



CITIZEN'S CHARTER



NATIONAL CONCILIATION AND MEDIATION BOARD





NATIONAL CONCILIATION AND MEDIATION BOARD

CITIZEN'S CHARTER

2019 (2nd Edition)



I. Mandate:

The NCMB, created under Executive Order No. 126 as amended by EO 251, reorganizing the DOLE, shall formulate policies, develop plans and programs and set standards and procedures relative to the promotion of conciliation and mediation of labor disputes through the preventive mediation, conciliation and voluntary arbitration; facilitation of labor-management cooperation through joint mechanisms for information sharing, effective communication and consultation and group-problem solving.

II. Vision:

The NCMB shall be the center of excellence in enhancing harmonious relationship in every workplace.

III. Mission:

To sustain harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms, and implementation of innovative approaches towards worker's empowerment.

IV. Service Pledge:

We, the officials and employees of the National Conciliation and Mediation Board, commit and resolve to efficiently and effectively perform our tasks in utmost courtesy and sincere dedication to provide timely and excellent service to the public.



LIST OF SERVICES

Central Office

| | |
|---|----------|
| External Services | 4 |
| Case Handling of Request for Assistance | 5 |
| Collection of Collective Bargaining Agreement Registration Fee | 6 |
| Issuance of Certificate of No Pending Case | 7 |
| Internal Services | 9 |
| Issuance of Various Personnel Records | 10 |
| Request for Authority to Travel Abroad | 12 |
| Request for Issuance of Common-used Supplies | 14 |
| Information and Communications Technology (ICT) Repair and Maintenance Services | 16 |
| Issuance of Certificate of Remittances | 18 |
| Processing of Obligation Request Status (ORS) | 20 |
| Processing of Disbursement Vouchers (DVs) | 25 |
| Preparation and Approval of Checks/Advice to Debit Account (ADA) | 31 |

Regional Branches

| | |
|--|-----------|
| External Services | 34 |
| Case Handling of Notice of Strike/Lockout | 35 |
| Case Handling of Preventive Mediation | 38 |
| Case Handling of Request for Assistance | 40 |
| Collection of Collective Bargaining Agreement Registration Fee | 41 |
| Facilitation and Handling of Voluntary Arbitration Case | 42 |
| Issuance of Certificate of No Pending Case | 45 |
| Processing of Voluntary Arbitration Subsidy | 46 |



Central Office

External Services



1. Case Handling of Request for Assistance (RFA)

Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

| | | | | |
|---|--|--|---|--|
| Office or Division: | Conciliation-Mediation Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | | | |
| Who may avail: | Any aggrieved employee/employer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| DOLE-SENA Form No. 1 (1 Original Copy) | | NCMB/Conciliation and Mediation Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and file DOLE SENA request form | 1.1 Receive accomplished form and interview requesting party | None | 15 minutes/ depends upon interview with requesting party | <i>Single Entry Assistance Desk Officer (SEADO) Technical Services</i> |
| | 1.2 Assign number and docket request form | | 5 minutes | <i>Administrative Staff</i> |
| | 1.3 Prepare, sign and issue Notice of Conference | | 10 minutes | <i>Administrative Staff</i> |
| 2. Attend conferences | 2.1 Conduct conciliation-mediation conferences | None | 30 days but may be extended up to 45 days by agreement of parties (RA 10396 & SEnA IRR DO 151-16) | <i>SEADO Technical Services</i> |
| | 2.2 Prepare and sign Minutes of Conference | | | |
| 3. Sign Settlement Agreement and Quitclaim or Disposition of Request for Assistance or Receive Referral | 3.1 Prepare and sign settlement agreement or | None | 10 minutes | <i>SEADO Technical Services</i> |
| | 3.2 Issue referral to other offices | | | |

2. Collection of Collective Bargaining Agreement (CBA) Registration Fee



Collection of payment for the registration of Collective Bargaining Agreement (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | Financial and Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Clients (G2C) | | | |
| Who may avail: | Any union or employer representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Order of Payment Form (4 original) | | DOLE Regional Office | | |
| Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original) | | Bureau of Labor Relations-DOLE | | |
| Copy of Collective Bargaining Agreement (1 original) | | Union | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required forms and other documents for payment of CBA Registration Fee | 1.1 Receive order of payment and check completeness of supporting documents | ₱1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715) | 15 minutes | <i>Cashier Financial and Management Division</i> |
| | 1.2 Receive payment and issue official receipt | | 5 minutes | <i>Cashier Financial and Management Division</i> |

3. Issuance of Certificate of No Pending Case



Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the Board's Offices/branches.

| | | | | |
|--|--|------------------------------|------------------------|---|
| Office or Division: | Research and Information Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | | | |
| Who may avail: | Employee/Employer Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request of no pending case (1 original copy) | | Requesting employer/employee | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Letter request of no pending case | 1.1 Receive and record letter request of no pending case | None | Immediately | <i>Administrative Officer V Administrative Division</i> |
| | 1.2 Forward the letter request to Research and Information Division | | Immediately | <i>Administrative Officer V Administrative Division</i> |
| | 1.3 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending case/RFA | | 10 minutes | <i>Administrative Assistant III Research and Information Division</i> |
| | 1.4 Prepare the Certificate of No Pending Case | | 10 minutes | <i>Administrative Assistant III Research and Information Division</i> |



| | | | | |
|------------------------------|--------------------------|------|-----------|---|
| | 1.5 Sign the Certificate | | 5 minutes | <i>Deputy Executive Director Technical Services Department</i> |
| 2 Receive signed Certificate | 2. Issue the Certificate | None | 5 minutes | <i>Administrative Officer V Administrative Division</i> <i>Or</i> <i>Administrative Assistant III Research and Information Division</i> |



