



**HOTLINE**  
**8888**

**OFFICE OF THE SECRETARY**  
**INTERNAL AUDIT SERVICE**

**Updates as of June 30, 2019**

# Update on the Number of DA-Related Complaints Lodged Thru 8888 Citizens' Complaint Hotline



OFFICE/AGENCY	NO. OF COMPLAINTS RECEIVED	NO. OF RESOLVED COMPLAINTS	% ACCOMPLISHED
	from November 4, 2017	as of June 30, 2019	
<b>DA - CENTRAL OFFICE</b>	<b>168</b>	<b>140</b>	<b>83</b>
ACEF	4	4	<b>100</b>
ADMINISTRATIVE SERVICE	28	8	<b>29</b>
AMAS	96	73	<b>76</b>
FMR	43	39	<b>91</b>
HVCDP	2	1	<b>50</b>
ICTS	4	3	<b>75</b>
OSEC	13	7	<b>54</b>
Office of the Undersecretary for Operations	5	5	<b>100</b>
Office of the Undersecretary for Special Concerns	1	1	<b>100</b>
PRDP	1	1	<b>100</b>
SAAD	1	1	<b>100</b>

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<b>DA - REGIONAL FIELD OFFICES (RFOs)</b>	<b>324</b>	<b>290</b>	<b>90</b>
DAF - ARMM	1	1	100
CAR	2	2	100
DA - RFO I	14	13	93
DA - RFO II	28	24	86
DA - RFO III	58	40	69
DA - RFO IV-A	16	11	69
DA - RFO IV-B	34	30	88
DA - RFO V	6	6	100
DA - RFO VI	23	12	52
DA - RFO VII	23	12	52
DA - RFO VIII	37	23	62
DA - RFO IX	18	15	83
DA - RFO X	24	18	75
DA - RFO XI	31	29	94
DA - RFO XII	39	35	90
DA - RFO XIII	23	19	83

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<b>DA - BUREAUS</b>	<b>155</b>	<b>138</b>	<b>89</b>
Agricultural Training Institute (ATI)	9	9	<b>100</b>
Bureau of Agricultural Research (BAR)	2	1	<b>50</b>
Bureau of Agriculture and Fisheries Standards (BAFS)	1	1	<b>100</b>
Bureau of Animal Industry (BAI)	31	25	<b>81</b>
Bureau of Fisheries and Aquatic Resources (BFAR)	125	77	<b>62</b>
Bureau of Plant Industry (BPI)	15	11	<b>73</b>
Bureau of Soils and Water Management (BSWM)	16	14	<b>88</b>
<b>CONVERGENCE</b>	<b>13</b>	<b>13</b>	<b>100</b>
National Convergence Initiative for Sustainable Rural Development (NCISRD)	1	1	<b>100</b>
National Technical Committee on Land Use Matters (NTECLUM)	14	12	<b>86</b>

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<b>DA - ATTACHED AGENCIES</b>	<b>30</b>	<b>29</b>	<b>97</b>
Agricultural Credit Policy Council (ACPC)	4	4	100
Fertilizer and Pesticide Authority (FPA)	11	11	100
National Meat Inspection Service (NMIS)	12	8	67
Philippine Carabao Center (PCC)	4	4	100
Philippine Center for Postharvest Development and Mechanization (PhilMech)	2	1	50
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	0
Philippine Fiber Industry Development Authority (PhilFIDA)	0	0	0
Philippine Rubber Research Institute (PRRI)	3	1	33

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<b>DA - ATTACHED CORPORATIONS</b>	<b>87</b>	<b>97</b>	<b>111</b>
Human Settlements Development Corporations (HSDC)	2	2	100
National Dairy Authority (NDA)	0	0	0
National Food Authority (NFA)	53	48	91
National Tobacco Authority (NTA)	12	10	83
Philippine Coconut Authority (PCA)	1	1	100
Philippine Crop Insurance Corporation (PCIC)	26	26	100
Philippine Fisheries Development Authority (PFDA)	6	3	50
Philippine Rice Research Institute (PhilRice)	2	2	100
Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)	1	1	100
Sugar Regulatory Administration (SRA)	4	4	100

Will update monthly to keep the concerned Head of Offices, Bureaus, Attached Agencies and Corporations under the Department.