TESDA CIRCULAR

SUBJECT: Process Cycle Time of the Interim Internal Affairs Service (IIAS)		Page 1 of 4 page Number 090 series of 2020
Date Issued: August 13, 2020	**Effectivity:** As indicated	Supersedes:

In the interest of service and in compliance to Republic Act 11032, otherwise known as "*The Ease of Doing Business and Efficient Delivery of Government Services Act of 2018*", and CSC Resolution. No. 1701077, otherwise known as "*2017 Rules on Administrative Cases in the Civil Service*", the following Process Cycle Time (PCT) of the Interim Internal Affairs Service (IIAS) are hereto adopted and shall be observed in the processing and handling of complaints, requests, and cases received by the IIAS.

PROCESS CYCLE TIME (PCT)

A. Complaints/Requests

SOURCES	ACTIONS	PCT
i. Complaints/ Requests received by IIAS (via e-mail)	IIAS to acknowledge complaint via email	Within **24 hours** from receipt of the complaint/ request
ii. Complaints/ Requests received by IIAS – Simple[1]	IIAS to submit appropriate recommendation/s for the consideration of the Director General and/or act upon the request (e.g. Clearances)	Within **3 working days** from receipt of the complaint/ request
iii. Complaints/ Requests received by IIAS – Complex[2]	IIAS to submit appropriate recommendation/s for the consideration of the Director General	Within **7 working days** from receipt of the complaint/ request
iv. Complaints/ Requests received by IIAS - Highly Technical[3]	IIAS to submit appropriate recommendation/s for the consideration of the Director General	Within **20 working days** from receipt of the complaint/ request

[1] *Simple Transactions- refer to requests or applications submitted by clients of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office.*

[2] *Complex Transactions - refer to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.*

[3] *Highly technical application – an application which requires the use of technical knowledge, specialized skills and/or training in the processing and/ or evaluation thereof.*

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B. NISP Dockets

i. NISP Dockets (with adverse findings)	IIAS to submit prepared Letter to Explain for the consideration of the Director General	Within **5 days** from receipt of the NISP Dockets
ii. Dockets requiring further investigation	IIAS to submit appropriate recommendation/s for the consideration of the Director General	Within **5 days** from receipt of the response to the Memorandum to Explain
iii. NISP Dockets for Report and Recommendation (after conduct of investigation)	IIAS to submit report and recommendation/s for the consideration of the Director General	Within **30 calendar days** from receipt of the last response or lapse of the period to respond, whichever is earlier

C. Administrative Cases

i. Based on the adverse findings against TVIs	IIAS to submit prepared Memorandum to Explain for the consideration of the Director General	Within **5 days** from receipt of the NISP Dockets
ii. Based on Complaints received by IIAS	IIAS to submit prepared Memorandum to Explain for the consideration of the Director General	Within **5 days** from receipt of the complaint
iii. After receipt by IIAS of the Response to the Memorandum to Explain	IIAS to determine the existence of a *prima facie* case	Within **15 days** from receipt of the response to MTE
iv. Upon determination of a *prima facie* case	IIAS to submit an Investigation Report and prepared Formal Charge for the consideration of the Director General	Within **5 days** after finding a *prima facie* case

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v. After receipt by IIAS of the Answer to the Formal Charge	IIAS commences the conduct of a Formal Investigation	Not earlier than **5 days** nor later than **10 days** from the receipt of the respondent's answer or upon the expiration of the period to answer
vi. Upon commencement of the Formal Investigation	IIAS to conduct mandatory Pre-Conference Hearing. Other appropriate meetings/conferences are also initiated.	Within 30 days from the issuance of the Formal Charge
vii. After the Formal Investigation	IIAS to submit a Formal Investigation Report to the Director General	Within **15 days** after the conclusion of the formal investigation
viii. After the Formal Investigation (the case is for Decision/ Resolution)	IIAS to submit report and recommendation/s for the consideration of the Director General	Within **30 days** from receipt of the Formal Investigation Report by the Director General

D. Motion for Reconsideration / Appeals

i. MRs/Appeals received by the IIAS	IIAS to forward the MR/Appeal to the Legal Division	Within **24 hours** from receipt of the MR/Appeal
ii. MRs/Appeals received by the Legal Division	IIAS to transmit the records of the MR/Appeal to the Legal Division	Within **24 hours** from receipt of the request of the Legal Division

E. Period to Respond

DOCUMENTS	PCT
i. Memorandum to Explain (for TESDA personnel concerned)	Within **5 days** from receipt of the Memorandum to Explain

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ii. Letter to Explain (for TVIs, Trainers, Assessors, etc.)	Within **5 days** from receipt of the Letter to Explain
iii. Formal Charge	Not less than **3 days** but not more than **10 days** from receipt of the Formal Charge
iv. Request for Documents in Aid of Investigation	Within **5 days** from receipt of the Request

F. Effectivity

This Circular shall take effect immediately. Wide dissemination of this Circular by all concerned is hereby enjoined.

SEC. ISIDRO S LAPEÑA PhD., CSEE
Director General