



NATIONAL CONCILIATION AND MEDIATION BOARD





NATIONAL CONCILIATION AND MEDIATION BOARD

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate:

The NCMB, created under Executive Order No. 126 as amended by EO 251, reorganizing the DOLE, shall formulate policies, develop plans and programs and set standards and procedures relative to the promotion of conciliation and mediation of labor disputes through the preventive mediation, conciliation and voluntary arbitration; facilitation of labor-management cooperation through joint mechanisms for information sharing, effective communication and consultation and group-problem solving.

II. Vision:

The NCMB shall be the center of excellence in enhancing harmonious relationship in every workplace.

III. Mission:

To sustain harmonious labor and management relations through continuous education, mainstreaming of alternative dispute resolution (ADR) mechanisms, and implementation of innovative approaches towards worker's empowerment.

IV. Service Pledge:

We, the officials and employees of the National Conciliation and Mediation Board, commit and resolve to efficiently and effectively perform our tasks in utmost courtesy and sincere dedication to provide timely and excellent service to the public.



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Central Office

External Services

1. Case Handling of Request for Assistance (RFA)



Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

Office or Division:	Conciliation-Mediation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		NCMB/Conciliation and Mediation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and file DOLE SENA request form	1. Receive accomplished form and interview requesting party	None	15 minutes/ depends upon interview with requesting party	<i>Single Entry Assistance Desk Officer (SEADO) Technical Services</i>
	1.1 Assign number and docket request form		5 minutes	<i>Administrative Staff</i>
	1.2 Prepare, sign and issue Notice of Conference		10 minutes	<i>Administrative Staff</i>
2. Attend conferences	2. Conduct conciliation-mediation conferences 2.1 Prepare and sign Minutes of Conference	None	30 days but may be extended up to 45 days by agreement of parties (RA 10396 & SEEnA IRR DO 151-16)	<i>SEADO Technical Services</i>
3. Sign Settlement Agreement and Quitclaim or Disposition of Case or Receive Referral	3. Prepare and sign settlement agreement or 3.1 Issue referral to other offices	None	10 minutes	<i>SEADO Technical Services</i>

2. Collection of Collective Bargaining Agreement (CBA) Registration Fee



Collection of payment for the registration of Collective Bargaining Agreements (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

Office or Division:	Financial and Management Division			
Classification:	Government to Clients (G2C)			
Type of Transaction:	Simple			
Who may avail:	Any union or employer representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (4 original)		DOLE Regional Office		
Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original)		Bureau of Labor Relations-DOLE		
Copy of Collective Bargaining Agreement (1 original)		Union		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms and other documents for payment of CBA Registration Fee	1. Receive order of payment and check completeness of supporting documents	P1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715)	15 minutes	<i>Cashier Designate Cashier's Unit</i>
	1.1 Receive payment and issue official receipt		5 minutes	<i>Cashier Designate Cashier's Unit</i>



3. Issuance of Certificate of No Pending Case

Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the Board's Offices.

Office or Division:	Research and Information Division			
Classification:	Government to Clients (G2C), Government to Business (G2B)			
Type of Transaction:	Simple			
Who may avail:	Employee/Employer Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of no pending case (1 original copy)		Requesting employer/employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request of no pending case	1. Receive and record letter request of no pending case	None	Immediately	<i>Administrative Officer V Administrative Division</i>
	1.1 Forward the letter request to Research and Information Division		Immediately	<i>Administrative Officer V Administrative Division</i>
	1.2 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending case/RFA		10 minutes	<i>Administrative Assistant III Research and Information Division</i>
	1.3 Prepare the Certificate of No Pending Case		10 minutes	<i>Administrative Assistant III Research and Information Division</i>



	1.4 Sign the Certificate		5 minutes	<i>Deputy Executive Director Technical Services Department</i>
2. Receive signed Certificate	2. Issue the Certificate	None	5 minutes	<i>Administrative Officer V Administrative Division</i> <i>Or</i> <i>Administrative Assistant III Research and Information Division</i>



