

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

**INTRODCUTION**

The Drugs & Food Control Organization, J&K is committed to provide standard quality drugs and food articles, high-standard services in a time framed manner, including mechanisms for grievance redressal to the Citizens of UT of Jammu & Kashmir.

A Citizens Charter of the Drugs & Food Control Organization, J&K, represents the commitment of an organization towards standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability.

**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.

<b>S.No.</b>	<b>ITEM OF WORK</b>	<b>TARGETED RESPONSE TIME</b>
1	Grant and renewal of manufacturing licenses in respect of Drugs/ Cosmetics, approval for Approved Laboratories.	<b>60 Days</b>
2	Grant/Renewal of Blood Storage Centre.	<b>15 Days</b>
3	Approval of Additional Products.	<b>15 Days</b>
4	Approval of Technical Staff.	<b>15 Days</b>
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	<b>30 Days</b>
6	Effecting correction /changes in existing Manufacture licence and product permission letters	<b>10 Days</b>
7	Issuance of WHO GMP Certificate	<b>10 Days</b>
8	Issuance of Free Sale certificate	<b>7 Days</b>
9	Issuance of Market Standing Certificate	<b>7 Days</b>
10	Issuance of GMP Certificate as per Sch. 'M'	<b>7 Days</b>
11	Issuance of No Conviction Certificate	<b>7 Days</b>
12	Issuance of Production capacity certificate	<b>7 Days</b>
13	Issuance of Retention Certificate.	<b>7 Days</b>
14	Issuance of Certificate of Pharmaceutical products (COPP)	<b>05 Days</b>
15	Issuance of approval to Recognized Medical Institution.	<b>30 Days</b>
17	Issuance of Neutral Code Number	<b>7 Days</b>
18	Issuance of Manufacturing and Marketing Certificate.	<b>7 Days</b>
19	Issuance of Quality and Capacity Certificate	<b>7 Days</b>

20	Issue of Performance Certificate.	<b>7 Days</b>
22	Grant of sales Licenses	<b>30 Days</b>
23	Renewal of Sales Licenses	<b>30 Days</b>

<b>Sl.No</b>	<b>Item of work</b>	<b>To whom to approach</b>	<b>Targeted Response Time</b>
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](mailto: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](mailto:controllerdrugsfoodjk@gmail.com)

**Complaints related E-mail :** [complaintsdfco@gmail.com](mailto: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](mailto:deputycontrollerjammu@gmail.com)

**4.** Office of Deputy Drugs Controller Bemina Srinagar.

**Contact No.**01942502845/46

**E-mail :** [deputycontrollerkashmir@gmail.com](mailto:deputycontrollerkashmir@gmail.com)

### **ONLINE E-SERVICES:**

1. XLN System for Online Licensing/Retention of wholesale & Retail Establishments – **[www.xln.gov.in](http://www.xln.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](http://www.dfcojk.org)**

### **COMPLAINT REDRESSAL**

1. Email ID For Online Complaints : **[complaintsdfco@gmail.com](mailto: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](mailto:controllerdrugsfoodjk@gmail.com)
  - b. Office of Deputy Drugs Controller Muthi Jammu.  
Contact No.01942502845/46  
E-mail : [deputycontrollerjammu@gmail.com](mailto:deputycontrollerjammu@gmail.com)
  - c. Office of Deputy Drugs Controller Bemina Srinagar.  
Contact No.01942502845/46  
E-mail : [deputycontrollerkashmir@gmail.com](mailto: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](mailto:shabirdi789@gmail.com)
- **Sh. Mir Tariq** Masroor, Drugs Control Officer, ( HQ), J&K, Contact No. 7889886775, Email ID: [mirmasroortariq@gmail.com](mailto:mirmasroortariq@gmail.com)
- **Sh. Pankaj Malhotra**, Drugs Control Officer, ( HQ), Jammu, Contact No7006371986, Email ID: [pankiim@gmail.com](mailto:pankiim@gmail.com)
- **Sh. Sajad Ahmad Wani**, Drugs Control Officer, ( HQ), Kashmir, Contact No. 9419666555, Email ID: [saarj2000@gmail.com](mailto:saarj2000@gmail.com)