



LRA CIRCULAR NO. 08-2023

LRA GRIEVANCE MACHINERY

I. RATIONALE AND LEGAL BASES

Pursuant to Section 37, Title I, Book V of Executive Order (E.O.) No. 292, otherwise known as the Revised Administrative Code of 1987, the employees shall have the right to present their complaints or grievances to the 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;

Pursuant to Civil Service Commission (CSC) Resolution No. 010113 dated 10 January 2001, the Commission adopts the Revised Policies in the Settlement of Grievances in the Public Sector which seeks to promote harmony and productivity in the workplace, thus, resulting in good supervisor-employee relations and improved employee morale;

Pursuant to CSC Memorandum Circular No. 2, s. 2001, the Commission provides for the guidelines to be observed in addressing the employees' grievances;

The Land Registration Authority (LRA), being the central depository of records, decrees and documents of private lands in the Philippines, managed by a personnel complement of diverse orientations and cultures, is mandated by law to provide a progressive system of personnel administration and leadership, and assistance in developing employee relations programs in all government agencies.

Likewise, the LRA Administrator shall take proper steps toward the creation of an atmosphere conducive to good supervisor-employee relations and the improvement of employee morale. The Omnibus Rules Implementing Book V, Title I-A, Chapter 5, Sec. 37 of E.O. No. 292 Re: Local Government Code of 1987, supplementing Sec. 35 of P.D. No. 807 dated 06 October 1975 Re: Civil Service Decree of the Philippines, provides that employees shall have the right to present their complaints and grievances to the management and have them adjudicated as expeditiously as possible in the best interest of the LRA, the government as a whole, and the employee concerned. Further, the LRA shall promulgate rules and regulations governing expeditious, fair and equitable adjustment of employee complaints or grievances in accordance with the policies enunciated by the Civil Service Commission.

The increasing restlessness and disenchantment of the public servants has to be reckoned with, particularly now that the right to self-organization of government employees for the furtherance and protection of their common interest has been provided for in the 1987 Constitution and E. O. No. 180 Re: Providing Guidelines for the Exercise of the Right to Organize of Government Employees, Creating Public Sector Labor-Management Council and for other purposes. With this growing awareness of employees of their rights, the government must provide a machinery whereby employee complaints and grievances can be heard and adjusted expeditiously at the lowest possible level of the organization.

CERTIFIED TRUE COPY:

NORILYN T. TOMAS
Chief, Central Records Section



II. OBJECTIVE

General: The guidelines are intended to help promote labor-management peace and better labor-management relations thereby fostering industrial harmony and productivity.

Specific: These guidelines should help the Land Registration Authority to:

1. Establish an orderly method for handling dispute in the workplace;
2. Settle dispute at the lowest possible level of the organization;
3. Prevent discontentment and disenchantment between and among the employees and officials;
4. Settle disputes in accordance with any contract of agreement signed between management and the Gabay ng LRA Inc. Employees Association and/ or other Recognized LRA Employees Association/Union within the terms of the agreement;and
5. Enable the union to participate in resolving the complaints as well as grievance final, binding and executory decision is reached.

III. DEFINITION TERMS

The terms used in this proposed guidelines are operationally defined as follows:

1. **Complaint** - means an employee's expressed (written or spoken) feelings of dissatisfaction with some aspects of his working conditions, relationships or status which are outside his control.
2. **Grievance** - refers to a complaint in writing which has, in the first instance and in the employee's opinion, been ignored, overridden or dropped without due consideration
3. **Grievance Procedure**- refers to the method of determining and finding the best way to remedy the specific cause or causes of the complaint or grievance.
4. **Modes of Settling Employee-Management Disputes**
 - a. *Conciliation* - process whereby a third party (conciliator) brings the parties together, encourages them to discuss their differences and assist them in developing their own proposed solution.
 - b. *Mediation* - process whereby a third party (mediator) is more active in assisting the parties reach acceptable solutions to the problem/s and help the disputing parties develop or come out with an acceptable solution. He can even submit his own proposal/s for the settlement of disputes.
 - c. *Arbitration* - process whereby a third party (individual arbitrator), a board of arbitrators, or an arbitration court not acting as a court, is empowered to make a decision which disposes of the dispute.



- *Voluntary* - a method of settling dispute/s by submitting the "controversy" before an arbitrator or panel of arbitrators chosen by both parties. After a proper hearing, the arbitrators' decision shall be final and binding on the contending parties.
- *Compulsory* - a method resorted to when the dispute has become hardened and irreconcilable and remains unresolved after exhausting all the available remedies under existing laws and procedures.

IV. SCOPE OF GRIEVANCE MECHANISM

The grievance procedure shall be applied when the discontent or dissatisfaction arises from the day-to-day working relationships between and among officials and employees, and in the case of the Recognized LRA Employees Association/Union, between the Association and Management. It shall not apply to cases of dissatisfaction with official actions finally taken by the Agency or in disciplinary cases.