Central Office Internal Services



1. Issuance of Various Personnel Records

Issuance of various employees' records relating to their employment with the Board. These records are used as supporting documents for appointment, promotion, retirement, travel (local and abroad), conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

| | | | | |
|--|---|-------------------------|------------------------|---|
| Office or Division: | Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Current NCMB Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Filled-up Access Request Form (<i>Annex B of the NCMB Data Privacy Manual</i>) indicating the purpose of personnel records requested: <ul style="list-style-type: none"> a. Service Record b. Certificate of Employment c. Certificate of Employment and Compensation d. Certificate of Leave Availed due to Sickness e. Certification of No Pending Administrative Case f. Other Documents such as but not limited to the following: <ul style="list-style-type: none"> - Certificate of Available Leave Credits - Certificate of Last Salary Received | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and submit the Access Request Form indicating the type of document/s requested and its purpose/s | 1.1 Receive the request and forward to Chief Administration Officer-AD for evaluation | None | 30 minutes | <i>Administrative Officer V (Records Officer) Administrative Division</i> |



| | | | | |
|--|--|------|---|---|
| | <p>1.2 Evaluate the request and forward the same to DPO for approval</p> <p>1.3 Approve and sign the request</p> <p>1.4 Prepare the document/s requested and attachments if needed</p> <p>1.5 Review and approve/sign the document/s</p> | | <p>1 hour</p> <p>30 minutes</p> <p>1 day</p> <p>1 day</p> | <p><i>Chief Administrative Officer Administrative Division</i></p> <p><i>Data Privacy Officer (DPO)</i></p> <p><i>Administrative Officer V (HRMO III) Administrative Division</i></p> <p><i>Chief Administrative Officer Administrative Division or Deputy Executive Director Internal Services</i></p> |
| 2. Receive original copy of document/s requested | 2. Release the approved/ signed document/s and log the date of release | None | 10 minutes | <i>Administrative Officer V (Records Officer) Administrative Division</i> |

2. Request for Authority to Travel Abroad



Authorization given to NCMB Official and Employee requesting to travel abroad for purely personal or private purpose without cost to the government.

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Administrative Division (AD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | NCMB Officials and Employees in the Central Office and Regional Branches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request addressed to the Executive Director | | Requesting official/employee | | |
| Application for Leave | | Administrative Division | | |
| Certification stating that leave of absence/s will not hamper the Board's operations | | Immediate Supervisor Regional Director/OICs | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request for authority to travel abroad including all documentary attachments stated therein and application for leave | 1.1 Receive letter request and check completeness of documentary requirements | None | 15 minutes | <i>Administrative Officer V (Records Officer) Administrative Division</i> |
| | 1.2 If documents are incomplete, inform the official/employee concerned thru email to submit the lacking documents | | 2 hours | <i>Administrative Officer V (Records Officer) Administrative Division</i> |
| | 1.3 If documents are complete, check availability of leave credits and forward to Office of Executive | | 2 hours | <i>Administrative Assistant II (HRMA) or Administrative Officer V (HRMO III) Administrative Division</i> |



| | | | | |
|---|--|------|--|--|
| | <p>Director (OED) for notation</p> <p>1.4 Prepare reply/travel authority abroad upon receipt of instruction from OED</p> <p>1.5 Review and finalization</p> <p>1.6 Review and countersign the reply/travel authority and leave form</p> <p>1.7 Approve documents</p> | | <p>2 hours</p> <p>2 hours</p> <p>2 hours</p> <p>1 hour</p> | <p><i>Administrative Officer V (HRMO III)</i> <i>Administrative Division</i></p> <p><i>Chief Administrative Officer</i> <i>Administrative Division</i></p> <p><i>Deputy Executive Director</i> <i>or</i> <i>Director II</i> <i>Internal Services</i></p> <p><i>Executive Director IV</i></p> |
| 2. Receive original copy of the documents | 2. Release the approved/ signed document/s and log the date of release | None | 10 minutes | <i>Administrative Officer V (Records Officer)</i> <i>Administrative Division</i> |



3. Request for Issuance of Common-Used Supplies

Issuance of supplies to requesting units or end-users carried in stock.

| | | | | |
|---|--|-------------------------|------------------------|---|
| Office or Division: | Administrative Division (AD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | NCMB Central Office Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Requisition and Issue Slip (3 original copies) | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish, sign and submit the Requisition and Issue Slip (RIS) | 1.1 Receive the signed RIS and verify completeness of information | None | 5 minutes | <i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i> |
| | 1.2 Review and verify the items requested against the approved APP-CSE | | 1 hour | <i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i> |
| | 1.3 Fill-out the column for availability of stocks and indicate the quantity issued in the 'Issued-Quantity' column and any remarks in the 'Issued-Remarks' column, and sign the "Issued by" portion | | 1 hour | <i>Administrative Aide VI (Storekeeper)</i> <i>Administrative Division</i> |



| | | | | |
|--|--|------|---------|---|
| | 1.4 Review and Approve the RIS | | 2 hours | <i>Chief Administrative Officer Administrative Division</i> |
| | 1.5 Prepare the supplies for release to end-user | | 1 day | <i>Administrative Aide VI (Storekeeper) Administrative Division</i> |
| 2. Receive the requested supplies and sign in the form | 2. Issue the supplies | None | 1 hour | <i>Administrative Aide VI (Storekeeper) Administrative Division</i> |



4. Information and Communications Technology (ICT) Repair and Maintenance Services

Provide repair and maintenance tasks and procedures to keep computer software and hardware updated and operational.

| | | | | |
|--|---|-----------------------------------|---|--|
| Office or Division: | Research and Information Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | NCMB Central Office Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request for Maintenance and Repair (2 original copies) | | Research and Information Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-out the request form for Maintenance & Repair indicating the nature of the problem | 1.1 Receive request form and forward to RID Chief | None | 10 minutes | <i>Administrative Assistant III Research and Information Division</i> |
| | 1.2 Assign the request for evaluation | | 15 minutes | <i>Division Chief- Research and Information Division</i> |
| | 1.3 Proceed to the requesting unit and check the condition/ problem of the ICT equipment as reported, and perform the following: a. Diagnostic test b. Perform the necessary maintenance and repair | | 3 hours (for minor repairs) or 2 days (for major repairs) | <i>Information System Analyst II/III Research and Information Division</i> |



| | | | | |
|---------------------------------------|---|------|---|--|
| | <p>c. Test the equipment to ensure that the problem has been resolved/fixe</p> <p>1.4 Document the action taken</p> <p>1.5 Endorse the request to Administrative Division if the problem/ defect persists</p> <p>1.6 Endorse the ICT equipment for repair to the following:</p> <p>a. If beyond warranty period - to the Maintenance Provider</p> <p>b. If under warranty period - to the Supplier of equipment</p> | | <p>1 hour</p> <p>10 minutes</p> <p>1 hour</p> | <p><i>Information System Analyst II/III Research and Information Division</i></p> <p><i>Information System Analyst II/III- Research and Information Division</i></p> <p><i>Administrative Officer V (Supply Officer) Administrative Division</i></p> |
| 2. Receive the repaired ICT equipment | 2. Endorse the repaired ICT Equipment to end-user | None | 10 minutes | <i>Administrative Officer V (Supply Officer) Administrative Division</i> |



5. Issuance of Certificate of Remittances

Issuance of Certificate of Remittances to GSIS, Pag-IBIG, Philhealth and other deductions from payroll.

