




NATIONAL LABOR RELATIONS COMMISSION

2024

ANNUAL REPORT

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NATIONAL LABOR RELATIONS COMMISSION

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ABOUT NLRC

MANDATE

The National Labor Relations Commission (NLRC) is a quasi-judicial body tasked to promote and maintain industrial peace by resolving labor and management disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution. It is attached to the Department of Labor and Employment for program and policy coordination.


VISION

To deserve public trust as a quasi-judicial agency by way of a fair, speedy, equitable disposition of labor cases at lesser cost.

MISSION

To resolve labor disputes in the fairest, quickest, least expensive and most effective way possible.

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MESSAGE

GRACE E. MANIQUIZ-TAN

Chairperson



Promoting industrial peace remains at the core of our services at the National Labor Relations Commission. We continue to enhance the efficiency of dispute settlement mechanisms involving local and overseas workers to achieve social justice and attain the objectives of our country's labor and employment agenda.

As we marked our 50th year in 2024, we strengthened our engagement and collaboration with our stakeholders in both the labor and employer sectors. We have also entered into landmark agreements with the Land Transportation Office (LTO), Land Registration Authority (LRA), and the Securities and Exchange Commission (SEC) to strengthen coordination for the prompt and effective execution and satisfaction of judgment awards. Likewise, we ensured constant consultations within and outside our agency to gather feedback towards improving our services and addressing the needs of our stakeholders.

To prevent backlogs and ensure the timely resolution of labor cases, we focused on the reduction of our pending cases and the regular monitoring of case ageing in our Regional Arbitration Branches (RABs) and the Commission Proper. We have streamlined the reporting process for case resolution, execution, and other key services to achieve accurate and data-driven operations within the agency. The Commission also undertook training initiatives to enhance the capabilities of its personnel in service delivery and to foster a supportive workplace environment.

With all these efforts, we saw a significant increase in our case resolution rate in the RABs and the Commission Proper in 2024, recording a disposition rate of 96% and 98%, respectively. On the other hand, we will work to improve our disposition rate of cases settled through conciliation-mediation under the Single Entry Approach (SEnA).

In this 2024 Annual Report, we present to you an overview of the agency's accomplishments as we remain steadfast in our commitment of serving the public with integrity, and ensuring that justice remains accessible to all. I trust that this will serve as a testament to the dedication of our officials and personnel in providing our clientele with efficient, honest, and faithful public service.

In the years to come, we look forward to new opportunities in modernizing our systems and processes as we carry out our thrusts for accountability and transparency in our labor arbitration and execution programs and other aspects of our operations. Together with my fellow Commissioners, Labor Arbiters, and the entire NLRC community, we will continue to uphold fair, speedy, and equitable disposition of labor cases and successful execution of judgment awards. ■

MANDATORY CONCILIATION-MEDIATION PROGRAM

The settlement of all labor disputes is done and exhausted through: (a) mandatory conciliation-mediation pursuant to the Single-Entry Approach (SEnA) Rules of Procedure; and (b) mandatory conciliation-mediation during compulsory arbitration, after the filing of the complaint, pursuant to the 2011 NLRC Rules of Procedure, as amended.

The Regional Arbitration Branches marked a total settlement of 25,262 labor disputes, benefitting 30,991 workers with settlement awards of Php3,816,828,221.49.

Mandatory Conciliation-Mediation under SEnA

No. of Settled Labor Disputes	No. of Workers Benefitted	Settlement Amount
9,894	12,232	Php1,179,855,375.72

Mandatory Conference during Compulsory Arbitration

No. of Settled Labor Disputes	No. of Workers Benefitted	Settlement Amount
15,368	18,759	Php2,636,972,845.77

LABOR ARBITRATION PROGRAM

The NLRC recorded an exceptional performance in the attainment of its 2024 General Appropriations Act (GAA) targets. It exceeded the set targets in all four (4) core indicators: disposed original and appealed cases within nine (9) months or six (6) months Process Cycle Time (PCT) from filing; disposed cases through conciliation/mediation; disposed cases within three (3) months PCT from filing; and decisions affirmed by a higher court.

