

## **Internship Report on**

# **“UNETHICAL PROCEEDINGS IN PHARMACEUTICALS BUSINESS IN BANGLADESH”**

***MUFRAD TAZWAR***



Inspiring Excellence

**Internship Report on  
UNETHICAL PROCEEDINGS IN PHARMACEUTICALS BUSINESS IN  
BANGLADESH**

**Submitted to**

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**Course: BUS400**

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## LETTER OF TRANSMITTAL

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13<sup>th</sup> August 2018

Ummul Wara Adrita

Lecturer

BRAC University

**Subject: Submission of Internship Report.**

Dear Madam,

This is my immense pleasure that after three months long period of my internship (BUS400), I am going to submit my internship report on “Unethical proceedings in pharmaceuticals business in Bangladesh” by associating with one of the biggest multinational company like GlaxoSmithKline Bangladesh Limited. Through my internship period I worked for pharmaceuticals zone and acquire a huge sort knowledge. Moreover, I can relate this with some of the theories which I have learned in my University. It helps me a lot to prepare the report.

I believe that the knowledge I gain in my internship period is will aid me to work for any other multinationals. This is a great opportunity that I have got. That is why I want to thankful to you.

Sincerely Yours

---

Mufrad Tazwar

Student, BRAC University

## LETTER OF ENDORSEMENT

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The Internship Report “Unethical proceedings in pharmaceuticals business in Bangladesh” a qualitative research on drug consumers, it has been submitted to BRAC Business School, for partial fulfillment of the requirements for the degree of Bachelor of Business Administration, have done major in Human Resource Management and minor in Supply Chain Management from BRAC University on August 13<sup>th</sup>, 2018 by Mufrad Tazwar ID: 14304072. The report has been recognized and may be presented to the Internship Defense Committee for evaluation. (Any opinions, suggestions completed in this report are entirely that of the author of the report. The University does not overlook nor discard any of these suggestions).

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Ummul Wara Adrita  
Internship Supervisor faculty  
Lecturer  
BRAC Business School

## ACKNOWLEDGEMENT

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Firstly, I want to show gratitude to almighty Allah for giving me a chance for work for a huge multinational company and make this report successfully.

After that I want to thank my advisor, Ms. Ummul Wara Adrita, lecturer of BRAC Business School who advices me properly to prepare this research paper. She suggested me proper guidelines and assistance so that I can remove all the bindings when preparing this paper

Subsequently, I would like to thank my supervisor Mr. Moshiur Rahman, Customer Relationship and Logistics Manager and HR Manager Mr. Tawhid Imam at GlaxoSmithKline Bangladesh Limited, who believed, hired me for this renowned company and assisted me to learn about how an organization runs through Supply Chain Management. I also added a name Md. Mahfuz, operation In-charge in Zuellig Pharmaceuticals (third party of GSK) who aids me to understand the overall functions, structure of a warehouse.

During my internship time, I was thinking about preparing research paper, that is why I am thankful about some of my colleagues who aids me to choose a topic, I also grateful to those people who help me at the time of surveying my questionnaire. Except their help I could not able to furnish the whole report.

## EXECUTIVE SUMMARY

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In Bangladesh pharmaceuticals business is considered as one of the booming business. This is one of the best sectors that we can proud of. Approximately 257 licensed manufacturers are operating their business where the total market size is 187,566 million, which is booming year to year. Bangladesh has acquired GDP growth rate of 7.11% and 7.28% correspondingly because of this pharmaceutical industry. The market share has been covered by most of the local pharmaceuticals. This data shows the positive, the alluring pictures of pharmaceutical business. But every coin has two sides. Fortunately, internship for GlaxoSmithKline pharmaceuticals industry assist me a lot to know about some facts about their working criteria, their responsibilities, their logistics, their supply as well as distribution. If you go through newspaper you can notice some news like in 2009, 24 children died of acute renal failure because of adulterated paracetamols made by a local medicines company. A Physician from Dhaka medical collage prescribed Betnovate ointment to Shahid Hossain from Munshigonj for his skin disease treatment. In it, symptom of that decease has become intensified. These sorts of news discovered that falsified medicines are spreading everywhere in Bangladesh which is harming general people like us. The research I have prepared on consumer feedback about purchasing drugs from pharmaceutical store. Upraising the awareness among consumers about counterfeit drugs. Testing of five thousand medicines by the government of Bangladesh revealed that three hundred were either falsified or substandard quality which has become a risky issue for people in this nation. There is a huge shortage of Lab expert in pharmacy store, reluctance of proof, reluctance of protest retail stores. People should be aware of buying medicines from stores, taking suggestions from experts from pharmacists when purchasing. This is all about I tried to demonstrate all the problems that we are facing.

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do more  
feel better  
live longer



## COMPANY OVERVIEW

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GlaxoSmithKline Pharmaceuticals is known as a science-led International healthcare corporation with a superior determination, to aids people to do more, feel better and live longer. Basically, it is the motto of GSK pharmaceuticals. Headquarter of GSK is in United Kingdom with 100,000 individuals jointed by superior purpose with their values and expectations. GSK is developing day by day so that they can improve the quality of medicines, vaccines and huge range of Consumer healthcare products. Side by side of pharmaceuticals they are also gaining a big amount of revenue from consumer and healthcare which is very profitable.