| | | | | |
|--|---|-------------------------|------------------------|---|
| Office or Division: | Financial and Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Current NCMB Central Office Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Filled-up Access Request Form (Annex B of the NCMB Data Privacy Manual) indicating the purpose | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and submit the Access Request Form indicating the type of document/s requested and purpose/s | 1.1 Receive and forward the request to DPO | None | Immediately | <i>Administrative Officer V (Records Officer) Administrative Division</i> |
| | 1.2 Evaluate and approve request | | 30 minutes | <i>Data Privacy Officer (DPO)</i> |
| | 1.3 Forward the approved request to FMD | | 10 minutes | <i>Data Privacy Officer (DPO)</i> |
| | 1.4 Prepare certification and photocopy the Officials Receipts (ORs) and Remittance Lists | | 2 days | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.5 Review and approve/sign the certification and forward the same to Administrative Division | | 2 hours | <i>Chief Administrative Officer Financial and Management Division</i> |



| | | | | |
|---|---|------|------------|---|
| 2. Receive original copy of certification and certified true copies of ORs and Remittance Lists | 2. Release the approved/signed certification and log the date of release. | None | 10 minutes | <i>Administrative Officer V (Records Officer) Administrative Division</i> |
|---|---|------|------------|---|

6. Processing of Obligation Request Status (ORS)



This form shall be used by the Requesting/Originating Office in the utilization of their approved budget allocations per General Appropriations Act as a Release Document (GAARD) and other budget laws/authority.

| Office or Division: | Financial and Management Division |
|--|--|
| Classification: | Simple |
| Type of Transaction: | Government to Government (G2G) |
| Who may avail: | NCMB Central Office Officials and Employees |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| <p><u>General Requirement</u> 1. Disbursement Voucher (2 original copies)</p> | Financial and Management Division |
| <p><u>Replenishment of Cash advances/Petty Cash Fund</u></p> <ol style="list-style-type: none"> 1. Summary of Petty Cash Vouchers 2. Report of Disbursements 3. Petty Cash Replenishment Report 4. Approved purchase request with certificate of Emergency Purchase, if necessary 5. Bills, receipts, sales invoices 6. Certificate of inspection and acceptance 7. Report of Waste and Materials in case of replacement/repair 8. Approved trip ticket, for gasoline expenses 9. Canvass from at least three suppliers for purchases involving P1,000 and above, except purchases made while on official travel 10. Summary/Abstract of Canvass 11. Petty cash vouchers duly accomplished and signed 12. Official Receipt in case of refund 13. Toll receipts and Trip Tickets, for reimbursement of toll receipts 14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses 15. PPMP and APP | <p>Employee Concerned Employee Concerned Employee Concerned Employee Concerned</p> <p>Employee Concerned Employee Concerned/Inspection Committee Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned/Supply and Property Unit</p> |
| <p><u>Traveling Expenses</u></p> <ol style="list-style-type: none"> 1. Office Order/Travel Order 2. Paper/electronic plane, boat or bus ticket, boarding bus and terminal fee 3. Certificate of appearance/attendance | <p>Employee Concerned/Records Unit Employee Concerned</p> <p>Employee Concerned</p> |



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| <ol style="list-style-type: none"> 4. Copy of approved itinerary 5. Revised or supplemental Order or any proof supporting the change of schedule 6. Revised Itinerary of travel, if the previous was not followed 7. Certification by the head of agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day 8. Official Receipts (OR) and/or Reimbursement Expense Receipt (RER) 9. Certificate of Travel Completed (Appendix B) 10. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city covered by Metro Manila | <p>Employee Concerned Employee Concerned/Records Unit</p> <p>Employee Concerned</p> <p>Head of Agency</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> |
| <p><u>Salary</u></p> | |
| <p>a. First Salary</p> | |
| <ol style="list-style-type: none"> 1. Certified true copy of duly approved Appointment 2. Assignment Order, if applicable 3. Certified true copy of Oath of Office 4. Certificate of Assumption 5. Statement of Assets, Liabilities and Net worth 6. Approved DTR 7. BIR withholding certificates (Forms 1902 and 2305) | <p>Employee Concerned/ HR Unit</p> <p>Employee Concerned/ Records Unit Employee Concerned/ HR Unit Employee Concerned/HR Unit Employee Concerned Employee Concerned/HR Unit Employee Concerned</p> |
| <p>b. Additional Requirements for transferees (from one government to another)</p> | |
| <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities from the previous office 2. Certified true copy of pre-audited disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from previous office 3. BIR form 2316 (Certificate of Compensation Payment/Tax Withheld) | <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> |
| <ol style="list-style-type: none"> 4. Certified true copy of pre-audited disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from | <p>Employee Concerned</p> |



| | |
|--|---|
| <p>previous office duly verified by the assigned auditor thereat</p> <ol style="list-style-type: none"> 5. Certificate of available Leave Credits 6. Service Record | <p>Employee Concerned Employee Concerned</p> |
| <p>c. Salary Differentials due to Promotion and/or Step Increment</p> <ol style="list-style-type: none"> 1. Certificate of Assumption 2. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase 3. Approved DTR or certification that the employee has not incurred leave without pay | <p>Employee Concerned/HR Unit Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> |
| <p>d. Last Salary</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Approved DTR | <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> |
| <p><u>Maternity Leave</u></p> <ol style="list-style-type: none"> 1. Certified true copy of approved application for leave 2. Certified true copy of Maternity Leave Clearance 3. Medical Certificate | <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> |
| <p><u>Representation and Transportation Allowance (RATA)</u></p> <ol style="list-style-type: none"> 1. Copy of Office Order/Appointment (1st payment) 2. Certificate of Assumption 3. Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle 4. Certificate of evidence of service rendered or approved DTR | <p>Employee Concerned</p> <p>Employee Concerned/Records Unit Employee Concerned/HR Unit</p> <p>Employee Concerned</p> |
| <p><u>Overtime Pay</u></p> <ol style="list-style-type: none"> 1. Overtime authority stating the necessity and urgency of the work to be done and duration 2. Overtime work program 3. Statement of overtime services rendered duly signed by the employee and supervisor 4. Certificate of service or duly approved DTR | <p>Employee Concerned</p> <p>Employee Concerned/Records Unit Employee Concerned</p> <p>Employee Concerned</p> |



| 5. Accomplishment Report | | Employee Concerned | | |
|---|--|--|-----------------|---|
| <p><u>Representation/Meetings</u></p> <ol style="list-style-type: none"> 1. Invoices/receipts 2. Attendance Sheets 3. Notice of Meeting 4. Minutes of Meeting 5. PPMP and APP | | <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned/Supply and Property Unit</p> | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Disbursement Voucher (DV) with complete supporting documents (SDs) for ORS preparation. | 1.1 Receive the documents and check the Index of Payment (to avoid double payment of claims) and availability of allotment based on the Registry of Allotment and Obligations (RAOs) | None | 30 minutes | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.2 Assign DV number and prepare Obligation Request and Status (ORS) in three (3) copies | | 1 hour | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.3 Forward ORS to head of the requesting unit/office for signing/certification of Box A | | 15 minutes | <i>Administrative Aide IV Financial and Management Division</i> |
| 2. Submit signed ORS (Box A) to Budget Unit | 2.1 Receive signed ORS and forward to the Budget Officer | None | Immediately | <i>Administrative Aide IV Financial and Management Division</i> |
| | 2.2. Review proper charging of funds and supporting documents. Certify/sign Box B of ORS | | 1 hour | <i>Budget Officer Financial and Management Division</i> |



