



Republic of the Philippines  
Department of Health  
**FOOD AND DRUG ADMINISTRATION**



FDA ADVISORY  
No. : **2023-1881**

14 AUG 2023

**TO : FDA STAKEHOLDERS AND THE GENERAL PUBLIC**

**SUBJECT : Pilot Implementation of the Food and Drug Administration Customer Relation Management Information System (CRMIS)**

The Food and Drug Administration (FDA), as mandated by Republic Act No. 9711 otherwise known as the “FDA Act of 2009”, in the development of information technology infrastructures and its continuous commitment to provide better public health services to its stakeholders and the general public, hereby creates the **Customer Relation Management Information System (CRMIS)**.

The FDA CRMIS is a digital platform that allows all stakeholders and the general public to lodge inquiries, follow-ups, and other concerns through this link: <http://contact.fda.gov.ph>.

Hence, the FDA is issuing this Advisory to launch the pilot implementation of the FDA CRMIS with the following details:

<b>FDA Customer Relation Management Information System (CRMIS)</b>	
Classification of inquiry that may be lodged through CRMIS	<ul style="list-style-type: none"><li>• Follow-up</li><li>• Request</li><li>• Product/system complaint</li><li>• Payment status</li><li>• Report of Violation</li></ul>
Start of pilot implementation	28 August 2023
End of pilot implementation	30 November 2023

Please follow **Annex A** of this Advisory for the guidelines on the submission of requests through the CRMIS and **Annex B** for the procedure on the use of the FDA CRMIS.

  
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Director General