



D. Provision of Assistance and Information to Telephone Callers

Center/Office/Division	: Food and Drug Action Center (FDAC) – Telephone Operators Team		
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	
None		None	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls the FDAC designated landline and mobile numbers: (8) 857-1900 local 1000, (8) 842-5635 09617709691 09616845994 09610574926	1. Answers phone call and identify/probe client's concern	Minimum of 5 minutes, maximum of 20 minutes depending on the complexity of the issue	FDAC Phone Operators (Information Officer II)
	2. Encodes client's details and concerns to Customer Relationship Management System (CRMS)		



	3. Acts on client's concern For highly technical concerns, clients are advised to send an email to the designated FDA Center/Office's email address		
TOTAL:		20 minutes	