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Republic of the Philippines  
**DEPARTMENT of AGRARIAN REFORM**

MEMORANDUM CIRCULAR NO. 13  
Series of 1995

**SUBJECT: GUIDELINES ON THE RESOLUTION OF COMPLAINTS AND GRIEVANCES BETWEEN AND AMONG OFFICERS AND EMPLOYEES OF THE DEPARTMENT**

Pursuant to Civil Service Commission Memorandum Circular No. 45, Series of 1989 (entitled "Reinstallation of the Grievance Machinery in All Government Offices"), the following rules and regulations shall govern the consideration and resolution of complaints/grievances between and among officials and employees of the Department of Agrarian Reform (DAR).

**I. OBJECTIVE**

To promote the highest degree of employee morale necessary for the attainment of an honest, efficient, responsible, and dedicated public service.

**II. GUIDING PRINCIPLES**

- A. Officials and employees of DAR shall have the right to air their complaints/grievances with the proper Grievance Committee which is tasked to resolve these with dispatch.
- B. Complaints/grievances shall, as much as possible, be settled amicably at the lowest hierarchical office before the proper Grievance Committee takes cognizance thereof.
- C. Grievance proceedings shall be non-adversarial, informal and expeditious.

**III. SCOPE OF THE COMPLAINT/GRIEVANCE**

A complaint/grievance is any perceived or actual work-related dissatisfaction which may be categorized into:

- A. Economic: Office policies, practices or procedures on wages/salaries and other financial aspects of employment; or
- B. Non-Economic: Office policies, practices or procedures on transfers, assignment, and detail of employees and others; or
- C. Interpersonal: Personal disputes/irritants between and among officials and

employees affecting or which may affect job performance.

#### IV. GRIEVANCE COMMITTEES

##### A. Composition

##### 1. National Grievance Committee (NGC)

There shall be a National Grievance Committee composed of the following:

- a. Chairperson to be designated by the Secretary;
- b. Two (2) representatives of the Management to be designated by the Secretary. At least one of the representatives must come from the Division Chiefs; and
- c. Two (2) representatives of the rank-and-file employees to be elected, at large, by the rank-and-file employees of the Department.

For purposes of this Circular, the term rank-in-file shall mean all employees below Division Chief.

##### 2. DAR Central Office Grievance Committee (DARCO GC)

Each of the following offices shall have a three-member Grievance Committee: Office of the Secretary (OSEC); Legal Affairs Office (LAO); Field Operations Group (FOG)/Support Services Office (SSO); Finance, Management and Administration Office (FMAO); and Planning and Policy Office (PPO). the Committee shall be composed of:

- a. Chairperson: Undersecretary or Assistant Secretary of the office concerned;
- b. Second Member: A Division Chief, Service Chief or Bureau Director to be designated by the Chairperson; and
- c. Third Member: An elected representative of the rank-and-file employees of the office concerned.

##### 3. Regional Office Grievance Committee (ROGC)

Each Regional Office shall each have a three-member Grievance Committee composed of:

- a. Chairperson: Assistant Regional Director for Administration of the Region concerned;
- b. Second Member: Provincial Agrarian Reform Officer (PARO) to be



designated by the Chairperson; and

- c. Third Member: An elected representative of the rank-and-file employees of the Region concerned including its Provincial and Municipal Agrarian Reform Offices.

The Chairperson of the respective Grievance Committees shall designate the committee secretary who shall be in charge of preparing the minutes and other documentation necessary for effective decision-making.

#### B. Term of office

Members of the Grievance Committees shall have a term of one (1) year, or until their successors have been duly appointed or elected. When a member of the Grievance Committee is the subject of the grievance or when the member cannot attend to his/her duties for any justifiable reason, a replacement shall be selected as follows:

- a. For appointed members: the appointing authority shall designate the replacement; and
- b. For elected members: the candidate who gets the next highest number of votes shall be the alternate of the employee's representative.

### V. GRIEVANCE PROCEDURE

1. The written complaint/grievance signed by the individual or each of the members of a group shall be submitted to the immediate supervisor or the head of office if the immediate supervisor is the subject of the complaint, who shall act within five (5) working days upon receipt of the complaint.
2. The supervisor/head of office shall immediately call for a meeting/conference with the individual/group to discuss and decide on the matter, the meeting/conference results of which shall be put in writing, copy furnished all parties concerned.
3. If the supervisor/head of office does not have the authority over the subject matter of the complaint/grievance, he/she shall have to submit his/her findings and recommendations within five (5) working days to either the DARCO GC or ROGC, whichever is appropriate.
4. The complainant/s, if dissatisfied with the results of the consultation, has/have five (5) days to appeal, on grounds clearly and concisely presented in written form, before the concerned DARCO GC or the ROGC.
5. The DARCO GC or the ROGC has ten (10) working days to act on the appeal. The Committee shall call for a meeting/conference with the parties concerned to discuss and decide the matter; the meeting/conference results

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of which shall be put in writing furnishing all parties concerned.

6. Failure on the part of the DARCO CC or ROGC to act on the appeal within ten (10) working days after the same is submitted for resolution will give the complainant/s the right to appeal directly with the NGC.
7. The complainant/s, if still dissatisfied with the decision of the DARCO CC or the ROGC, has/have five (5) days to appeal before the NGC, on grounds clearly and concisely presented in written form.
8. The NGC shall have ten (10) days from receipt of the records to make the appropriate recommendations to the Secretary for his/her approval.
9. The decision of the NGC, as approved by the Secretary, may be appealed to the Civil Service Commission (CSC) within 15 calendar days from receipt thereof.

#### VI. TRANSITORY PROVISIONS

The FMAO is hereby directed to initiate and supervise the elections of the employees' representatives to the Grievance Committees not later than twenty (20) days from the effectivity of this Memorandum Circular.

The FMAO shall also publish the names of the employees' representatives together with the respective alternates for the information of all concerned.

#### VII. REPEALING CLAUSE

All administrative orders, circulars, memoranda and other issuances inconsistent herewith are hereby repealed.

#### VIII. EFFECTIVITY

This Memorandum Circular shall take effect ten (10) days after its publication in two (2) newspapers of general circulation.

Diliman, Quezon City, 12 JULY, 1995.

  
ERNESTO D. GARILAO  
Secretary

Published in two (2) newspapers  
of general circulation:

1. THE PHILIPPINE STAR
2. THE FREE PRESS

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