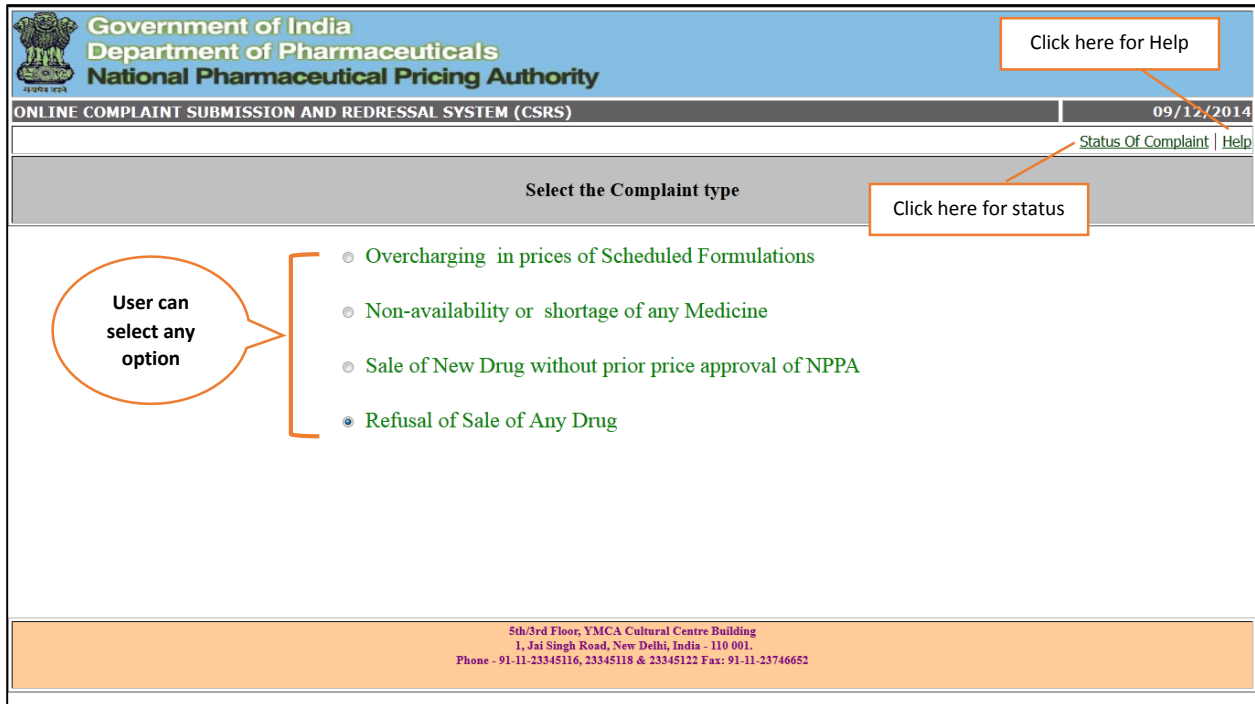


**Online Complaint Submission and Redressal System:**



User can select any one of the type of complaint from the list of four for making the complaint and the status of the complaint can be seen by clicking **Status of Complaint**.

User can select the First Option of **Overcharging in prices of Scheduled Formulations** in case if the user wants to inform NPPA about the overcharging in prices of Scheduled Formulations.


The second option of **Non-availability or shortage of any Medicine** has to be selected by the user in case if the user has to inform NPPA about the shortage of any medicine in their place. Apart from this if there is non- availability of any medicine in their locality, the same option can be selected.

The third option of **Sale of New Drug without Prior Price Approval of NPPA** has to be selected by the user if he desires to inform to NPPA about the Sale of New Drug without prior approval of NPPA.

The final option of Refusal of Sale of Any Drug can be selected in case if the Drug has been refused.

