

OFFICE ORDER NO. 033  
Series of 2023

**RECONSTITUTION OF THE MWSS REGULATORY OFFICE (RO)  
GRIEVANCE COMMITTEE**

In the interest of the service and pursuant to the Civil Service Commission Memorandum Circular No. 02, s. 2001, the MWSS RO Grievance Committee is hereby reconstituted, as follows:

**Chairperson** : Department Manager for Administration  
  
Ramon A. Javier

**Members** : Department Manager Representatives  
  
Francis Eduardo P. Ayapana, Jr.  
Joan Michelle S. Antonio

RO-TUBIG 2<sup>nd</sup> Level Representative  
Alan D. Chuegan

RO-TUBIG 1<sup>st</sup> Level Representative  
Sheena L. Guinaling

HR Representative (Bilis Aksyon Partner)  
Christian Bernard D. Marcelino

The Department Manager Representatives shall serve for a term of one (1) year each, and the rank-and-file representative shall serve for a term (2) years.

The HR Unit shall serve as Secretariat.

They shall be guided by the policies and rules and regulations of the MWSS RO Grievance Machinery in discharging their functions.

**Responsibilities of the Grievance Committee:**

1. Establish its own internal procedures and strategies. Membership in the MWSS RO 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 HRD interventions.

Minutes of the proceedings of these activities shall be documented for audit purposes;

3. Conduct continuing informative drive on Grievance Machinery among officials and employees in collaboration with the personnel unit;
4. Conduct dialogue between and among parties involved;
5. Conduct an investigation and hearing 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 the preparation and signing of written agreements reached by the parties involved;
7. Issue Certification on the Final Action on 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 on its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

This Office Order shall take effect immediately.

13 March 2023, Quezon City.

  
**PATRICK LESTER N. TY**  
Chief Regulator *cu*



**OFFICE ORDER NO. 062**  
**Series of 2021**

**RECONSTITUTION OF THE MWSS REGULATORY OFFICE (RO)  
GRIEVANCE COMMITTEE**

In the interest of the service and pursuant to the Civil Service Commission Memorandum Circular No. 02, s. 2001, the MWSS RO Grievance Committee is hereby reconstituted, as follows:

**Chairperson** : Department Manager for Administration

**Ramon A. Javier**

**Members** : Department Manager Representatives

**Rosendo O. Alegre**  
**Maricris T. Laciste**

RO-TUBIG 2<sup>nd</sup> Level Representative

**Mark Billy N. Antonio**

RO-TUBIG 1<sup>st</sup> Level Representative

**Maria Carla N. Benito**

HR Representative (Bilis Aksyon Partner)

**Christian Bernard D. Marcelino**

The Department Manager Representatives shall serve for a term of one (1) year each, and the rank-and-file representative shall serve for a term of two (2) years.

The HR Unit shall serve as Secretariat.

They shall be guided by the policies and rules and regulations of the MWSS RO Grievance Machinery in discharging their functions.

**RESPONSIBILITIES OF THE GRIEVANCE COMMITTEE**

1. Establish its own internal procedures and strategies. Membership in the MWSS RO 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 HRD interventions.

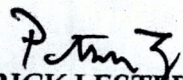
Minutes of the proceedings of these activities shall be documented for audit purposes;

3. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with the personnel unit;
4. Conduct dialogue between and among parties involved;
5. Conduct an investigation and hearing 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 the 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 on its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office concerned.

This Office Order shall take effect immediately.

March 12, 2021, Quezon City

ALA (2) <sup>Ken</sup> MAR 15 2021 9:00am  
TRA - <sup>Greene</sup> MAR 15 2021 9:45am  
CSRA - <sup>Ara</sup> 9:50am  
FLA (2) - <sup>angel</sup> 15 MAR 2021 10:00am  
HR - <sup>Sheryl</sup> MAR 15 2021 10:04am

  
PATRICK LESTER N. TY  
Chief Registrar <sup>ay</sup>

**Republic of the Philippines  
CIVIL SERVICE COMMISSION**



Serbisyo Sibil: Isang Daang Taong Paglilingkod

MC NO. 02, s. 2001

**MEMORANDUM CIRCULAR**

**TO : ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES,  
AND AGENCIES OF THE NATIONAL AND LOCAL  
GOVERNMENTS, INCLUDING STATE UNIVERSITIES AND  
COLLEGES AND GOVERNMENT-OWNED AND  
CONTROLLED CORPORATIONS WITH ORIGINAL  
CHARTER**

**SUBJECT : Revised Policies on the Settlement of Grievances  
in the Public Sector**

Pursuant to CSC Resolution No. 010113 dated January 10, 2001, the Commission adopts the Revised Policies on Grievance Machinery which seeks to promote harmony in the workplace, thereby foster the productivity of each member of the organization. These policies, developed and refined in consultation with employee associations and other sectors of the government, are as follows:

1. A grievance shall be resolved expeditiously at all times at the lowest level possible in the agency. 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. All agencies shall establish a grievance machinery that is the best way to address grievance between or among government officials and employees.
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 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 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, leave benefits, and other related terms and conditions;

b. 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;

c. Physical working conditions;

d. Interpersonal relationships and linkages;

e. Protest on appointment and other personnel actions; and

f. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated in Item No. 6.

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

a. Disciplinary cases which shall be resolved pursuant to the Uniform Rules on Administrative Cases;

b. Sexual harassment cases as provided for in RA 7877; and

c. Union-related issues and concerns.

8. 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.

9. Agencies with regional offices shall establish separate grievance committees in their head and regional offices. The composition is as follows:

a. In the central office, the highest official responsible for Human Resource Management (HRM) shall act as chairperson. In the regional offices, the chairperson shall be the Chief or Head of Administrative Division;

b. Two (2) Division Chiefs or their equivalent positions chosen from among themselves;

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. In offices where there are accredited or recognized employee unions, the rank-and-file representatives shall be those named by the employee union. 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 of second level employees; and

d. The Bilis Aksyon Partner (BAP) duly designated.

In the case of Local Government Units, the Local Chief Executive or his or her duly designated representative shall be appointed as member of the grievance committee.

10. The agency head shall ensure equal opportunity for men and women to be represented in the grievance committee.

11. The agency grievance committee shall develop and implement pro-active measures that would prevent grievance, such as employee assembly which shall be conducted at least once every quarter, "talakayan", counseling, HRD interventions and other similar activities.

12. The personnel unit, in collaboration with the agency grievance committee, shall conduct a continuing information drive on grievance machinery among its officials and employees.

13. 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.



14. 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 other things, the following information: history and final action taken by the agency on the grievance.

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

16. The grievance committee shall establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the members' regular duties.


17. The grievance committee shall submit a quarterly report of its accomplishments and status of unresolved grievances to the Civil Service Commission Regional Office.

18. 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.

19. The agency Grievance Machinery shall be submitted to the Civil Service Commission Regional Office concerned for approval. Subsequent amendments shall be subject to CSC approval and shall take effect immediately.

This circular repeals the provisions of CSC Memorandum Circular No. 45, s. 1989 and other issuances on Grievance Machinery which are inconsistent herewith.

Please be guided by the enclosed model in the preparation of your Agency Grievance Machinery which shall be submitted to the Civil Service Commission Regional Office concerned not later than June 30, 2001.

  
CORAZON ALMA G. DE LEON  
Chairman