



DRUGS CONTROL ADMINISTRATION

DIRECTOR GENERAL, DRUGS AND COPY RIGHTS,
D.No.25-16-116/1B, 1st Floor, Chuttugunta,
Guntur-522 004, Andhra Pradesh

<http://dca.ap.nic.in/>

TEL.NO:0863-2339246

FAX NO: 0863-2339246

Citizen's Charter

CITIZEN'S CHARTER for DRUGS CONTROL ADMINISTRATION

The main objective of Drugs Control Administration is to ensure that the drugs that are made available to the people, who use them for prevention, mitigation or treatment of diseases are of the required standards of quality, purity and strength and are packed in containers giving all necessary information about the drug and its manufacturer, Drugs Control Administration regulates the manufacture, sale and distribution of drugs in the State.

- 1. VISION: "TO PROTECT THE HEALTH OF THE PUBLIC"**
- 2. MISSION: "TO ENSURE AVAILABILITY OF EFFICACIOUS AND QUALITY DRUGS AT AFFORDABLE PRICES AS FIXED BY THE CENTRAL GOVERNMENT TO THE PUBLIC AND TO MAKE THE STATE OF ANDHRA PRADESH FREE OF SPURIOUS DRUGS"**
- 3. OBJECTIVE: The main objective of the department is to see that safe, standard and effective drugs are available to the public at rates fixed by the Government.**

4.Functions:

Drugs Control Administration Implements the following Acts in the state of Andhra

Pradesh:

1. Drugs and Cosmetics Act, 1940 and Rules 1945

-To provide safe, efficacious and qualitative medicines.

2. Drugs and Magic Remedies (Objectionable Advertisement) Act, 1954 & Rules, 1955

-To prevent cheating etc through false claims and advertisements pertaining to drugs and diseases

3. Drugs (Prices Control) Order, 1995 r/w Essential Commodities Act, 1955.

-To make drugs available at the prices fixed by NPPA

4. A.P Narcotic Drugs and Psychotropic Substances Rules, 1986. (For limited purpose)

- Grant of licenses (NDPS-1 & NDPS-2) and transport permits for NDPS drugs
(inter and intra state)

The organizational set up of various functionaries in Drugs and Control Administration are broadly classified into two wings.

1. Enforcement Wing

2. Laboratory Wing.

Enforcement Wing performs the functions of enforcement of the above legislations in the State and Laboratory Wing performs the Test/Analysis of various Drugs/Cosmetics samples sent for analysis and issues the Certificate of Test/Analysis.

5.. A. Services and standards for citizens:

S.NO	MAIN SERVICE	Fee required	Documents required	Time frame	Name of Staff responsible	Office to be contacted for delay or default in service
1	Information on licensed blood banks	Not applicable	NIL	One day/visit www.dca.ap.nic.in	AREA DI/AD	o/o DG, Drugs Control Administration, Guntur
	Information on banned drugs	Not applicable	NIL	Immediate/visit www.cdscop.nic.in	AREA DI/AD	o/o DG, Drugs Control Administration, Guntur
	Information on prices of notified drugs	Not applicable	NIL	Two days/visit www.nppa.india.nic.in	AREA DI/AD	o/o DG, Drugs Control Administration, Guntur
	Complaints on services of chemists and Druggists	Not applicable	NIL	15 days for Local dealer 30 days for outstation dealer	AREA DI/AD	o/o DG, Drugs Control Administration, Guntur
	Complaints on quality and adverse reactions of Drugs	Not applicable	NIL	Result will be communicated to you after receipt of Quality report	AREA DI/AD	o/o DG, Drugs Control Administration, Guntur

In respect of the above information /Complaints can be lodged at the concerned Drugs Inspector's or Assistant Directors office.

