



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

## **ADMINISTRATIVE ORDER**

No. 10  
Series of 2021

**SUBJECT : GUIDELINES ON THE FILING OF COMPLAINTS AGAINST OFFICIALS, EMPLOYEES, AND IMPLEMENTATION OF PROGRAMS OF THE DEPARTMENT OF AGRICULTURE**


Pursuant to the disciplinary powers of the Secretary provided for in Executive Order No. 292, s. 1987 or the "The Administrative Code of 1987" and in order to further manage the complaints filed in the Department, the guidelines on the filing and action on the complaints is hereby adopted:

### **RULE 1 The Complaint**

- Section 1. Any person may file a complaint.
- Section 2. The complaint shall be in writing, preferably verified, with supporting documents. Forum-shopping is not allowed.
- Section 3. Anonymous complaints based on hearsays without supporting documents or clear evidence of violations will not be entertained.
- Section 4. Failure to substantially comply with the preceding rules is a ground for the outright dismissal of the complaint.

### **RULE 2 Filing of the Complaint**

- Section 1. All complaints must be filed with the Office of the Secretary (OSEC), personally, or through its official address by mail, email, or web portal. Complaints not correctly received (must be documented or recorded) by OSEC shall not be acted upon.
- Section 2. Complaints received by other DA - Central Office/Services shall be forwarded to the OSEC.
- Section 3. The OSEC Receiving Unit shall forward the complaints received to the DA Special Investigation Unit (DSI).

  
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**RULE 3**  
**The DA Special Investigation Unit (DSI)**

- Section 1. The DSI shall conduct a review of the complaints forwarded to it by the OSEC Receiving Unit to determine which office is primarily responsible or has jurisdiction to take action regarding the complaint.
- Section 2. The DSI shall review and investigate the complaints involving non-Presidential appointees/ officials and employees of the DA – Central Office and Regional Field Offices.
- Section 3. After review and investigation, the DSI shall:
- 3.1 Cause or assist in the preparation of a formal charge to be filed with the DA – Legal Service, for adjudication and hearing, if there is sufficient ground and evidence of administrative liability; or
  - 3.2 Forward the complaint to the DA – Legal Service for appropriate action or disposal if there is no sufficient ground and evidence of administrative liability.
- Section 4. The DSI may investigate other matters as instructed by the Secretary of Agriculture for purposes of determining and the filing of appropriate administrative and/or criminal complaint or charge.

**RULE 4**  
**The Office of the Assistant Secretary for Field Inspectorate (AFI)**

- Section 1. The DSI shall forward complaints about the implementation of DA programs, projects and related matters, including programs and projects of DA – Bureaus, Attached Agencies/Corporations and Regional Field Offices to the AFI.
- Section 2. AFI shall:
- 2.1 Review and investigate complaints received from DSI for appropriate action or remedy, including preparing a formal charge for administrative and/or criminal liability, among others.
  - 2.2 Motu proprio shall investigate anomalies and irregularities observed or uncovered in the course of its field inspection, duly updating the Secretary of such investigation.

- Section 3. After review and/or investigation, the AFI shall:
- 3.1 Cause or assist in the preparation of a formal charge to be filed with the DA – Legal Service or respective Heads of Bureaus/Agencies, for adjudication and hearing, if there are sufficient grounds and evidence of administrative liability; or
  - 3.2 Forward the complaint to the DA – Legal Service for appropriate action or disposal if there is no-sufficient ground and evidence of administrative liability.
- Section 4. The AFI may seek the assistance of the OSEC, or take its initiative for non-adjudicatory remedies, such as bringing the matter to the attention of the DA, its Bureaus, Attached Agencies/Corporations, and Regional Field Offices.
- Section 5. The AFI shall regularly provide the OSEC, with attention to the Head Investigator of the DSI, status updates regarding the complaints forwarded to it.

**RULE 5**  
**The Dulugan Bayan (DB)**

- Section 1. The DSI shall forward complaints involving non-Presidential appointees/officials and employees of Bureaus and Attached Agencies/Corporations to the D.B.
- Section 2. The D.B. shall review and investigate complaints received from DSI for appropriate action or remedy, including preparing a formal charge for administrative and/or criminal liability, among others.
- Section 3. After review and/or investigation, the DB shall:
- 3.1 Cause or assist in the preparation of a formal charge to be filed with the appropriate office or services of the bureau or attached agency concerned, if there is sufficient ground and evidence of administrative liability; or
  - 3.2 Forward the complaint to the DA – Legal Service for appropriate action or disposal if there is no sufficient ground and evidence of administrative liability.
- Section 4. The D.B. shall regularly provide the OSEC, with attention to the Head Investigator of the DSI, status updates regarding the complaints forwarded to it.

**RULE 6**  
**Office of the Legal Service (OLS)**

- Section 1. The DSI shall forward complaints regarding or involving Presidential appointees/officials of the DA, its Bureaus, and Attached Agencies to the OLS.



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Section 2. The OLS shall review complaints received involving Presidential appointees/officials of the DA, its Bureaus, Attached Agencies/Corporations, and Regional Field Offices.

Section 3. After review of the complaints involving Presidential-appointees, the OLS shall:

- 3.1 Motu proprio endorse the administrative complaint to the Office of the President;
- 3.2 Motu proprio endorse the graft and corruption-related complaint to the Presidential Anti-Corruption Commission (PACC);
- 3.3 Upon instruction of the Secretary, conduct a fact-finding investigation, the Final Report of which, upon finding of sufficient ground and prima facie evidence of administrative and/or criminal liability, shall be endorsed by the OSEC to the Office of the President (OP) or PACC; or
- 3.4 Cause or assist in the preparation of a formal charge to be filed with the appropriate body, such as the Office of the Ombudsman, the OP, Civil Service Commission (CSC) or the PACC.

Section 4. The OLS shall adjudicate and hear the formal charges filed before it by the DSI and AFI.

Section 5. The Secretary, upon the recommendation of the OLS, after conduct of due hearing and observance of administrative due process on cases filed before it by the DSI and AFI shall issue the Decision disposing the administrative case.

Section 6. The OLS shall regularly provide the OSEC, with attention to the Head Investigator of the DSI, the status updates regarding the complaints forwarded to it.


#### **RULE 7** **Applicability**

These rules shall be applicable to all complaints except for complaints involving the implementation of R.A. No. 7581 or the "Price Act" and complaints governed by Special Laws that provide for a complaint procedure to be implemented by the Department of Agriculture.

#### **RULE 8** **Effectivity**

These rules shall take effect immediately after publication in Official Gazette or a newspaper of general circulation, or the DA official website.

Done this 22nd day of February 2021.

  
**WILLIAM D. DAR, Ph.D.**  
Secretary

**PROCESS FLOWCHART OF FILING AND ACTION ON COMPLAINTS AGAINST OFFICIALS, EMPLOYEES, AND IMPLEMENTATION OF DA PROGRAMS**

