



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



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

February 28, 2023



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

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



OFFICE/AGENCY	JAN- DEC 2018			JAN - DEC 2019			JAN - DEC 2020			JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2022			JANUARY - FEBRUARY 2023			TOTAL			PERCENTAGE ACCOMPLISHED
	referred	closed	awaiting feedback	referred	closed	Awaiting feedback	referred	closed	Awaiting feedback	referred	closed	Awaiting feedback	referred	closed	Awaiting feedback	referred	closed	Awaiting feedback	TOTAL REFERRED	CLOSED TICKETS	AWATING FEEDBACK	
Central Office (CO)																						
ACEF	3	3	0	4	3	1	8	4	4	2	2	0	10	7	3	1	1	0	28	20	8	71%
ADMINISTRATIVE SERVICE	8	8	0	28	28	0	2	2	0	0	0	0	4	2	2	0	0	0	42	42	0	100%
AMAS	2	2	0	1	1	0	40	32	8	10	9	1	4	3	1	2	1	1	60	49	11	82%
BAC	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
Budget Divsion	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
FMRDP	26	25	1	27	18	9	24	17	7	24	15	9	29	2	27	8	2	6	141	86	55	61%
FMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100%
GSD	0	0	0	1	1	0	0	0	0	2	2	0	0	0	0	0	0	0	3	3	0	100%
HVCDP	0	0	0	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0	3	3	0	100%
Legal Service	0	0	0	0	0	0	1	1	0	2	2	0	2	2	0	0	0	0	5	5	0	100%
ICTS	2	2	0	5	5	0	1	1	0	0	0	0	0	0	0	0	0	0	8	8	0	100%
Office of the Secretary	8	8	0	4	4	0	4	4	0	3	3	0	4	2	2	0	0	0	25	23	2	92%
Office of the Undersecretary for Operations	3	3	0	2	2	0	2	1	1	0	0	0	2	0	2	2	2	0	11	8	3	73%
Office of the Undersecretary for Special Concerns	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	100%
Office of the Undersecretary for Regulations	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
Personnel	0	0	0	2	2	0	0	0	0	0	0	0	5	1	4	2	2	0	9	5	4	56%
PRDP	0	0	0	2	2	0	0	0	0	1	1	0	1	1	0	0	0	0	4	4	0	100%
SAAD	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	2	2	0	100%
Bantay Presyo Task Force	0	0	0	11	10	1	13	0	13	4	1	3	0	0	0	0	0	0	28	11	17	39%



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Regional Field Office (RFO)																						
DA - ARMM	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
CAR	1	1	0	8	8	0	8	8	0	11	11	0	7	7	0	1	1	0	36	36	0	100%
DA - RFO I	8	8	0	19	16	3	38	16	22	57	37	20	70	18	52	7	3	4	200	99	101	50%
DA - RFO II	12	12	0	41	41	0	26	19	7	51	51	0	52	49	3	6	6	0	188	178	10	95%
DA - RFO III	13	13	0	73	71	2	111	110	1	98	98	0	103	98	5	15	13	2	416	406	10	98%
DA - RFO IV-A	6	4	2	33	25	8	27	13	14	40	28	12	38	23	15	5	3	2	149	96	53	64%
DA - RFO IV-B	9	7	2	37	33	4	19	13	6	26	6	20	39	12	27	1	1	0	132	73	59	55%
DA - RFO V	1	1	0	9	6	3	22	8	14	25	13	12	30	11	19	3	0	3	92	41	51	45%
DA - RFO VI	12	11	1	576	569	7	1315	733	582	5967	2531	3436	999	44	955	10	1	9	8879	3889	4990	44%
DA - RFO VII	10	10	0	21	14	7	33	24	9	33	22	11	59	26	33	8	5	3	165	102	63	62%
DA - RFO VIII	14	13	1	30	25	5	23	15	8	32	20	12	39	20	19	3	3	0	141	96	45	68%
DA - RFO IX	9	9	0	13	11	2	12	5	7	31	9	22	26	3	23	1	0	1	93	38	55	41%
DA - RFO X	10	8	2	33	30	3	32	18	14	25	15	10	35	12	23	7	4	3	144	89	55	62%
DA - RFO XI	15	15	0	32	31	1	23	19	4	22	15	7	21	10	11	1	0	1	115	91	24	79%
DA - RFO XII	22	22	0	33	33	0	18	18	0	25	25	0	48	48	0	6	6	0	156	156	0	100%
DA - RFO XIII	10	10	0	15	15	0	18	17	1	24	24	0	19	18	1	6	3	3	93	88	5	95%



