



GRIEVANCE MACHINERY



Civil Service Commission Cordillera Administrative Region

NOTICE OF APPROVAL
(Grievance Machinery)

12 April 2021

Dr. REXTON F. CHAKAS
SUC President III
Mountain Province State Polytechnic College
Bontoc, Mountain Province

Dear President Chakas:

We are pleased to inform you that after our final review and evaluation of the submitted copy of Grievance Machinery (GM) Mountain Province State Polytechnic College (MPSPC) the same has complied with the provisions of CSC Memorandum Circular No. 2, s. 2001 (Revised Policies on the Settlement of Grievances in the Public Sector) and other CSC issuances. Hence, the attached agency GM is hereby **APPROVED** for implementation.

It is advised that the approved GM policies and other implementing guidelines shall be disseminated to all officials and employees in the agency and a report thereof shall be submitted to the CSC FO-Mountain Province.

Thank you.

Very truly yours,

Digitally signed by Taldo
Marilyn Eclipse
Date: 2021.04.12 15:49:28
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ATTY. MARILYN E. TALDO

Director IV

PSED/TBB/rex

Cc: Atty. Allyson M. Locano
Director III/ CSCFO-Mountain Province

Bawat Kawani, Lingkod Bayani



Republic of the Philippines

Mountain Province State Polytechnic College

Bontoc, Mountain Province

GRIEVANCE MACHINERY

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Resolution No. 010113, dated January 10, 2001 and implemented through CSC Memorandum Circular No. 2, s. 2001, the Mountain Province State Polytechnic College hereby adopts the following rules and policies:

I. BASIC POLICIES

1. A grievance shall be resolved expeditiously at all times at the lowest level possible in the College. However, if not settled at the lowest level possible, an aggrieved party shall present his or her grievance step by step following the hierarchy of positions;
2. The College shall establish a Grievance Machinery that provide an opportunity and an avenue to address Grievance between or among government officials and employees;
3. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.
4. Grievance proceedings shall not be bound by legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The services of a legal counsel shall not be allowed.
5. A grievance shall be presented verbally or in writing in the first instance by the aggrieved party to his or her immediate supervisor. The latter shall, within three (3) working days from the date of presentation, inform verbally the aggrieved party of the corresponding action.

If the party being complained of is the immediate supervisor, the grievance shall be presented to the next higher supervisor.

6. Grievance refers to work related issues giving rise to employee dissatisfaction. The following cases shall be acted upon through the grievance machinery:
 - a. 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, and other related terms and conditions;
 - b. 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;
 - c. Physical working conditions;
 - d. Interpersonal relationships and linkages; and
 - e. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated in Item No. 5.
7. The following cases shall not be acted upon through the grievance machinery:
 - a. Disciplinary cases which shall be resolved pursuant to the 2017 RRACS
 - b. Sexual harassment cases as provided for in RA 7877; and
 - c. Union-related issues and concerns.
8. 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.



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9. The Committee to receive, hear and resolve complaints grievances shall be composed of the following:
 - a. The composition in the satellite campuses shall as follows: 1) the Executive Dean as the chair, 2) the faculty union/ non-teaching union president or his representatives as member, and 3) the Supervising Administrative Officer.
 - b. In the main campus including the administration the composition shall be as follows: 1) the Legal Officer as the Chairperson, 2) the Vice President for Administration and Finance, 3) the Planning Officer, 4) the Human Resource Management Officer, 5) the Guidance Counselor, 6) the Non – teaching / Faculty union President, and 7) Secretariat as member; and
 - c. Bilis Aksyon Partners (BAP) duly designated.
10. The College shall ensure equal opportunity for men and women to be represented in the Grievance Committee.
11. The College grievance committee shall develop and implement pro-active measures that would prevent grievance, such as employee assembly which shall be conducted at least once every quarter, “talakayan”, counseling, HRD interventions and other similar activities.
12. The personnel unit, in collaboration with the MPSPC Grievance Committee, shall conduct a continuing information drive on grievance machinery among its officials and employees.
13. The grievance committee shall conduct an investigation and hearing within five (5) 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.
14. A grievance may be elevated to the Civil Service Commission Regional Office through the CSC Field Office at Bontoc only upon submission of a Certification on the Final Action on the Grievance (CFAG) issued by the Grievance Committee. The CFAG shall contain, among other things, the following information; history and final action taken by the College on the grievance.
15. The Grievance Committee shall establish its own internal procedures and strategies. Membership in the grievance committee may be considered part of the member’s regular duties.
16. The Grievance Committee shall submit a quarterly report of its accomplishments and status of unresolved grievances to the President of the College copy furnished the Civil Service Commission-field Office which may furnish the Regional Office.
17. Supervisors or officials who refuse to take action on a grievance brought to their attention shall be liable for neglect of duty in accordance with existing civil service law, rules and regulations.
18. The MPSPC Grievance Machinery shall be submitted to the Civil Service Commission Regional Office through the CSC-Field Office for approval.



