

## **CITIZEN'S CHARTER**

### **DEPARTMENT OF PHARMACEUTICALS**

#### **Vision**

To enable Indian pharmaceuticals industry to play a leading role in the global market in the pharmaceutical sectors.

#### **Our Mission**

To formulate and implement policies and programmes for achieving growth and development of the pharmaceuticals sectors in the country.

To ensure abundant availability, at reasonable prices within the country, of good quality pharmaceuticals of mass consumption.

To foster the spirit of public-private partnership for the over-all development of the pharmaceuticals Industry in a sustainable manner with responsibility towards environment and safety of all.

#### **Our Clients**

Central government ministries/departments/organizations

Industry Associations

Entrepreneurs of pharmaceuticals sectors

Consumers and users of the products and by-products of the Industry

#### **Our Commitment**

We are committed to provide impartial, sympathetic and prompt services to the public in matters relating to the chemical, pharmaceutical and petrochemical industries.

Our commitment is to take prompt steps to provide quick redressal of the grievances of our personnel and public at large.

Our commitment is to formulate policies and initiate consultations with all Industry Associations/stakeholders and to amend them whenever so required.

#### **Our Services**

We formulate and implement policies relating to drugs and pharmaceuticals, dyes-stuff and dye intermediates.

#### **Our Activities**

The Department has functional divisions drugs and pharmaceutical (which in turn also has an attached office i.e. National Pharmaceutical Pricing Authority) dealing with respective subject matters. There are five PSUs in pharmaceutical sector viz. Indian Drugs Pharmaceutical Ltd (IDPL), Hindustan Antibiotics Ltd (HAL), Bengal Chemicals & Pharmaceuticals Ltd (BPCL), Bengal Immunity Ltd (BIL) and Smith Stanistreet Pharmaceuticals Ltd (SSPL). The Department also accord financial grants to the

autonomous institutes namely National Institute of Pharmaceutical and Educational Research (NIPERs) ).

### **Organizational Set-up and Role of the Department**

Secretary (Pharmaceuticals) is assisted by Joint Secretary (Pharmaceuticals) and other officers at the level of Directors, Deputy Secretaries, Under Secretaries and other Secretariat/Technical Officers.

The activities of the department are policy making, sectoral planning, promotion and development of the Pharmaceutical Industries.

### **Pharmaceutical Division**

The major activities handled in the Pharmaceutical division relate to the development of the pharmaceutical industry viz. production, exports, imports, R&D, pricing, duty matters etc. The division is headed by a Joint Secretary and assisted by a Director and Deputy Secretary on the administrative side, Additional Industrial Adviser and Deputy Industrial Adviser on the technical side. The work of the division is serviced by four sections/desks.

There is an attached office namely “National Pharmaceutical Pricing Authority” (NPPA), which looks after price fixation/revision of pharmaceutical and other related matters. It also monitors the prices of decontrolled drugs and formulations and oversees the implementation of the provisions of the Drug Prices Control Order 1995.

A Pharmaceutical Export Promotion Cell has been functioning with the objective of boosting pharmaceutical exports and to act as a nodal center for all queries/issues regarding pharmaceutical exports. The Cell also undertakes promotional activities for the acceleration of pharmaceutical exports and consider suggestions for modifications in the EXIM POLICY from the industry.

There are three operational Public Sector Undertakings viz. Hindustan Antibiotics Ltd. (HAL) producing bulk drug Penicillin-G, various salts of Penicillin and Streptomycin and a wide range of Pharmaceutical formulations including agro-vet products, and Bengal Chemicals and Pharmaceuticals Ltd. (BCPL) which is producing a wide range of industrial chemicals, a large number of drugs and pharmaceuticals besides cosmetics and home products and Indian Drugs & Pharmaceuticals Ltd (IDPL) producing antibiotics etc.

### **Guidance and Help**

Our Information and Facilitation Counter (IFC) is situated in Garage No. 12, Gate No.3, Shastri Bhavan, New Delhi, and welcomes your phone calls on Telephone No.23384317.

Dissemination of information in regard to our latest policies and procedures is made available through our Internet web-site at the following address:

[www.pharmaceuticals.gov.in](http://www.pharmaceuticals.gov.in)

## **Right to Information Act 2005**

As per the provisions of the RTI Act 2005, All the relevant information relating to Department of Chemicals & Petrochemicals was made available on the web site in a manner, which is easily accessible and comprehensible to the public. A Central Public Information Officer and Assistant Public Information Officer (APIOs) have been nominated in the department to provide information to the public.

## **Public Grievance Redressal**

A Grievances Cell is functioning in the Department in Room No. 414 – ‘B’ Wing, Shastri Bhavan, New Delhi. A Grievance Box has been provided at the Grievance Cell. Appropriate action will be completed within a period of three months of the receipt of complaint. In the event of the person wanting to take up the matter personally, he or she may contact the Director of Grievances, Joint Secretary, Room No.340-C, A Wing Shastri Bhavan, New Delhi. The designated officer will generally be available for meeting the complainants from 1000 hrs to 1300 hrs every Wednesday.

For further information contact:

Joint Secretary,  
Room No.340-C, A Wing, Shastri Bhavan,  
New Delhi,  
Tel.No.23385131  
Fax No.23387222,  
e-mail : jspc.cpc@nic.in