Complaints and grievance may refer to any of the following:

- A. Between and among Individual Employees and Supervisor/Management Policies, practices and procedures on economic issues such as financial and other terms and conditions of employment fixed by laws, and non-economic issues such as:
 1. Policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, layoffs, etc.;
 2. Physical working conditions ;
 3. Interpersonal and inter-organizational relationships, and linkages; and
 4. Arbitrary exercise of discretion and/or management prerogatives.
- B. Between the Management and the Recognized LRA Employees Association/Union relating to the following issues:
 1. Economic issues and other economic packages fixed by law;
 2. Political issues;
 - a. Recognition and coverage of Association;
 - b. Association Security and Checkoff;
 - c. Violation of provisions and/or policies on self-organization; and
 3. Violation of voluntary agreement reached between association and management.
- C. Any and all matters giving rise to employee dissatisfaction.

V. THE GRIEVANCE PROCEDURE

The procedures for seeking redress on complaints and grievances shall be as follows:

1. **For the individual employee or a union member (if there has been an established union) who would like to present his complaints and grievances through his own initiative.**

CERTIFIED TRUE COPY:


NORILYN T. TOMAS
Chief, Central Records Section



A. Oral Discussion

A complainant shall present orally his complaints to his immediate supervisor who shall, within three (3) working days from the date of presentation, inform the employee orally of this decision.

B. Grievance in Writing

- If the employee is not satisfied with the verbal decision, he may submit his grievance in writing within five (5) working days from the receipt of the verbal decision of his immediate supervisor to the higher supervisor. The grievance shall pass through his immediate supervisor, who shall forward the grievance with his comments within five (5) working days to the next higher supervisor, as the case may be, who shall within five (5) working days from receipt thereof inform the employee in writing through the immediate supervisor of his decision. PROVIDED, HOWEVER that where the object of the grievance is the immediate supervisor, the complainant may bring the grievance to the next higher supervisor who shall take a proper action within five (5) working days from the receipt of the complaint.
- If the complainant is not satisfied with the decision of the higher supervisor, he may appeal his grievance to the Grievance Committee within five (5) working days from receipt of the decision, through the higher supervisor. The higher supervisor shall make the necessary comments and forward the grievance within five (5) days to the Grievance Committee who shall, within ten (10) working days from receipt of the grievance, conduct an investigation and hearing. The Grievance Committee shall furnish the complainant with a copy of its decision within five (5) working days after the investigation. PROVIDED, HOWEVER, that where the object of the complaint is the higher supervisor, the complainant may bring his case directly to the Grievance Committee.
- If the complaint is not satisfied with the decision of the Grievance Committee he may elevate his grievance through the Committee to top management within (5) working days from the receipt of the decision, who shall make the decision within (10) working days after the receipt of the grievance. PROVIDED, HOWEVER, that where the object of the complaints is the top management, the complainant may bring his grievance directly to the Civil Service Commission.
- If the complainant is not satisfied with the decision of top management, he may appeal or elevate his grievance to the Commission. The Commission shall, if necessary, conduct an investigation and hearing and render a decision within fifteen (15) days from receipt of the grievance.
- The grievance party may file a petition for reconsideration with the Commission within five (5) working days from receipt of the decision. Such petition shall be resolved within (5) working days from receipt thereof.
- The Commission's decision is final, binding and executory unless appeal from said decision is brought to the proper courts.
- Appeal to the Courts by either party shall be in accordance with the Rules of Court.

2. For Association Member who would like to present his case thru the



Association Representative.

A. Oral Discussion

The complainant shall present orally his complaints in the first instance to his immediate supervisor through the association representative, who shall, within three (3) working days from the date of representation, inform the employee orally of his decision through the association representative.

B. Grievance in Writing

- a. If the employee is not satisfied with the oral discussion, the employee through the association representative may submit his grievance in writing within five (5) working days from receipt of the oral decision of his immediate supervisor to the next higher supervisor. The immediate supervisor shall comment within five (5) days on the grievance and provide the next higher supervisor with a copy of such comment. The higher supervisor shall render his decision within five (5) working days from receipt of the grievance and shall inform the employee in writing through the association representative of his decision: PROVIDED, HOWEVER, that where the object of the grievance is the immediate supervisor, the complainant may directly bring the grievance to the next higher supervisor.
- b. If the complainant is not satisfied with the decision of the next higher supervisor, he may appeal to the Grievance Committee through the association president or authorized representative within five (5) working days from receipt of the decision of the next higher supervisor. The Grievance Committee shall conduct an investigation and hearing within ten (10) working days from receipt of the grievance and shall render decision within five (5) working days after the investigation: PROVIDED, HOWEVER, that where the object of the grievance is the Grievance Committee, the complainant may elevate his grievance, thru the association president or authorized representative, to top management.
- c. The complainant may elevate his case to top management through the president of the association or its authorized representative within five (5) working days from the receipt of the decision of the Grievance Committee. The Grievance Committee shall furnish management comments on the grievance within five (5) days. Management shall make the decision within ten (10) working days after receipt of the grievance: PROVIDED, HOWEVER, that where the object of the grievance is the top management, either or both parties may request conciliation/mediation services.
- d. If the complaint is not satisfied with the decision of top management, either or both parties may request the conciliation mediation services of the Civil Service Commission which shall render the same within ten (10) days.
- e. If there is a deadlock, either or both parties may appeal to the Public Sector Labor Management Council (PSLMC) through the Office for Personnel Relations which in turn shall submit to the PSLMC its comments within five (5) working days after receipt of the complaint. The PSLMC shall render its decisions within thirty (30) working days thereafter. The decision of the Council shall be final, binding and executory unless appeal is brought to the proper courts.



