WHO ARE THE KEY PERSONS?

CENTRAL OFFICE GRIEVANCE SETTLEMENT COMMITTEE

Chair
Dir. Marie Macel O. Tejada
Human Resource Management Office

Vice-Chair
Atty. Romarico D. Fulgencio
Cluster 2—Audit Group A, CCGS

Members
Ms. Rosemarie C. Dimarang
Office of the Asst. Commissioner, NGS
Atty. Nertsa H. Paulino
Claims and Adjudication Office - National, CPASSS
Non-audit Representative
Atty. Richard M. Fulleres
Claims and Adjudication Office - National, CPASSS
PHILGRISIA Representative, Level II
Atty. Reynaldo C. Darang
Cluster 5 - CGS
PHILGRISIA Representative, Level I
Ms. Estela Marie B. Lagunoy
Internal Audit Office
Office of the Chairperson
Bill Alayan Partner

Secretariat
Ms. Imelda V. Clave
Ms. Maria Filipina D. Macapagal
Mr. Joseph S. Del Rosario, Jr.
Human Resource Policy Studies & Standard Services
Human Resource Management Office
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HOW ABOUT THOSE IN THE REGION?

There shall be a Grievance Settlement Committee (GSC) in each of the Regional Offices to be known as Regional Grievance Settlement Committee (RGSC) to be appointed by the Regional Director.

COMMISSION ON AUDIT GRIEVANCE SETTLEMENT

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OUR LEGAL BASIS

The employees shall have the right to present their complaints or grievances to management and have them adjudicated as expeditiously as possible in the best interest of the agency, the government as a whole and the employees concerned.

(Section 37, Title I, Book V of EO No. 292, known as Revised Administrative Code of 1987)

• Civil Service Commission (CSC) Resolution No. 010113 adopted the Revised Policies in the Settlement of Grievances in the Public Sector;
• CSC Memorandum Circular No. 2, s. 2001 provides for guidelines that shall be observed in addressing the employee’s grievances;
• COA Resolution No. 2014-034 dated December 22, 2014 adopts the Revised Guidelines on Grievance Settlement of the COA.
ON WHAT GROUNDS CAN I FILE FOR GRIEVANCE?

Cases that shall be acted upon through the Grievance Settlement Committee

1. Where to begin?

- Non-implementation of policies, practices, and procedures on economic and financial issues and other terms and conditions of employment fixed by law including, but not limited to, salaries, incentives, working hours and leave benefits and other terms and conditions.

2. When not satisfied with the Immediate Supervisor’s action?

- The decision of the Higher Supervisor may be elevated and appealed to the Central Office Grievance Settlement Committee (COGSC) in the case of Central Office/NCR Employees and to the Regional Grievance Settlement Committee (RGSC) in the case of regional employees, with notice of appeal to the former, within five (5) working days from receipt of the decision using Grievance Complaint Form. Meanwhile, the decision of the RGSC may be appealed and elevated to the COGSC.

3. Can I contest the decision of the higher supervisor?

- If aggrieved party is not satisfied, he may appeal the grievance using Grievance Complaint Form to the Higher Supervisor, copy furnished the immediate supervisor, within five (5) working days.

4. I feel that the decision is unjust and I want to make an appeal, what shall I do?

- Physical working conditions.

- Interpersonal relationships and linkages.

5. I wish that the decision may be reviewed again by an authority

- All other related matters that give rise to employee dissatisfaction and discontentment outside of the foregoing.

HINTS:

Fill-up the Grievance Complaint Form and submit to the Immediate Supervisor. The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days using Grievance Settlement Form.

- If the party being complained is the Immediate Supervisor, it shall be presented to the higher supervisor.

- If the/she belongs to another office, submit the form to his/her Immediate Supervisor.

Any party aggrieved by the decision of the COGSC may appeal or elevate his/her grievance in writing within five (5) days from receipt of the decision to the Chairperson who shall render a decision within five (5) working days from receipt of appeal using Grievance Settlement Form. A copy of the Certificate of Final Action on Grievance shall be attached to the appeal.

