



Republic of the Philippines  
Province of Cavite  
City of Imus

**OFFICE OF THE CITY MAYOR**

**EXECUTIVE ORDER NO. 22**

*Series of 2023*

**AN ORDER REORGANIZING THE GRIEVANCE COMMITTEE FOR THE  
EMPLOYEES OF THE CITY GOVERNMENT OF IMUS**

**WHEREAS**, the Civil Service Commission mandates all agencies, including local government unit, to establish a grievance machinery that is the best way to address grievance between or among government officials and employees.

**WHEREAS**, pursuant to CSC Resolution No. 010113 dated January 10, 2001, the Civil Service Commission adopts the Revised Policies on Grievance Machinery which seeks to promote harmony in the workplace, thereby foster the productivity of each member of the organization.

**WHEREAS**, 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 City Government of Imus hereby adopts the herein Grievance Machinery.

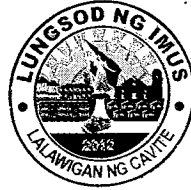
**NOW, THEREFORE, I, HON. ALEX L. ADVINCULA**, City Mayor of the City of Imus, by virtue of the powers vested in me by law, do hereby order the following:

**Section 1. Adoption of the Grievance Machinery-** Except as herein stated, the City of Imus shall adopt 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.

**Section 2. Objectives-**

1. General

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



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2. Specific
  - a. Activate and strengthen agency's existing grievance machinery;
  - b. Settle grievances 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 agency.

**Section 3. Scope-** The Grievance Machinery applies to all levels of officials and employees in the City Government. It may also apply to non-career employees whenever applicable.

### **Section 4. Definition of Terms-**

**Accredited or Recognized Employee Union** - an employee union accredited pursuant to Executive Order No. 180 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** - 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** - 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.



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**Section 5. 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;
- 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 discontentment 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 in RA 7877; and
- c) Union-related issues and concerns.



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### **Section 6. Grievance Procedures-**

The procedures for seeking redress of grievances 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.



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**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.

### **Section 7. 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.

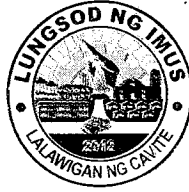
In the appointment or election of the committee members, their integrity, probity, sincerity and credibility shall be considered.

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

- a) Ms. Kathryn Ann C. Pantig, being the highest official responsible for Human Resource Management (HRM), shall act as Chairperson.
- b) Two (2) Division Chiefs, namely:

Atty. Leonard Martin E. Syjuco – City Legal Officer  
Mr. Jericho F. Reyes – Head, Youth Affairs Unit

- c) Two (2) members from the rank-and-file who shall serve for a term of two (2) years and chosen through a general assembly or any other mode of selection to be conducted for the purpose; one from



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the first level and another from the second level. If there is an accredited or recognized employee union/s, the rank-and-file representatives shall be those named by the employee union. 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;

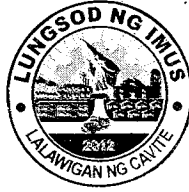
- d) The Bilis Aksyon Partner (BAP) duly designated.
- e) The City Mayor or his duly designated representative shall be appointed as member of the grievance committee.

The HRMO 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", counseling 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 in collaboration with the personnel unit;
- d) Conduct dialogue between and among the parties involved;



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- 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.

**Section 8. Grievance Form-** The following forms shall be used:

1. Grievance Form

|                                     |                                     |
|-------------------------------------|-------------------------------------|
| <b>GRIEVANCE FORM</b>               |                                     |
| _____                               |                                     |
| (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

|                                      |
|--------------------------------------|
| <b>GRIEVANCE AGREEMENT FORM</b>      |
| Name of parties to a Grievance _____ |
| Nature of the Grievance _____        |
| Steps towards Settlement _____       |
| Agreement Reached<br>_____<br>_____  |

3. Certificate of Final Action on the Grievance

|   |
|---|
| <b>CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE</b>     |
| This certifies that the grievance filed by _____        |
| On _____ has been acted upon by this Committee on _____ |
| Final Action Taken: _____<br>_____                      |
| _____<br>Chairperson<br>Grievance Committee             |
| Date _____  |





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**Section 9. Effectivity-** This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned.

**Section 10. Commitment-** I hereby commit to implement the provisions of this Grievance Machinery and take the necessary action in accordance with existing civil service law and rules against supervisors or official who refuse to act on a grievance brought before their attention.

**Section 11. Repealing Clause-** All issuances inconsistent with the provisions of this Order are declared are hereby repealed or modified accordingly.

**Section 12. Separability Clause-** If, for any reason, any part or provision of this Order is declared invalid or unconstitutional, any part or provision not affected thereby shall remain in full force and effect.

**DONE** and **SIGNED** this 12<sup>th</sup> day of April 2023, City of Imus.



**ALEX L. ADVINCULA**  
City Mayor