

**PROPOSAL FOR LAUNCHING  
ONLINE DRUG SALES AND  
MANUFACTURING LICENSES  
MANAGEMENT SYSTEM  
FOR**

**Drugs control  
Administration,  
Govt. of Andhra  
Pradesh**

# DETAILS OF LICENSES IN THE STATE

- No. of Sales Licenses - 48,677
- No. of Manufacturing Licenses - 1,272
- No. of Blood Banks - 249
- Total - 50,198



# PRESENT

## TIME FRAME FOR SERVICES

License Type	Time taken in Current System
Grant of Sales Licenses	60-75 days
Grant of Manufacturing Licenses	60-90 days
Grant of Blood Bank Licenses (excluding CLAA)	90-150 days
Renewal of Sales License	90-120 days
Renewal of Manufacturing Licenses	90-150 days
Renewal of Blood Bank Licenses (excluding CLAA)	90-150 days



# PRESENT SYSTEM

- Communication with applicants through correspondence
- Recall of sub-standard drugs from market by writing letters
- License details maintained in registers
- Retrieving the back files is time consuming
- Inadequate control on Registered Pharmacists
- RTI/LAQ queries take a lot of time
- Possibility of same brand name for different drugs



# SALIENT FEATURES OF THE PROPOSED SYSTEM

- Issuing of unique ID to all stakeholders
- Online inward of applications
- Online movement of inspection report
- e-communication with applicants through e-talk/mail/SMS etc.
- Generation of licenses online and information through e-mail
- Linkage with all the districts in the state

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# SALIENT FEATURES OF THE PROPOSED SYSTEM

- Investigation module for sub-standard/ spurious/ other legal issues
- Database of all the manufacturers and products approved
- Interaction with other states through e-communication
- Large database of 8-10 states
- Pendency of files visible to all supervisory officers
- RTI/LAQ queries made easy
- Online monitoring of Samples taken for analysis

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# SALIENT FEATURES OF THE PROPOSED SYSTEM

- Processing of files as per the guidelines of citizen charter (First come First serve basis)
- Effectively monitoring file disposals
- e-communication through SMS
- Auto alerts for court attendances
- Officers sitting on files after disposals not possible
- Self auditing by License holders
- Online submission of annual production particulars by manufactures



# SALIENT FEATURES OF THE PROPOSED SYSTEM

- The system operates on **first come first serve** basis. After a fixed period of time all the processes are frozen until the oldest files are cleared as per citizen charter
- Citizens charter specifies a maximum time frame with in which the service has to be rendered by the department





# SALIENT FEATURES OF THE PROPOSED SYSTEM

- The software is successfully operational in
  - Gujarat
  - Karnataka
  - Maharashtra
  - Kerala

