

2021 PERFORMANCE REPORT

The 2021 Accomplishment Report of the National Labor Relations Commission highlights the agency's performance in the arbitration and adjudication of labor cases. The report also demonstrates to the public NLRC's commitment to its mission, and accountability on the promotion of industrial peace based on social justice, through an effective enforcement and economically-viable dispute settlement machinery.

ORGANIZATION

The National Labor Relations Commission (NLRC) is a quasi-judicial agency attached to the Department of Labor and Employment (DOLE) for program and policy coordination only. It was created under Presidential Decree No. 442, otherwise known as the Labor Code of the Philippines, as amended and renumbered, which took effect on November 1, 1974. It took over the functions of the Court of Industrial Relations and the Ad Hoc NLRC created under Presidential Decree No. 21.

The NLRC is the principal government agency that hears and decides labor-management disputes. It is tasked to promote and maintain industrial peace by resolving labor and management disputes, involving both local and overseas workers, through compulsory arbitration after efforts to settle the case amicably during the mandatory conciliation- mediation conferences failed. This is in consonance with the mission of the NLRC to resolve labor disputes in the fairest, quickest, least expensive, and most effective way possible.

The Commission Proper of the NLRC is tripartite in representation. Under R.A. No. 9347, the Commission Proper has eight (8) Divisions, each is composed of three (3) members with the Presiding Commissioner representing the government sector and the other two members representing the workers' and the employers' sectors.



Of the eight (8) Divisions, the First, Second, Third, Fourth, Fifth and Sixth Divisions handle cases coming from the National Capital Region and other parts of Luzon, and the Seventh and Eighth Divisions, handle cases from the Visayas and Mindanao, respectively.

The Commission Proper, through its Divisions, have exclusive appellate jurisdiction over all cases decided by Labor Arbiters at the Regional/Sub-Regional Arbitration Branches.

The First, Second, Third, Fourth, Fifth, and Sixth Divisions have their respective offices in the National Capital Region, while the Seventh and Eighth Divisions in the cities of Cebu and Cagayan de Oro, respectively.

The Chairman is the Presiding Commissioner of the First Division. In case of the effective absence or incapacity of the Chairman, the Presiding Commissioner of the Second Division shall be the Acting Chairman.

The Chairman, aided by the Executive Clerk of Court, has exclusive administrative supervision over the NLRC, its regional arbitration branches and all its personnel, including the Labor Arbiters.

The Commission Proper sits *en banc* only for purposes of promulgating rules and regulations governing the hearing and disposition of cases, and formulating policies affecting its administration and operations.

The Commission Proper sitting *en banc* may, on temporary or emergency basis, allow cases within the jurisdiction of any Division to be transferred to and be heard and decided by any other Division whose docket may allow additional workload, and such transfer will not expose litigants to unnecessary additional expense.

