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EASY and ample availability of medicines still remains a challenge for patients in the country. The Pharma Jan Samadhan (PJS) initiative under National Pharmaceutical Pricing Authority (NPPA) for complaint redressal system regarding availability of medicines, recorded at least 265 complaints in past eight months. The web portal PJS registered 147 complaints regarding refusal of sale of drugs, 134 complaints regarding shortage of medicines while two complaints regarding sale of drugs without price approval. The portal, a part of

Plaints flood pharma grievance cell

By Neetu Chandra Sharma
In New Delhi

Government of India's Digital India initiative, was launched in March, 2015 for speedy and effective complaint redressal system regarding availability of medicines, overpricing of medicines, sale of 'new drugs' without prior

price approval, and refusal of supply or sale of medicines. Apart from the Internet-based online facility, there is a consumer helpline which can be used to lodge complaints.

For availability drugs, the government has already reduced prices of drugs, including those of cancer, cardiovascular diseases, AIDS/HIV and diabetes.

Meanwhile, out of a total of 680 under the National List of Essential Medicines (NLEM) under the scheduled category of Drug Price Control Order (DPCO), 2013, the NPPA has already fixed the ceiling prices in respect of 530 medicines.

"As a result of reduction in the prices of scheduled medicines under price control, the price benefit that accrued to the common

man is estimated to the extent of ₹2,422 crore," Minister of State of Chemicals and Fertilizers Hansraj Gangaram Ahir told the Lok Sabha on Tuesday. "This includes 47 formulations for cancer, 53 for cardiovascular diseases, 20 for AIDS/HIV and six for diabetes. The maximum retail has been capped in 106 non-scheduled medicines," Ahir said.

Handwritten notes and signatures in blue ink:
TS(SD)
Dixit (P)
Ajit
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Govt.

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