



NATIONAL CAPITAL REGION

June 4, 2019

ATTY. ENGELBERT C. CARONAN, JR.
President and Chief Executive Officer
Development Academy of the Philippines
San Miguel Avenue, Pasig City

*Dear **President and CEO Caronan**:*

We would like to thank you for resubmitting to this Office, for appropriate action, the Grievance Machinery (GM) of the Development Academy of the Philippines (DAP).

An evaluation of the DAP GM shows its compliance with **CSC Memorandum Circular No. 2, s. 2001¹**. Hence, the same is hereby **APPROVED**.

We look forward to the successful implementation of the DAP Grievance Machinery.

Very truly yours,


ATTY. PRISCO S. RIVERA, JR.
OIC-Director IV

cc: Director II CECILIA C. VILLAFUERTE
CSCFO-DND

¹ Revised Policies on the Settlement of Grievances in the Public Sector dated Jan. 26, 2001



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REFERENCES:

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution No. 010113 dated 10 January 2001 and implemented through CSC Memorandum Circular No. 2, s. 2001, the Academy hereby adopts the herein Grievance Machinery.

I. POLICY STATEMENT. Except as herein stated, the DAP (Academy) shall adopt the policy on Grievance Machinery issued by Civil Service Commission (CSC) and other issuances related thereto.

II. OBJECTIVES

1. General

Create a work atmosphere conducive to good supervisor-employee relations and improved employee morale.

2. Specific

- a. Activate and strengthen Academy's existing grievance machinery;
- b. Settle grievance at the lowest possible level in the organization; and,
- c. Serve as a catalyst for the development of capabilities of personnel on dispute settlement, especially among supervisors in the Academy.

III. SCOPE

The Grievance machinery applies to all levels of officials and employees in the Academy. It may also apply to non-career employees whenever applicable.

IV. DEFINITION OF TERMS

Accredited or Recognized Employee Union is an employee union accredited pursuant to Executive Order No. 180, s. 1987 and its implementing rules and regulations.

Bilis Aksyon Partner is the counterpart Action Officer of the Civil Service Commission under the Mamamayan Muna program in every agency pursuant to CSC MC No. 3, s. 1994.

Grievance is a work-related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion, has been ignored or dropped without due consideration.

Grievance Machinery is a system or method of determining and finding the best way to address the specific cause or causes of a grievance.

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Public Sector Labor-Management Council (PSLMC) is the Council responsible for the promulgation, implementation and administration of the guidelines for the exercise of the right of government employees to organize pursuant to Executive Order No. 180, s. 1987.

Top Management shall be the President and CEO, and the Group Heads of the Services, Programs, Corporate Offices, and Graduate School.

V. APPLICATION OF GRIEVANCE MACHINERY

The following instances shall be acted upon through the grievance machinery:

1. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law, including salaries, incentives, working hours, leave benefits such as delay in processing of overtime pay, unreasonable withholding of salaries and inaction on application for leave;
2. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, lay-offs, and other related issues that affect them and undue delay in the processing of retirement papers;
3. Inadequate physical working conditions such as lack of proper ventilation in the workplace, and insufficient facilities and equipment necessary for the safety and protection of employees whose nature and place of work are classified as high risk or hazardous;
4. Poor interpersonal relationships and linkages such as unreasonable refusal to give official information by one employee to another; and,
5. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated above.

The following cases shall not be acted upon through the grievance machinery:

1. Disciplinary cases which shall be resolved pursuant to the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS);
2. Sexual harassment cases as provided for in RA 7877;
3. Union-related issues and concerns; and,
4. Protest on appointments.

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VI. GRIEVANCE PROCEDURES

The procedures for seeking redress of grievance shall be as follows:

1. **Discuss with Immediate Supervisor.** At the first instance, a grievance shall be presented verbally or in writing by the aggrieved party to his or her immediate supervisor.

The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation.

Provided, however, that where the object of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next higher supervisor.

