



National Labor Relations Commission

# PERFORMANCE REPORT

## 2023

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# Message

from the

*Chairperson*



The National Labor Relations Commission remains faithful to its mandate of promoting industrial peace by resolving labor and management disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution.

Following the stellar examples led by our predecessors, Chairman Gerardo C. Nograles and Acting Chairperson Julia Cecily I. Coching-Sosito, who were determined in their relentless directives to ensure resolution of cases within the Process Cycle Time, we remain steadfast in the same commitment.

In addition to maintaining a high disposition rate of original and appealed cases, the NLRC strongly encourages the preferential use of voluntary modes in settling labor disputes which include conciliation-mediation. The Mandatory Conciliation-Mediation Program of NLRC involves two phases: conciliation-mediation under the Single Entry Approach (SEnA), and during compulsory arbitration before the Labor Arbiters.

When cases are referred for compulsory arbitration, the NLRC ensures that all local and OFW cases are resolved efficiently and timely. It will continue to strictly monitor the performance of Labor Arbiters and Commissioners, and implement policies to achieve speedy and efficient delivery of labor justice. Decisions are issued and enforced without fear, favor and prejudice, and based purely on merits.

The NLRC will carry on in resolving labor disputes and building public trust by way of a fair, speedy, equitable disposition of labor cases at a lesser cost, and will explore all avenues for the successful execution of final judgment award.

**Grace E. Maniquiz-Tan**

**Chairperson**

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# Caseload and Disposition

## Regional Arbitration Branches

Total  
Caseload

36,663

Cases  
Disposed

28,473

## Commission Proper




Total  
Caseload

11,78

Cases  
Disposed

10,340

FY 2023 Case disposition within the process cycle time of Regional Arbitration Branches and the Commission Proper vis-a-vis the Target:

 PERFORMANCE INDICATORS	 TARGET	 ACTUAL	 %
Percentage of original/ appealed cases processed within nine (9) months or 270 days/ six (6) months or 180 days:  <ul style="list-style-type: none"> <li>• <b>Regional Arbitration Branches:</b></li> </ul> <b>Percentage of original cases processed within nine (9) months or 270 days</b>  <ul style="list-style-type: none"> <li>• <b>Commission Proper</b></li> </ul> <b>Percentage of appealed cases processed within six (6) months or 180 days</b>	    82%    82%	    26,830    10,165	    94%    98%
Quality: Percentage increase in cases resolved through conciliation mediation:  <ul style="list-style-type: none"> <li>• <b>Regional Arbitration Branches:</b></li> </ul> <b>Timeliness: Percentage of cases resolved within three (3) months from filing/receipt:</b>  <ul style="list-style-type: none"> <li>• <b>Regional Arbitration Branches:</b></li> <li>• <b>Commission Proper:</b></li> </ul>	    52%    42%    42%	    16,295    15,787    8,523	    57%    55%    82%

As part of the strategy for expediting case disposition, the NLRC expanded its reach by opening additional satellite offices nationwide. This expansion has led to an increase in the efficiency of case disposition. To further accelerate case disposition, the NLRC implemented a strategy to expedite the delivery of notices, summons, decisions, resolutions, orders and other processes by accrediting LBC a private courier service.

Additionally, the NLRC continues to monitor the performance of Labor Arbiters through the strict implementation of the First-In-First-Out Policy and Quota System. These measures are designed to ensure that cases are resolved within the process cycle time.

# Mandatory Conciliation-Mediation Program

The NLRC encourages the resolution of labor and management disputes through alternative modes of disputes resolution. All efforts are exhausted towards amicable settlement of labor disputes during SEnA (Single Entry Approach) and during compulsory arbitration:

a. **Single-Entry Approach (SEnA) Program** - SEnA is an administrative approach to provide a speedy, impartial, inexpensive, and accessible settlement procedure of all labor issues or conflicts to prevent them from ripening into full-blown disputes or actual labor cases, governed by Republic Act 10396.

b. **The mandatory conciliation-mediation during compulsory arbitration** shall be called for the purpose of: (a) amicably settling the case upon a fair compromise; (b) determining the real parties in interest; (c) determining the necessity of amending the complaint and including all causes of action; (d) defining and simplifying the issues in the case; (e) entering into admissions or stipulations of facts; and (f) threshing out all other preliminary matters. *(Section 8, Rule V of the 2011 NLRC Rules of Procedure).*

