

GRIEVANCE PROCESS

The process detailed in this document is a form of conflict resolution between MIAA employees not involving legal avenues.

Item No.	Processing Time	Particulars
1.	<i>Dependent on the Subsequent Actions and Outcomes resulting from the Grievance</i>	Should an employee have any grievance against another employee, they should first seek resolution with their immediate superior thru an official correspondence. If the aggrieved employee is unsatisfied with the way their immediate superior handled their grievance, they can elevate the same to their Division Managers / Heads. If the concerned employee is still unsatisfied, they can further elevate their grievance to their Department Managers / Heads. Afterwards, should the situation still require resolution, the grievance in-question can be forwarded to the MIAA Grievance Committee which has been reconstituted by virtue of MIAA Office Order No. 50, Series of 2019 (TAB A).
2.	Est.: Five (5) Working Days	Upon receipt of the elevated grievance, a MIAA Grievance Committee meeting shall be set, with the purpose of resolving the forwarded grievance. Members of the committee shall be informed by the committee's secretariat.
3.	MIAA Grievance Committee Meeting - As declared in the referenced office order (TAB B), the committee shall convene in order to handle the forwarded grievance in accordance with existing MIAA grievance machinery and Civil Service Commission rules and regulations.	
3a.	Est.: Three (3) Working Days	During the meeting, the MIAA Grievance Committee, together with the parties involved in the grievance, shall attempt to resolve the concerned situation. Should the parties both concede to a resolution, an official agreement shall be signed by those involved, formally declaring the resolution of the grievance.
3b.		If the parties were not able to agree to a resolution despite the intervention of the MIAA Grievance Committee, the grievance can be elevated to either the MIAA Permanent Administration Investigation Committee (PAIC), the Special Investigative Committee on Police Matters (SICOP), or the Committee on Decorum and Investigation (CODI), depending on the nature of the grievance. It is relevant to mention that the verdict of either of the three (3) abovementioned bodies can result to more severe penalties to the accused.
4.	Est.: Three (3) Working Days	As a direct result of item no. 3a., the signed agreement shall be forwarded to the CSC for documentation purposes. - End of the Grievance Handling Process -



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MAR 27 2019

OFFICE ORDER NO. 050
Series of 2019

POSTING
VALID UNTIL
April 5, 2019

SUBJECT : RECOMPOSITION OF THE MIAA GRIEVANCE COMMITTEE

Effective immediately, the MIAA Grievance Committee is hereby recomposed as follows:

- Chairperson** - **Emelvyn C. Valencia**
Officer-In-Charge, Administrative Department
- Vice-Chairperson** - **Bernald Joseph J. Juare**
Officer-In-Charge, Personnel Division
- Members** : **Atty. Redji F. Boller**
Office of the General Manager
- Roy A. Quismorio**
Samahang Manggagawa sa Paliparan ng Pilipinas
- Eduardo B. Madeloso**
Airport Police Association of the Philippines
Representative-Security and Emergency Services
- Susan G. Sedano**
Representative-Operations
- Freddie P. De Juan**
Representative-Engineering
- Alex D. Josue**
Representative-Corporate
- Secretariat** : **Claudiano Raymond S. Mordeno**
Josielyn C. Filio
Personnel Division

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The Committee shall seek to promote harmony in the workplace, thereby foster the productivity of each officer/employee of the MIAA.

The Committee shall convene to discuss procedures and/or guidelines in handling grievance pursuant to existing MIAA grievance machinery and Civil Service Commission rules and regulations.

All MIAA orders, memoranda and/or other publications in conflict herewith are superseded.

EDDIE V. MONREAL
General Manager



MIAA-GENERAL SERVICES DIVISION
CERTIFIED TRUE COPY
OF AN ORIGINAL DOCUMENT
NOT VALID WITH ERASURES/ALTERATIONS

MAR 29 2019

GEORGE P. MACASILIG
GSD Records Custodian

- a. Baptismal certificate, unless it has been lost or destroyed during a war, fire, natural calamity or any other fortuitous event, in which case, a certification issued by the proper church authority must be submitted. If the requesting party was not issued any baptismal certificate or was not baptized, an affidavit attesting to such fact must be submitted.
- b. Other employment, personal or school records which support the entry reflected in the belatedly registered birth certificate and which entry is requested to be reflected in the records of the Commission as the true and correct entry.

Rule 20
DROPPING FROM THE ROLLS

Section 107. Grounds and Procedure for Dropping from the Rolls. Officers and employees who are absent without approved leave, have unsatisfactory or poor performance, or have shown to be physically or mentally unfit to perform their duties may be dropped from the rolls within thirty (30) days from the time a ground therefor arises subject to the following procedures:

a. **Absence Without Approved Leave**

1. An official or employee who is continuously absent without official leave (AWOL) for at least thirty (30) working days may be dropped from the rolls without prior notice which shall take effect immediately.

He/she shall, however, have the right to appeal his/her separation within fifteen (15) days from receipt of the notice of separation which must be sent to his/her last known address.

2. If the number of unauthorized absences incurred is less than thirty (30) working days, a written Return-to-Work order shall be served on the official or employee at his/her last known address on record. Failure on his/her part to report to work within the period stated in the order, which shall not be less than three (3) days, is a valid ground to drop him/her from the rolls.
3. If it is clear under the obtaining circumstances that the official or employee concerned, has established a scheme to circumvent the rule by incurring substantial absences though less than thirty (30) working days, three (3) times in a semester, such that a pattern

is already apparent, dropping from the rolls without notice may likewise be justified.

