



REF: B/279/35/9/2016

TO ALL APPLICANTS

CIRCULAR 3 OF 2016

- 1. CUSTOMER (APPLICANT) ADVISORY MEETINGS WITH THE EVALUATIONS & REGISTRATION (EVR) DIVISION**
- 2. PHONE CALLS TO THE EVALUATIONS & REGISTRATION (EVR) DIVISION**

In accordance with our effort to deliver timely and quality services to our applicants, MCAZ Management enforces scheduled and structured appointments with applicants submitting registration documents or those following up on registration of their products. Management has also decided to limit phone calls directed to evaluators.

This circular applies to applicants seeking services from the **Evaluations & Registration Division only** and it explains how the system works:

1. Customer Advisory Meetings

The Authority introduced a system of customer advisory meetings by appointment in 2010. Applicants should book an appointment through the Evaluations & Registration Division Secretary, Mrs A Goto, e-mail agoto@mcaz.co.zw, by phone call (+263-4-708255 or +263-4-792165).

Evaluations and Registration Division Officers will be available to meet with applicants or their representatives by appointment. On **Tuesdays** all day and **Friday afternoons only**.

Applicants wishing to book an appointment have to complete a Meeting request Form EVRF 10, available from the EVR Division Secretary, the reception and the website. The proposed agenda items should be listed on the form with sufficient detail to allow officers to prepare for the meeting, in advance.

MCAZ staff will record minutes of the meeting. The minutes will form a record that will be reviewed by Management and/or may be filed in the product dossier.

MCAZ reserves the right to refuse to meet or defer the meeting to a future date for applicants that fail to arrive on time for an appointment. Applicants are encouraged to email requests for information by email to mcaz@mcaz.co.zw or directly to individual evaluator mailboxes. Meetings will be limited to not more than 30 minutes.



2. Phone Calls

Evaluations of dossiers involves critical review of huge volumes of technically challenging information against stringent guidelines, internal procedures, policies and regulations, within a limited timeframes. MCAZ Management urges all our valued applicant to avoid phoning our officers during the business hours as the incoming calls distract their attention and derail their train of thought regarding the work under review at that particular moment.

Applicants are advised to use e-mails to communicate with EVR officers.

Applicants should avoid calling MCAZ officers on their mobile phones.

Should there be an unforeseen urgency to communicate with officers in the EVR Division, applicants can send an URGENT E-MAIL to the EVR Secretary Mrs Goto agoto@mcaz.co.zw copied to the Head of Division, wwekwete@mcaz.co.zw. The urgent e-mail should contain sufficient information on the nature of the emergency and the service required from the MCAZ officers. Applicants should note that the above changes are essential and critical components of our effort to improve the quality of our services to you through:

- i) Efficient utilisation of available, limited resources (time, manpower) to guarantee the shortest turn-around times and the highest throughput possible.
- ii) Communicating all the necessary information regarding our registration processes that have an impact on your ability to successfully register your products with us.
- iii) Adherence to MCAZ Quality Management System and international best practices in delivering timely and high quality services without undue pressure on our officers or disruption of planned internal workflow patterns.
- iv) Publishing of written frequently asked questions (FAQs) based on review of the records of the customer advisory meetings.
- v) Review of guidelines when it is evident that a significant number of applicants have difficulties in understanding the guidelines and requirements.

We thank you for your usual co-operation and support in allowing us to improve our systems to guarantee quality services, in the shortest period possible whilst fulfilling our mandate of protecting patent safety in Zimbabwe.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE



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G N MAHLANGU

DIRECTOR-GENERAL

**Cc: Pharmaceutical Wholesalers Association
Pharmaceutical Manufacturers Association
Pharmaceutical Society of Zimbabwe**