

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

LOK SABHA
UNSTARRED QUESTION NO. 3999
TO BE ANSWERED ON 20th March, 2018

Pharma Jan Samadhan Centres

†3999. SHRI OM PRAKASH YADAV:

Will the Minister of CHEMICALS AND FERTILIZERS be pleased to state:

- (a) the number of Pharma Jan Samadhan Centres opened by the Government so far;
- (b) the details of the grievances which can be redressed through these centres; and
- (c) the number of such centres operational in the State of Bihar and the details of the procedure to open such centres?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS; MINISTRY OF SHIPPING AND MINISTRY OF CHEMICALS AND FERTILIZERS (SHRI MANSUKH L. MANDAVIYA)

(a) to (c): Pharma Jan Samadhan (PJS) was launched on 12th March, 2015. PJS is a web enabled system developed by the National Pharmaceutical Pricing Authority (NPPA) with the assistance of National Informatics Centre (NIC). PJS serves as a robust e-governance tool for protection of consumer interest through effective implementation of the Drugs (Prices Control) Order, 2013 (DPCO, 2013). No Pharma Jan Samadhan Centres has been opened by the Government so far.

Any Individual or Consumer Organization or Stockist / Distributor / Dealer / Retailer or State Drug Controller can lodge complaints on-line through PJS. The primary objectives of PJS is to put in place a speedy and effective complaint redressal system with respect to (i) availability of medicines, (ii) overpricing of medicines, (iii) sale of 'new drugs' without prior price approval, and (iv) refusal of supply or sale of medicines.
