



Republic of the Philippines

Department of Agriculture

**Fertilizer and Pesticide Authority**

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15 June 2023

**OFFICE ORDER**

No. 11

Series of 2023

**TO : ALL OFFICIALS AND EMPLOYEES  
THIS OFFICE**

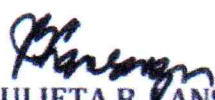
**SUBJECT : GRIEVANCE MACHINERY IN THE FERTILIZER AND PESTICIDE  
AUTHORITY (FPA)**

The Revised Policies on the Settlement of Grievance in Public Sector as set forth in the Civil Service Commission Resolution No. 010113 dated 10 January 2001 provides that all agencies shall establish a grievance machinery that is the best way to address grievance between or among government officials and employees.

In compliance therewith, the FPA hereby issues the attached guidelines titled, "**Grievance Machinery**" to address all work-related issues or concerns giving rise to employee dissatisfaction. Thus, all officials and employees are hereby directed to comply with the said guidelines.

This Order shall take effect immediately and shall remain in force unless revoked, supplanted, or amended.

For your information and guidance.

  
**JULIETA B. LANSANGAN**  
Officer-in-Charge



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## GRIEVANCE MACHINERY

### I. STATEMENT OF POLICY

No less than the Constitution provides that public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice, and lead modest lives.<sup>1</sup>

Likewise, it is the policy of the State to promote a high standard of ethics in public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.<sup>2</sup>

### II. PRELIMINARY STATEMENT

This is in reference with the Revised Policies on the Settlement of Grievance in Public Sector as set forth in the Civil Service Commission Resolution No 010113 dated 10 January 2001.

The said Resolution provides that all agencies shall establish a grievance machinery that is the best way to address grievance between or among government officials and employees.

### III. OBJECTIVES

#### a. General Objective

- FPA must have a conducive and employee-friendly working environment.

#### b. Specific Objective

- Create a Grievance Machinery in the FPA;
- Amicable settlement of grievance at the lowest possible level in the FPA

### IV. SCOPE

The Grievance Machinery applies to all levels of officials and employees in the FPA. It may also apply to non-career employees whenever applicable.

<sup>1</sup> Article XI, Section 1 Accountability of Public Officers

<sup>2</sup> RA 6713 Code of Conduct and Ethical Standards for Public Officials and Employees



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## **V. COGNIZABLE CASES**

Grievance refers to cognizable work-related issues giving rise to employee dissatisfaction.

The following are cognizable cases:

### **1. Economic and Financial Matters**

Failure to implement policies regarding the economic and financial issues and other terms and conditions of employment fixed by law, including, but not limited to, salaries, incentives, working hours, leave benefits such as delay in processing of overtime pay, unreasonable withholding of salaries and inaction on application for leave.

### **2. Recruitment, Promotion and Hiring Processes**

Failure to implement policies which affect employees from recruitment to promotion, detail, transfer, retirement, termination, lay-offs, and Human Resource issues.

### **3. Physical Working Condition**

Lack of physical working conditions such as, but not limited to, lack of proper ventilation in the FPA, and lack of facilities, equipment, and supply necessary for the accomplishment of the employees' tasks

### **4. Interpersonal Relationships and Linkages**

Poor interpersonal relationships and linkages such as unreasonable refusal to give official information by one employee to another

### **5. All other matters**

All other cases giving rise to employee dissatisfaction and discontentment that the Grievance Committee decides to take cognizance of.

The following cases shall not be acted upon through the grievance machinery:

1. Disciplinary cases which shall be resolved pursuant to "2017 Rules on Administrative Cases in the Civil Service".
2. Sexual harassment cases as provided for in RA 7877; and
3. Union-related issues.



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## VI. PROCEDURE

Grievance proceedings shall not be bound by legal rules and technicalities even verbal grievance must be acted expeditiously. The service of legal counsel shall not be allowed.<sup>3</sup>

The following are the procedure in seeking redress of grievance:

### 1. At first instance, grievance should be addressed to immediate supervisor

The aggrieved party should address his/her grievance to his/her immediate supervisor who shall render decision within three (3) working days from receipt of the complaint, whether written or verbal.

However, if the immediate supervisor is the subject of the aggrieved party's grievance, the latter may address his/her complaint, whether written or verbal, to the next-in-rank supervisor.

### 2. Appeal to the next-in-rank

In case the aggrieved party is not satisfied with the decision rendered by his/her immediate supervisor, he/she may appeal the said decision within five (5) working days from receipt of the same to the next-in-rank supervisor who shall render his or 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. The appeal shall, however, be in writing stating all the relevant facts in order for the Grievance committee to intelligently decide the case.

The Grievance Committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and shall render the decision within five (5) working days after the investigation.

Provided, however, if the subject 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 or she may elevate his or her grievance within five (5)

<sup>3</sup> CSC Memorandum Circular No 02 Series of 2001, Revised Policies on the Settlement of Grievances in the Public sector



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working days from receipt of 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 subject 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 the Top Management, he/she may elevate his/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 the existing civil service law, rules and regulations.

Supervisors or officials who refuse to act on a grievance brought to their attention shall be liable for neglect of duty in accordance with existing civil service law, rules and regulations.

## **VII. GRIEVANCE MACHINERY COMMITTEE<sup>4</sup>**

### **Composition**

Only permanent officials and employees shall be appointed or elected as members of the grievance committee.

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

Equal opportunity for men and women shall be observed and represented in the grievance committee.

The minimum composition of the grievance machinery committee shall be as follows:

- a. The highest official responsible for Human Resource Management or the Chief or Head of Administrative Division shall act as Chairperson;
- b. Two (2) Division Chiefs or their equivalent positions chosen from among themselves; and
- 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 the first level and another from the second level.

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<sup>4</sup> *ibid.*



The personnel unit of the agency shall extend secretariat services to the grievance committee.

### **Functions/Responsibilities<sup>5</sup>**

The Grievance 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", counselling and other Human Resource Development interventions. Minutes of the proceedings of these activities shall be documented for audit purposes;
3. 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. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
5. 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
6. Submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

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<sup>5</sup> *ibid.*



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## VIII. 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 of 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: _____	
Agreement/s Reached: _____	
We promise to abide by the above-stated agreement.	
Aggrieved Party Date: _____	Subject of Grievance Date: _____
Chairman Grievance Committee Date: _____	



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### 3. Certificate of Final Action on the Grievance

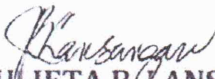
CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE	
This certifies that the grievances filed by _____	
(Aggrieved Party)	
on _____	has been acted upon by this Committee on _____
Final Action Taken: _____	
_____	
Chairman Grievance Committee	
Date: _____	

#### IX. EFFECTIVITY

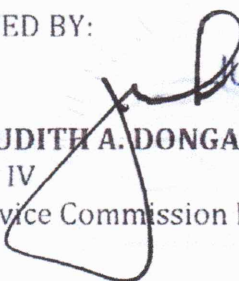
This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned.

#### X. COMMITMENT

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

  
**MS. JULIETA B. LANSANGAN**  
Officer-in-Charge

APPROVED BY:

  
**ATTY. JUDITH A. DONGALLO-CHICANO**  
Director IV  
Civil Service Commission National Capital Region

**MS. FE P. LACABA**  
Director II  
Civil Service Commission Field Office – DA/DENR



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