

***By Courier/Email/Hand Delivery
WITHOUT PREJUDICE***

Date: November 04, 2025

To,
ISLAMIC REPUBLIC OF IRAN,
MINISTRY OF HEALTH, TREATMENT AND MEDICAL EDUCATION
Food and Drug Organization,
Tehran, Iran.

To,
DIRECTORATE OF FOOD & DRUGS ADMINISTRATION,
Dhanwantari, Opposite Shrine of the Holy Cross
Bambolim – Goa – 403202
Email – dfda.goa@nic.in

CENTRAL DRUG STANDARD CONTROL ORGANISATION,
FDA Bhawan, Kotla Road, ITO,
Mandi House, New Delhi – 110 002.
Email: dcil@nic.in

SUB: Request for investigation in the matter of counterfeit/unlicensed drug –
Finasteride (Finpecia) 1mg Tablets in Iran (**PR# 726542**)

Dear Sir/Madam,

We are writing to inform you about the availability of **Finpecia 1 mg Tablets** for unknown batch number ("**Product**") which has come to our knowledge and investigation is a counterfeit drug/ product.

On September 27, 2025, a complaint was addressed via email to Cipla Limited ("**Cipla**") by Masoud Heydari ("**Complainant**"), an Iranian national, enquiring about the genuineness of the said product for which the complaint sample photographs were also shared with us.

Cipla promptly acknowledged the complaint on September 29, 2025 and informed the Complainant that we have initiated investigation for your concern. We requested the Complainant to provide the complaint sample and additional information for further investigation. The complainant responded with nationality as Iranian and stated that he would be purchasing the medicine online. The complaint and the email correspondences are attached herewith for your reference.

We have compared the complaint sample photographs received from the complainant with our batch specimen proofs, it was found that the complaint sample photographs provided by complainant is of counterfeit sample. As per our investigation, it is also pertinent to note that the said product is supplied from Cipla only to domestic market and not in the international markets.

We believe that some unknown distributors are marketing and selling similar products in the market by illegal means and are using the trade-name and manufacturing details of Cipla Limited from the products available in the open market. Please note that we outrightly and completely disclaim our responsibility and liability arising out of the use of said Product. We do not endorse the said Product in any manner whatsoever.

The activities as enumerated above are capable of deceiving the members of the trade and public at large into believing that the product emanates from us or is manufactured or is distributed under our approval, license and supervision. Such activity can potentially cause irreparable damage, loss and injury to our business, reputation and goodwill.

Your office is well aware that circulation of spurious and unregistered products can lead to grave and adverse consequences on both consumers and genuine manufacturers. Therefore, keeping in mind the safety and well-being of the patients, we hereby request you to urgently take any and all steps deemed appropriate, in order to curtail marketing, sale, distribution and/or commercialization of counterfeit and unregistered products from such spurious manufacturers.

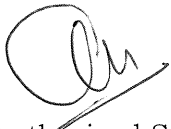
Please be assured of our full cooperation in the investigation for the said matter. All necessary information as may be required by your office shall be provided to the best of our capabilities.

This is for your information and necessary action. We are attaching all the relevant documents for your records and further action.

Thanking you and assuring best of our services and attention at all times.

Yours sincerely,

FOR AND BEHALF OF CIPLA LTD.


(Mr. Nilesh Hagu)
Authorized Signatory

ENCL: As Above

Akhtar S.M./QA-VIII/GOA

From: Ankeeta Dubey/CQA/VKH
Sent: 13.10.2025 14:39
To: Akhtar S.M./QA-VIII/GOA
Subject: FW: FW: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663) PR 726542

Follow Up Flag: Follow up
Flag Status: Flagged

FYI

From: Cipla Product Queries/CQA/VKH <CiplaProductQueries@Cipla.com>
Sent: Monday, October 13, 2025 12:08 PM
To: Ankeeta Dubey/CQA/VKH <ankeeta.dubey@Cipla.com>
Cc: Drugsafety/CLINICAL/RPLAZA <drugsafety@Cipla.com>
Subject: FW: FW: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663) PR 726542

fyi

From: Masoud Heydari <hse.heydari@gmail.com>
Sent: 13 October 2025 11:36
To: Cipla Product Queries/CQA/VKH <CiplaProductQueries@Cipla.com>
Subject: Re: FW: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663) PR 726542

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

Hi dear

I from Iran and i am going to purchase by online this tablet.i sent the photographic of carton already.

On Mon, Oct 13, 2025 at 07:03 Cipla Product Queries/CQA/VKH <CiplaProductQueries@cipla.com> wrote:

Dear Sir/Madam,

Greetings from Cipla,

We have initiated investigation for your concern, please provide below requested documents at the earliest.