## MANDATORY CONCILIATION-MEDIATION PROGRAM (Settlement of Labor Disputes)

REGIONAL ARBITRATION BRANCHES (RABs)	Number of Settled Labor Disputes	Number of Workers Benefitted	Settlement Amount
Conciliation-Mediation under SEnA	7,740	12,086	₱ 1,124,040,466.85
Mandatory conference under the Compulsory Arbitration	16,295	19,045	₱ 1,970,071,012.27
<b>TOTAL</b>	<b>24,035</b>	<b>31,131</b>	<b>₱ 3,094,111,479.12</b>

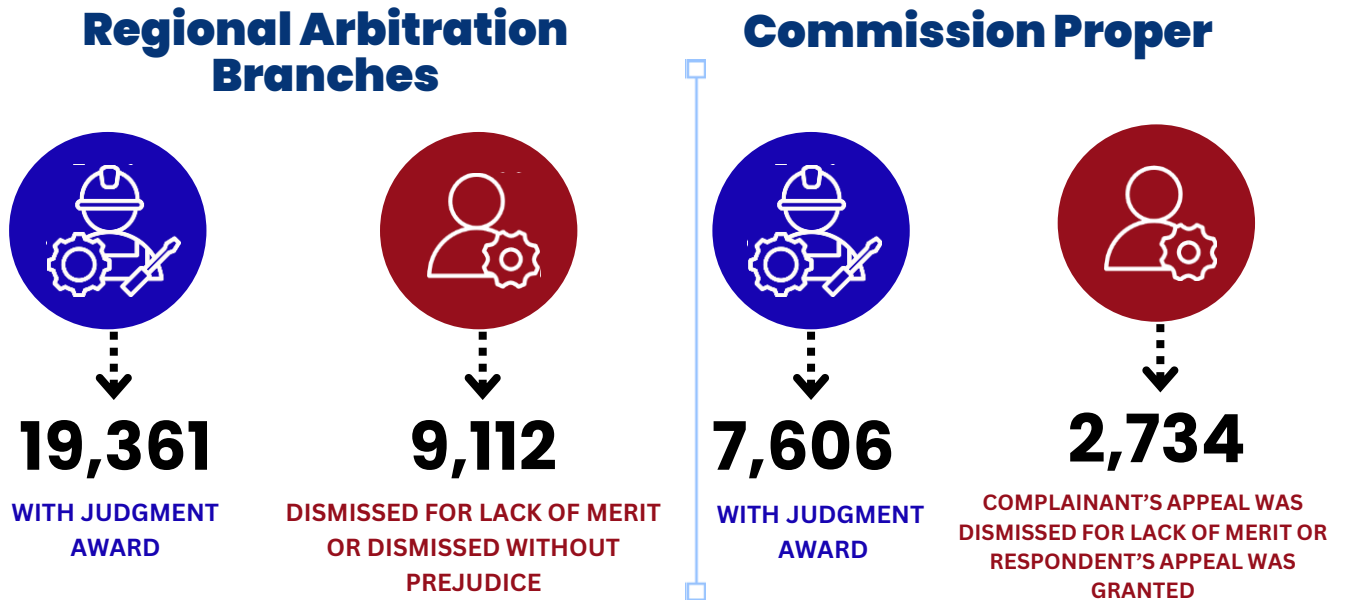
In 2023, the National Labor Relations Commission received 26,674 Requests for Assistance (RFAs) under SEnA. Out of this figure, 29% or 7,740 were settled, and 18,322 were disposed, either referred for compulsory arbitration, dismissed, withdrawn or referred to other DOLE Offices.

On the other hand, out of the 28,473 cases disposed by Labor Arbiters, 16,295 or 57% were settled, benefitting 19,045 workers, with a total settlement award of ₱ 1,970,071,012.27.

