

19 August 2024

Office Order No. 2024162  
Series of 2024

**SUBJECT: ENHANCED CITEM GRIEVANCE MACHINERY**

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In line with 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, series of 2001, and pursuant to CSC Memorandum Circular No. 04, 2010 or the Revised Policies in the Resolution of Protest Cases, the Center for International Trade Expositions and Missions (CITEM) hereby adopted and enhanced its Grievance Machinery in accordance with abovementioned resolutions.

The Enhanced CITEM Grievance Machinery is duly approved by the Civil Service Commission on 06 August 2024 and is commended for implementation.

This Office Order with the attached approved Enhanced CITEM Grievance Machinery shall take effect immediately.

All office orders or parts thereof inconsistent with this order are hereby revoked or modified accordingly.

For proper guidance of all concerned.

  
**LEAH PULIDO OCAMPO**  
Executive Director 

  
**CERTIFIED TRUE COPY**  
**FROM ORIGINAL**

## ENHANCED CITEM GRIEVANCE MACHINERY

In line with 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, series of 2001, and pursuant to CSC Memorandum Circular No. 04, 2010 or the Revised Policies in the Resolution of Protest Cases, the Center for International Trade Expositions and Missions (CITEM) hereby adopted and enhanced its Grievance Machinery in accordance with abovementioned resolutions.

### I. POLICY STATEMENT

Except as herein stated, CITEM shall adopt the policy on Grievance Machinery issued by the Civil Service Commission (CSC) and other issuances related thereto.

### II. OBJECTIVES

#### 1. General

To create a work atmosphere conducive to harmonious supervisor-employee relations and to have fair and responsive settlement of grievances thereby promoting organizational harmony and improved employee morale.

#### 2. Specific

- 2.1 Strengthen the existing grievance machinery of CITEM to create an enhanced mechanism to address issues and concerns raised by the employees.
- 2.2 Settle grievances at the lowest possible level in the organization.
- 2.3 Serve as a catalyst for the development of capabilities of personnel, especially of supervisors, on dispute settlement in the agency; and
- 2.4 Promote a culture of respect, decency, and objectivity as well as professional behavior in the workplace as expected of public servants.

### III. SCOPE

The Grievance machinery applies to all levels of officials and employees of the agency, and there shall be no discrimination on account of age, sexual orientation, gender identity, civil status, disability, religion, ethnicity, social status, income, class, political affiliation, or other similar factors/personal circumstances which run counter to the principles of equal employment opportunity.

It may also apply to non-career employees whenever applicable.

### IV. BASIC POLICIES

1. A grievance shall always be resolved expeditiously at the lowest level possible in CITEM. However, if not settled at the lowest level possible, an aggrieved party shall present his or her grievance step by step following the hierarchy of positions.
2. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.

#### CENTER FOR INTERNATIONAL TRADE EXPOSITIONS AND MISSIONS

3. 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.
4. A grievance shall be presented verbally or in writing in the first instance by the aggrieved party to his or her immediate supervisor. The latter shall, within three (3) working days from the date of presentation, inform verbally the aggrieved party of the corresponding action.

If the object of grievance is the immediate supervisor, the grievance shall be presented to the next higher supervisor.

5. 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.
6. In the formation of the Grievance Committee, only permanent officials and employees shall be appointed or elected as members thereof. The integrity, probity, sincerity, and credibility of the committee members should always be considered.
7. Equal opportunity for men and women to be represented in the grievance committee must be ensured.

#### V. DEFINITION OF TERMS

<b>Top Management</b>	refers to the CITEM Executive Director and Deputy Executive Director.
<b>Non-Career Positions</b>	are positions characterized by entrance on bases other than those of the usual tests of merit and fitness utilized for the career service, tenure of which is limited to a period specified by law, or which is co-terminous with that of the appointing authority or subject to his pleasure which is limited to the duration of a particular project for which purpose employment made.
<b>Accredited or Recognized Employee Union</b>	an employee union accredited pursuant to Executive Order No. 180 and its implementing rules and regulations.
<b>Bilis Aksyon Partner</b>	is the counterpart Action Officer of the Civil Service Commission under the Mamamayan Muna Program in every agency pursuant to CSC MC No. 3, series of 1994.
<b>Grievance</b>	refers to work-related discontentment or dissatisfaction which had been expressed verbally or in writing, in the aggrieved employee's opinion, has been ignored or dropped without due consideration.
<b>Grievance Machinery</b>	A system or method of determining and finding the best way to address the specific cause or causes of a grievance.
<b>Public Sector Labor-Management Council (PSLMC)</b>	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.
<b>Proper Authority</b>	the appropriate individual by virtue of his/her position has jurisdiction and provides resolution to grievances beginning at the lowest level, i.e. immediate supervisor.

