

**FOOD AND DRUG ADMINISTRATION ACTION CENTER (FDAC)**

**6. Assistance to Phone Callers**

<b>Center/Office/Division</b>	:	FDAC Phone Operator Section		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2B - Government to Business, G2C - Citizen, or G2G – Government		
<b>Who may Avail</b>	:	All		
<b>Fees to be paid</b>	:	None		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>PROCESSING TIME</b>
Calls the FDAC designated landline numbers 8-8211177 8-8211176 8-8211159 8-8211220 8-8211162		1. Answer phone calls and identify the client's concern 2. Acts on client's concern 3. Highly technical concerns are advised to send an e-mail to the designated center/office e-mail address	None	10 Minutes Depending on the complexity of the issue
		<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>

**3. Customer Satisfaction Survey (CSS) Form**

<b>Center/Office/Division</b>	:	FDAC CSAT/E-Report Section		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2B - Government to Business, G2C - Citizen, or G2G – Government		
<b>Who may Avail</b>	:	All		
<b>Fees to be paid</b>	:	None		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CSS Form		Food and Drug Action Center (FDAC)		

**FOOD AND DRUG ADMINISTRATION ACTION CENTER (FDAC)**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the CSS form and drops it at the designated suggestion box	1. Consolidates all filled-out CSS forms at the end of the month	None	3 Minutes	FDAC E-Report Staff (Administrative Assistant III)
	2. Routes the consolidated forms to the concerned center/office	None	Day 1	
<b>TOTAL:</b>		<b>None</b>	<b>1 Working Day, 3 Minutes</b>	