

**GRIEVANCE MACHINERY
OF THE
UNIVERSITY OF NORTHERN PHILIPPINES**



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. 02, S. 2001, the **UNIVERSITY** hereby adopts the herein Grievance Machinery.

I. OBJECTIVES

1. Create a work atmosphere to conducive to good supervisor employee relations and improved employee morale.
2. Specific
 - 2.1 Activate and strengthen **UNIVERSITY OF NORTHERN PHILIPPINES** existing grievance machinery;
 - 2.2 Settle grievances at the lowest possible level in the organization; and
 - 2.3 Serve as a catalyst for the development of capabilities of personnel on dispute settlement; especially among supervisors in the **UNIVERSITY**.

II. SCOPE

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

III. DEFINITION OF TERMS

Accredited or Reorganized Employee Union - an employee unions accredited pursuant to Executive Order No. 180 and its implementing rules and regulations.

Grievance - 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 - 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.

IV. 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 the appointment, and undue delay in the processing of retirement papers;
- 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;
- e. Protest on appointments; and
- f. All other matters giving rise to employee dissatisfaction and discontent outside of those cases enumerated above.

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

- a. Disciplinary cases which shall be resolved pursuant to the Uniform Rules on Administrative Cases;
- b. Sexual harassment cases as provided for RA 7877; and
- c. Union-related issues and concerns.

V. GRIEVANCE PROCEDURES

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

1. **Discussion 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) 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 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 the 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.

VI. GRIEVANCE COMMITTEE

A. Composition

Vice President for Administration – Chair for Administrative Services Group
Vice President for Academic Affairs – Chair for Academic Group
Administrative Officer V – Vice Chair
Members:

FA Representative
ASSPA Representative or Second Level Representative
Rank-and-File First Level Representative
Human Resource Management Officer/Administrative Officer

The first level representative shall participate in the resolution of the grievance of the first level employees while the second level representative shall participate in the resolution of grievance of second level employees and they shall serve for a term of two (2) years.

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 shall be considered part of the members' regular duties;
2. Develop and implement pro-active measures or activities to prevent grievance such 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 on the grievance committee, the aggrieved party may submit 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 **UNIVERSITY** on the grievance; and
8. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

VII. GRIEVANCE FORMS

The following forms shall be used.

1. Grievance Form

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

2. Grievance Agreement Form

GRIEVANCE AGREEMENT FORM		
Name of Parties to a Grievance _____		
Nature of the Grievance _____		
Steps toward Settlement _____		
Agreement/s Reached _____ _____		
We promise to abide by the above-stated agreement.		
_____ Aggrieved Party	_____ Chairman Grievance Committee	_____ Subject of Grievance

3. Certificate of Final Action on the Grievance

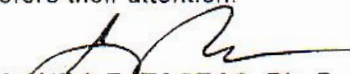
CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE	
This certifies that the grievance filed by _____	
on _____ has been acted upon by this Committee on _____	
Final Action Taken _____	
Date _____	_____ Chairman Grievance Committee

VIII. EFFECTIVITY

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

IX. 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.


LAURO B. TACBAS, Ph. D.
President

DATE


ATTY. LORENZO S. DANIPOG
CSC Regional Director
(Signature Over Printed Name)

JUN 28 2002

DATE