



CITIZEN'S CHARTER



NATIONAL CONCILIATION AND MEDIATION BOARD



MANDATE

The NCMB, created under Executive Order No. 126 as amended by EO 251, re-organizing 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 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.

Vision

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

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.



PERFORMANCE 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.

Integrity Pledge

We, the officials and employees of the National Conciliation and Mediation Board do hereby pledge to:

VALUE our being an employee of the DOLE as opportunity to be an agent of change and transformation;

GUIDE our actions and decisions with the goal of serving solely the interest of the public and not our own;

OBSERVE the DOLE Code of Conduct as our standard of ethical and accountable behavior;

ADOPT the practice of continuous process improvements towards efficient and effective delivery of services;

ENGAGE our social partners in enhancing transparency and enforcing accountability;

ENSURE that we and our fellow workers will be vigilant in the performance of our duties and responsibilities.

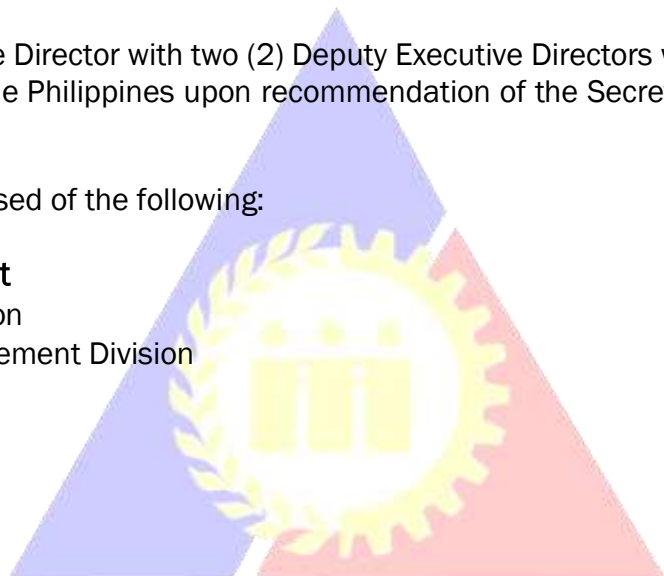
ORGANIZATIONAL STRUCTURE

The Board is headed by an Executive Director with two (2) Deputy Executive Directors who are appointed by the President of the Philippines upon recommendation of the Secretary of Labor and Employment.

The Board's Central Office is composed of the following:

Technical Services Department

- Conciliation-Mediation Division
- Workplace Relations Enhancement Division
- Voluntary Arbitration Division



Internal Services Department

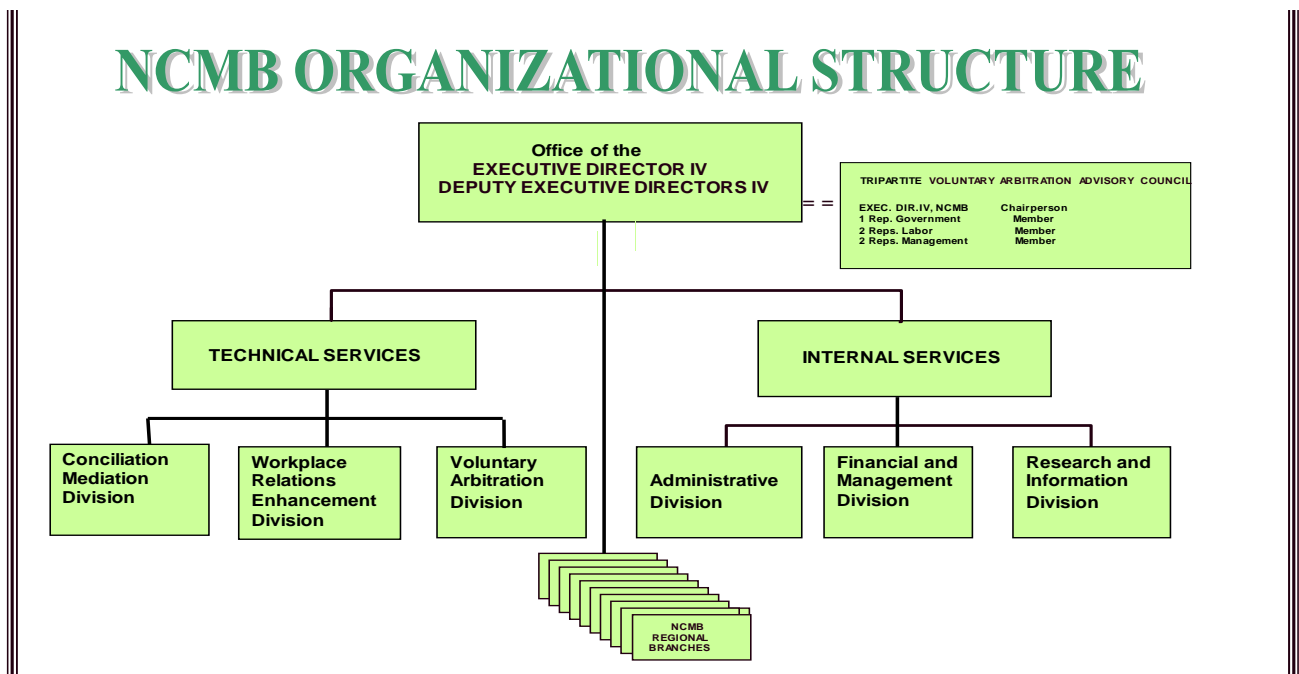
- Administrative Division
- Financial and Management Division
- Research and Information Division

