

**NATIONAL CONCILIATION AND MEDIATION BOARD  
ACCOMPLISHMENT REPORT  
January 1 to December 31, 2016**

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**I. TECHNICAL ADVISORY SERVICES**

1. The Board reached 4,723 companies through its promotional activities on bi-partite plant-level workplace cooperation and partnership mechanisms (LMCs) and labor dispute settlement mechanisms or grievance machineries (GMs).
2. The 4,723 companies were beneficiaries of a total of 10,108 technical advisory services provided by the Board during the period. The 10,108 technical advisory services resulted in the following outputs:
  - facilitation of 276 LMCs;
  - strengthening of 1,510 LMCs through the provision of skills training on negotiation, consultation, problem-solving, and corporate social responsibility;
  - operationalization and institutionalization of 275 GMs; and
  - enhancement of 1,508 existing GMs.
3. Ninety-three percent (93%) of companies with existing LMCs were not involved in labor disputes during the period. Out of the 2,835 companies with existing LMCS, 2,648 were not involved in NS/L, PM and VA cases. On the other hand, 93.9% or 3,128 companies with active GMs were not involved in labor disputes out of the 3,332 companies with active GMs.
4. The Board achieved a 97.5% very satisfactory service rating from its clients in 2016. A total of 3,957 out of 4,057 respondents said they were very satisfied with the Board's services.

**Convergence program with other DOLE offices:**

- a) The NCMB has tied up with the NWPC through a convergence program to enhance productivity in companies using the LMC as an entry point. In 2016, the convergence program with the NWPC has resulted in the facilitation of 110 LMCs in companies with existing PIPs and enhancement of 658 LMCs with RTWPB-initiated productivity improvement programs.
- b) NCMB's tie-up with the Occupational Safety and Health Center and the Employees Compensation Commission also resulted in the facilitation of LMC in 162 companies with existing OSH programs and enhancement of 749 LMCs with basic programs on occupational safety and health and on employees compensation;
- c) NCMB's convergence program with the Bureau of Workers with Special Concerns through the DOLE regional offices likewise led to the facilitation of 131 LMCs in companies with existing family welfare programs and enhancement of 569 LMCs with family welfare programs.

## II. LABOR CONCILIATION, MEDIATION, AND ARBITRATION SERVICES

Fifteen (15) work stoppages were monitored in 2016 which include three wildcat strikes and four cases which did not complete the strike ban procedure such as conduct of strike vote, submission of strike vote results, and observance of the 7-day strike ban period.

The said 4 work stoppages did not observe the strike ban requirements, thus, deprives the Board from exhausting all remedies to bring the parties to possible amicable settlement/agreement. Thus, of the 15 work stoppages monitored, only eight strikes which went through and completed the process can be attributed to NCMB. The eight strike cases comprise 3.7% percent of the 213 total notices of strike/lockouts handled during the period.

The Board was able to achieve the following:

- a) Settled/resolved 62.4% or 4,699 out of 7,528 cases handled
  - i. Settled 3,767 of 6,252 RFAs (60%)
  - ii. Settled 393 of 449 PM cases (88%)
  - iii. Settled 158 of 213 NS cases (74%)
  - iv. Disposed 9 of 15 AS/L cases (60%)
  - v. Resolved 372 of 599 VA cases (62%)
- b) Of the 289 decided VA cases, 8.7% or 25 case decisions were appealed to the CA (target is not to exceed 20%)
- c) Facilitated monetary benefits resulting from case settlement as follows:

SENA -	P 195,694,212.42 M benefitting 5,235 workers
PM -	P 151,883,730 M benefitting 3,824 workers
NS/L -	P 676,980,039 M benefitting 7,440 workers
VA -	P 1,069,775,449.02 M benefitting 364 workers
AS/L -	P 26,945,473 M benefitting 211 workers

### OTHER ACCOMPLISHMENTS:

#### *Project SpeED 6 (Project Current Dockets)*

The Board achieved the following accomplishments on SpeED 6 during the period:

- AS/L: disposed 9 of 13 cases (69.2%)  
– 2 work stoppages pending within the PCT
- NS/L: disposed 176 of 200 cases (88%)
- PM: disposed 410 of 427 cases (96%)