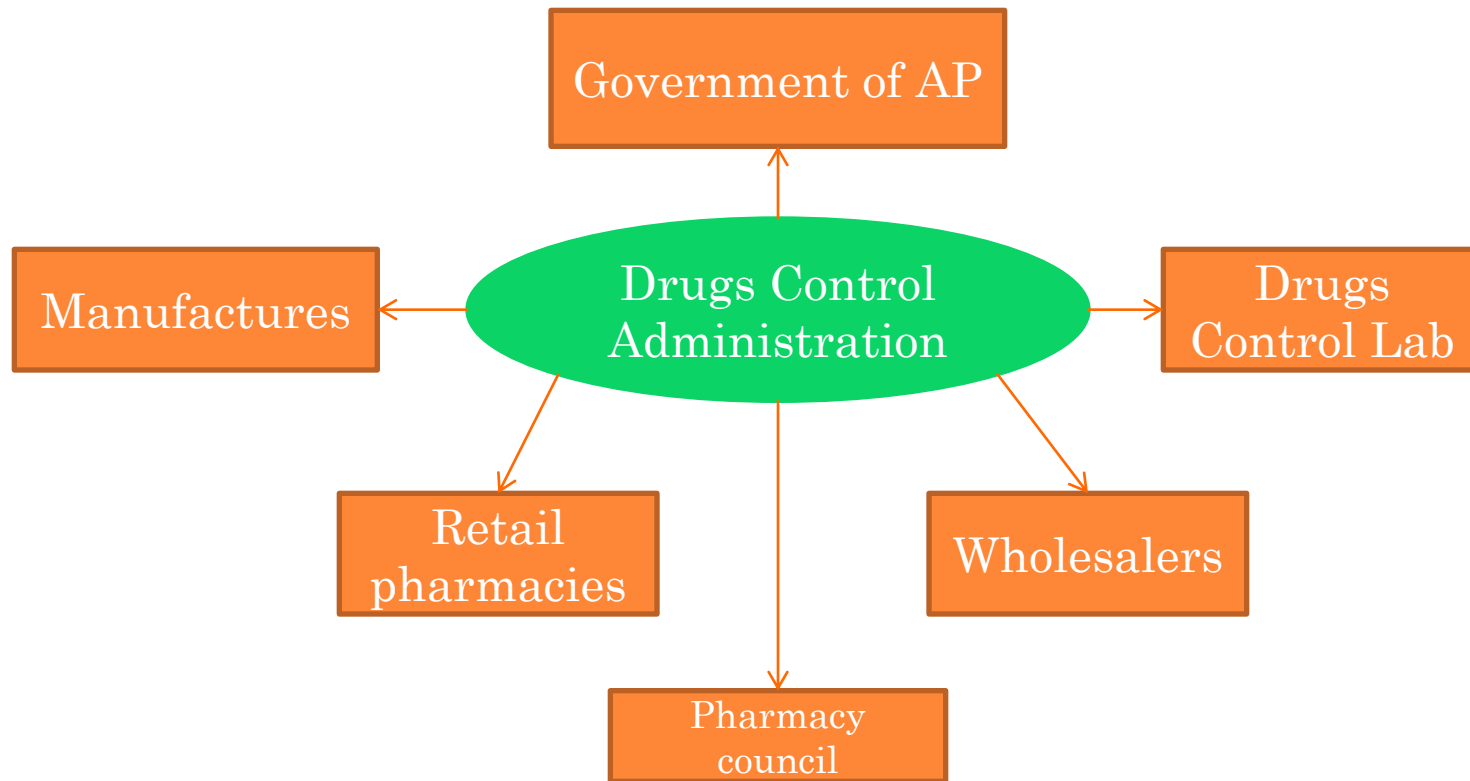


# CRITICAL INDICATORS

- List of shops for which Inspections due and pending renewals
- List of inward application to be taken-up on priority displayed
- Monitoring of Registered Pharmacist working in more than one shop
- Location of particular Registered Pharmacist
- Number of Pending samples for analysis in the Laboratory
- Drug License with out Registered Pharmacist
- Information of pending recovery of license fees



# FUTURE VISION



Software supplied free of cost  
by

National Informatics Centre  
Government Of India



# RESOURCES REQUIRED

One time cost (for software)	Rupees (in Lakhs)
Cost of customization of software	<b>11.50</b>
Third party audit	<b>0.25</b>
Hosting of server	<b>0.75</b>
Deployment & Implementation of Infrastructure for launch	<b>2.50</b>
<b>Total</b>	<b>15.00</b>

Hardware requirement (Phase)	No of Desktop Computers	Rupees (in Lakhs)
I	<b>90</b>	<b>45</b>
II	<b>122</b>	<b>61</b>
<b>Total</b>	<b>212</b>	<b>106</b>



# PROPOSED SERVICES UNDER THIS PROJECT

## Phase-I:

- Unique ID for all stakeholders
- Online grant of sale licenses for retail & wholesale medical shops
- Online renewal of licenses for retail & wholesale medical shops
- Online processing of applications for changes in existing licenses, e.g.: change of constitution, pharmacist, shop name, etc.
- Online grant of licenses for the manufactures of bulk drugs, its formulations and loan licenses
- Online renewal of licenses for the manufactures of bulk drugs, its formulations and loan licenses



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# PROPOSED SERVICES UNDER THIS PROJECT

## Phase-I:

- Online **grant & renewal** of licenses for blood banks
- Online **issue of certificates** of
  - GMP
  - WHO-GMP
  - Non-Conviction certificate
  - Market standing certificate
  - COPP
  - License validity certificate
- **SMS alerts** to all the applicants regarding file disposal and deficiencies in application



# PROPOSED SERVICES UNDER THIS PROJECT

## Phase-II:

- Online submission of applications for all the services
- Online payment of challanas & user charges
- Online monitoring of blood availability in Blood Banks





# RESULT

- Comparison of present and proposed time taken for processing

License Type	Current System (days)	Proposed system (days)
Grant of Sales Licenses	60-75	30
Grant of Manufacturing Licenses	60-90	30-45
Grant of Blood Bank Licenses (excluding CLAA, N.Delhi)	90-150	45-60
Renewal of Sales Licenses	90-120	30
Renewal of Manufacturing Licenses	90-150	30-45
Renewal of Blood Bank Licenses (excluding CDSCO)	90-150	45-60

