ZAMBIA MEDICINES REGULATORY AUTHORITY

# SERVICE DELIVERY CHARTER

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## FOREWORD

The Service Charter constitutes a "social contract" between the Zambia Medicines Regulatory Authority (ZAMRA) and our esteemed clients. It reflects our commitment to deliver high quality services on a continuous basis. Further, the Charter provides a way for our clients, to hold us accountable for the quality of service delivery, outside the legal system.

The Charter stipulates the core services offered by the Authority and quality standards which our clients can expect to receive from the Authority in the current Strategic Plan. It highlights our mission and the core values that guide in the provision of quality service delivery. Further, the Charter provides our clients with means to lodge in complaints or compliment the Authority on its service delivery.

ZAMRA is committed to providing its services to its clientele in a professional, transparent and accountable manner. As such, we intend to make this Charter a living document, which may be updated from time to time whenever need arises. To this end, the Authority has established a system of monitoring, evaluating and disseminating results of implementation of the Charter. This will be done through independent surveys and engagement with our clients. I sincerely hope that you, our clients, will take time to read and participate in the implementation of the charter.

I, therefore, pledge that our staff shall use the Charter as a means to enhance constructive dialogue and interaction with our clients.

Director - General
**Zambia Medicines Regulatory Authority**

## 1.0 PURPOSE OF THE CHARTER

a) To enhance our clients' awareness of the type of services that the Zambia Medicines Regulatory Authority provides;
b) To explain to our clients the standards of services they should expect to receive;
c) To outline the rights and responsibilities of our clients;
d) To explain our rights and responsibilities as the service provider; and
e) To explain how our clients can lodge complaints and make suggestions about our service delivery.

## 2.0 VISION AND MISSION

### 2.1.1 Vision.

"A credible regulator ensuring the protection of human and animal health".

### 2.1.2 Mission

"To effectively regulate medicines and allied substances for quality, safe and efficacious medical products on the Zambian market".

## 3.0 CORE VALUES

In serving you, we pledge to uphold the following core values:

i. **Customer focus:**
We treat customers with courtesy in all interactions with them and respond to their needs in a timely manner.

ii. **Ingenuity:**
We are proactive, innovative and are always finding new ways of serving our clients better.

iii. **Integrity:**
We are honest, morally upright and committed to act in the best interest of the country.

iv. **Excellence:**
We perform our tasks to the highest standards of professionalism.

v. **Transparency**:

We operate openly, and are consistent and provide accurate information to the relevant stakeholders.

vi. **Teamwork**:

We work cooperatively, respect and support one another for a common purpose.

vii. **Impartiality**:

We are objective and do not discriminate against anyone in the execution of our duties.

## 4.0 WHAT SHOULD OUR CLIENTS EXPECT FROM US?

In order to realise the above values, the Zambia Medicines Regulatory Authority (ZAMRA) commits to continuously improve the standard of service that we provide so as to meet your needs and expectations. To this end, our esteemed clients have the right to expect the highest quality of services as outlined below:

4.1 Marketing Authorisation (Medicines – Generics and Medical Devices)
4.2 Marketing Authorisation (Medicines - Biologicals)
4.3 Marketing Authorisation (Medicines – New Chemical Entities, New Biologicals & New Innovations - Medical Devices)
4.4 Marketing Authorisation (Allied Substances)
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## 5.0 STANDARD OF QUALITY SERVICE DELIVERY

In conformity with the law and our core values embedded in the 2022-2026 Strategic Plan, we pledge to provide services as follows:

### 5.1 DEPARTMENT OF MARKETING AUTHORISATION

**Service Type 5.1.1 Marketing Authorisation (Medicines – Generics and Medical Devices)**

| Clients: | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers of medicines and allied substances and marketing authorisation holders | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 302 days |
| | Screen and acknowledge receipt of the application (Technical screening for completeness by Validation Unit) | Within 10 working days | |
| | Evaluate new application and send 1st round of queries | Within 170 working days | |
| | Evaluate 1st round of responses and provide feed back | Within 60 working days | |
| | Evaluate 2nd round of responses | Within 30 working days | |
| | Grant Marketing Authorisation Certificate | Within 30 working days | |