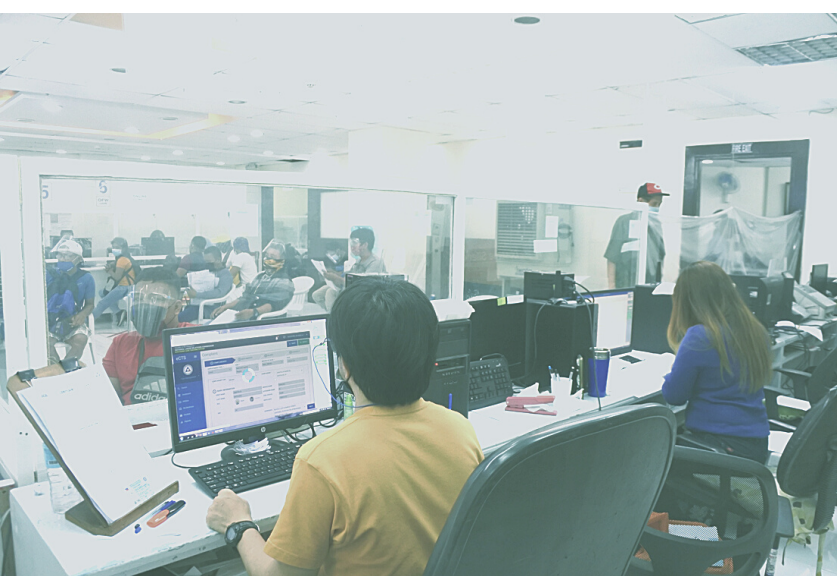


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LABOR ARBITRATION PROGRAM

The National Labor Relations Commission in 2021 posted an overall case output of 24,262 compulsory arbitration in the Regional Arbitration Branches (RABs). On appealed cases, the Commission Proper disposed 8,171. Of the 98% overall target, the Regional Arbitration Branches (RABs) and Commission Proper were able to dispose of 27,754 or 86% accomplishment rate. The NLRC's failure to achieve its targets may be attributable to the work suspension and adoption of Alternative Working Arrangements (AWA) due to the national health emergency, and the suspension of face-to-face hearings in accordance with the national health and safety protocols.

The table below presents the case disposition of Regional Arbitration Branches and the Commission Proper for CY 2021 vis-a-vis the target:

 PERFORMANCE INDICATORS	 TARGET	 ACTUAL	%
<p>Percentage of original/ appealed cases processed within nine (9) months or 270 days/ six (6) months or 180 days:</p> <ul style="list-style-type: none"> Regional Arbitration Branches: <p>Percentage of original cases processed within nine (9) months or 270 days</p> <ul style="list-style-type: none"> Commission Proper <p>Percentage of appealed cases processed within six (6) months or 180 days</p>	<p>98%</p>	<p>20,086</p>	<p>83%</p>
<p>Quality: Percentage increase in cases resolved through conciliation mediation:</p> <ul style="list-style-type: none"> Regional Arbitration Branches: <p>Timeliness: Percentage of cases resolved within three (3) months from filing/receipt:</p> <ul style="list-style-type: none"> Regional Arbitration Branches: Commission Proper: 	<p>61%</p>	<p>14,115</p>	<p>58%</p>

CASELOAD AND DISPOSITION

For 2021, the NLRC was able to maintain a high level of disposition of cases, and posted gains in reducing the number of pending cases.

The NLRC posted an overall output of 32,433 cases for compulsory arbitration comprising of 24,262 as original cases from the Regional Arbitration Branches (RABs), and 8,171 as appealed cases from the Commission Proper. In terms of inflow versus outflow of cases, 27,037 original cases were received for 2021, 24,262 or 90% of which were disposed of by the Regional Arbitration Branches (RABs).

On the other hand, of the 8,031 appealed cases received for the current year, 8,171 or 102% were disposed of by the Commission Proper.

REGIONAL ARBITRATION BRANCHES



27,037

CASES RECEIVED



24,262

CASES DISPOSED

COMMISSION PROPER



8,031

CASES RECEIVED



8,171

CASES DISPOSED

DOUBLE-BARRELED (Two Cycle) CONCILIATION- MEDIATION PROGRAM

Under the "Double-Barreled (Two-Cycle) Conciliation-Mediation Program", a program wherein venue for settlement of all labor disputes is done and exhausted through the following:

- mandatory conciliation-mediation prior to compulsory arbitration pursuant to the Single-Entry Approach (SEnA) Rules of Procedure under R.A. No. 10396 (s. 2013); and,
- mandatory conciliation-mediation during compulsory arbitration pursuant to the 2011 NLRC Rules of Procedure, as amended.

The Regional Arbitration Branches settled 18,042 labor disputes, benefitting a total of 18,205 number of workers involved, with settlement award of ₱ 1,953,450,502.23.

DOUBLE-BARRELED (TWO-CYCLE) CONCILIATION MEDIATION PROGRAM (Settlement of Labor Disputes)

REGIONAL ARBITRATION BRANCHES (RABs)	NO. OF SETTLED LABOR DISPUTES	NO. OF WORKERS BENEFITTED	JUDGMENT AWARD
Conciliation-Mediation under SEnA	3,927	5,958	₱ 842,111,685.51
Mandatory conference under the Compulsory Arbitration	14,115	12,247	₱ 1,111,338,816.72
TOTAL	18,042	18,205	₱ 1,953,450,502.23

All efforts are exerted towards amicable settlement of labor disputes during the SEnA and compulsory arbitration processes. As a result, settlement efforts have been successful to a substantial degree every year.