The Board exercises supervision over its 16 regional branches, each headed by a Director II and assisted by technical and support staff.

A Tripartite Voluntary Arbitration Advisory Council (TVAAC) is attached to the NCMB composed of the following:

Executive Director of NCMB	-	Chairman
1 Government Representative	-	Member
2 Labor Representatives	-	Member
2 Management Representatives	-	Member

The Council advises the NCMB on matters pertaining to the promotion of voluntary arbitration as the preferred mode of dispute settlement.



POWERS AND FUNCTIONS:

- Formulate policies, programs, standards, procedures, manuals of operations, and guidelines pertaining to effective mediation and conciliation of all labor disputes;
- Perform preventive mediation and conciliation functions;

- ❑ Coordinate and maintain linkages with other sectors of institutions and other government authorities concerned with matters relative to the prevention and settlement of labor disputes;
- ❑ Formulate policies, plans, programs, standards, procedures, manuals of operations, and guidelines pertaining to the promotion of cooperative and non-adversarial schemes, grievance handling, voluntary arbitration, and other voluntary modes of dispute settlement;
- ❑ Administer the voluntary arbitration program; maintain/update a list of voluntary arbitrators, compile arbitration awards and decisions;
- ❑ Provide counseling and preventive mediation assistance particularly in the administration of collective agreements;
- ❑ Monitor and exercise technical supervision over the Board's programs being implemented in the regional offices; and
- ❑ Perform such other functions as may be provided by law or assigned by the Secretary.

NCMB FRONTLINE SERVICES

Central and Regional Offices

Frontline Service	Fees	Forms	Processing Time (Under normal circumstance per transaction)	Person-in-Charge
<i>CASE HANDLING OF NOTICE OF STRIKE/LOCKOUT</i>	None	FM-DOLE-NCMB-01.01(A)	10 minutes <i>(filing)</i>	Desk Officer/ Docket Officer
<i>CASE HANDLING OF PREVENTIVE MEDIATION</i>	None	FM-DOLE-NCMB-01.01(A)	10 minutes <i>(filing)</i>	Desk Officer/ Docket Officer
<i>HANDLING OF REQUEST FOR ASSISTANCE</i>	None	DOLE-SENA FORM No. 1	15 minutes <i>(filing)</i>	Desk Officer/ Docket Officer/ SEADO
<i>FACILITATION/HANDLING OF VOLUNTARY ARBITRATION CASE</i>	None	VA FORM 01-05	5 minutes <i>(filing)</i>	Technical Staff
PROCESSING OF VOLUNTARY ARBITRATION SUBSIDY	None	VA Form 01 VA Form 06	10 minutes <i>(filing)</i>	Technical Staff

ISSUANCE OF CERTIFICATE OF NO PENDING CASE	None	DOLE-SENA FORM No. 1	5 minutes (filing)	Desk Officer/ Docket Officer/ SEADO
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NCMB FRONTLINE SERVICES

Case Handling of Notice of Strike/Lockout

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Any **certified or duly recognized bargaining representative, legitimate organization and employer.**

Requirements:

- Duly accomplished form [FM-DOLE-NCMB-01.01 (A)]
- Proof of service to the other party
- In case of CBA deadlock, the notice shall state the unresolved issues in the bargaining negotiations accompanied by written proposals of the union, the counter-proposals of the employer and proof of request for conference to settle differences.
- In case of unfair labor practices, the notice shall state the acts complained of and the efforts taken to resolve the dispute amicably.

