


National Pharmaceutical Pricing Authority
Department of Pharmaceuticals
Ministry of Chemicals and Fertilizers
Government of India

Date: 20th March 2020

OFFICE MEMORANDUM

As a measure to deal with the emerging situation arising due to outbreak of COVID-19, to ensure seamless availability of drugs including Masks (2ply & 3ply masks, N95 masks), Hand Sanitizers and Gloves at prices not above the Maximum Retail Price (MRP), a Control Room is being set-up in NPPA.

2. The NPPA will operate a 'Control Room Helpline Number 1800111255' to respond to queries/complaints and messages dealing with COVID-19. The Helpline will be functional from 8 AM to 10 PM every day.
3. Deputy Directors Sh. Manjesh Porwal and Sh. Pankaj Kumar shall be Incharge of the Control Room, duly assisted by support staff.
4. A Log Book shall be maintained regarding Calls received, response given/or Action Taken. Daily Report in this regard shall be submitted to Adviser/Member Secretary, NPPA.


20/03/2020
(Shiv Shankar Ojha)
Director (Pricing)

Copy to:

1. PS to Hon'ble Minister C&F
2. PS to Hon'ble MoS C&F
3. Secretary (Pharma), DoP
4. Chairman, NPPA
5. Director (Admn.)