

RE: FOI 24/340

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Wed 05/06/2024 09:53

To

Dear [REDACTED],

Thank you for your reply which we have processed as a request for clarification on two points of our response, rather than a request for an Internal Review. If you would like us to conduct an Internal Review then please let us know by reply.

We also consider that you have made a new request for information which we will process as a new request and will acknowledge that shortly.

We have copied each of your points and added our feedback in blue text beneath:

-- I understand that you cannot provide me with the full contact details, but can you at least provide me with their actual job title

We do not hold this information. We are mandated to use the Crown Commercial Service and when we make contact with them it is via their central helpdesk, we do not have a named contact.

-- please share the NHH, HH, Gas and Specialist Gas/Liquid meter points of Energy Management

We consider this to be a new request, we will acknowledge this separately and process as a new request under the Freedom of Information Act.

-- please confirm when the Energy Management System will be implemented. It would be helpful if you mention the month/year.

We do not have an Energy Management System and we do not have any plans at present to implement one.

Yours sincerely

MHRA Customer Experience Centre

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU

From: [REDACTED] >

Sent: Thursday, May 23, 2024 6:19 AM

To: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Subject: Re: FOI 24/340

Hi,

Thank you for your email.

-- I understand that you cannot provide me with the full contact details, but can you at least provide me with their actual job title

-- please share the NHH, HH, Gas and Specialist Gas/Liquid meter points of Energy Management