

Department of Labor and Employment
NATIONAL CONCILIATION AND MEDIATION BOARD

2017 SEARCH FOR OUTSTANDING GRIEVANCE MACHINERY FOR INDUSTRIAL PEACE



2017 Search for Outstanding Grievance Machinery for Industrial Peace

In 2013, the National Conciliation and Mediation Board, in collaboration with the Tripartite Voluntary Arbitration Advisory Council (TVAAC), started the “Search for Best Enterprise-Based Dispute Resolution Practices”. This was in recognition of the efforts of labor and management in resolving issues at the company level, thereby, contributing greatly in enhancing labor-management relations. The awarding ceremony was simultaneously done during the conduct of the National LMC Convention.

This year, the Search was renamed “2017 Search for Outstanding Grievance Machinery for Industrial Peace” (GM) for better name recall and to give emphasis on the grievance machinery program of the Board.

The Search continues to benchmark best practices and success stories on dispute resolution among the organized and unorganized companies. Participants are encouraged to showcase the best and milestone achievements of their grievance machinery or any other enterprise-based dispute resolution mechanism.

As in the past years, this year’s Search aims to highlight the contribution of GMs in enhancing labor-management relations towards company efficiency, productivity, competitiveness, and maintenance of industrial peace as a whole.

OBJECTIVES:

Specifically, the Search for Outstanding Grievance Machinery for Industrial Peace aims to:

1. Intensify awareness on the prevention and settlement of grievances at the enterprise-level;
2. Showcase GMs with innovations on dispute settlement and resolution practices that can serve as models to other enterprise-based dispute resolution schemes; and
3. Encourage labor and management partners to embrace innovative or new approaches in resolving workplace conflicts.

MECHANICS

1. Coverage

The Search for Outstanding Grievance Machinery for Industrial Peace is open to both organized and unorganized establishments.

2. Eligibility to Participate

In order to qualify as nominee or applicant in the Search, the company must be:

- a. Duly registered with the appropriate government agency (DTI, SEC, etc.);
- b. Implementing dispute resolution practices in the prevention and settlement of disputes or has a functional grievance machinery for at least three (3) years;
- c. Not a party to a pending labor standards case at any DOLE Regional Offices or its attached agencies; and
- d. Not a respondent to a pending case at NCMB.

3. Nomination/ Application Entries

Parties who are interested or nominated to join the Search shall fill-up the required Nomination/ Application Form and together with the supporting documentary requirements, submit the same to the nearest Regional Conciliation and Mediation Branch (RCMB) on or before April 30, 2017.

The Regional Branches, in collaboration with their respective social partners, shall conduct information dissemination to encourage and invite labor and management to participate in the Search.

4. Screening and Selection of Winners

Screening Committees at the regional and national levels and a National Board of Judges shall be constituted for the screening, selection, and judging processes.

The awards shall be for two (2) categories: organized and unorganized establishments.

Regional Screening

The Regional Screening Committee at the Regional Conciliation and Mediation Branch (RCMB) shall conduct the screening and selection at the regional level of applicants and nominees to the Search. Evaluation of entries shall be completed by June 23, 2017.

Composition of the Regional Screening Committee (RSC):

Chairperson: RCMB Director

Members:

- ✓ Regional Coordinating Council (RCC) Chairman or RCC Representative
- ✓ Labor Representative from Regional LMC Association
- ✓ Management Representative from Regional LMC Association

Functions of the RSC:

1. Disseminate the information and promote the Search in the Region.
2. Screen, validate, and evaluate all entries, together with all the documentary requirements submitted.
3. There should be at least two (2) entries per category from which the RSC would choose the regional winner/s. A lone entry can still be proclaimed as regional winner provided that it passed the standards of the Screening Committee.
4. The regional winner/s per category shall be recognized and proclaimed as the Regional Outstanding GM and shall be pre-qualified to the national selection process.

The regional winners shall be required to submit the following documentary requirements showcasing their GM best practices in the areas of communication and commitment of both labor and management, grievance management process, vital role of the personnel involved, effectiveness and impact, and milestone or uniqueness of the system:

- ✓ Application Form, both in hard and soft copies (6 sets)
- ✓ Brief narrative/highlights of GM effectiveness (3-5 pages)
- ✓ 10-minute video presentation

The above-cited documents and their supporting papers shall be submitted to the NCMB-Central Office, through the Search Secretariat – Voluntary Arbitration Division (VAD), on or before June 30, 2017.

National Screening Committee (NSC)

The regional winners shall be endorsed to the National Screening Committee (NSC), composed of the following:

Chairman: NCMB Deputy Executive Director for Internal Services
Members: Director for Technical Services
VAD Chief LEO
CMD Chief LEO

The NSC shall screen, validate, and evaluate the entries of the regional winners from July 1, 2017 to September 15, 2017 then endorse the selected national finalists to the National Board of Judges.

