



Republic of the Philippines
Department of Agriculture
Fertilizer and Pesticide Authority

FPA Bldg. BAI Compound, Visayas Ave. Diliman, Quezon City P.O. Box 2582, Q.C.
Tel. Nos. 8920-8573, 8441-1601, 8922-3368
E-mail add: fpacentral77@gmail.com | Website: <http://fpa.da.gov.ph>

January 27, 2023

SECRETARY ERNESTO V. PEREZ

Director-General
Anti-Red Tape Authority
4th & 5th Floor, NFA Building, NFA Compound
1128 Visayas Avenue, Diliman, Quezon City

Dear Director-General Perez :

Greetings from the Fertilizer and Pesticide Authority!

In compliance with your Memorandum Circular No. 2019-002A, we respectfully submit the FPA's **Client Satisfaction Measurement Report FY 2022**.

Thank you.

Very truly yours,

JULIETA B. LANSANGAN
Officer-in-Charge





Republic of the Philippines
Department of Agriculture
Fertilizer and Pesticide Authority

FPA Bldg. BAI Compound, Visayas Ave. Diliman, Quezon City P.O. Box 2582, Q.C.
Tel. Nos. 8920-8573, 8441-1601, 8922-3368
E-mail add: fpacentral77@gmail.com | Website: <http://fpa.da.gov.ph>

CLIENT SATISFACTION MEASUREMENT REPORT FY 2022

I. Description of the Citizen/Client Satisfaction Survey

A. Scope of the Satisfaction Measurement

- Issuance of licenses, registrations, and permits on fertilizer (Fertilizer Regulations Division)
- Issuance of licenses, registrations, and permits on pesticide (Pesticide Regulations Division)
- Issuance of accreditation to ARCO, CPAs, Researchers and Training Associations and Online Administration of FPA Exam and release of Passers (Planning, Management, and Information Division)
- Laboratory Analysis, Issuance of Permit to Purchase Methyl Bromide, FPA Laboratory Recognition, and Registration of Plant Incorporated Protectant and Other Pesticide Substances (Laboratory Services Division)
- Request for Inspection (Field Operations Coordination Unit/FPA-NCR)
- Cashiering/Payment, Central Receiving/Mailing Human Resource and General Services (Finance and Administrative Division)
- Procurement Services (Bids and Awards Committee) Licensing of Dealers, Renewal of License of Area Distributors, and Warehouse Inspection (Field Units)

B. Period Covered: January to December 2022

C. Methodology

1. All clients are requested to accomplish the feedback form/QR code provided for by the Division.
2. The form/QR code, after being accomplished by the client, shall be dropped in the box, or directly send to the link provided for by the Division.
3. All clients may also accomplish the feedback form by utilizing a QR Code for this purpose.
4. Following the A025 Guidelines on accomplishing the Client satisfaction survey, the client shall rate the service from 1-5, 1 being Not Satisfied and 5 being Completely Satisfied in the following areas namely: responsiveness, reliability, access and facilities, communication, cost, integrity, assurance, and outcome.
5. At the end of every semester, the feedback forms are consolidated by the QMS Committee-in-Charge for interpretation.



Management System
ISO 9001:2015
www.tuv.com
ID 9108651180



II. Measurement of Interpretation of Data

No.	Division	Frontline Service	Number of Feedback Returned			Average Rating		
			1st Sem	2nd Sem	Total	1st Sem	2nd Sem	Average
1	Fertilizer Regulations Division	Issuance of Licenses, registrations, and permits on fertilizer	274	352	626	4.74	4.77	4.76
2	Pesticide Regulations Division	Issuance of Licenses, registrations, and permits on fertilizer	59	108	108	4.63	4.58	4.61
3	Laboratory Services Division	Laboratory Analysis, Issuance of Permits to Purchase Methyl Bromide, FPA Laboratory Recognition, and Registration of Plant Incorporated Protectant and Other Pesticidal Substances	41	46	87	4.75	4.73	4.74
4	Planning Management, Information Division	Issuance of accreditation to ARCOs, CPAs, Researchers, and Training Association and Online Administration of FPA Exam and Release of Passers	75	193	268	4.91	4.7	4.81
5	Finance and Administrative Division	Cashiering/Payment, Central Receiving/Mailing and Human Resource	107	306	413	4.66	4.8	4.73
6	Field Operations Coordinating Unit/FPA-NCR	Inspection	11	27	38	4.53	4.97	4.75
7	Field Units	Licensing of Fertilizer and Pesticide Dealers, Renewal of License of Area Distributors and Area Distributors and Warehouse Inspection	1167	1353	2520	4.90	4.85	4.88
8	Office of the Executive Director	Legal Service/Assistance	4	20	24	4.94	4.95	4.95
TOTAL/AVERAGE RATING			1738	2405	4143	4.76	4.79	4.78

Overall Agency Rating in the Service Quality Dimensions and Overall Agency Citizen/Client Satisfaction Score

Service Quality Dimension	Score by Frontline Service (External)	Score in All Services
1. Responsiveness	4.73	4.74
2. Reliability (Quality)	4.71	4.73
3. Access and Facilities	4.68	4.70
4. Communication	4.71	4.73
5. Costs	4.65	4.68
6. Integrity	4.74	4.76
7. Assurance	4.73	4.75
8. Outcome	4.71	4.73
Overall Score	4.71	4.73

III. Results of Agency Action Plan reported in FY 2021 PBB

All personnel concerned continue to render better services to achieve the same or even a higher level of satisfaction from our FPA clients/stakeholders.