# Judgment

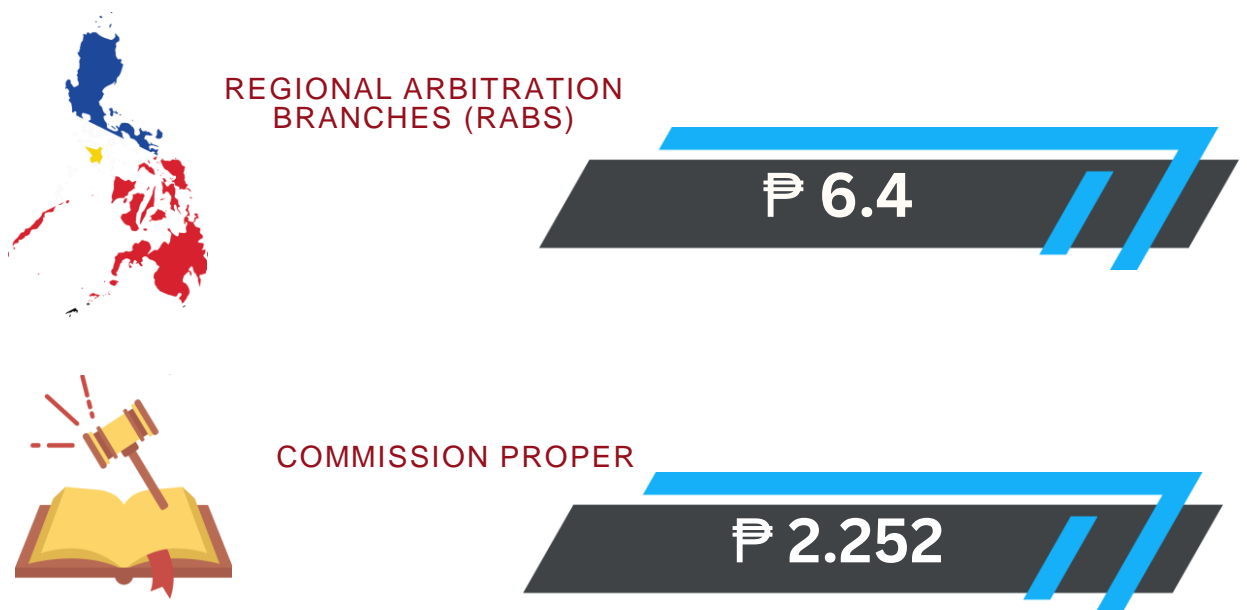
At the RABs, 19,361 or 68% of the total cases were decided with judgment award while 9,112 or 32% were dismissed for lack of merit or dismissed without prejudice.

At the Commission, 7,606 or 74% were decided with judgment award while 2,734 or 26% were decided granting the appeal of respondents or dismissing the appeal of complainants.



At the RABs, the amount of judgment awards reached ₱ 6.4 Billion, benefitting 37,729 workers. Of the total amount awarded, ₱1.97 Billion were awarded through settlement, benefitting 19,045 workers; and ₱4.453 Billion awarded through decisions on the merit, benefitting 18,684 workers.

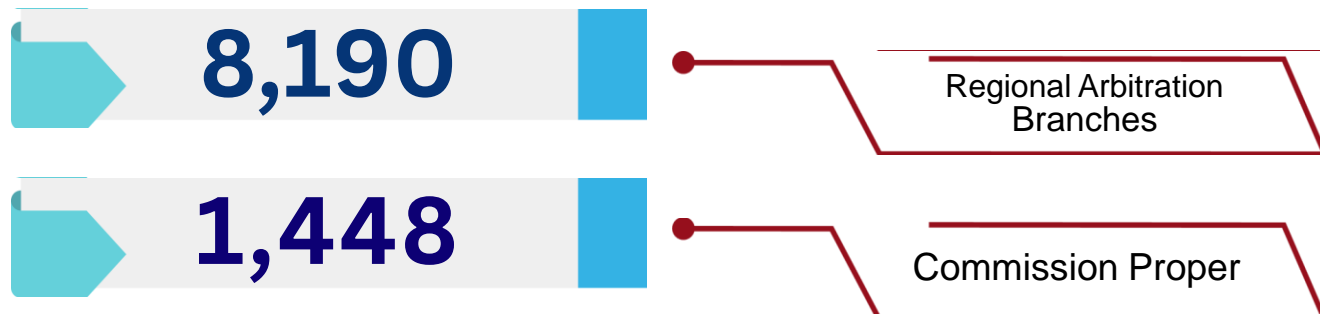
At the Commission Proper, the judgment award amounted to ₱ 2.252 Billion, benefitting 8,500 workers.