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Accomplish form	Receive, record and docket duly accomplished form Assign case to Conciliator-Mediator and schedule initial conference	10 minutes Immediately	Desk Officer Branch Director		FM-DOLE-NCMB-01.01(A)
2	Attend initial conference	Conduct initial conference	Within 5 days from receipt	Conciliator-Mediator		
3	Attend mandatory	Conduct mandatory		Conciliator-Mediator		

	conferences for either: Union busting Unfair Labor practice Bargaining deadlock	conferences for either: Union busting Unfair Labor practice Bargaining deadlock	7 days/ depends on agreement of parties 22 days/ depends on agreement of parties 37 days/ depends on agreement of parties			
4	Submit result of Strike/ Lockout Vote Balloting	Receive result of Strike/ Lockout Vote Balloting	5 minutes	Conciliator -Mediator/ Records Officer		
5	Sign Settlement Agreement	Prepare Settlement Agreement	Upon agreement of the parties	Conciliator -Mediator		
End of Transaction						

Case Handling of Preventive Mediation

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Any **aggrieved employee/employer** from the organized sector

Requirements:

Duly accomplished form [FM-DOLE-NCMB-01.01 (A)]

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Accomplish form	Receive, record and docket duly accomplished form Assign case to Conciliator-	10 minutes Immediately	Desk officer Branch Director		FM-DOLE-NCMB-01.01(A)

		Mediator and schedule initial conference				
2	Attend conferences	Conduct initial conference and succeeding conferences	35 days/ depends on agreement of parties	Conciliator-Mediator		
3	Sign Settlement Agreement	Prepare Settlement Agreement	Upon agreement of parties	Conciliator-Mediator		
End of Transaction						

Handling of Request for Assistance

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Any aggrieved employee/employer

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Approach SEnA Desk Officer	Provide client with request form	Immediately	SEADO		DOLE-SENA Form 01
2	Accomplish Request Form	Receive and check accomplished form and interview client/complainant	15 minutes / depends upon client	SEADO		DOLE-SENA Form 01 DOLE-SENA Form 02
		Assign number and docket request form	5 minutes	Docket Officer		
		Prepare and issue Notice of Conference	10 minutes	Docket Officer		
3	Attend conferences	Conduct conferences	30 days, but may be extended up to 45 days by agreement of parties	SEADO		DOLE-SENA Form 03
4	Sign Agreement and Quitclaim*	Facilitate settlement	If applicable, 10 minutes	SEADO		DOLE-SENA Form 05
5	Receive Referral*	Issue Referral	If applicable, 10 minutes	SEADO		DOLE-SENA Form 06

* Complainant can either choose to settle and execute a quitclaim or request for referral to other offices

Facilitation/Handling of Voluntary Arbitration Case

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Any **aggrieved employee/employer** from organized and unorganized sector

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	File/submit required document depending on the origin of the VA Case a. for direct submission - provide agreement/ minutes of meeting elevating the issues to VA	Receive document submitted by party/ies	5 minutes	Technical Staff		
	b. for cases emanating from conciliation-mediation cases including RFAs - provide agreement reached during conciliation submitting the case to VA	Receive Documents/ Agreements	5 minutes	Technical Staff	N/A	N/A
	c. for cases filed as Notice to Arbitrate (NTA) - provide minutes of grievance meeting stating that grievance	Forward the NTA to the Office of the Director for appropriate action Call parties for conference after lapse of 7	5 minutes Within 3 days (after lapse of 7 days)	Technical Staff Technical Staff/ Director	N/A	VA Form 02-05