Requirements
- Duly completed application form
- Product dossier in prescribed format and product samples
- Proof of payment of prescribed fees

*Excludes queuing time on pending product list of up to 360 calendar days

**Service Type 5.1.2 Marketing Authorisation (Medicines - Biologicals)**

| Clients: | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers of medicines and allied substances and marketing authorisation holders | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 312 days |
| | Screen and acknowledge receipt of the application (Technical screening for completeness by Validation Unit) | Within 10 working days | |
| | Evaluate new application and send 1st round of queries | Within 180 working days | |
| | Evaluate 1st round of responses and provide feed back | Within 60 working days | |
| | Evaluate 2nd round of responses | Within 30 working days | |
| | Grant Marketing Authorisation Certificate | Within 30 working days | |
| Requirements<br>- Duly completed application form<br>- Product dossier in prescribed format and product samples<br>- Proof of payment of prescribed fees | | | |

*Excludes queuing time on pending product list of up to 360 calendar days

**Service Type 5.1.3 Marketing Authorisation (Medicines – New Chemical Entities, New Biologicals & New Innovations - Medical Devices)**

| Clients: | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers of medicines and allied substances and | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 342 days |

| | | | |
|---|---|---|---|
| marketing authorisation holders | Screen and acknowledge receipt of the application (Technical screening for completeness by Validation Unit) | Within 10 working days | |
| | Evaluate new application and send 1st round of queries | Within 210 working days | |
| | Evaluate 1st round of responses and provide feed back | Within 60 working days | |
| | Evaluate 2nd round of responses | Within 30 working days | |
| | Grant Marketing Authorisation Certificate | Within 30 working days | |
| Requirements<br>- Duly completed application form<br>- Product dossier in prescribed format and product samples<br>- Proof of payment of prescribed fees | | | |

*Excludes queuing time on pending product list of up to 360 calendar days

**Service Type 5.1.4 Marketing Authorisation (Allied Substances)**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers or marketing authorisation holders of allied substances | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 78 days |
| | Screen and acknowledge receipt of new application (Technical screening for completeness by Validation Unit) | Within 10 working days | |
| | Evaluate new application and send 1st round of queries | Within 35 working days | |
| | Evaluate 1st round of responses and provide feed back | Within 10 working days | |

| | | | |
|---|---|---|---|
| | Evaluate 2nd round of responses | Within 10 working days | |
| | Grant Marketing Authorisation Certificate | Within 10 working days | |

Requirements
- Duly completed application form
- Product dossier in prescribed format and product samples
- Proof of payment of prescribed fees

**Service Type 5.1.5 Marketing Authorisation (Priority and locally manufactured medicines and allied substances)**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers of medicines and allied substances and marketing authorization holders | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 90 days |
| | Screen and acknowledge receipt of application (Technical screening for completeness by Validation Unit) | Within 7 working days | |
| | Evaluate new application and send 1st round of queries | Within 56 working days | |
| | Evaluate 1st round of responses | Within 10 working days | |
| | Evaluate 2nd round of responses | Within 10 working days | |
| | Grant Marketing Authorisation Certificate | Within 5 working days | |

Requirements
- Duly completed application form
- Product dossier in prescribed format and product samples
- Proof of payment of prescribed fees

**Service Type 5.1.6 Amendment to Marketing Authorisation**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Marketing Authorisation holders | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within:<br><br>a) 62 days for Major Amendment; and<br><br>b) 22 days for Minor Amendment |
| | Review application and issue approval | Within 60 working days (Major Amendments – generics and allied substances)<br><br>Within 20 working days (Minor Amendments – generics and allied substances) | |
| | Review application and issue approval | Within 120 working days (Major Amendments - biologicals)<br><br>Within 60 working days (Minor Amendments - biologicals) | c) 122 days for Major Amendment - biologicals; and<br><br>d) 62 days for Minor Amendment - biologicals |

