



དཔལ་ལྷན་འབྲུག་གཞུང་། གསོ་བ་ལྷན་ཁག འབྲུག་བཟའ་ཆས་དང་སློན་རིགས་དབང་འཛིན།

ROYAL GOVERNMENT OF BHUTAN
MINISTRY OF HEALTH
BHUTAN FOOD AND DRUG AUTHORITY



BFDA/MPD-LVS/16/MISC/2026-2027/1425

13 August, 2026

NOTIFICATION

The Bhutan Food and Drug Authority (BFDA) has noted recent social media posts regarding the authenticity and quality of certain medical products available in Bhutan, including concerns arising from the reported functionality of QR codes on medicine packaging.

The Authority recognizes that concerns relating to the quality, safety and authenticity of medicines are matters of legitimate public interest and appreciates members of the public who bring such concerns to the attention of the relevant authorities. At the same time, the Authority wishes to clarify the regulatory safeguards in place and encourage the public to rely on verified information through established regulatory channels.

1. Regulatory safeguards for medical products

Medical products supplied in Bhutan are subject to regulatory oversight by the BFDA through established procedures intended to ensure that products available in the market meet applicable requirements for quality, safety and efficacy.

These regulatory measures include, among others:

- Registration/market authorization of medical products prior to placement on the Bhutanese market;
- Assessment of relevant information relating to the quality, safety and efficacy of every products;
- Regulatory control and oversights including inspection of manufacturing, importation, distribution and storage of medical products;
- Sampling and laboratory testing of medical products as part of regulatory and post-market surveillance activities;
- Monitoring of products available in the market for potential quality or safety concerns; and
- Appropriate regulatory and enforcement action where non-compliance, falsification or other regulatory violations are identified.

2. Clarification on “Sinarest New” Tablet and QR Code Verification

In response to recent concerns regarding the authenticity of “Sinarest New” Tablet, Batch No. SAT2501, the Authority undertook appropriate regulatory verification and upon verification, the product was confirmed as genuine product manufactured by Centaur Pharmaceuticals Pvt. Ltd., India through the manufacturer with authenticity of the batch and its legitimate supply for distribution in Bhutan. The QR code on the product was also verified and the product had undergone recent quality testing and was found to comply with the applicable standards. Accordingly, no evidence of



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counterfeit, falsified or substandard product was identified through the verification undertaken by the Authority.

The Authority further clarifies that the inability to scan or read a QR code on a particular occasion does not, by itself, establish that a medical product is counterfeit, falsified or substandard as the QR code may be affected by factors such as lighting, camera focus, reflection, and packaging condition. The authenticity and quality of a medical product should therefore be assessed based on comprehensive regulatory evidence, including product and batch information, regulatory status, supply-chain verification, manufacturer confirmation and laboratory testing where necessary.

3. Responsible Sharing and Reporting of Concerns

The BFDA acknowledges the important role of social media in facilitating public communication and enabling consumers to raise concerns. However, unverified allegations, assumptions or misleading information regarding the authenticity, safety or quality of medical products may cause unnecessary public concern, undermine confidence in legitimate medical products and diminish public trust in the established regulatory system. The Authority therefore encourages the public and all stakeholders to promote accurate and responsible sharing of information and where concerns arise to the Authority for appropriate verification.

Further, we encouraged to report any suspected counterfeit, falsified, substandard, damaged, improperly labelled or otherwise suspicious medical product directly to the BFDA through established reporting channels, including the online complaint system through Drug-RIMS using the Public Reporting QR Code (attached) or the toll-free number 1555. The Authority will assess and verify reported concerns and take appropriate regulatory or enforcement action where necessary. The BFDA reaffirms that ensuring the quality, safety and authenticity of medical products remains a core regulatory responsibility, and timely reporting through official channels enables the Authority to investigate concerns effectively and take appropriate action to safeguard public health.

(Gyem Bidha)
Director



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Centaur

We Impart Health to Life

Centaur Pharmaceuticals Pvt. Ltd.

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Web: www.centaurpharma.com

CIN : U24230MH1980PTC023291

Date: 10.08.2026

To Whomsoever It May Concern

Subject: - Clarification regarding the Authenticity of Sinarest New tablet

Dear Sir/Madam,

We would like to clarify that Sinarest New Tablet, Batch No. SAT2501, is an authentic product manufactured by Centaur Pharmaceuticals Pvt. Ltd. and was supplied for distribution through Namsey in Bhutan.

Regarding the QR code scanning concern for Batch No. SAT2501, we have checked the control sample of said batch number & scan at our end. There was no issue as all details are reflected after scanning. (Video and photographs attached FYR). Sometimes due to light interference or angle, you may be facing issue while scanning the strip.

We assure you that Centaur Pharmaceuticals Pvt. Ltd. maintains strict quality standards, and the Sinarest New Tablet supplied to Bhutan is a genuine product manufactured by our company.

We hope the above clarification is up to your satisfaction.

Thanking you,

Annexure I – QR code scan video

Annexure – II – QR code scan photo

For CENTAUR PHARMACEUTICALS PVT. LTD.

Rakesh Chaudhari

Rakesh Chaudhari

Assistant General Manager - Distribution

Tel. No.: 022-66499166 / 09930090286.

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Have a **Complaint**
About a **Medicine?**



Scan the QR code to report:

- **Adverse Drug Reaction** (*feeling unwell after taking a medication*)
- **Product Defects** (*eg. broken tablets, unusual colour or smell*)
- **Poor quality** or suspected **substandard medicines**
- **Any other medicine-Related safety concern**

How to report

1. Scan the QR CODE here ➡
2. Fill in the Online form
3. Submit your complaint

Takes only a few minutes



Issued by:



Bhutan Food and Drug Authority (BFDA)
Ministry of Health, Royal Government of Bhutan