CASE STUDY

Electronic Drug and Imports verification system

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Customer
National Drug Authority (NDA)- Uganda

Industry
Government agency

Business Situation
The National Drug Authority (NDA) main issue was related to delays and errors when issuing import verifications Certificates, clearing & releasing of imports and financial management. They also lacked a one stop shop for all import/export data while making it hard to quickly locate information

Solution
NDA contracted Techno Brain to implement the Electronic Drug and Imports verification system that improved efficiency and introduced uniform handling of applications. This system has empowered NDA in ensuring that the imported drugs comply with import requirements, are of the identified type, quality and quantity and are being handled only by certified importers.

Benefits
- *Enforce business standards*
- *Produce accurate reports*
- *Improve client satisfaction*
- *Optimized productivity*
- *Improved communication*

NDA introduces an automated system that has improved service delivery and streamlined internal business operations

Customer Profile
The National Drug Authority (NDA) – Uganda was established by Section 3(1) of the National Drug Policy and Authority Act Cap 206 as a corporate body with perpetual succession and a common seal. NDA's primary responsibility is to ensure quality, safety and efficacy of human and veterinary medicines and other health care products through the regulation and control of their production, importation, distribution and use. The inspectorate department within NDA has the mandate of verifying applications for importation of drugs.

Business Situation
Operations at NDA was manual. The main issue was related to delays in serving clients. There was massive delays in the processing of import applications (1-2weeks). The manual process was also characterized by difficulties and errors in determining if drugs to be imported are on the approved register, whether they have a valid retention period. It was also difficult in tracking whether the rejected drugs are still being re-export or destroyed, whether the company was importing the correct value of these drugs and whether the account department was collecting the right amount of import fees.

Solution
Techno Brain was contracted to develop and deploy an electronic Drug Import & Verification System [DIVS] in which all the above issues would be addressed. The purpose of the Proposed System was to ensure efficient and uniform handling of applications for Certificate to import/export/re-export human and veterinary pharmaceuticals, biological, vaccines, medical sundries, medical devices, appliances and diagnostic aids; pharmaceutical raw materials, manufacturing equipment; analytical equipment and apparatus, reagents and chemicals and related chemical, articles or goods. This was aimed at eliminating illegal importers/exporters and preventing unacceptable products from being imported and exported.

Major Features of Techno Brain's Solution:
- Allow applicants to check for application status
- Creates and manages applicant details
- Validates all application forms and their details
- Automatically generates verification certificates
- Electronically tags applications as complete, authentic, unsatisfactory, incompletes or non-authentic
- Generates automatic messages that indicate application status to the registrar
- Generate and print certificates from the system
- Ensure that issued certificates remain valid for only one year
- Provide central access to all authorized NDA staff
- Provide dynamic reports and dashboards
- Provide a system that is highly secure and robust and one that can suppor concurrent users

Technologies:

The system was developed on the following technologies:
Microsoft SharePoint Server 2010, Visual studio 2010, Microsoft SQL server 2008, Windows Server 2008 R2

The solution is a fully web-based and supports multi browsers.

Benefits:

- Improve on the service delivery while offering a user friendly tool.
- Increase efficiency by automating and streamlining the entire process.
- Enforce cost reduction by eliminating paper work.
- Improve decision making by ensuring that all stakeholders consume up-to-date information.
- Enforce security measures that ensure that only the right people have the right access to the right information.
- Provide a stronger and deeper view on all applications and their different status.
- Provide efficiency in the management of certificate issuance and renewal by providing alerts of all certificates that have expired or are about to expire
- Provide easier means of determining the quantity of drugs being imported as well as ensuring that the correct amount of import fees is being levied.
- Reduce the waiting period when issuing a verification certificate to 2 hours compared to previous state where it took 1-2 weeks.
- Made it possible to quickly locate information/data.