SENA SETTLEMENT



3,927

SETTLED



25,554

DISPOSED

COMPULSORY ARBITRATION



14,115

SETTLED

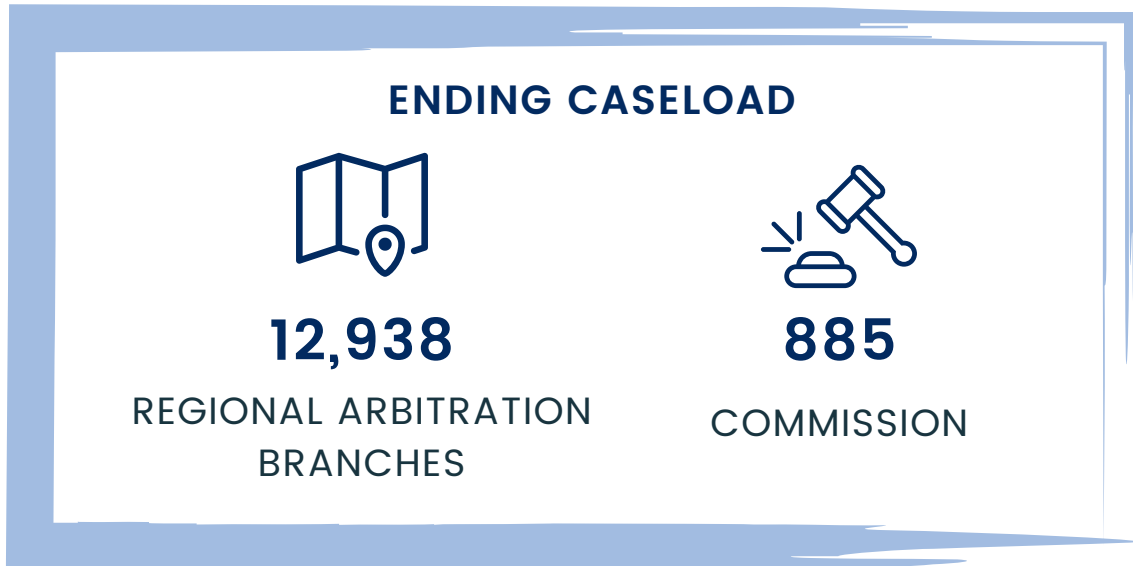


24,262

DISPOSED

ENDING CASELOAD

At the end of 2020, the RABs and the Commission Proper had total pending of 10,087 original cases, and 1,004 appealed cases, respectively. By December 31, 2021, said numbers stood at 12,938 original cases, and 885 appealed cases, an increase of 2,851 pending original cases, and a decrease of 119 pending appealed cases.



The RAB's beginning caseload of 10,087 has now come to an ending caseload of 12,938, while in the Commission Proper, from 1,004 to 885 ending caseload. Of the 12,938 remaining original cases at the RABs, 10,983 or 84% are newly filed cases ("current cases") or cases filed from April to December 2021 pursuant to the 9-month process cycle time. At the Commission Proper, of the 885 remaining appealed cases, 860 or 97% are newly filed cases ("current cases") or cases filed from July to December 2021 pursuant to the 6-month process cycle time.