Requirements
- Duly completed application form
- Details of the required amendments (conditions to be fulfilled and supporting documentation as per amendment guidelines)
- Proof of payment of prescribed fees

**Service Type 5.1.7 Renewal of Marketing Authorisation**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Marketing Authorisation holders | Receive application, administrative screening and prescribed fees payment verification | Within 2 working days | Within 170 days |
| | Review application and issue Marketing Authorisation | Within 168 working days | |
| Requirements | | | |

- Duly completed application form
- Supporting documentation as per Guidelines on Renewal of Marketing
- Authorisation
- Proof of payment of prescribed fees

*A 170 working days timeline is assigned in order to align with provisions of SI no. 79 of 2019, which requires the Marketing Authorisation Holder to submit an application for renewal of a marketing authorisation at least 180 days before the end of its validity.

**Service Type 5.1.8 Clinical Trial Certificate**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clinical Research Organisations and Principal Investigators | Receive application and prescribed fees payment verification | Within 2 working days | Within 90 days |
| | Screen and acknowledge receipt of application | Within 4 working days | |
| | Evaluate new application and send $1^{st}$ round of queries | Within 31 working days | |
| | Evaluate $1^{st}$ round of responses | Within 10 working day | |
| | Evaluate $2^{nd}$ round of responses | Within 10 working days | |
| | Issue Clinical Trial Certificate | Within 5 working days | |
| Requirements<br>Duly completed application form<br>Study Protocol<br>Product dossier in prescribed format, if the investigational product(s) is not registered<br>Proof of payment of Prescribed fees | | | |

**Service Type 5.1.9 Amendment Clinical Trial Certificate**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clinical Research Organisations and Principal Investigators | Receive application and prescribed fees payment verification | Within 2 working days | Within:<br>a) 41 days for Major Amendment; and<br><br>b) 21 days for Minor Amendment |
| | Review application and issue approval | Within 39 working days (Major)<br><br>Within 19 working days (Minor) | |
| Requirements<br>- Duly completed application form<br>- Details of the required amendments<br>- Current version of the study protocol (clinical trials)<br>- Proof of payment of prescribed fees | | | |

**Service Type 5.1.10 Medicine and allied substances Advertisement Authorisation**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Marketing Authorisation Holders or Manufacturers of Medicines and allied substances, distributors and sellers | Receive application and prescribed fees payment verification | Within 2 working days | Within 15 days |
| | Advert approved | Within 13 working days | |
| Requirements<br>- Duly completed application form<br>- Sample of the Advert<br>- Proof of payment of prescribed fees | | | |

## 5.2 DEPARTMENT OF LICENSING, SURVEILLANCE & ENFORCEMENT

### Service Type 5.2.1 Certificate of Registration (Retail and Hospital Pharmacy)

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Retailers and health facilities | Receive application and prescribed fees payment verification | Within 2 working days | Within 60 days |
| | Conduct Inspection | Within 12 working days | |
| | Draft Inspection report and communicate corrective and preventive actions | Within 5 working days | |
| | Receive and review corrective and preventive actions | Within 5 working days | |
| | Submit response to corrective and preventive actions | Within 5 working days | |
| | Conduct verification inspection | Within 5 working days | |
| | Write verification inspection report | Within 2 working days | |
| | Issue Certificate of Registration to retail or hospital pharmacy | Within 5 working days | |

Requirements

- Duly completed application form
- Valid practicing certificate for the pharmacist in charge
- Letter of agreement or employment contract between the pharmacist and the company
- Letter of agreement or employment contract between the hospital pharmacy operator and the company (if applicable)
- Sketch of the proposed premises
- Certificate of incorporation or certificate of registration
- Proof of payment of prescribed fees

