



REPUBLIC OF THE PHILIPPINES  
**NATIONAL IRRIGATION ADMINISTRATION**  
CENTRAL OFFICE

**MEMORANDUM CIRCULAR No. 120**  
*Series of 2022*

**TO : THE SENIOR DEPUTY ADMINISTRATOR, DEPUTY ADMINISTRATORS, DEPARTMENT/ REGIONAL/ PROJECT MANAGERS, DIVISION MANAGERS AND ALL OTHERS CONCERNED**

**SUBJECT : REVISED POLICIES ON THE SETTLEMENT OF GRIEVANCES IN THE NATIONAL IRRIGATION ADMINISTRATION**

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**1. PURPOSE**

In line with the Revised Policies on the Settlement of Grievance in the Public Sector as prescribed under Civil Service Commission (CSC) Resolution No. 010113 dated January 10, 2001 and implemented through CSC Memorandum Circular No. 02, s. 2001, the National Irrigation Administration adopted its respective Grievance Machinery also referred as NIA -GM on October 20, 2003 as disseminated under NIA MC No. 54 s. 2003 and NIA MC No. 65 s. 2015 and as approved by the Civil Service Commission – National Capital Region on May 16, 2003.

Considering the need to update the existing NIA GM to incorporate certain provisions on the responsibilities of the Human Resources Division as well as resolution of cases not covered by the NIA GM, the NIA GM is hereby amended to govern the said amendments.

**2. COVERAGE**

The NIA GM covers all levels of officials and employees in the Agency. It may also apply to non-career employees whenever applicable.

**3. DEFINITION OF TERMS**

**3.1 Accredited or Recognized Employee Union** – an employee union accredited pursuant to Executive Order No. 180 and its implementing rules and regulations, in this case refers to the NIA Employees' Association of the Philippines (NIAEASP)

**3.2 Grievance** – a work related discontentment or dissatisfaction which had been expressed verbally or in writing and which in the employee's opinion had been ignored or not properly acted upon.

**3.3 Aggrieved Party** – refers to a personnel who has grievance or raises issues cognizable through the grievance machinery.

**3.4 Grievance Machinery** – a system or method of determining and finding the best way to address the specific cause or causes of a grievance.

**3.5 Grievance Committee** – refers to the duly constituted body authorized to conduct investigation and hearing and render decision which disposes of the grievance; where equal opportunity for men and women shall be represented

#### **4. BASIC POLICIES**

4.1 A grievance shall be resolved expeditiously at all times at the lowest level possible. However, if not settled at the lowest level possible, an aggrieved party shall present his/her grievance step by step following the hierarchy of positions.

4.2 The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.

4.3 Grievance proceedings shall not be bound by the legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The services of a legal counsel shall not be allowed.

4.4 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 date of presentation, inform verbally the aggrieved party of the corresponding action. Supervisors or officials who refuses to take action on a grievance brought to their attention shall be charged for neglect of duty in accordance with existing civil services laws, rules and regulations by the aggrieved party or management or both.

If the party being complained of is the immediate supervisor, the grievance shall be presented to the next higher supervisor.

4.5 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, their integrity, probity, sincerity and credibility shall be considered.

4.6 The Management shall ensure equal opportunity for men and women to be represented in the grievance committee.

4.7 The Human Resources Division and its counterparts, shall conduct a continuing information drive on grievance machinery among the NIA officials and employees. They shall also extend secretarial services to the committees.

#### **5. GROUND FOR GRIEVANCE**

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

##### **A. Between and Among Individual Employees and Supervisors/Management**

5.1 Non – implementation of policies, lawful procedures and practices on economic and financial issues and other terms and conditions of employment fixed by law including salaries, incentives, working hours, leave benefits, overtime pay, unreasonable withholding of salaries and inaction on application for leave.