The strategy of GSK is to bring quality healthcare products for so many people. They believe in three crucial priorities which is innovation, believe in performance and trust. They ensure best quality medicines and vaccines with proper research and dedication with their scientific and technical know-how and intelligent workers. The main vision of GSK is to be world's most innovative, best performing and trusted healthcare companies. In 2017, they set out three important longstanding significances because they believe they will provide better performance and better returns as well as outcomes. This is how they are working for company.

**Innovation**

**Performance**

**Trust**

## VISION AND MISSION

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We have a mission to stimulate progress the class of human life by empowering people to do more, feel better and live longer. Effort on our business around our strategic significances, we are self-assured that we can accomplish our promise.

## GOAL, STRATEGY AND CORE VALUES AND EXPECTATIONS

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### **Our goal**

The goal of GSK is to be one of the world's most innovative, top performing and trusted pharmaceuticals and healthcare companies.

### **Our strategy**

The Major strategy of GSK is to ensure best and high demanding and quality products for so many people, with scientific research, technical knowledge and their talented workers.

### **Our values and expectations**

The values and expectations are very crucial part of GSK Culture which they follow and execute in their corporate life. Their Values are Transparency, Integrity, Respect, Patient focus. Subsequently their expectations are Courage, Accountability, Development and team work.

## JOURNEY STARTS

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GlaxoSmithKline Bangladesh started its drive in 1949 with its corporate identity as Glaxo in port city Chittagong. In 1967 they started their journey as an Importer. But a subsidiary of GSK plc started its journey in 2002. In Chittagong the company established its own manufacturing unit where they produce medicines with raw materials with proper innovation and research. But the vaccines are imported from other countries like Belgium and UK which is tested by Mitford and split in other divisions and pharmacy Stores. GSK is working in Bangladesh with a respectable

image and status for the last six decades and very successfully they are running out their businesses in Bangladesh in pharmaceuticals as well as consumer and healthcare.

## YEAR HISTORY

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Year	Explanation
<b>1873</b>	Joseph Nathan along with a company in New Zealand found a tiny export-import corporation. The only product they produced is Glaxo Baby food.

Year	Explanation
<b>1906</b>	The Nathan directors realized that trade of dried milk as a baby food called for a more Attracting name than Defiance, the name used For the New Zealand product. After that the name Glaxo has progressed.

Year	Explanation
<b>1935</b>	In Greenford, Middlesex and London for the marketing and production of consumer goods and healthcare Glaxo Laboratories has also evolved

Year	Explanation
<b>1963</b>	Duncan, Flock hart and Company limited, Edinburgh Pharmaceuticals and MAC Far Lane Smith limited, these corporations have joined Glaxo.

Year	Explanation
<b>1995</b>	Glaxo renewed his name as Glaxo Welcome by gaining 100% share of Welcome PLC

Year	Explanation
<b>1998</b>	Achieved milestone for several projects for a influenza treatment like ZEFFIX.

Year	Explanation
<b>2000</b>	A huge merger happened between Glaxo Welcome and SmithKline and it is named as GlaxoSmithKline, known for a research based pharmaceuticals Industry.

## **GLAXOSMITHKLINE BANGLADESH**

The business of GSK Pharmaceuticals globally add renowned inhaled respiratory medicines like Seretide and allergic rhinitis medication brands as for example Avamys. GSK vaccines provide a prodigious variety of decease inhibition for both adults and infants in Bangladesh. The profit they make in worldwide, In Bangladesh they are not that much successful to achieve that topmost placement. GSK vaccines have been provided by Belgium and the General manufacturing site (GMS) is responsible to provide medicines which is in Chittagong. The Huge factory is in there for manufacturing all sorts of medicines operated by many workers, corporates and pharmacists. In Dhaka, there is a third party Zuellig Pharmaceuticals, they are the main distributors of GSK Pharmaceuticals. All medicines and vaccines have been kept by their Warehouse located in Ashulia and headquarter is located Gulshan-1.

## **Top Management**

To resolve issue of strategies and policies, recording minutes/decisions for implementation Board of Directors of GlaxoSmithKline Bangladesh Limited holds meetings and discussions to that they can take proper decisions and let the people know who is working under them.

