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Office of the President

6 June 2014

MEMORANDUM NO. 136

Series of 2014

T O: Dr. Lourdes B. Cano - Chairperson
Dr. Antonio P. Abamo - Member (Academic Unit Head)
Ms. Louella C. Ampac - Member (Administrative Unit Head)
Atty. Rysan C. Guinocor - Member (REABAP)
ADPA Representative - Member (Representative Administrative Staff)
VSUFA Representative - Member (Representative Faculty)
Ms. Teresita L. Quiñanola - Secretary, Non-voting Member

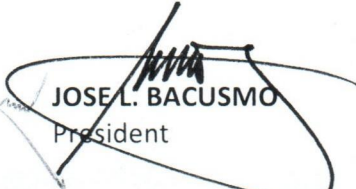
R E: Reconstitution of the Grievance Committee

With Dr. Lourdes B. Cano as Chairperson and Ms. Teresita L. Quiñanola as Secretary, please reconstitute yourselves into a Grievance Committee with the following duties and responsibilities:

1. Resolve expeditiously the complaints or grievances filed by VSU employees to the Administrative against any officer or employee of the government at all times at the lowest level possible;
2. Conduct an investigation and hearing within ten working days from receipt of the grievance and render a decision within five (5) working days after the investigation;
3. Submit quarterly report of its accomplishments and status of unresolved grievances to the CSC Regional Office.

Attached is a copy of the Grievance Machinery of the university for your guidance.

Please be guided accordingly.


JOSE L. BACUSMO
President

GRIEVANCE MACHINERY of LEYTE STATE UNIVERSITY (LSU)

In line with the Revised Policies on the Settlement of Grievances 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 LSU hereby adopts the herein Grievance Machinery.

I. OBJECTIVES

1. General

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

2. Specific

2.1 Strengthen the University's existing grievance machinery;

2.2 Settle grievances at the lowest possible level in the organization; and

2.3 Serve as 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 levels of officials and employees in the University. It may also apply to non-career employees whenever applicable. Those contracted by the University to perform specific work where no employer-employee relationship exists is not covered by this machinery.

III. BASIC POLICIES

1. LSU employees shall have the right to present their complaints or grievances to the Administration.
2. A grievance shall be resolved expeditiously at all times at the lowest level in the university. However, if the grievance is not settled at this level, the aggrieved party shall present his or her grievance step-by-step following the hierarchy of supervision.
3. The aggrieved party shall be assured of freedom from coercion, discrimination, reprisal and biased action.

4. Grievance proceedings shall not be bound by legal rules and technicalities. Even verbal grievance shall be acted upon expeditiously. Settlement of grievance does not allow the services of a legal counsel.
5. 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 or conditions of employment fixed by law including salaries, incentives, working hours and leave benefits;
 - b. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, and lay-offs;
 - 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 working 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.
6. The following cases shall not be acted upon by the grievance machinery:
 - a. Disciplinary cases covered by the Uniform Rules on Administrative Cases;
 - b. Sexual harassment cases as provided for in RA 7877; and
 - c. Union-related issues and concerns which shall be settled within the union itself.
7. The University President shall ensure equal opportunity for men and women to be represented in the grievance committee.
8. The personnel unit of the university shall provide secretariat services to the grievance committee.
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.

IV. DEFINITION OF TERMS

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.

V. 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 up to the department head or equivalent level 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) 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 University President.

4. **Appeal to the University President.** 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 of the committee to the University President 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 University President, the aggrieved party may bring his or her grievance directly to the Board of Regents.

5. **Appeal to the Board of Regents.** If the aggrieved party is not satisfied with the decision of the University President, he or she may elevate his or her grievance to the Board of Regents within fifteen (15) working days from receipt of the decision from the University President. The BOR shall furnish the aggrieved party a copy of its decision within five (5) working days after the BOR meeting. Provided, however, that where the object of the grievance is the Board of Regents, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.
6. **Appeal to the Civil Service Commission Regional Office.** If the aggrieved party is not satisfied with the decision of the Board of Regents, he or she may appeal or elevate his or her grievance to the concerned Civil Service Commission 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 Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

VI. GRIEVANCE COMMITTEE

Composition

- a. The highest official responsible for administrative affairs shall act as chairperson.
- b. Two (2) unit heads representing the administrative and academic units.
- c. Two (2) members from the rank-and-file who shall serve for a term of two (2) years. One will represent the administrative staff chosen through a general assembly or any mode of selection to be conducted for the purpose while the other member shall be chosen by the LSU Faculty Association representing the Faculty.
- d. The duly designated Bilis Aksyon Partner (BAP).

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 workload;
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;

VII. 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 or 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 _____	
Agreements Reached _____	
<p>We promise to abide by the above-stated agreement.</p>	
_____ Aggrieved Party	_____ Subject of Grievance
_____ Chairman Grievance Committee	

3. Certificate of 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: _____

Date _____


Chairman
Grievance Committee

VIII. EFFECTIVITY

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

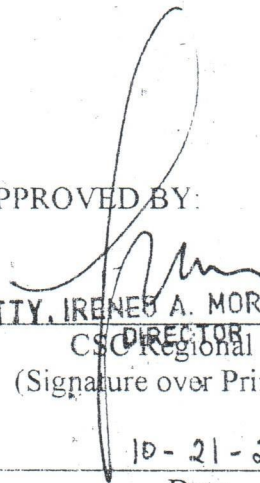
IX. COMMITMENT

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


PACIENCIA P. MILAN
President
(Signature over Printed Name)

Date

APPROVED BY:


ATTY. IRENEA A. MORALES, CESO III
DIRECTOR IV
CSC Regional Director
(Signature over Printed Name)

10-21-2002

Date