
	Republic of the Philippines DEPARTMENT OF LABOR AND EMPLOYMENT Regional Office No. 2 Tuguegarao City, Cagayan	Document Code	QOP-15
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PROCEDURAL MANUAL

TITLE	PROCESSING OF SETTLEMENT OF DISPUTE (SEnA)
PURPOSE	To define the process of dispute settlement through Single Entry Approach.
SCOPE	This Procedure Covers from the receipt of Request for Assistance to the Settlement of Dispute.
REFERENCE DOCUMENTS	D.O 107-10 The Rules Of Procedure Of The Single Entry Approach (SEnA) Single Entry Approach (SEnA) Application Form Notice of Conference Minutes of the Conference Settlement Agreement Quitclaim and Release Referral SENA Logbook SEnA Monitoring Logsheet FO Outgoing Logbook Citizen's Feedback Form
DEFINITION OF TERMS	<p>Conciliation-Mediation - refers to the process of dispute management conducted by the SEADO, in accordance with the Rules, to facilitate an amicable settlement of labor dispute.</p> <p>Labor Dispute - refers to all issues or conflicts that are covered by the Rules.</p> <p>Referral – refers to the endorsement of unsettled issues through a document issued by the SEAD referring the unresolved issue/s to the appropriate DOLE Office or Agency that has jurisdiction over the dispute. It contains the names and addresses of the parties, the stipulated and admitted facts, summary of unresolved issues, causes of action and the relief sought without prejudice to amendments on the complaint by the parties before the Office or Agency having jurisdiction over the dispute.</p> <p>Request for Assistance (RFA) - refers to the request for the conduct of conciliation-mediation under SEnA to assist the parties to arrive at a settlement agreement.</p> <p>Requesting Party - refers to an employee, group of employees, employer or union who files RFA.</p> <p>Responding Party - refers to an employee, group of employees, employer or union requested to appear for conciliation-mediation under SEnA.</p> <p>Single Entry Approach or SENA - refers to 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. Conciliation-mediation process shall be utilized as immediate intervention to effect amicable settlement among the differing parties.</p> <p>Single Entry Assistance Desk Officer or Desk Officer (SEADO) - refers to a person designated to provide assessment, evaluation and counseling and conciliation-mediation services before the filing of any labor complaint or dispute.</p>

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Single Entry Assistance Desk or SEAD - refers to the desk/unit in DOLE Central/Regional/Provincial/Field Offices and Attached Agencies providing conciliation-mediation services or assistance under SENa.

30-day mandatory conciliation-mediation period – refers to 30 calendar days maximum period within which to conduct the mandatory conciliation-mediation proceedings, and to refer the issue to the appropriate agency if unsettled.

OPERATIONAL PROCEDURE				
STEP	PROCESS/ACTIVITY	DETAILS	RESPONSIBLE PERSON	REFERENCES/INTERFACE
	START			
1	Receive Request for Assistance	Interview and assist client in filling out Request for Assistance Form.	Desk Officer /SEADOs	SENA Application Form
2	Docket RFA	Assign Reference Number and forward RFA to FO Head. Record Docketed RFA to SENa Monitoring Log Sheet. Forward RFA to FO Head for assignment.	Desk Officer / SEADOs	SENA Application Form SENA Logbook SENA Monitoring Log Sheet
3	Assign RFA	Assign RFA to SEADO.	FO Head	SENA Application Form
4	Schedule Conference	Notify parties of the scheduled conference. Record Notice of Conference.	SEADO FO Records Officer	Notice of Conference FO Outgoing Logbook
5	Conduct Conference	Validate the issue/s covered during conciliation-mediation process. Document agreements reached by both parties.	SEADO	Minutes of the Conference

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6	Settle Dispute	<p>If settled, both parties sign the Settlement Agreement and Quit Claim and Release.</p> <p>If settled outside the office, parties shall submit any company issued Quitclaim and Release form duly signed by the requesting party or any settlement document executed before a Notary Public. The SEADO shall ascertain the voluntariness of the settlement from the parties.</p> <p>If not, schedule another Conference.</p> <p>In case of non-compliance with the agreement, refer the matter to National Labor Relations Commission (NLRC) for enforcement.</p> <p>If not settled within 30 calendar days, refer to agency concerned.</p> <p>If both parties decide/agree to elevate the dispute even before the 30 day, indorse to proper agency.</p> <p>Record Referral.</p>	SEADO FO Head FO Record Officer	Settlement Agreement Quitclaim and Release Notice of Conference Referral Referral FO Outgoing Log Book
7	Record the Status of RFA	Record the Status of RFA in the SENA Monitoring Log Sheet.	SEADO	SENA Monitoring Log Sheet
8	Provide Client's Feedback Form	Retrieve duly accomplished Citizen's Feedback Form.	SEADO	Citizen's Feedback Form
9	Maintain Records	Maintain Records in accordance with Records Control Procedure.	SEADO / FO Records Officer	Records Control Procedure
	END			

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Records Generated:

Transmittal Letter Re: Reports to NCMB
 DOLE-SENA Revised Form No. 06 – Statistical Summary of Single Entry
 Approach RFAs, by month per Field Office/Branch
 DOLE-SENA Revised Form No. 07 – Report Listing of Single Entry
 Approach RFAs
 DOLE-SENA Revised Form No. 08 – Cumulative Report of Single Entry
 Approach RFAs
 DOLE-SENA Revised Form No. 09 – Report Listing of Single Entry
 Approach RFAs Involving Issues on Termination
 Minutes of the Conference
 Quitclaim

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