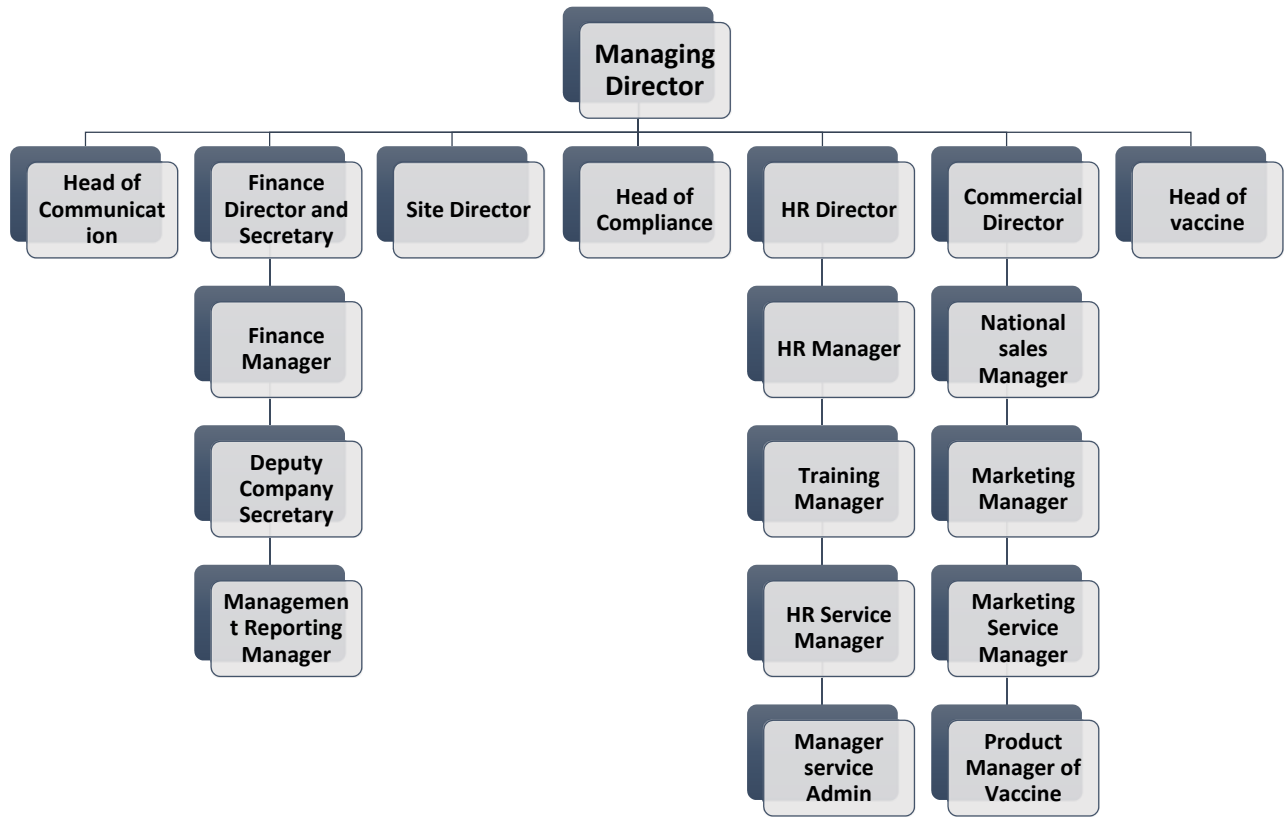
## **Executive Management**

The Managing Director is the head of Executive Management. The Chief Executive Officer (CEO) who has been delegated essential and acceptable authority by the Board of Directors. Operating the whole company through further delegations of authority at every step of the line management which is executed by executive management.

## **Pharmaceuticals Leadership Team**

- Mr. David Pritchard- Chairman
- Ms. Nakibur Rahman - Managing Director
- Mr. Lokman - Site Director
- Ms. Zinnia Tanzina Huq - Finance Director & Company Secretary
- S.O.M Rashedul Quayum- Head of legal, company affairs and secretary
- Moynul Islam- Sales Director
- Rumana Ahmed- Head of Communications
- Noor Mohammed- Head of Human Resource
- Mohammed Mahmudul Kabir- Head of Vaccines
- Ferdous Noyem Khan- Head of Ethics and Compliance
- Dr. Md. Mahbubur Rahman- Director, Clinical R&D
- Mohammed Khalid Hossian- Manager, Regulatory Affairs
- Maysoon Sadeq Chowdhury- Quality Assurance Manager
- Mr. Md. Iftikhar-Uz-Zaman- Non-Executive Director
- Mr. Md. Mesbahul Hoque- Non-Executive Director

# Core Functions



**Organogram of  
GlaxoSmithKline  
Bangladesh Limited**

# **“RESEARCH REPORT”**

## INTRODUCTION TO THE STUDY

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We are more or less a regular consumer of medicines. We must buy medicines to protect our human body from some notorious deceases. One-time people used leaves and others natural material to cure deceases. But the situation has been changed now. The scenario is not the similar that it was before. In this up-to-date evolution we are consuming numerous sorts of vaccines and medicines. But there have some instructions of consuming medicines and vaccines which we should obey very strictly. Unfortunately, we are not maintaining those instructions properly. There are a lot of reasons. Among them, of pharmacists or lab expert is one of the reasons. We, Normal people are not expert at experimenting drugs by ourselves. But occasionally we buy medicines based on our knowledge or prior experience. If someone do this he should assure the quality and quantity through a pharmacist either his human body will be fallen in risk. Subsequently, when visiting a doctor, they prescribe us the generic name of the medicines, by following the generic name the pharmacist/chemist will make sure what types of medicines we should consume. But in recent times in Bangladesh we hardly find a pharmacist in a pharmacy store which has become a curse on us. The stores were monitored mostly by a single dispenser which is about 69%, of whom nearly half (49%) did not obtain any schooling as a chemist or pharmacist, but according to the law, (Ordinance 13, rule 2) it needs the existence of at least a grade C pharmacist in a pharmacy store. As specified by Directorate General of Drug Administration(DGDA), in case of model pharmacy, business will be supervised by an A Grade who is present on the premises, B or C grade pharmaceutical personnel may support with dispensing under the direction of an A grade pharmacists and the presence of a C grade pharmacists is obligatory for a model medicine shop so that they can decrease the amount of falsified medicines, provide a brief like side effects of drugs about drugs, unnecessary use of Antibiotic, stop selling drugs without prescription as well as it will aid to reduce unemployment because graduate pharmacists will grab a destination here. That is why the percentage of counterfeit medicines is raising day by day. Anyone can identify it through the daily newspaper and it has become a critical issue for us to reduce falsified medicines from this country.



