CUSTOMER SERVICE STANDARDS



GENERAL ADMINISTRATIVE SERVICES RESPONSE TIME

Tel

TELEPHONE ANSWERING: WITHIN **3 RINGS**

LANGUAGE



& SETSWANA

24 Hours (External)



DAILY BUSINESS EMAIL COMMUNICATION

SOCIAL MEDIA, SMS / WHATSAPP **QUERIES AND REQUESTS**

3 Days (Turnaround time)



EMAIL QUERIES, COMPLAINTS AND REQUESTS

LETTER MAIL & FORMAL CORRESPONDENCES

MEDIA INQUIRIES, **QUESTIONNAIRES** & REQUESTS FOR **INTERVIEWS**

5 Days



PRO FORMA INVOICE FOR REGISTRATION **FEES**

FINANCE AND ADMINISTRATION:



Open Tender: Requisition to Award Procurement:120 days



Selective Tender: Requisition to Award rocurement:60 days



Micro Procurement: Requisition to Award Procurement:5 days



Payments to creditors 15th & 30th every month



Contract Drafting Procurement & Legal:

TECHNICAL SERVICES TIMELINES

These timelines reflect the time that the application is at BoMRA and the applicant's time to respond to outstanding queries.

PRODUCT EVALUATION & REGISTRATION

REGISTRATION ASSESMENT PROCESS

Applicants will be given 2 cycles to respond to queries.

PHARMACOVIGILANCE & CLINICAL TRIALS:



ADR reports: email, phone, Mobile App, Web



Acknowledgement of receipt of the report:Response within 24 hours



Approval of Clinical Trials



Approval of Advertisement /Promotional **Materials**

REGISTRATION OF HUMAN MEDICINES:



Screening For **Applications:**

Collaborative Registration **Procedure:**

WHO



90 Days

Normal process:

Expedited / Fast tracked products:



12 months

Products partly manufactured locally:



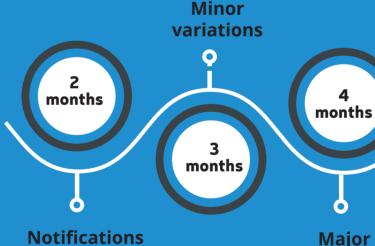
24 months

Products fully manufactured locally:



18 months

VARIATION FOR HUMAN MEDICINES:



Major variations

REGISTRATION OF COMPLEMENTARY MEDICINES:

36 months



Normal process:



Screening For Applications:

24 months

Expedited / Fast tracked products:



8 months

Products partly manufactured locally:



18 months

Products fully manufactured locally:



12 months

EXEMPTION FROM REGISTRATION:



Hours

Medical devices

Hours

INSPECTION AND LICENSING: INSPECTION SERVICES



1. Inspection of Distributor/ retailer



A new facility: 4 weeks



Renewal: 6 weeks



Expedited inspection: 2 weeks



2. Inspections of **Manufacturers:**



manufacturer: 45 days



Manufacturer:100 days

IMPORT/EXPORT CONTROL SERVICES



1. Issuance of import/export permits for medicines:48hrs



2. Issuance of import/export permits for samples:48hrs



permits:24hrs

4. Issuance of permits for Narcotics, Psychotropics and precursor chemicals:48hrs



5. Issuance of import permits for cosmetics:48hrs