## VI. CASES COVERED UNDER THE GRIEVANCE MACHINERY

The following instances shall be acted upon through the grievance machinery:

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 and leave benefits.
2. 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.
3. 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.
4. Poor interpersonal relationships and linkages.
5. All other matters giving rise to employee dissatisfaction and discontent outside of those cases enumerated above.

The Grievance Committee shall not act on the following instances:

1. Disciplinary cases which shall be resolved pursuant to the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS).
2. Sexual harassment cases as provided for in RA 7877.
3. Protest on appointments as provided under Rule 18 of 2017 RACCS.
4. Union-related issues and concerns.

## VII. GRIEVANCE COMMITTEE

The composition and responsibilities of the Grievance Committee are as follows:

### 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.

1. The Department Manager of the Corporate Services Department shall act as Chairperson.
2. The Department Manager of either of the Operations Group or Communications and Creative Services Department shall act as Vice-Chairperson.
3. Two (2) Division Chiefs or their equivalent, as selected among themselves.
4. Two (2) members, and alternates, from the rank-and-file who shall serve for a term of two (2) years chosen through a general assembly or any other mode of selection to be conducted for the purpose. 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 second level employees; and
5. Bilis-Aksyon Partner (BAP) duly designated.

The Human Resource Management Division (HRMD) shall extend secretariat services to the Grievance Committee.

### 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 duties.
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 HRMD interventions. Minutes of the proceeding 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 HRMD Division.
4. Conduct dialogue between and among the parties involved.
5. 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.
6. Direct the documentation of the grievance including preparation and signing of written agreements reached by the parties involved.
7. 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
8. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

## VIII. GRIEVANCE PROCEDURES

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

1. **Discuss with Immediate Supervisor.** At the first instance, the aggrieved party shall present his grievance verbally or in writing 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.

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 CFAG shall contain among other things, the following information: history and final action taken by the agency on the grievance. The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

**IX. GRIEVANCE FORMS**

The following forms shall be used:

**1. Grievance Form**

GRIEVANCE FORM	
Date Filed:	
Name of Aggrieved Party:	Division/Department:
Position Title:	Aggrieved party's Higher Supervisor:
Nature/Subject of Grievance:	
Action Desired:	
	(Signature of Aggrieved Party)

**2. Grievance Agreement Form**

GRIEVANCE AGREEMENT FORM	
Name of Aggrieved Party:	
Nature of Grievance:	
Steps towards Settlement:	
Agreement Reached:	
We promise to abide by the above-stated agreement.	
_____	_____
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 _____ on _____ has been acted upon by the Committee on _____.	
Final Action Taken:	
Date: _____	Signature of Chairperson, Grievance Committee

X. EFFECTIVITY

This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned. Subsequent amendments shall also be submitted to the CSC Regional Office for approval.

XI. COMMITMENT

I hereby commit to implement the provisions of this Revised Grievance Machinery and take necessary action in accordance with existing civil service law and rules.

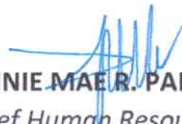
  
**ROMLEAH JULIET P. OCAMPO**  
Executive Director, CITEM  
 

APPROVED:  
**VICTORIA F. ESBER**  
\_\_\_\_\_  
Director IV  
Civil Service Commission

\_\_\_\_\_  
Date

Civil Service Commission National Capital Region (CSC NCR)  
Center for International Trade Expositions and Missions (CITEM) Grievance Machinery (GM)

Reviewed by:



**SANNIE MAE R. PARONDA**  
*Acting Chief Human Resource Specialist*  
Policies and Systems Evaluation Division

Recommended by:



**Atty. VLADIMIR F. VILACORTA**  
Director III

Approved by:

  
**VICTORIA F. ESBER**  
Director IV  
AUG 06 2024





**National Capital Region**

06 August 2024

**ROMLEAH JULIET P. OCAMPO**

Executive Director  
Center for International Trade Expositions and Missions  
Golden Shell Pavilion, Roxas Boulevard  
Cor. Sen. Gil Puyat Avenue, Pasay City

Dear **Executive Director Ocampo**:

This refers to the proposed Grievance Machinery (GM) of the Center for International Trade Expositions and Missions (CITEM), which was submitted to this Office for appropriate action.

Evaluation of the CITEM GM shows its compliance with **Civil Service Commission Memorandum Circular No. 2, series of 2001**<sup>1</sup>. Hence, the same is hereby **APPROVED**.

We look forward to the successful implementation of the CITEM GM.

Respectfully yours,

  
**VICTORIA F. ESBER**  
Director IV

C: DIRECTOR II PHILIP C. APOSTOL  
CSC FO – Government Services Insurance System

PSED/VEV/SMRP/ffj

<sup>1</sup>Revised Policies on the Settlement of Grievances in the Public Sector dated Jan. 26, 2001

**Bawat Kawani, Lingkod Bayani**