



CONCERNED PARTY

ACTIONS

INFORMATION

Chiller Owners (CO)
Chiller Suppliers (CS)

Submits letter of complaint

Written and signed complaints shall be addressed to the DENR Secretary through the Assistant Secretary for FASPO and shall contain the following minimum information such as Name, address, and telephone number of the CO on whose behalf the complaint is being made; a complete statement of the grievance and the facts upon which it is based; the desired remedy or solution requested; and the names of any witnesses who can provide supportive or relative information. All received grievances shall be recorded and tracked and concerned chiller owner shall be regularly updated of their status.

Yes

DENR LS informs the CO/CS.

DENR Legal Service (LS)

DENR LS determines if complaint is related to the Project?
If related, reviews and investigates all complaints filed with it.
Refers to the Grievance Committee to resolve legitimate complaints or concerns, primarily those dialogue and mediation

The Mechanism should not impede access to judicial or administrative remedies.
Any dispute or difference in opinion regarding the interpretation and implementation of the SGA or the MOA shall be settled, in so far as possible, by mutual consultation and consent.

Is the Grievance Legitimate?

No

Yes

Yes

Grievance Committee (GC)

The GE shall comment to discuss the grievance filed by the CO/CS and actions to be taken to remedy of the complain. The GC through the DENR LS shall update the CO/CS on the status.

DENR LS Informs the CO/CS

Yes

Is the Grievance resolved?

No

Philippine Arbitration Process

The parties to the dispute may submit to arbitration to be held within Metro Manila. The Philippine Arbitration Law in force at the time of the submission of Controversy for arbitration shall apply. At present, the Arbitration Law of the Philippines is Republic Act No. 9285 or otherwise known as the "Alternative Dispute Resolution Act of 2004."