

FOOD AND DRUG ADMINISTRATION ACTION CENTER (FDAC)

4. Filing of Complaint (Online)

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

Center/Office/Division	:	FDAC CSAT/E-Report Section		
Classification	:	Simple		
Type of Transaction	:	G2B - Government to Business, G2C - Citizen, or G2G – Government		
Who may Avail	:	All		
Fees to be paid	:	None		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For complaint or feedback via e-mail, kindly include the following information if applicable: <ul style="list-style-type: none"> ▪ Full name: ▪ Address: ▪ Contact details: ▪ Details of the complaint/feedback ▪ Person(s) in-charged ▪ Evidence of such violation 		Food and Drug Action Center		
CLIENT STEPS	AGENCY ACTION	Fees to be paid	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complaint via e-mail with the detailed information to the Food and Drug Action Center (FDAC) E-mail: e-report@fda.gov.ph customersatisfactionteam@fda.gov.ph	1. Checks the received document along with other attached documents if available.	None	5 Minutes	FDAC E-Report Staff (Administrative Assistant III)
	2. Encodes the complaint details and generates Document Tracking Number (DTN) in the FDA Inventory System	None		
	3. Encodes the DTN and compliant details in the E-Report Database for tracking and monitoring.	None		

FOOD AND DRUG ADMINISTRATION ACTION CENTER (FDAC)

2. Receives acknowledgement receipt and DTN	4. Send an acknowledgement receipt including DTN	None	5 Minutes	
	5. Endorse the received document/s to the concerned center/office through e-mail	None	Day 1	
TOTAL:		None	1 Working Day, 10 Minutes	