



B. Filing of Complaint (Online)

Filing of complaint through email e-report@fda.gov.ph

Center/Office/Division	:	Food and Drug Action Center (FDAC) - Public Assistance and Complaints' Desk (PACD)		
Classification	:	Simple		
Type of Transaction	:	Government to Business, Citizen, or Government		
Who may Avail	:	All		
Fees to be paid	:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email with the following information : <ul style="list-style-type: none"> ▪ Full name ▪ Address ▪ Contact details ▪ Details of the complaint ▪ Evidence/s e.g pictures or video 				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends complaint/report via eReport@fda.gov.ph	1. Receives and checks the email and its attachments	2 minutes	FDAC – PACD Staff (Administrative Assistant II)	
	2. Encodes the details in the FDA Inventory System to generate Document Tracking Number (DTN)	1 minute		
	3. Encodes the DTN and details of the complaint to the eReport Database (Google Sheet) for tracking and monitoring	2 minutes		



2. Receives Acknowledgement Receipt	4. Sends Acknowledgement Receipt	30 seconds	
	5. Endorses the complaint/report to the concerned FDA Center/Office via email	30 seconds	
TOTAL:		6 minutes	