



Republic of the Philippines
PROVINCE OF ISABELA
CITY OF ILAGAN
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Office of the Governor

EXECUTIVE ORDER NO. 04
Series of 2026

**AN EXECUTIVE REORGANIZING THE GRIEVANCE COMMITTEE FOR THE EMPLOYEES OF THE
PROVINCIAL GOVERNMENT OF ISABELA**

Whereas, the Civil Service Commission under the Omnibus Rules Implementing Book V of Executive Order No. 292 and other Pertinent Civil Service Laws, directs the Local Government Units to promulgate rules and regulations governing the expeditious, fair and equitable settlement of employees' complaints and grievances in accordance with the policies provided by law;

Whereas, the Provincial Government of Isabela is no exemption in issues of complaints and rising concerns from the employees between them and the other individual employees and the supervisor or management of agency where dissatisfaction of performance, dilemma that needs to be addressed;

Whereas, to properly address rising dissatisfaction and to give fair procedures in handling complaints, the agency must establish a mechanism that will give opportunity for the issue, complaints, and the rights of the individual employees to be heard and be given chance to explain their matters;

Whereas, the Provincial Government of Isabela needs to establish a grievance procedure which shall conform to the principles and proceedings as provided by the Implementing Book V of Executive No. 292 and other Pertinent Civil Service Laws;

Now therefor, I, RODOLFO T. ALBANO, III, Governor of Isabela, by virtue of the powers vested in me by law, do hereby decree the following:

Section 1. Composition. The Complaints and Grievance machinery of the Provincial Government of Isabela shall composed of the following in adherence to the provision of the CSC rules:

Chairman/BAP	:	MS. JANETTE A. CASTILLEJO Provincial Human Resource Management Officer
Members	:	ATTY. ELIZABETH C. BINAG Provincial Information Officer, Head EA's
		ATTY. KARL LOUISE S. DIOQUINO-AGBAYANI Assistant Legal Officer
		ATTY. JENNY FLOR M. CABADDU Assistant Assessor
		MR. JOHN KELVIN G. TANGAN Employee Representative – 1 ST level

MR. JOHN CHRISTOPHER R. DELA CRUZ
Employee Representative – 2ND level

MR. ERLINDO L. CAUILAN, JR.
Employee Representative - Hospital

Section 2. Functions of the Grievance Committee

1. Be in the frontline in all procedural rulings regarding the grievance process and exercise control over all stages of the grievance hearing;
2. Handle all logistics related to the grievance process (arrange for recording and/or transcription of the hearing, counsel for the committee, conference for the meeting, etc.);
3. Schedule committee meetings and grievance hearing and notify parties;
4. Ensure the timely and orderly process of the grievance;
5. Receive complaints and conduct reconciliation of any concerns on employees in terms of dissatisfaction or conflicts;
6. Prepare a written report of the Committee's findings and recommendations and carefully review all testimony and documentary evidence presented during the hearing;
7. Compile the official record and transmit the record and committee's decision as specified in the procedure;
8. Members must be fair and impartial in the due process as to maintain appropriate neutrality and accord due to process to both the grievant and respondent;
9. Make preliminary determinations about whether the grievant has presented a matter within the principles of grievance procedure, or, if not, whether the grievant should be allowed to amend the grievance or the grievance should be dismissed.

Section 3. Principles on Grievance Procedure

- a. Employees may, without resorting to formal grievance procedures, discuss informally any problem relating to his conditions of employment with his direct supervisor;
- b. In presenting a complaint or grievance, the employee shall be assured freedom from coercion, discrimination, or reprisal and of a speedy and impartial settlement of such complaint or grievance;
- c. Grievance proceedings shall not be bound by formal legal rules and technicalities;
- d. An employee shall have the right to appeal decisions on grievances to such competent authorities as provided for in the rules of Civil Service Commission;
- e. A complaint or grievance shall be considered not only in relation to its alleged object, but also in relation to the personal situation of the complainant.

Section 4. Procedures on Grievance Machinery

- a.) Oral discussion – a complaint shall be presented orally in the first instance to the employee's immediate supervisor who shall within three (3) days from the date of presentation inform the employee of his decision;

- b.) Grievance in writing – if the employee is not satisfied with the decision of the immediate supervisor he/she may submit his/her grievance in writing through his/her immediate supervisor, to the next higher officer or official who shall within five (5) days from the date of receipt of the written grievance inform in writing the employee through the immediate supervisor of his decision;
- c.) Appeal to the agency – if the employee is not satisfied with prior decisions relative to his/her grievance, he/she may submit, through channels, his/her grievance in writing to his/her department or agency head, which may refer it to a grievance committee constituted for the purposes;
- d.) Processing the grievance – the method of reviewing and processing the grievance for expeditious and satisfactory settlement shall be prescribed by the agency;
- e.) Composition – composition of the grievance committee shall defined both by the employees/recognized Negotiating Unit and management/employer;
- f.) Form – the presentation of complaint or grievance should be in the prescribed form stated below:

Such form shall provide the following information:

1. Name of the Complainant
2. Position Title
3. Designation (if needed)
4. Present Section or Division of Assignment
5. Immediate Supervisor
6. Present Department or Unit of Assignment
7. Higher Supervisor
8. Nature of Grievance (in brief)
9. Settlement Desired
10. Signature of Employee
11. Signature of Association Official/Representative (if applicable)
12. Date of filing from the lowest level in the agency.

Section 5. Repealing Clause - All issuances inconsistent with the provisions of this Order are declared are hereby repealed or modified accordingly.

Section 6. Separability Clause – if, for any reason, any part or provision of this Order is declared invalid or unconstitutional, any part or provision not affected thereby shall remain in full force and effect.

Section 7. Effectively. This Order shall take effect immediately.

Issued this 16th day of JANUARY, 2026 in the City of Ilagan, Isabela.



HON. RODOLFO T. ALBANO III
Governor

