

# Medicine Quality Alert: Class II Recall Of Shaltoux Herbal Cough Syrup, Batch No. 24011

Shalina Healthcare (K) has initiated a voluntary recall of Shaltoux Herbal Cough Syrup, Batch No.24011 manufactured by Gopaldas Visram & Company Limited, India; Due to a reported market complaint of the product.

**From:** Pharmacy and Poisons Board

**Date of Recall Initiation:** 10<sup>th</sup> March 2025

**Recall Reference Number:** REC/2025/005

**Recall Classification:** Class II

**Recall Level:** Retail/Facility level

**Manufacturer:** Gopaldas Visram & Company Limited, India

**Local Technical Representative:** Shalina Healthcare (K) Ltd

**Product name:** Shaltoux Herbal Cough Syrup

**Active Pharmaceutical Ingredients:** Diphenhydramine Hydrochloride, Ammonium Chloride, Sodium Citrate & Menthol Cough Expectorant

**Affected counties:** All

## Affected Batch

Batch Number	Date of Manufacture	Date of expiry	Pack Size
24011	08/2024	07/2027	100 ml

## Brief description of the problem

The product is being recalled following market complaints of the presence of particulate matter in the product.

## Action for healthcare professionals

Stop supplying the above batches immediately. Quarantine all remaining stock and await contact from Shalina Healthcare (K) Limited, Kenya, who will contact healthcare professionals directly to arrange the return.

## Action for patients and carers

No further action is required by patients as this is a Retail/Hospital Pharmacy and Wholesaler/Distributor level recall.

## Further Information

For inquiries about consignments of the impacted batch, please contact Shalina Healthcare (K) Limited, Kenya, at [shalina.kenya@shalina.com](mailto:shalina.kenya@shalina.com) or [doreen.moranga@shalina.com](mailto:doreen.moranga@shalina.com) or via telephone: [+254 742 375 509](tel:+254742375509), [+254 716 595 089](tel:+254716595089).

Promptly report any cases of adverse events and suspected substandard and falsified products to the nearest healthcare facility or through the following channels:

- <https://pv.pharmacyboardkenya.org/users/mpublic>
- USSD code at \*271#
- Email [pv@ppb.go.ke](mailto:pv@ppb.go.ke) or [pms@ppb.go.ke](mailto:pms@ppb.go.ke)
- Telephone No. 0795743049

For any further information please contact the Pharmacy and Poisons Board by email: [pms@ppb.go.ke](mailto:pms@ppb.go.ke)