



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PANGASINAN
MUNICIPALITY OF CALASIAO

EXECUTIVE ORDER NO. 28
Series of 2025

AN ORDER RECONSTITUTING GRIEVANCE
MACHINERY OF CALASIAO, PANGASINAN AND
DESIGNATION OF MEMBERS THEREOF

WHEREAS, CSC Resolution No. 010113, dated January 10, 2001, contained the Revised Policies on the Settlement of Grievance in the Public Sector and implemented through CSC Memorandum Circular No. 2, series of 2001;

WHEREAS, the objectives of establishing this machinery are to create a work atmosphere conducive to good supervisor-employee relations and improved employee morale, settle grievance at the lowest possible level in the organization, and serve as the catalyst for the development of capabilities of personnel on dispute settlement, especially among supervisors in the LGU;

WHEREAS, the Grievance Machinery applies to all levels of officials and employees in the LGU and it may also apply to non-career employees whenever applicable;

WHEREAS, there is a need to establish a Grievance Machinery, a system or method of determining and finding the best way to address the specific cause or causes of grievance;

NOW, THEREFORE, I KEVIN ROY Q. MACANIALAY, Municipal Mayor of Calasiao, Pangasinan, by virtue of the powers vested in me by law, do hereby
ORDER:

SECTION I. CREATION. The Grievance Machinery shall be created/established with the following composition:

Chairperson: HON. KEVIN ROY Q. MACANIALAY, Municipal Mayor

Members:

- **JACEL C. DION** – Human Resource Management Office
- **LETTICIA L. GARCIA** – Municipal Budget Officer
- **CHERMEL L. POSERIO** – Municipal Treasurer
- **ENGR. ARTURO B. GASPAR** – Engineer III (2nd Level Representative)
- **REMEDIOS CERALDE** – Licensing Officer III (2nd Level Representative) - Alternate
- **CHRISTIAN JAYSON VILLANUEVA** – Administrative Aide I
- **IRIS ANN C. VALLO** – Administrative Aide I - Alternate

SECTION II. FUNCTION. The Grievance Committee shall have the following functions and responsibilities:

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

REPUBLIC OF THE PHILIPPINES
PROVINCE OF PANGASINAN
MUNICIPALITY OF CALASIAO



2. Develop and implement proactive measures or activities to prevent grievances 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 drives on Grievance Machinery among officials and employees in collaboration with the personnel unit.
4. Conduct dialogue between and among the parties involved.
5. **Conduct an inquiry and hearing** the inquiry and hearing shall be conducted within **ten (10) working days** from receipt of the grievance, and a decision shall be rendered within **five (5) working days** after the inquiry. 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. This includes the preparation and signing of written agreements reached by the parties involved.
7. Issue Certification on the Final Action on the Grievance (CFAAG) Which shall contain, among other things, the following information: history and final action taken by the LGU 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.

SECTION III. APPLICATION OF GRIEVANCE MACHINERY. The following instances shall be acted upon through the grievance machinery:

A. Non-implementation of policies, practices and procedures Issues on economic and financial issues and other terms and conditions of employment fixed by law, including salaries, incentives, working hours, and leave benefits such as delay in processing of overtime pay, unreasonable withholding of salaries and inaction on application for leave.

B. Non-implementation of policies, practices, and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, lay-offs, and other related issues that affect then such as failure to observe the selection process in appointment and undue delay in processing retirement papers

C. Inadequate physical working conditions such as lack of proper ventilation in the workplace and insufficient facilities and equipment necessary for safety and protection of employees whose nature and place of work are classified as high-risk or hazardous.

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

E. Protests on appointments.

F. All other matters giving rise to employee dissatisfaction and discontentment, outside of the cases enumerated above.

The following cases shall not be resolved 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 in RA 7877.
- C. Union-related issues and concerns.



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PANGASINAN
MUNICIPALITY OF CALASIAO

SECTION IV. GRIEVANCE PROCEDURES the procedures for seeking redress of grievances shall be as follows:

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.

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 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 within five (5) working days from receipt of the decision of the next higher supervisor. The grievance committee may conduct an inquiry and hearing within ten (10) 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 final 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 (CFAAG). The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

SECTION V. EFFECTIVITY. This Grievance Machinery shall take effect immediately.

HON. KEVIN ROY O. MACANIALAY

Municipal Mayor