

OPPI Complaint Handling Procedure

All complaints, related to the breach of the OPPI Code of Pharmaceutical Practices 2019 should be addressed to the Director General (DG), OPPI. For filing complaints under the OPPI Code of Pharmaceutical Practices 2019, kindly write to admin@indiaoppi.com

To understand and download the OPPI Code of Pharmaceutical Practices 2019 ●●● [Click here](#)

The complainant must make the complaint in writing and for each case the complainant should:

- (a) Identify himself (whether a company or an individual) with a full mailing address (fax number, if possible, mobile telephone numbers).
- (b) When the Complaint is from a pharmaceutical company, the complaint must be signed or authorized in writing by the company's Managing Director or Chief Executive or equivalent and must state the specific clauses of the OPPI Code of Pharmaceutical Practices 2019 which are alleged to have been breached.
- (c) The Complaint must specify the name of the OPPI member Company, which is alleged to be in breach of the OPPI Code of Pharmaceutical Practices 2019, and the name of any Company personnel, product or products which are specifically involved.
- (d) Provide details of the Activity which is alleged to be in breach of the OPPI Code of Pharmaceutical Practices 2019 along with the date of the alleged breach & supporting evidence of the alleged breach(es).

DG, OPPI will refer the complaint to the three (3) member Ethics Committee for Pharma Marketing Practices (ECPMP) of the OPPI comprising of the DG, OPPI and the Chair and Co-Chair of the OPPI Ethics and Business Integrity Work Group for the adjudication of the complaint as per the OPPI Code of Pharmaceutical Practices 2019 and will accordingly notify the complainant of the decisions taken by the ECPMP.

For processing, a complaint filed with OPPI must be restricted to an activity of breach of OPPI Code of Pharmaceutical Practices 2019 and must be made within three (3) months of the said alleged breach.

Further, OPPI will not be in a position to process a complaint against a company that is not subjected to OPPI Code of Pharmaceutical Practices 2019. In case any complaint is forwarded to OPPI by the Department of Pharmaceuticals (DoP) and OPPI receives such complaint in writing or by email from the complainant in the manner prescribed in the OPPI Code of Pharmaceutical Practices 2019, OPPI will process and take up the matter with the complainant directly.

If a party to the Complaint is dissatisfied with the decision of ECPMP, it may request for review/appeal of the decision by a five (5) member Apex Ethics Committee for Pharmaceuticals Marketing Practices (AECMP) comprising of members represented by the Executive Head of the companies or nominees/senior officers duly authorized by the respective Executive Heads by notifying about the same to the DG, OPPI within thirty (30) calendar days of the notification of the ECPMP decision. The decision of the AECMP shall be final.

List of Committee Members under ECPMP & AECMP

ECPMP	AECMP	Contact Details
Mr. K. G. Ananthakrishnan, Director General, OPPI	Mr. Bratin Bag, Senior Director and Head of Ethics & Business Integrity, South Asia – Sanofi	For any complaints / questions, please reach out to the following email id and number. Email id: admin@indiaoppi.com Tel no.: 022 66627007
Mr. Rehan A. Khan, Managing Director, MSD Pharmaceuticals India Private Limited	Mr. Sankar Balasubramanian, Ethics and Compliance Officer, GlaxoSmithKline Pharmaceuticals Ltd	
Mr. Sanjay Murdeshwar, Managing Director, Novartis India Ltd	Mr. Sachin Salian, HCCO, Janssen India and Asia Pacific Regional Director Lead - India Community Impact	
	Mr. Navaneeth Kumar, Country Head, Ethics, Risk & Compliance Novartis Healthcare	
	Ms. Deepa Bhandare, Compliance Officer – India HC & Thailand all sectors, Merck India	
	Ms. Priyam Dhamankar, Legal and Compliance Director, Company Secretary, SERVIER INDIA Private Limited (formerly known as SERDIA Pharmaceuticals (India) Pvt. Ltd.)	
	Ms. Leena Jaisingh, Associate Director and Head - Ethics Compliance Officer, Eli Lilly and Company (India) Pvt. Ltd.	
	Mr. Ramesh Varadarajan, Area Compliance Director – for Asia Area, AstraZeneca Pharma India Ltd.	