

TIEZA

Tourism Infrastructure and Enterprise Zone Authority

OFFICE ORDER

No. 03/-24//

Pursuant to the Civil Service Commission's MC No.2 s. 2001, implementing CSC Resolution No. 010113, the TIEZA's **Grievance Machinery (GM)** Committee is hereby created which shall be composed of the following:

A. Main Office

Chairperson - Deputy General Manager for Administration
Members:

- Manager, Human Resources Department
- One (1) department manager or its equivalent position chosen from among themselves
- Two (2) employees from the first and second level of the rank and file chosen by TEA who shall serve for a term of (2) years
 - 1st level representative - shall participate in the resolution of the grievance of 1st level employees
 - 2nd level representative - shall participate in the resolution of the grievance of 2nd level employees
- Bilis Aksyon Partners
 - Teresita C. Diapolet
 - Felipe G. Fan

B. Entities

Chairperson - Regional Operations Manager (variable)
Members

- Resident Manager (variable)
- Two (2) entity employees (variable) from the first and second level of the rank and file chosen by the Tourism Employees Association (TEA) who shall participate in the resolution of the grievance of 1st and 2nd level rank and file employees, respectively
- Bilis Aksyon Partners - Administrative officers (variable)


Responsibilities of the GM Committee:

1. Develop and implement pro-active measures that would prevent grievance, such as employees assembly, which shall be conducted at least every semester, "talakayan", counseling, HRD interventions and other similar activities;
2. Establish its own internal procedures and strategies;
3. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with HRD;
4. Conduct dialogue between and among parties involved;
5. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
6. Issue certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the history and final action taken on the grievance;
7. Submit a quarterly report on its accomplishments and status of unresolved grievances to the Civil Service Commission regional office.

The Chief Operating Officer/General Manager may appoint officers other than the aforementioned officer to compose the Grievance Committee.

The Personnel Development Division of the Human Resources Department shall extend secretariat services to the Grievance Committee.

This Office Order shall take effect immediately and shall amend, supersede and repeal Office Order No. 176-2009.



MARK T. LAPID
Chief Operating Officer



NATIONAL CAPITAL REGION

June 24, 2011

MARK T. LAPID

Chief Operating Officer
Tourism Infrastructure and Enterprise Zone Authority
Rizal Park, DOT Building
T.M. Kalaw St., Manila

Dear COO Lapid:

This refers to the amended Grievance Machinery (GM) of the Tourism Infrastructure and Enterprise Zone Authority (TIEZA) which was submitted to this Office for approval.

An evaluation of the provisions shows that it complies with CSC Memorandum Circular No. 2, s. 2001 and pertinent civil service rules and regulations. Accordingly, the amended personnel mechanism is hereby approved for implementation. For authentication purposes, the approved TIEZA - GM bears the seal of the Civil Service Commission.

We look forward to the successful implementation of the amended personnel mechanism in that agency. Rest assured of the support of this Office on all matters which will redound to the mutual interests of the agency and its employees.

Very truly yours,


ATTY. MYRNA V. MACATANGAY
Director IV

cc: Director II Jocelyn Patrice L. Deco
CSCFO – National Museum

T I E Z A

Tourism Infrastructure and Enterprise Zone Authority

GRIEVANCE MACHINERY

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC Circular No. 02 s. 2001 implementing CSC Resolution No. 010113 dated January 10, 2001, the TIEZA hereby adopts the herein Grievance Machinery which seeks to promote harmony in the workplace, thereby foster the productivity of each member of the organization.

I. Basic Policies

- 1) The Authority shall establish a grievance machinery that can best address grievance between or among the officials and employees.
- 2) The Human Resources Department (HRD), in collaboration with the TIEZA Grievance Committee, shall conduct a continuing information drive on grievance machinery among its officials and employees.
- 3) A grievance shall be resolved expeditiously at all times at the lowest level possible in the agency. However, if not settled at the lowest level possible, an aggrieved party shall present his grievance step by step following the hierarchy of positions.
- 4) The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.
- 5) 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.
- 6) 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.
- 7) The Tourism Infrastructure and Enterprise Zone Authority (TIEZA) grievance machinery shall be submitted to the Civil Service Commission regional office concerned for approval. Subsequent amendments shall be subject to CSC approval and shall take effect immediately.

II. Objectives

1) General

Create a work atmosphere conducive to good supervisor – employee relations and improved employee morale and promote better management and employee association's relations towards work harmony and productivity.

2) Specific

2.1 Activate and strengthen TIEZA's existing grievance machinery;

2.2 Settle disputes/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 agency.

III. Scope

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

IV. Definition of Terms:

The terms used in the grievance procedures are operationally defined as follows:

- 1) **TIEZA EMPLOYEES ASSOCIATION (TEA)** – TIEZA employee union accredited pursuant to Executive Order No. 180 and its implementing rules and regulations.
- 2) **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.
- 3) **Complaint** – means an employee's expressed (written or spoken) feelings of discontentment or dissatisfaction with some aspects of his working conditions, relationships or status which are outside his control.
- 4) **Grievance** – refers to a work- related discontentment or dissatisfaction which has been expressed verbally or in writing which in the employee's opinion, has been ignored, overridden or dropped without due consideration.

