

Republic of the Philippines  
DEPARTMENT OF LABOR AND EMPLOYMENT  
**NATIONAL CONCILIATION AND MEDIATION BOARD**

**National Conciliation and Mediation Board**

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# THE 2021 SEARCH FOR OUTSTANDING GRIEVANCE MACHINERY FOR INDUSTRIAL PEACE

In 2013, the National Conciliation and Mediation Board (NCMB), in collaboration with the Tripartite Voluntary Arbitration Advisory Council (TVAAC), started the “Search for Best Enterprise-Based Dispute Resolution Practices” 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 Search has been a valuable means to showcase the benefits of an effective grievance management system. It has also given the Board another platform to strengthen its advocacy of the Grievance Machinery (GM) program. Thus, in 2017, the Search was renamed “Search for Outstanding Grievance Machinery for Industrial Peace” for better name recall and to give emphasis on the GM program.

The Search continues to benchmark best practices and success stories on dispute resolution among organized and unorganized companies to serve as models and inspiration for other companies to emulate and follow.

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.

## 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 GM 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:

- a. Be duly registered with the appropriate government agency (DTI, SEC, etc);
- b. Be 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 be a party to a pending labor standards case at any DOLE Regional Office or its attached agencies;
- d. Not be a respondent to a pending case at NCMB.

### 3. NOMINATION/APPLICATION ENTRY

The nominee or applicant shall fill-up and submit the Nomination/Application Form, together with the relevant documents, to the nearest Regional Conciliation and Mediation Branch (RCMB) of the Board on or before June 30, 2021.

#### 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 Outstanding Grievance Machinery for Industrial Peace for Organized and Unorganized Establishments.

##### A. Regional Screening Committee (RSC)

The RSC 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 August 13, 2021.

##### **Composition of the 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. The Regional Winners per category shall be recognized and proclaimed as the Regional Outstanding GMs 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 August 16, 2021.

##### B. National Screening Committee (NSC)

The regional winners shall be endorsed to the NSC, composed of the following:

##### *Chairperson:*

Deputy Executive Director for Internal Services

##### *Members:*

- Director for Technical Services
- Representatives from two (2) Divisions, preferably Chief LEO

The NSC shall screen, validate, and evaluate the entries of the regional winners from August 16 to October 15, 2021 and endorse the selected national finalists to the National Board of Judges.

### **C. National Board of Judges (NBoJ)**

The screening of the national finalists shall be conducted by the NBoJ, composed of the following:

*Chairman:* NCMB Executive Director

*Members:*

- One (1) Government Sector Representative
- One (1) Employer Sector Representative
- One (1) Labor Sector Representative

The screening before the NBoJ shall start on October 18, 2021.

The national finalists shall be required to present their entries before the NBoJ. Panel interviews shall follow.

The NBoJ shall select the National Winners for the Outstanding Grievance Machinery for Organized and Unorganized establishments.

Special Awards shall also be given.

### **5. PRIZES**

The national finalists and awardees shall receive the following prizes:

- *National Finalists*
  - ✓ Glass Trophy
- *Special Awardees*
  - ✓ Glass Trophy
- *Outstanding GM for Industrial Peace*
  - Glass Trophy
  - Cash Prize

The 2021 Search for Outstanding Grievance Machinery for Industrial Peace shall be formally/officially launched on April 30, 2021.

The presentation and awarding of winners shall be done virtually on December 15, 2021.

### **PROJECT TEAM**

The Voluntary Arbitration Division (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.

**CRITERIA FOR JUDGING**

| CRITERIA   | POINTS     |
|--|------------|
| <b>I. MANAGEMENT POLICY AND COMMITMENT AND EMPLOYEES' SUPPORT TO GRIEVANCE MANAGEMENT SYSTEM</b> | <b>30</b>  |
| A. Management's Definite Plan for Grievance Handling   | 10         |
| B. Employees' Support to Grievance Management System   | 10         |
| C. Communication Plan / Awareness Building   | 5          |
| D. Accessibility of the Grievance Management System  | 5          |
| <b>II. GRIEVANCE MANAGEMENT PROCEDURE</b>  | <b>30</b>  |
| A. Suitability of the Grievance Machinery Procedure to the Company                               | 20         |
| B. Flexibility/Adaptability to Handle Different Types of Grievances                              | 10         |
| <b>III. EFFECTIVENESS OF OUTCOMES</b>  | <b>40</b>  |
| A. Fairness, Timeliness and Consistency of Outcomes  | 15         |
| B. Acceptability and Implementability of Decisions   | 10         |
| C. Impact to the Organization and Employees  | 15         |
| <b>TOTAL</b>   | <b>100</b> |

**TIMELINES**

| Activity  | Timelines (2021)         | Responsible Office/Persons |
|---|--------------------------|----------------------------|
| Official Search Launching   | April 30                 | NCMB-Central Office        |
| Acceptance of nominations/ applications at the Regional Level                 | May 1 – June 30          | RCMBs                      |
| Regional Screening and Endorsement of regional entries for National Screening | July 1 – August 13       | RCMBs                      |
| Endorsement of Regional Entries for National Screening                        | August 16                | RSC                        |
| Screening and selection of national finalists                                 | August 16 – October 15   | NSC                        |
| Endorsement of national finalists and convening of the NBoJ                   | October 18               | NSC                        |
| Review and evaluation of national finalists by the NBoJ                       | October 18 – November 15 | NBoJ                       |
| Final screening of national finalists and selection of winners by the NBoJ    | November 15              | NBoJ                       |
| Awarding of Winners   | December 15              | NCMB-Central Office        |