## Other significant activities:

### TECHNICAL SERVICES

- ✓ Implemented a capacity building endeavor entitled, "Productivity and Innovation in Labor Management Programme for the Philippines" to 80 DOLE, NCMB Officials, Directors, Conciliator-Mediators, Labor and Employment Officers and Labor-Management Cooperation Advocates in four batches, a joint project of the DOLE, TEMASEK Foundation and Nanyang Polytechnic International in Singapore:
  - (a) Leader's Program – March 14-18, 2016;
  - (b) Manager's Programme - 1<sup>st</sup> Batch - May 23 – June 3, 2016;
  - (c) Attended the capacity-building program on Productivity and Innovation in Labour Management Programme Batch 3-Managers Programme for the Philippines, held at Nanyang Polytechnic, Singapore on July 25 – August 5, 2016;
  - (d) Attended the capacity-building program on Productivity and Innovation in Labour Management Programme Batch 4 - Specialist Programme for the Philippines, held at Nanyang Polytechnic, Singapore on October 10-28, 2016.
  
- ✓ Attended the Forum on Labor Management Relations for Policymakers, Labor Unions, and Top Management held at PR Center APO Secretariat, Tokyo Japan on May 17-19, 2016
  
- ✓ Capacitated a total of 40 participants from DOLE, NCMB, RTWPB, DOLE-ROs, BLR and LMC Advocates from private companies during the capacity-building program on productivity
  
- ✓ Conducted a continuing education seminar for AVAs held in Ramada Hotel, Manila on October 22-23, 2016.
  
- ✓ Attended to BITC Meetings on March 22, 2016, June 15, 2016 and October 7, 2016
  
- ✓ Conducted Special Assessment and Visit Establishments (SAVE) at:
  - PLDT
  - Coca Cola Bottlers Inc.
  - Fuji Xerox
  - Manila Peninsula and other hotels

- ✓ Conducted 8 trainings for SEADOs in NLRC (2), RCMBs 4A, 6, 7, 11, DOLE NCR and 4B (1 each)
  - a. NLRC SEADO Training on May 3, 2016 and May 10, 2016
  - b. Continuing Education Training on Conciliation-Mediation at DOLE 4-B on June 30, 2016
  - c. Seminar Workshop on Conciliation-Mediation at DOLE 4-A on August 31, 2016
  - d. Basic Training Course for SEADOs at DOLE-NCR on October 20, 2016
  - e. Conducted SEADO Enhancement Training on March 30, 2016 at Well Hotel, Lahug, Cebu City
  - f. Conciliation-Mediation Training Workshop for SENA Desk Officers in the Sugar Industry, RCMB VI on October 11-12, 2016
  - g. SENA forum, RCMB XI on December 5, 2016
  
- ✓ Acted as resource persons in area-wide and plant-level seminars on the following:
  - a. Negotiation Skills and Stress Management Towards a Healthy and Safe Workplace at Freeport Area of Bataan, AVR, Mariveles, Bataan on April 13, 2016
  - b. Skills Training Seminar on Fostering Bilateral Cooperation in Organized Establishments, RCMB X, April 19, 2016
  - c. Area wide seminar on GM/VA and Convergence Program at RCMB XIII on April 21, 2016
  - d. ADR and Workplace Appreciation: Organizational Diagnostics held at Azia Suite Hotel, Cebu City on April 27, 2016
  - e. Seminar/Orientation on LMC – Temps and Staffers held at Berjaya Makati Hotel, Makati City on May 4, 2016
  - f. Enhancement Training for AVAs of RCMB XI held at Grand Men Seng, Davao City on May 26, 2016
  - g. Area-Wide Orientation Seminar on “LMC Convergence of Programs and Overview of the Productivity and Innovation Training in Singapore”, Region VII on June 23, 2016
  - h. Regional conference and continuing education of RCMB XI AVAs in August 2016
  - i. Basic Course for Labor Laws Compliance Officers – Level 1A held at Best Western Hotel, Manila on September 22, 2016
  - j. Erudition Session on Productivity and Innovation and GAD for Social Partners at Quest Hotel and Conference Center, Clark Freeport Zone, Angeles City on September 27 – 28, 2016
  - k. Area-Wide Seminar entitled “The Productive Disciplined World of Work” at AVR, San Miguel Brewery Compound, Quebiawan, City of San Fernando, Pampanga on October 12, 2016
  - l. PHILAMCOP’s Visayas-Mindanao LMC Cluster Conference, Boracay Island, Malay, Aklan, October 21-21, 2016
  - m. Area-wide Seminar on ENDO and LMC in the Pursuit of Productivity towards Change and Development, RCMB XII, October 25, 2016
  - n. One-Day Regional Convention on LMC: Role of LMC in Productivity and Overview of the Productivity and Innovation Training in Singapore, RCMB V, November 10, 2016

