



NATIONAL PHARMACEUTICAL  
REGULATORY AGENCY  
(NPRA)

# REGISTERED PRODUCT QUALITY REPORTING

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## REGISTERED PRODUCT QUALITY REPORTING

### What is a Registered Product Quality Reporting ?

Product Quality Reporting means any complaint involving the possible failure of a product to meet any of the specifications.

## Complaint Classifications

Quality  
Efficacy  
Labelling &  
Packaging

Examples of quality reporting that can be reported:

- The **manufacturing info** is not stated on the label. (e.g: batch number, expiry date)
- **Tablets changed colour** despite storing in the recommended condition.
- The **medicine is not effective** despite proper administration.

# EXAMPLES



*tablets changed colour*



*incomplete manufacturing info on label*

## HOW TO

## MAKE

## A

## PRODUCT

## QUALITY

## REPORTING?



Visit our website at:  
[www.npra.gov.my](http://www.npra.gov.my)  
> Consumers > Reporting >  
Quality Reporting on  
Registered Product



Download and fill the  
complaint form



Post to NPRA or email to:  
[qpr@npra.gov.my](mailto:qpr@npra.gov.my)

*Post the complaint sample to NPRA  
(if available)*