GAA PERFORMANCE INDICATORS	TARGET	ACTUAL	%
Percentage of original cases processed within nine (9) months or 270 days (<i>RABs</i>)	84%	26,331	96%
Percentage of appealed cases processed within six (6) months or 180 days (<i>Commission</i>)	84%	10,499	98%
Percentage of cases disposed through conciliation/mediation (<i>RABs</i>)	54%	7,993	56%
Percentage of cases disposed within three (3) months from filing/receipt of case (<i>RABs and Commission</i>)	44%	24,803	65%
Decisions affirmed by a higher court	96%	6,070	99%

CASELOAD & DISPOSITION

For fiscal year 2024, the Labor Arbiters **handled 34,250 cases** and **disposed 27,360 cases**. Meanwhile, the Commissioners handled **11,975 cases** comprised of 7,202 new appealed cases and 4,773 motion for reconsideration cases; out of which, **10,742 were resolved**.

REGIONAL ARBITRATION BRANCHES

Cases Handled
34,250



Cases Disposed
27,360



COMMISSION

Appeals Handled
7,202



Motions for Reconsideration
4,773



Appeals Disposed
6,251



Motions for Reconsideration
4,491



ENDING CASELOAD

As of December 2024, there are 6,890 pending cases at the Regional Arbitration Branches, 6,775 cases or 98% of which are to be resolved within the 9-month process cycle time (PCT). However, 115 cases or 2% were not resolved within the PCT.

Meanwhile, the Commission Proper recorded 1,233 ending caseload, 1,218 cases or 99% of which are to be resolved within the 6-month PCT. However, 15 cases or 1% were not resolved within the PCT.

Regional Arbitration Branches **6,890**

Commission Proper **1,233**

Regional Arbitration Branches		
AGE OF ENDING CASELOAD		
9-Month Process Cycle Time	Actual	%
1-3 Months old (Oct-Dec 2024)	4,452	65
4-6 Months old (July-Sept 2024)	1,587	23
7-9 months old (Apr-June 2024)	736	11
10 months old and above (Feb 2024 and earlier)	115	2
TOTAL	6,890	100

Commission Proper		
AGE OF ENDING CASELOAD		
6-Month Process Cycle Time	Actual	%
1-3 Months old (Oct to Dec 2023)	1,108	90
4-6 Months old (July to Sept 2023)	110	9
7 above old (June 2023 & earlier)	15	1
TOTAL	1,233	100

JUDGMENT AWARD

At the RABs, of the 27,360 cases disposed¹, 18,763 cases or 69% were decided with judgment awards, amounting to Php15.375 Billion, involving 37,601 workers. Of the total amount awarded, Php2.636 Billion² were satisfied through settlement, benefitting 18,759 workers, and Php12.738 Billion, through decisions on the merit, involving 18,842 workers.

Whereas, of the 10,742³ resolved by the Commission, 7,693 cases or 72% were decided with judgment awards amounting to Php2.94 Billion, involving 8,968 workers, and Php223 Million settlement amount benefitting 239 workers.

REGIONAL ARBITRATION BRANCHES

18,763

Cases with judgment awards

Total amount
Php15.375 B



Decisions on the merit
Settlement

Php12.738 B
Php2.636 B

Workers involved
37,601



Decisions on the merit
Settlement

18,842 workers
18,759 workers

COMMISSION

7,693

Cases with judgment awards

Total amount
Php3.166 B



Decisions on the merit
Settlement

Php2.94 B
Php223 M

Workers involved
9,207



Decisions on the merit
Settlement

8,968 workers
239 workers

¹ Caseload and Disposition, page 7

² Settlement amount awarded in mandatory conference during compulsory arbitration, page 6

³ Cases disposed by the Commission, page 7

EXECUTION & SATISFACTION OF JUDGMENT AWARDS

Settlements (walk-in, after issuance of decision, during pre-execution conference or before issuance of writs) were reached in 595 cases that resulted in the award of Php359,648,456.79 to the workers.

On the other hand, 6,075 writs of execution were issued by the Regional Arbitration Branches, 1,722 of which have been satisfied involving the amount of Php714,435,226.40

These judgment awards were enforced in the following order:

- cash bond
- bank deposits
- surety bond
- levy of personal property or real property

WALK-IN AND POST-DECISION SETTLEMENT

Cases
595



Amount
Php359,648,453.79

PARTIAL SATISFACTION

Writs
539



Amount
Php70,606,672

FULL SATISFACTION

Writs
1,183



Amount
Php643,828,554.40

FINANCIAL PERFORMANCE REPORT

The NLRC was provided with a Specific Budget of Php1,476,356,000.00 and an Automatic Appropriation for Retirement and Life Insurance Premiums (RLIP) of Php74,837,000.00 in the FY 2024 General Appropriations Act (GAA). During the year, the agency received additional allotment of Php502,034,806.00 sourced from the following:

