">www.cdsc.nic.in</a>
3	Information on prices of notified drugs	Two days/ visit <a href="http://www.nppaindia.nic.in">www.nppaindia.nic.in</a>
4	Information on drugs about contraindications doses etc	Two days/ visit <a href="http://www.nlm.nih.gov/bsd/pmresources.html">http://www.nlm.nih.gov/bsd/pmresources.html</a>
5	Complaints on services of chemists and Druggists	15 days for Local dealer 30 days for outstation dealer

6	Complaints on quality and adverse reactions of Drugs	Result will be communicated to you after receipt of Quality report
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In respect of the above information /Complaints can be lodged at the concerned Drugs Inspector's office.

In case any further follow-up and for suggestions to improve the services where you feel necessary Please contact the following office.

Director, Drugs control Administration, Vengal Rao Nagar, Hyderabad-500038; Tel No. 040-23713563, fax: 040-23814360, e-mail: dg\_dca@telangana.gov.in, dcatelangana@gmail.com

#### FOLLOWING GUIDELINES ARE FOR YOUR SAFETY AND HEALTH

1. Consult qualified Doctor and use drugs as per his advice only.
2. Purchase medicines from licensed medical shop and insist for bill.
3. In case of Non-availability of any drug, please inform nearest officer of Drugs Control Administration for taking further action.
4. Look for the date of expiry and price printed on the label of the drug and if any discrepancy is found, please report to us for taking necessary action.
5. Inform details on any adverse drug reaction you have come across on the use of any drug to us for investigation immediately.
6. Show the drug purchases by you to your doctor for verification and guidance.
7. Destroy all containers of used medicines along with their labels.
8. Keep medicines out of reach of children.
9. Store medicines properly as per the directions given on the label.
10. Citizen has right to get the drugs/cosmetics analyzed on cost by Government Analyst as per the Drugs and Cosmetics Act.
11. Aggrieved citizen can institute prosecution against any erring dealer/Manufacturer under the Drugs and Cosmetics Act.
12. Don't accept medicines labeled as "Physician's Samples ": "Govt. Supply not for the Sale "from any medical shop.

**Clarification:**

1. Our operations are restricted to Allopathic Drugs and Cosmetics.
2. No action will be taken on anonymous complaints
3. Availability of forms and information: for Check lists and forms please visit [www.dca.telangana.gov.in](http://www.dca.telangana.gov.in)
4. Guidance and help can be obtained from the concerned Asst. Director or Drugs Inspector's Office.

In cases any further follow-up and for suggestions to improve the services, where you feel necessary, please contact the following office:

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**HOW YOU CAN HELP US TO HELP YOU BETTER?**

1. Follow the guidelines given under the drugs and cosmetics Act, 1940 and Rules there under.
2. Associate Drugs Control Administration in meetings of professional Organizations like IPA, BDMA etc.
3. Apply for Renewal of licenses in time.
4. While dispensing drugs against prescription, consult the doctor in case of doubt.
5. In case of doubt on quality of drugs or complaint from citizens, inform the nearest Drugs Inspector.