If the aggrieved party is not satisfied with the decision of the Chairperson, he/she may appeal or elevate his/her grievance to the CSC Main Office, within fifteen (15) working days from the receipt of such decision using the CSC prescribed form. The aggrieved party shall submit a copy of the COA Chairperson’s final decision.

Please refer to COA Resolution No. 2014-034 dated December 22, 2014 for a more detailed procedure.
PAANO NAMAN ANG NASA REHIYON?

Dapat maggaraon ng isang Grievance Settlement Committee sa bawat Regional Offices na itatag na Regional Director at kilalanin bilang Regional Office Grievance Settlement Committee.
PAANO MAGSAMPA NG REKLAMO?

1. Saan magisimula?
   Maghain ng reklamo sa pamamagitan ng pagsumite ng Grievance Complaint Form sa Superbisor ng hihintulungan empleyado. Ipapatulad na man ng Superbisor ang kanyang kaukulang aksyon sa naaanggapdang empleyado sa pamamagitan ng Grievance Settlement Form sa loob ng tatlong (3) araw.

2. Paano kung hindi lubos na kumbinsido sa aksyon ng Superbisor?
   Kung hindi lubos na kumbinsido sa aksyon ng Superbisor, maaaring umapela sa pamamagitan ng paghain ng Grievance Complaint Form sa mas nakakataas na Superbisor. Dapat ay mopya ang unang Superbisor na tunggap ng reklamo.

3. Maari ba muling usisain ang desisyon ng mas nakakataas na Superbisor?
   Ang desisyon ng mas nakatataas na Superbisor ay maaring idulag at ipapela sa pamamagitan ng pagpasa ng Grievance Complaint Form sa Central Office Grievance Settlement Committee (COGSC) para sa empleyado ng Central Office/NCR at sa Regional Grievance Settlement Committee (RGS) para na man sa empleyado mula sa rehbinsyon sa loob ng limang (5) araw mula sa pagkakatanggap ng huling desisyon at may notice of appeal na nakakataas na Superbisor. Samantala, ang desisyon naman ng RGS ay maaring ipapela sa COGSC.

4. Kung may pakiwari na hindi makatarungan ang desisyon at ibig umapela, ano ang dapat gawin?
   Ang COGSC ay maaring magrekomenda ng imbestigasyon at maglalakad ng pagdilip sa angkop na opisina o sa Internal Affairs Office kung kinakailangan.

5. Nais na ang desisyon ay muling suriin?
   Kung hindi lubos na kumbinsido sa desisyon ng Chairperson, ang naturang naaanggapdang panig ay maari pa rin ipapela ang kanyang reklamo sa CSC Main Office sa loob ng labinglimang (15) araw mula sa pagkakatanggap ng huling desisyon at dapat naaayon sa patakaran na ilinaka ng CSC. Ang nagbabalang panig ay dapat magsumite ng kopya ng huling desisyon mula sa Chairperson.

**PAANO MAGSAMPA ANG MAERING ISAMPA?**

Mga asunto na maaring isampa at dapat tugunan ng Grievance Settlement Committee

1. Hindi pagpapatupad ng mga patakaran, kaugalian, mga diituntitin sa economic and financial issues maging ang iba pang terms at kondisyon sa trabaho na ilinakada ng mga kabaliw ang sahat, incentives, oras ng trabaho, leave benefits, at iba pa.

2. Hindi pagpapatupad ng polisiya at patakaran na nakakaapektong sa recruitment at promotion ng empleyado, pagka-detail, paglipat ng trabaho, pagreterto, termination at iba pang kahalintulad na mga isyu na nakakaapektong sa empleyado.

3. Pisikal na kalagayan na pinagtrabahuhan

4. Interpersonal na kaugnayan o linkages.

5. Iba pang maaring dahilan na may kaugnayan sa pagkadiskonto ng empleyado.