2. **Appeal to the Higher Supervisor.** If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five (5) working days to the next higher supervisor who shall render his or her decision within (5) working days from receipt of the grievance.
3. **Appeal to the Grievance Committee.** The decision of the next higher supervisor may be elevated to the grievance committee within five (5) working days from receipt of the decision of the next higher supervisor.

The grievance committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

4. **Appeal to Top Management.** If the aggrieved party is not satisfied with decision of the grievance committee, he or she may elevate his or her grievance within five (5) working days from receipt of the decision through the committee to top management who shall make the decision within ten (10) working days after the receipt of the grievance. Provided, however, that where object of the grievance is the top management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.
5. **Appeal to the Civil Service Commission Regional Office.** If the aggrieved party is not satisfied with the decision of top-management, he or she may appeal or elevate his or her grievance to the Civil Service Commission Regional Office concerned within fifteen (15) working days from the receipt of such decision. Together with the appeal, the aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG). The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

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VII. GRIEVANCE COMMITTEE

The composition and responsibilities of the Grievance Committee are as follows:

1. Composition

Only permanent officials and employees, whenever applicable, shall be appointed or elected as members of the grievance committee.

In the appointment or election of the committee members, their integrity, probity, sincerity and credibility shall be considered.

The agency head shall ensure equal opportunity for men and women to be represented in the grievance committee.

- a. The Managing Director of the Human Resource Management and Development Department shall act as chairperson;
- b. Two (2) Division Chiefs or Office Heads (Director level), or their equivalent, as may be designated by the Academy President and CEO;
- c. Two (2) members, and alternates, from the rank-and-file named by the DAP Personnel Association or the accredited or recognized employee union who shall serve for a term of two (2) years. The first level representative shall participate in the resolution of the grievance of first level employees while the second level representative shall participate in the resolution of grievance of second level employees; and,
- d. The Bilis Aksyon Partner (BAP) duly designated.

The HRMDD shall extend secretariat services to the grievance committee.

2. Responsibilities

In addition to finding the best way to address specific grievance, the committee shall have the following responsibilities:

- a. Establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the members' regular duties;
- b. Develop and implement pro-active measures or activities to prevent grievance such as employee assembly which shall be conducted at least once every quarter, "talakayan", counselling and other HRD interventions. Minutes of the proceedings of these activities shall be documented for audit purposes;
- c. Conduct continuing information drive on Grievance Machinery among officials and employees on collaboration with the personnel unit;

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- d. Conduct dialogue between and among the parties involved;
- e. Conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.
- f. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
- g. Issue Certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the following information: history and final action taken by the agency on the grievance; and,
- h. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

VIII. GRIEVANCE FORMS

The following forms shall be used:

- 1. Grievance Form

GRIEVANCE FORM	
_____ (Date Filed)	
_____ Name of Aggrieved party	_____ Section/Division/Office
_____ Position title/Designation (if any)	_____ Aggrieved Party's Higher Supervisor
Nature/Subject of Grievance: _____ _____	
Action Desired _____ _____	_____ Signature of Aggrieved Party

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2. Grievance Agreement Form

<div style="border: 1px solid black; display: inline-block; padding: 5px 20px;">GRIEVANCE AGREEMENT FORM</div>
Name of parties to a Grievance _____
Nature of the Grievance _____
Steps towards Settlement _____
Agreement Reached _____ _____

3. Certificate of Final Action on the Grievance

<div style="border: 1px solid black; display: inline-block; padding: 5px 20px;">CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE</div>
This certifies that the grievance filed by _____
On _____ has been acted upon by this Committee on _____
Final Action Taken: _____ _____
<div style="border-top: 1px solid black; width: 150px; margin: 0 auto; display: inline-block;"></div> Chairperson Grievance Committee
Date _____

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IX. EFFECTIVITY

This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned. Subsequent amendments shall also be submitted to the CSC Regional Office for approval.

X. COMMITMENT

I hereby commit to implement the provisions of this Grievance Machinery and take necessary action in accordance with existing civil service law and rules against supervisors or officials who refuse to act on a grievance brought before their attention.


ATTY. ENGELBERT C. CARONAN, JR., MNSA
President and CEO