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

1. Dr. A.Ravishankar, I.P.S., Director General, Drugs & Copyrights, Drugs control Administration, D.No.25-16-116/1B, 1st Floor, Chuttugunta, Guntur-522 004, Andhra Pradesh; Tel No: 0863-2339246, Fax No.0863-2339246,e-mail: dgdca-ap@nic.in,dgapdca@gmail.com
2. Sri M.B.R.Prasad, Director, Drugs Control Administration, D.No.25-16-116/1B, 1st Floor, Chuttugunta, Guntur-522 004, Andhra Pradesh; Tel No: 0863- 2339245; Email: dirdca-ap@nic.in
3. Sri P.Vinay Kumar, Joint Director, Drugs Control Administration, , D.No.25-16-116/1B, 1st Floor, Chuttugunta, Guntur-522 004, Andhra Pradesh,;

B. Services available for clients:-

Sl. No	Service	Fee required	Documents required	Time Frame	Name of Staff responsible	Office to be contacted for delay or default in service
1	Grant of manufacturing licenses	visit www.dca.ap.nic.in /How to apply	visit www.dca.ap.nic.in /How to apply	60	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
2	Renewal of Manufacturing licenses	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in /How to apply	60	DIRECTOR/ JD	o/o DG/Drugs Control Administration/Guntur
3	Grant/Renewal of approval for Approved Laboratories	visit www.dca.ap.nic.in to apply	visit www.dca.ap.nic.in /How to apply	45	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur

4	Approval of Additional products	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	21	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
5	Approval of Technical Staff	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	21	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
6	Issue of test licenses	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	30	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
7	Recommending for Grant/Renewal of Licenses to Central Licensing Authority, Delhi with respect to Vaccines and sera; Large Volume parenterals:Blood	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	60	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
8	Effecting changes in existing mfg licenses	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	21	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
9	Issue of free sale Certificate	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	7	DD	o/o DG/Drugs Control Administration/ Guntur
10	Issue of Market Standing Certificate	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	7	DD	o/o DG/Drugs Control Administration/ Guntur
11	Issue of GMP Certificate	visit www.dca.ap.nic.in / <u>How</u> to apply	visit www.dca.ap.nic.in / <u>How</u> to apply	15	DD	o/o DG/Drugs Control Administration/ Guntur

			How to apply			ion/ Guntur
12	Issue of Non-Conviction Certificate	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	7	DD	o/o DG/Drugs Control Administration/ Guntur
13	Issue of Production capacity Certificate	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	7	DD	o/o DG/Drugs Control Administration/ Guntur
14	Issue of WHO GMP Certificate	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	60	DIRECTOR/ JD	o/o DG/Drugs Control Administration/ Guntur
15	Grant of Sales Licenses	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	30	AREA DI/AD	o/o DG/Drugs Control Administration/ Guntur
16	Renewal of Sale Licenses	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	60	AREA DI/AD	o/o DG/Drugs Control Administration/ Guntur
17	Effecting Changes in existing sales licenses	visit www.dca.ap.nic.in / How to apply	visit www.dca.ap.nic.in / How to apply	30	AREA DI/AD	o/o DG/Drugs Control Administration/ Guntur

6. Facilities available to citizens for obtaining information under Right to Information Act (RTI) :

The Department has a website which has all the details of its major activities and details of 4(1)(b) information under RTI act.. The citizens can seek public information available at Head Office under RTI act 2005 from the following officers, who are directly responsible for providing information as per the usual terms under the act.

S.No	Items	Name	email	Phone
1.	Public Information Officer under RTI Act 2005	SRI P.Vinay Kumar-	Jd1dca-ap@nic.in	9490153323
2.	Assistant Public Information Officer			
3.	Appellate Authority (AA)	Dr A.Ravishankar IP , DIRECTOR GENERAL, DRUGS@COPY RIGHT, DCA,Guntur	Dgdca-ap@nic.in	9490153301
4.	Website	http://dca.ap.nic.in/		

7.GRIEVANCES/COMPLAINTS/REDRESSAL:

Name and contact details of Grievance Officer	Helpline number/Website back to grievance feed lodge	Timeframe for response	Timeframe for redress
Area Assistant Director/DI	0863-2339246	72 Hours	30 days

8.. HOW YOU CAN HELP US ?

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.