- Miscellaneous Personnel Benefits to cover RLIP, Performance Based Bonus and SSL VI Tranche I Salary Adjustment Php96,933,645.00
- Pension Gratuity Fund to cover Retirement Gratuity, Terminal Leave Pay and Pension Benefits of retired NLRC Officials under Special Law Php269,254,270.00
- Unprogrammed Funds to cover PS Deficiency for FY 2024, Retirement Gratuity & Terminal Leave Benefits Php135,846,891.00

Total allotments received for the year is Php2,053,227,806.00 and the total obligations incurred is Php2,048,873,421.93, leaving an unexpended allotment of Php4,354,384.07. This unexpended allotment consists of excess RLIP under Automatic Appropriations for Php4,206,946.27 and savings from Personnel Services of Php152.40, Maintenance and Other Operating Expenses of Php570.77 and Capital Outlay of Php146,714.63. The overall utilization rate is 99.79%.

2024 CURRENT APPROPRIATIONS (In Thousand Pesos)

Allotment Class	Allotment Received	Obligations Incurred	Balance	Utilization Rate
Personnel Services	1,696,449	1,696,449	0	100%
Maintenance and Other Operating Expenses (MOOE)	234,574	234,573	1	99.99%
Capital Outlay (CO)	44,088	43,941	147	99.67%
Sub-total	1,975,111	1,974,963	148	99.99%
Retirement and Life Insurance Premiums (RLIP)	78,117	73,910	4,207	94.61%
TOTAL	2,053,228	2,048,873	4,355	99.79%

2024 Milestones

A. STAKEHOLDER ENGAGEMENT & COLLABORATION

1. SIGNED MEMORANDUM OF AGREEMENT WITH LRA & LTO; AND DATA-SHARING AGREEMENT WITH SEC

For the prompt and effective execution and satisfaction of judgment awards, the NLRC forged MOA with the Land Transportation Office (LTO) on November 26, 2024 and the Land Registration Authority (LRA) on December 5, 2024; and a Data-Sharing Agreement with the Securities and Exchange Commission (SEC) in November 2024. These historic partnerships are vital to the NLRC's efforts to improve the enforcement and execution of decisions, resolutions, and orders that impact stakeholders.



2024 Milestones

2. CONDUCTED DIALOGUES & CONSULTATIONS

Fostered inclusive dialogues with key stakeholders, including local and OFW workers organizations such as the Federation of Free Workers (FFW), Philippine Trade & General Workers Organization (PTGWO), Pambansang Kilusan ng Manggagawa (KILUSAN), Associated Professional, Supervisory, Office & Technical Employees Union (APSOTEU), All Workers Alliance Trade Unions (AWATU), and National Congress of Unions in the Sugar Industry in the Philippines (NACUSIP); employers' sectors (Employers Confederation of the Philippines or ECOP and the Philippine Chamber of Commerce and Industry or PCCI); land-based and sea-based manning agencies; and other government agencies, to strengthen partnerships



NLRC Chairperson Grace Maniquiz Tan with Hon. Raymond Democrito C. Mendoza, Deputy Speaker of the House of Representatives and President of the Trade Union Congress of the Philippines



Dialogue with leaders of OFW organizations including the One Filipinos Worldwide Coalition



Dialogue with labor organizations (FFW, PTGWO, KILUSAN, APSOTEU, AWATU, and NACUSIP)



Dialogue with Land-Based Recruitment Agencies



Dialogue with employer organizations (ECOP and PCCI)

2024 Milestones

3. STRENGTHENED REGIONAL ENGAGEMENTS THRU VISIT-A-RAB PROJECT

Conducted visits to RAB XI (Davao City and Digos Satellite Office), RAB XII (Koronadal), and Sub-RAB XII (General Santos) on February 12-13, 2024 and to the Seventh Division (Cebu City) on September 19, 2024 to gather feedback, improve services, and ensure alignment with the needs of stakeholders



B. CASE RESOLUTION & ADJUDICATION EFFICIENCY

1. INCREASED CASE RESOLUTION RATE

Improved the NLRC's case resolution rate from 94% in 2023 to 99.69% in 2024 in the RABs, and from 98% in 2023 to 99.85% in 2024 in the Commission Proper



2024 Milestones

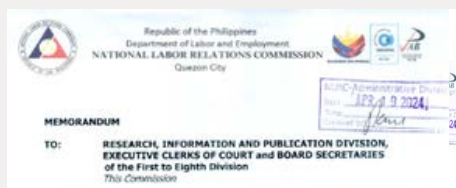
2. REDUCED PENDING CASES BEYOND THE PROCESS CYCLE TIME

Reduced pending cases beyond the process cycle time from 3% in 2023 to 2% in 2024 in the RABs by implementing streamlined procedures