**Regional Arbitration Branches
AGE OF ENDING CASELOAD**

9 Month Process Cycle Time	Actual	%
1-3 months old (Oct to Dec 2021)	5,050	39%
4-6 months (July to September 2021)	3,284	25%
7-9 months old (April to June 2021)	2,649	20%
10 months old and above (March 2021 and Earlier)	1,955	16%
TOTAL	12,938	100%

**Commission Proper
AGE OF ENDING CASELOAD**

9 Month Process Cycle Time	Actual	%
1-3 months old (Oct to Dec 2021)	768	88%
4-6 months (July to September 2021)	92	10%
7-9 months old and above (June 2021 and earlier)	25	2%
TOTAL	885	100%

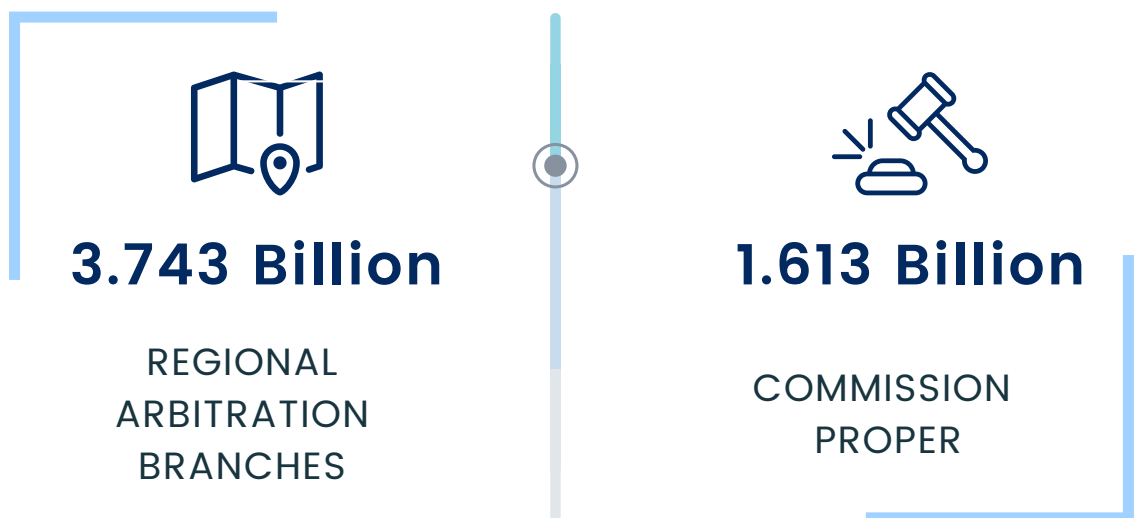
JUDGMENT: LABOR AND MANAGEMENT

At the RABs, 55% of the total cases were disposed of in favor of labor (workers), while 45% in favor of management (employer).

On appealed cases, the Commission Proper disposed of 77% in favor of labor, and 23% in favor of management . *(see actual number below)*



The amount of judgment awards at the RABs reached ₱ 3.743 Billion, benefitting 27,946 workers. Of the total amount awarded and workers benefitting, ₱1.111 Billion were awarded through settlement, benefitting 12,247 workers, and ₱2.632 Billion, through cases of merit (decided), benefitting 15,699 workers. At the Commission Proper, ₱ 1.613 Billion was awarded, benefitting a total of 9,012 workers.



JUDGMENT: LABOR AND MANAGEMENT

Of the total judgment award in 2021, the RABs on regular (local) cases awarded ₱ 409,297,371.17 by way of settlement and ₱ 2,226,447.13 by way of decisions on the merits.

For OFW cases, ₱ 702,041,445.55 was awarded through settlement and ₱ 405,153,537.32 through decision on the merits.

LOCAL CASES



₱409,297,371.17

SETTLED



₱2,226,447,429.13

DECIDED

OFW CASES



₱702,041,445.55

SETTLED



₱405,153,537.32

DECIDED

MILESTONES



SENA and Mandatory Conciliation - Mediation Videoconferencing

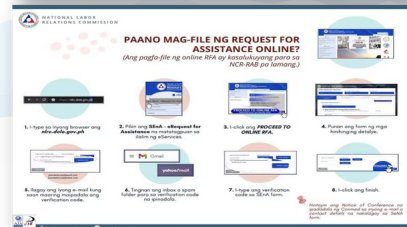
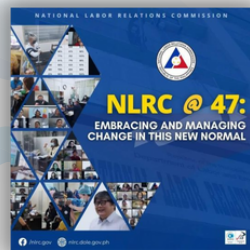


