



MINISTRY OF HEALTH
Pharmacy and poisons Board

How to Report Poor Quality Medical Products

Patients and members of the public (consumer reporting)

- Name of the product.
- Description of quality problem / quality defect (e.g., wrong labeling, unusual material in the medical product, color change, unusual smell, medical product is not working, package or packet is incomplete or unusual color shade of the packaging or others-specify)
- Describe storage conditions of the product
- Where did you buy or obtain the medical product from?
- Write your name, contact and date of reporting
- If you have any photos or documents you want to submit to PPB you can attach

Report through the following channels; online platform:

<https://pv.pharmacyboardkenya.org/users/login>,

email: pv@pharmacyboardkenya.org,

Tel: [+254 795 743 049](tel:+254795743049)



PHARMACY AND POISONS BOARD

LENANA ROAD, NAIROBI P.O. BOX 27663 - 00506

TEL: (020) 2716905/6 , 020 3562107, (Ext 114.) 0720 608811, 0733 884411 Fax: (020)-2713538

E-mail: pv@pharmacyboardkenya.org Website: www.pharmacyboardkenya.org