17 February 2015

**FDA MEMORANDUM CIRCULAR**  
No. **2015-004**

**TO:** ALL FDA CENTERS/OFFICES AND FDA REGULATED ESTABLISHMENTS

**SUBJECT:** Revised FDA Citizen’s Charter

Please be informed that the Civil Service Commission (CSC) has approved the Food and Drug Administration’s (FDA’s) proposal to revise the FDA Citizen’s Charter as part of its on-going commitment to improve compliance with Republic Act 9485 (Anti Red Tape Act of 2007).

The revised durations of process are as follows:

<table>
<thead>
<tr>
<th>Services</th>
<th>Responsible Office</th>
<th>Duration of Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Filing and receiving of applications</td>
<td>Public Assistance, Information and Receiving (PAIR) Unit</td>
<td>5 calendar days</td>
</tr>
<tr>
<td>2 Inspection/Issuance of Certificate of Compliance</td>
<td>Regional Field Offices</td>
<td>61 calendar days</td>
</tr>
<tr>
<td>3 Issuance of License to Operate</td>
<td>CCRR, CDRR, CFRR</td>
<td>30 calendar days</td>
</tr>
<tr>
<td>4 Issuance of Certificate of Product of Registration (CPR)</td>
<td>CDRR</td>
<td>254 calendar days</td>
</tr>
<tr>
<td></td>
<td>• Initial</td>
<td>68 calendar days</td>
</tr>
<tr>
<td></td>
<td>• Renewal</td>
<td>33 calendar days</td>
</tr>
<tr>
<td></td>
<td>• Automatic Renewal</td>
<td>31 calendar days</td>
</tr>
<tr>
<td></td>
<td>• CLIDP</td>
<td>52 calendar days</td>
</tr>
<tr>
<td></td>
<td>• Variations</td>
<td></td>
</tr>
</tbody>
</table>
| 5 | Issuance of Certificate of Product of Registration (CPR)  
- Initial/Renewal  
- Automatic Renewal/Re-application/Probationary Permit to Market (PPM) | CFRR | 114 calendar days  
57 calendar days |
| 6 | Issuance of Certificate of Product of Registration (CPR)/Notification  
- Cosmetic Notification  
- HUHS Notification  
- HUP CPR – Initial  
- Renwal  
- Toys and Childcare Articles (TCCA)  
- TCCA Certificate of Conformity – Compliant  
- with deficiencies | CCRR | 14 calendar days  
14 calendar days  
175 calendar days  
28 calendar days  
30 calendar days  
42 calendar days  
64 calendar days |
| 7 | Batch Notification  
Lot Release Certificate  
Laboratory Test Report | Central Laboratory | 2 calendar days  
9 calendar days  
7 to 80 calendar days |
| 8 | Issuance of Other Certifications/Permits  
- Certificate of Pharmaceutical Products (CoPP)  
- Certificate of Free Sale (CFS)  
- Export Certificate (EC)  
- Food Export and Commodity Clearance  
- Sales Promotion and Advertisement Permit | CDRR/CCRR  
CDRR/CCRR  
Central Laboratory  
CCRR, CDRR, CFRR | 14 calendar days  
14 calendar days  
14 calendar days  
2 calendar days  
14 calendar days |

The FDA will periodically review its systems and processes to continually improve the committed turnaround time.

This order shall take effect on 02 March 2015.

For your guidance and strict compliance.

ATTY. NICOLAS B. LUTERO III, CESO III  
OIC, Director IV, Food and Drug Administration