

FDA responds to the Prime Minister's policy Reduce authorization steps and times, making it more convenient and faster, emphasizing that consumers remain safe.

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FDA responds to the Prime Minister's policy to increase service potential with a digital work system, reducing the steps and time for approval consideration to 245 procedures, reduce the total number of service days by more than 50 percent, but still maintain efficiency with an emphasis on consumer safety.

Dr. Narong Aphikulwanich, Secretary-General of the Food and Drug Administration revealed that Dr. Chonnan Srikaew, Minister of Public Health, has ordered the Food and Drug Administration (FDA) to adjust the system to reduce the process and time required for requesting permission in accordance with the orders of the Prime Minister. The FDA has always given importance to the service system. Therefore, the service model has been continuously developed until now, which is FDA One Platform, consisting of e-Service, e-Submission, e-Payment, e-Review, e-Tracking, and e-License, from the application of permission until it is received. There is also an e-Consult system for online consultation which provides services with a digital working system. This allows service recipients to access the service from anywhere, at any time, reducing costs and travel time for operators. In addition, the FDA has reviewed 245 health product approval processes by reducing steps and duration of service time for operators. The total number of service days can be reduced by more than 50 percent, in cases such as requesting permission to produce or import medical equipment. In the case of not sending an expert, working group or sub-committee, the original 215 days will be reduced to 86 working days, so that entrepreneurs can receive speedy returns under concise procedures. To provide good service to the heart, the FDA has established the FDA Care D+ heart coordination team to help service recipients by incorporating the slogan: "your heart, our heart" to promote understanding and reduce the communication gap to increase empathy.

The Secretary-General of the FDA added that the FDA considers the importance of consumer safety and the development of entrepreneurs' potential as important. Strengthening the security of health products in the country for economic sustainability is a top priority. Therefore, consumers can be confident that in the future the FDA will continue to strive and develop work to protect safety from the use of health products continuously.

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