



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF AGRICULTURE
FERTILIZER AND PESTICIDE AUTHORITY

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

January 16, 2020

MEMORANDUM CIRCULAR 04

TO : REGIONAL FIELD UNITS (RFUs),
FERTILIZER AND PESTICIDE INDUSTRY AND
STAKEHOLDERS

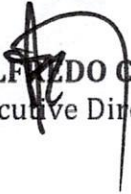
SUBJECT : USE OF THE REVISED CUSTOMER FEEDBACK FORM

Pursuant to the implementation of R.A. No. 9485 known as the “Anti-Red Tape Act of 2007” and R.A. No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, and in order to provide a feedback mechanism of the regulatory and all other services delivered through our Regional Field Units, please be informed that the enclosed form, **FPA-FOCU-F4**, will be utilized as the official Customer Feedback Form of our Regional Field Personnel for their stakeholders.

Please be reminded that we aim for the efficient delivery of good governance for the various transactions with our stakeholders and that they shall be provided with satisfactory services.

This Memorandum Circular shall take effect January 20, 2020.

For your guidance and strict compliance.


WILFREDO C. ROLDAN
Executive Director

Cc: DEDF, DEDP, FOCU

Date: _____

Control No 2020-CSS-

Regional Field Unit/ Province: _____



We Value Your Feedback!

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

Services Offered	Overall Satisfaction					Comment/ Suggestion
	5 (Highly Satisfied)	4 (Satisfied)	3 (Neutral)	2 (Dissatisfied)	1 (Highly Dissatisfied)	
1. Processing of Licenses and Warehouse Registration						
2. Acceptance of application documents for Central Office processing						
3. Acceptance of Fertilizer/Pesticide Samples						
4. Request for Inspection						
5. Request for Recommendation Letter						
6. Complaints Handling						
7. Other services, please specify:						

General Comments/ Suggestions:

Customer/ Company Name: _____

Thank you for taking the time to share your thoughts and feedback. Your response to this survey is very important to us as this will help us provide the best services possible.