



2. Filing of Complaint (Walk-in)

Filing of complaint through personal appearance at the Food and Drug Action Center (FDAC)

Center/Office/Division	: FDAC CSAT/E-Report Section		
Classification	: Simple		
Type of Transaction	: G2G - Government to Business, G2C - Citizen, or G2G – Government		
Who may Avail	: All		
Fees to be paid	: None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Written letter addressed to Director General of Food and Drug Administration (FDA) <ul style="list-style-type: none"> ▪ Full name ▪ Address ▪ Contact details ▪ Details of the acts complained of ▪ Name of center/office of person(s) charged, if applicable ▪ Evidence of such violation, if applicable 		Food and Drug Action Center	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a written letter addressed to the Director General of the Food and Drug Administration (FDA) to E-Report Section of the Food and Drug Action Center (FDAC) Address: 3 rd Flr. Starmall Alabang, Muntinlupa	1. Receives the written letter and encodes the details in the FDA Inventory System and generates Document Tracking Number (DTN)	5 Minutes	FDAC E-Report Staff (Administrative Assistant III)
2. Receives an acknowledgement receipt.	2. Encodes the DTN and details of the E-Report Database for tracking and monitoring. 3. Prints the acknowledgement receipt	5 Minutes	



	4. Endorses the received document/s to the concerned center/office	None	Day 1
TOTAL:		None	1 Working Day, 10 Minutes