A. Country of origin.

B. Prescription of the doctor.

 04.11.2025

- C. Purchase/ invoice or bill copy.
- D. Details and address of pharmacy/ agency from where the medicine was purchased.
- E. What made you suspicious about the purchased products?
- F. Whether you are the first-time user or regular user of the same product.
- G. Complaint Sample is available with you ?
- H. Provide clear photographs of the carton and blister from all sides.
- I. Batch number of product.

Regards

Ankeeta

Cipla

From: Cipla Product Queries/CQA/VKH <CiplaProductQueries@Cipla.com>

Sent: Monday, October 6, 2025 4:31 PM

To: hse.heydari@gmail.com

Cc: Drugsafety/CLINICAL/RPLAZA <drugsafety@Cipla.com>

Subject: RE: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663) PR 726542

Dear Sir/Madam,

Greetings from Cipla,

We have initiated investigation for your concern, please provide below requested documents at the earliest.

- A. Country of origin.
- B. Prescription of the doctor.
- C. Purchase/ invoice or bill copy.
- D. Details and address of pharmacy/ agency from where the medicine was purchased.

04.11.2025

- E. What made you suspicious about the purchased products?
- F. Whether you are the first-time user or regular user of the same product.
- G. Complaint Sample is available with you ?
- H. Provide clear photographs of the carton and blister from all sides.
- I. Batch number of product.

Regards

Ankeeta

Cipla

From: Cipla Product Queries/CQA/VKH <CiplaProductQueries@Cipla.com>

Sent: Monday, September 29, 2025 5:09 PM

To: hse.heydari@gmail.com

Cc: Drugsafety/CLINICAL/RPLAZA <drugsafety@Cipla.com>

Subject: Re: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663) PR 726542

Dear Sir/Madam,

Greetings from Cipla,

We have initiated investigation for your concern, please provide below requested documents at the earliest.

- Country of origin.
- Batch no of product
- Prescription of the doctor.
- Purchase/ invoice or bill copy.
- Details and address of pharmacy/ agency from where the medicine was purchased.
- What made you suspicious about the purchased products?
- Whether you are the first-time user or regular user of the same product

Regards

J 04.11.2025

Ankeeta

Cipla

From: Cipla Product Queries/CQA/VKH

Sent: 29 September 2025 11:12

To: hse.heydari@gmail.com <hse.heydari@gmail.com>

Cc: Drugsafety/CLINICAL/RPLAZA <drugsafety@Cipla.com>

Subject: FW: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663)

Dear Sir/Madam,

Greetings from Cipla!

Thank you for writing to us.

We acknowledge the receipt of your mail, and it has been forwarded to the concerned team for relevant action.

Requesting you to provide clear photograph of the product from all sides also provide the below details .

- Country of origin.
- Batch no of product
- Prescription of the doctor.
- Purchase/ invoice or bill copy.
- Details and address of pharmacy/ agency from where the medicine was purchased.
- What made you suspicious about the purchased products?
- Whether you are the first-time user or regular user of the same product

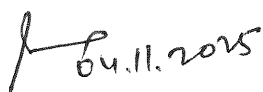
Regards

Rutuja

Quality Assurance-Cipla

From: Masoud Heydari <hse.heydari@gmail.com>

Sent: 27 September 2025 21:54

 24.11.2025

To: Drugsafety/CLINICAL/RPLAZA <drugsafety@Cipla.com>

Subject: Request for Verification of Product Authenticity – Finpecia (Barcode: 8901117248663)

You don't often get email from hse.heydari@gmail.com. [Learn why this is important](#)

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

Dear Cipla Customer Support Team,

I am writing to request verification of the authenticity of a product labeled as Finpecia (Finasteride Tablets IP 1 mg), manufactured by Cipla Ltd. The product details are as follows:

- Product name: Finpecia (Finasteride Tablets IP 1 mg)
- Manufacturer: Cipla Ltd., Verna Indl. Estate, Goa 403 722, India
- Barcode number: 8901117248663
- Batch/ML No.: M.L. 611 (as printed on the package)
- Photos attached: packaging and blister pack

Could you kindly confirm whether this product is authentic and manufactured by your company? If so, I would appreciate receiving any related production details (e.g., batch validity, manufacture/expiry date). If not genuine, please advise on the appropriate steps for reporting and handling counterfeit products.

Thank you very much for your assistance. I look forward to your reply.

Best regards,

Masou Heydari

Email: hse.heydari@gmail.com

Attachments: barcode_package.jpg, blister.jpg

"Legally privileged confidential information and subject to ["Disclaimer"](#)."

8 Oct 11, 2015

'Your personal data is collected and processed exclusively for the purposes of safety investigations and reporting in Pharmacovigilance. We comply with all applicable data protection laws, including the General Data Protection Regulation (GDPR) to ensure that your data is safeguarded. Your data will be handled with the highest level of confidentiality and security. If you have any complaints, concerns or suspect a breach related to the processing of your personal data please contact us at privacy@cipla.com'.

J
04.11.2025