

**OFFICE OF THE DIRECTOR GENERAL
EXTERNAL SERVICE**

1. RECEIVING OF LETTERS AND OTHER EXTERNAL COMMUNICATIONS

Letters, Invitation and Inquiry

Center/Office/Division	:	Office of the Director General (ODG)
Classification	:	Simple
Type of Transaction	:	External
Who May Avail	:	FDA Centers, Personnels and Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/ Request with attached references or invitations	Client, FDA Info (FDAC)

EXTERNAL CLIENT STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward document/ email to ODG	Receive Document/ email, encode to ODG Database and DockTrack System (FIS) Reply to Client (Acknowledgement of receipt)	None	1 working day upon receipt	ODG Receiving Staff
	Review of Documents	None	1 – 3 working days depending on the nature of request or letter received	ODG Technical Personnel
	Referral to Concerned Office/Center	None	1 working day	ODG Releasing Staff
	Releasing of Documents	None		
TOTAL:		None	3 to 5 Working days	