

NOTE: It is *strongly recommended* that applicants review our [Certification Standards](#) for the full list of standards assessed during review in order to be certified.

Healthcare Certification Application Checklist: India

We are excited to offer pharmacies in India the opportunity to participate in LegitScript's Healthcare Certification program, now recognized by Google. Achieving this Certification demonstrates your commitment to compliance and transparency, opening up new advertising opportunities for your services.

Please review the checklist below to help prepare for the application process. As you navigate through the checklist, remember that we are here to help and support you. We also highly encourage you to review our [Certification Standards](#), [Terms & Conditions](#), and program [FAQs](#) for a comprehensive understanding of our requirements.

If you have any questions about the certification process or need further assistance, our team is here to help you make this as easy as possible. Please do not hesitate to reach out to us at certification@legitscript.com.

Thank you for choosing LegitScript—we look forward to partnering with you every step of the way on your path to certification!

Licensure and Registration

- Please note: Entities that enable access to prescription medications but do not directly hold appropriate pharmacy licensure (such as facilitator or broker platforms) are not currently eligible for certification in India.
- If you directly provide pharmacy services, are you prepared to provide active license information?
 - Please fill out the "Pharmacy" tab of the [Licensure Template](#). Be prepared to disclose registration information from the Pharmacy Council of India and/or applicable State Drug Control Authorities for every state and/or territory that your business operates in.
 - Please note, pharmacies operating in the following states/territories will be required to provide an image of your active Drug Licence for each jurisdiction of operation, while pharmacists may be required to submit an image or copy of active pharmacist registration with each State

Pharmacy Council for the jurisdictions they operate within: Arunachal Pradesh, Delhi, Gujarat, Himachal Pradesh, Jammu & Kashmir, Ladakh, Manipur, Meghalaya, Nagaland, Pondicherry, and Tripura.

- Ensure that your active business name and 21 digit Corporate Identification Number (CIN) or a 7 digit Limited Liability Partnership Identification Number (LLPIN) number are accurately listed in the Business Registration tab of the LegitScript [Licensure Template](#).
- If you prescribe or dispense Schedule X drugs, narcotic drugs, and/or psychotropic substances, please be prepared to provide images of current relevant licensure from each applicable State Drug Control Department/Authority.

Pharmacy

- If you offer pharmacy or medication compounding services, ensure that you are adhering to all pharmacy and/or compounding requirements issued by relevant regulatory authorities.
 - If your business compounds medications, please fill out all applicable sections of the [Compounding Addendum](#). For each section that you complete, please provide a detailed explanation of how your compounding services comply with the laws and regulations in India.
 - Please be prepared to provide copies of any relevant standard inspection audits and/or full pharmacy quality audits for your business.

Legal Compliance

- Make sure your website's language and product offerings follow national laws and regulations.
 - For example: Drugs and health products must be approved by the [Central Drugs Standard Control Organization](#) (CDSCO).
 - If your website offers GLP-1 weight loss medications to the public:
 - Please make sure that your business practices follow [Drugs Controller of India compliance guidelines](#).
- Has your business or one of your principals been subject to discipline within the last five years? Has your business had any licenses or certifications that were lost, revoked, or not renewed? Has your business had to recall products?
 - Please provide evidence/documentation detailing this discipline, and to support any disciplinary action resolutions. Please reference our [Terms & Conditions](#) for examples of Disciplinary Action.
- Ensure your website features a privacy policy that is compliant with the [The Digital Personal Data Protection Act, 2023](#) and [Information Technology Act, 2000](#).

Patient Services

- Have you ensured your products and services are up-to-date with regulatory requirements?
- Have you ensured that your website and content include all required disclosures of information?
 - For example, per the [Consumer Protection \(E-Commerce\) Rules, 2020](#), every e-commerce entity is required to provide the following information in a clear and accessible manner on its platform, displayed prominently to its users:
 - Legal name of the e-commerce entity;
 - Principal geographic address of its headquarters and all branches;
 - Name and details of its website; and
 - Contact details like e-mail address, fax, landline and mobile numbers of customer care as well as of grievance officers.
- Have you confirmed that all website and social media advertising is in compliance with all applicable advertising regulations pertaining to drugs, health products, and healthcare services, including, but not limited to [The Drugs and Magic Remedies \(Objectionable Advertisement\) Act, 1954](#), and the [Consumer Protection Act, 2019](#)?
 - For example:
 - Advertisements must not be misleading, as defined by the Consumer Protection Act, 2019.
 - Advertisements must not include diseases and ailments (by whatever name described) which a drug may not purport to prevent for cure or make claims to prevent or cure as per Schedule J of the Drugs and Magic Remedies Rules, 1955.
 - Certain health products, such as Nutraceuticals, homeopathic, ayurvedic, siddha products and Health Supplements, have specific restrictions with regard to their advertising.

Transparency

- Is your website still under development/expecting updates? Please be prepared to provide LegitScript with a staging site or wireframes/screenshots and the expected timeframe of completion.
- If applicable, please create a test patient account and provide us with a username and password to access your patient/client portal.
- Please be prepared to provide us with a list of all jurisdictions your business serves, including any international jurisdictions your business serves outside of India, if applicable.

Affiliates & Partners

- Ensure affiliates or affiliations with your business are compliant and operating legally. This includes, but is not limited to: co-owned businesses of the business' owners or principals, supplying wholesalers or distributors, partner pharmacies/provider networks, and marketing or promotional partners.
 - Common barriers can include affiliations with entities offering unapproved medicines, and website/social media advertising featuring impermissible claims or ingredients.
- Did you know all "partners" are required to be certified through LegitScript? LegitScript also recognizes Healthcare Merchant Accreditation from the National Association of Boards of Pharmacy (NABP).
 - Partners are defined as organizations essential to supporting the applicant's continuum of care, such as partner pharmacies responsible for the fulfillment of prescription medication to patients. You can learn more about Affiliates and Partners within LegitScript's [Certification Standards](#).
- Please be reminded that all [applicable](#) in-scope business models utilized/promoted on the submitted domain must be approved by LegitScript, per our [Terms & Conditions](#).
 - Does your platform promote/link to a third party telemedicine provider partner or partner pharmacy? If so, the promoted URL is subject to our partner requirements.

Questions? Email our team at certification@legitscript.com