# Ending Caseload

By December 2023, the NLRC recorded 9,638 ending cases, with 8,190 at the RABs and 1,448 at the Commission Proper.

In terms of ageing of these cases, out of the 8,190 at the RABs, 355 or 4% are 10 months or older cases, whereas, out of the 1,448 appealed cases, 17 cases or 1% is beyond six months old.



Regional Arbitration Branches		
AGE OF ENDING CASELOAD		
9 Month Process Cycle Time	Actual	%
1-3 Months old (Oct-Dec 2023)	4,177	51
4-6 Months old (July-Sept 2023)	2,388	29
7-9 months old (Apr-June 2023)	1,270	16
10 months old and above (Feb 2023 and earlier)	355	4
TOTAL	8,190	100

Commission Proper		
AGE OF ENDING CASELOAD		
9 Month Process Cycle Time	Actual	%
1-3 Months old (Oct to Dec 2023)	1,229	85
4-6 Months old (July to Sept 2023)	202	14
7 above old (June 2023 & earlier)	17	1
TOTAL	1,448	100

# Financial Performance Report

For FY 2023 General Appropriations Act (GAA), NLRC was provided with a Specific Budget of ₱1,382,999,000.00 and an Automatic Appropriation for Retirement and Life Insurance Premiums (RLIP) of ₱73,749,000.00.

During the year, the Commission received an additional budget of ₱37,381,236.00 from the Miscellaneous Personnel Benefit Fund (MPBF), and ₱507,402,370.00 for the Pension and Gratuity Fund (PGF). Total allotments received for the year is ₱2,001,531,606.00 and total obligations incurred is ₱2,000,937,706.13, leaving an unexpended allotment of ₱593,899.87 of which P592,563.31 represents unexpended Life and Retirement Premiums under Automatic Appropriations; ₱154.85 represents unexpended Personnel Services from Regular Fund; and ₱1,181.71 represents unexpended Maintenance and Other Operating Expenses, which translates to a 99.97% utilization rate.

## 2023 CURRENT APPROPRIATIONS (In Thousands)

Allotment Class	Allotment Received	Obligations Incurred	Balance	Utilization Rate
Personnel Services (PS)	1,754,292	1,754,292	0	100.00%
Maintenance and Other Operating Expenses (MOOE)	173,491	173,490	2	99.99%
Capital Outlay (CO)	0	0	0	0
Sub-total	1,927,783	1,927,782	1	99.99%
Retirement and Life Insurance Premiums (RLIP)	73,749	73,156	593	99.20%
<b>Total</b>	<b>2,001,532</b>	<b>2,000,938</b>	<b>594</b>	<b>99.99%</b>

# NLRC RABs, SRABs and Satellite Offices

As of 2023, there are 15 Regional Arbitration Branches (RABs), 9 Sub-Regional Arbitration Branches (SRABs) and 13 Satellite Offices established nationwide to extend wider access and better services to stakeholders.

## NCR

1184 Ben-Lor Building, Brgy. Paligsahan, Quezon Avenue, Quezon City 1103

[nlrcncr.admunit@gmail.com/](mailto:nlrcncr.admunit@gmail.com)

[ncrabquery@gmail.com](mailto:ncrabquery@gmail.com)

Tel No. 0969-627-5095

## NCR

### MunTaParLas Satellite Office

DOLE MUNTIPARLAS FIELD OFFICE No.263 Valenzuela Bldg., 263 Alabang-Zapote Road, Pamplona III, Las Piñas City

[nlrcncrmuntaparlas@gmail.com](mailto:nlrcncrmuntaparlas@gmail.com)

Tel No. 0969-627-0481

## CAR

#17 2/F Manongdo Bldg. Private Road, Magsaysay Avenue, Baguio City

[nlrc\\_car@yahoo.com](mailto:nlrc_car@yahoo.com) / [car@nlrc.dole.gov.ph](mailto:car@nlrc.dole.gov.ph)

Tel No. (077) 604-9250

## RAB I

### Vigan Satellite Office

2nd Floor, Felmar Bldg., Bonifacio St., Vigan City, Ilocos Sur

[rab1query@gmail.com](mailto:rab1query@gmail.com)

Tel No. (077) 604-9250

## RAB I

2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando., La Union

[nlrc\\_rab1@yahoo.com](mailto:nlrc_rab1@yahoo.com)