3. MONITORED PROPER AGEING OF CASES

Ensured regular monitoring of case ageing in the RABs and the Commission Proper to prevent backlogs and ensure timely resolutions



SUBJECT: Monitoring and observance of proper ageing of cases in the RABs and Commission Proper

DATE: April 15, 2024

To assist the Executive/Labor Arbiters in monitoring the status of cases raffled to them in relation to the observance of proper ageing of cases, the RIPD is hereby directed to provide the Executive/Labor Arbiters, on a quarterly basis, with the list of cases that are to be resolved immediately (within the 9-months process cycle time [PCT]) in order not to be considered as backlog case/s.

In the same manner, the Executive Clerks of Court, with the assistance of the Board Secretaries of the First to Eighth Divisions, are requested to provide their respective Presiding/Commissioners with the list of cases that are nearing the 6-months PCT.



2024 Milestones

4. MAXIMIZED DIGITAL COMMUNICATION FOR EFFICIENT COORDINATION

Leveraged Viber and Facebook Messenger for real-time, streamlined coordination with RABs, enhancing communication efficiency



C. OPERATIONAL EFFICIENCY & PROCESS IMPROVEMENTS

1. ADOPTED EXECUTION OF JUDGMENT AWARDS AS PERFORMANCE INDICATOR

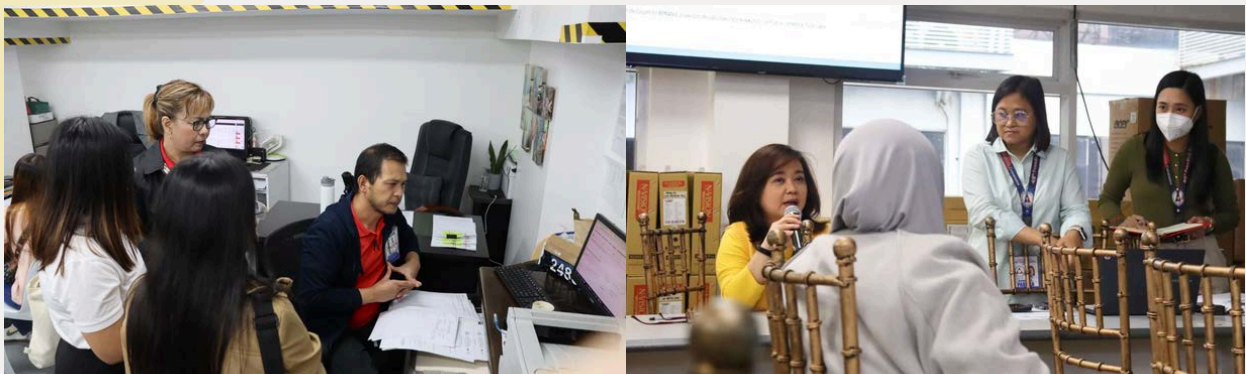
Established the execution of judgment awards as an additional core metric for evaluating performance, focusing on measuring enforcement and satisfaction rates



2024 Milestones

2. INTRODUCED INNOVATIONS IN CASE REPORTING

Streamlined monthly reporting of case resolution, execution, judgment entries, and key services, ensuring accuracy, timeliness and reduced redundancy in submissions



3. ESTABLISHED SEMI-ANNUAL CASE INVENTORY

Conducted a semi-annual case inventory in June and December 2024 to enhance transparency and accountability in case management



2024 Milestones

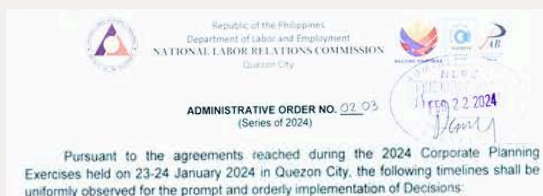
4. IMPROVED ARCHIVING & RECORDS DISPOSAL

Established a systematic archiving process and initiated a semi-annual disposal of case records to maintain an organized and efficient records management system



5. SYSTEMATIZED PROCESS TIMELINES

Established uniform timelines to ensure the efficient and orderly implementation of decisions, resolutions and orders issued by Labor Arbiters and Commissioners



Salient points:

