



Republic of the Philippines
OFFICE OF THE SECRETARY
Elliptical Road, Diliman 1100 Quezon City
+63(2) 8928-8741 to 64 and +63(2) 8273-2474

MEMORANDUM ORDER

No. 09

Series of 2025

SUBJECT : ESTABLISHMENT OF AGRI EXPORT HELP DESK

I. RATIONALE

Section 2 of Republic Act No. 7844, otherwise known as the Export Development Act of 1994, states that it shall be the policy of the State to evolve export development into a national effort. The government shall champion exports as a focal strategy for a sustainable agri-industrial development to achieve Philippine NICHood towards the year 2000. The private sector shall take the lead in the collective effort to promote exports through discipline and hard work, as it confronts the challenge of winning international markets.

The government and the private sector shall jointly transform the Philippines into an exporting nation. Toward this end, the State shall instill in the Filipino people that exporting is not just a sectoral concern, but the key to national survival and the means through which the economic goals of increased employment and enhanced incomes can most expeditiously be achieved.

- II. OBJECTIVE** - The establishment of the Export Assistance Help Desk within the Department of Agriculture aims to enhance and facilitate the export capability of agricultural products. The help desk will function as a central point of contact, coordinating resources and support from DA regulatory agencies and trade organizations.
- III. SCOPE** - This Order provides the rules and procedures for the resolution of export trade inquiries and concerns received by the Department of Agriculture Export Development Office with the assistance of DA regulatory agencies.
- IV. ROLES, RESPONSIBILITIES, AND FUNCTIONS OF AGRI EXPORT HELP DESK**

This aims to oversee and facilitate the handling of exporters' inquiries and/or concerns with regard to agricultural products, encompassing crops, fisheries, livestock, and poultry with the goal of aiding them for the promotion of economic growth through exports.

The help desk will function as a central point of contact and a platform by which all concerns within DA Exports are coordinated, in collaboration with DTI EXPONET, to DTI and other government agencies.

V. FUNCTIONAL STRUCTURE

The implementation of this program is in collaboration with DA regulatory agencies.

Below is the Agri Export Help Desk Functional Structure with DA regulatory agencies/offices:



Export Development Office - The DA Export Development Office shall be the authoritative entity designated to receive inquiries and/or concerns pertaining to export trade only. The DA Export Development Office shall maintain a logbook recording the details of the inquiry and/or concern received and thoroughly assess the nature of the issue and identify the appropriate agency for resolution.

Once the relevant agency is determined, the DA Export Development Office shall forward the received inquiry and/or concern to the designated focal person within that agency, monitoring the resolution process.

VI. MEETINGS

The DA Export Development Office and relevant agencies may hold regular quarterly meeting or as exigency will require, to be determined and decided by the Export Development Office in consultation with the other members, for continuous improvement.

VII. PROCEDURES TO BE OBSERVED IN HANDLING EXPORT TRADE INQUIRIES AND/ OR COMPLAINTS


1. All inquiries and/or concerns pertaining to exports agricultural commodities shall be submitted in writing and directed to the official email address of the Agri Export Help Desk, agriexport.helpdesk@da.gov.ph.
2. The Agri Export Help Desk may require the submission of supporting documents relevant to the issues raised.

3. The Export Development Office shall maintain a comprehensive record of all communications and documentation received in relation to such inquiries and/or concerns.
4. The Export Development Office shall forward the email containing the inquiries and complaints to the appropriate agency within twenty-four (24) hours from receipt.
5. The relevant agency shall provide a response to the sender of the inquiry and /or concern, furnished to the Export Development Office, within three (3) working days from receipt of the email from the DA Export Development Office.
6. If the query is so complex such that it requires further studies, coordination, and/or data gathering, the focal person may provide the response/resolution beyond the three-day period provided that he/she shall acknowledge receipt and shall inform the sender that the agency is working on the subject matter.
7. Once a resolution is reached, relevant agency will inform the complainant in writing, providing details of the outcome and any further steps, if necessary. All records related to the complaint will be updated and archived for future reference.
8. Any communications made between the stakeholder and the concerned agency shall be furnished by the latter to the Export Development Office (agriexport.helpdesk@da.gov.ph) for monitoring of the resolution process.
9. The Export Development Office may prepare reports and policy recommendations for consideration of the Secretary.

VIII. EFFECTIVITY

This Order shall take effect immediately and shall remain in force unless revoked in writing. All order, memoranda, and issuances inconsistent herewith are deemed revoked.

Done this 14th day of February 2025.


FRANCISCO P. TIU LAUREL JR.
Secretary



DA-CO-OSEC-MM20250206-00250