Creation of Satellite Offices



NLRC SATELLITE OFFICES			
LUZON			
RAB 3	TARLAC	DOLE Tarlac Provincial Field Office, 2nd Fl., MG2 Bldg., Mc Arthur Highway, San Rafael, Tarlac City	(0999) 670-7124
RAB 4	PALAWAN	DOLE Palawan Puerto Princesa Government Center, South National Highway corner Poblacion Road, Brgy. Sta. Monica, PPS, Palawan. To open on May 2022	(0990) 345-8332 (0990) 848-1140
RAB 5	DAET	DOLE Camarines Norte Provincial Field Office, 2F Turo Bldg., National Quezon Road, Juvanon Bldg., Bsmang, 4002 Talibay, Camarines Norte	(054) 881-8719 (054) 383-3789
RAB 5	MASBATE	DOLE Provincial Office, 2F Sanchez Bldg., Crossing, Quezon St., Marikina City	(0566) 538-4412
VISAYAS			
RAB 6	AKLAN	ABL Sports Complex, Caglak Grounds 066 G. Pastora St., Kalibo, Aklan	(038) 298-5421
MINDANAO			
RAB 10	BUKIDNON	2F National and Provincial Offices Building, Provincial Capitol Compound, San Vicente St., Marikina City, Bukidnon	(0909) 443-2438
RAB 11	TAGAYORAN	GF CJT Bldg., Boracay St., Poblacion Magpet, Tagayor City	(0991) 321-5781
RAB 12	NORTH COTABATO	DOLE North Cotabato Field Office 2F Roma Bldg., Quezon Boulevard, Kidapawan City	(0933) 333-4033 (0937) 502-5564

Innovations/ Infographics



2021

NLRC SATELLITE OFFICES

RAB-3

Housed at DOLE RO III
Tarlac Provincial Field
Office, Tarlac City

RAB-4

DOLE Palawan Puerto
Princesa Government
Center, South National
Highway corner
Rafols Road, Brgy. Sta.
Monica, PPC, Palawan

RAB-5

DAET Satellite Office
DOLE Provincial Office,
2/F Barcelona Bldg.,
J.P. St., Brgy. 1,
Magallanes, Camarines
Norte

RAB-5

MASBATE Satellite Office
DOLE Provincial Office, 2/F
Sanchez Bldg.,
Crossing, Quezon St.,
Masbate City

RAB-6

Aklan Satellite Office ABL
Sports Complex,
Capitol Grounds 0466 G.
Pastrana St., Kalibo, Aklan

RAB-10

2nd Floor, National and
Provincial Offices Building,
Provincial Capitol
Compound, San Vicores
St., Malaybalay City,
Bukidnon



RAB-11

Ground Floor, CJT Bldg.,
Bonifacio St.,
Poblacion Magugpo,
Tagum City

RAB-12

DOLE XII North Cotabato
Field Office
2/F Roma Bldg., Quezon
Boulevard Kidapawan
City

The year that was...

JANUARY

Highlights

- NLRC Administrative Support Staff Meeting
- 2021 Year-End Planning Exercise



1st Quarter

FEBRUARY

Highlights

- Agency Wide Implementation of eCTS
- Quality Management System (QMS) Briefing for Agency-Wide Certification



MARCH

Highlights

- Webinar on Safe Spaces Act in relation to Sexual Harassment in the workplace
- Webinar on Rights of Women and Persons with Disabilities
- Women's Month



2021



Orientation on the Agency-Wide Implementation on e-Case Tracking System (e-CTS)

NLRC Main Office - Data Center via Zoom
March 3, 2021, 9:00 am / 2:00 pm

The National Labor Relations Commission joins the

2021 National Women's Month Celebration

WE MAKE CHANGE WORK FOR WOMEN

Juana Laban sa Pandemya: Kaya!
March 1-31, 2021

Republic of the Philippines
Department of Labor and Employment
NATIONAL LABOR RELATIONS COMMISSION
Quezon City

En Banc Resolution No. 01-20
(Series of 2020)

WHEREAS, the Commission *en banc* issued En Banc Resolution No. 01-19 (Series of 2019) stating that in the event that the Labor Arbiter or the Commission finds the employer liable for underpayment of wages, the following statement should be incorporated in the disposition:

" that the respondent/employer is given a period of five (5) days from receipt of the decision to pay the wage differential, otherwise double indemnity would be imposed during execution."

