



Republic of the Philippines
OFFICE OF THE SECRETARY
Elliptical Road, Diliman
1100 Quezon City

MEMORANDUM

FOR : **ALL HEADS OF OFFICE, DEPARTMENT OF AGRICULTURE (DA) CENTRAL OFFICE AND REGIONAL FIELD OFFICES, BUREAUS, AND ATTACHED AGENCIES AND CORPORATIONS IN LUZON**

FROM : **UNDERSECRETARY FOR ADMINISTRATION AND FINANCE and CHAIRPERSON, SERVICE CONTINUITY PLANNING AND MANAGEMENT TEAM**

DATE : **MARCH 19, 2020**

SUBJECT : **IMPLEMENTATION OF A PUBLIC ASSISTANCE HELPLINE FOR PUBLIC QUERIES AND CONCERNS ON FOOD AVAILABILITY, SUPPLY AND RELATED MATTERS DURING THE PERIOD OF ENHANCED COMMUNITY QUARANTINE IN LUZON**

The Service Continuity Planning and Management Team (SCMPT) and the Food Resiliency Task Force (FRTF) of the Department of Agriculture have jointly launched "**Task Force Food Helpline**", a mechanism by which concerned individuals and entities and the public, in general, may be able to raise to the government specific queries and concerns relating to food availability, supply, and related matters in this time of national public health emergency, particularly during the period of implementation the directive for Enhanced Community Quarantine in Luzon.

In essence, anyone with a query or concern relating to above matters may reach out to government through text messaging to specific numbers (different codes and numbers are provided for different issue categories). Official message receivers/ monitors shall facilitate the process to the end that the queries and concerns are properly and swiftly addressed by the concerned offices. The Helpline codes and numbers are in the attached **Menu of Services**.

To make this public assistance mechanism truly accessible to the intended users, please disseminate to the public, through all means available to your respective offices, information on the subject Helpline.

A food-secure Philippines
with prosperous farmers and fisherfolk



Kindly provide this Office reports relative to your compliance with this directive.

Please be guided, accordingly.



ROLDAN G. GORGONIO

Copy Furnished: *Office of the Secretary*
 Office of the Undersecretary for Operations



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Office of the Undersecretary for Administration and Finance
Department of Agriculture

TASK FORCE FOOD HELPLINE

Gateway No. 09175053380

MENU OF SERVICES

CONCERN	CODE
FOOD LANE 1. Permits 2. Checkpoints 3. Food Transport 4. Distribution	Type FPASS (Space) query or concern. Send to 09175053380 <i>For Ex: TPASS Ako po ay si Mr. Romy ng Nueva Ecija, dala ko isang trak ng gulay. Meron na man po akong Conduct Pass hanggang checkpoint na lang daw po ako. Tulungan nyo na man ako.</i> i-send sa 09175053380
FOOD SUPPLY CONCERNS	SUPPLY (Space) query or concern. Send to 09175053380
RICE CONCERNS 1. Rice Supply	NFA (Space) query or concern. Send to 09175053380
LIVESTOCK AND POULTRY CONCERNS 1. Quarantine 2. Livestock Shippers 3. Bird Flu (Avian influenza) 4. African Swine Fever (ASF) 5. Animal Feeds and Drugs 6. BAI Laboratory	BAI (Space) query or concern. Send to 09175053380
FISH CONCERNS	BFAR (Space) query or concern. Send to 09175053380
FISHPORT CONCERNS	PFDA (Space) query or concern. Send to 09175053380
MEAT CONCERNS 1. NCR 2. Region III 3. Region IV-A 4. Consumer Welfare	NMIS (Space) query or concern. Send to 09175053380
PRICES 1. Price Monitoring, Enforcement and Stabilization	PRICE (Space) query or concern. Send to 09175053380
PLANT CONCERNS 1. Imports 2. Plant Quarantine 3. Food Safety	BPI (Space) query or concern. Send to 09175053380
COCONUT CONCERNS 1. Cooking oil and other coconut concerns	PCA (Space) query or concern. Send to 09175053380
SUGAR CONCERNS	SRA (Space) query or concern. Send to 09175053380