

CITIZEN'S CHARTER OF DRUGS & FOOD CONTROL ORGANISATION, J&K

INTRODCUTION

The Drugs & Food Control Organization, J&K is committed to provide quality, efficacious and safe medical products to the end users. All important measures required to achieve the above objectives are in place. The department has a robust redressal mechanism in place for general public particularly senior citizens. All the offices have displayed citizen charter in the premises for generating awareness among the stakeholders.

VISION

To protect and improve the health of millions of people every day through the effective regulation of medicines and medical devices

MISSION

- To ensure the availability of quality medicines to public
- To ensure that the market is free from counterfeit, Spurious and substandard medicines.
- To ensure that no medicines are sold at a price higher than the retail price marked on the container

OBJECTIVE

Based on the anticipated expectations and aspirations of public, Citizens Charters have been drawn-up with care and concern for the concerned service users. They enable the service seekers to avail the services of this department with minimum inconvenience and maximum speed. This Citizens' Charters provides the information regarding **SERVICES OFFERED, 'WHERE TO GET' AND 'HOW TO PROCEED'**.

REGULATIONS/SERVICES IN FORCE:

- Drugs and Cosmetics Act, 1940 and Rules 1945.
- Medical Devices Rules, 2017.
- Drugs (Price Control) Order, 2013.
- Drugs & Magic Remedies (Objectionable Advertisements) Act, 1954.
- Price Monitoring & Resource Unit, J&K.
- Public Services Guarantee Act, 2013
- Right to Information Act, 2005

SERVICES OFFERED UNDER CITIZEN CHARTER

1. AT STATE LEVEL

- Grant and renewal of manufacturing licenses in respect of Drugs, Cosmetics, Blood storage centers & Medical Devices.
- Grant/Renewal of approval for Testing Laboratories.
- Approval of Additional Products.
- Approval of Technical Staff.
- Recommending for Grant/Renewal of Licenses to Central License Approving Authority, New Delhi with respect to Vaccines and Sera, Large volume parenterals: Blood Bank and Blood products manufactured by recombinant DNA, Notified Medical Devices.
- Issuance of WHO GMP Certificate
- Issuance of Free Sale certificate, Market Standing Certificate
- Issuance of GMP Certificate as per Schedule 'M'
- Issuance of Non Conviction Certificate
- Issuance of Production capacity certificate
- Issuance of Retention Certificate.
- Issuance of Certificate of Pharmaceutical products
- Issuance of Neutral Code Number for Export
- Issuance of Manufacturing and Marketing Certificate.
- Issuance of Quality and Capacity Certificate.
- Issuance of Performance Certificate.
- Issuance of NOC in Procurement of Narcotic Drug under Schedule X.

2. DIVISIONAL / DISTRICT LEVEL:

- Grant/Retention of Drug sales licenses (Retail/Wholesale)
- Grant of Non Conviction Certificate.
- RTI

OUR SERVICE STANDARDS

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

S.No.	ITEM OF WORK	TARGETED RESPONSE TIME
1	Grant and renewal of manufacturing licenses in respect of Drugs/ Cosmetics, approval for Approved Laboratories.	60 Days
2	Grant/Renewal of Blood Storage Centre.	15 Days
3	Approval of Additional Products.	15 Days
4	Approval of Technical Staff.	15 Days
5	Recommending for Grant/Renewal of Licenses to Central Licence Approving Authority, Delhi with respect to Vaccines and Sera, Large volume parenterals: Blood Bank and Blood products manufactured by recombinant DNA Notified Medical Devices	30 Days
6	Effecting correction /changes in existing Manufacture licence and product permission letters	10 Days
7	Issuance of WHO GMP Certificate	10 Days
8	Issuance of Free Sale certificate	7 Days
9	Issuance of Market Standing Certificate	7 Days
10	Issuance of GMP Certificate as per Sch. 'M'	7 Days
11	Issuance of Non Conviction Certificate	7 Days
12	Issuance of Production capacity certificate	7 Days
13	Issuance of Retention Certificate.	7 Days
14	Issuance of Certificate of Pharmaceutical products (COPP)	05 Days
15	Issuance of approval to Recognized Medical Institution.	30 Days
17	Issuance of Neutral Code Number	7 Days

