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Communication Policy

Directorate General of Drug Administration is obliged to provide access to information in a manner and under conditions prescribed by the Right to information Act-2009. The information cell of the organization has been assigned to perform the activities. The Aim of Serving peoples health interests/issues at their doorsteps facilitating diversified platforms for all stakeholders to obtain information about the access, safety, quality and efficacy of medicines and Medical Devices. DGDA mitigate the stakeholders accent adaptiveness for providing clear, consistent, precise information & maintaining vibrant two way communication, press releases, circulars, ads on print media now Triggered by innovation & e-governance resulting a variety of Transparent media e.g. Live fortnight based public hearing in presence of The DG, DGDA, Bi-Lingual Web portal (www.dgda.gov.bd), web portal "www.nothi.gov.bd", facebook page ([Facebook.com/dgda.gov.bd](https://www.facebook.com/dgda.gov.bd)) IOS & Android cellphone application "Drug Admin", Hotline (16541). DGDA addresses stakeholders complain/opinions on utmost priority reviewing further by GRC/Admin Panel. To address these issues DGDA has Information cell, Grievance Officer, Welfare Officer, Focal point of handling press and electronic media, public hearing committee, Innovation team, Advertising section. To fulfill its communication goals with QMS Internal communication is managed through less paper works approach e.g. intranet, DGDA's website, e-mail, Facebook, web portal "www.nothi.gov.bd", Apps "Drug Admin", telephone, official cellphone, fax etc. The effectiveness of the communication activities are continuously monitored and measured by systematic monitoring of media clippings, performing their analyses, as well as analyses of comments and other inputs received from DGDA's stakeholders. DGDA strives to continuously develop the most suitable communication tools for each of its stakeholder groups preference.

Feedback solicited through annual report, public hearing, enquiries, official complaints, Apps "Drug Admin", stakeholder meeting /other mechanisms & actions/enforcements been sent Quarterly basis to MOHFW & Cabinet Division By a nominated Personnel in an Approved Template. This communication policy covers the means of communications as stated in the TOR of National Integrity System (NIS) issued by Cabinet division (memo: 04.00.0000.822.14.033.16.211, dated: 22 June, 2017)

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