



ADMINISTRATIVE ORDER NO. 18-003444  
Series of 2018

**SUBJECT : REVISED GUIDELINES FOR FILING, HEARING AND RESOLVING OF LABOR- RELATED COMPLAINTS**

Pursuant to the provisions of the Declared Policy of Republic Act No. 7922, otherwise known as the “Cagayan Special Economic Zone Act of 1995” the following guidelines are hereby prescribed for the guidance and compliance of all locators, contractors, investors and employees within the Zone.

**ARTICLE I – PROCEDURAL GUIDELINES**

**Section 1. Filing of Complaint.** The CEZA Labor Center shall receive complaints relative to labor disputes.

The complaint must: (a) state in his complaint his name and address and likewise the name and address of the respondent where summons can be served: (b) clearly state the factual circumstances of his complaint attaching therein any evidence to support his allegations: (c) the complaint must be subscribed and sworn to before a Notary Public or any person authorized by law to administer oath.

**Section 2. Verification of Complaint.** CEZA Labor Center must verify in the LEPO Database if the complainant is indeed an employee of the Locator/Investor/Contractor/ Sub Contractor in the CSEFPZ. The complainant must also present proof of employment to the CEZA Labor Center.

If the complainant is the employer, the complainant must present/attach to the complaint the following: (a) Certificate of Registration: (b) Authorization from the Company to be the representative in filing a complaint or (c) Special Power of Attorney.

**Section 3. Jurisdiction of Labor Complaint.** Subject to existing labor or employment contracts or collective bargaining agreements, all labor disputes within CSEFPZ must be brought to the CEZA Labor Center for possible amicable settlement.

**Section 4. Procedure for Investigation.** The investigation of the verified complaint is to be conducted as follows:

(a) If the complaint has been received and verified by the Labor Center, it shall furnish a copy of the complaint with pertinent evidences, if any, to the CEZA Legal Office for perusal;

(b) The CEZA Legal Office will provide the CEZA Labor Center a step by step process on how to deal with the labor complaint;

(c) After receiving the recommendation from the CEZA Legal Office, the CEZA Labor Center shall notify parties involved to appear before him to discuss the possibility of amicable settlement of their labor differences on a date and time set for this purpose;

(d) Resetting the date originally set for the confrontation between the parties maybe granted on reasonable or justifiable grounds except where it is obviously made for purposes of delay;

(e) During the confrontation, the Labor Officer shall listen to their oral arguments, put all proceedings on record and endeavor to mediate or conciliate the differences of the parties to arrive at an amicable settlement thus, fostering industrial peace and harmony of workers and CEZA Registered Business Entrepreneurs;

(f) If for any reason, after exhausting all possible legal means for the amicable settlement of the CEZA Labor Center, no amicable settlement was forged between the parties, the CEZA Labor Center will submit the records of the proceedings to the CEZA Legal Office and will furnish a copy to the Officer-In-Charge (OIC) of Sta. Ana/ Tuguegarao. Also, the CEZA Labor Center will make a recommendation to endorse the labor case to the National Labor Relations Commission (NLRC) for assumption of jurisdiction to be signed by the Labor Officer, Chief Legal Office, and Officer-In-Charge (OIC) of Sta. Ana/ Tuguegarao.

**Section 5. Forms of Settlement.** All amicable settlements shall be in writing in a language or dialect known to the parties signed by them and attested by the CEZA Labor Center.

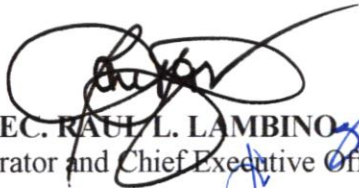
**Section 6. Pre- condition to filing of CEZA Labor- Related complaint to NLRC.** No complaint involving labor shall be filed with the NLRC unless there has been a confrontation between the parties before the CEZA Labor Center. That no conciliation or settlement has been reached as endorsed by the CEZA Labor Center or unless the settlement reached has been repudiated by the parties. Such repudiation shall be sufficient basis for the endorsement of the complaint to the NLRC.

**Section 7. Monitoring.** The CEZA Labor Center shall monitor the case until it is resolved by NLRC.

**Section 8. Labor, Employment and Productivity Section.** The CEZA shall form a Labor, Employment and Productivity Section (LEPS) which shall implement and oversee these guidelines.

**ARTICLE II- EFFECTIVITY**

**Section 9. Effectivity.** This Administrative Order shall take effect on 1 January 2018 and shall be published in at least one (1) newspaper of general circulation upon signing.

  
**SEC. RAUL L. LAMBINO**  
Administrator and Chief Executive Officer