



REPUBLIC OF THE PHILIPPINES
SUGAR REGULATORY ADMINISTRATION
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SUGAR REGULATORY ADMINISTRATION GRIEVANCE MACHINERY

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in Civil Service Commission (CSC) Resolution No. 010113 dated January 10, 2001 and implemented through CSC Memorandum Circular No. 02, s. 2001, the Sugar Regulatory Administration (SRA) hereby adopts the herein Grievance Machinery.

I. BASIC POLICIES

1. A grievance shall be resolved expeditiously at all times at the lowest level possible in the Sugar Regulatory Administration. However, if not settled at the lowest level possible, the aggrieved party shall present his or her grievance step by step following the hierarchy of positions.
2. The Sugar Regulatory Administration shall establish a Grievance Machinery that is the best way to address grievance between or among its officials and employees.
3. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.
4. Grievance proceedings shall not be bound by legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The service of a legal counsel shall not be allowed.
5. A grievance shall be presented verbally or in writing in the first instance by the aggrieved party to his or her immediate supervisor. The latter shall, within five (5) working days from the date of presentation, inform verbally the aggrieved party of the corresponding action.
6. Grievance refers to work related issues giving rise to employee dissatisfaction. The following cases shall be acted upon through the grievance machinery:
 - a) Non-implementation of employment policies, practices and procedures (economic and financial issues) fixed by law covering salaries, incentives, working hours, leave benefits and other related terms and conditions;
 - b) Non-implementation of policies, practices and procedures which affect employees, from recruitment to promotion, details, transfer, retirement, termination, lay-offs and other related issues that affect them;

- c) Physical working conditions;
 - d) Interpersonal relationships and linkages;
 - e) Protest on appointments and other personnel actions; and
 - f) All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated in item No. 6.
7. The following cases shall not be acted upon 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 for in RA 7877; and
 - c) Union-related issues and concerns.
8. Only permanent officials and employees, whenever applicable, shall be appointed or elected as members of the Grievance Committee.

In the appointment or election of the Committee members, their integrity, probity, sincerity and credibility shall be considered.

9. The Sugar Regulatory Administration shall establish a separate Grievance Committee in Luzon/Mindanao and in Visayas Area. The composition is as follows:
- a) In Luzon/Mindanao and in the Visayas Area the chairperson of the Grievance Committee shall be the highest official performing Administrative operations or the authorized representative of the Administrator;
 - b) Two (2) Division Chiefs chosen from among themselves;
 - c) Two (2) members from the rank and File; one from the 1st level and another from the 2nd level named by the Sugar Regulatory Administration Employees Association of the Philippines, Incorporated (SUGAREAP), the accredited employee union in the SRA, who shall serve for a term of two (2) years. The 1st Level representative shall participate in the resolution of the grievance of 1st level employees while the 2nd level representative shall