	<p>machinery has been exhausted and proof of service to the other party of the NTA.</p>	<p>days from receipt of the NTA.</p> <p>During the conference, determine whether both parties agree to submit to VA (If yes, proceed to Step 2.</p> <p>If not, AVA is appointed)</p>	<p>2 hours (depends upon the agreement of parties)</p>	<p>Director</p> <p>Director</p>		
	<p>d. for cases originating from NLRC - submit Order of Labor Arbiter referring the case to VA</p>	<p>Receive endorsement letter and check the attachments</p> <p>Forward the endorsement to the Office of the Director for information and appropriate action</p> <p>Call parties to conference</p>	<p>5 minutes</p> <p>5 minutes</p> <p>Within 3 days from receipt of endorsement</p>	<p>Records Officer</p> <p>Technical Staff</p> <p>Technical Staff/ Director</p>		
2	<p>Accomplish Submission Agreement</p>	<p>Assist in the filling-up of the Submission Agreement</p> <p>Provide parties with list of AVAs</p> <p>Facilitate selection of AVA</p> <p>Inform chosen AVA of the VA Case</p>	<p>30 minutes</p>	<p>Technical Staff/ Conciliator-Mediator</p>		<p>VA FORM 01</p>
3	<p>Attend hearings</p>	<p>Notify/ call parties for hearing</p>	<p>Within 10 days from receipt of submission</p>	<p>Accredited Voluntary Arbitrator</p>		

			agreement or appointment			
4	Submit position paper/pleadings	Receive position paper/pleadings Forward document to AVA Act on pleading and render decision	10 minutes Within 2 days from receipt 90 days	Technical Staff Technical Staff Accredited Voluntary Arbitrator		
5	Receive Decision	Provide copy of Order/Decision / Award to parties and NCMB		Accredited Voluntary Arbitrator		
End of transaction						

Processing of VA subsidy

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Any union/employee and employer from organized and unorganized sector party to a VA case

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Request for the availment of VA subsidy	Receive the filled-up form with complete attachments such as: <ul style="list-style-type: none"> Request for subsidy entitlement Copy of Decision or Acknowledgment Receipt Official Receipt (if applicable) Copy of Submission Agreement 	10 minutes	Technical Staff	N/A	VA FORM 06 VA FORM 01-05
		Verify completeness and authenticity of signatures and documents and forward the	30 minutes	Technical Staff		

		same to the Office of the Director Approve request for VA subsidy Prepare obligation request status and assign disbursement voucher (DV) number Review and approve DV Verify completeness of signatures and documents and prepare check	15 minutes 15 minutes 10 minutes 20 minutes	Director Budget Unit FMD Head Director Cashier		
2	Approve check	Review and approve check	10 minutes	Director		
3	Receive payment of VA subsidy	Release check	10 minutes	Cashier		
End of transaction						

Issuance of Certificate of No Pending Case

Schedule of availability of service:

Monday – Friday: 8:00AM – 5:00PM

Who may avail of the service:

Employee/employer representative

Step	Applicant/ Client	Service Provider	Duration of Activity <small>(under normal circumstances)</small>	Person-in-Charge	Fees	Form
1	Submit request of no pending case	Receive and record request and refer to technical unit concerned	5 minutes	Records Officer	N/A	N/A
		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	Technical Staff		
		Prepare the Certificate of No Pending Case	10 minutes	Technical Staff		
		Countersign the certificate	5 minutes	Technical Staff		
		Sign the Certificate	5 minutes			

			5 minutes	Head of Technical Services Unit		
				Director/TS Head		
2	Receive signed Certificate	Issue the Certificate	5 minutes	Records Officer		
End of transaction						

DIRECTORY

NCMB - CENTRAL OFFICE

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Feedback and Redress Mechanism

We intend to serve you better. Please tell us how we have served you by accomplishing any of the following:

- Fill up our Citizens Feedback System Form available at the desk of the Officer of the Day/ SEADO/Guard-on-duty. Please drop the duly accomplished form in our designated box.
- Email us at **ncmbco@yahoo.com**
- Mail us at:

Office of the Executive Director

NATIONAL CONCILIATION AND MEDIATION BOARD

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- Call us at (02)332-4175; (02) 332-4176

Be assured that we will act promptly on your complaints, comments, and suggestions.

Thank you for your cooperation in helping us continuously improve the delivery of our services.



NATIONAL CONCILIATION AND MEDIATION BOARD

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website: www.ncmb.gov.ph