Tel No. (072) 607-8362

## RAB

No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City

[nlrc\\_rab2@yahoo.com](mailto:nlrc_rab2@yahoo.com)

Tel No.(078) 377-33792;0975-092-1510

## SRAB

3/F Maradel Building A-B Fernandez Avenue, Dagupan City

[nlrcsrab1@gmail.com](mailto:nlrcsrab1@gmail.com)

Tel No.(075) 522-55-022

## RAB II

### Nueva Vizcaya Satellite Office

2nd Floor, Lotus Building, Diversion Road, Santa Rosa, Nueva Vizcaya

[nlrc\\_rab2@yahoo.com](mailto:nlrc_rab2@yahoo.com)

Tel No. (0927) 361 3902



# NLRC RABs, SRABs and Satellite Offices

## RAB III

4/F ASCORP Building Mc Arthur Highway  
Dolores, City of San Fernando Pampanga

[nlrcrabiii@yahoo.com](mailto:nlrcrabiii@yahoo.com)

Tel. No. (045) 961-2431; (045) 402-2814;  
Cell. No.: 0929-698-8430



## RAB III

### Tarlac Satellite Office

DOLE-Tarlac Provincial Field Office, 2nd Flr., MAQ's  
Bldg., Mc Arthur Highway, San Rafael, Tarlac City

[rab3query@gmail.com](mailto:rab3query@gmail.com)

CP No. (0999) 670 7124

## RAB

3/F ~~V~~ 4/F Hectan Penthouse Chipeco Avenue,  
Brgy. Halang, Calamba City , Laguna 4027

[nlrc\\_admrab4@yahoo.com](mailto:nlrc_admrab4@yahoo.com);  
[marlotanodra@yahoo.com](mailto:marlotanodra@yahoo.com)

Tel. No. (049) 545-9718

## RAB

3/F ~~V~~ Tyler Building, Rizal St., Legazpi City

[nlrc\\_rab5leg@yahoo.com.ph](mailto:nlrc_rab5leg@yahoo.com.ph); [bles322@yahoo.com](mailto:bles322@yahoo.com)

Tel No. (052) 742-48741

## SRAB

3/F ~~IV~~ Old Capitol Building, City Hall Compound, A.  
Mabini Extension, San Pablo City

[melchisedekg@yahoo.com](mailto:melchisedekg@yahoo.com); [srabnoiv@gmail.com](mailto:srabnoiv@gmail.com)

Tel. No. (049) 562-0359

## SRAB

G/F ~~D~~ DOLE Building, City Hall Compound, J. Q.  
Miranda Ave., Concepcion Pequeña, 4400 Naga  
City

[nlrc\\_rab5leg@yahoo.com.ph](mailto:nlrc_rab5leg@yahoo.com.ph);  
[asubrab5query@gmail.com](mailto:asubrab5query@gmail.com)

Tel No. (077) 604-9250

## RAB

### Palawan Satellite Office

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

[nlrcrab4query@gmail.com](mailto:nlrcrab4query@gmail.com)

CP No. (0905) 165 8332 / (0960) 848 1140

## RAB

### Daet Satellite Office

DOLE Camarines Norte Provincial Field Office,  
2/F, Tanzo Bldg., National Diversion Road  
Junction, Brgy. Itomang, 4602 Talisay,  
Camarines Norte

[subrab5query@gmail.com](mailto:subrab5query@gmail.com)

CP No. (0946) 397 4325 Tel. No. (054) 881-8719

## RAB IV

### Bacoor Satellite Office

Main Square Mall 2nd Floor, Bacoor Blvd. (Molino  
Blvd.), Brgy. Bayanan, Bacoor, Cavite

## RAB

### Masbate Satellite Office

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

[nlrcmasbate@gmail.com](mailto:nlrcmasbate@gmail.com) / [rab5query@gmail.com](mailto:rab5query@gmail.com)

CP No. (0966) 534 4412

# NLRC RABs, SRABs and Satellite Offices

## RAB

VI  
Level 2, East Two, Corporate Center  
Circumferential corner Diola Street, Villamonte,  
Bacolod City, Negros Occidental 6100

[nlrcrab6@yahoo.com](mailto:nlrcrab6@yahoo.com)

Tel No. (034) 707-1380

## SRAB

VI  
2/F S.C. Divinagracia Building, Quezon-Delgado  
Streets, Iloilo City

[srab6@nlrc.dole.gov.ph](mailto:srab6@nlrc.dole.gov.ph)