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|--|---|--|------------|--|
| | 2.3 Retain duplicate copy of ORS and record obligations in RAOs | | 1 hour | <i>Budget Officer Financial and Management Division</i> |
| | 2.3 Forward the DV with signed ORS to Requesting Office/Unit | | 15 Minutes | <i>Administrative Aide Financial and Management Division</i> |



7. Processing of Disbursement Vouchers (DVs)

Processing of obligations to employees for goods purchased or services rendered.

| | | |
|---|---|------------------------|
| Office or Division: | Financial and Management Division | |
| Classification: | Simple | |
| Type of Transaction: | Government to Government (G2G) | |
| Who may avail: | NCMB Central Office Officials and Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <u>General Requirements</u> | | |
| 1. Disbursement Voucher (2 original copies) | Financial and Management Division | |
| 2. Approved Obligation Request Status (2 original copies) | Financial and Management Division | |
| <u>Cash advances for travel</u> | | |
| a. Local Travel | | |
| 1. Office Order/Travel Order | Employee Concerned/Records Unit | |
| 2. Duly approved Itinerary of travel | Employee Concerned | |
| 3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books | Accounting Unit | |
| b. Foreign Travel | | |
| 1. Duly approved itinerary of travel | Employee Concerned/Records Unit | |
| 2. Letter of invitation of host/sponsoring country/agency/organization | Employee Concerned | |
| 3. For plane fare, quotations of three travel agencies or its equivalent | Employee Concerned | |
| 4. Flight itinerary issued by the airline/ticketing office/travel agency | Employee Concerned | |
| 5. Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed | Employee Concerned | |
| 6. Document to show the dollar to peso exchange rate at the date of grant of cash advance | Employee Concerned | |
| 7. Where applicable, authority from the OP to claim representation expenses | Employee Concerned | |
| In case of seminars and trainings | | |
| 1. Invitation addressed to the agency inviting participants (by foreign country) | Employee Concerned | |



| | |
|--|--|
| <ol style="list-style-type: none"> 2. Acceptance of the nominees as participants 3. Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books | <p>Employee Concerned Employee Concerned</p> |
| <p><u>Replenishment of Cash advances/Petty Cash Fund</u></p> | |
| <ol style="list-style-type: none"> 1. Summary of Petty Cash Vouchers 2. Report of Disbursements 3. Petty Cash Replenishment Report 4. Approved purchase request with certificate of Emergency Purchase, if necessary 5. Bills, receipts, sales invoices 6. Certificate of inspection and acceptance 7. Report of Waste and Materials in case of replacement/repair 8. Approved trip ticket, for gasoline expenses 9. Canvass from at least three suppliers for purchases involving P1,000 and above, except purchases made while on official travel | <p>Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Inspection Committee Employee Concerned Employee Concerned Employee Concerned</p> |
| <ol style="list-style-type: none"> 10. Summary/Abstract of Canvass 11. Petty cash vouchers duly accomplished and signed 12. Official Receipt in case of refund 13. Toll receipts and Trip Tickets, for reimbursement of toll receipts 14. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses 15. PPMP/APP | <p>Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit</p> |
| <p><u>Traveling Expenses</u></p> | |
| <ol style="list-style-type: none"> 11. Office Order/Travel Order 12. Paper/electronic plane, boat or bus ticket, boarding bus and terminal fee 13. Certificate of appearance/attendance 14. Copy of approved itinerary 15. Revised or supplemental Order or any proof supporting the change of schedule 16. Revised Itinerary of travel, if the previous was not followed 17. Certification by the head of agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day | <p>Employee Concerned/Records Unit Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Records Unit Employee Concerned Head of Agency</p> |



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| <p>18. Official Receipts (OR) and/or Reimbursement Expense Receipt (RER)</p> <p>19. Certificate of Travel Completed (Appendix B)</p> <p>20. Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city covered by Metro Manila</p> | <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> |
| <p><u>Salary</u></p> | |
| <p>a. First Salary</p> | |
| <ol style="list-style-type: none"> 1. Certified true copy of duly approved Appointment 2. Assignment Order, if applicable 3. Certified true copy of Oath of Office 4. Certificate of Assumption 5. Statement of Assets, Liabilities and Net worth 6. Approved DTR 7. BIR withholding certificates (Forms 1902 and 2305) | <p>Employee Concerned/ HR Unit</p> <p>Employee Concerned/ Records Unit</p> <p>Employee Concerned/ HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> |
| <p>b. Additional Requirements for transferees (from one government to another)</p> | |
| <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities from the previous office 2. BIR form 2316 (Certificate of Compensation Payment/Tax Withheld) 3. Certified true copy of pre-audited disbursement voucher of last salary from previous agency/ Certification by the Chief accountant of last salary received from previous office duly verified by the assigned auditor thereat 4. Certificate of available Leave Credits 5. Service Record | <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> <p>Employee Concerned</p> |
| <p>c. Salary Differentials due to Promotion and/or Step Increment</p> | |
| <ol style="list-style-type: none"> 1. Certificate of Assumption 2. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment/Step Increment in case of step increment/salary increase 3. Approved DTR or certification that the employee has not incurred leave without pay | <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> |
| | <p>Employee Concerned</p> |