## OBJECTIVES OF THE STUDY

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### GENERAL OBJECTIVES:

- Upraising the consciousness among consumers by figuring out the negligence, unfair practices in thousands of medicine stores in Bangladesh.

### SPECIFIC OBJECTIVES:

- Feedback through questionnaires from consumers who are more or less a buyer of medicine.
- A huge lack of pharmacists or chemist in pharmacy stores.
- Importance of at least a C grade pharmacist in a medicine stores as well as Model pharmacies to detect falsified medicines and ensure safety and quality of drugs.
- Stop selling drugs without prescription in medical stores.
- Lack of billing system in pharmacy stores which demonstrate deficiency of proof against distributors.
- People's knowledge about complaining system against falsified medicines which shows insufficiency of protest.

## METHODOLOGY OF THE REPORT

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I prepare this report by acquiring facts and ideas from my organization and side by side University courses. Throughout my organization life I have learned a lot of facts about a pharmaceutical industry that helped me to make this step by step. At first, I have chosen a topic, identify its objectives and consequently relevant data through questionnaires and some valuable reports written by some experts and including some newsfeed.

The report has been prepared through two methods:

- **Primary:** Survey collected from 55 respondents through questionnaires. I have followed two types of criteria here, one is people to people survey by providing them proper instructions and another system is online survey. I have sent them a Google Doc. in their mail and Facebook account which has been prepared by me. After filling up the form a proper statistic, a relevant data has come into my account. My target was who are almost a regular consumer of medicines, who are familiar to me from 20 to 50 years old people and try to take an honest review so that I can demonstrate a fruitful structure in my report. While doing survey I have used likert scale like 'Strongly agree, Agree, Neutral, Disagree and strongly disagree, yes, no, sometimes' which aids me to demonstrate it through a statistical graph here so that it could be easier to interpret the whole scenario.
- **Secondary:** It is a file, paper as well as newspaper study from a lot of relevant sources which aids me to analyze my objectives and formulate questionnaires. Annual report of GSK was also a portion of my main report.

These are the methods that I have followed consistently. Both data sources are the accommodation of my report. These are the outcome of analyzing these methods.

## LIMITATIONS OF THE STUDY

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- The sample size is 55 for analyzing and interpreting the whole report. The total sample size is not enough sufficient to interpret the whole facts. I have tried to accumulate more than 100 samples but sometimes it is difficult to find out respondents who have eagerness in filling the whole questionnaire. It is one of the major limitations for me.
- Time constraint played a major part here, for a proper survey, to gather more than 100 to 300 respondents I need more than two to three months to place an extra-ordinary report.
- Side by side consumers I had a plan to make a questionnaire for 50/60 pharmacy store. But it was time constraint and I could not be able to find out appropriate information from the owner/ shopkeeper of a pharmacy.
- For the reason of confidentiality, I have erase some question and renovate it for seventh times. The whole questionnaire was checked by my supervisor, my advisor faculty and other faculties in my university. By following their instructions, I had to maintain some restrictions.
- While going through internet I could not find out a similar research paper or any statistics of Directorate general of drug administration (DGDA) that I am working on. It was a kind of barrier for me to prepare the whole report solely.

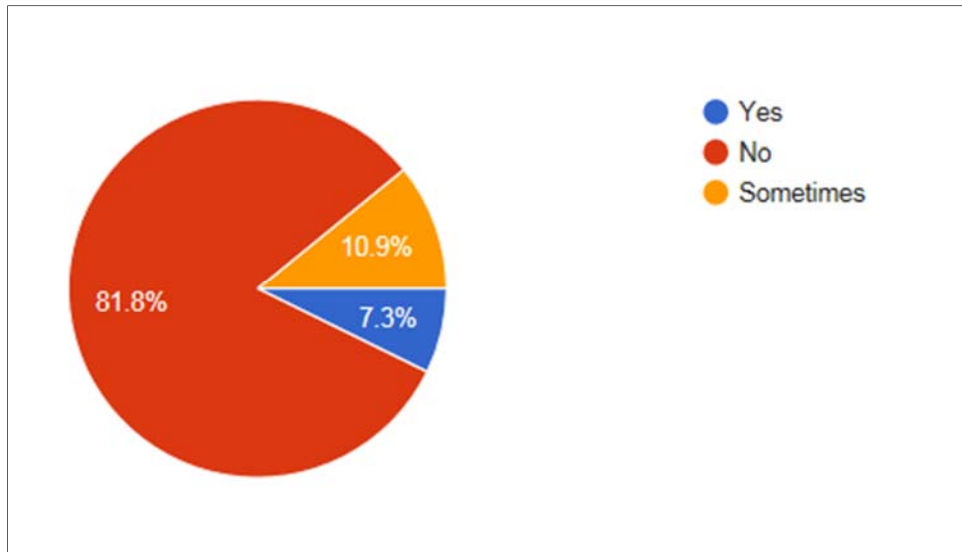
## DISCUSSION & INTERPRET

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After a proper survey of 55 respondents and some secondary data analysis the discussion will be discussed here. The sequence of the analysis should be completed based on the statement of the difficulties. The situation is existing, the problem is existing in our country that is why it has been prepared. Through the discussion, some chart will be shown so that it could be easier to realize by every people.