CP No. (033) 500-4794; 321-1448

## RAB

VI  
Aklan Satellite Office

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

[subrab6query@gmail.com](mailto:subrab6query@gmail.com)

Tel No. (036) 268-5421



## RAB VIII

DOLE Compound Trece Martires Street, Tacloban  
City

[rab8nlrc@yahoo.com](mailto:rab8nlrc@yahoo.com), [abagrod@yahoo.com](mailto:abagrod@yahoo.com)

Tel No. (053) 832-0116

## RAB

VII  
2/F M's Brotherhood Foundation, Inc., Osmeña  
Boulevard and J. Llorento Street Capitol Site, Cebu  
City

[nlrc.rabvii.ceb@gmail.com](mailto:nlrc.rabvii.ceb@gmail.com)

Tel. No. (032) 253-5529

## RAB

IX  
San Jose Road, Baliwasan, Zamboanga City 7000

[rab9.adm@gmail.com](mailto:rab9.adm@gmail.com)

Tel. No. (062) 991-4698/telefax (062) 991-3771

## SRAB

VII  
Governor's Cottage, Capitol Site, Dumaguete City

[kalium16@yahoo.com](mailto:kalium16@yahoo.com); [nlrcsrab7@gmail.com](mailto:nlrcsrab7@gmail.com)

Tel. No. (053) 832-0116

## SRAB

IX  
2/F Realiza Building, M.H. del Pilar cor. Echavez  
Streets, Dipolog City

[subrab9query@gmail.com](mailto:subrab9query@gmail.com)

Tel No. (065) 212-35-77

## SRAB

VII  
Janseen Heights, J.A Clarin Street, Tagbilaran City,  
Bohol

## RAB X

Cham Giam Realty Bldg., Blk. 1, Lot 18,  
Mastersons Mile South Upper Carmen, 9000  
Cagayan de Oro City

[rab10\\_nlrc@yahoo.com](mailto:rab10_nlrc@yahoo.com);  
[aloha.amorleanao@gmail.com](mailto:aloha.amorleanao@gmail.com)

Tel. No. (088) 857-2672, 09173059554

# NLRC RABs, SRABs and Satellite Offices

## SRAB X

4/F Diocesan Centrum Building. Salvador T. Llung  
St. Iligan City

[rab10\\_nlrc@yahoo.com](mailto:rab10_nlrc@yahoo.com);  
[aloha.amorleanao@gmail.com](mailto:aloha.amorleanao@gmail.com)

Tel. No. (088) 857-2672, 09173059554



## RAB X

### Bukidnon Satellite Office

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

[rab10\\_nlrc@yahoo.com](mailto:rab10_nlrc@yahoo.com) | [rab10query@gmail.com](mailto:rab10query@gmail.com)

CP No. (0909) 443 2463 / (0917) 305 9554

## RAB XII

2/F JYC Building corner Arellano & Aldeguer Sts.,  
Zone 3, Koronadal City

[nlrcxii@gmail.com](mailto:nlrcxii@gmail.com); [ginatheresa0121@yahoo.com.ph](mailto:ginatheresa0121@yahoo.com.ph)

Tel. No. (083) 823-45-42 / 0933-333-4053 /  
0917-502-5564

## RAB XI

3/F JLF Parkway Building , Magallanes corner  
Quirino Streets 8000 Davao City

[nlrcrabxi@gmail.com](mailto:nlrcrabxi@gmail.com)

Tel. No. (082) 293-3490 / 0951 - 4535- 611

## SRAB

3/F <sup>XII</sup>Insular Life Bldg., Pioneer Avenue, General  
Santos City

[nlrcxii@gmail.com](mailto:nlrcxii@gmail.com); [nlrcsrab12gensan@gmail.com](mailto:nlrcsrab12gensan@gmail.com)

Tel No. (083) 554-6465 telefax

## RAB XI

### Tagum Satellite Office

G/F CJT Bldg., Bonifacio St., Poblacion Magugpo,  
Tagum City

[tagumcity.nlrcxi@gmail.com](mailto:tagumcity.nlrcxi@gmail.com)

CP No. (0909) 443 2463 / (0917) 305 9554

## RAB XII

### North Cotabato Satellite Office

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

[rab12query@gmail.com](mailto:rab12query@gmail.com)

