



Inquiries and Complaints Procedure in the Central Administration of Drug Control 2022

Code: EDEREX: NP.CADC.002

Version No: 1/2022

Issue Date: 14/11/2022

Effective date: 14/11/2022



First: Contact us via E-mail

Inquire about a single product per e-mail

1. Step one: correspondence via the official e-mail of the respective administration

• **The Administration of Evaluation and Approval (formerly registration)**

dc.regrev@edaegypt.gov.eg	For inquiries about product files undergoing assessment
dc.reg@edaegypt.gov.eg	For inquiries about products for human use undergoing analysis
dc.reg2@edaegypt.gov.eg	For inquiries about veterinary, disinfectant, cosmetic, herbal and products for export undergoing analysis

• **The Administration of Post-approval Control**

dc.inspectrev@edaegypt.gov.eg	For inquiries about product files undergoing assessment
dc.inspect@edaegypt.gov.eg	For inquiries about products for human use undergoing analysis

• **The Administration of Post-approval Control**

dc.importrev@edaegypt.gov.eg	For inquiries about product files undergoing assessment
dc.import@edaegypt.gov.eg	For inquiries about products for human use undergoing analysis

A reply will be sent within 5 working days from the date of sending the inquiry



2. Step two: correspondence via the official complaints e-mail assigned to the Administration of Technical Support

If no reply is sent to the applicant within the specified timeline, or if the reply is unsatisfactory, send an e-mail directly to the General Administration of Technical Support, containing a link to or a copy of the previous correspondence/s with the respective administration, to the following e-mail:

dc.complain@edaegypt.gov.eg

provided that sent inquiry encloses the following information: product name- sample identification code- concerned administration- subject of inquiry- company name-applicant name and position- contact phone number.

3. Step three: correspondence via the official e-mail assigned to the Head of CADC's Technical Office

If the applicant does not receive a satisfactory reply within the specified timelines, after exhausting the above steps, contact the technical office via the following e-mail:

dc.tech@edaegypt.gov.eg and attach all former correspondences.

A reply will be sent within 5 working days from the date of sending the inquiry.

Second : other channels of communication

1. Request to arrange a meeting to discuss and resolve an issue

- Submit a request to set an appointment using the following link:

[Meeting request](#)

Ensure all the details of the issue to be discussed are enclosed in the request

- The request is studied and the applicant is contacted within 3 working days from the date of sending the request, to set arrange a meeting with a representative from the administration of technical support



- Once a date is agreed upon, an e-mail is sent to inform the applicant of the date, and the applicant is required to send a confirmation e-mail within 24 hours.
- If the applicant does not confirm within 24 hours, or does not attend on the specified date, the appointment is cancelled, and setting a new appointment is postponed no sooner than 10 working days from the date of the former appointment.
- After the meeting, a reply is sent within 5 working days from the date of the meeting.
- After the meeting, the applicant is required to commit to the outcomes agreed upon in the meeting (submit documents, complete procedures etc..), within 5 working days.

2. **Submit cover letters to the General Administration of Technical Support**

- Hand in letters, stamped with the company stamp, clarifying the request, appeal, complaint etc., and including the following information: product name- sample identification code- concerned administration- subject of request- company name- applicant name and position- applicant national identification number- contact phone number- official e-mail- payment receipt for the requested appeal.
- The applicant will be contacted by telephone and an official reply will be sent by email.

Kindly commit to the announced communication channels and steps to ensure a smooth and streamlined work flow.