

OPPI Complaint Handling Procedure for Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 (Interim)

All complaints, related to the breach of the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 should be addressed to the Director General, OPPI. For filing complaints under the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024, please reach out to the following email id and number:

Kindly write to: admin@indiaoppi.com

Telephone no. 022-66627007

To know more and understand the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024

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

- (a) The Complaint shall contain complete details of the Complainant (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 Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 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 Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024, 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 Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 along with the date of the alleged breach & supporting evidence of the alleged breach(es).

Director General, OPPI will refer the complaint to the five (5) member Ethics Committee for Pharma Marketing Practices (ECPMP) of the OPPI comprising of the President – OPPI, President Elect – OPPI, Director General – OPPI, Chair of the OPPI Ethics and Business Integrity Work Group and Co- Chair of the OPPI Ethics and Business Integrity Work Group for the adjudication of the complaint as per the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 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 Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 and must be made within three (3) months of the said alleged breach.

The respondent company shall submit its comments and supporting documents to the Committee in not

more than 30 days after receipt of notice from the Committee. The company against which the complaint is made should provide supporting evidence even if it thinks that the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024 has not been breached.

The Committee should render a decision within 90 days of the receipt of complaint, and having done so, it should promptly notify the parties of its decision, the reasons thereof in writing and send it by recorded mail.

Where the Committee decides there is no breach of the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024, or that matter of complaint is not within the scope of the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024, the complainant will be so advised in writing, including advice on the appropriate forum to approach in such cases.

Where the Committee, after enquiry, decides that there is a breach of the Uniform Code for Pharmaceutical Marketing Practices (UCPMP) 2024, the complainant and the respondent company will be so advised in writing, including the remedial steps that need to be taken in this regard.

If no appeal is filed within the stipulated period, the decision of the ECPMP shall be final and binding, and adherence to such decision shall be a condition precedent of continued membership of the Association. The decisions shall also be uploaded on the website of the Association and the Department of Pharmaceuticals.

List of Committee Members under ECPMP (Interim)

Sr No	Members Name and Designation
1	Mr. Suresh Pattathil , President – OPPI and Managing Director and General Manager, AbbVie India
2	Mr. Bhushan Akshikar , President Elect – OPPI and Managing Director, GlaxoSmithKline Pharmaceuticals Ltd
3	Mr. Anil Matai , Director General, OPPI
4	Mr. Rehan A. Khan , Chair of the OPPI Ethics and Business Integrity Work Group and Managing Director, MSD Pharmaceuticals India Private Limited
5	Mr. Bratin Bag , Co - Chair of the OPPI Ethics and Business Integrity Work Group and Senior Director and Head of Compliance - South Asia, Sanofi India Limited

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