

CUSTOMER SERVICE STANDARDS



Promoting access to safe medicines

General Administrative Services Response Time

<p>Hours</p> <p>Working hours Mon-Fri 08h00 - 13h00</p> <p>Lunch 13h00 - 14h00 14h00 - 17h00</p>	<p>Within 3 rings</p> <p>Promptness to answering the phone</p> <p>Toll free: 0800 600 216</p>	<p>Language</p> <p>English & Setswana</p>	<p>3 Days</p> <p>Official correspondences</p>	<p>24hrs</p> <p>Response to Social media enquiries</p>	<p>24hrs</p> <p>Response to Email</p>
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Public Relations Timelines

<p>3 days</p> <p>Response to media inquiries</p>	<p>Daily</p> <p>Social Media Responses</p>	<p>weekly</p> <p>Website content uploading</p>
<p>2 weeks</p> <p>Customer satisfaction surveys - Biennially</p>		

Inspection and Licensing Timelines

<p>4 weeks</p> <ul style="list-style-type: none"> Inspection of a new facility Inspection of distributor and retail outlets. 	<p>45 days</p> <p>Inspection of local manufacturing facilities</p>	<p>3 months</p> <p>Inspection of international manufacturing facilities</p>	<p>6 weeks</p> <p>Renewals for licenses</p>	<p>5 days</p> <p>Expedited inspection except manufacturing</p>	<p>5 days</p> <p>Expedited local manufacturing</p>
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Import-export permits services timelines

<p>48 hrs</p> <ul style="list-style-type: none"> Issuance of import/export permits for medicines and medical devices Issuance of permits for psychotropics and narcotics and precursor chemicals Issuance of import permits for cosmetics Issuance of import-export permits for samples 	<p>24 hrs</p> <ul style="list-style-type: none"> Issuance of transit permits
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Pharmacovigilance and Clinical Trial Timelines

<p>24 hrs</p> <ul style="list-style-type: none"> Acknowledgement for medical devices report received online – phone email and App Acknowledgement of Serious ADR /AEFI 	<p>2 months</p> <ul style="list-style-type: none"> Review of Adverts and Promotional material 	<p>75 days</p> <ul style="list-style-type: none"> Review and approval of clinical trials and amendments 	<p>3 months</p> <ul style="list-style-type: none"> Assessment of PSURs / PBRERs 	<p>45 days</p> <ul style="list-style-type: none"> Assessment of Major Safety Variations
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Corporate and Legal Timelines

<p>3 days</p> <ul style="list-style-type: none"> Communication of outcome of appeals against decisions made by the relevant committee Communication of outcome of appeals against decisions made by the CEO 	<p>7 days</p> <ul style="list-style-type: none"> Communication of outcome of appeals against decisions made by Management 	<p>2 days</p> <ul style="list-style-type: none"> Acknowledgement of receipt of an appeal
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Registration Timelines

	Allopathic Medicine	Complementary Medicine	Veterinary Medicine
Screening	3 months	3 months	3 months
CRP and/or Reliance*	3 months	N/A	3 months
Normal Process	18 months	12 months	12 months
Expedited	8 months	8 months	8 months
Partially Manuf Locally	12 months	12 months	12 months
Fully Manuf Locally	12 months	8 months	12 months
Variations	6 months	3 months	3 months
Exemptions	48 hrs	N/A	48 working hours
Renewals	5 Years	N/A	N/A

Medical Devices Registration Timelines

Collaborative Registration Process	Notification	Class A & B	Class C	Class D
Screening	3 months	1 month	2 months	2 months
Abridged	N/A	4 month	6 months	8 months
Full Evaluation (for local manufacturers)	N/A	6 months	8 months	10 months
Full Evaluation (for foreign manufacturer)	N/A	8 months	10 months	1 Year
Expedited	N/A	4 months	6 months	8 months
WHO Collaborative Registration Process	3 months			
Query Response	1 Month			
Exemptions	3 Days			
Major Variations	3 months			
Minor Variations	3 months			
Notification variations	1 Month			
PRO FORMA invoice for registration fee	5 Days			

Enforcement Timelines

<p>72 HRS</p> <p>Acknowledgement of report/referral from the date of receiving</p>	<p>7 HRS</p> <p>Feedback to a reporter following the closure of an investigation</p>	<p>48 HRS</p> <p>Permit issuance from receiving an application</p>
<p>24 HRS</p> <p>Permit issuance from receiving an application</p>		

Procurement

<p>5 days</p> <p>Micro procurement, requisitions contract drafting</p>	<p>4 months</p> <p>Tenders - open tender awarding</p>
<p>2 months</p> <p>Selective tenders awarding</p>	