**1. Overcharging In Prices of Scheduled Formulations:**


After the selecting the option1, the screen appears as shown in Fig1.0

 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		1.0
ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)		05/12/2014
<p>Note: Fields marked with * (asterisk) are compulsory</p>		
<b>Overcharging in prices of Scheduled Formulations</b>		
<b>COMPLAINANT'S INFORMATION:</b>		<b>Help</b>
Select Complainant type*	Individual <input type="button" value="Complainant's Information"/>	
Name*	<input type="text"/>	Please indicate name of the organisation if the complainant is NOT an individual.
Address*	<input type="text"/>	
Telephone No	<input type="text"/>	Enter STD code - Telephone No
Mobile No.*	<input type="text"/>	Please Enter 10 Digit Mobile No.
E-Mail Address*	<input type="text"/>	
<b>COMPLAINT DETAILS:</b>		
Brand/Formulation Name*	<input type="text"/> <input type="button" value="Complaint Details"/>	
Composition of Formulation*	<input type="text"/>	
Name of manufacturer/importer *	<input type="text"/>	
Address of Chemist / Retailer from whom purchased *	<input type="text"/>	
Printed MRP *	<input type="text"/>	
Notified Price*	<input type="text"/>	
S.O. No.*	<input type="text"/>	
SO Date*	<input type="text"/>	
Dosage Form *	-Select- <input type="button" value="Complaint Details"/>	
<b>ENCLOSURES</b>		
Upload copy of the strip/label	<input type="button" value="Browse..."/> No file selected. <input type="button" value="Enclosures"/>	If you do not have the file for uploading at present, you are requested to send the copy of the Strip/Label and Cash Memo within 15 days to NPPA failing which it may not be possible to take action.
Upload copy of the Cash Memo	<input type="button" value="Browse..."/> No file selected.	
<b>ANY OTHER INFORMATION</b>		
Enter any other comments	<input type="text"/> <input type="button" value="Any other Information"/>	
Previous complaint number, if any	<input type="text"/>	
Previous complaint date, if any	<input type="text"/>	
		Save Back Reset

This Form has four parts namely Complainants Information, Complaint Details, Enclosures, Any other Information.

First part is the details of the individual/ organization (complainants) who is giving information to NPPA about the overcharging in prices of scheduled Formulations. As shown in screen 1.1 below either individual or organization can be selected from the list.

## ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM(CSRS)- NPPA



**Government of India**  
Department of Pharmaceuticals  
National Pharmaceutical Pricing Authority

1.1

ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS) 05/12/2014

Note: Fields marked with \* (asterisk) are compulsory

Overcharging in prices of Scheduled Formulations

COMPLAINANT'S INFORMATION:		Help
Select Complainant type*	Individual <input type="button" value="v"/>	
Name*	Individual Organisation	Please indicate name of the organisation if the complainant is NOT an individual.
Address*		


After selecting individual/organization, the details such as name, address, telephone number, mobile number, e-mail id can be entered.

Next part is the Complaint details, in this the details of the Scheduled Formulation medicine details such as Brand/ Formulation Name, Composition of Formulation, Name of Manufacturer/ Importer, Address of chemist/Retailer from whom purchased, Printed MRP, Notified price, S.O. Number, S.O Date details have to be entered. The Dosage Form can be selected from the list of values as shown in Fig 1.2

Mobile No.*	-Select-	Please Enter 10 Digit Mobile No.	1.2
E-Mail Address*			
COMPLAINT DETAILS:			
Brand/Formulation Name*	Aqueous solution		
Composition of Formulation*	Capsule		
Name of manufacturer/importer*	Concentrate for Injection		
Address of Chemist / Retailer from whom purchased*	Cream		
Printed MRP*	Crystals for solution		
Notified Price*	Dental Cartridge		
S.O. No.*	Drops		
SO Date*	Dusting Powder		
Dosage Form*	Ear Drops		
	Elixir		
	Eye Drops		
	Gel		
	Granules		
	Inhalation		
	Inhaler		
	Injection		
	Injection (oil suspension)		
	Injection (powder)		
	Injection Polyvalent Solution		
	-Select-		

