



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](mailto:fpacentral77@gmail.com) | Website: <http://fpa.da.gov.ph>

**MEMORANDUM**

**TO :** MR. DOMINGO PANGANIBAN  
Senior Undersecretary  
Department of Agriculture

**FROM :** Officer-in-Charge, Executive Director  
Fertilizer and Pesticide Authority

**SUBJECT :** SUMMARY OF 8888 COMPLAINTS FACILITATED FOR FY 2022

**DATE :** February 9, 2023

Please be informed that FPA has facilitated a total **39** 8888 complaints for FY 2022, which were referred/forwarded by the Presidential Complaints Center (PCC) and the DA Internal Audit Service (DA IAS). As of 31 December 2022, all of the complaints referred to our office were closed based on the email feedback of PCC and the DA IAS. Almost all of these complaints were about the hike in fertilizer prices. For complaints with available contact details of complainant/s, screenshots of call logs and other proof of communication were provided. Meanwhile, complaints not covered under FPA's mandate were immediately referred to another government office. For the detailed list of 8888 complaints received, kindly refer to this link below:

<https://docs.google.com/spreadsheets/d/1DT1PHHePj6S4VDcTGKVs1e162XJ7ueXR/edit?usp=sharing&ouid=114018235975782581463&rtpof=true&sd=true>

a. Monthly distribution of 8888 complaints facilitated

| Month        | No. of Complaints | Month     | No. of Complaints |
|--------------|-------------------|-----------|-------------------|
| January      | 7                 | July      | 1                 |
| February     | 3                 | August    | 5                 |
| March        | 2                 | September | 8                 |
| April        | 6                 | October   | 7                 |
| May          | 0                 | November  | 0                 |
| June         | 0                 | December  | 0                 |
| <b>TOTAL</b> |                   |           | <b>39</b>         |

b. No. of complaints with contact details of complainants

| Available contact details? | No. of Complaints |
|----------------------------|-------------------|
| Yes                        | 25                |
| No                         | 14                |

Thank you!

**JULIETA B. LANSANGAN**

Copy furnished:

DEPARTMENT OF AGRICULTURE INTERNAL AUDIT SERVICE  
Department of Agriculture  
[ias@da.gov.ph](mailto:ias@da.gov.ph)

DIRECTOR JAIME LLAGUNO MABILIN  
PRESIDENTIAL COMPLAINT CENTER  
Office of the President of the Philippines  
[pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)



Management System  
ISO 9001:2015



[www.tuv.com](http://www.tuv.com)  
ID 9108651180