



CIRCULAR

Ref. No.14-56/2022-PCI (Approval Process for 2024-25 a.s)/1415

Date: 14 Jun 2024

To All the Inspectors.

Sub: Guidelines for the Inspectors towards Inspection process of academic year 2024-2025

Sir/ Madam

1. This has a reference to the subject cited above.
2. In this connection, it is informed that the PCI will start inspection process of the Pharmacy institutions for the academic session 2024-2025 in the coming weeks.
3. Further, in pursuance of section 16 of the Pharmacy Act ,1948 read with various statutory Education Regulations framed u/s 10 of the Pharmacy act, PCI has empanelled inspectors to verify the adequacy of infrastructural facilities, Human Resources and other facilities as specified under Education Regulations for various pharmacy Programmes.

3.1 Procedure to download Mobile Application for inspectors (for Android Operating System only):

1. All inspections will be done strictly through the mobile inspection App* only and the same can be downloaded from Google play store via link mentioned below:
(https://play.google.com/store/apps/details?id=cdg.com.pci_inspection&hl=en&gl=US&pli=1).
- * The user id and password communicated earlier by PCI will be applicable for the mobile app.
*Users can download the user manual for “PCI Mobile Inspection App” from PCI website (www.pcionline.co.in) as a ready reference.
2. All Inspectors are requested to download the Mobile application on compatible handsets with at least 8 GB of RAM and 128 GB (higher is always preferable) with Android 12 or higher as the operating system.
3. All inspectors need to ensure that mobile handset should be compatible with high-speed 4G/5G internet connection. However, during the Inspection process, it is always recommended to use the institution's Wi-Fi connections

4. Allotment of Inspections to concerned Inspectors:

- 4.1.1 The inspectors will receive 'Deputation letter' for inspection along with relevant information via email, text and in-app notifications. Inspectors are required to either 'Accept' or 'Reject' the duty of inspection within 24 hrs from receipt of the deputation letter through PCI Inspection Mobile App without any fail.
- 4.1.2 Inspectors are advised to check the details of allotted institutions in the group allocation before accepting or rejecting the duty of inspection.
- 4.1.3 Inspectors can reject deputation for the maximum of three new allocations post which his/her name will be omitted from the list of approved inspectors.
- 4.1.4 The deputation letter will consist of relevant details (name/location etc. of the allotted institutions) so that inspectors can arrange their logistics at their level and the same will be claimed from PCI through mobile application only. Deputation letter will have the information of both the inspectors' i.e.
- Name of inspectors,
 - BH Number,
 - Address, and
 - Contact Information.
- 4.1.5 In addition, deputation letter will also have the details for the institutions having following information's:
- Name of Institutions,
 - PCI Code,
 - Address, and
 - Contact Information
- Note:** If Inspectors find Contact information as incorrect or not functional then the same must be informed to PCI Immediately via mail id as mentioned below.
E-mail Id: pcihelpinfo@gmail.com
Also, Communication to PCI helpline No. is required for immediate information.
Helpline Number:
+91- 9319009021, +91- 9319009016, +91- 7303110015, +91- 7303110019
- 4.1.6 After acceptance of duty within 24 hrs of deputation, inspectors need to carry out inspection within 7 working days and submit the Inspection report to PCI through mobile application only on the day of inspection or within 24 hours from the day of inspection.
- 4.1.7 Due to any medical emergency, if any of the Inspectors is unable to join for the inspection, then the inspection will be done by co-inspector alone for the remaining institutions. However, Inspectors are instructed to inform PCI about this in advance via E-mail to Registrar, PCI @ registrar@pci.nic.in.
- 4.1.8 Inspector will be blacklisted if they partake in any malpractice of any type or demand certain amenities from the institutions. In case any discrepancy or

- 4.1.9 complaints with genuine evidence received from institutions regarding incorrect verification of data or demand of facilities then the concerned inspector will liable to be blacklisted and appropriate legal actions based on the complaint.
- 4.1.10 Inspectors need to assure that they must not leave the institution/station without successful completion of the inspection. In case of any unforeseen circumstances, Inspectors should inform the PCI on urgent basis.