- o. One-day Regional Convention on LMC: "Role of LMC in Productivity and Overview of the Productivity and Innovation Training in Singapore, Region V, November 19, 2016
  - p. PHILAMCOP's Luzon LMC Cluster Conference, Baguio City, December 1-2, 2016
  - q. LMC Regional Conference in Negros Occidental, Guimaras and Iloilo
  - r. Negotiation and LMC 11<sup>th</sup> Regional Convention held at Casa Pilar Resort, Boracay, Aklan on May 12, 2016
  - s. Area-wide Seminar on LMC and other ADR mechanisms
  - t. Plant-level seminar on LMC at Temps and Staffers
  - u. Regional LMC convention (4A)
- ✓ As program manager of the Single Entry Approach (SENA) program
    - Supervised, monitored, and evaluated the implementation of the project in member agencies
    - Consolidated reports of SENA implementers and submitted the same to the Office of the Secretary through the Office of the Undersecretary for Labor Relations
    - Drafted issuances for the signature of the Secretary to improve the implementation of the program
  - ✓ As program manager of the Project DOLE Speedy and Efficient Delivery of Labor Justice (Project Speed)
    - Supervised and monitored the implementation of the Project in member agencies
    - Submitted periodic consolidated reports to the Office of the Secretary through the Office of the Undersecretary for Labor Relations.
    - Drafted memorandum on catch-up plan on the disposition of cases for the consideration of the Secretary
  - ✓ Networking and Linkages
    - Served as secretariat to Banking Industry Tripartite Council (BITC) in its quarterly meetings in 2016
    - Attended inter-agency, NTIPC, RTIPC, ITCs; (Movie and Television, BITC, Maritime Industry Tripartite Council (MITC), TVAAC, RCC, Inter Agency Coordinating and Monitoring Committee (ICMC), Incentivizing Compliance Program (ICP), Productivity Toolbox TWG meetings
    - Attended meeting with social partners (PHILAMCOP, PAVA, Regional LMC Associations)
    - Attended meetings on Kasambahay, contractualization/DO 18-A review, K-12

## **INTERNAL SERVICES**

### **Quality Management System**

- ✓ On Sustaining ISO Certification, the NCMB Central Office prepared a revised procedure manual duly approved by DOLE-QMS Committee on June 29, 2016 as Revision 03.

- ✓ On expanding ISO certification, an on-going review of documentation on additional work processes was conducted for inclusion in the QMS coverage.

### Personnel Administration

- ✓ The Administrative Division of the Internal Services Department facilitated the issuance of 28 appointments in 2016, ten (10) of which were original appointments, 15 were for promotion, and three (3) were transfers. Twenty-four (24) of these were already validated by the CSC and four (4) are pending attestation/validation by the Commission. Out of the 230 plantilla positions, 203 are filled up as of December 31, 2016.
- ✓ A total of nine (9) employees separated from the service: eight (8) retired, 6 of which were compulsory retirement and 2 were optional, and one (1) transferred to the DOLE-Philippine Overseas Labor Office.
- ✓ Maintained close coordination and linkages with the Civil Service Commission – NCR-BSP Field Office, Career Executive Service Board, and the Government Service Insurance System.

### Welfare and Benefits

- ✓ Twenty one (21) employees were granted Loyalty Cash Awards for rendering 10 years and above of continuous government service amounting to 5,000 pesos each for every 5 years rendered, as follows:

<u>No. of years</u>	<u>No. of Employees</u>
10	1
15	2
20	3
25	4
30	9
35	1
40	1

- ✓ Processed Notice of Step Increments (NOSIs) to 37 qualified employees.
- ✓ Processed Notice of Salary Adjustments (NOSAs) to 195 NCMB employees
- ✓ Forged an agreement with the NCMB-EA for the 2016-2019 NCMB Employees Association Agreement (CNA)
- ✓ Granted plaques of appreciation, tokens and appreciation cash gifts in accordance with the provisions in the NCMB Employees Association Agreement (CNA) covering the period 2013-2016 and 2016-2019 to 7 retirees. Five (5) retirees received cash gifts amounting to P25,000.00 each, while two (2) received P40,000.00.
- ✓ Spearheaded the giving of Tribute to Retiring Employees in the Central Office and nearby branches. Provided plaques and tokens to retiring employees during the Salamat-Paalam Program of CSC held in their honor. The NCMB-CO likewise facilitated the release of terminal benefits to these employees.