## **B. Non- Economic Issues**

5.2 Non – implementation or inconsistent implementation of policies, lawful procedures and practices which affect employees, i.e detail, transfer, retirement, termination, lay-offs, and other related issues;

5.3 Inadequate physical working conditions such as lack of proper ventilation in the workplace, 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;

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

5.5 Any and all matters giving rise to employee discontentment and dissatisfaction outside of those cases enumerated above

## **6. LIMITATIONS**

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

6.1 Disciplinary cases which shall be resolved pursuant to the Revised Rules on Administrative Cases in the Civil Service (RRACCS);

6.2 Guidelines for Grievance Machinery shall not apply to disciplinary cases falling under Committee on Discipline;

6.3. All other cases not falling under Grievance shall be referred to Committee on Discipline;

6.4 Sexual harassment cases as provided for in Republic Act 7877;

6.5 Union – related issues and concerns; and

6.6 Protest on appointments, wherein:

6.4.1 A qualified next-in-rank employee shall have the right to appeal initially to the Appointing Authority, then to the Civil Service Commission

6.4.2 Except for the venue on the filing of protest cases, the Rules of Protest under the Revised Rules on Administrative Cases in the Civil Service (CSC Resolution No. 11-01502) shall be applicable in resolving protest cases.

## **7. GRIEVANCE PROCEDURES**

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

### **7.1 Discussion with Immediate Supervisor**

At the first instance, a grievance shall be presented verbally or in writing by the aggrieved party to his or her immediate supervisor using the “Grievance Form”.

The Supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation.

If the subject of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next higher supervisor.

## **7.2 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) working days to the next higher supervisor who shall render his or her decision within five (5) working days from receipt of the grievance.

## **7.3 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. If the object of the grievance is the Grievance Committee, the aggrieved party may submit the grievance to top management.

## **7.4 Appeal to NIA Top Management**

If the aggrieved party is not satisfied with the decision of the Grievance Committee, the grievance may be elevated 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 CSC Regional Office.

## **7.5 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 CSC Regional Office (RO) concerned within fifteen (15) working days from receipt of such decision. Together with the appeal, the aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG). The CSC – RO shall rule on the appeal in accordance with existing civil services law and rules.

## **8. NIA Grievance Committee**

### **A. Central Office**

Chairperson : Manager, Administrative Department

Members : Manager, Human Resources Division – Bilis Aksyon Partner

Manager, Budget and Revenue Division

Manager, Organization and Management Audit Division

NIAEASP Representative

- 1<sup>st</sup> Level Representative (grievance of first level employees)
- 2<sup>nd</sup> Level Representative (grievance of second level employees)

Secretariat : Recruitment Standards and Compensation Section,  
Human Resources Division

## **B. Field Office**

Chairperson : Manager, Administrative and Finance Division

Members : Manager, Engineering and Operations Division  
Manager, Irrigation Management Office

NIAEASP Representative

- 1<sup>st</sup> Level Representative (grievance of first level employees)
- 2<sup>nd</sup> Level Representative (grievance of second level employees)

Bilis Aksyon Partner duly designated

Secretariat : Administrative Section, Administrative and Finance  
Division

In case any of the afore-cited member is the subject of the complaint, he/she shall automatically inhibit himself/herself during the investigation and hearing by the Grievance Committee and an alternate member of equal rank shall be selected.

## **9. FUNCTIONS AND RESPONSIBILITIES OF THE GRIEVANCE COMMITTEE**

9.1 Establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the member's regular duties;

9.2 Develop and implement pro-active measures or activities to prevent grievance such as employee assembly which shall be conducted at least once every quarter, engagement programs, counselling, and other HRD interventions. Minutes of the proceedings of these activities shall be documented for audit purposes;

9.3 Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with Human Resources Division/field counterpart;

9.4 Conduct dialogue between and among parties involved;

9.5 Conduct 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;

9.6 Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;



9.7 Issue Certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the following information: history/background and final action taken by NIA on the grievance; and

9.8 Submit a quarterly report of its accomplishments and status of unresolved grievance to the Civil Service Regional Office.