**Service Type 5.2.2 Health Shop Permit**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Retailers of prescribed list of medicines in peri urban and rural areas | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Conduct inspection and communicate corrective and preventive actions | Within 4 working days | |
| | Receive corrective and preventive actions | Within 1 working day | |
| | Conduct verification inspection and prepare inspection report | Within 2 working days | |
| | Issue Health Shop Permit | Within 1 working day | |
| Requirements<br>- Duly completed application form<br>- Valid practicing certificate for the responsible person<br>- Sketch of the floor plan of the premises<br>- Certificate of incorporation or certificate of registration<br>- Proof of payment of prescribed fees | | | |

**Service Type 5.2.3 Agro -Veterinary Shop Permits**

| Clients: | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Retailers of veterinary medicines and allied substances | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Conduct inspection and communicate corrective and preventive actions | Within 4 working days | |

| | | | |
|---|---|---|---|
| | Receive corrective and preventive actions | Within 1 working day | |
| | Conduct verification inspection and prepare inspection report | Within 2 working days | |
| | Issue Agro-Veterinary Shop permit | Within 1 working day | |

Requirements
- Duly completed application form
- Valid practicing certificate or license for the responsible person from the relevant professional body
- Sketch of the floor plan of the premises
- Certificate of incorporation or certificate of registration
- Proof of payment of prescribed fees

**Service Type 5.2.4 Dispensing Certificate**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Healthcare workers in a health facility without a pharmacy | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Conduct inspection and communicate corrective and preventive actions | Within 4 working days | |
| | Receive corrective and preventive actions | Within 1 working day | |
| | Conduct verification inspection and prepare inspection report | Within 2 working days | |
| | Issue Dispensing Certificate | Within 1 working day | |

Requirements
- Duly completed application form
- Valid practicing certificate or license for the responsible person from the relevant professional body
- Certificate of incorporation or certificate of registration
- Fire Safety Certificate
- Proof of payment of prescribed fees

**Service Type 5.2.5 Import and Export Permit - Commercial**

| Service Type | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clients: Commercial Importers and Exporters of medicines and allied substances | Receive application and prescribed fees payment verification | Within 2 working day | Within 14 days |
| | Review application and Issue Import/ Export Permit | Within 8 working days | |

Requirements
- Duly completed application form
- Inventory of medicines or allied substances to be imported or exported (particulars and quantities)
- Copy of pharmaceutical licence where applicable
- Copy of practitioners licence where applicable
- Permits under other relevant laws if applicable
- Freight on Board (FOB) Invoice from the supplier (for importers)
- Proof of payment of prescribed fees

**Service Type 5.2.6 Import and Export Permit – Personal Use**

| Clients: | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| General Public | Receive application and prescribed fees payment verification | Within 2 working days | Within 7 days |
| | Review application and issue Import/ Export Permit | Within 3 working days | |

- Requirements
- Duly completed application form
- Prescription from an authorized prescriber where applicable
- Proof of payment of prescribed fees

**Service Type 5.2.7 Pharmaceutical License – Manufacture**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers of Medicines and allied substances. | Receive application and prescribed fees payment verification | Within 2 working days | Within 90 days |
| | Conduct Inspection | Within 18 working days | |
| | Draft Inspection report and communicate corrective and preventive actions | Within 17 working days | |
| | Receive and review corrective and preventive actions | Within 4 working days | |
| | Submit response to corrective and preventive actions | Within 5 working days | |
| | Conduct verification inspection | Within 7 working days | |
| | Write verification inspection report | Within 5 working days | |
| | Issue Pharmaceutical License | Within 4 working days | |

Requirements
-Duly completed application form
-Site Master File
-Practicing Certificate for the responsible person
-Contract of employment of the responsible person with applicant
-Proof of payment of prescribed fee

Service Type 5.2.8 Pharmaceutical License – Wholesale

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Wholesalers | Receive application and prescribed fees payment verification | Within 2 working days | Within 90 days |
| | Conduct Inspection | Within 18 working days | |
| | Draft Inspection report and communicate corrective and preventive actions | Within 17 working days | |
| | Receive and review corrective and preventive actions | Within 4 working days | |
| | Submit response to corrective and preventive actions | Within 5 working days | |
| | Conduct verification inspection | Within 7 working days | |
| | Write verification inspection report | Within 5 working days | |
| | Issue Pharmaceutical License | Within 4 working days | |