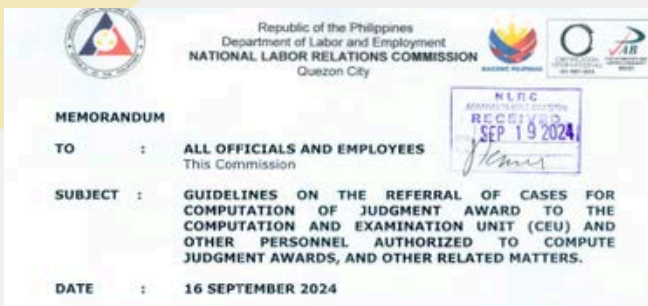
- The decisions, resolutions, or orders of the Presiding/ Commissioners and Labor Arbiters must be mailed within 10 calendar days from the date of promulgation.
- The Certificate of Finality of Decision must be issued by the Labor Arbiters not more than 61 calendar days from date of mailing of the decisions or orders.
- The Entries of Judgment (EOJ) must be issued by the Executive Clerks of Court not more than 61 calendar days from the date of mailing of the decisions, resolutions, or orders of the Commission.
- The records on appealed cases shall be forwarded to the Central Records and Mailing Unit for transmission the RABs within 5 calendar days from date of issuance of EOJ.
- The remanded records must be sent to the RABs within 3 calendar days from date of receipt.
- The remanded records shall be forwarded to the Labor Arbiters within 24 hours for the single-sala RABs and within 3 calendar days for multi-sala RABs.



2024 Milestones

6. SYSTEMATIZED COMPUTATION OF JUDGMENT AWARD

Established clear guidelines for referring cases to the Computation and Examination Unit (CEU) and other authorized personnel, ensuring a structured and efficient process for the computation of judgment awards



In the interest of the service, and for the orderly and expeditious computation of judgment awards, please be guided of the following:

Salient points:

- Only personnel at the CEU assigned to said offices and personnel authorized to compute judgment awards are allowed access to the said Units (Memo dated October 5, 2009).
- Executive/Labor Arbiters must issue an Order directing the CEU to [provide a computation of the judgment award.
- Cases involving five (5) or more complainants with monetary award shall be referred to the CEU for computation of judgment awards
- Cases with less than five (5) complainants shall be computed by the Labor Arbitration Associate assigned to the Office of the Commissioner/Labor Arbiter.
- No Labor Arbiter shall be allowed to assign the computation of the judgment award to a particular Financial Analyst (FA) of the CEU.



2024 Milestones

7. SIMPLIFIED PROCEDURE FOR EXTRAORDINARY REMEDY

Amended the NLRC Rules of Procedure on Extraordinary Remedy pursuant to En Banc Resolution No. 01-24, Series of 2024 adopted and promulgated on January 25, 2024 to streamline the process, enforce stricter compliance, and clarify responsibilities and timelines related to its implementation



Salient Features of the Amended Rules on Extraordinary Remedy

under Rule XII of the 2011 NLRC Rules of Procedure, as Amended

- ▶ Petitions for extraordinary remedies must encompass all available objections at the time of filing; any objections not included will be deemed waived.
- ▶ Petitions will be entertained only if the order or resolution will result in injustice if not rectified, provided there is no other appeal or speedy remedy available in the ordinary course of law, and based solely on specific enumerated grounds in the Rules.
- ▶ Petitions filed with the Commission must be provided to both the adverse party and the Labor Arbiter's office.
- ▶ When the last day for filing the petition falls on a Saturday, Sunday, or legally-declared non-working holiday, the filing deadline for the petitions and subsequent pleadings shall be the first working day following such instances.
- ▶ Petitions must be accompanied by an affidavit of service to the adverse party and the issuing Labor Arbiter.
- ▶ Non-compliance with any petition requisites will lead to dismissal.
- ▶ The comment period for the petition has been reduced from ten (10) days to a non-extendible five (5) days from receipt.
- ▶ Failure of the private respondent to file a verified opposition within the five (5)-day period waives the right to oppose.
- ▶ Proceedings before the Labor Arbiter will continue unless restrained by the Commission, despite the filing of a petition.
- ▶ Notice to post a cash bond for an injunction or restraining order shall be issued within three (3) calendar days from receipt.
- ▶ Effectiveness of temporary restraining orders or injunctions is contingent upon posting the required bond within three (3) calendar days of receiving the notice.
- ▶ Execution proceedings, including the release of money and the auction of property, continue during the Commission's reconsideration of a petition unless the Commission orders otherwise.
- ▶ To prevent abuse, the Commission may cite parties and their counsel for contempt for frivolous, dilatory, or multiple petitions, in line with Rule IX (Contempt).