- 5) **Grievance Machinery** – refers to the system or method of determining and finding the best way to address the specific cause or causes of a grievance.
 - a. immediate supervisor – shall refer to division manager and equivalent level
 - b. higher supervisor – shall refer to department manager and equivalent level
 - c. top management – shall refer to deputy general manager and above
- 6) **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. Between and Among Individual Employees and Supervisor/ Management.
 - 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 the processing of overtime pay, unreasonable withholding of salaries and inaction on application for leave.
- B. Non-Economic Issues
 - 1) 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;
 - 2) 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;

- 3) Poor interpersonal relationships and linkages such as unreasonable refusal to give official information by one employee to another; and
- 4) Any and all matters giving rise to employee discontentment and dissatisfaction 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 Uniform Rules on Administrative Cases;
- 2) Sexual harassment cases as provided for in RA 7877; and
- 3) Union-related issues and concerns.

VI. Grievance Procedures

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

1) Discussion with Immediate Supervisor

- a. The employee shall, in the first instance, present his or her grievance verbally or in writing to his immediate supervisor.
- b. The immediate supervisor shall inform the complainant of the corresponding action taken on grievance within three (3) working days from the date of presentation.
- c. However, if the object of the grievance is the immediate supervisor, the complainant may bring his or her grievance to the next higher supervisor who shall take proper action within three (3) working days from receipt of the complaint.

2) Appeal to the Higher Supervisor

- a. If the complainant 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 five (5) working days from receipt of the grievance.
- b. However, if the object of the complaint is the higher supervisor, the complainant may bring his or her case directly to the

Grievance Committee through the HRD-Personnel Development Division, which serves as the secretariat.

3) Appeal to the Grievance Committee

- a. If the complainant is not satisfied with the decision of the higher supervisor, he may appeal his grievance to the Grievance Committee within five (5) working days from receipt of the decision.
- b. The higher supervisor shall be furnished a copy of the grievance and shall make the necessary comments and forward them to the Grievance Committee within five (5) working days from receipt of his copy.
- c. The Grievance Committee shall, within ten (10) working days from receipt of the grievance and the comments of the higher supervisor, render a decision after proper investigation and hearing. It shall give copies of its decision within five (5) working days thereafter to the complainant, the immediate supervisor and the higher supervisor.
- d. However, if the object of the complaint is the Grievance Committee, the grievance may be submitted directly to top management.

4) Appeal to Management

- a. If the complainant is not satisfied with the decision of the grievance committee, he or she may elevate his/her grievance within five (5) working days from receipt of the committee's decision, to top management who shall make the decision within ten (10) working days from receipt of the grievance.
- b. However, if the object of the grievance is the top management, the complainant may bring his or her grievance directly to the Civil Service Commission Regional Office.

5) Appeal to Civil Service Commission Regional Office

- a. If the complainant 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.
- b. Together with the appeal, the complainant shall submit a Certification on the Final Action on the Grievance (CFAG).

- c. The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

VII. **Grievance Committee**

The TIEZA Grievance Committee shall have the following composition and responsibilities:

Composition

A. Main Office

Chairperson – Deputy General Manager for Administration

Members

- Two (2) department managers or their equivalent position chosen from among themselves, except the Manager, Human Resources Department
- Two (2) employees from the first and second level of the rank and file chosen by ADEPT who shall serve for a term of two (2) years
 - 1st level representative – shall participate in the resolution of the grievance of 1st level employees
 - 2nd level representative – shall participate in the resolution of the grievance of 2nd level employees
- Bilis Aksyon Partners
 - Felipe G. Fan
 - Teresita C. Diapolet

B. Entities

Chairperson – Regional Operations Manager (variable)

Members

- Resident Manager (variable)
- Two (2) entity employees (variable) from the first and second level of the rank and file chosen by ADEPT
- Bilis Aksyon Partners - designated

The Chief Operating Officer/General Manager may appoint officers other than the aforementioned officers to compose the grievance committee.

The Personnel Development Division of the Human Resources Department shall extend secretariat services to the Grievance Committee.

Responsibilities

1. 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.
2. Establish its own internal procedures and strategies.
3. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with HRD;
4. Conduct dialogue between and among parties involved;
5. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
6. Issue certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the history and final action taken on the grievance: and
7. Submit a quarterly report on its accomplishments and status of unresolved grievances to the Civil Service Commission regional office.

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

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

Subject of Grievance

Chairman
Grievance Committee

3) **Certificate on Final Action on the Grievance**

CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE

This certifies that the grievance filed by _____
(Aggrieved Party)
on _____ has been acted upon by this
Committee on _____.

Final Action Taken: _____

Chairman
Grievance Committee

Date

IX. Decision Implementation

The decision of the concerned authorities shall take effect immediately and/or upon receipt of the decision of all the parties involved.

X. Responsibilities of the HRD-PDD

All records involving complaint and grievance shall be kept by the HRD – Personnel Development Division.

XI. Effectivity

This TIEZA Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission regional office concerned. Subsequent amendments shall be subject to CSC approval and shall take effect three (3) months after the date of approval.

XII. Commitment

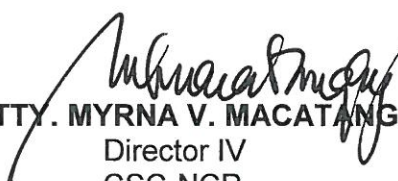
I hereby commit to implement the provisions of the Grievance Machinery and the necessary action in accordance with existing civil service law and rules against supervisors or officials who refuse to act on a grievance brought before their attention.



MARK T. LAPID
Chief Operating Officer

Date

Approved By:



ATTY. MYRNA V. MACATANGAY
Director IV
CSC-NCR

JUN 24 2011

Date