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| <p>d. Last Salary</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Approved DTR <p><u>Maternity Leave</u></p> <ol style="list-style-type: none"> 1. Certified true copy of approved application for leave 2. Certified true copy of Maternity Leave Clearance 3. Medical Certificate <p><u>Representation and Transportation Allowance (RATA)</u></p> <ol style="list-style-type: none"> 1. Copy of Office Order/Appointment (1st payment) 2. Certificate of Assumption 3. Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle 4. Certificate of evidence of service rendered or approved DTR 5. Invoices/Receipts <p><u>Overtime Pay</u></p> <ol style="list-style-type: none"> 1. Overtime authority stating the necessity and urgency of the work to be done and duration 2. Overtime work program 3. Statement of Overtime Services Rendered duly signed by the employee and supervisor 4. Certificate of service or duly approved DTR 5. Accomplishment Report <p><u>Representation/Meetings</u></p> <ol style="list-style-type: none"> 1. Invoices/receipts 2. Attendance Sheets 3. Notice of Meeting 4. Minutes of Meeting 5. PPMP/APP <p><u>Extraordinary and Miscellaneous Expenses</u></p> <ol style="list-style-type: none"> 1. Invoices/receipts 2. Receipts and/or other documents evidencing disbursement, if there are available or in lieu thereof, certification executed by the official | <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned/Records Unit Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned/Records Unit</p> <p>Employee Concerned Employee Concerned</p> <p>Employee Concerned/HR Unit</p> <p>Employee Concerned</p> <p>Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned/Supply and Property Unit</p> <p>Employee Concerned Employee Concerned</p> |
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| <p>concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his position , in case of NGAs</p> <p>3. Other supporting documents as are necessary depending on the nature of expense</p> | | Employee Concerned | | |
|---|--|------------------------|------------------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Disbursement Voucher (Box A duly certified/signed by the head of requesting office/unit/division) with complete supporting documents | 1.1 Receive the signed DV and forward to the Accountant for pre-audit | None | Immediately | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.2 Review DV as to completeness of supporting documents, propriety of the amount claimed, check availability of cash & sign Box C of DV; if there are deficiencies, return the same to the office/claimant concerned for appropriate action | | 4 hours | <i>Accountant III Financial and Management Division</i> |
| | 1.3 Review and countersign Box D of DV | | 1 hour | <i>Chief Administrative Officer Financial and Management Division</i> |
| | 1.4 Approve payment and sign Box D of DV | | 1 hour | <i>Director II - ₱500,000.00 and below</i> <i>Deputy Executive Director - ₱2,000,000.00 and below</i> |



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| | 1.5 Forward approved DV to Cash Unit for check/ADA preparation | | 20 minutes | <i>Executive Director – Above ₱2,000,000.00</i> <i>Administrative Assistant V (OED)</i> <i>Administrative Assistant III (OED)</i> <i>Administrative Assistant I (ISD/TSD)</i> |
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8. Preparation and Approval of Checks/Advice to Debit Account (ADA)

Process for payment of all obligations and payables.

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| Office or Division: | Financial and Management Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | NCMB Central Office Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Disbursement Voucher (2 original copies) with complete supporting documents | | Requesting Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Approved Disbursement Voucher (DV) with complete supporting documents (SDs) | 1.1 Receive Disbursement Voucher (DV) with complete supporting documents (SDs) and forward to the Cashier | None | Immediately | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.2 Verify completeness of signatories on the DV | | 5 minutes | <i>Administrative Officer V (Cashier) Financial and Management Division</i> |
| | 1.3 Prepare and sign Check or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA) & Summary of LDDAP-ADAs Issued and Invalidated ADA | | 1 hour | <i>Administrative Officer V (Cashier) Financial and Management Division</i> |



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| | Entries (SLIIE) (5 copies) | | | |
| | 1.4 Encode the payees/creditors to Landbank WinACIC Data Entry System and generate Advice of Checks Issued and Cancelled (ACIC)(2 LBP copies & 1 BTR copy) | | 1 hour | <i>Administrative Officer V (Cashier) Financial and Management Division</i> |
| | 1.5 Record LDDAP-ADA/check in the Check Register and Cash Monitoring Ledger to update cash balance | | 30 minutes | <i>Administrative Officer V (Cashier) Financial and Management Division</i> |
| | 1.6 Record disbursement in the Index of Payment | | 30 minutes | <i>Administrative Aide IV Financial and Management Division</i> |
| | 1.7 Review and sign "Certified Correct" portion of LDDAP-ADA, SLIIE & ACIC | | 30 minutes | <i>Accountant III Financial and Management Division</i> |
| | 1.8 Review and countersign LDDAP-ADA, SLIIE & ACIC | | 30 minutes | <i>Chief Administrative Officer Financial and Management Division</i> |
| | 1.9 Approve and sign LDDAP-ADA, SLIIE & ACIC; countersign | | 1 hour | <i>Director II - P500,000.00 and below</i> |



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| | checks and forward signed documents to the Cash Unit | | | <i>Deputy Executive Director - ₱2,000,000.00 and below</i> <i>Executive Director – Above ₱2,000,000.00</i> |
| | 1.10 Forward the approved LDDAP-ADA, SLIIE & ACIC to MDS-GSB | | Within 24 hours | <i>Administrative Officer V (Cashier)</i> <i>Financial and Management Division</i> |



Regional Branches

External Services



1. Case Handling of Notice of Strike/Lockout (NS/L)

Provision of conciliation-mediation services to unions certified or duly recognized sole and exclusive bargaining agents (SEBA) and employers with issues involving deadlock in collective bargaining negotiations and unfair labor practices.

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| Office or Division: | Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | |
| Who may avail: | Any certified or duly recognized bargaining representative, legitimate organization and employer | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy) In cases of unfair labor practice (ULP), the specific ULP act must be mentioned in the form to determine the applicable cooling-off period and if the issue/s is proper subject of Notice of Strike. | RCMB/Conciliation – Mediation Unit |
| | Proof of service to other party (1 photocopy) | If the service is by ordinary mail, proof shall consist of an affidavit of the person mailing containing a full statement of the date, place of service. If service is made by registered mail, proof shall be made by such affidavit and the registry receipt issued by the mailing office. |
| | For cases involving CBA deadlock: 1. Written proposals of the union (1 photocopy) | Union |
| | 2. Counter-proposals of the employer (1 photocopy) | Company/employer |
| | 3. Proof of request for conference to settle differences (1 photocopy) | Union/Company |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|------------------------|---|--|
| 1. Accomplish and submit Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) | 1.1 Receive, record and docket duly accomplished Form FM-DOLE-NCMB-01.01 (A) | None | 10 minutes | <i>Docket Officer RCMB</i> |
| | 1.4 Assign case to Conciliator-Mediator and Schedule initial conference | | Immediately | <i>Director II/OIC Regional Branch</i> |
| | 1.5 Prepare Notice of Conference | | Immediately | <i>Administrative Staff RCMB</i> |
| 2. Attend conferences | 2. Conduct conciliation-mediation conferences 2.1 For Union Busting 2.2 For Unfair Labor Practice 2.3 For Bargaining Deadlock | None | Within 5 days from filing of the case 7 days/ depends on the agreement of parties 15 days/ depends on the agreement of parties 30 days/ depends on the agreement of parties (Article 263 (c) Labor Code of the Philippines as amended and Section 7 Rule XXII Department Order No. 40-03) | <i>Conciliator-Mediator RCMB</i> |



