



Republic of the Philippines
Department of Labor and Employment
NATIONAL LABOR RELATIONS COMMISSION
Quezon City

INTEGRITY DEVELOPMENT ACTION PLAN

1. Amended NLRC EIB Rules to conform to the Revised Rules on Administrative Cases in Civil Service (RRACCS) issued sometime in November 2011. (*Amended NLRC-EIB Rules was approved by the Commission en banc on March 9, 2012.*)

Rationale:

- a. To streamline the process of filing administrative complaints against officials and employees with the adoption of some of the provisions of the Revised Rules on Administrative Cases in the Civil Service (RRACCS);
 - b. To address complaints more expeditiously, the Efficiency and Integrity Board shall now sit in four (4) divisions- two (2) Divisions in Luzon and one (1) each in Visayas and Mindanao;
 - c. The Divisions shall be tripartite in representation, with the Presiding Officer representing the government sector and the two (2) other members representing the labor and management sectors.
 - d. With respect to complaints lodged against Presidential appointees, the disciplining authority shall enforce the same if the penalty imposed is lower than dismissal, without prejudice to the filing of an appeal by the aggrieved party with the Office of the President (OP). The appeal to the OP stays the execution of the decision.
2. Proposed the creation of an Internal Audit Unit (IAU) in the Rationalization Plan. The IAU shall be responsible for the conduct of management audit to ensure efficient utilization and stewardship of resources as well as to monitor observance of the NLRC Rules of Procedure and established legal precedents. This proposal is awaiting approval of the DBM.
 3. Developed a Case Tracking System (CTS) to provide a comprehensive database of all cases. The CTS was designed to expedite the resolution of cases through the effective monitoring and strict observance of time limits.
 4. Posting of list and status of cases at the NLRC website linked to the DOLE website to ensure transparency and accountability in dispute resolution.
 5. Continuous monitoring and review of the Code of Conduct for Commissioners and Labor Arbiters, and ongoing consultation with the NLRC Employees' Association (NLRCEA) on the Code of Conduct for the rank-and-file employees.
 6. Continuous implementation of New Frontline system to ensure the integrity of raffle system through e-Raffle and to effectively assist litigants in filing complaints.
 7. Continuous meaningful engagement of the stakeholders in dialogues for the following reasons:
 - a. To elicit their suggestions on how to address the perception of corruption that has hounded the NLRC for years;

- b. To secure a firm commitment from them that they will not take part in corrupt activities; and
 - c. To encourage them to openly denounce and take actions against erring officials and employees of the NLRC.
8. Designation of personnel as Bilis Aksyon Partner (BAP) in compliance with the CSC Memo Circular (Mamayan Muna Program) to handle feedbacks/reports received from the public and other government and non-government organizations.
 9. Formulated and permanently displayed citizen's charter at the lobby to inform the public about major processes and the process time for them.
 10. Regulated the provision of benches for the clientele, as part of the measures to do away with fixers using the NLRC premises for their illegal acts.
 11. Cautioned the public from becoming victims of fixers by posting warnings at conspicuous places.
 12. Hastened the releases of fiduciary funds which used to be a turtle paced activity by coursing them through the banks.
 13. Officials have committed to join the Chairman in posting their network at the NLRC and DOLE websites.
 14. Computerization of Payroll System.
 15. Issued internal guidelines on the release of trust funds (Administrative Order No. 07-17, Series of 2012).
 16. Scheduled regular values orientation/moral enhancement seminars intended for all officials and employees.
 17. Created the Board of Inquiry (BOI) to investigate administrative complaints against Presidential Appointees (i.e. Commissioners and Labor Arbiters).
 18. Created the Administrative Complaints Committee (ACC) to hear and investigate administrative complaints against rank-and-file employees.
 19. Posted hotlines of National Bureau of Investigation (NBI) and Civil Service Commission (CSC) in all frontline services.