In the determination of whether the absences incurred are substantial, circumstances that would affect the delivery of service shall be taken into consideration.

b. Unsatisfactory or Poor Performance

1. An employee who obtained Unsatisfactory rating for one rating period or exhibited poor performance within the first three (3) months of the rating period shall be provided appropriate developmental intervention by the Head of Office and supervisor (Division/Unit Head), in coordination with the HRM Office/Personnel Office, to address competency-related performance gaps.

If after advice and provision of developmental intervention, the employee still obtains Poor rating for the remaining months of the rating period or Unsatisfactory rating in the immediately succeeding rating period, he/she may be dropped from the rolls.

2. An officer or employee who is given two consecutive Unsatisfactory ratings may be dropped from the rolls after due notice. Notice shall mean that the officer or employee concerned is informed in writing of his/her unsatisfactory performance for a semester and is sufficiently warned that a succeeding unsatisfactory performance may warrant his/her dropping from the rolls. Such notice shall be given not later than thirty (30) days from the end of the semester and shall contain sufficient information which shall enable the officer or employee to prepare an explanation within a reasonable period specified in the notice. This period shall not apply to probationary employees as defined under Section 4 (v) of this Rules.
3. An officer or employee, who for one evaluation period is rated Poor in performance, may be dropped from the rolls provided he/she has been informed in writing of the status of his/her performance within fifteen (15) days after the end of the 3rd month with sufficient warning that failure to improve his/her performance within the remaining period of the semester shall warrant his/her dropping from the rolls. Such notice shall also contain sufficient information which shall enable the officer or employee to prepare an explanation within a reasonable period specified in the notice.

c. Physical Unfit

1. An officer or employee who has been found to be physically unfit for one (1) rating period shall be provided appropriate medical attention and shall be given a period of not more than two (2) months to improve his/her physical condition. If after the expiration of the two (2) month period, the officer or employee is still found to be physically unfit for duty, he/she may be dropped from the rolls.
2. An officer or employee who has been found to be physically unfit for duty for two (2) consecutive rating periods shall be dropped from the rolls.

d. Mental Unfit

1. An officer or employee who has been found to be mentally unfit for duty for one (1) rating period shall be provided appropriate medical attention and shall be given a period of not more than two (2) months to improve his/her mental condition. If after the expiration of the two (2) month period, the officer or employee is still found to be mentally unfit for duty, he/she may be dropped from the rolls.
2. An officer or employee who has been found to be mentally unfit for duty for two (2) consecutive rating periods shall be dropped from the rolls.

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c. **Physical Unfitness**

1. An officer or employee who is continuously absent for more than one (1) year by reason of illness may be declared physically unfit to perform his/her duties and may be consequently dropped from the rolls.
2. An officer or employee who is intermittently absent by reason of illness for at least two hundred sixty (260) working days during a twenty four (24)-month period may also be declared physically unfit by the head of office.

For this purpose, notice shall be given to the officer or employee concerned containing a brief statement of the nature of his/her incapacity to work.

d. **Mental Disorder**

1. An officer or employee who is behaving abnormally for an extended period, which may manifest continuing mental disorder shall be provided necessary human resource and psychological interventions. If after interventions, continued abnormal behavior/ mental disorder is manifested, as reported by his or her co-worker or immediate supervisor and confirmed by a licensed psychiatrist, the officer or employee may be dropped from the rolls.
2. If the officer or employee refuses to undergo the necessary human resource and/or psychological interventions, he or she may be dropped from the rolls based on the report of co-workers or immediate supervisor and after confirmation by a licensed psychiatrist.

Section 108. Written Notice; Who Signs. The written notice mentioned in the preceding paragraphs shall be signed by the highest ranking human resource management officer in the agency upon the recommendation of the person exercising immediate supervision over the officer or employee. However, the notice of separation shall be signed by the appropriate appointing authority or head of office.

Section 109. Order of Separation through Dropping from the Rolls; Immediately Executory. The agency shall not entertain motion for reconsideration from the order of separation through dropping from the rolls. The employee shall appeal directly to the Commission Proper within fifteen (15) days from receipt of the order. Pending appeal the order of separation is immediately executory.

Section 110. Dropping From the Rolls; Non-disciplinary in Nature. This mode of separation from the service for unauthorized absences or unsatisfactory or poor performance or physical or mental disorder is non-disciplinary in nature and shall not result in the forfeiture of any benefit on the part of the official or employee or in disqualification from reemployment in the government.

Rule 21

REMEDIES IN NON-DISCIPLINARY CASES

Section 111. Remedies in non-disciplinary cases. The aggrieved party in non-disciplinary cases may avail of the applicable remedies provided for under Rules 12 and 13 unless otherwise provided by law or these Rules.

All actions of CSC ROs or other offices within CSC may be brought to the Commission Proper by way of a petition for review.

Section 112. Effects of Decisions of the Commission on Appeal or Petition for Review. Where the Commission sets aside or reverses a decision, the effect shall be as follows:

- a. Dropping from the Rolls – the employee shall be reinstated immediately to his/her former post with payment of back wages and other monetary benefits;
- b. Illegal Termination – the employee shall be reinstated with payment of back wages and other monetary benefits;
- c. Disapproval, Invalidation, and Revocation of Appointments – the appointee shall remain in that position.
- d. Reassignment, Transfer, Detail, or Secondment – the employee shall be restored to former position; and
- e. Demotion – the employee shall be entitled to back wages and other similar benefits and restoration of former salary grade with the same salary step.

Rule 22

MISCELLANEOUS PROVISIONS

Section 113. Deputation of Lawyers of Other Agencies. The Commission may deputize lawyers of other agencies and similar officials to conduct preliminary and formal investigation and to make the necessary report and recommendation within the period specified in Sections 21 and 47.

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