# SUMMARY

- Transparency
- Citizen charter can be effectively implemented
- Reduction of the applicant's visits to office
- Reduction of direct interaction with officers
- Time saving for Department and Citizens
- Effective supervision by superior officers
- Effective office management
- Green office



# Public private partnership

- The Bulk Drug Manufacturers Association (BDMA) has voluntarily offered assistance up to Rupees 15 Lakhs towards provision of hardware & software for computerization of this department for speedy , efficient and transparent disposal of files



# Revenue realized

1. For the issue of licenses, changes in constitution, additional products etc., the fees as laid down in Drugs & Cosmetics Act -1940 is collected under the prescribed head of account.
2. In all other cases not covered under the above clause user charges as prescribed under the G.O is collected under a different head of account.
3. The user charges have not been revised since their introduction in the year 2004. It is proposed to revise the user charges differentially without affecting the applicants significantly.

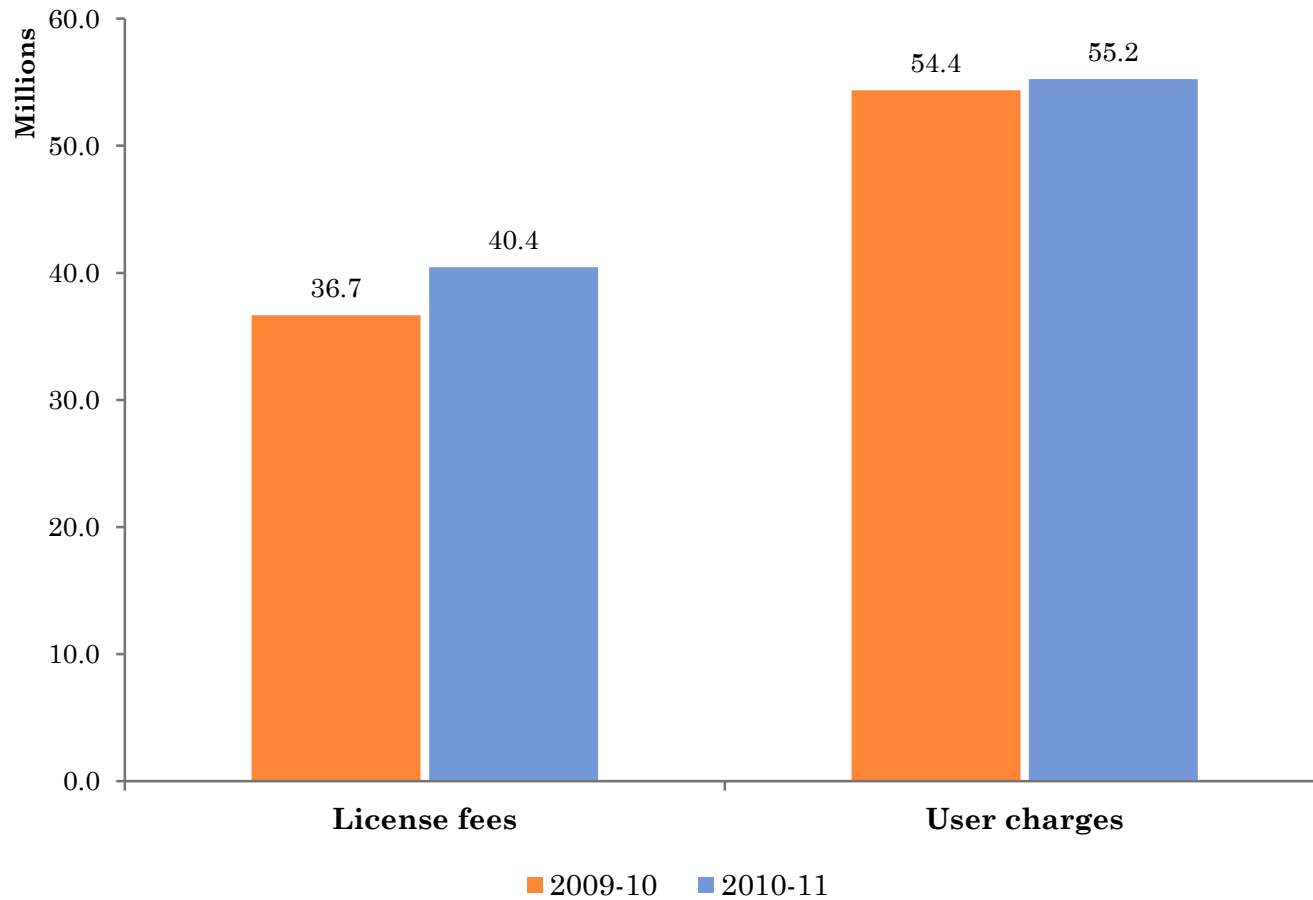
# Revenue realized

Year	License fees	User charges
	Head of account: 0210 04 104 01	Head of account: 0210 04 800 81 001
2009-10	3,66,70,992	5,43,59,558
2010-11	4,04,47,705	5,52,48,634
Estimated after proposed revision	4,04,47,705	7,34,80,683



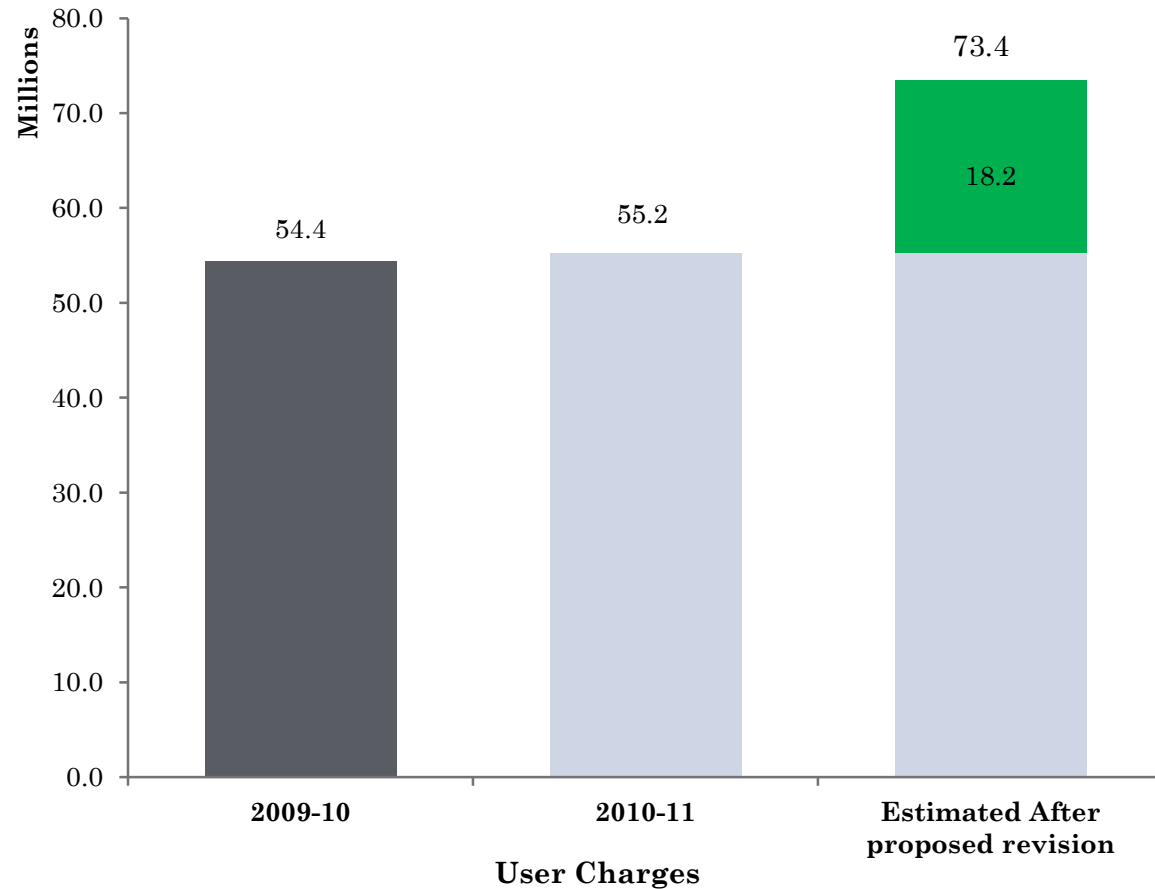
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# Revenue realized



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# Graphical representation of User Charges collected (last 2 years) vs Estimated amount after proposed revision



The amount of Rs 15 Lakhs spent on computerization of the department is realized within a month after the proposed revision of user charges. The users as a result will get quick & transparent services.





# CONCLUSION

Citizen satisfaction doubles

Appreciation to Government in Multiples



**THANK YOU**