### **Lack of verification of medicines:**

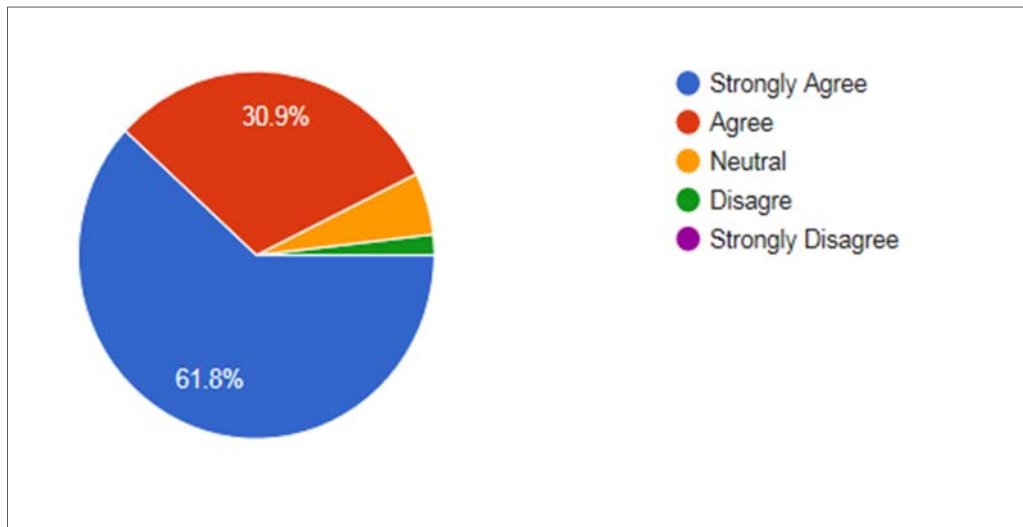
According to final report of “Baseline study of private drug shops in Bangladesh 2015” Sixty-nine percent stores were attended by a single dispenser. Among them, Forty-nine percent of the salespeople had no official schooling in dispensing and learned the business practice through education with fellow drug retailers which is (42%) relatives (18%), and village doctors (16%), which is totally unethical.



In my survey there is a question, “*Do the consumers ensure the quality and quantity of medicines through a lab expert?*” Among 55 respondents, 81.8% (45 respondents) marked that, they do not verify the medicines through a lab expert. 10.9% respondents said medicines were ensured by experts sometimes which is not sufficient. On the other hand, 7.3% have said “yes” which is very low. Two facts have come here. Among them, lack of people awareness about medicine inspections and second one is, Lack of pharmacist in a medicine stores.

### Lack of pharmacist/ Lab expert in medicine store:

According to a research of “National center of biotechnology information”, in 76% of the shops, the owner and the salesperson was the similar person, and >90% of these were situated within 30 min walking distance from a public-sector health facility. The process of licensing as supposed to be a lengthy, and costly process. Medicine store official visit by drug inspection officers were brief, wasn't arranged, and no problem solving. They are not inspecting the medicine stores strictly if there is a presence of a lab expert or not. According to law (ordinance 13, rule 2), a pharmacy stores should have at least a C Grade pharmacist. If someone is operating a medicine store without a pharmacist, this is unethical as well as illegal for a business. About one-third of such interactions in the urban zones, only 36% salespersons who asked about the nature of sickness, 27% about the symptoms of illness, 26% about the period of the illness. From time to time, depending upon symptoms, the salespeople made a superficial physical inspection as for example feeling the client's pulse, measuring temperature and blood pressure, auscultation of the upper body with a stethoscope there is cough, pressing the abdomen if there is a complaint of digestive disturbances.