Regional Branches

External Services

1. Case Handling of Notice of Strike/Lockout (NS/L)



Provision of conciliation-mediation services to unions certified or duly recognized sole and exclusive bargaining agents (SEBA) and employers with issues involving deadlock in collective bargaining negotiations and unfair labor practices.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit
Classification:	Highly Technical
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)
Who may avail:	Any certified or duly recognized bargaining representative, legitimate organization and employer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A) (1 original copy) In cases of unfair labor practice (ULP), the specific ULP act must be mentioned in the form to determine the applicable cooling-off period and if the issue/s is proper subject of Notice of Strike.	RCMB/Conciliation – Mediation Unit
Proof of service to other party (1 photocopy)	If the service is by ordinary mail, proof shall consist of an affidavit of the person mailing containing a full statement of the date, place of service. If service is made by registered mail, proof shall be made by such affidavit and the registry receipt issued by the mailing office.
For cases involving CBA deadlock: 1. Written proposals of the union (1 photocopy)	Union
2. Counter-proposals of the employer (1 photocopy)	Company/employer
3. Proof of request for conference to settle differences (1 photocopy)	Union/Company



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A)	1 Receive, record and docket duly accomplished Form FM-DOLE-NCMB-01.01 (A)	None	10 minutes	<i>Docket Officer RCMB</i>
	1.1 Assign case to Conciliator-Mediator and Schedule initial conference		Immediately	<i>Director II/OIC Regional Branch</i>
	1.2 Prepare Notice of Conference		Immediately	<i>Administrative Staff RCMB</i>
2. Attend conferences	2. Conduct conciliation-mediation conferences 2.1 For Union Busting 2.2 For Unfair Labor Practice 2.3 For Bargaining Deadlock	None	Within 5 days from receipt 7 days/ depends on the agreement of parties 15 days/ depends on the agreement of parties 30 days/ depends on the agreement of parties (Article 263 (c) Labor Code of the Philippines as amended and Section 7 Rule XXII Department Order No. 40-03)	<i>Conciliator-Mediator RCMB</i>



3. Submit result of Strike/ Lockout Vote Balloting <i>(depending on the outcome of the conciliation- mediation conferences)</i>	3.Receive result of Strike/ Lockout Vote Balloting	None	Immediately	<i>Conciliator-Mediator RCMB</i>
4. Sign Settlement Agreement or Final Disposition of the Case	4.Prepare and sign Settlement Agreement/ Final Disposition	None	Upon agreement of the parties	<i>Conciliator-Mediator RCMB</i>

2. Case Handling of Preventive Mediation (PM)

Provision of conciliation-mediation services to legitimate labor organizations, certified or duly recognized bargaining representatives and employers with issues involving CBA deadlock and unfair labor practices including other issues arising from labor and employment.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)			
Who may avail:	Any aggrieved employee/employer from the organized sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		RCMB/Conciliation – Mediation Division		
Additional Documents required for cases involving CBA deadlock :				
a. Written proposals of the union (1 photocopy)		Union		
b. Counter-proposals of the employer (1 photocopy)		Company/employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish and submit form Union/Employer Notice of Strike/Lockout – Form FM-DOLE-NCMB-01.01 (A)	1. Receive, record and docket duly accomplished form	None	10 minutes	<i>Desk Officer RCMB</i>
	1.1 Assign case to Conciliator-Mediator and schedule initial conference		Immediately	<i>Director II/OIC Regional Branch</i>
	1.2 Prepare and sign Notice of Conference		Immediately	<i>Administrative Staff RCMB</i>
2. Attend conferences	2. Conduct conciliation-mediation conference 2.1 Prepare and sign Minutes of Conferences	None	Within 5 days from receipt depending on agreement of parties	<i>Conciliator-Mediator RCMB</i>
3. Sign Settlement Agreement or Final Disposition of the Case	3. Prepare and sign Settlement Agreement/Final Disposition	None	Upon agreement of the parties	<i>Conciliator-Mediator RCMB</i>

3. Case Handling of Request for Assistance (RFA)

Provision of conciliation-mediation services to individual worker, group of workers, or unions and employers with issues arising from labor and employment in compliance with the mandatory conciliation-mediation law.

Office or Division:	Regional Conciliation and Mediation Branches (RCMB)– Conciliation Mediation Unit
Classification:	Highly Technical
Type of Transaction:	Government to Clients (G2C), Government to Business (G2B)
Who may avail:	Any aggrieved employee/employer



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE-SENA Form No. 1 (1 Original Copy)		RCMB/Conciliation – Mediation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and file DOLE SENA request form	1. Receive accomplished form and interview requesting party	None	15 minutes/ depends upon interview with requesting party	<i>SEADO RCMBs</i>
	1.1 Assign number and docket request form		5 minutes	<i>Administrative Staff</i>
	1.2 Prepare and issue Notice of Conference		10 minutes	<i>Administrative Staff</i>
2. Attend conferences	2. Conduct conciliation-mediation conferences 2.1 Prepare and sign Minutes of Conferences	None	30 days but may be extended up to 45 days by agreement of parties	<i>SEADO RCMBs</i>
3. Sign Settlement Agreement and Quitclaim or Disposition of Case or Receive Referral	3. Prepare and sign settlement agreement or 3.1 Issue referral to other offices	None	10 minutes	<i>SEADO RCMBs</i>



4. Collection of Collective Bargaining Agreement (CBA) Registration Fee

Collection of payment for the registration of Collective Bargaining Agreements (CBA) as processed by the DOLE Regional Offices. The amount will accrue to the Special Voluntary Arbitration Fund.