TELEPHONE NUMBERS OF OFFICERS OF Drugs Control
Administration. ANDHRA PRADESH

S.No	Name of the Officer	Mobile (Official)	Mobile Number (Personal)
1	Sri .Dr.A.Ravi Shankar, IPS, Director General	9490153301	9493799334
2	Sri. M.B.R. Prasad, Director	9490153318	9866643485
3	Sri. P. Vinay Kumar, Joint Director	9490153323	8186894107
4	Sri.K.Raja Bhanu, Assistant Director (V&I)	9490153350	9866066351
5	Sri.G.Ramchandra, Assistant Director (NT)	9490153367	9440853192
6	Asha Shaik, Drugs Inspector (V & I), Guntur	7901090165	9491786250
7	Sri.L.A.Govindam, Deputy Director, Visakhapatnam	9490153317	9848192486
8	Sri.Ch.Naga Kiran Kumar, Assistant Director, Srikakulam	9490153331	9441285388
9	A.Krishna, Drugs Inspector, Srikakulam	7382934367	9676502399
10	A.Lavanya, Drugs Inspector, Tekkali	7382934327	9492349430
11	K.Kalyani, Drugs Inspector, Palakonda	7382934375	9493343590
12	Smt.A.T.V.Rama Devi, , Assistant Director, Vizianagaram	9491063156	9701542984
13	M. Srinivas, Drugs Inspector, Pulivendala,	7901090167	8884394949
14	N.Yugandhar, Drugs Inspector, Vizianagaram	7382934374	9705759592
15	Smt.K.Rajitha Assistant Director, Visakhapatnam	9490153339	9440069092
16	K.Indira Bharathi, Drugs Inspector, Visakhapatnam Sales	7382934394	9581055432
17	D.Suneetha, Drugs Inspector, Visakhapatnam (Mfg)	7382934366	8019678010
18	P.N.V.V.S.Kalyani, Drugs Inspector, Anakapalli	7382934381	9014115163
19	K.Venkata Bhupesu, Drugs Inspector, Gajuvaka	7382934349	9390366367
20	R.Lalitha, Drugs Inspector, Narsipatnam	7382934399	9908949973
21	Smt.A.T.V.Rama Devi,(Vig)Attached to DD Visakhapatnam	9491063156	9701542984
22	Sri. T. Ravi Kumar, Deputy Director , Eluru	9490153319	9676684624
23	T. Sree Rama Murthy, Assistant Director, East Godavari	9490153352	9848039308
24	M.Chanra Rao Drugs Inspector, Kakinada(Urban)	7382934311	7702662283
25	B.Gopala Krishna,Drugs Inspector, Rajahmundry(Urban)	7382934358	9059764108
26	P.Mallikarjuna Rao, Drugs Inspector, Amalapuram	7382934325	8019794736
27	Smt.V.S.Jyothi, Drugs Inspector, Kakinada (Rural)	7382934319	9550929952
28	V,Abhipriya, Drugs Inspector, Rajahmundry (Rural)	7382934332	9059338820
29	Smt.D.Nagamani, Drugs Inspector, Tuni	7382934345	9492724938
30	Sri.V.Vijaya Sekhar Assistant Director, West Godavari	9490153363	9849127644
31	O.Veera Kumar Reddy, Drugs Inspector, Eluru	7382934317	9441895358
32			
33	M.Vikram, Drugs Inspector, Tanuku	7382934360	9705694305