See: En Banc Resolution No. 01-24, Series of 2024
<https://nlrc.dole.gov.ph/uploads/issuances/En-Banc-Reso-No.-01-24-compressed.pdf>

2024 Milestones

8. ENHANCED ACCREDITATION PROCESS & STRENGTHENED BLACKLISTING OF BONDING COMPANIES FOR APPEALS

Improved the accreditation process to ensure higher standards, while intensifying the blacklisting of non-compliant bonding companies.

In 2024, an Order of Suspension for one (1) year was issued to one bonding company for violation of NLRC En Banc Resolution No. 03-13 Series of 2013, specifically on violation of the procedure of accreditation of surety companies, and suspension or cancellation of the Certificate of Accreditation and Authority.



D. EMPLOYEE DEVELOPMENT, LEADERSHIP, & MERITOCRACY

1. CONDUCTED REGULAR CONSULTATIONS

Organized consultations with Labor Arbiters, Labor Arbitration Associates, Stenographic Reporters, and Sheriffs to address operational requirements and enhance collaborative work



2024 Milestones

2. INSTITUTIONALIZED EMPLOYEE DEVELOPMENT & ONBOARDING PROGRAM

Developed a comprehensive orientation and capacity-building program (Sheriffs/Bailiffs Integrity, Transparency and Accountability in Public Service or ITAPS Seminar, Capacity-Building for Labor Arbiters, etc.) for officials and employees, ensuring alignment with NLRC's values and operational standards



3. ESTABLISHED TERM-BASED LEADERSHIP FOR EXECUTIVE LABOR ARBITERS

Introduced a 2-year term for Executive Labor Arbiters to promote efficiency and accountability in leadership



2024 Milestones

4. IMPLEMENTED MERITOCRACY IN HIRING & PROMOTION

Instituted transparent, merit-based processes for hiring and promotions, ensuring fairness and equality in all NLRC positions



E. COMMUNITY OUTREACH & WELLNESS INITIATIVES

1. PARTICIPATED IN TREE-PLANTING INITIATIVES

Launched tree-planting initiatives in the Main Office; Regional Arbitration Branches in Tuguegarao City, Pampanga, Bacolod City, Koronadal City, and Butuan City; and, the Seventh Division in Cebu City and Eighth Division in Cagayan de Oro, to contribute to environmental sustainability



2024 Milestones

2. CONDUCTED LIVELIHOOD SEMINARS

Conducted livelihood seminars (candle and perfume making, etc.) to empower employees with skills for personal and community development



3. CONDUCTED ENRICHMENT SEMINARS

Hosted enrichment seminars (updates on labor standards, time management, etc.) to enhance professional growth



2024 Milestones

4. SPEARHEADED HEALTH & WELLNESS ACTIVITIES

Facilitated health and wellness activities (free-bone marrow, facial/foot, massage, sports fest events, etc.) to promote physical and mental well-being



5. INITIATED BLOOD DONATION DRIVES

Organized blood donation drives to support local healthcare needs



Awards and Recognition

The NLRC has been committed to excellence and continuous improvement of service delivery to its stakeholders. This dedication has been recognized through the following certifications and commendations issued in 2024 by the Bureau of Fire Protection (BFP), the Certification International Philippines, Inc. (CIPI), the Department of Environment and Natural Resources (DENR), the Philippine Trade and General Workers Organization (PTGWO), and the 8888 Citizens' Complaint Center.



BFP Fire Safety Seminar Certificate



National Labor Relations Commission (NLRC)
Ben-Lor Building, 1184 Quezon Avenue, Barangay Paligsahan, Quezon City 1103, Metro Manila, Philippines

Scope : Provision of Labor and Employment Services ; Processing and Release of Judgment Award and Cash Bond ; Monitoring of Performance of Labor Arbitrer.

Recertification to ISO 9001:2015 Standard

The NLRC was re-certified for conforming to the ISO 9001:2015 standards, receiving a Certificate of Registration issued by the Certification International Philippines, Inc. to DOLE, its Bureaus, and Attached Agencies on July 16, 2024 (valid until July 15, 2027).

A digital copy of the certificate may be accessed by scanning the above QR code.

Awards and Recognition



DENR Certificate of Appreciation for Tree Growing Activity



Certificate of Recognition from PTCWO



100% Resolution and Compliance Rate for 8888 complaints and requests



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Department of Labor and Employment
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