

No. A 32029/01/2018-D
Government of India
Directorate General of Health Services
Central Drugs Standard Control Organisation

New Delhi, dated the 12th December, 2019

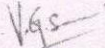
OFFICE ORDER

Subject: Setting of Public Relations Office at all Zonal and Sub-Zonal offices of CDSCO – Reg.

In continuation to the office order of even number dated 07.03.2018 on the above subject, it has been decided to set up Public Relations Office at all Zonal and Sub-Zonal offices of CDSCO to make regulatory guidance more accessible to stakeholders across the country. These PROs will be headed by concerned DDC(I)s/ADC(I)s/Head of offices w.r.t. area of their working and act as 'Single Window' for disposal of grievances of stakeholder and shall also provide information to the innovators regarding regulatory requirements for development & commercialisation of their products and provide clarification pertaining to Drugs & Cosmetics Act 1940 and Rules 1945 made thereunder. The PROs shall also guide, assist and handhold investors in various phases of business life cycle as per the existing focus on 'Invest India/make in India'.

The records & operation of these PROs shall be maintained as per the procedure adopted by PRO at CDSCO (HQ). They shall contact ADC(I), PRO at CDSCO (HQ) for any guidance in the matter. A process flow-chart for handling applications/queries at Zonal and Sub-Zonal PRO is attached for ready reference.

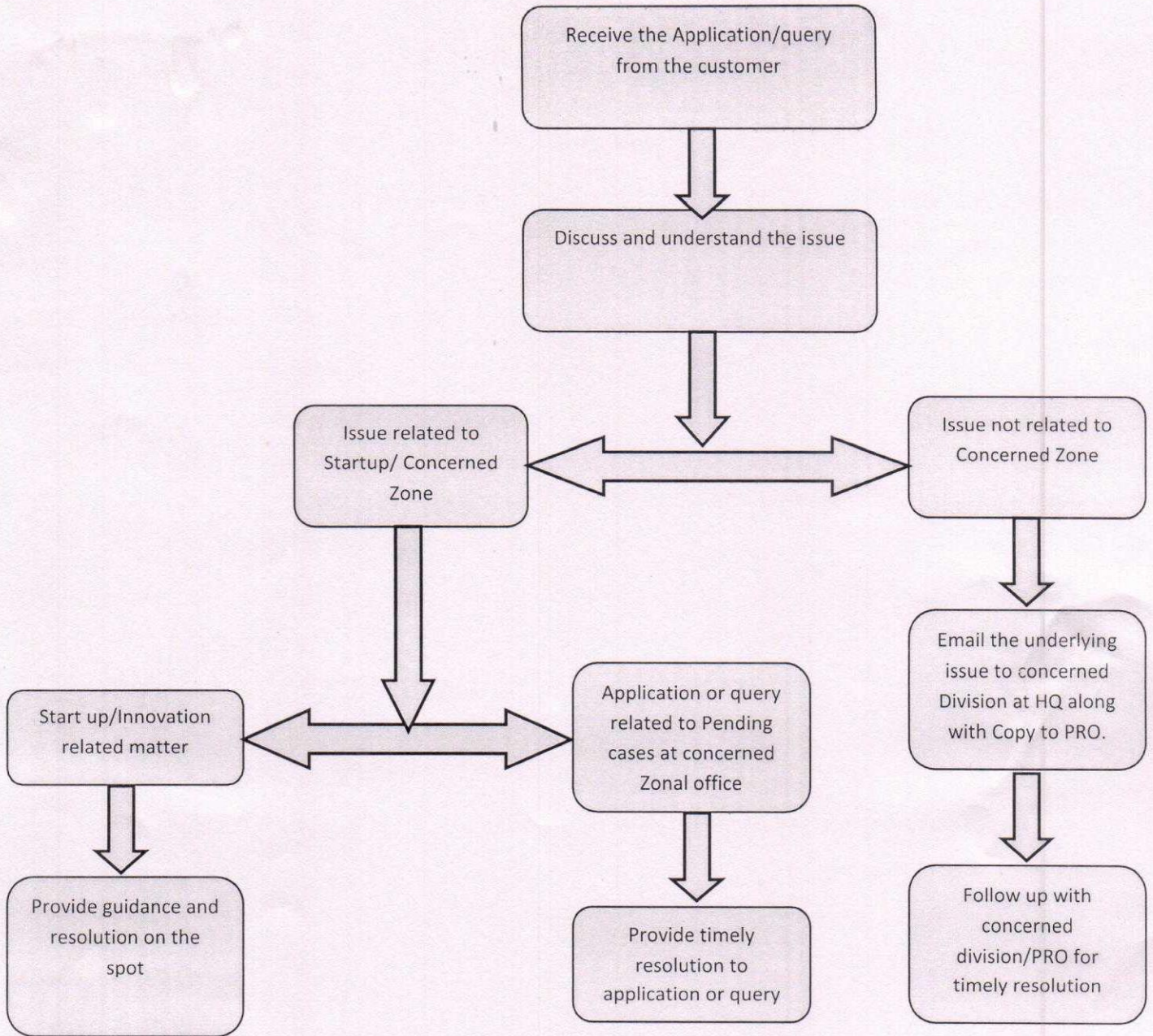
The stakeholders visiting the Public Relation Office shall not require any prior appointment and e-mail i.d./phone numbers of all zonal/sub-zonal offices may be utilised by them to communicate with respective PROs.


(Dr. V.G. Somani)
Drugs Controller General (India)

Copy to,

1. DDC(I) of all Zones and Sub-Zones of CDSCO.
2. PPS to JS(R)/PPS to DG, CGHS
3. Web portal of CDSCO
4. Guard File

Flow Chart of attending customer application/query at Zonal PRO



Note:

1. For any assistance Zonal PRO may contact PRO(HQ) over call or email.
2. A monthly summary of number of applications or queries received and their status of resolution should be communicated to DCG(I) & PRO.