18	Issuance of Manufacturing and Marketing Certificate.	7 Days
19	Issuance of Quality and Capacity Certificate	7 Days
20	Issue of Performance Certificate.	7 Days
22	Grant of sales Licenses	30 Days
23	Renewal of Sales Licenses	30 Days

Sl.No	Item of work	To whom to approach	Targeted Response Time
A	Information on licensed blood Centers	State Drugs Controller	1-3 days
B	Information on Banned drugs	State Drugs Controller	1-3 days
C	Information on Manufactures	State Drugs Controller	1-3 days
D	Investigation of Complaints on Services of Chemists and Druggists	Office of the concerned District.	1-5 days
E	Investigation of Complaints on quality, Excess Pricing and adverse reactions of drugs	Office of the State Drugs Controller	1-5 days

The above services from Sr. No A to E are provided based on the written request by the citizens. No fees is prescribed to get the above services

Contact List of Offices as per service offered:

State Level

1. Office of the Commissioner FDA J&K

Civil Secretariat Jammu / Srinagar

Tel/Fax.

0191-2572889

0194-2506084

0194-2506085

Email:- cfsjandk@gmail.com

2. Office of the State Drugs Controller, Drugs & Food Control Organization, J&K.

Ist Floor , Combined Food & Drug Laboratory, Patoli Mangotrian, Jammu

(Winter Capital) (Nov to April)

Contact No. 0191-2538527, 0191-2538626

E-mail : controllerdrugsfoodjk@gmail.com

Complaints related E-mail : complaintsdfco@gmail.com

Drugs & Food Testing Laboratory Complex Dalgate Srinagar.

(Summer Capital) (May to Oct)

Contact No. 0191-2597445, 0191-2598094

At Division al/District Level

3. Office of Deputy Drugs Controller Muthi Jammu.

Contact No.01942502845/46

E-mail : deputycontrollerjammu@gmail.com

4. Office of Deputy Drugs Controller Bemina Srinagar.

Contact No.01942502845/46

E-mail : deputycontrollerkashmir@gmail.com

ONLINE E-SERVICES:

1. ONDLS System for Online Licensing/Retention of wholesale & Retail Establishments – <https://www.statedrugs.gov.in/>
2. Guidance documents for grant/retention of retail, wholesale & manufacturing licenses, Blood Banks, Blood Storage Units, Medical Devices, Certifications & NOCs – www.dfcojk.org

COMPLAINT REDRESSAL

1. Email ID For Online Complaints : complaintsdfco@gmail.com

2. Offline complaints may be addressed to :

a. Office of the State Drugs Controller, Drugs & Food Control Organization, J&K.

Contact No. 0191-2538527, 0191-2538626

0191-2597445, 0191-2598094

Email : controllerdrugsfoodjk@gmail.com

b. Office of Deputy Drugs Controller Muthi Jammu.

Contact No.01942502845/46

E-mail : deputycontrollerjammu@gmail.com

c. Office of Deputy Drugs Controller Bemina Srinagar.

Contact No.01942502845/46

E-mail : deputycontrollerkashmir@gmail.com

For further Queries/Suggestions:

In case any further follow-up and of suggestion/queries to improve the services , please contact the following officers.

- **Sh. Shabir Ahmad Mir** , Drugs Control Officer, (HQ), J&K, Contact No. 9797134137, Email ID: shabirdi789@gmail.com
- **Sh. Mir Tariq Masroor**, Drugs Control Officer, (HQ), J&K, Contact No. 7889886775, Email ID: mirmasroortariq@gmail.com
- **Sh. Pankaj Malhotra**, Drugs Control Officer, (HQ), Jammu, Contact No.7006371986, Email ID: pankiiim@gmail.com
- **Sh. Sajad Ahmad Wani**, Drugs Control Officer, (HQ), Kashmir, Contact No. 9419666555, Email ID: saarj2000@gmail.com