f. Appeal to the Courts shall be in accordance with the Rules of Court.

VI. COMPOSITION OF THE GRIEVANCE COMMITTEE

The Grievance Committee shall have the following composition:

A. For complaints between and among Individual Employees and Supervisor/Management:

1. One (1) member of top management or a representative to act as chairperson.
2. Two (2) higher supervisors chosen from among themselves.
3. Two (2) employees chosen by the rank-and-file employees.
4. An alternate for higher supervisors and employees in case the complaint concerns any of the members of the committee.

B. For complaints between the Management and the Recognized LRA Employees Association/Union:

1. One (1) member of top management or a representative to act as Chairperson.
2. Two (2) higher supervisors chosen by both the higher supervisor and association
3. Two (2) association members chosen from among themselves
4. An alternate or alternates chosen by the association members with the consent and approval of management

The complaint shall fill up the grievance from which shall provide the following information:

1. Name of the complainant
2. Position Title
3. Designation (if needed)
4. Present Section or Division of Assignment
5. Immediate Supervisor
6. Present Department or unit of assignment
7. Higher Supervisor
8. Nature of Grievance (in brief)
9. Adjustment Desired
10. Signature of Employee
11. Signature of Association Official/Representative (if applicable)
12. Date of filing from the lowest level in the agency.

VIII. DECISION IMPLEMENTATION

Unless appealed, the decision of the concerned authorities shall take effect immediately and/or upon receipt of the decision of all the parties involved.

IX. RESPONSIBILITIES OF THE PERSONNEL OFFICER/RECORD KEEPER OF THE GRIEVANCE COMMITTEE

All records involving complaints and grievances shall be kept by the Personnel Officer of the LRA, and by the records keeper of the Grievance Committee .




X. INCORPORATION OF OTHER RULES

All related provisions of law, Civil Service rules, and administrative issuances applicable to the Authority are deemed incorporated into this policy.


XI. EFFECTIVITY

This order shall take effect immediately upon approval.


GERARDO PANGA SIRIOS
Administrator

Date: 09 MAR 2023

CERTIFIED TRUE COPY:

 3/20/2023

NORILYN T. TOMAS
Chief, Central Records Section



REPUBLIKA NG PILIPINAS
KAGAWARAN NG KATARUNGAN
PANGASIWAAN SA PATALAAN NG LUPAIN
(LAND REGISTRATION AUTHORITY)
East Avenue cor. NIA Road, Quezon City
Website: www.lra.gov.ph

GRIEVANCE FORM

COMPLAINANT INFORMATION	
Name:	Designation:
Department/Agency:	Section/Division:
Name of Immediate Supervisor:	Name of Association Representative:
GRIEVANCE INFORMATION	
Nature/Subject of Grievance (in brief): 	
RESOLUTION INFORMATION	
Adjustment/Action Desired: 	
Signature of Complainant:	Date:
Name and Signature of Association Representative (if applicable):	Date:



REPUBLIKA NG PILIPINAS
KAGAWARAN NG KATARUNGAN
PANGASIWAAN SA PATALAAN NG LUPAIN
(LAND REGISTRATION AUTHORITY)
East Avenue cor. NIA Road, Quezon City
Website: www.lra.gov.ph

GRIEVANCE AGREEMENT FORM

Name of Complainant:
Nature of Grievance:
Actions towards Settlement:
Agreements Reached:
Signature of Complainant:
Name and Signature of Association Official/Representative (if applicable):
Signature of Immediate Supervisor:

A-HRDD.FRM.2023.003
Revision 0 / 03-17-2023



REPUBLIKA NG PILIPINAS
KAGAWARAN NG KATARUNGAN
PANGASIWAAN SA PATALAAN NG LUPAIN
(LAND REGISTRATION AUTHORITY)
East Avenue cor. NIA Road, Quezon City
Website: www.lra.gov.ph

CERTIFICATE OF FINAL ACTION ON THE GRIEVANCE

This is to certify that the grievance filed by _____
on _____ has been acted upon by the LRA Grievance
Committee on _____.

Final Action Taken:

Chairperson
LRA Grievance Committee

A-HRDD.FRM.2023.004
Revision 0 / 03-17-2023