WHEREAS, there is a need to state with certainty as to when double indemnity should attach in order that the same will be effectively implemented;

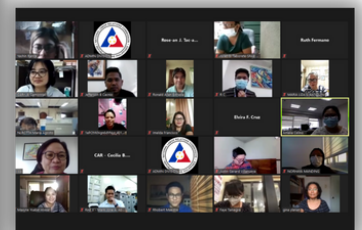
WHEREFORE, RESOLVED AS IT IS HEREBY RESOLVED, that the statement to be incorporated in the disposition is amended as follows:

" that the respondent/employer is given a period of five (5) days from finality of the decision, to pay the wage differential, otherwise double indemnity would be imposed during execution."

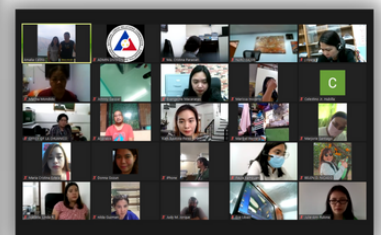
Signed this 17th day of December 2020 at Quezon City, Philippines.

GERARDO C. NOGRALES
Chairman

Webinar on Rights of Women and Persons with Disabilities



Webinar on Safe Spaces Act in relation to Sexual Harassment in the workplace



The year that was...

2nd Quarter

MAY

Highlights

- Orientation on Administrative Matters



APRIL

Highlights

- Agency Wide Implementation of eCTS (ConMed)

JUNE

Highlights

- Training on Google Drive Basics
- 1st Dose Vaccination

2021



Vaccination Day!



NATIONAL LABOR RELATIONS COMMISSION

NLRC has received
CONTINUED CERTIFICATION TO ISO 9001:2015
after undergoing the re-assessment audit conducted last June 21-30, 2021.

The certification covers:

- Processing and Release of Judgment Award and Cash Bond
- Monitoring of Performance of Labor Arbitrer

This provides complete assurance of highest quality standards in the delivery of services.

DEPARTMENT OF LABOR AND EMPLOYMENT | JULY 20, 2021 | nlrc.gov
MEMO NO. MD-83-492 SERIES OF 2021

NATIONAL LABOR RELATIONS COMMISSION

ORIENTATION ON ADMINISTRATIVE MATTERS AND REPORTING REQUIREMENTS

(FOR NEWLY APPOINTED LA)
23 JULY 2021, 2PM

nlrc.gov | nlrc.data.gov.ph

Brief Orientation on the Agency-Wide Implementation on e-Case Tracking System (e-CTS)

INVOCATION / PRAYER

INTRODUCTION:
Atty. Joseph Anthony F. Tolentino

LECTURE / DISCUSSION
Mr. Christian Ericson B. Soriano

OPEN FORUM

CLOSING

NLRC Main Office - Data Center via Zoom
April 14, 2021, 10:00 AM

The year that was...