## Staff Development and Socio-Cultural Development

- ✓ As part of the Board's human resource development program and to implement the competency based training plan, the Board conducted the following:
  - Conduct of in-house lectures/group learning sessions on topics such as health and wellness, skin care with free massage and facial, and vision care with free eye exam and color vision testing, benefiting forty nine (49) Central Office personnel.
  - Seminar-Workshop on Government Procurement Law (R.A. 9184) and Its Implementing Rules and Regulations, including Agency Procurement Compliance and Performance Indicators (APCPI) on 5-7 December 2016, benefitting 46 employees from the central office and regional branches.
  - Team Enhancement Exercises with educational tour at the Las Casas de Acuzar in Bataan on May 26 – 28, 2016 in coordination with the NCMB Employees Association
  - Employees' Day celebration with Mini Sportsfest on December 16, 2016 in coordination with the NCMB Employees Association
  - Seminar on Video Production and Storytelling at Cebu City on July 26 – 29, 2016 benefitting 46 employees from the central office and regional branches.
  - Labor Dispute Management Course XX held in Manila on September 13-16, 2016.
  - Training Workshop on Gender Sensitivity held in Quezon City on December 13-15, 2016.
  - Employees' participation in 32 outside training/seminars/workshops conducted by various government agencies benefitting 80 NCMB officials and staff.
  - Educational visit to the Art in Island, Interactive 3D Art Museum and attendance to the presentation of the Philippine Educational Theater Association's musical play "*Mga Kuwento ni Lola Basyang.*"
  - Facilitated/coordinated other personnel-related activities such as the Labor Day and DOLE Founding Anniversary celebrations where the Board was in-charge of the security arrangements

## **Leadership and management training opportunities for NCMB Officials and Staff**

- ✓ Seminar-Workshop on Managing for Results, conducted by Guthrie-Jensen, on 11/22-23/16 benefitting 4 NCMB officials.
- ✓ 6<sup>th</sup> Luzon Convention of Human Resource Practitioners with the theme "Organizational Change and Transformation: How HRMPs Can Lead the Change," conducted by CSC-NCR on 11/28-30/16 benefitting 11 NCMB officials and staff.
- ✓ 15<sup>th</sup> Annual CES Conference with the theme "Convergence for Change: Inspiring Leadership, Integrity in Innovation, Inclusive Development" conducted by the CESB on November 23-25, 2016 benefitting 3 NCMB officials and staff.
- ✓ Seminar-Workshop on Effective Leadership Skills conducted by Philippine Trade Training Center on 12/12/16 benefitting 5 NCMB officials.

## **Programs for Senior Citizens and Differently-Abled Persons**

- ✓ Accomplished 100% the 2016 Central Office plan of activities and programs to address the concern of senior citizens and differently abled persons, as follows:
  - a. Conducted two (2) Orientation/ seminar on topics addressing the concerns of senior citizens and differently-abled persons;
  - b. Conducted two (2) activities for recreation and continuing education;
  - c. Provided emergency medicines for immediate relief when the concerned group became ill while in the office;
  - d. Provided assistance and mobility to other government agencies for the submission of documents, follow up of applications and other transactions of the senior citizens of the Board;
  - e. Recognized the contributions of retiring employees, particularly those in their 60s, in the achievement of important milestones during the agency's existence; and,
  - f. Granted birthday incentives to senior citizens under the 2013-2016 & 2016-2019 CNA Incentives.

## **Efficiency and Integrity Development Program**

- ✓ Complied 100% with the different components of the Board's Annual Efficiency and Integrity Development Plan on transparency, accountability, respect for the rule of law, and partnership for democratic governance.
- ✓ Monitored regularly the status of complaints and cases filed against officials and employees and regularly submitted complete reports to the Legal Service.
- ✓ Submitted 100% of the SALN of its officials and employees to the appropriate agencies.



## **Transparency Seal Compliance**

- ✓ Complied 100% to the requirements of the transparency seal by posting in its website the transparency seal requirements pursuant to the 2016 GAA.

## **Communication Program**

- ✓ Developed/submitted 32 good news and 56 press releases in 2016.
- ✓ Monitored a total of 12 TV appearances and radio guestings
- ✓ Guested and discussed SENA on CNN program "Serbisyo All Access" on August 3, 2016.
- ✓ Published four issues of the NCMB Chronicle which aims to convey the Board's achievements, milestones, events and notable developments in the national and regional level to the stakeholders.
- ✓ Prepared and submitted to DOLE-IPS two video documentaries featuring the Mandaue Alternative Dispute Resolution Center and San Miguel Corporation-Mandaue Brewery.