Office or Division:	Finance Unit/Cashier Unit of Regional Branches			
Classification:	Government to Clients (G2C)			
Type of Transaction:	Simple			
Who may avail:	Any union or employer representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form (4 original copies)		DOLE Regional Offices		
Application for CBA Registration (BLR Form No. 10-CBA s. 2003) (1 original copy)		DOLE Regional Offices		
Copy of Collective Bargaining Agreement (1 original copy)		Union/Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms and other documents for payment of CBA Registration Fee	1. Receive order of payment and check completeness of supporting documents	P1,000.00 (as provided by Article 231 of the Labor Code as amended by RA 6715)	15 minutes	<i>Cashier Designate Cashier's Unit</i>
	1.1 Receive payment and issue official receipt		5 minutes	<i>Cashier Designate Cashier's Unit</i>



5. Facilitation and Handling of Voluntary Arbitration Case

Provision of services for the selection and/or appointment of Voluntary Arbitrators or Panel of Arbitrators who will handle and decide unresolved grievances arising from the interpretation or implementation of collective bargaining agreements and those arising from interpretation or application of company personnel policies including all other issues as agreed upon by the parties.

Office or Division:	Conciliation-Mediation Division	
Classification:	Government to Clients (G2C) and Government to Business (G2B)	
Type of Transaction:	Highly Technical	
Who may avail:	Any aggrieved employee/employer from organized and unorganized sector	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
VA Form 01 Submission Agreement Form (1 original copy)		Voluntary Arbitration Unit- RCMBs
Additional documents depending on the origin of case:		Concerned parties
a. Direct submission-		
1. Submit agreement / minutes of meeting elevating the issues to VA.		Parties (Employer and Union)
b. Cases emanating from conciliation-mediation including RFAs - submit agreement reached during conciliation submitting the case to VA.		Regional Conciliation and Mediation Branches (RCMBs)
c. Cases filed as Notice to Arbitrate (NTA) - submit minutes of grievance meeting stating that grievance machinery has been exhausted or proof of request for grievance meeting and proof of service to the other party of the NTA. In case one party accede to the request, provide submission agreement, otherwise Appointment as Voluntary Arbitrator form will be issued by the Regional Branch Director.		Regional Conciliation and Mediation Branches (RCMBs)



d. Cases originating from NLRC - submit order of labor arbiter referring the case to VA. The Board shall call parties for a conference to facilitate selection of VA and signing of submission agreement		Records Section – National Labor Relations Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents depending on the origin of the VA Case	1. Receive document submitted by party/ies	None	5 minutes	<i>Technical Staff</i>
2. Completion of Submission Agreement (VA FORM 01)	2. Identification of issued to be arbitrated	None	20 minutes	<i>Conciliator-Mediator/ Technical Staff</i>
	2.1 Selection of AVA or Panel of AVAs		30 minutes depending on the parties	<i>Conciliator-Mediator/ Technical Staff</i>
	2.2 Notification of chosen AVA or Panel of AVAs (Letter of Selection as Arbitrator)		1 (one) day	<i>RB Director/OIC</i>
	2.3 Notification of parties by AVA or Panel of AVAs		1 (one) day	<i>AVA/Panel of AVAs</i>
3. Attend hearings		None to NCMB VA fees to be paid to AVA/Panel of AVAs per agreement with the parties	30 days	<i>AVA/Panel of AVAs</i>
4. Submission of position paper/ pleadings and attend to	4. If documents are coursed thru the VA Unit, forward the same to the	None		<i>AVA/Panel of AVAs</i>



clarificatory hearings, ocular inspections if needed	AVA			
5. Receive Decision	5. Provide copy of order/decision/award to parties and NCMB	None		AVA/Panel of AVAs

6. Issuance of Certificate of No Pending Case

Services provided to companies seeking clearance for business and other purposes to ascertain that they have no pending labor cases filed with the Board's Offices.

