



BAGONG PILIPINAS



Masaganaang Agrikultura,  
Mabuhay na Ekonomiya

REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF AGRICULTURE  
BUREAU OF AGRICULTURAL RESEARCH  
RDMIC Bldg., Elliptical Road corner Visayas Avenue, Diliman, Quezon City 1104  
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Reference No. 2023-12 116  
December 7, 2023

**MEMORANDUM FROM THE DIRECTOR**

**TO :** JOELL H. LALES  
Assistant Director/Interim Head, Admin. and Finance Division

**ATTENTION :** JUDE RAY P. LAGUNA  
Head, Human Resource and Management Unit

**SUBJECT :** COMPLAINT FROM 8888 WITH TICKET REFERENCE NUMBER  
W20231205-948-7

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This refers to the complaint forwarded to us by the Office of the President through the 8888 Citizen's Complaint Hotline with Ticket Reference Number W20231205-948-7 dated December 7, 2023 (see attached documents). You are hereby directed to respond and act accordingly within the prescribed 72 hours period as provided for in the memorandum from the office of DA- Internal Audit Service.

For your strict compliance.

  
JUNEL E. SORIANO, PhD

Cc: MResma- Compliance Officer

## Office of the President

### 8888 Citizens' Complaint Hotline

Ticket Reference Number: W20231205-846-7  
Status: Ticket indorsed  
Head of Agency: N/A  
Agency: Department of Agriculture  
Agency Address: N/A  
Attention (Focal Person): Atty. Christopher R. Bañas

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Pursuant to Executive Order No. 6<sup>1</sup>, s. 2016, may we respectfully transmit the following concern received through the 8888 Citizens' Complaint Hotline:

Date: 5 December 2023  
Name of Client: N/A  
Address: N/A  
Contact Details: N/A  
N/A  
N/A  
Nature of call: 2023 - Slow/ Inefficient/ Inconvenient Process  
Subject: Alleged Inconvenient Process Of Hiring Application In The Bureau Of Agricultural Research (BAR) Of Department Of Agriculture (DA)

#### Details:

Agency: DA - Bureau Of Agricultural Research  
Location/Address: Bureau Of Agricultural Research RDMIC Building, Visayas Ave. Cor. Elliptical Road, Diliman Quezon City, PHILIPPINES

#### Incompetent hiring process:

I applied for a Senior Administrative Assistant II (SG-14) position under the Office of the Assistant Director of DA - BAR on Nov. 28, 2023.

On December 4, 2023, 6:17 PM, I received an email inviting me for a pen and paper exam on December 5, 2023, 9:00 AM, for an Administrative Assistant II position. Note that this was not the position I've applied for. Further, the email was sent after the usual office hours of 8am-5pm causing me to only see the email at 12am the next day. Nonetheless, I went to the venue thinking it must have only been a clerical error - the invite missing the word "senior".

On the day of the exam, the HR staff insisted that I take the exam for the Administrative Assistant II position despite showing proof of my submission for the SENIOR Administrative Assistant II position. The HR staff can be seen speaking with someone over the phone a few times before returning back to me to insist that I follow what was written in the invite. In addition, she claimed that I may not have been qualified for the Senior Admin Assistant II position that's why the invite is for the AA II position.

The whole scenario reeks of incompetence due to the following:

1. The email was sent after working hours. HR staff should be considerate of their applicants' time.
2. If it was true that I was not qualified for the SAA II position; hence, inviting me for the AA II position instead, they should have included this information in the email. This would have given me more context about the invite. My time, money and effort was wasted due to incomplete

ails.

3. The HR staff who claimed that I may not have been qualified for the position should have first and foremost apologized for their lapses. Second, she should have elaborated her claims considering my last held position was an administrative officer-level position. The way she explained to me why I had to take the exam for AA II made her appear uncertain of what happened. I would have appreciated it had she specified under which standard I did not qualify. That's the least they can do after having me travel to their office on a short notice.

I hope D4-BAR's HR can be more mindful of how they handle applications regardless of employment status.

Note: This concern has been lodged through the 8888 Website.

Please be reminded of Section 5 of EO No. 6, which states that "a citizen's concern lodged through any of the communication channels shall have a concrete and specific action within 72 hours from the receipt of the concern by the proper government agency or instrumentality".

Kindly send your reply directly to the concerned person/entity, copy furnished the 8888 Portal thru your agency 8888 Focal Team, citing the above ticket reference number. Thank you very much.

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<sup>1</sup> "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center", under the direction and supervision of the Office of the Executive Secretary.

\*\*\*\*\* This is an automatically generated email, please do not reply \*\*\*\*\*