

Department of Justice
INTERNAL AFFAIRS UNIT (IAU)

A. Frontline Service: **Filing of Administrative/IAU Complaint**

PROCEDURE	EMPLOYEE	TIME	FEE
1. Submit the duly subscribed and sworn complaint and its attachments, if any. [Five (5) copies plus the number of respondent/s.]	IAU Frontline Staff (Window 4)	5 minutes	None
2. Receive a copy of the complaint stamped "RECEIVED" with assigned IAU Control/Case Number.	IAU Frontline Staff (Window 4)	1 minute	None
End of transaction			

Feedback Procedure: Accomplish the **Feedback Form** and drop it in the designated box before leaving the premises.

Processing time: **120 calendar days** from date of receipt of the complaint until final disposition of the case (may be more or less, depending on the complexity of the case and the necessary procedure).

Follow-up: **After 15 calendar days**, at telephone number (02) 5360443 (direct line) or (02)5238481 local 247 (trunk line).

B. Frontline Service: **Filing of Additional/Supplemental Documents
Subsequent to Filed Administrative/IAU Complaints**

PROCEDURE	EMPLOYEE	TIME	FEE
1. Submit additional/supplemental document/s and its attachments, if any, and present the IAU Control/Case Number relative to the subject complaint. [Two (2) copies - original and duplicate.]	IAU Frontline Staff (Window 4)	5 minutes	None
2. Receive a copy of the document submitted duly stamped "RECEIVED".	IAU Frontline Staff (Window 4)	1 minute	None
End of transaction			

Feedback Procedure: Accomplish the **Feedback Form** and drop it in the designated box before leaving the premises.

Processing time: **120 calendar days** from date of receipt of the complaint until final disposition of the case (may be more or less, depending on the complexity of the case and the necessary procedure).

Follow-up: **After 15 calendar days**, at telephone number (02) 5360443 (direct line) or (02)5238481 local 247 (trunk line).

C. Frontline Service: **Follow-up of Administrative/IAU Complaint Filed**

PROCEDURE	EMPLOYEE	TIME	FEE
1. Fill out and submit the Request Slip.	IAU Frontline Staff (Window 4)	5 minutes	None
2. Receive the Request Slip with the latest status signed by the Frontline Staff.	IAU Frontline Staff (Window 4)	1 minute	None
End of transaction			

Feedback Procedure: Accomplish the **Feedback Form** and drop it in the designated box before leaving the premises.

Follow-up may also be done through calling the Office of Undersecretary Deo L. Marco at telephone number (02) 5360443 (direct line) or (02)5238481 local 247 (trunk line).

D. Frontline Service: **Request for Certificate of No Pending Administrative/IAU Case**

PROCEDURE	EMPLOYEE	TIME	FEE
1. Fill out and submit the Request Slip, specifically indicating the purpose of the request.	IAU Frontline Staff (Window 4)	2 minutes	None
2. Proceed to Window 1 or 5 for assessment of the request.	Docket Frontline Staff (Window 1 or 5)	2 minutes	Refer to Table of Fees below
3. Submit the Assessment Form, pay the applicable fee, and receive the original copy of the Official Receipt (O.R.).	Cashier Staff (Window 13)	2 minutes	Refer to Table of Fees below
4. Submit the original O.R., obtain a xerox copy of the O.R., and receive instructions as to date/time of release of the Certificate.	IAU Frontline Staff (Window 4)	2 minutes	None
NOTE: For personal travel abroad, Certificate will be released to the Personnel Division.			

Feedback Procedure: Accomplish the Feedback Form and drop it in the designated box before leaving the premises.

Processing time: To allow for the verification, drafting and signing process involved prior to the issuance of each Certificate, please be guided by the following:

1. For requests filed up to 12:00 noon, the Certificate may be claimed at the IAU Window by 3:00 p.m. on the same day; and
2. For requests filed after 12:00 noon, the Certificate may be claimed at the IAU Window by 11:00 a.m. of the following business day.

Follow-up may also be done through calling the Office of Undersecretary Deo L. Marco at telephone number (02) 5360443 (direct line) or (02)5238481 local 247 (trunk line).

NOTE: Procedure for complaints common to all IAU Frontline Services

1. Go to the public assistance and complaints desk or the DOJ Action Center (DOJAC) and directly report any complaint relative to the service/transaction; or
2. Contact the Office of Undersecretary Deo L. Marco at telephone number (02) 5360443 (direct line) or (02)5238481 local 247 (trunk line); or
3. Contact government complaints hotline "8888."