## 10. RESPONSIBILITIES OF HUMAN RESOURCES DIVISION

The Human Resources Division through the Recruitment Standards and Compensation Section and its counterpart at Field Offices shall serve as the technical staff arm of the Grievance Committee. They shall also be the custodian of all records/documents pertinent to employee complaints or grievance and other related matters.

## 11. MISCELLANEOUS PROVISIONS

Cases not covered by the Circular shall be referred to the Committee on Discipline, for resolution and/or recommendation.

All Circulars and other issuances, and/or parts thereof which are inconsistent with the provisions on this Circular are hereby repealed and/or modified accordingly.

## 12. EFFECTIVITY

This Circular shall take effect immediately. Any subsequent amendments thereto shall take effect after the approval by the CSC NCR

## 13. COMMITMENT

The NIA Top Management hereby commit to implement the provisions of the Grievance Machinery and take necessary actions in accordance with existing civil service laws and rules against supervisors/officials who refuse to act on a grievance brought before their attention.

**BENNY D. ANTIPORDA**

Administrator

30 SEP 2022

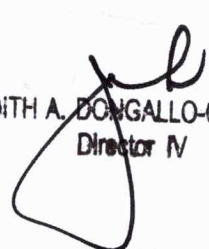
Date

**APPROVED BY:**

\_\_\_\_\_  
(CSC Regional Director)

\_\_\_\_\_  
Date

**APPROVED**

  
JUDITH A. DONGALLO-CHICANO  
Director IV

JAN 09 2023



## NATIONAL IRRIGATION ADMINISTRATION

### GRIEVANCE AGREEMENT FORM

\_\_\_\_\_  
Date

Name of Parties to a Grievance:

\_\_\_\_\_  
\_\_\_\_\_

Nature of Grievance:

\_\_\_\_\_  
\_\_\_\_\_

Steps toward Settlement:

\_\_\_\_\_  
\_\_\_\_\_

Agreements Reached:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We promised to abide by the above-stated agreement.

\_\_\_\_\_  
Aggrieved Party

\_\_\_\_\_  
Subject of Grievance

\_\_\_\_\_  
Chairperson  
Grievance Committee



NATIONAL IRRIGATION ADMINISTRATION

GRIEVANCE FORM

Date Filed

Name of Complainant/  
Aggrieved Party

Section/Division/Department

Position Title/Designation

Complainant/Aggrieved  
Party's Higher Supervisor

Nature/Subject of Complaint/Grievance:

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Action Desired:

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Signature of Complainant/  
Aggrieved Party





## NATIONAL IRRIGATION ADMINISTRATION

### CERTIFICATE OF FINAL ACTION ON THE GRIEVANCES

This certifies that the the grievance filed by \_\_\_\_\_  
(Aggrieved Party)

On \_\_\_\_\_ has been acted upon by this Committee on \_\_\_\_\_

Final Action Taken:

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\_\_\_\_\_  
Chairperson  
Grievance Committee

ANNEX C



**Civil Service Commission National Capital Region**

National Irrigation Administration

PRDRS-2023-02-7099



Received By: *[Signature]*

2-Feb-2023

RECEIVED  
FEB 02 2023

BY: *AD*

NIA  
RECEIVED  
FEB 14 2023  
DEPUTY AD  
ADMINISTRATIVE

09 January 2023

**EDUARDO EDDIE G. GUILLEN**

Acting Administrator  
National Irrigation Administration  
EDSA, Diliman, Quezon City

Dear **Acting Administrator Guillen**:

Thank you for submitting to this Office the proposed Grievance Machinery (GM) of the National Irrigation Administration (NIA).

An evaluation of the NIA GM shows its compliance with **CSC Memorandum Circular No. 2, s, 2001<sup>1</sup>**. Hence, the same is hereby **APPROVED**.

We look forward to the successful implementation of the NIA Grievance Machinery.

Very truly yours,

*[Signature]*  
**JUDITH A. DONGALLO-CHICANO**

Director IV

C: **DIRECTOR II HANS R. ALCANTARA**  
CSC FO – National Irrigation Administration

PS/ED/MTA/RA/rar

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