



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

Updates as of August 31, 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 August 31, 2019	
DA - CENTRAL OFFICE	245	164	67
ACEF	5	4	80
ADMINISTRATIVE SERVICE	35	9	26
AMAS	124	92	74
FMR	50	39	78
FMS	1	1	0
HVCDP	2	1	50
ICTS	5	4	80
OSEC	15	7	47
Office of the Undersecretary for Operations	5	5	100
Office of the Undersecretary for Special Concerns	1	1	100
PRDP	1	1	100
SAAD	1	1	100

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 August 31, 2019	
DA - REGIONAL FIELD OFFICES (RFOs)	443	332	75
DAF - ARMM	1	1	100
CAR	2	2	100
DA - RFO I	16	13	81
DA - RFO II	37	29	78
DA - RFO III	60	46	77
DA - RFO IV-A	21	13	62
DA - RFO IV-B	38	31	82
DA - RFO V	8	7	88
DA - RFO VI	36	18	50
DA - RFO VII	27	17	63
DA - RFO VIII	39	21	54
DA - RFO IX	19	17	89
DA - RFO X	30	19	63
DA - RFO XI	38	36	95
DA - RFO XII	48	41	85
DA - RFO XIII	23	21	91

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 August 31, 2019	
DA – BUREAUS	223	161	72
Agricultural Training Institute (ATI)	11	9	82
Bureau of Agricultural Research (BAR)	2	2	100
Bureau of Agriculture and Fisheries Standards (BAFS)	1	1	100
Bureau of Animal Industry (BAI)	34	29	85
Bureau of Fisheries and Aquatic Resources (BFAR)	139	94	68
Bureau of Plant Industry (BPI)	18	11	61
Bureau of Soils and Water Management (BSWM)	18	15	83
CONVERGENCE	17	15	88
National Convergence Initiative for Sustainable Rural Development (NCISRD)	1	1	100
National Technical Committee on Land Use Matters (NTECLUM)	16	14	88

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 July 31, 2019	
DA - ATTACHED AGENCIES	39	31	79
Agricultural Credit Policy Council (ACPC)	4	4	100
Fertilizer and Pesticide Authority (FPA)	11	11	100
National Meat Inspection Service (NMIS)	15	8	53
Philippine Carabao Center (PCC)	4	4	100
Philippine Center for Postharvest Development and Mechanization (PhilMech)	2	2	100
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	2	67

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 August 31, 2019	
DA - ATTACHED CORPORATIONS	120	104	87
Human Settlements Development Corporations (HSDC)	2	2	100
National Dairy Authority (NDA)	0	0	0
National Food Authority (NFA)	64	52	81
National Tobacco Authority (NTA)	13	10	77
Philippine Coconut Authority (PCA)	2	2	100
Philippine Crop Insurance Corporation (PCIC)	26	26	100
Philippine Fisheries Development Authority (PFDA)	6	5	83
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.