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| <p>3. Submit result of Strike/ Lockout Vote Balloting</p> <p><i>(depending on the outcome of the conciliation- mediation conferences)</i></p> | <p>3.Receive result of Strike/ Lockout Vote Balloting</p> | <p>None</p> | <p>Immediately</p> | <p><i>Conciliator-Mediator RCMB</i></p> |
| <p>4. Sign Settlement Agreement or Final Disposition of the Case</p> | <p>4.Prepare and sign Settlement Agreement/ Final Disposition</p> | <p>None</p> | <p>Upon agreement of the parties</p> | <p><i>Conciliator-Mediator RCMB</i></p> |

2. Case Handling of Preventive Mediation (PM)



Provision of conciliation-mediation services to legitimate labor organizations, certified or duly recognized bargaining representatives and employers with issues involving CBA deadlock and unfair labor practices including other issues arising from labor and employment.

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| Office or Division: | Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | | | |
| Who may avail: | Any aggrieved employee/employer from the organized sector | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy) | | RCMB/Conciliation – Mediation Division | | |
| Additional Documents required for cases involving CBA deadlock: | | | | |
| a. Written proposals of the union (1 photocopy) | | Union | | |
| b. Counter-proposals of the employer (1 photocopy) | | Company/employer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and submit form Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) | 1.1 Receive, record and docket duly accomplished form | None | 10 minutes | <i>Desk Officer RCMB</i> |
| | 1.2 Assign case to Conciliator-Mediator and schedule initial conference | | Immediately | <i>Director II/OIC Regional Branch</i> |
| | 1.3 Prepare and sign Notice of Conference | | Immediately | <i>Administrative Staff RCMB</i> |
| 2. Attend conferences | 2.1 Conduct conciliation- | None | Within 5 days from filing of the case | <i>Conciliator-Mediator RCMB</i> |



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| | mediation conference 2.2 Prepare and sign Minutes of Conferences | | | |
| 3. Sign Settlement Agreement or Final Disposition of the Case | 3. Prepare and sign Settlement Agreement/Final Disposition | None | Upon agreement of the parties | <i>Conciliator-Mediator RCMB</i> |

3. Case Handling of Request for Assistance (RFA)



Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

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| Office or Division: | Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | | | |
| Who may avail: | Any aggrieved employee/employer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| DOLE-SENA Form No. 1 (1 Original Copy) | | RCMB/Conciliation – Mediation Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and file DOLE SENA request form | 1.1 Receive accomplished form and interview requesting party | None | 15 minutes/ depends upon interview with requesting party | SEADO RCMBs |
| | 1.2 Assign number and docket request form | | 5 minutes | Administrative Staff |
| | 1.3 Prepare and issue Notice of Conference | | 10 minutes | Administrative Staff |
| 2. Attend conferences | 2.1 Conduct conciliation-mediation conferences | None | 30 days but may be extended up to 45 days by agreement of parties | SEADO RCMBs |
| | 2.2 Prepare and sign Minutes of Conferences | | | |
| 3. Sign Settlement Agreement and Quitclaim or Disposition of Request for Assistance or Receive Referral | 3.1 Prepare and sign settlement agreement or | None | 10 minutes | SEADO RCMBs |
| | 3.2 Issue referral to other offices | | | |

4. Collection of Collective Bargaining Agreement (CBA) Registration Fee



Collection of payment for the registration of Collective Bargaining Agreements (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

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| Office or Division: | Finance Unit/Cashier Unit of Regional Branches | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Clients (G2C) | | | |
| Who may avail: | Any union or employer representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Order of Payment Form (4 original copies) | | DOLE Regional Offices | | |
| Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original copy) | | DOLE Regional Offices | | |
| Copy of Collective Bargaining Agreement (1 original copy) | | Union/Company | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required forms and other documents for payment of CBA Registration Fee | 1.1 Receive order of payment and check completeness of supporting documents | P1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715) | 15 minutes | <i>Cashier Designate Cashier's Unit</i> |
| | 1.2 Receive payment and issue official receipt | | 5 minutes | <i>Cashier Designate Cashier's Unit</i> |



5. Facilitation and Handling of Voluntary Arbitration Case

Provision of services for the selection and/or appointment of Voluntary Arbitrators or Panel of Arbitrators who will handle and decide unresolved grievances arising from the interpretation or implementation of collective bargaining agreements and those arising from interpretation or application of company personnel policies including all other issues as agreed upon by the parties.

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| Office or Division: | Voluntary Arbitration Unit- RCMBs | |
| Classification: | Highly Technical | |
| Type of Transaction: | Government to Clients (G2C) and Government to Business (G2B) | |
| Who may avail: | Any aggrieved employee/employer from organized and unorganized sector | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| VA Form 01 Submission Agreement Form (1 original copy) | | Voluntary Arbitration Unit- RCMBs |
| Additional documents depending on the origin of case: | | Concerned parties |
| a. Direct submission- Submit agreement / minutes of meeting elevating the issues to VA. | | Parties (Employer and Union) |
| b. Cases emanating from conciliation-mediation including RFAs - submit agreement reached during conciliation submitting the case to VA. | | Regional Conciliation and Mediation Branches (RCMBs) |
| c. Cases filed as Notice to Arbitrate (NTA) - submit minutes of grievance meeting stating that grievance machinery has been exhausted or proof of request for grievance meeting and proof of service to the other party of the NTA. In case one party accede to the request, provide submission agreement, otherwise Appointment as Voluntary Arbitrator form will be issued by the Regional Branch Director. | | Regional Conciliation and Mediation Branches (RCMBs) |



| d. Cases originating from NLRC - submit order of labor arbiter referring the case to VA. The Board shall call parties for a conference to facilitate selection of VA and signing of submission agreement | | Records Section – National Labor Relations Commission | | |
|---|---|--|-------------------------------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents depending on the origin of the VA Case | 1. Receive document submitted by party/ies | None | 5 minutes | <i>Technical Staff</i> |
| 2. Completion of Submission Agreement (VA FORM 01) | 2.1 Identification of issue/s to be arbitrated | None | 20 minutes | <i>Conciliator-Mediator/ Technical Staff</i> |
| | 2.2 Selection of AVA or Panel of AVAs | | 30 minutes depending on the parties | <i>Conciliator-Mediator/ Technical Staff</i> |
| | 2.3 Notification of chosen AVA or Panel of AVAs (Letter of Selection as Arbitrator) | | 1 (one) day | <i>RB Director/OIC</i> |
| | 2.4 Notification of parties by AVA or Panel of AVAs | | 1 (one) day | <i>AVA/Panel of AVAs</i> |
| 3. Attend hearings | | None to NCMB VA fees to be paid to AVA/Panel of AVAs per agreement with the parties | 30 days | <i>AVA/Panel of AVAs</i> |
| 4. Submission of position paper/ pleadings and attend to | 4. If documents are coursed thru the VA Unit, forward | None | | <i>AVA/Panel of AVAs</i> |



