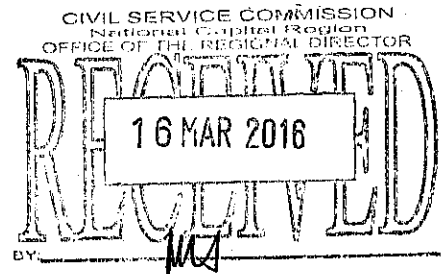




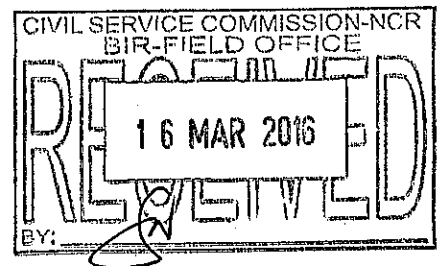
**National Transmission Corporation**

February 18, 2016

**Ms. JUDITH A. DONGALLO-CHICANO**  
Director IV  
National Capital Region  
Civil Service Commission  
No. 25 Kaliraya Street, 1113 Quezon City



**SUBJECT: Revised TransCo Grievance Machinery**



Dear **Dir. Dongallo Chicano**,

In compliance with the Civil Service Commission MC No. 2 s. 2001, Item 19, on the Revised Policies on the Settlement of Grievances in the Public Sector regarding submission of amendments for CSC approval, we respectfully submit the revised TransCo Grievance Machinery for your review and evaluation.

Please be informed that the TransCo has adopted the Civil Service Commission Grievance Machinery Model and revised the composition of our Grievance Committee to correspond with the present structure of our office.

We hope that the Commission will favorably consider our proposals. We will be glad if you call our attention on matters that need to be clarified. Enclosed is the copy of the TransCo Grievance Machinery for your reference and favorable consideration.

Thank you very much for your usual support and assistance to TransCo.

Very truly yours,

  
**GENEROSO M. SENAL**  
Officer-In-Charge



## **GRIEVANCE MACHINERY**

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In line with the Revised Policies on the Settlement of Grievance in the Public Sector as contained in Civil Service Commission (CSC) Resolution No. 010113 and accordingly implemented through CSC Memorandum Circular No. 02, s. 2001, TransCo hereby adopts the following as its Grievance Machinery.

### **I. BASIC POLICIES**

1. TransCo shall adopt proactive measures to maintain a positive organizational climate and establish a machinery that shall address grievances between and among officials and employees.
2. A grievance whether verbal or written, shall be resolved expeditiously at all times at the lowest level possible. However, if not settled at the lowest level possible, an aggrieved party shall present his/her grievance step by step following the hierarchy of positions.
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 orally or in writing in the first instance by the aggrieved party to his/her immediate supervisor.

The latter shall, within three (3) working days from 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 and leave benefits (e.g. delay in the processing of overtime pay, unreasonable withholding of salaries and inaction in application for leave);
  - b. Non-implementation of policies, practices and procedures that affect employees from recruitment to promotion, detail, transfer, retirement, termination, and lay-offs, and such other related issues, (e.g. failure to

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  - b. Non-implementation of policies, practices and procedures that affect employees from recruitment to promotion, detail, transfer, retirement, termination, and lay-offs, and such other related issues, (e.g. failure to

observe the 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 personnel whose nature and place of work are classified as high-risk and 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.
7. The following cases shall not be acted upon through the grievance machinery:
- a. Protest on appointments (MC No. 4, s. 2010, Revised Policies in the Resolution of Protest Cases);
  - b. Disciplinary cases that shall be resolved pursuant to the Revised Uniform Rules on Administrative Cases in the Civil Service;
  - c. Sexual harassment cases as provided for in RA 7877; and
  - d. Union-related issues and concerns
8. A grievance may be elevated to the Civil Service Commission Regional Office concerned only upon submission of a Certification on the Final Action on the Grievance (CFAG) issued by the Grievance Committee. The CFAG shall contain, among others, the history and final action taken by TransCo on the Grievance.
9. 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.
10. The TransCo President and CEO shall ensure equal opportunity for women and men to be represented in the Grievance Committee.
11. 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.

## **II. OBJECTIVES**

1. To create a work atmosphere conducive to good work relations among employees and improved employee morale.
2. To settle grievances at the lowest possible level in the organization; and

3. To serve as catalyst for the development of the capabilities of employees on dispute settlement in TransCo.

### **III. COVERAGE**

The Grievance Machinery applies to all officials and employees of TransCo.