CP No. (0933) 333 4053 / (0917) 502 5564

## RAB XI

### Digos Satellite Office

2nd Floor, Old City Hall Bldg. (Beside Lingap  
Office) Jose Abad Santos St., Digos City, Davao  
del Sur

[rab11query@gmail.com](mailto:rab11query@gmail.com)

CP No. (+63) 951-4535-611 / (083) 293-3490

## RAB XIII

2/F Veterans Bank Bldg., J.C. Aquino Ave. Butuan  
City

[nlrcbutuan@yahoo.com](mailto:nlrcbutuan@yahoo.com)

Tel. No. (085) 817-0146 / 09100309263

# Acting Chairperson

After the retirement of Chairman Gerardo C. Nograles, PC Julia Cecily Coching-Sosito of the 2nd Division was named, by operation of law, as Acting Chairperson on April 28, 2023.

AC Sosito visited and conducted ocular inspection of the Regional Arbitration Branches in Region IV-A, (Calamba, Laguna), Region III (San Fernando, Pampanga), and Region II (Tuguegarao City). She directed that needed improvement of offices and facilities of Regional Arbitration Branches nationwide be made.



On May 23, 2023, AC Sosito represented the NLRC in concluding a 5-year contract to lease the premises of Ben-Lor Building located at 1184 Quezon Ave., Quezon City, to house the offices of the Commissioners, and Labor Arbiters of the National Capital Regional. NCRAB Labor Arbiters started their transfer from Bookman Bldg. to Ben-Lor Bldg. on October 2, 2023.



# Chairperson

On September 4, 2023, 5th Division Presiding Commissioner Grace E. Maniquiz-Tan took her oath as the newly appointed NLRC Chairperson before DOLE Secretary Bienvenido E. Laguesma.

After her oath of office, Chairperson Tan presided over a special en banc session where she presented her plans of action, stressing the Commission's commitment to resolve cases within the process cycle time, to preserve the quality and integrity of decisions, and to ensure that all judgment awards are executed and satisfied promptly.

Chairperson Tan emphasized on efficient, honest and faithful delivery of public service.



# TOP PERFORMING SENa CONCILIATORS-MEDIATORS, BEST OFFICE OF THE LABOR ARBITER IN THE USAGE OF E-CTS

On November 8, 2023, the NLRC recognized the exemplary performance of SENa conciliators-mediators who facilitated the successful settlement of labor disputes under the Single Entry Approach Program. The categories of the awards are: Most Number of Requests for Assistance (RFAs) Handled; Most Number of RFAs Settled; Highest Total Settled Amount; and Highest Single Settlement Amount.

Also, the selected Labor Arbiters and their staff received awards for recording the highest percentage of usage of the electronic case tracking system (e-CTS).



# Dialogue with Employers and Workers Sectors

On November 7 and 8, 2023, the NLRC hosted dialogues with the employers and workers sectors. Both sectors and the Commission to address issues concerning cases filed before the Labor Arbiters and the Commission. It was an opportunity in fostering good working relations between the Commission and the stakeholders.



# Memorandum of Agreement with the IBP

On November 8, 2023, the NLRC inked a Memorandum of Agreement (MOA) with the Integrated Bar of the Philippines (IBP) National, for the establishment of free legal aid center within the NLRC premises nationwide. The partnership endeavors the continued implementation of measures against fixing and ambulance chasing.



# Courtesy call

NLRC officials led by Chairperson Grace E. Maniquiz-Tan, paid a courtesy call to Senators Jinggoy Estrada, Ramon Bong Revilla Jr. and Raffy Tulfo. During their visit, the NLRC officials presented to the Senators the continued commitment of the Commission in resolving labor disputes within the process cycle time and in implementing measures for the prompt and successful execution of final judgment awards.

The legislators pledged their support to NLRC in achieving the common goal of speedy and efficient delivery of labor justice.



# 49th Founding Anniversary & Labor Relations Week

From November 6-10, 2023, the NLRC celebrated its 49th Founding Anniversary. The week-long event was highlighted with several activities, including the conduct of dialogues with the employers and workers sector; awarding of top performing SEnA Conciliators-Mediators and Best Office of the Labor Arbiters in the usage of the e-CTS; and sports fest.

