

**To,**

19<sup>th</sup> August, 2025  
All State/UT Drugs Controllers

**Sub:**

Sir/Madam,

As you are aware that Pharmacovigilance Programme of India (PvPI) has been launched by the Ministry of Health and Family Welfare, Govt. of India to monitor the Adverse Drug Reactions (ADR) of medical products in the interest of patient safety. Indian Pharmacopoeia Commission (IPC), an autonomous institution of Ministry of Health and Family Welfare, Govt of India has been entrusted with the responsibility related to PvPI since April 2011. The mission of the PvPI is to safeguard the health of Indian population by ensuring that the benefits of use of medicines outweigh the risks associated with their use.

The IPC-PvPI has officially launched its indigenous database, ADRMS (Adverse Drug Reaction Management System) software, marking a significant step forward in drug safety monitoring. The ADRMS has the capability for handling the adverse event data of drugs, medical devices and vaccines.

In order to enhance consumer participation in reporting ADRs, NCC-PvPI, in a first of its kind initiative, proposes to display QR code (as attached herewith) and the PvPI toll-free number (1800 180 3024) at each retail/wholesale Pharmacy/Chemist stores across the country. This will facilitate submission of AEsADRs through the indigenous software, ADRMS.

In this regard, National Coordination Centre for Pharmacovigilance Programme of India requests you all to issue a suitable directive to all retail/wholesale pharmacy stores in your respective state/UT to display of the QR code and PvPI toll-free number - 1800 180 3024 and monitor its compliance. This matter was also informed in the virtual meeting on 23rd July 2025.

Looking forward for your continuous support and cooperation in the interest of patient safety.

Thanks and regards,

Dr Jai Prakash  
Senior Principal Scientific Officer &  
Officer-in-Charge  
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63/c

यदि आप दवा लेने के बाद किसी भी दुष्प्रभाव का अनुभव  
अथवा संदेह करते हैं , तो कृपया निम्नलिखित तरीकों से रिपोर्ट करें:

**If you experience/suspect  
any adverse event after taking medicine, kindly report  
through the following modes:**



**PvPI Toll Free Number  
1800 180 3024**



संदिग्ध औषधि दुष्प्रभाव को रिपोर्ट करने के लिए इस QR कोड को स्कैन करें।

**Scan this QR code to report suspected ADR**



*Issued in Public Interest by*

**National Coordination Centre - Pharmacovigilance Programme of India**

(A WHO Collaborating Centre for Pharmacovigilance in Public Health Programmes and Regulatory Services)

**Indian Pharmacopoeia Commission**

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