

**GOVERNMENT OF INDIA
MINISTRY OF CHEMICALS & FERTILIZERS
DEPARTMENT OF PHARMACEUTICALS**

**RAJYA SABHA
STARRED QUESTION NO. *236
TO BE ANSWERED ON 17th DECEMBER, 2024**

Pharma Jan Samadhan Web System

236 # Smt. Geeta alias Chandraprabha:

Will the Minister of **Chemicals and Fertilizers** be pleased to state:

- (a) whether the Pharma Jan Samadhan Web System has been established to redress consumer complaints regarding pricing and availability of medicines;
- (b) if so, the features of this web system; and
- (c) the manner in which consumers can get their problems resolved through this web system and the details thereof?

ANSWER

**THE MINISTER IN THE MINISTRY OF CHEMICALS & FERTILIZERS
(SHRI JAGAT PRAKASH NADDA)**

- (a) to (c): A statement is laid on the Table of the House.

Statement referred to in reply to the Rajya Sabha Starred Question No. *236# (11th POSITION) for answer on 17.12.2024 raised by Smt. Geeta alias Chandrababha regarding “Pharma Jan Samadhan Web System”.

(a) to (c): Yes, National Pharmaceutical Pricing Authority (NPPA) under the Department of Pharmaceuticals (DoP) launched Pharma Jan Samadhan (PJS) with an objective to provide complaint redressal system. Any stakeholder can lodge an on-line complaint relating to non-availability of medicines; overpricing of medicines; sale of drugs without prior price approval; and, refusal of supply or sale of medicines to NPPA through PJS. The complaint can be lodged in the PJS through the NPPA’s website on the URL: <https://nppaidms.gov.in/NPPA/PharmaJanSamadhan/registration>.

Action on the complaint received through PJS with the complete information is initiated within 48 hours by the NPPA. As soon as the complaint is lodged on PJS portal, an acknowledgement regarding receipt of complaint along with the registration number is sent to the complainant’s mobile/ Email ID. The complainant can track the status of his/her complaint by using that reference number on the portal. In case of overcharging and selling of medicines without price approval etc., further action is taken after detailed examination of documents provided by the complainant as per provisions of the Drugs (Prices Control) Order, 2013.
