



Republic of the Philippines  
Department of Health  
**FOOD AND DRUG ADMINISTRATION**



01 December 2014

**FDA MEMORANDUM CIRCULAR**

No. 2014-016

**TO :** All Concerned Stakeholders and FDA Employees

**SUBJECT :** Administration of Customer Satisfaction Survey

In line with the intent to improve the FDA services to its external and internal customers, there is a need to improve the collection of customer feedback.

The FDA has established an administration of Customer Satisfaction Survey (CSS) to both the internal and external FDA customers. A new color coded form will be used (white for external customers and green for internal customers), as well as a new method for administration and collection will be instituted.

Effective 01 December 2014 the revised CSS form (see Annex A), together with the Visitor's ID pass, will be distributed by the Security Guards on duty to the external customers before entering the FDA building. The accomplished survey form will be returned by the customers to the Security Guard on duty upon surrendering Visitor's ID pass.

For internal customers (FDA employees) transacting business with the respective Centers and Offices, the accomplished CSS form shall be dropped in the box assigned per Center or Office. The accomplished CSS form shall be retrieved by the Policy and Planning Office at the end of each month.

For any question or clarification, please contact Policy and Planning Office at Telephone No. 857-1900 local 1111 or 1121 or via email ([mbpedron@fda.gov.ph](mailto:mbpedron@fda.gov.ph)).

For strict compliance.

**ATTY. RONALD R. DE VEYRA, MBA, CESO VI**  
FDA Quality Management Representative  
Acting Deputy Director General,  
Administrative and Finance Office

