



Quality Medicines for Malawi

# Information Pack

**Introduction**

This Information Pack has been developed to assist citizens to access information from the Pharmacy and Medicines Regulatory Authority (PMRA).

**Access to information Act 2017**

An Act which provides the right of access to information in the custody of public bodies and relevant private bodies.

**Who can request information?**



Every person has a right to access information from the PMRA.

**Can a third party request information?**



The third party should include all the particulars of the person seeking the information by filling Form 1 (Request for Access to Information) of the ATIA.

**How to request information?**

Written or orally (e.g. email, letter, phone) through an Information Officer.

**Who provides information?**



The Information Officer.

**How long can one wait for the information?**

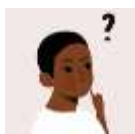


Fifteen (15) working days with the first 5 days for acknowledging receipt of request

**Where information is not granted, what can the information seeker do?**

Appeal to the Information Officer. The appeal should be made within 60 days using Form 5 (Request for Internal Review of Decision) of the ATIA. Within 21 days the seeker will be given the review decision.

**Where the information seeker is still dissatisfied?**



You can appeal to the Malawi Human Rights Commission (MHRC) using Form 6. The appeal can be done within 2 years. Where the Information Seeker is still not satisfied with determination of the Commission he/she can seek legal redress.

**Penalties/offenses where the information seeker abuses the information?**



Fine of MK 3, 000, 000 and 3 years' imprisonment

**Contact us:**



Pharmacy and Medicines Regulatory Authority  
Off Paul Kagame Road, Area 5 | P. O. Box 30241, Lilongwe.  
Phone: +265 (212) 750 108 | 755 165  
Email: info@pmra.mw  
Website: www.pmra.mw