KERALA STATE DRUGS CONTROL ENFORCEMENT OFFICERS ASSOCIATION
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Date: 26/08/2017

To

The Drugs Controller and Licensing Authority
Kerala State.

Sir,

Sub: xln software-frequent interrupted access-difficulties faced by the officers and public- representation submitting of-reg.

Your immediate attention is invited to the subject matter cited above.

We would like to present the grievance of many of our members with regard to frequent interruption to access xln software in the last few days. Hence this representation is submitted before you for your kind consideration and favorable decision in the matter.

Due to continuous server error in xln software, the officers of our department are unable to process and create Inspection Reports, RP/CP changes, renewal applications, Sampling Duplicate Checking etc. and cause hardships to the officers. Also, many applications are pending in various offices of Assistant Drugs Controllers in the State for granting renewal/fresh drugs licenses. It causes difficulties to the vendors also since they are looking to get fresh drugs licenses granted due to constitution changes/ownership changes etc. after submitting their applications. Renewal applications are also cannot be processed due to unavailability of software. Fresh applications from various applicants including Pradhan Mantri Jan Aushadhi Kendras are also pending for want of drugs licenses granted to start the business. Since all the applications are processed through online only, the public as well as the officers are facing much difficulties in these days.

Though the departmental software intended for a solution to complexity, it works in contrary to the said objective nowadays. It is learnt from the homepage of xln software that the problem will be continued in the coming days also till they get nod from the State Authorities to ensure space at State Data Centre for transferring xln software.

We feel that the recent problems associated with the departmental software become an obstacle to process many applications in time at various offices of this department which is unacceptable and the matter may be communicated to the concerned authority urgently for the smooth conduct of office activities. We also inform you that the issues involved in the server is unpardonable from the part of public as it creates much loss of their valuable time and patience.

Hence we humbly request you that the matter may be taken up with the concerned authorities urgently so as to remove the frequent interruption to overcome the hurdles in the xln software and maintain its continuity for the benefit of public for their ease of doing business and the officers to deliver the service in time.

Thanking you,

Yours faithfully

Sd/-
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President
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