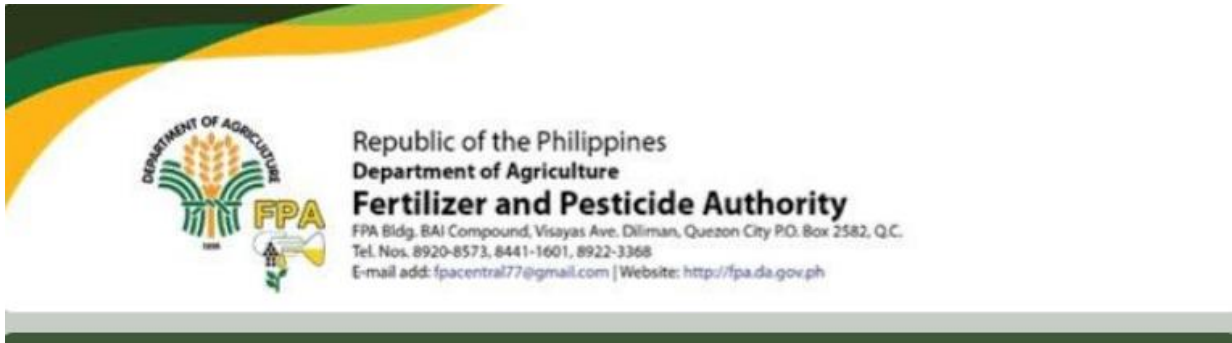
The agency expanded its **ISO 9001:2015** Certification as certified by TUV Rheinland until this 2024. The scope of certification covers the provision of services for issuing licenses, registration, and permits on fertilizer, pesticide, and other agricultural chemicals. For this surveillance visit, processes of the FPA Top Management, Internal Quality Audit (IQA) Team, Pesticide Regulations Division (PRD), Fertilizer Regulations Division (FRD), Human Resource Section (HRS), Laboratory Services Division (LSD), and Planning, Management, and Information Division (PMID) Likewise, the Laboratory Service Division maintained its accreditation of **ISO/IEC 17025:2017**, a standard that specifies the general requirements for laboratories' competence, impartiality, and consistent operation

IV. Improvement/Action Plan for 2023

All personnel concerned shall continue to render better services to achieve the same or even a higher level of satisfaction from our FPA clients/stakeholders.

The agency will maintain its ISO 9001:2015 Certification as certified by TUV Rheinland until this 2024 and ISO/IEC 17025:2017 by the Philippine Accreditation Bureau (PAB). These Certifications are geared towards achieving a more improved Quality Management Systems (QMS) to serve the public better.

Sample Format of CCSS



Citizen/ Client Satisfaction Survey (CCSS)


Please provide appropriate rating to assess the level of your satisfaction to each availed service and add comments/ suggestions, where relevant.

Email *

Valid email address

This form is collecting email addresses. [Change settings](#)



⋮

Are you a new or existing customer?  Multiple choice ▾

I am a new customer ✕

I am an existing customer ✕

Add option or [Add "Other"](#)

  Required ⋮

Service you have availed? *

Please select one.

1. FRD - Fertilizer Product Registration
 2. FRD - Fertilizer License
 3. FRD - Fertilizer Experimental Use Permit
 4. FRD - VAT Exemption Certificate
 5. FRD - Other Fertilizer Regulatory Services
 6. PRD - Pesticide Registration
 7. PRD - Pesticide Licence
 8. PRD - Pesticide Experimental Use Permit
 9. PRD - Certificate Authorizing Importation of Pesticide
 10. PRD - Other Pesticide Regulatory Services
 11. LSD - Laboratory Analysis
 12. FLRC - Laboratory Recognition
 13. LSD - Permit to Purchase Methyl Bromide
 14. BCT - Registration of Plant Incorporated Protectant
 15. PMID - Accreditation of Researcher, Safety Dispenser, RCO, and CPA
-

Satisfaction Rating Scale

1 - Very Dissatisfied; 2 - Dissatisfied; 3 - Neutral; 4 - Satisfied; 5 - Very Satisfied

Responsiveness *

the willingness to help, assist, and provide prompt service to citizens/ clients and/or businesses

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

Reliability (Quality) *

the provision of what is needed and what was promised, in accordance with the policy and standards, with zero to minimal error rate

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

Access and Facilities *

the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

Outcome *

the rate in terms of achieving outcomes or realizing the intended benefits of government services

	1	2	3	4	5	
Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied

General Comment/ Suggestion/ Complaint *

Long-answer text

.....

Your name

Short-answer text

.....



Management System
ISO 9001:2015

www.tuv.com
ID 9108651180