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| clarificatory hearings, ocular inspections if needed | the same to the AVA | | | |
| 5. Receive Decision | 5. Provide copy of order/decision/award to parties and NCMB | None | | <i>AVA/Panel of AVAs</i> |

6. Issuance of Certificate of No Pending Case



Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the branch concerned.

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|---|--|------------------------------|------------------------|--|
| Office or Division: | Technical Unit of RCMBs | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Clients (G2C), Government to Business (G2B) | | | |
| Who may avail: | Employee/Employer Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request of no pending case (1 original copy) | | Requesting employer/employee | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request of no pending case | 1.1 Receive and record letter request of no pending case | None | Immediately | <i>Administrative Officer RCMB</i> |
| | 1.2 Forward the letter request to concerned unit | | Immediately | <i>Administrative Officer RCMB</i> |
| | 1.3 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending case/RFA | | 10 minutes | <i>Administrative Assistant/Technical Staff RCMB</i> |
| | 1.4 Prepare the Certificate of No Pending Case | | 10 minutes | <i>Administrative Assistant/ Technical Staff RCMB</i> |
| | 1.5 Sign the Certificate | | 5 minutes | <i>Director II/OIC Regional Branch</i> |
| 2. Receive signed Certificate | 2. Issue the Certificate | None | 5 minutes | <i>Administrative Officer V or Administrative Assistant III RCMB</i> |



7. Request for Availment of Voluntary Arbitration (VA) Subsidy

Processing and payment of Request for Subsidy entitlement derived from the Special Voluntary Arbitration Fund to help the parties defray the cost of voluntary arbitration.

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|--|--|--|------------------------|---------------------------------|
| Office or Division: | Voluntary Arbitration Unit - Regional Branches | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Clients (G2C) | | | |
| Who may avail: | Any union, employee and employer from organized and unorganized sector with insufficient funds to defray the cost of voluntary arbitration | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request for Subsidy Entitlement Form (1 original copy) | | Voluntary Arbitration Unit - RCMBs | | |
| Copy of Decision, Order, Resolution or Award (1 photocopy) | | Accredited Voluntary Arbitrator (AVA) or Panel of AVAs | | |
| Copy of CBA or Certificate of CBA Registration, as validated by the NCMB Staff; (for establishments w/ CBAs) (1 photocopy) | | Union/Company | | |
| Copy of Submission Agreement (1 certified true copy) | | Regional and Conciliation and Mediation Branches (RCMBs) | | |
| Proof of partial/full payment to the Voluntary Arbitrator (1 photocopy) | | Concerned Parties | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request for the availment of VA subsidy | 1.1 Receive the filled-up form Request for Subsidy Entitlement with complete attachments | None | Immediately | <i>Technical Staff RCMB</i> |
| | 1.2 Verify completeness and authenticity of signatures and documents and forward the same to the Office of the Director. | | 30 minutes | <i>Technical Staff RCMB</i> |
| | | | 15 minutes | |



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| | 1.3 Approve request for VA subsidy | | | <i>Director II /OIC Regional Branch</i> |
| | 1.4 Prepare obligation request status and assign disbursement voucher (DV) number | | 10 minutes | <i>Accountant Designate Regional Branch</i> |
| | 1.5 Review and approve DV | | 15 minutes | <i>Accountant Designate Regional Branch</i> |
| | 1.6 Verify completeness of signatures and documents and prepare check | | 20 minutes | <i>Cashier Designate Cashier's Unit</i> |
| | 1.7 Approve and sign check | | 10 minutes | <i>Director II/OIC Regional Branch</i> |
| 2. Receive payment of VA subsidy | 2. Release check | None | Immediately | <i>Cashier Designate Cashier's Unit</i> |



| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | <p>Fill-out Form</p> <p>Drop in the Suggestion/Complaint Box</p> |
| How feedbacks are processed | <p>The completely filled-up form shall be evaluated by the NCMB 888 Citizen's Complaint Action Team and forwarded immediately to the concerned Division/Department for appropriate action.</p> <p>Feedback on action taken to address the concern shall be provided to the complainant within five (5) days.</p> |
| How to file a complaint | Complainant files a verified complaint to the Office of the Executive Director. |
| How complaints are processed | <p>The Executive Director forwards the complaint to the Administrative Complaints Committee (ACC) which conducts the following:</p> <ol style="list-style-type: none"> a) Evaluates if the complaint is sufficient in form and substance. b) Issues summons and notices by the authority of the Head of Agency in aid of preliminary investigation and functions c) Receives evidence and pleadings and other documents relative to the complaint under preliminary investigation d) Conducts preliminary investigation and submits the preliminary investigation report with recommendation together with the complete records of the case to the disciplining authority, the order of dismissal if no prima facie case is found |



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| | <p>to exist, or the Formal Charge if prima facie case exists.</p> <p>The Executive Director shall formally charge the person complained of if a prima facie case exists.</p> <p>Upon issuance of a Formal Charge, the complete records shall be endorsed to the designated hearing officer who will conduct mandatory conferences for the presentation of evidences by the prosecution and the respondent.</p> <p>The hearing officer resolves all objections raised during the hearing.</p> <p>After the conclusion of the formal investigation, the hearing officer submits the findings and recommendations together with the draft decision and records of the case to the Executive Director.</p> <p>The Executive Director renders decision on the case and monitors its immediate implementation once the decision is final and executory.</p> |
| Contact Information of CCB, PCC, ARTA | ARTA: complaints@arta.gov.ph 84785093 PCC: 8888 CCB: 0908-881-6565 (SMS) |