5. General Instructions to Inspectors:

- 5.1.1 All Inspectors must ensure that confidentiality of the Inspection to maintain sanctity of approval process of PCI.
- 5.1.2 The inspectors must ensure that all faculty/staff in the institution should wear smartcard during the inspection process. Inspectors shall take the photograph of faculties with smartcard as mandatory.
- 5.1.3 The inspectors are strongly advised not to accept any transportation, hospitality and any gift in any form from the College authorities. In the event that such malpractices are reported at any point, the inspection shall be deemed null and void.
- 5.1.4 The inspectors are required to report factual information as per fields mentioned inspection app and clearly specify the number/facilities available. Inspectors are advised to avoid unnecessary remarks like adequate, satisfactory, as per regulations, up to mark etc. and any assurance or recommendations for the approval of the institution in the report.
- 5.1.5 In case, the inspectors wish to give special remarks, the same should be communicated separately to PCI through DIGI-PHARMed Grievance portal and not in the mobile inspection report.
- 5.1.6 Inspectors are expected to carry out a comprehensive inspection of all the facilities, teaching staff and infrastructure, course wise, as per the norms laid down by the PCI regulations.
- 5.1.7 Inspectors are advised to strictly verify details of Pharmacy clinical training, arranged by the College for the students of various programmes like the name of the hospital, number of beds, facilities available, distance from the College and availability of letter of permission and other supporting documents.
- 5.1.8 The inspectors may conduct a meeting with the students studying in various classes, in the absence of any College authority and furnish findings.
- 5.1.9 The Inspectors need to verify only the data asked in the Inspector mobile application. There is no option to enter personal remarks/observations in the Inspection Report.
- 5.1.10 The inspectors need to clearly mention the Head count of the faculty present at the time of inspection.
- 5.1.11 The Inspectors shall obtain a certificate from the Principal of the College certifying the status of ragging incidence happened or no case of ragging has been reported in the College.

- 5.1.12 After the inspection, the inspectors will submit the inspection report within 24 hours from the inspection process. Each column will be completely filled by the inspectors in detail. The inspection will be certified by inspectors by clicking combined photograph (Selfie of all inspectors) in front of the institution followed by digital signatures in the mobile application only.
 - 5.1.13 The inspectors shall be responsible for any false information found at any stage.
 - 5.1.14 TA/DA and Honorarium to the Inspectors will be provided by PCI. The inspectors will not accept any TA/DA from the institutions. No TA/DA will be paid if the inspection proforma was found incomplete.
6. All Inspectors are requested to follow the below guidelines during the inspection and verification process:

6.1 Methodologies to be followed by Inspectors for Inspection:

- 6.1.1 Click on the institutions name allotted to you. It will re-direct you to the inspection modules of the mobile application
- 6.1.2 You are further required to verify the availability of the facilities as mentioned /claimed by institutions in the Standard Information Form (SIF) submitted to PCI.
- 6.1.3 Accordingly, Inspectors need to click and upload the pictures of items available in the institutions and mention their feedback/concerns in the mobile app itself.
- 6.1.4 On the completion of all Inspection modules, inspectors are directed to “Inspection Report”. Please consider that the same is to be filled very carefully and cross verified by both inspectors for completion before submitting the report in the PCI Inspection Mobile App.
- 6.1.5 All Inspectors are requested to avoid any back references from PCI office for any clarifications to avoid delay in the inspection and approval process.
- 6.1.6 The inspectors need to make sure that the information is digitally signed by both of them before it is submitted.
- 6.1.7 As a mandatory compliance, Inspectors are required to take selfie in front of the allotted institution and submit the same via mobile app.
- 6.1.8 The Inspection Report is to be submitted to PCI after completion of Inspection through Mobile App only.

6.2 Regarding Conflict of Interest, please note that:

- 6.2.1 Both the inspectors are equally responsible to carry out the inspection diligently as per the norms and the regulation of PCI.
- 6.2.2 Inspectors shall ensure that they have no conflict of Interest with the allotted institutions for inspection.
- 6.2.3 Inspector must not accept deputation letter for inspections if he/she has worked earlier in the same institution or have any relationship with management or

other institution run by the same management of the allotted institute. In the event of above situation, Inspectors shall refuse to accept the inspection.

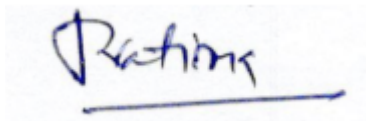
- 6.2.4 Inspectors are not allowed to print visiting card or any document proof stating as Inspector. If any evidence received to PCI, the inspector shall be blacklisted.

6.3 Regarding any Queries/Support required for Mobile application:

- 6.3.1 For detailed know how on the inspection process through Mobile, a handbook is enclosed with this letter for quick reference (Refer Annexure 1).
- 6.3.2 For any support or assistance required, Inspectors can contact PCI IT helpdesk team at above mentioned helpdesk no. during working hours (from 09:30 AM to 06:00 PM) during the Inspection period.
- 6.3.3 For any grievance/queries related to inspection process, Inspectors may write to PCI at email id pcihelpinfo@gmail.com or upload their grievances on DIGI-PHARMed Grievance portal at <https://digipharm.pcionline.co.in/#/login-issue>.
- 6.3.4 For any query/clarifications, please write to Registrar, PCI @ registrar@pci.nic.in.

This is for information and necessary action.

Yours faithfully



(PRATIMA TIWARI)
Deputy Secretary