

A. NPPA launches Centre for Information Facilitation and Grievances Project at Chennai and Mumbai (NPPA-CIFG)-

As part of Consumer Awareness for dissemination of information regarding drug pricing and availability and also to create an online facility for lodging complaints with NPPA on the above issues, a scheme for setting up internet based centre for information, facilitation and grievances has been started at Chennai and Mumbai. The objective is to disseminate information on the availability and the notified price of Scheduled Drugs and Formulations and to create consumer awareness and facilitate speedy Complaint Redressal on: -

1. Overcharging in [prices of] Scheduled Formulations.
2. Non-availability or shortage of any medicine.
3. Sale of Scheduled Formulations without prior price approval of NPPA.

Any individual or Organization may lodge complaint through Internet directly to NPPA. Action on any complaint received with required information will be initiated within 30 days by NPPA.

- B.** NPPA Helpline No. 1800111255
C. Voice Helpline No. 1800114424