



FDA ADVISORY
No. **2017-204**

TO : ALL FDA STAKEHOLDERS AND THE GENERAL PUBLIC

SUBJECT : Relocation of the Food and Drug Action Center (FDAC)

In our desire to provide a more efficient customer service and pleasant experience for you in our Food and Drug Action Center (FDAC), we are now enhancing our facilities at the FDA Main Office in Alabang.

Meanwhile, we will be relocating FDAC very soon to Civic Prime Bldg., Civic Drive, Alabang, Muntinlupa City, a site almost just a stone's throw away from the present FDAC facilities at the FDA Main Office. Please expect the same, if not better level of service in the new facility as we prepare an even more modern FDAC for your convenience.

For your reference, please check FDA Order No. 2017-010 entitled "Rules and Regulations Governing the Creation, Establishment, Operation and Maintenance of the Food and Drug Action Center (FDAC)" which was approved on **12 May 2017** and published at the Philippine Star on **19 June 2017**.

In the meantime, we encourage you to regularly check FDA website at <http://www.fda.gov.ph> for updates.

We assure you of uninterrupted service with the following amenities and services available:

1. There will be direct lines assigned to each Center/ Office at the new site.

- 1.1 Drugs (CDRR)
- 1.2 Food (CFRR)
- 1.3 Medical Devices (CDRRHR)
- 1.4 Cosmetics (CCRR)
- 1.5 Central Services Laboratory (CSL)
- 1.6 FDA Academy
- 1.7 Records Releasing
- 1.8 Cashier
- 1.9 Telephone Operators
- 1.10 Manager/ Supervisor



2. The usual services shall be provided to ensure smooth operations such as but not be limited to:

- 2.1 Receiving of applications for License to Operate (LTO), Certificate of Product Registration (CPR), other Authorizations and documents at FDAC;
- 2.2 Attending to walk-in clients;
- 2.3 Handling of complaints and inquiries at the Public Assistance and Complaints Desk;
- 2.4 Receiving the submission by the industry of compliance documents;
- 2.5 Receiving and encoding all documents arriving via courier;
- 2.6 Scheduling of appointment with the concerned Center/ Office.

Your inquiries are welcome via e-mail to info@fda.gov.ph and/or pair@fda.gov.ph. You may also call us at 8571900 local 1051-1052.

Thank you very much for your cooperation and patience as we build a better FDAC for you.

At your service,


NELA CHARADE G. PUNO, RPh
Director General

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