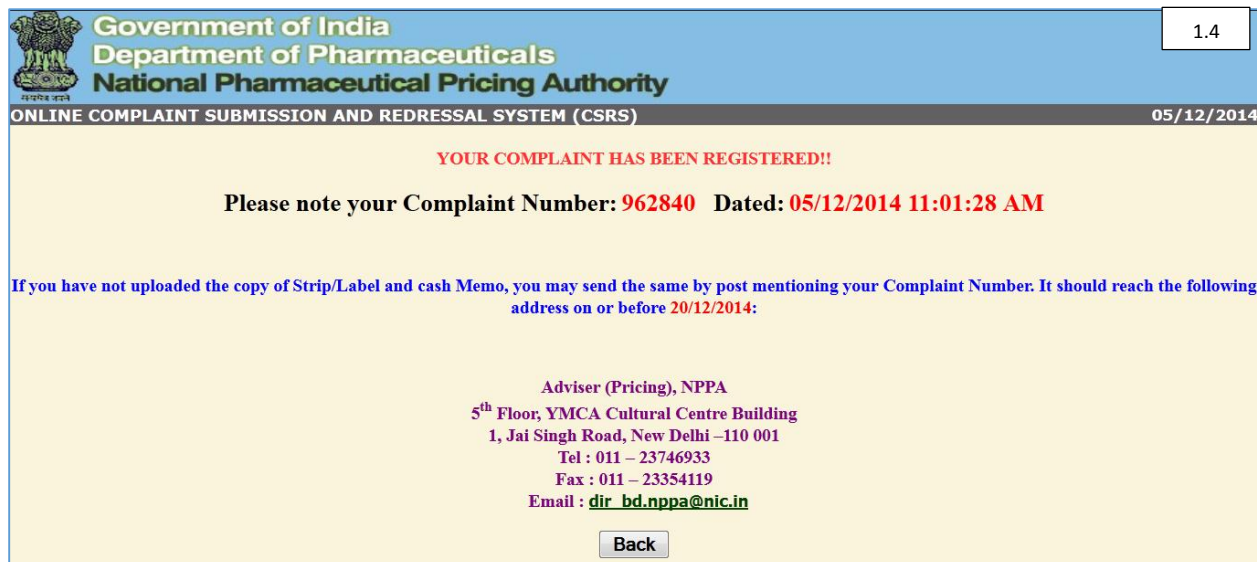
Next Part is Enclosures in support of the information that has been furnished in complaint details. User can upload the copy of the strip/ label / cash memo either in .pdf or .jpg format. In case if the soft copy of the supportive documents are not available with the user, the user can send the hard copy of the strip/ label/ cash memo within 15 days. In addition, previous complaint number, date and any other additional comments can be entered in this section. Fig.1.3 shows the sample filled in data for overcharging in prices of scheduled Formulations in Online Complaint Submission and redressal System (CSRS).

After all the mandatory details are filled in, press <Save> to get the complaint Number.

 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		1.3
ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)		05/12/2014
<p>Note: Fields marked with * (asterisk) are compulsory</p>		
<b>Overcharging in prices of Scheduled Formulations</b>		
<b>COMPLAINANT'S INFORMATION:</b>		<b>Help</b>
Select Complainant type*	Individual	Complainant's Information
Name*	Test	Please indicate name of the organisation if the complainant is NOT an individual.
Address*	Test Address	
Telephone No		Enter STD code - Telephone No
Mobile No.*	9971003300	Please Enter 10 Digit Mobile No.
E-Mail Address*	getzi@nic.in	
<b>COMPLAINT DETAILS:</b>		
Brand/Formulation Name*	Amodiaquine	Complaint Details
Composition of Formulation*	Amodiaquine HCL	
Name of manufacturer/importer *	Manufacturer name	
Address of Chemist / Retailer from whom purchased *	Chemist address	
Printed MRP *	800.00	
Notified Price*	675.00	
S.O. No.*	1762(E)	
SO Date*	12/07/2010	
Dosage Form *	Tablet	
<b>ENCLOSURES</b>		
Upload copy of the strip/label	Browse... No file selected.	If you do not have the file for uploading at present, you are requested to send the copy of the Strip/Label and Cash Memo within 15 days to NPPA failing which it may not be possible to take action.
Upload copy of the Cash Memo	Browse... No file selected.	
<b>ANY OTHER INFORMATION</b>		
Enter any other comments	For Testing	Any other Information
Previous complaint number, if any	123	
Previous complaint date, if any	05/12/2004	
		Save Back Reset

Press <Save> to get the complaint Number

After <Save>, the screen displayed is as shown in Fig.1.4 for the complaint Number.



The screenshot displays the interface of the National Pharmaceutical Pricing Authority (NPPA) online complaint submission system. At the top, the Government of India logo and the text 'Government of India, Department of Pharmaceuticals, National Pharmaceutical Pricing Authority' are visible. A page number '1.4' is in the top right corner. Below the header, the system name 'ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)' and the date '05/12/2014' are shown. The main content area features a red confirmation message: 'YOUR COMPLAINT HAS BEEN REGISTERED!!'. Below this, it states: 'Please note your Complaint Number: 962840 Dated: 05/12/2014 11:01:28 AM'. A blue instruction follows: 'If you have not uploaded the copy of Strip/Label and cash Memo, you may send the same by post mentioning your Complaint Number. It should reach the following address on or before 20/12/2014:'. The contact details for the Adviser (Pricing), NPPA are provided: '5<sup>th</sup> Floor, YMCA Cultural Centre Building, 1, Jai Singh Road, New Delhi -110 001', with telephone (011-23746933), fax (011-23354119), and email (dir\_bd.nppa@nic.in) information. A 'Back' button is located at the bottom center of the message area.


