



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

Updates as of December 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 December 31, 2019	
DA - CENTRAL OFFICE	317	232	73
ACEF	7	6	86
ADMINISTRATIVE SERVICE	36	12	33
AMAS	172	139	81
BAC	1	1	100
FMR	62	46	74
FMS	1	1	100
HVCDP	2	2	100
ICTS	8	7	88
Legal Service	1	0	0
OSEC	16	7	44
Office of the Undersecretary for Operations	5	5	100
Office of the Undersecretary for Special Concerns	2	2	100
PRDP	3	3	100
SAAD	1	1	100

“A food-secure Philippines with prosperous farmers and fisherfolk ,,”



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	from November 4, 2017	as of December 31, 2019	
DA - REGIONAL FIELD OFFICES (RFOs)	1118	446	40
DAF - ARMM	1	1	100
CAR	7	7	100
DA - RFO I	28	24	86
DA - RFO II	53	47	89
DA - RFO III	89	58	65
DA - RFO IV-A	38	25	66
DA - RFO IV-B	45	36	80
DA - RFO V	12	9	75
DA - RFO VI	578	22	4
DA - RFO VII	31	20	65
DA - RFO VIII	45	28	62
DA - RFO IX	22	20	91
DA - RFO X	44	36	82
DA - RFO XI	45	44	98
DA - RFO XII	55	46	84
DA - RFO XIII	25	23	92

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DA – BUREAUS	676	394	58
Agricultural Training Institute (ATI)	13	11	85
Bureau of Agricultural Research (BAR)	2	2	100
Bureau of Agriculture and Fisheries Standards (BAFS)	1	1	100
Bureau of Animal Industry (BAI)	57	38	67
Bureau of Fisheries and Aquatic Resources (BFAR)	547	303	55
Bureau of Plant Industry (BPI)	32	20	63
Bureau of Soils and Water Management (BSWM)	24	19	79

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DA - ATTACHED AGENCIES	60	41	68
Agricultural Credit Policy Council (ACPC)	6	5	83
Fertilizer and Pesticide Authority (FPA)	13	13	100
National Meat Inspection Service (NMIS)	25	9	36
Philippine Carabao Center (PCC)	4	4	100
Philippine Center for Postharvest Development and Mechanization (PhilMech)	3	3	100
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	0
Philippine Fiber Industry Development Authority (PhilFIDA)	1	1	100
Philippine Rubber Research Institute (PRRI)	8	6	75

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DA - ATTACHED CORPORATIONS	120	104	87
Human Settlements Development Corporations (HSDC)	4	4	100
National Dairy Authority (NDA)	0	0	0
National Food Authority (NFA)	88	80	91
National Tobacco Authority (NTA)	16	14	88
Philippine Coconut Authority (PCA)	4	4	100
Philippine Crop Insurance Corporation (PCIC)	31	31	100
Philippine Fisheries Development Authority (PFDA)	6	5	83
Philippine Rice Research Institute (PhilRice)	5	5	100
Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)	1	1	100
Sugar Regulatory Administration (SRA)	6	4	67

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**Will provide monthly status
to keep the concerned Head
of Offices, Bureaus, Attached
Agencies and Corporations
under the Department
updated.**

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Thank you.

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