### **IV. DEFINITION OF TERMS**

**Bilis Aksyon Partner** – the counterpart Action Officer of the CSC 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 orally or in writing and which, in the aggrieved employee's opinion has been ignored or dropped without consideration.

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

### **V. GRIEVANCE PROCEDURES**

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

#### **1. Discussion with Immediate Supervisor**

At first instance, the employee/aggrieved party shall present his/her grievance orally or in writing to his/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 shall bring the grievance to the next higher supervisor.

In oral discussion, the following shall be observed:

- a. The employee/aggrieved party shall be put at ease – Every effort shall be exerted to make the employee who has a grievance feel at ease during the oral discussion.
- b. The employee/aggrieved party shall be encouraged to talk – The employee shall be allowed to tell or explain his/her side during the oral discussion.
- c. Privacy in discussion – The oral discussion shall be held in quiet and secluded spot where the conversation cannot be interrupted or overheard.

- d. The case shall be heard fully – The supervisor shall seek to keep his/her views and opinions entirely to himself/herself until after the employee has explained his/her side during the oral discussion.
- e. A definite decision shall be reached – At the end of the discussion, the supervisor must be prepared to state his/her position clearly and accurately based on the merits of the grievance. He/she need not immediately give a definite decision, but the decision shall be rendered within three (3) days from the presentation of the grievance.

## **2. Appeal to the Higher Supervisor**

If the aggrieved party is not satisfied with the oral decision, he/she may submit the grievance in writing, within five (5) days to the next higher supervisor who shall render his/her decision within five (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 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 the top management.

## **4. Appeal to Top Management**

If the aggrieved party is not satisfied with the decision of the Grievance Committee, he/she may elevate his/her grievance within five (5) working days from receipt of the decision to top management who shall make the decision within ten (10) working days after receipt of the grievance. Provided, however, that where the object of the grievance is the top management, the aggrieved party may bring his/her grievance directly to the CSC Regional Office.

## **5. Appeal to the Civil Service Commission (CSC) Regional Office**

If the aggrieved party is not satisfied with the decision of the top management, he/she may appeal or elevate his/her grievance to the CSC Regional Office within fifteen (15) working days from the receipt of such decision. Together with the appeal, the aggrieved party shall submit a Certification of the Final Action on the Grievance (CFAG). The CSC Regional Office shall rule on the appeal in accordance with the existing civil service law, rules and regulations.

## **VI. GRIEVANCE COMMITTEE**

TransCo's Grievance Committee shall be composed of the following:

Chairperson : Vice President, Corporate Services Group

Members : Two (2) Department Managers  
(one from the LRLMSG and one from the concerned Department)

Two (2) Members from the rank-and-file and chosen thru general assembly or any mode of selection (who shall serve for a term of two (2) years)

- One (1) representative from the first level positions (JG 11 and below) who shall participate in the resolution of the grievance of first level employee
- One (1) representative from second level positions (JG 12 to 15) who shall participate in the resolution of the grievance of second level employee

Bilis Aksyon Partner (Administration Manager)

Secretariat : Human Resources Division

### **Responsibilities of the Grievance Committee**

In addition to finding the best way to address specific grievance, the Grievance 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, personnel assemblies which shall be conducted at least once every quarter, "talakayan," counselling and other HRD interventions (i.e after flag raising ceremony). Minutes of the Proceedings of these activities shall be documented for audit purposes;
- c. Conduct continuing information drive on Grievance Machinery among TransCo employees, in collaboration with HRD;
- d. Conduct dialogue between and among 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 a CFAG, which shall contain, among others, the 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 CSC Regional Office.

**VII. GRIEVANCE FORMS**

- 1. Annex "A" – Grievance and Grievance Agreement Form
- 2. Annex "B" – Certificate of Final Action and Grievance (CFAG)

**VIII. EFFECTIVITY**

The TransCo Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission (CSC) Regional Office concerned. Subsequent amendment shall be submitted to the Regional CSC for final evaluation/approval and shall take effect immediately.

**IX. COMMITMENT**

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

**GENEROSO M. SENAL**  
Officer-In-Charge  
Date: 2/14/16

APPROVED BY:

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CSC Regional Director  
(Signature over Printed Name)

Date: \_\_\_\_\_