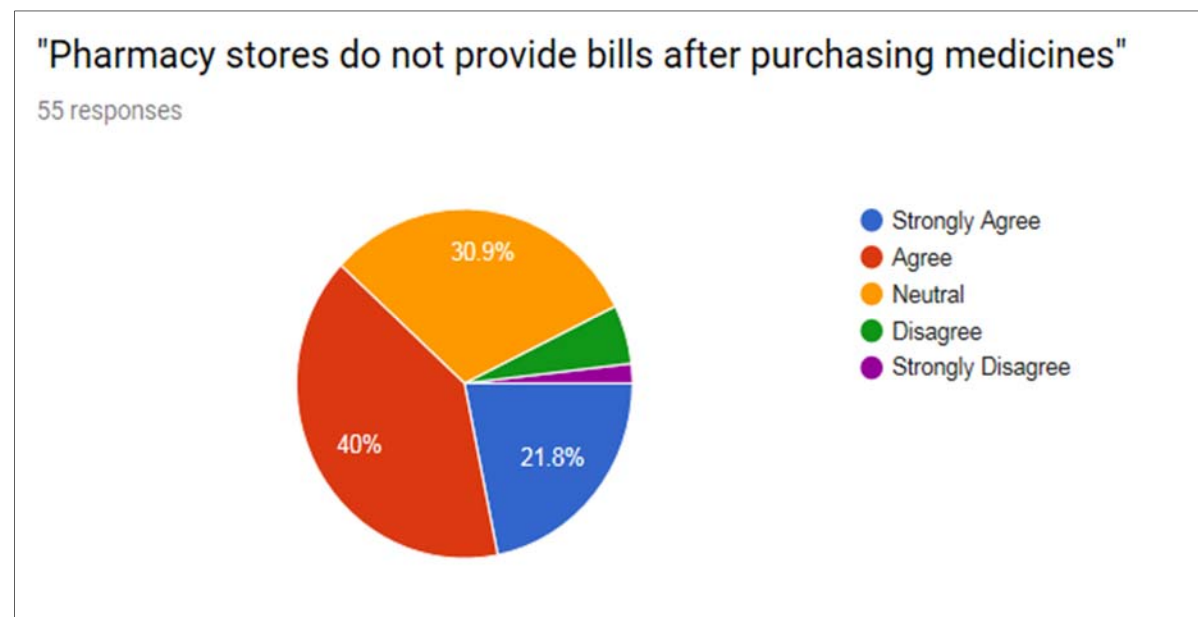


In my survey I have asked a question to my respondents that, “*I hardly find a lab expert*” – mark your review. If you see the chart, 61.8% are Strongly Agree and 30.9% are Agree with this situation. Because they believe that there is obviously a lack of pharmacists in a medicine stores in Bangladesh. All these medicines were not under inspection of pharmacists. After prescribing the generic name by the doctors, it is a huge responsibility of a medicine store pharmacists is to scan through the prescription at first and then dispense medicine to patients with a proper quantity

and quality. It is the regulations of a pharmacy business worldwide. But it is still missing in Bangladesh. Because their concentration is about to run after money rather than a safe human body. Fact is, it is Unethical business practice.

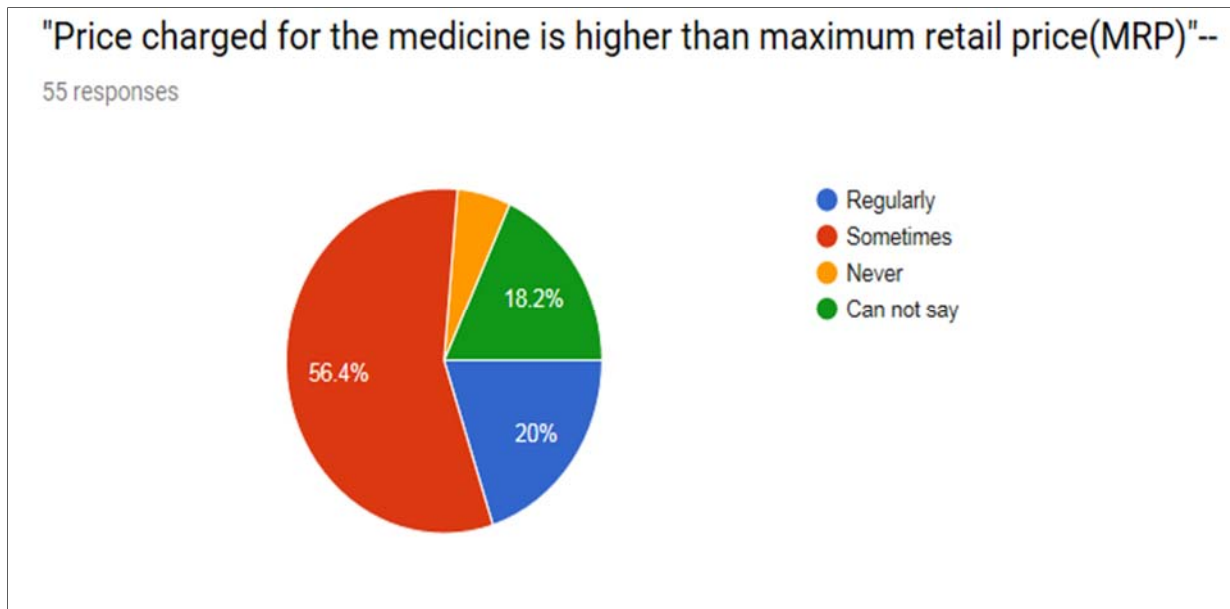
### **Lack of billing system:**

Lack of billing system refers to lack of evidence, one does not have any sign whether he has bought any medicines from a particular store or not. Most of the medicine stores in Bangladesh, after purchasing medicines bills are not provided by the pharmacy stores. Except some renowned model pharmacies like LAZZ pharmacy store in Dhanmondi or MADINA in Gulshan-1, other stores are hardly providing bills to their customers. 40% among 55 respondents are agree, 21.8% are strongly agree, and 30.9% are neutral with this situation. If I accommodate then 61.8% are agree with this fact where Disagree is only 7.2. Lack of billing system also related with government laws like value added tax. There are total 1, 07,073 medicine stores in Bangladesh, are they providing tax properly or not, this record is tracked by bills. That is why the medicine stores should have been provided bills, they should maintain POS (point of scale) system properly.



