



BLUE CROSS LABORATORIES PVT LTD.

Nashik Plant : A-12, Ambad Industrial Area, Nashik - 422 010.
Ph : 0253-6663700

Date : 22nd October, 2020,

To,
Rwanda Food and Drug Authority
P.O. Box: 84,
Kigali/Rwanda.

Sub. : Meftal Forte + Cream – Presence of counterfeit product in Rwanda Market.

Dear Sir,

In continuation to our earlier letter dated 2nd March 2020 in reference to the above subject, once again our local representative M/s. Phillips Pharmaceuticals (Rwanda) Ltd. has brought to our notice that there are some packs of our product Meftal Forte + Cream available in Rwanda market which does not match with our export packs.

They have provided us information about these packs after their extensive efforts to identify counterfeit products in market. We have tabulated major differences between probable counterfeit sample and our original product packaging as per the photograph provided by M/s. Phillips about counterfeit sample.

The tabulated differences in Annexure-1, clearly indicates that these are counterfeit product and quality of them cannot be assured.

We are attaching herewith Annexure-1, copy of the approved artwork & images of the counterfeit samples for reference & record.

This information will help your good office to further identify counterfeit product and removal of them from the pharmacies to ensure public safety.

We look forward for your kind cooperation and support to fight against counterfeit products.

Thanking you,

Yours faithfully,
For Blue Cross Laboratories Pvt Ltd.

A.K. Gupta
Technical Director

Encl. : As above

Corporate & Registered Office :

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ANNEXURE – 1

Differences in the packs that we have noted:

ORIGINAL	COUNTERFEIT
CARTON	
Brand name is printed in Red colour with smaller size font	Brand name is printed in green colour with bigger size font
Brand Name is printed only in English.	Brand Name is also printed in hindi.
The Generic Name is light & in smaller font size.	The Generic Name is dark & in bigger font size.
“+”is there after MEFTAL FORTE [®]	“+”is missing after MEFTAL FORTE [®]
[®] Registered trade Mark is printed on the right top of the Brand Name “MEFTAL FORTE [®] ”	[®] Registered trade Mark is not printed on the right top of the Brand Name “MEFTAL FORTE” observed in one sample.
NON GREASY – is written in all Upper letters in black on white back ground.	Non-Greasy – is written in Upper & Lower letters in white on red back ground.
Topical Cream–is written in all Upper letters.	Topical Cream–is written in Upper & Lower letters.
50g is printed in black coloured letters on Red coloured background.	50g is printed in Red coloured letters on yellow coloured star back ground.
Composition & company address is of Red background.	Composition & company address panel is of white background.
In the composition Menthol is mentioned as USP & Camphor is 5%	In the composition Menthol is mentioned as IP & Camphor is 4%
MRP not printed.	MRP 85.00 is printed
The statement “ <i>FOR INSTANT PAIN RELIEFF</i> ” is printed all in upper letters in white on blue background.	The statement “ <i>For INSTANT Pain Relief</i> ” is printed in upper & lower letters in white on Red background.
“FOR EXTERNAL USE ONLY” – printed in reverse letters in white on black square background.	“FOR EXTERNAL USE ONLY” – printed in black letters on red background in white colour square.
Two panels are of red background colour & other two panels are of white background colour.	All panels are of red background colour.

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ORIGINAL	COUNTERFEIT
TUBE	
Colour scheme - Brand name is in Red colour	Colour scheme - Brand name is in green colour
Brand name is in Red colour	Brand name is in green colour
Font size is smaller	Font size is bigger
"+" is there after MEFTAL FORTE [®]	"+" is missing after MEFTAL FORTE [®]
[®] Registered trade Mark is printed on the right top of the Brand Name "MEFTAL FORTE [®] "	[®] Registered trade Mark is not printed on the right top of the Brand Name "MEFTAL FORTE" observed in one sample.
NON GREASY – is written in all Upper letters in black colour on white back ground.	Non Greasy – is written in Upper & Lower letters with white colour ink on red back ground.
"TOPICAL CREAM" – is written in all Upper letters.	Topical Cream—is written in Upper & Lower letters.
Topical Cream—is written in all Upper letters.	Topical Cream—is written in Upper & Lower letters.
50g is written in black coloured on Red colour background.	50g is written in Red coloured letters on yellow coloured star back ground.
Composition & company address is of Red background.	Composition & company address panel is of white background.
In the composition Menthol is mentioned as USP & Camphor is 5%	In the composition Menthol is mentioned as IP & Camphor is 4%
"FOR EXTERNAL USE ONLY" – printed in reverse letters in white on black square background.	"FOR EXTERNAL USE ONLY" – printed in black letters on red background in white colour square.
Two panels are of red background colour & other two panels are of white background colour.	All panels are of red background colour.
Batch No. prefix is ZE.	Batch No. prefix is MT.
Batch No. and Exp. Date on one side of the crimp.	Batch No. on one side and Mfg. Date & Exp. Date on other side of the crimp.
Mfd.: 18 months before Expiry Date is printed on white background.	Not printed.
B.No. & Expiry Date on the crimp → (printed horizontally) on white background.	Batch No., Mfg. Date & Expiry Date see on the crimp ➡ (printed vertically) on red background.
PACK INSERT	
Product is with pack insert.	Product is without pack insert.

Yours faithfully,
For Blue Cross Laboratories Pvt Ltd.


A.K. Gupta
Technical Director