



HOTLINE
8888

OFFICE OF THE SECRETARY
INTERNAL AUDIT SERVICE

October 31, 2023



*Masaganang Agrikultura,
Maunlad na Ekonomiya*



BAGONG PILIPINAS



Masaganang Agrikultura,
Maunlad na Ekonomiya

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



OFFICE/AGENCY	TICKETS REFERRED TO CONCERNED OFFICES																					
	JAN- DEC 2018			JAN - DEC 2019			JAN - DEC 2020			JANUARY - DECEMBER 2021			JANUARY - DECEMBER 2022			JANUARY - OCTOBER 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)																						
Agricultural Competitiveness Enhancement (ACEF)	3	3	0	4	3	1	8	4	4	2	2	0	10	7	3	3	3	0	30	22	8	73%
ADMINISTRATIVE SERVICE	8	8	0	28	28	0	2	2	0	0	0	0	4	4	0	0	0	0	42	42	0	100%
Agribusiness and Marketing Assistance Service (AMAS)	2	2	0	1	1	0	40	32	8	10	9	1	4	3	1	17	10	7	75	58	17	77%
BAC	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	100%
Budget Division	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	16	8	29	14	15	48	19	29	181	112	69	62%
FMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	100%
General Service Division (GSD)	0	0	0	1	1	0	0	0	0	2	2	0	0	0	0	2	0	2	5	3	2	60%
HVCDP	0	0	0	1	1	0	2	2	0	0	0	0	0	0	0	1	1	0	4	4	0	100%
LIVESTOCK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	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%
Field Operation Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0%
Office of the Secretary	8	8	0	4	4	0	4	4	0	3	3	0	4	3	1	0	0	0	25	24	1	96%
Office of the Undersecretary for Operations	3	3	0	2	2	0	2	1	1	0	0	0	2	1	1	3	3	0	12	10	2	83%
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	5	0	2	2	0	9	9	0	100%
PRDP	0	0	0	2	2	0	0	0	0	1	1	0	1	1	0	4	1	3	8	5	3	63%
SAAD	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	2	2	0	100%
RICE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	1	0	7	1	6	14%
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%
Cordillera Administrative Region (CAR)	1	1	0	8	8	0	8	8	0	11	11	0	7	7	0	19	12	7	54	47	7	87%
DA - RFO I	8	8	0	19	16	3	38	16	22	57	37	20	70	22	48	21	13	8	214	113	101	53%
DA - RFO II	12	12	0	41	41	0	26	25	1	51	51	0	52	51	1	20	18	2	202	198	4	98%
DA - RFO III	13	13	0	73	71	2	111	111	0	98	98	0	103	100	3	59	41	18	460	437	23	95%
DA - RFO IV-A	6	4	2	33	25	8	27	13	14	40	28	12	38	23	15	19	8	11	163	101	62	62%
DA - RFO IV-B	9	7	2	37	33	4	19	13	6	26	6	20	39	12	27	5	4	1	136	76	60	56%
DA - RFO V	1	1	0	9	6	3	22	9	13	25	13	12	30	12	18	9	3	6	98	46	52	47%
DA - RFO VI	12	11	1	576	569	7	1314	772	542	5967	2807	3160	1000	51	949	22	2	20	8891	4212	4679	47%
DA - RFO VII	10	10	0	21	14	7	33	24	9	33	22	11	59	26	33	22	12	10	179	109	70	61%
DA - RFO VIII	14	13	1	30	25	5	23	15	8	32	20	12	39	20	19	19	11	8	157	104	53	66%
DA - RFO IX	9	9	0	13	11	2	12	5	7	31	10	21	26	3	23	13	3	10	105	42	63	40%
DA - RFO X	10	8	2	33	31	2	32	20	12	25	17	8	35	22	13	17	11	6	154	111	43	72%
DA - RFO XI	15	15	0	32	31	1	23	20	3	22	18	4	21	16	5	6	3	3	120	104	16	87%
DA - RFO XII	22	22	0	33	33	0	18	18	0	25	25	0	48	48	0	27	22	5	177	172	5	97%
DA - RFO XIII	10	10	0	15	15	0	18	18	0	24	24	0	19	19	0	8	8	0	95	95	0	100%



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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	56	30	26	220	152	68	69%
Bureau of Fisheries and Aquatic Resources (BFAR)	52	51	1	487	468	19	528	521	7	896	890	6	317	313	4	33	29	4	2316	2275	41	98%
Bureau of Plant Industry (BPI)	8	8	0	19	16	3	14	13	1	23	19	4	17	10	7	22	10	12	104	77	27	74%
Bureau of Soils and Water Management (BSWM)	11	11	0	13	11	2	4	3	1	0	0	0	2	2	0	1	1	0	31	28	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	630	628	2	9	8	1	689	686	3	100%
Fertilizer and Pesticide Authority (FPA)	6	6	0	1	1	0	0	0	0	88	88	0	13	13	0	4	4	0	112	112	0	100%
National Meat Inspection Service (NMIS)	9	9	0	12	12	0	3	3	0	6	6	0	7	7	0	4	3	1	41	40	1	98%
Philippine Carabao Center (PCC)	0	0	0	3	3	0	1	1	0	0	0	0	3	3	0	1	1	0	9	9	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	4	3	1	15	13	2	87%
Philippine Council for Agriculture and Fisheries (PCAF)	0	0	0	0	0	0	0	0	0	1	1	0	2	2	0	2	2	0	5	5	0	100%
Philippine Fiber Industry Development Authority (PhilFIDA)	0	0	0	1	1	0	1	1	0	2	2	0	2	2	0	9	9	0	15	15	0	100%
Philippine Rubber Research Institute (PRRI)	0	0	0	6	6	0	0	0	0	0	0	0	0	0	0	1	1	0	7	7	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	1	1	0	5	5	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	1	0	1	24	22	2	92%
National Tobacco Authority (NTA)	9	9	0	9	9	0	1	1	0	2	2	0	3	2	1	1	0	1	25	23	2	92%
Philippine Coconut Authority (PCA)	0	0	0	1	1	0	3	2	1	2	2	0	1	0	1	1	0	1	8	5	3	63%
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	4	3	1	23	22	1	96%
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	7	3	4	30	17	13	57%
Natinal Irrigation Administration (NIA)	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	2	2	0	100%