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Bureaus																						
Agricultural Training Institute (ATI)	7	7	0	5	5	0	4	4	0	2	2	0	7	7	0	1	1	0	27	27	0	100%
Bureau of Agricultural Research (BAR)	1	1	0	1	1	0	0	0	0	1	1	0	1	1	0	0	0	0	4	4	0	100%
Bureau of Agriculture and Fisheries Standards (BAFS)	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
Bureau of Animal Industry (BAI)	19	19	0	28	27	1	25	23	2	23	14	9	68	38	30	14	10	4	178	132	46	74%
Bureau of Fisheries and Aquatic Resources (BFAR)	52	49	3	487	303	184	527	250	277	897	479	418	317	164	153	11	5	6	2294	1253	1041	55%
Bureau of Plant Industry (BPI)	8	8	0	19	16	3	14	13	1	22	19	3	17	10	7	8	2	6	89	69	20	78%
Bureau of Soils and Water Management (BSWM)	11	11	0	13	11	2	4	3	1	0	0	0	2	2	0	0	0	0	30	27	3	90%
Bureau of Agricultural and Fisheries Engineering (BAFE)	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1	0	100%



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Attached Agencies																						
Agricultural Credit Policy Council (ACPC)	0	0	0	2	2	0	7	7	0	41	41	0	631	631	0	2	2	0	683	683	0	100%
Fertilizer and Pesticide Authority (FPA)	6	6	0	1	1	0	0	0	0	88	88	0	13	13	0	1	1	0	109	109	0	100%
National Meat Inspection Service (NMIS)	9	9	0	12	12	0	3	3	0	6	6	0	7	7	0	2	2	0	39	39	0	100%
Philippine Carabao Center (PCC)	0	0	0	3	3	0	1	1	0	0	0	0	3	3	0	0	0	0	8	8	0	100%
Philippine Center for Postharvest Development and Mechanization (PhilMech)	1	1	0	2	2	0	0	0	0	2	2	0	6	5	1	0	0	0	11	10	1	91%
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	0	0	0	0	0	0	0	1	1	0	2	2	0	0	0	0	3	3	0	100%
Philippine Fiber Industry Development Authority (PhilFIDA)	0	0	0	1	1	0	1	1	0	2	2	0	2	2	0	0	0	0	6	6	0	100%
Philippine Rubber Research Institute (PRRI)	0	0	0	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0	6	6	0	100%



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Attached Corporation																						
Human Settlements Development Corporations (HSDC)	1	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	0	100%
National Dairy Authority (NDA)	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
National Food Authority (NFA)	7	7	0	8	7	1	5	5	0	2	2	0	1	1	0	0	0	0	23	22	1	96%
National Tobacco Authority (NTA)	9	9	0	9	9	0	1	1	0	2	2	0	3	1	2	0	0	0	24	22	2	92%
Philippine Coconut Authority (PCA)	0	0	0	1	1	0	3	2	1	2	2	0	1	0	1	0	0	0	7	5	2	71%
Philippine Crop Insurance Corporation (PCIC)	18	18	0	14	14	0	23	23	0	11	11	0	0	0	0	0	0	0	66	66	0	100%
Philippine Fisheries Development Authority (PFDA)	2	2	0	3	3	0	2	2	0	3	3	0	1	1	0	0	0	0	11	11	0	100%
Philippine Rice Research Institute (PhilRice)	2	2	0	3	3	0	7	7	0	5	5	0	2	2	0	0	0	0	19	19	0	100%
Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
Sugar Regulatory Administration (SRA)	4	4	0	2	2	0	3	3	0	3	3	0	11	2	9	1	0	1	24	14	10	58%
Natinal Irrigation Administration (NIA)	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	100%