JULY

Highlights

- EnBanc Session
- 2nd Dose Vaccination

3rd Quarter

AUGUST

Highlight

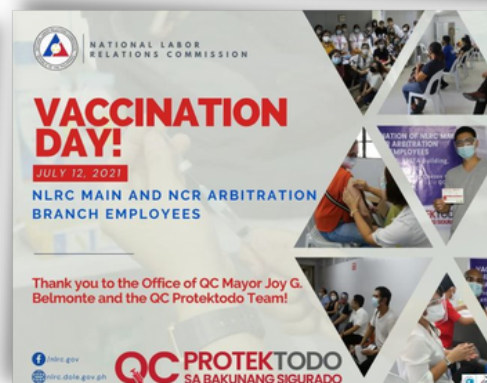
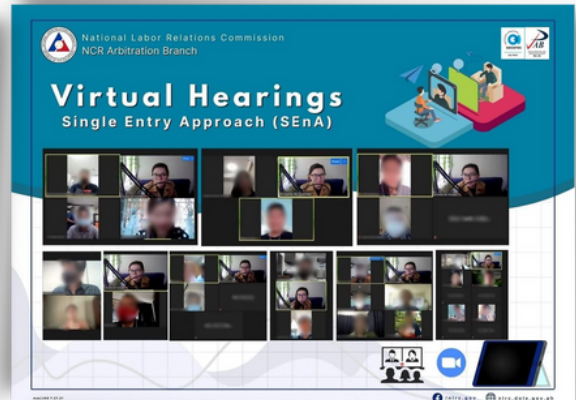
- Virtual Conferences/Hearings

SEPTEMBER

Highlight

- Orientation on SEnA Program

2021



The year that was...

4th Quarter

OCTOBER

Highlights

- Webinar on Labor Standards vis-a-vis Mandatory Employee Benefits: An Overview
- NLRC Performance Assessment
- Wellness Webinar for Labor Arbitration Associates

NOVEMBER

Highlights

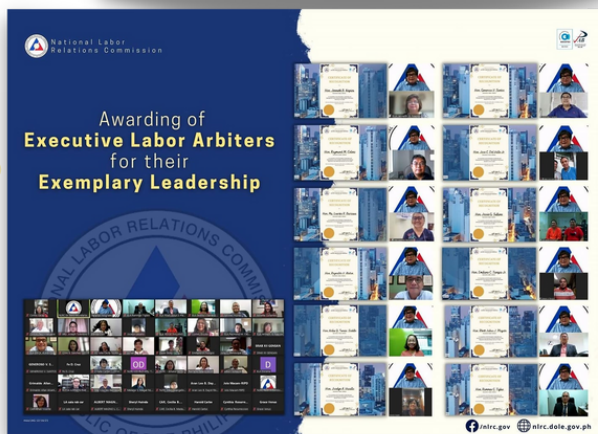
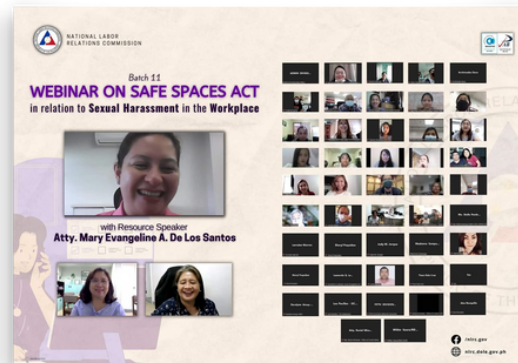
- LR Week
- Webinar/Workshop on Conciliation-Mediation Facilitation Skills
- Dangerous Drugs Awareness and Adverse Effects on Drug Abuse
- Awarding of Top Performing Labor Arbiters for CY 2020

DECEMBER

Highlights

- Webinar on Safe Spaces Act
- Webinar on Space Spaces for Women and Children

2021



The NLRC has received

100% resolution rate

from the

Contact Center ng Bayan



9 March 2022

Chairperson GERARDO BENJAMIN C. NOGRALES
National Labor Relations Commission
Ben-Lor Bldg., 1184 Quezon Avenue
Quezon City

Attention: **Atty. REAH M. AGUIRRE**
Attorney III, Office of the Executive Clerk of Court IV
Bilis Akyson Partner

Dear **Chairperson NOGRALES:**

Greetings from the Civil Service Commission (CSC)!

The Contact Center ng Bayan, established as the public feedback mechanism of the CSC, aims to promote accountability among government agencies by providing the customers with accessible channels to report feedback on government frontline services. The establishment of the facility was anchored on the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014.