## 2. Non Availability or Shortage of any Medicine

If the user wants to inform about the non-availability or shortage of any medicine, the user needs to enter the details as shown in screen Fig.1.5.


As explained in option 1, the user needs to enter the details in three parts like Complainants Information, Complaint Details and Any other Information.

Please note that in this case user need not have to enter/ upload any information related to strip or cash memo.


Press <Save> to get the details saved for getting the complaint Number as shown in Fig.1.6

 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		1.5
<b>ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)</b>		05/12/2014
<p>Note: Fields marked with * (asterisk) are compulsory</p>		
<b>Non availability or shortage of any Medicine</b>		
<b>COMPLAINANT'S INFORMATION:</b>		<b>Help</b>
Select Complainant type*	Individual <input type="button" value="Complainant's Information"/>	
Name*	Getzi	Please indicate name of the organisation if the complainant is NOT an individual.
Address*	Address	
Telephone No		Enter STD code - Telephone No
Mobile No.*	9971003300	Please Enter 10 Digit Mobile No.
E-Mail Address*	getzi@nic.in	
<b>COMPLAINT DETAILS:</b>		
Brand/Formulation Name*	Aspirin <input type="button" value="Complaint Details"/>	
Composition of Formulation*	Aspirin	
Name of manufacturer/importer	Test marketing	
Name Of Town/Village where the Formulation is not available or in Shortage*	Nazareth	
State *	Tamil Nadu	
District*	Thoothukudi	
<b>ANY OTHER INFORMATION</b>		
Enter any other comments	for testing <input type="button" value="Any other Information"/>	
Previous complaint number, if any	123	
Previous complaint date, if any	15/12/2008	
		<input type="button" value="Save"/> <input type="button" value="Back"/> <input type="button" value="Reset"/>

Press <Save> to get the complaint Number

 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		1.6
<b>ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)</b>		05/12/2014
<p><b>YOUR COMPLAINT HAS BEEN REGISTERED!!</b></p> <p>Please note your <b>Complaint Number: 8018457</b> Dated: <b>05/12/2014 11:03:57 AM</b></p> <p>Adviser (Pricing), NPPA                      5<sup>th</sup> Floor, YMCA Cultural Centre Building                      1, Jai Singh Road, New Delhi -110 001                      Tel : 011 – 23746933                      Fax : 011 – 23354119                      Email : <a href="mailto:dir_bd.nppa@nic.in">dir_bd.nppa@nic.in</a></p> <p><input type="button" value="Back"/></p>		

3. Sale of New Drug without Prior Price Approval of NPPA

 <b>Government of India Department of Pharmaceuticals National Pharmaceutical Pricing Authority</b>		1.7
ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)		05/12/2014
<p>Note: Fields marked with * (asterisk) are compulsory</p>		
<p><b>Sale of New Drug without prior price approval of NPPA</b></p>		
<b>COMPLAINANT'S INFORMATION:</b>		<b>Help</b>
Select Complainant type*	Individual	Complainant's Information
Name*	Getzi	Please indicate name of the organisation if the complainant is NOT an individual.
Address*	Address	
Telephone No		Enter STD code - Telephone No
Mobile No.*	9971003300	Please Enter 10 Digit Mobile No.
E-Mail Address*	getzi@nic.in	
<b>COMPLAINT DETAILS:</b>		
Brand/Formulation Name*	Penglobe	Complaint Details
Composition of Formulation*	chloroquine Sulphate	
Name Of Manufacturer*	M/s Astra Zeneca	
Batch No. Of Formulation*	701(E)	
Manufacturing Date Of Formulation*	06/12/2004	
MRP Of Formulation *	5.82	
Dosage Form *	Tablet	
<b>ENCLOSURES</b>		
Upload copy of the strip/label	Browse... Koala.jpg	Enclosures
Upload copy of the Cash Memo	Browse... Penguins.jpg	If you do not have the file for uploading at present, you are requested to send the copy of the Strip/Label and Cash Memo within 15 days to NPPA failing which it may not be possible to take action.
<b>ANY OTHER INFORMATION</b>		
Enter any other comments	For Testing	Any other Information
Previous complaint number, if any	123	
Previous complaint date, if any	12/12/2005	
		Save Back Reset

