

CITIZEN CHARTER

DRUGS CONTROL DEPARTMENT, GOVERNMENT OF KERALAM

Our Commitment to Citizens

The Drugs Control Department is committed to protecting public health by ensuring the availability of safe, effective and quality medicines, regulating the manufacture, distribution and sale of drugs and cosmetics, and preventing the circulation of spurious, adulterated and substandard drugs.

We strive to provide our services in a transparent, citizen-friendly, accountable and time-bound manner.

Department services

1. Drug Sale Licences: Grant, renewal/retention and related regulatory services for retail and wholesale drug licences through the prescribed online system.
2. Manufacturing Licences: Licensing and regulatory services for manufacture of drugs, cosmetics and medical devices as applicable.
3. Drug Testing: Testing of drug and cosmetic samples through Government Drug Testing Laboratories on payment of the prescribed fee.
4. Blood Centre / Blood Storage Centre Licensing and regulatory services relating to Blood Centres and Blood Storage Centres.
5. Poison Licence & Permits, Processing of applications for licences and permits under the applicable laws and rules.
6. RMI / Controlled Medicines, Regulatory services relating to recognised medical institutions and controlled/narcotic medicines as applicable.
7. Drug Quality Complaints, Investigation of complaints regarding suspected substandard, spurious, adulterated or misbranded drugs and cosmetics.
8. Drug Price Complaints, Action on complaints regarding sale of drugs above the applicable permitted price.

9.Objectionable Drug Advertisements, Action against prohibited, false or objectionable advertisements relating to drugs and remedies.

10.Public Alert|:Publication of information regarding Not of Standard Quality drugs, banned drugs, price-controlled drugs and other important drug safety alerts.

Department service standards

The Department shall endeavour to:

- Provide clear and accurate information regarding services, fees, required documents and application procedures.
- Process applications within the prescribed time limits, subject to submission of complete documents and fulfilment of statutory requirements.
- Maintain transparency and accountability in regulatory processes.
- Provide status-related information through available online systems wherever applicable.
- Ensure that citizens are treated with courtesy, fairness and respect.
- Provide accessible channels for submitting complaints and seeking assistance.

Time frame for disposal of application for services:-

Service Name	Time Limit
Grant of Allopathic drug manufacturing licence	45 days
Grant of Homoeopathic drug manufacturing licence	45 days
Grant of Allopathic drug manufacturing loan licence	45 days
Grant of Cosmetic manufacturing licence	45 days
Grant of Cosmetic manufacturing loan licence	45 days
Grant of Medical devices manufacturing licence	Class A- 45 days, Class B – 110 days
Grant of medical device manufacturing loan licence	Class A- 45 days, Class B – 110 days
Grant or renewal of blood centre Licence	90 days
Retail drug licence	30 days
Wholesale drug licence	30 days

What citizens should do

Citizens and regulated establishments are requested to:

- Submit applications in the prescribed form and through the prescribed online portal, wherever applicable.
- Furnish complete and genuine information and supporting documents.
- Pay the prescribed statutory fees through the authorised payment mechanism.
- Comply with the provisions of the Drugs and Cosmetics Act, 1940 and Rules, 1945 and other applicable laws and regulations.
- Cooperate with authorised officers during inspections and investigations.
- Preserve licences, purchase and sale records and other statutory records as required.
- Report suspected spurious, substandard, adulterated or illegally sold drugs to the Department.
- Report overcharging, illegal sale of medicines and other violations affecting public health.

Your right to information

Citizens have the right to obtain information regarding Departmental services, procedures, fees, designated officers and applicable time limits.

Information under the Right to Information Act, 2005 may be obtained through the designated Public Information Officers of the Department.

Grievance redressal

Citizens may submit complaints regarding:

- Quality of drugs and cosmetics
- Sale of drugs without valid licence
- Sale of medicines above the permitted price
- Suspected spurious / adulterated / substandard drugs
- Illegal or objectionable drug advertisements
- Other violations falling within the jurisdiction of the Drugs Control Department

Complaints will be examined by the competent authority and appropriate action will be taken as per the applicable laws and rules.

Contact us

Drugs Control Department
Government of Kerala
Drugs Controller's Office, Thiruvananthapuram

Phone: 0471-2471896 / 0471-2473256

Email: dckerala@gmail.com

For office-wise contact details and designated officers, please refer to the official Department website.

Important

The services, documents, fees, procedures and time limits are subject to the provisions of the applicable Acts, Rules, Orders and Government directions in force from time to time.