### **Raising the price when supply is low:**

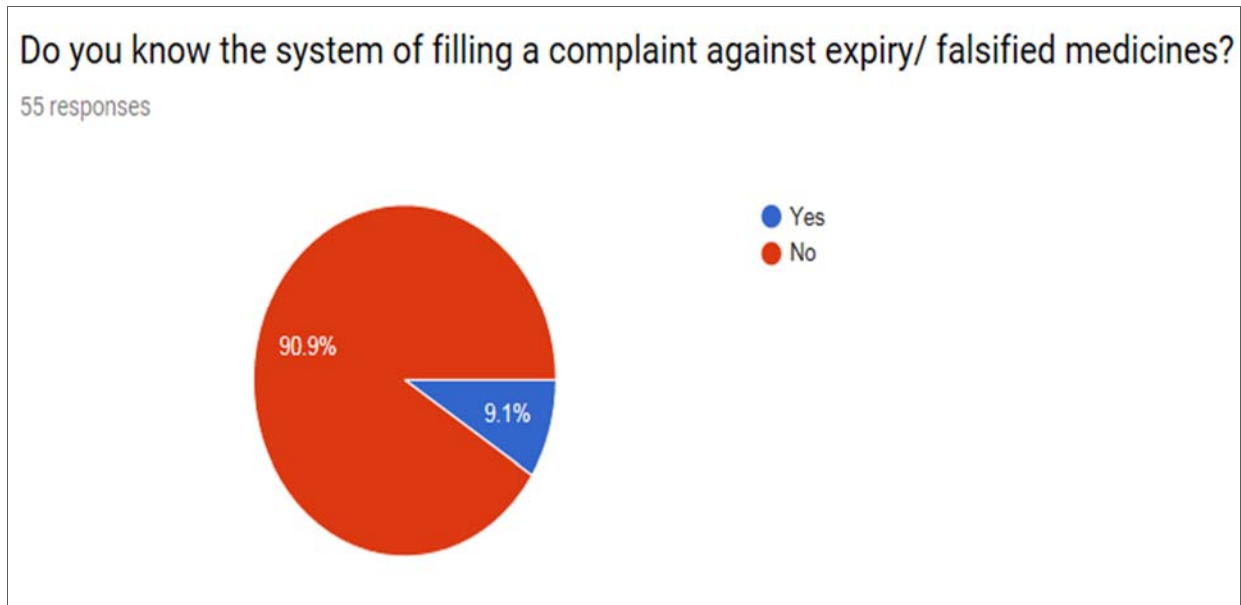
According to my study, when there is a scarcity of medicines the shopkeeper of the stores increases the price of medicine which is higher than maximum retail price (MRP). Among 55 respondents, 56.4% people believes sometimes they have faced the situation that retail stores are charging the high price. 20% people notice it regularly and unfortunately 18.2% cannot say about this fact, whether price is charged highly or not. If medicine stores charge high price, they would not provide bills because they do not want to create any evidence. Subsequently, when there is an end of products, they charge high price from the consumers which is fully unfair practices in pharmaceuticals industry.



### **Reluctance to protest:**

People of Bangladesh are very much aware of unfair practices of pharmaceutical businesses. But the fact is if one does not have any evidence, they cannot upraise any sorts of steps, because most of the people do not know how to take initiatives. They buy medicines from stores, but if they find any falsified/expiry medicines they (90.9%) directly return it to stores. There have several systems

of complaining file against falsified medicines, but most of the people do not know about it. If considering the survey 90.9% do not have any idea about filling a complaint against the situation they are facing like not having any pharmacists, not having any bills after purchasing or getting falsified medicines. People should be aware of about these unfair facts which is regularly happening in Bangladesh.



There are five major facts that have been discussed from a relevant survey of total 55 respondents. Lack of at least a C Grade pharmacist which refers a main issue for unfair trade practices in pharmaceutical business, lack of verifications of medicines, lack of billing system which refers to zero evidence, charge high price when supply is low, little knowledge about filling a complaint against these people have been analyzed, interpreted in this report properly so that anyone can understand these unethical facts and upraise awareness among themselves.



## FINDINGS

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These above-mentioned interpretations allowed me to discover some findings. I have found some findings from the interpretation of the report, analysis from the survey that aids me to write down in the below.

- Most of the people are aware of unethical proceeding in pharmaceutical industry but hardly upraise their voice against this.
- Most of the retail stores in Bangladesh are not following the proper rules and regulations because majority of the drug stores are operated by some salesperson who have informal training through apprenticeship.
- In most of the pharmacy stores there is a lack of at least a ‘C Grade’ pharmacists or a lab expert. That is why while purchasing medicines consumers cannot ensure medicines through a pharmacist which can harm consumers.
- Most of the pharmacy shops are not providing bills after purchasing medicines that is why if consumers find any falsified medicines, complain would be useless.
- Increase the price when the supply of the medicines is low which disclose about the unethical facts of pharmaceutical business
- Little knowledge about upraising the voice against drugs businesses, complain against the above reasons that stated.

## RECOMMENDATIONS

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From the above findings some recommendations I have some recommendations about these unfair trade practices of retail stores, the total businesses of pharmaceuticals. These recommendations are mainly for upraising the awareness among people who are consumers of medicines.

- Increase the amount of ‘Model Pharmacy’ stores in Bangladesh because medicines were properly inspected by a model pharmacy. A model pharmacy is consisted of an ‘A Grade’ pharmacists along with two B/C Grade pharmacists who provide brief about drugs and ensure safety as well as quality. They are a role model for other pharmacy stores.
- Presence of at least a ‘C Grade’ pharmacists should be compulsory for every medicine stores because they are responsible after doctors. By assessing the prescription, they will decide what amount of medicines need to dispense to consumers and let consumers know about effects and side effects of medicines.
- Medicine stores should provide bills after dispensing medicines to consumers. It is an evidence for both a consumer and a seller. It is also mandatory for government because of value added tax.
- To detect falsified medicines, other companies can adopt extraordinary steps like Reneta Pharmaceutical Industry. Codes scratched on a heading of pills that can be sent to the manufacturer through text to confirm their genuineness.
- Stop selling drugs without prescriptions to consumers. Except consumers goods no one can buy medicines through prescriptions.
- Proper action against counterfeit drugs by raising consciousness through campaigns. Pharmaceuticals industries or Directorate general of drug administration should arrange necessary campaigns in school/college/university campus to upraise awareness among people. The main motive is to let people know how to increase awareness by complaining against falsified medicines.

