

## Available Publications

To assist you in understanding the Controlled Substances Act of 1970 and its implementing Federal regulations, the following publications are available, free of charge, from any local DEA office or from the address at the end of this pamphlet.

❖ *The Diversion of Drugs and Chemicals: A Descriptive Report of the Programs and Activities of DEA's Office of Diversion Control*

❖ *A Security Outline of the Controlled Substances Act of 1970*

❖ *Pharmacist's Manual: An Informative Outline of the Controlled Substances Act of 1970*

❖ *Practitioner's Manual: An Informational Outline of the Controlled Substances Act of 1970*

❖ *Mid-Level Practitioner's Manual: An Informational Outline of the Controlled Substances Act of 1970*

❖ *Chemical Handler's Manual: An Informational Outline of the Chemical Diversion and Trafficking Act of 1988 and the Domestic Chemical Diversion Control Act of 1993*

Assistance with DEA registrations can be obtained by contacting one of the following:

### **Pharmaceutical Registrations**

Voice (Toll Free) 1-800-882-9539

Facsimile (202) 307-8485

### **Chemical Registrations**

Voice (202) 307-7204

Facsimile (202) 307-4702

Additional information may be obtained from the Internet by visiting:  
**[www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)**

### **Suggestions, Comments, or Complaints**

The Drug Enforcement Administration wants to provide the best service possible to our registrants. We encourage you to send any suggestions you may have to help improve our services to the following address:

U.S. Department of Justice  
Drug Enforcement Administration  
Office of Diversion Control  
Liaison & Policy Section  
Washington, D.C. 20537

Or Call: (202) 307-7297

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U.S. Department of Justice  
Drug Enforcement Administration  
Office of Diversion Control



## Customer Service Plan for Registrants



## Our Mission

The Drug Enforcement Administration's (DEA) Diversion Control Program consists of a comprehensive regulatory and enforcement scheme designed to prevent the diversion of legitimately produced controlled substances and regulated chemicals used in clandestine manufacture of controlled substances. Major components of this program include:

- ❖ **Scheduling** of controlled substances
- ❖ **Setting** production quotas for certain controlled substances
- ❖ **Establishing** import and export controls
- ❖ **Investigation** of DEA registrants to detect diversion, and where diversion occurs, prosecution of offenders
- ❖ **Liaison** with industry and associations representing registrants
- ❖ **Assistance** to state and local authorities
- ❖ **International** liaison including representing the United States on matters related to controlled substances at the United Nations

## Our Services

DEA's Office of Diversion Control, through Headquarters staff and field personnel, provides registrants with the following services:

- ❖ **Registration** of qualified individuals, institutions, and other entities that enables them to handle controlled substances and listed chemicals
- ❖ **A source** of information regarding their responsibilities under the Controlled Substances Act (CSA) of 1970 and its implementing Federal regulations
- ❖ **Prompt** responses to telephone and written requests for information and assistance
- ❖ **Publications** to assist them in understanding the provisions of the CSA and its regulations
- ❖ **Meetings** on a regular basis with professional associations to address issues of mutual concern to DEA and registrants
- ❖ **Investigate** substantiated allegations of diversion received from registrants

## Our Standards

As a DEA registrant, you have a right to expect professional and competent service. To that end, you can expect that:

- ❖ **You** will receive courteous and professional treatment from DEA personnel
- ❖ **You** will receive a response to telephone inquiries on the date the inquiry is received
- ❖ **You** will receive a written response to written inquiries
- ❖ **Guidance** you receive regarding interpretation of the CSA and its regulations will be clear and concise
- ❖ **DEA** will be responsive to your concerns and criticisms and we will continue to work toward streamlining processes wherever possible
- ❖ **We** will exercise discretion in handling sensitive information provided by you
- ❖ **We** will be responsive to your complaints and any suggestions for improving our service, procedures, and performance

As a DEA registrant, you play a critical role in preventing the diversion of controlled substances and listed chemicals. Your adherence to the law, along with voluntary measures in furtherance of its objectives, constitutes a powerful resource for protection of public health and safety. The DEA is committed to providing the finest possible service to assist you in your efforts.