With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018, the CCB continues its role as a feedback facility on government service delivery. The Implementing Rules and Regulations of the said law provides for the inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaints mechanism. (Rule IV [Citizen's Charter], Section 2 [g] [i])

Further, in accordance with the Memorandum Circular No. 2021 -1 item 4.4 of the Guidelines on the Grant of the Performance Based Bonus (PBB) for the fiscal year of 2021, we are providing you a copy of your office's performance report on the resolution of all concerns referred to your office from the Contact Center ng Bayan for the period covering 1 January 2021 to 31 December 2021.

We are pleased to inform you that of the 4 citizen's concerns referred to your agency, 4 transactions or 100% were acted upon and tagged as resolved. We would like to congratulate you for your efforts in ensuring all concerns referred to your office are resolved and acted upon on time.

Name of Agency	No. of Complaints Received	No. of Complaints Resolved	Resolution Rate
National Labor Relations Commission	4	4	100.00%

“

We are pleased to inform you that of the 4 citizen's concerns referred to your agency, 4 transactions or 100% were acted upon and tagged as resolved. We would like to congratulate you for your efforts in ensuring all concerns referred to your office and resolved and acted upon on time.

-Contact Center ng Bayan

”

Thank you for continuously partnering with us in ensuring all concerns are acted upon as soon as possible. We look forward to our continued partnership in the fight against red tape and corruption.

For any clarification, please feel free to contact the CCB through the following access modes: short messaging service (SMS) 0908-8816565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.

Thank you.

Very truly yours,

MARIA LUISA SALONGA-AGAMATA, PhD, CESO V
Director IV
Public Assistance and Information Office



CCCB CONTACT CENTER ng BAYAN
A Step Towards Better Governance



0908-8816565



contactcenterngbayan.gov.ph

**Office of the President
of the Philippines
Malacañang**

8888 CITIZENS' COMPLAINT CENTER

CHAIRMAN GERARDO C. NOGRALES

National Labor Relations Commission
PPSTA Bldg., No. 5 Banawe
Cor. P. Florentino Sts., Quezon City

Re: Resolution Rate of the NLRC as of December 31, 2021

Sir:

The 8888 Citizens' Complaint Center was established to serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under Republic Act (RA) No. 9485, as amended by RA No. 11032, and/or corruption of any national government agency, government-owned or -controlled corporation, government financial institution, and other instrumentalities of the government.

In accordance with Memorandum Circular No. 2021-1 item 4.4 of the Guidelines on the Grant of the Performance Based Bonus (PBB) for fiscal year 2021, we are furnishing you a copy of your agency's performance report on the resolution of all concerns referred to your office from the 8888 Citizens' Complaint Center (8888 CCC) for the period of January 1, 2021 to December 31, 2021 which shall form part of the criteria for the grant of PBB 2021.

We are pleased to inform you that of the **1,161** citizens' concerns referred to your office from January 1, 2021 to December 31, 2021, **1,161** tickets or 100% were acted upon. We would like to commend your efforts in ensuring that all citizens' concerns referred to your office are acted upon on time.

We hope for your assistance in ensuring that the concerns are acted upon as soon as practicable and effect updates through your 8888 portal.

For further clarification, the 8888 Citizens' Complaint Center can be accessed through 8249-8310 local 8212 or email us at 8888admin@malacanang.gov.ph.

Thank you and we look forward to our continued partnership in the fight against red tape and corruption.

Very Truly Yours,


DIR. BERNADETTE B. CASINABE
Head, 8888 Citizens' Complaint Center




8888 Agency Statistics
National Labor Relations Commission (NLRC)
January 01, 2021 - December 31, 2021

Resolution Rate

Total	Acted Upon	Under Processing/ Awaiting Feedback	Unacted
1,161	1,161 (100%)	0 (0%)	0 (0%)

Compliance Rate

Total	Closed	Within 72h	Beyond 72h	Rate
1,161	1,161	490	671	42.2%



We are pleased to inform you that the 1,161 citizens' concerns referred to your office from January 1, 2021 to December 1, 2021, 1,161 tickets or 100% were acted upon. We would like to commend your efforts in ensuring that all citizens' concerns referred to your office are acted upon on time.

-8888 Citizens' Complain Center



8888admin@malacanang.gov.ph



8249-8310 Local (8212)