National Board of Judges

The screening of the national finalists shall be conducted by the National Board of Judges (NBoJ), composed of the following:

Chairman: NCMB Executive Director
Members: Government Representative from TVAAC
One (1) Employer Representative from TVAAC
One (1) Labor Sector Representative from TVAAC

The national finalists shall be required to present their entries before the NBoJ on a date to be advised later. Panel interviews shall also follow.

The NBoJ shall select a maximum of three (3) national winners for each category. Special awards may also be given based on the GM milestone/uniqueness shared and presented.

The selection process shall run from September 21 to October 13, 2017.

5. Project Team

NCMB Grievance Machinery and Voluntary Arbitration Division (GM/VAD) shall serve as the over-all coordinator and secretariat, with the Technical Services Director as overseer. The Deputy Executive Director for Internal Services shall be the over-all Chairperson of the project.

TIMELINE	ACTIVITY
January - March	Pre-launching activities/ preparation
March 3	Official Launching
March 6- April 30	Acceptance of nominations/applications at the Regional level
May 1 – June 23	Regional Screening
June 26-30	Submission of Regional Entries to the Central Office for National Screening
July 1 – September 15	National screening and selection of finalists
September 21	Endorsement of national finalists/convening of the NBoJs
September 21 – October 13	Review and evaluation of national finalists by the NBoJ
October 13	Final Screening of National Finalists and Selection of Winners by the NBoJ
November 23-24	National LMC Convention/ Awarding Ceremony

CRITERIA FOR JUDGING :

CRITERIA		POINTS
I. Management Policy and Commitment and Commitment and Employees' Support to Grievance Management System.		20
A. Management's Definite Plan for Handling Grievances	5 points	
B. Employees' Support to Grievance Management System	5 points	
C. Communication plan	5 points	
D. Accessibility of the Grievance Management System	5 points	
II. Grievance Management Procedure		30
A. Suitability of the Grievance Management System to the Company	20 points	
B. Flexibility/Adaptability to Handle Different Types of Grievances	10 points	
III. Skills and Motivations of Parties		20
A. Programs for Skills and Aptitude Enhancement of Grievance Handlers	10 points	
B. Programs for Supervisors and Employees	5 points	
C. Support Mechanisms	5 points	
IV. Effectiveness of Outcomes		30
A. Fairness, Timelines, and Consistency of Outcomes	10 points	
B. Acceptability and Implementability of Decisions	10 points	
C. Impact to the Organization and Employees	10 points	
Total		100

NCMB Directory

RCMB-NCR

Ground Floor, DOLE Building
Intramuros, Manila
(02)310-0441/527-7216

RCMB-CAR

3/F Manongdo Bldg., Benitez Court
Magsaysay Ave., Baguio City
(074)442-7292

RCMB I

5/F Juanita Bldg., Quezon Avenue
San Fernando City, La Union
(072) 888-4610

RCMB II

3F CRADDOCK Bldg.
Diversion Road, San Gabriel Village
Tuguegarao City
(078) 844-1356

RCMB III

2/F PSP Bldg., Gapan Olongapo Rd., Dolores,
San Fernando, Pampanga
(045) 961-4264

RCMB IVA

2/F Regon & Sun Bldg.
National Rd., Paciano Rizal,
Calamba City, Laguna
(049) 531-4271

RCMB IVB

G/F Ground Floor, DOLE Building,
Intramuros, Manila
(02)400-2529

RCMB V

2/F ANST Bldg., Washington Drive
Legaspi City
(052) 480-8467

RCMB VI

No. 6 10th Lacson Sts.
Milagros Bldg., Bacolod City
(034)433-0901

RCMB VII

6/F DOLE Bldg.
Gen. Maxilom cor Gorordo Aves.
Cebu City
(032)415-7046

RCMB VIII

Trece Martirez St.
Tacloban City
(053) 832-0659

RCMB IX

3/F Agro Bldg., Veterans Ave.
Zamboanga City
(062) 991-2644

RCMB X

Maguindanao Masonic Temple Bldg.,
Capistrano cor. Palanca St.,
Cagayan de Oro City
(088) 856-6123

RCMB XI

DCPI Bldg., Quezon Boulevard
Bgy 31, Davao City
(082) 226-3465

RCMB XII

Door 1, Mazzanine Floor
Duremdes Bldg., Zone I
Gensan Drive, Koronadal City
(083)228-3438

RCMB XIII

2F Nimfa Tiu Bldg.
J P Rosales Street, Butuan City
(085) 342-5871

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