Subsequent amendments shall be subject to CSC approval and shall take effect immediately.

II. OBJECTIVES

General Objectives:

To create a work atmosphere conducive to good supervisor-employee relations and improve employee morale.

Specific Objectives:

- 2.1. Activate and strengthen College's existing grievance machinery.
- 2.2. Settle grievances at the lowest possible level in the organization
- 2.3. To allow the parties to appeal from the results of the grievance negotiation step until a final binding and executor decision is reached.
- 2.4. Enable the union to participate in resolving the complaints and grievances of the employees.
- 2.5. Serve as a catalyst for the development of capabilities of personnel on dispute settlement, especially among supervisors in the College.

III. SCOPE

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

IV. DEFINITION OF TERMS

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

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

Public Sector Labor-Management Council (PSLMC)- 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.

V. APPLICATION OF GRIEVANCE MACHINERY

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

- a. 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 the processing of overtime pay, unreasonable withholding of salaries and inaction on application for leave;
- b. 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 such as failure to observe selection process in appointment and undue delay in the processing of retirement papers;



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- c. 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;
- d. Poor interpersonal relationships and linkages such as unreasonable refusal to give official information by one employee to another; and
- e. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated above.

VI. GRIEVANCE PROCEDURES

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

1. **Discussion with Immediate Supervisor.** At 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) days to the next higher supervisor who shall render his or her decision within five (5) working days from personal 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 five (5) 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 the 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 the 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



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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. (Please refer to schematic diagram on the next page)

VII. COMPOSITION OF THE GRIEVANCE COMMITTEE

The composition and responsibilities of the grievance committee are as follows:

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 President of the college shall ensure equal opportunity for men and women to be represented in the grievance committee.

- a. The composition in the satellite campuses shall as follows: 1) the Executive Dean as the chair, 2) the faculty union/ non-teaching union president or his representatives as member, and 3) the Supervising Administrative Officer.
- b. In the main campus including the administration the composition shall be as follows: 1) the Legal Officer as the Chairperson, 2) the Vice President for Administration and Finance, 3) the Planning Officer, 4) the Human Resource Management Officer, 5) the Guidance Counselor, 6) the Non – teaching / Faculty union President, and 7) Secretariat as member; and
- c. Bilis Aksyon Partners (BAP) duly designated.

Responsibilities:

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

1. Establish its own internal procedures and strategies. Membership in the grievance committee may be considered part of the member's regular duties as determined by top management.
2. 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", counseling and other HRD interventions. Minutes of the proceedings of these activities shall be documented for audit purposes;
3. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with the personnel unit;
4. Conduct dialogue between and among the parties involved;



5. 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 to top management;
6. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
7. 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 College on the grievance; and
8. Submit a quarterly report of its accomplishments and status of resolved and unresolved grievances to the President of the polytechnic copy furnished the Civil Service Commission Bontoc Field Office.

VIII. GRIEVANCE FORMS (SEE SEPARATE SHEET)

IX. EFFECTIVITY

This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned.

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 grievance brought before their attention.

REXTON F. CHAKAS
SUC President II

Approved by:

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Taldo Marilyn Eclipse
Date: 2021.04.12
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ATTY. MARILYN E. TALDO
Director IV

Date: _____



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Grievance Form

Grievance Agreement Form

Name of Parties to a Grievance: _____

Nature of the Grievance: _____

Steps towards settlement: _____

Agreement/s Reached:

We promise to abide by the above-stated agreement.

Aggrieved Party

Subject of Grievance

Chair, Grievance Committee



Grievance Form

Grievance Form	
<hr/> <i>(Date Filed)</i>	
<hr/> <i>Name of Aggrieved Party</i>	<hr/> <i>Section/ Division/ Office</i>
<hr/> <i>Position Title/ Designation (if any)</i>	<hr/> <i>Aggrieved Party's Higher Supervisor</i>
Nature/ Subject of Grievance: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
Action Desired: <hr/> <hr/> <hr/> <hr/> <hr/>	
<hr/> <i>Signature of Aggrieved Party</i>	