## **Formulation of Program Expenditure Classification (PREXC) Budget Structure**

- ✓ Formulated the Board's performance indicators under the NCMB Program Expenditure Classification (PREXC) for 2018.
- ✓ Coordinated with the DBM for the approval of the NCMB 2018 PREXC.

## **Performance Accomplishment Reports**

- ✓ Prepared, consolidated and submitted NCMB accomplishment reports (ADR Updates, Monthly, Quarterly, Semestral and Annual Reports) to DOLE, Planning Service, DBM, COA and other government agencies.
- ✓ Encoded and validated online regional quarterly accomplishment to DBM.
- ✓ Encoded and validated online submission of Statistical Performance Reporting System (SPRS) to the Planning Service.
- ✓ Worked in close coordination with RCMBs, DOLE Offices (OULR, Planning Service, Information Publication Service, BLR, NLRC, BWC, ILS) DBM and COA as regards to the Board's actual performance and targets.

## **Performance Planning and Assessment**

- ✓ Formulated and monitored agency performance plan through the conduct of Year-End Performance Assessment and Mid-Year Performance Assessment.
- ✓ Attended Labor Relations pre-MYPAs and YEPAs activities.
- ✓ Attended DOLE MYPA and YEPA activities.

## **Submission of 2016 Budget Proposal and Financial Reports**

- ✓ Prepared and submitted required reports (physical and budget accomplishments).
- ✓ Encoded and validated online regional targets, physical and budget accomplishments to DBM.
- ✓ Attended to DBM Technical Budget Forum
- ✓ Attended and defended NCMB 2017 Budget Proposal to DBM, House of Representative and Senate.

## **Information System**

- ✓ Facilitated the development of Office Property Inventory and Office Supplies Inventory System which were rolled-out and implemented on July 2016.
- ✓ Maintained the NCMB infrastructure to ensure 100% accessibility to the internet and LAN network.
- ✓ Hosted, maintained and posted information updates in the NCMB website.
- ✓ Addressed problems relating to hardware maintenance, repairs, services, software installations and other ICT concerns. (E-NGAS updates).
- ✓ Assisted the RCMBs in the enhancement of their respective websites.

## **Compliance with PBB requirements**

- ✓ Facilitated submission/ posting of required reports/data on PBB requirements in compliance with the guidelines set by DBM and DOLE OSEC

## **Procurement**

- ✓ Facilitated procurements through public bidding, negotiated procurement, procurements covered by approved purchase orders, and approved job orders.

## **Green our DOLE Program**

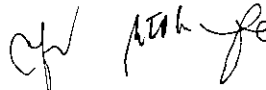
- ✓ The NCMB, in coordination with various government agencies conducted tree planting activities in support and compliance with Executive Order No. 26 (2011) otherwise known as the National Greening Program. Aside from tree planting activities, the Board conducted seminars on climate change, organic farming, 5S and waste segregation. As part of the NCMB GODP Plan, the Board mainstreamed GODP topics on plant-level activities and area-wide seminars conducted by the Board in the implementation of the its program.

**Other activities:**

- ✓ Participated in the first IACRSM Strategic planning session on November 24-25, 2016 at the Bayleaf Hotel in Intramuros, Manila which mapped out the DOLE's research agenda for the next 5 years.
- ✓ Attended meetings as required by DOLE, DBM, COA, GSIS and other government offices.
- ✓ Prepared, consolidated and submitted NCMB GODP Plan and accomplishments and GAD Plan and activities, EID Plan and accomplishments.
- ✓ Prepared, consolidated and submitted GAD Plan and activities.
- ✓ Prepared update reports on COA findings for 2016 and prior years.
- ✓ Coordinated and facilitated the provision of safety and security on special occasions initiated by DOLE during Labor Day, Independence Day and DOLE Anniversary.
- ✓ Hosted the DOLE Flag Raising Ceremony in Intramuros on February 29, 2016 and August 15, 2016
- ✓ Participated in CSC-related activities such as the RACE to Serve VI Fun Run, the Philippine Civil Service Anniversary Special treats for government employees, Campaign in support of ASEAN community, and the One (1) Million Lapis Campaign.



**SHIRLEY M. PASCUAL**  
Executive Director IV



March 29, 2017