



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

Updates as of December 31, 2020



Update on the Number of DA-Related Complaints/Request for Assistance Lodged Thru 8888 Citizens' Complaint Hotline



OFFICE/AGENCY	NO. OF COMPLAINTS/REQUEST FOR ASSISTANCE RECEIVED	NO. OF CLOSED TICKETS	% ACCOMPLISHED
	from November 4, 2017	as of December 31, 2020	
DA - CENTRAL OFFICE	265	159	60
ACEF	16	8	50
ADMINISTRATIVE SERVICE	42	14	33
AMAS	64	27	42
BAC	3	2	67
FMR	88	65	74
FMS	0	0	-
HVCDP	6	5	83
ICTS	9	8	89
Legal Service	2	1	50
OSEC	20	15	75
Office of the Undersecretary for Operations	7	6	86
Office of the Undersecretary for Special Concerns	2	2	100
Office of the Undersecretary for Regulations	1	1	100
PRDP	3	3	100
SAAD	2	2	100

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DA - REGIONAL FIELD OFFICES (RFOs)	2916	805	28
DAF - ARMM	1	1	100
CAR	18	13	72
DA - RFO I	70	40	57
DA - RFO II	85	70	82
DA - RFO III	204	135	66
DA - RFO IV-A	67	36	54
DA - RFO IV-B	67	46	69
DA - RFO V	35	18	51
DA - RFO VI	1905	139	7
DA - RFO VII	65	33	51
DA - RFO VIII	69	36	52
DA - RFO IX	37	26	70
DA - RFO X	82	58	71
DA - RFO XI	75	63	84
DA - RFO XII	86	54	63
DA - RFO XIII	50	37	74

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DA - BUREAUS	1271	501	39
Agricultural Training Institute (ATI)	18	14	78
Bureau of Agricultural Research (BAR)	2	2	100
Bureau of Agriculture and Fisheries Standards (BAFS)	1	1	100
Bureau of Animal Industry (BAI)	92	59	64
Bureau of Fisheries and Aquatic Resources (BFAR)	1080	370	34
Bureau of Plant Industry (BPI)	49	31	63
Bureau of Soils and Water Management (BSWM)	29	24	83

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DA - ATTACHED AGENCIES	80	57	71
Agricultural Credit Policy Council (ACPC)	16	13	81
Fertilizer and Pesticide Authority (FPA)	13	13	100
National Meat Inspection Service (NMIS)	30	15	50
Philippine Carabao Center (PCC)	5	5	100
Philippine Center for Postharvest Development and Mechanization (PhilMech)	5	3	60
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	-
Philippine Fiber Industry Development Authority (PhilFIDA)	2	1	50
Philippine Rubber Research Institute (PRRI)	9	7	78

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DA - ATTACHED CORPORATIONS	220	198	90
Human Settlements Development Corporations (HSDC)	4	4	100
National Dairy Authority (NDA)	2	2	0
National Food Authority (NFA)	100	88	88
National Tobacco Authority (NTA)	17	16	94
Philippine Coconut Authority (PCA)	8	6	75
Philippine Crop Insurance Corporation (PCIC)	59	57	97
Philippine Fisheries Development Authority (PFDA)	8	7	88
Philippine Rice Research Institute (PhilRice)	12	12	100
Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)	1	1	100
Sugar Regulatory Administration (SRA)	9	5	56

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CONVERGENCE	18	17	94
National Convergence Initiative for Sustainable Rural Development (NCISRD)	1	1	100
National Technical Committee on Land Use Matters (NTECLUM)	17	16	94
OTHERS	2	2	100

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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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