Requirements

-Duly completed application form

-Site Master File

-Practicing Certificate for the responsible person

-Contract of employment of the responsible person with applicant

-Proof of payment of prescribed fee

**Service Type 5.2.9 Amendment to Pharmaceutical License and Certificate of Registration**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers, wholesalers, retail and hospital Pharmacies. | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Review application and issue approval | Within 8 working days | |
| Requirements<br>- Duly completed application form<br>- Details of the current information, proposed amendment and justification for the change<br>- Proof of payment of prescribed fees | | | |

**Service Type 5.2.10 Amendment to Permits and Dispensing Certificate**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Agro-Veterinary, health shop, import and export permit holders and dispensing certificate holders | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Review application and issue approval | Within 8 working days | |
| Requirements<br>- Duly completed application form<br>- Details of the current information, proposed amendment and justification for the change<br>- Proof of payment of prescribed fees | | | |

**Service Type 5.2.11 Renewal of Licenses, Dispensing Certificates and Permits**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Holders of licences, dispensing certificates and permits | Receive application and prescribed fees payment verification | Within 2 working days | Within 14 days |
| | Conduct inspection | Within 6 working days | |
| | Issue license, dispensing certificate or permit | Within 2 working days | |

Requirements
- Proof of payment of prescribed fees
- Duly completed application form
- Annual report detailing monthly records of quantities of medicines ordered and received, names and receipts from authorized suppliers, prescriptions of medicines dispensed and medicines stock on hand

**Service Type 5.2.12 Certificate of Disposal of Pharmaceutical Waste**

| Clients | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Manufacturers, retailers, wholesalers, distributors, Health facilities and owners of animal health facilities | Receive application and prescribed fees payment verification | Within 2 working days | Within 30 days |
| | Supervise or witness disposal of waste | Within 24 working days | |
| | Issue disposal certificate | Within 4 working days | |

Requirements
- Letter of request
- Details of names and quantities of pharmaceutical waste to be disposed off Proof of payment of prescribed fees

## 5.3 DEPARTMENT OF LABORATORY SEVICES

### 5.3.1 Certificate of Analysis

#### 5.3.1.1 Certificate of Analysis – Physical Chemical Tests

| Service Type | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clients: General public with the exclusion of manufacturers of medicines and allied substances | Receive duly completed request form and sample(s) | Within 3 working days | Within 30 days |
| | Provide feedback on request | Within 3 working days | |
| | Analyse samples and issue Certificate of analysis | Within 24 working days | |
| Requirements<br>- Duly completed test request form<br>- Product samples<br>- Proof of payment of prescribed fees | | | |

#### 5.3.1.2 Physical Chemical Tests - Method Validation

(Applicable only where the analytical method is used for the first time in the laboratory)

| Service Type | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clients: General public with the exclusion of manufacturers of medicines and allied substances | Receive duly completed request form and sample(s) | Within 3 working days | Within 30 days |
| | Provide feedback on request | Within 3 working days | |

| | | | |
|---|---|---|---|
| | Analyse samples and issue Certificate of analysis | Within 24 working days | |
| Requirements<br>- Duly completed test request form<br>- Product samples<br>- Proof of payment of prescribed fees | | | |

**5.3.1.3 Certificate of Analysis – Microbiology Tests**

| Service Type | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clients: General public with the exclusion of manufacturers of medicines and allied substances | Receive duly completed request form and sample(s) | Within 3 working days | Within 40 days |
| | Provide feedback on request | Within 3 working days | |
| | Analyse samples and issue Certificate of analysis | Within 34 working days | |
| Requirements<br>- Duly completed test request form<br>- Product samples<br>- Proof of payment of prescribed fees | | | |

