

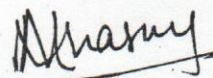
**No.21013/15/2017-DC**  
**Central Drugs Standard Control Organisation**  
**Directorate General of Health Services**  
**Office of Drugs Controller General India**  
**FDA Bhawan, Kotla Road, New Delhi**

Dated: 22<sup>nd</sup> June, 2017.

**Office Order**

This refers to the Notice issued vide No. 21013/15/2017-DC dated 02.02.2017(copy enclosed for ready reference) whereby a Committee was constituted under the Chairmanship of concerned JDC (I) and DDC(I) along with one DDC(I) from CDSCO Zonal Office to address the grievances/appeals made by the stakeholders to the Drugs Controller General (India).

It has been observed that the grievances received and referred to this Committee were not addressed as per the directions contained in the above said Notice, which has been viewed very seriously by DCG (I). Each Division is hereby directed that the devised system may be strictly adhered to.



**(Arun Sharma)**  
**Director (Admn)**

To

1. All JDCs/DDCs/ADCs at CDSCO HQ.
- ✓ 2. Website of CDSCO.
3. O/o DCG (I).
4. Guard file.



No.21013/15/2017-DC  
Central Drugs Standards Control Organization  
Directorate General of Health Services  
Ministry of Health & Family Welfare  
(Office of DCGI)  
FDA Bhavan, Kotla Road,  
New Delhi-110002.

Dated the 2<sup>nd</sup> February, 2017

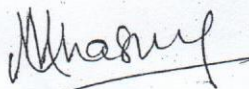
NOTICE

For evaluation of various categories of applications of clinical trials, new drugs and new medical devices, Subject Expert Committees (SECs), have been constituted by the Ministry of Health & Family Welfare. These SECs meet regularly and submit their recommendations to DCGI. It is however, observed that in a few cases where the applicant is not satisfied with the recommendations of the SEC, he/she approaches various authorities for redressing his grievance. In order to streamline the grievance redressal mechanism, the following procedure will henceforth be adopted :

The appeal relating to the grievance, together with all details, will be submitted to the o/o DCGI within 7 days of issue of the minutes of the meeting of the SEC. DCGI shall refer the appeal to the following Committee under the chairmanship of concerned JDC(I), which shall give its recommendations within 7 days. Other members of the Committee will be :

1. DDCI concerned.
2. One DDCI from the Zone – (DDCI)-EZ or Ahmedabad for Biologics & other products and DDCI(SZ) or Hyderabad or Bangalore for Medical Devices & other products).
3. DDCI (AKP) – Coordinator.

This issues with the approval of the competent authority.

  
( Arun Sharma )  
Director(Admn.)  
Tel : 23216376