34	M.Jaya Lakshmi Drugs Inspector, Jangareddygudem	7382934388	9248319811
35	D.Lakshman, Drugs Inspector, Kovvur	7382934320	8187869567
36	K. Anil Kumar, Drugs Inspector, Bhimavaram	7382934379	9948431009
37	Sri.P.Ram Babu, Assistant Director, Krishna	9490153338	
38	E.Sambasiva Rao, Drugs Inspector, Vijayawada-I (Sales)	7382934339	9059172035
39	Dr.J.Balu, Drugs Inspector, Vijayawada-II	7382934378	9441042420
40	B.Srinivas Rao, Drugs Inspector, Machilipatnam	7382934357	9948035641
41	N.Kalyani, Drugs Inspector, Vijayawada-III	7382934336	9490582477
42	J.Vinodh, Drugs Inspector, Jaggaiahpeta	9490153303	8121977963
43	B.Anvesh Reddy, Drugs Inspector, Gudivada	7382934384	9885672949
44	Ch. Laskhmi Prasanna, Drugs Inspector, Vijayawada (Mfg.)	7382934389	9652564109
45	Sri.Y.V.V.Satyanarayana, Deputy Director, Guntur	9490153349	
46	S.Vijay Kumar, Assistant Director, Guntur	9490153326	9640911111
47	P.Magamma, Drugs Inspector, Guntur (Urban)	7382934386	9502888227
48	S.Venkata Naga Padma, Drugs Inspector, Tenali	7382934329	9248533272
49	P.Sri Rama Murthy, Drugs Inspector, Narasaraopet	7382934323	9908732659
50	Ch.Hari Prasad, Drugs Inspector, Guntur (Rural)	7382934318	9492938860
51	P.Sri Rama Murthy, Drugs Inspector, Piduguralaa I/C	7382934323	9908732659
52	G.Jeevani Drugs Inspector, Guntur (Vig) Attached to DD	7382934337	9491513107
53	Sri.M.P.R.Prasad, Assistant Director, Prakasam(Ongole)	9490153336	9849459898
54	Ms. Shaik Parveen Sultana, Drugs Inspector, Ongole	7901090166	9000790500
55	G.Vijaya Bhaskara Rao, Drugs Inspector, Chirala	7382934326	9553580455
56	S.Jaya Ramudu, Drugs Inspector, Markapuram	7382934335	8142071710
57	Sri.B.Suresh Babu Assistant Director, Nellore	9490153313	9246466479
58	M.Murali, Drugs Inspector, Nellore	7382934331	9966454878
59	N.Prashanthi Drugs Inspector, Gudur	9490153370	8801658665
60	G.Subhashini, Drugs Inspector, Kavali	7382934382	9703168340
61	Sri.O.Kumar, Deputy Director, Kurnool	9490153332	9494474657
62	Sri.K.V.Ramana Murthy, Assistant Director, Tirupathi, Chittoor District	9490153341	9666823717
63	M.Ruthu Drugs Inspector, Chittoor	7382934341	9703035704
64	N.Mahesh, Drugs Inspector, Tirupathi (Urban)	7382934365	9912324015
65	V.Keethana Drugs Inspector, Tirupathi (Rural)	7382934393	9160055130
66	P.Hanumanna, Drugs Inspector, Madanapalli	7382934340	9676427627
67	Sri.M.V.S.S.Vara Prasad, Assistant Director, Kadapa	9490153357	9849797733
68	T.Venkata Krishna Drugs Inspector, Kadapa	7382934368	8297947447
69	T.Venkata Krishna Drugs Inspector, Pulivendala I/C	7382934368	8297947447
70	P.Ramesh Reddy, Drugs Inspector, Proddatur	7382934315	
71	DBMK Chakravarthi, Assistant Director, Anantapur	9491063158	9949593523
72	P. Bramara Sandhya, Drugs Inspector, Anantapur	7382934371	9052075550

73	G.Madhavi, Drugs Inspector, Hindupur	7901090168	9177530072
74	P.Kesava Reddy, Drugs Inspector, Kadiri	7901090169	9440580028
75	P.Keethi Pavithra, Drugs Inspector, Tadipathri	7382934392	8997221986
76	M.Chandra Sekhar Rao, Assistant Director, Kurnool	9490153316	8019190058
77	Abid Ali Shaik, Drugs Inspector, Kurnool	7382934390	9603922962
78	D.Hari Hara Teja, Drugs Inspector, Nandyal	7382934322	8297828482
79	Dada Khalandar, Drugs Inspector, Adoni	7901090170	9951380323
80	J.Vijayalaxmi, Drugs Inspector, Kurnool (Rural)	7901090171	9848604621

