

भारतीय भेषजी परिषद्
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय के अंतर्गत सांविधिक निकाय)
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File No. IT-12/8/2025-IT

Circular

Date: 29.05.2025

To All,

1. Pharmacy Approved Institutions
2. Pharmacists/Students

Sub: Information regarding:

- i. **Modification of URL/web address in Official Website.**
- ii. **New Grievance Redressal Module**
- iii. **Username Retrieval Facility**
- iv. **Profile Update Facility on DIGI-PHARMed Portal.**

Sir/Madam,

This is in reference to the above subject matter where all concerned stakeholders are hereby informed regarding the following important modification/changes and updates from the Pharmacy Council of India (PCI) in respect to the digital platform.

1. Modification of URL/Web address in the Official Website of PCI

It is important to note that the Pharmacy Council of India's official website has changed from www.pci.nic.in to www.pci.gov.in. All official information, notices, and updates will be made available on the new website from now onwards (www.pci.gov.in).

2. New features under Grievance Redressal Module

All the users are hereby informed that issues/grievances should be reported only through the Digi-Pharmed portal for the sections specified in the "Grievance Module". Therefore, you are requested to log in to the Digi-Pharmed portal to raise and track your grievances instead of e-mail communications to the council.

The associated type of issues and the list of sections are cited below:

List of Issues	Section
Issues related to Decision Letter Issue, Services request, Compliance/Appeal Submission, Request for decision letter, Decision not updated on website etc.	Approval Bureau.

(TA/DA Payment, Dual Payment Refund Issue, PCI Payment Scheme issue, Other Payment Status etc.)	Accounts and Finance
Information regarding policy matters, Scholarship Issues, Guidelines/Regulations, State Pharmacy Council etc.)	Policy
(Forgot username, Login Issue, Payment Not Deducted but status showing as pending in SIF, SIF Submission Error, Data not showing in faculty profiles, Inspection App issues, Appeal and Compliance Process technical issues, Other technical issues).	IT

3. Username Retrieval Facility for Students and Pharmacists

Pharmacists and students who have forgotten their login credentials can now retrieve their username by clicking on "forgot username" on the login page or via this link.

<https://digipharmed.pci.gov.in/#/forgotusername> and follow the steps as mentioned below:

- Verifying their personal details i.e. Mobile Number and E-Mail ID registered on the DIGI-PHARMed Portal through the form available on the portal.
- Completing a **second-level verification through OTP sent to their registered mobile number.**

4. Profile Update Facility for Pharmacists

Pharmacists can now update the following details directly through the **Profile section** in the Digi-Pharmed portal:

- Basic Information (Name, Address etc.)
- Educational Qualifications
- Bank Account Details

The profile updating process is protected by OTP-based mobile verification to assure validity and authenticity. Therefore, users should keep their profiles accurate and up to date via this feature.

5. In addition to this, all users are requested to ensure that their mobile number on DIGI-PHARMed portal must be registered with the Aadhar. In case, the same is not verified, then it may lead to blacklisting of such user due to unsuccessful e-KYC in future.

Therefore, all users are hereby requested to take note of these modifications/changes/updates and adhere the updated approaches going forward.

This is issued with the approval of competent authority.

Yours Faithfully

(ANIL MITTAL)

Registrar-Cum-Secretary