Press <Save> to get the complaint Number



**YOUR COMPLAINT HAS BEEN REGISTERED!!**

**Please note your Complaint Number: 7738503 Dated: 05/12/2014 10:45:14 AM**


If you have not uploaded the copy of Strip/Label and cash Memo, you may send the same by post mentioning your Complaint Number. It should reach the following address on or before **20/12/2014**:

Adviser (Pricing), NPPA  
5<sup>th</sup> Floor, YMCA Cultural Centre Building  
1, Jai Singh Road, New Delhi -110 001  
Tel : 011 - 23746933  
Fax : 011 - 23354119  
Email : [djir\\_bd.nppa@nic.in](mailto:djr_bd.nppa@nic.in)


[Back](#)



4. Refusal of Sale of Any Drug


 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		1.9
ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)		05/12/2014
<p>Note: Fields marked with * (asterisk) are compulsory</p>		
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Refusal of Sale of Any Drug</div>		
<b>COMPLAINANT'S INFORMATION:</b>		<b>Help</b>
Select Complainant type*	Individual <input type="button" value="Complainant's Information"/>	
Name*	Test <input type="button" value="Complainant's Information"/>	Please indicate name of the organisation if the complainant is NOT an individual.
Address*	Address <input type="button" value="Complainant's Information"/>	
Telephone No	<input type="button" value="Complainant's Information"/>	Enter STD code - Telephone No
Mobile No.*	9971003300 <input type="button" value="Complainant's Information"/>	Please Enter 10 Digit Mobile No.
E-Mail Address*	getzi@nic.in <input type="button" value="Complainant's Information"/>	
<b>COMPLAINT DETAILS:</b>		
Brand/Formulation Name*	Amodiaquine <input type="button" value="Complaint Details"/>	
Composition of Formulation*	Amodiaquine HCL <input type="button" value="Complaint Details"/>	
Refused By: *	<input checked="" type="radio"/> Manufacturer <input type="radio"/> Marketer <input type="radio"/> Importer	
Name & Address of Manufacturer/Marketer/Importer*	Manufacturer Name <input type="button" value="Complaint Details"/>	
<b>ANY OTHER INFORMATION</b>		
Enter any other comments	for testing <input type="button" value="Any other Information"/>	
Previous complaint number, if any	123 <input type="button" value="Any other Information"/>	
Previous complaint date, if any	05/12/2005 <input type="button" value="Any other Information"/>	
<input type="button" value="Save"/> <input type="button" value="Back"/> <input type="button" value="Reset"/>		

Press <Save> to get the complaint Number

 <b>Government of India</b> <b>Department of Pharmaceuticals</b> <b>National Pharmaceutical Pricing Authority</b>		2.0
ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)		05/12/2014
<p><b>YOUR COMPLAINT HAS BEEN REGISTERED!!</b></p> <p>Please note your Complaint Number: <b>9828299</b> Dated: <b>05/12/2014 10:54:31 AM</b></p> <p>Adviser (Pricing), NPPA                      5<sup>th</sup> Floor, YMCA Cultural Centre Building                      1, Jai Singh Road, New Delhi -110 001                      Tel : 011 - 23746933                      Fax : 011 - 23354119                      Email : <a href="mailto:dir_bd.nppa@nic.in">dir_bd.nppa@nic.in</a></p> <input type="button" value="Back"/>		

**Status of Complaint:**

User can enter the Complaint Number and press <Find> to get the status of the complaint.



**Government of India**  
**Department of Pharmaceuticals**  
**National Pharmaceutical Pricing Authority**

2.1


ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)

05/12/2014

Note: Fields marked with \* (asterisk) are compulsory

Enter Complaint No.	9828299	Find
		Close    Reset

Click Find to get the Status



**Government of India**  
**Department of Pharmaceuticals**  
**National Pharmaceutical Pricing Authority**

2.2

ONLINE COMPLAINT SUBMISSION AND REDRESSAL SYSTEM (CSRS)

05/12/2014

Note: Fields marked with \* (asterisk) are compulsory

Enter Complaint No.	9828299	Find
Complaint's Remark	Complaint Submitted To NPPA	
	Close    Reset	