DIRECTORY

NCMB- Central Office

| Office | Address | Contact Information |
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| OFFICE OF THE EXECUTIVE DIRECTOR | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-4176, (02) 8332-4175 (telefax) oed@ncmb.gov.ph |
| OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR TECHNICAL SERVICES DEPARTMENT | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-2689, (02) 8332-4177 oded_ts@ncmb.gov.ph |
| OFFICE OF THE DIRECTOR TECHNICAL SERVICES DEPARTMENT | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-2233 technical_co@ncmb.gov.ph |
| OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR INTERNAL SERVICES DEPARTMENT | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-4179 (telefax) oded_is@ncmb.gov.ph |
| OFFICE OF THE DIRECTOR INTERNAL SERVICES DEPARTMENT | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 3412-5148 internal_co@ncmb.gov.ph |
| CONCILIATION AND MEDIATION DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-2209 cmd_co@ncmb.gov.ph |



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| WORKPLACE RELATIONS ENHANCEMENT DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8256-5090 wred_co@ncmb.gov.ph |
| VOLUNTARY ARBITRATION DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-4178 vad_co@ncmb.gov.ph |
| ADMINISTRATIVE DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-4180 admin_co@ncmb.gov.ph |
| FINANCIAL AND MANAGEMENT DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-2231 fmd_co@ncmb.gov.ph |
| RESEARCH AND INFORMATION DIVISION | 4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City | (02) 8332-2232 Smart Phone Hotline : 0919- 0615469 rid_co@ncmb.gov.ph |

DIRECTORY

NCMB- Regional Branches



| Office | Address | Contact Information |
|--|---|--|
| RCMB NATIONAL CAPITAL REGION | Ground Floor, DOLE Building | General Luna corner Muralla Streets Intramuros, Manila 1002 (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Conciliation-Mediation Unit (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Voluntary Arbitration Unit / Workplace Relations and Enhancement Unit / Administrative Unit (02) 8310-9545 (Telefax) rcmbncr@ncmb.gov.ph |
| RCMB CORDILLERA ADMINISTRATIVE REGION | 3rd Floor Manongdo Building Benitez Court, Magsaysay Avenue Baguio City 2600 | (074) 442-72-92 telefax (074) 444-49-88 rcmbcar@ncmb.gov.ph |
| RCMB BRANCH NO. I | 2 nd Floor, Unison Realty Building, Quezon Avenue City of San Fernando, La Union Dagupan City Satellite Office Bonuan Gueset, Dagupan City, Pangasinan | Telefax: (072)888-4610 rcmb1@ncmb.gov.ph (075) 600-0704 ncmb_dagupan@yahoo.com |
| RCMB BRANCH NO. II | No. 7 Dalan na Angicacua Regional Government Center Carig Sur, Tuguegarao City, Cagayan 3500 | (078) 377-3749 rcmb2@ncmb.gov.ph |



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| RCMB BRANCH NO. III | 2nd Floor, PSP Building, Gapan Olongapo Road Dolores San Fernando, Pampanga 2000 | (045) 402-6613; (045) 961-42-64 (t/ fax); 0927-7769711 – Globe (047) 561-27-05 (044) 662-4398; 0998-9117418 – Smart rcmb3@ncmb.gov.ph |
| RCMB BRANCH IVA – CALABARZON | 3/F Regon and Sons Building, National Road Paciano Rizal, Calamba City, Laguna 4027 Cavite Extension Office 2/F MYP GBY Building, Bayan Luma 7 Aguinaldo Highway, Imus, Cavite Cainta Extension Office 3/F J & P Building V.V 1 Brgy. Soliven I Cainta, Rizal | (049) 531-4271; (049) 531-2045 rcmb4a@ncmb.gov.ph (046) 471-0615; (046) 446-0807 (02) 656-52-13 |
| RCMB BRANCH IVB – MIMAROPA | 2nd Floor, DOLE Building, General Luna corner Muralla Streets, Intramuros, Manila | (02) 8400-2529 rcmb4b@ncmb.gov.ph |
| RCMB BRANCH NO. V | 2nd Floor ANST Building Captain F. Aquende Drive, Legazpi City 4500 | (052) 201 9807 telefax (052) 480 8467 Cellphone No.: +639553972987 rcmb5@ncmb.gov.ph |



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| <p>RCMB BRANCH NO. VI</p> | <p>No. 6, 10th Lacson Streets Milagros Building, Bacolod City 6100</p> <p>DISTRICT OFFICE 2nd Floor, ME Building, Dungon BJaro, Iloilo City</p> | <p>(034) 433-0901 (t/fax); (034) 707-0836 rcmb6@ncmb.gov.ph</p> <p>(033) 338-14-25 (033) 509-0177(033) 332-2199; (033) 335-5392</p> |
| <p>RCMB BRANCH NO. VII</p> | <p>6th Floor, DOLE VII Building, corner Gorordo and General Maxilom Avenues, Cebu City 6000</p> | <p>(032) 230-7909; (032) 344-3437 rcmb7@ncmb.gov.ph</p> |
| <p>RCMB BRANCH NO. VIII</p> | <p>DOLE Compound, Trece Martirez Street Tacloban City 6500</p> | <p>(053) 321-44-58; (053) 520-3160 Telefax (053) 832-0659 rcmb8@ncmb.gov.ph</p> |
| <p>RCMB BRANCH NO. IX</p> | <p>3rd Floor, Wee Agro Building Veterans Avenue Zamboanga City 7000</p> | <p>(062) 991-2644; (062) 983-1810 rcmb9@ncmb.gov.ph</p> |
| <p>RCMB BRANCH NO. X</p> | <p>4th Floor, Trinidad Building, Corrales-Yacapin Streets Cagayan de Oro City 9000</p> | <p>(088) 856-6123; (088) 881-3123; 0977-882-2835 (hotline 0977-8222835) rcmb10@ncmb.gov.ph</p> |



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| RCMB BRANCH NO. XI | AMQ Building, M.L. Quezon Boulevard Brgy. 31, Davao City 8000 | (t/fax) 082) 226-34-65 / (082) 295-70-83 rcmb11@ncmb.gov.ph |
| RCMB BRANCH NO. XII | Door #1 Mezzanine Floor, Duremdes Building Zone 1, Gensan Drive, Koronadal City SATELLITE OFFICE 2/F, Dimalanta Building, Leopoldo Dacera Avenue, (Mabuhay Road), General Santos City | Telefax (083) 877-1122 rcmb12@ncmb.gov.ph Tel/Fax (083) 552-5758 |
| RCMB BRANCH NO. XIII | 1 st & 2 nd Floor, Nimfa Tiu Building J.P. Rosales Street, Butuan City | (085) 817-6681; (085) 300-9838; 0928-393-5356 (SMART) rcmb13@ncmb.gov.ph |