### 5.3.1.4 Certificate of Analysis – Microbiology Tests - Method Validation

(Applicable only where the analytical method is used for the first time in the laboratory)

| Service Type | Vital Steps | Standard of Service | Duration |
|---|---|---|---|
| Clients: General public with the exclusion of manufacturers of medicines and allied substances | Receive duly completed request form and sample(s) | Within 3 working days | Within 40 days |
| | Provide feedback on request | Within 3 working days | |
| | Analyse samples and issue Certificate of analysis | Within 34 working days | |
| Requirements<br>- Duly completed test request form<br>- Product samples<br>- Proof of payment of prescribed fees | | | |

## 6.0 OTHER STANDARDS

IF YOU CONTACT US BY TELEPHONE:

- Our staff will identify themselves by name and department
- We will give clear and easy to understand advice
- You will be referred to the officer appropriate for your enquiry
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

IF YOU WRITE TO US:

- We will respond to your correspondence within 10 working days. Our responses will clearly show our reference number, the author's name, office telephone and email address.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress made and when you can expect a response.
- If you contact us by email we will respond to your correspondence within five working days.

IF YOU VISIT OUR OFFICES:

- You will be attended to immediately;
- You will be screened and referred to the appropriate office within10 minutes;
- When you have an appointment, you will be attended to within 10 minutes of your appointment time; and
- Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.

## 7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service from our Authority.

In this respect, you have the right to:

- Accurate information on the service you are seeking from us;

- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- Be treated with courtesy and consideration in all your dealings with us;
- Complain when you receive sub-standard services; and
- Participate in the review of this charter.

Expectations from clients

- To treat our staff with courtesy;
- To provide accurate information when requested;
- To promptly respond to our requests for information;
- Not to offer any gifts, bribes, favours or inducements to our staff or solicit the same; and
- To comply with any existing Acts, regulations and guidelines governing the provision of the service you are seeking.

## 8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers and services. When complaining, we ask that you:

- State clearly why you are not happy with the service or conduct of our officers;
- State what you want to be rectified; and
- Be honest.

In order to safeguard your rights, we guarantee you the utmost confidentiality and privacy in respect of your identity and substance of your complaint.

However, we encourage you to provide personal details such as postal address, telephone and email. This will enable us to respond to your complaint expeditiously.

Feedback can be provided via telephone, email and letter or in person by visiting our offices at the address given below:

HEAD OFFICE
Plot No. 2350/M, Off Kenneth Kaunda International Airport Road
P.O. Box 31890 Lusaka- Zambia
Tel: +260 211 432350
Email: pharmacy@zamra.co.zm

Our contact details are as follows:

| | |
|---|---|
| Telephone | : 0211432350 |
| Website | : www.zamra.co.zm |
| Email | :pharmacy@zamra.co.zm |
| Facebook | : Zambia Medicines Regulatory Authority - ZAMRA |

Office Hours: Monday – Friday 08.00 – 13.00 hours
14.00 – 17.00 hours

## 9.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we pledge to periodically publish information on our level of compliance with the service standards and guarantees we have made in this charter.

Specifically, we will:

- Publish performance results against charter commitments in our Annual Reports;
- Report on charter performance to our clients and other stakeholders including our staff; and
- Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our Annual Report.

# ZAMBIA MEDICINES REGULATORY AUTHORITY

## CONTACT DETAILS

**HEAD OFFICE**
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Website: www.zamra.co.zm
Facebook: Zambia Medicines Regulatory Authority – ZAMRA

**CHIPATA OFFICE (EASTERN REGIONAL OFFICE)**
Plot No. 1401, Pineview Road
Opposite Shoprite Chipata
Tel: +260 216 223 822

**NDOLA OFFICE (COPPERBELT REGIONAL OFFICE)**
Plot No. 41, Kafironda Drive, Itawa
P.O. Box 70876 - Ndola-Zambia
Telefax: +260 211 432 360

**LIVINGSTONE OFFICE (SOUTHERN SUB-REGIONAL OFFICE)**
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Behind Fire Station
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**SOLWEZI OFFICE (NORTH-WESTERN SUB-REGIONAL OFFICE)**
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