## CONCLUSION

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“Law enforcement officers grabbed some US\$640,000 worth of fake, poor and unauthorized medicine from Mitford market on 28 September 2017. About 100 people were imprisoned and approximately 30 shops shuttered following the drop. After protesting of vendors, the medicines stores reopened later. According to Business Monitor International, this year, Bangladesh government has inspected over 5,000 drug samples which exposed that 300 or 6% were either counterfeit or of inferior quality”. These mentioned news and information revealed that there is going something wrong in pharmaceuticals business in our country which can cause a notorious effect for human bodies.

This study was actually consumer based survey to know some perspectives about pharmaceuticals business, to know knowledge about people, to create awareness among consumers of medicines. Government should increase model pharmacies to shrink falsified medicines in Bangladesh, they should approve some strict laws against illegal pharmacy shops. DGDA can play a vital role here.

After conducting the survey to consumers, I would say the whole study is not finished yet, there is a further study which will be held on pharmacy shops and doctor perspective. Hope, this study will aid people to gain some crucial knowledge. Subsequently, it will be beneficial for the people of this country as well.

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## APPENDIX

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### Unethical Proceeding in pharmaceutical business in Bangladesh

This survey is actually about Unfair trade Practices in pharmaceutical industry in Bangladesh. We are more or less the regular customer of medicines. We are not careful about those things. The main objective of this research is about to "upraise awareness among consumers" I request all of you to deliver an honest review so that I can prepare this paper successfully.

\* Required

Name: \*

Your answer

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Age:

- 15-20
- 21-25
- 26-30
- 31-40
- 41-50

Sex \*

- Male
- Female

Email:

Your answer

---

**Are you Aware of Unethical Business practices in Bangladeshi Pharmaceuticals? \***

- Yes
- No

**Are you purchasing medicines based on knowledge of a shopkeeper of a pharmacy Store? \***

- Always
- Sometimes
- Never

**Have you purchased medicine basis on your knowledge/ prior experience? \***

- Regularly
- Sometimes
- Never

**When purchasing medicines basis on shopkeeper/ your experience, do you ensure the quality and quantity of medicines through a Pharmacists/ Lab expert/ Chemist of the shop? \***

- Yes
- No
- Sometimes

**"I hardly find a Pharmacists/Lab Expert/ Chemist in a Pharmacy Store" \***

- Strongly Agree
- Agree
- Neutral
- Disagre
- Strongly Disagree

"Presence of a Lab expert/Pharmacists should be compulsory in a pharmacy store to decrease falsified medicines" \*

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

"Price charged for the medicine is higher than maximum retail price(MRP)"-- \*

- Regularly
- Sometimes
- Never
- Can not say

Which of the followings you ask or ensure details about prescribed drugs? \*

	Regularly	Sometimes	Not much	Never
Brand Name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount ( Like 5/50 mg)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expiry date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purpose	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What actions would you take if you found an expiry/falsified product? \*

- Return it to chemist/ Shop
- File a complaint

## Unethical Proceeding in pharmaceutical Business in Bangladesh”

### Questionnaire:

1. Name:
2. Age:
  1. 20-30 2. 31-40 3. 41-50
3. Sex:
  1. Male 2. Female
4. Educational Qualification:
  1. H.S.C 2. Honors 3. Masters/ PhD
5. Email:
6. Are you aware of unethical trade practices in Bangladeshi pharmaceuticals?
  1. Yes 2. No
7. Are you taking medicines based on a knowledge of Shopkeeper of a pharmacy?
  1. Always 2. Sometimes 3. Never
8. “I purchase medicines based on my Knowledge/ prior experience” ---
  1. Regularly 2. Sometimes 3. Never
9. When purchasing medicines basis on shopkeeper/ your experience, do you ensure medicines through a Lab expert/ Chemist of the shop?
  1. Regularly 2. Sometimes 3. No
10. “I Hardly find an Lab Expert/ Chemist in a Shop”
  1. Strongly agree 2. Agree 3. Neutral 4. Disagree 5. Strongly Disagree
11. “Presence of a Lab expert/ Chemist should be mandatory to combat falsified medicines”
  1. Strongly agree 2. Agree 3. Neutral 4. Disagree 5. Strongly Disagree
12. “Price charged for the medicine is higher than the MRP (Maximum Retail Price) price”
  1. Regularly 2. Sometimes 3. Never 4. Cannot say
13. Do you take bill after purchasing medicines from pharmacies?
  1. Yes 2. Sometimes 3. No
14. “Pharmacy stores do not provide bills after purchasing medicines”
  1. Strongly agree 2. Agree 3. Neutral 4. Disagree 5. Strongly Disagree



15. Which of the followings you ask or ensure details about prescribed drugs?

- a) Company Brand Name: 1) Regularly 2) Sometimes 3) Not much 4) Never
- b) Purpose: 1) Regularly 2) Sometimes 3) Not much 4) Never
- c) Amount: 1) Regularly 2) Sometimes 3) Not much 4) Never
- d) Price: 1) Regularly 2) Sometimes 3) Not much 4) Never
- e) Expiry date: 1) Regularly 2) Sometimes 3) Not much 4) Never

16. What actions would you take if you find an expiry/ fake product?

- 1. Return it to chemist 2. File a complaint 3. Do nothing

17. Do you know any mode of filing complaint against expiry/ fake medicines?

- 1. Yes 2. No 3. Don't know the procedure