Office or Division:	Technical Unit of RCMBs			
Classification:	Government to Clients (G2C), Government to Business (G2B)			
Type of Transaction:	Simple			
Who may avail:	Employee/Employer Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of no pending case (1 original copy)		Requesting employer/employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request of no pending case	1. Receive and record letter request of no pending case	None	Immediately	<i>Administrative Officer RCMB</i>
	1.2 Forward the letter request to concerned unit		Immediately	<i>Administrative Officer RCMB</i>
	1.3 Validate from the list of cases (NS/L, PM, AS/L and VA) and request for assistance (RFA) whether there is a pending		10 minutes	<i>Administrative Assistant/Technical Staff RCMB</i>



	case/RFA			
	1.4 Prepare the Certificate of No Pending Case		10 minutes	<i>Administrative Assistant/ Technical Staff RCMB</i>
	1.5 Sign the Certificate		5 minutes	<i>Director II/OIC Regional Branch</i>
2. Receive signed Certificate	2. Issue the Certificate	None	5 minutes	<i>Administrative Officer V or Administrative Assistant III RCMB</i>

7. Request for Availment of Voluntary Arbitration (VA) Subsidy

Processing and payment of Request for Subsidy entitlement derived from the Special Voluntary Arbitration Fund to help the parties defray the cost of voluntary arbitration.

Office or Division:	Voluntary Arbitration Division- Regional Branches	
Classification:	Government to Clients (G2C)	
Type of Transaction:	Simple	
Who may avail:	Any union, employee and employer from organized and unorganized sector with insufficient funds to defray the cost of voluntary arbitration	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for Subsidy Entitlement Form (1 original copy)		Voluntary Arbitration Unit - RCMBs
Copy of Decision, Order, Resolution or Award (1 photocopy)		Accredited Voluntary Arbitrator (AVA) or Panel of AVAs
Copy of CBA or Certificate of CBA Registration, as validated by the NCMB Staff; (for establishments w/ CBAs) (1 photocopy)		Union/Company
Copy of Submission Agreement (1 certified true copy)		Regional and Conciliation and Mediation Branches (RCMBs)
Proof of partial/full payment to the Voluntary Arbitrator (1 photocopy)		Concerned Parties



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the availment of VA subsidy	1. Receive the filled-up form Request for Subsidy Entitlement with complete attachments	None	Immediately	<i>Technical Staff RCMB</i>
	1.1 Verify completeness and authenticity of signatures and documents and forward the same to the Office of the Director.		30 minutes	<i>Technical Staff RCMB</i>
	1.2 Approve request for VA subsidy		15 minutes	<i>Director II /OIC Regional Branch</i>
	1.3 Prepare obligation request status and assign disbursement voucher (DV) number		10 minutes	<i>Accountant Designate Regional Branch</i>
	1.4 Review and approve DV		15 minutes	<i>Accountant Designate Regional Branch</i>
	1.5 Verify completeness of signatures and documents and prepare check		20 minutes	<i>Cashier Designate Cashier's Unit</i>
	1.6 Approve check	10 minutes	<i>Director II/OIC Regional Branch</i>	
2. Receive payment of VA subsidy	2. Release check		Immediately	<i>Cashier Designate Cashier's Unit</i>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill-out Form</p> <p>Drop in the Suggestion/Complaint Box</p>
How feedbacks are processed	<p>The completely filled-up form shall be evaluated by the NCMB 888 Citizen's Complaint Action Team and forwarded immediately to the concerned Division/Department for appropriate action.</p> <p>Feedback on action taken to address the concern shall be provided to the complainant within five (5) days.</p>
How to file a complaint	<p>Complainant files a verified complaint to the Office of the Executive Director.</p>
How complaints are processed	<p>The Office of the Executive Director will forward the verified complaint to the Deputy Executive Director, Internal Service for evaluation.</p> <p>If the complaint is sufficient in form and substance, it will be forwarded to the Administrative Complaints Committee for processing and require the respondent to comment.</p> <p>Upon receipt of comment, the Administrative Complaints Committee will conduct hearing/meeting.</p> <p>Administrative Complaints Committee will decide whether to dismiss or decide on the merits of the case.</p> <p>The Administrative Complaints Committee will draft the Order of</p>



	<p>Dismissal or Decision on the merits. The respondent will be given the Order of Dismissal or Decision.</p> <p>Implement the penalty or sanction, if any.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 84785093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



DIRECTORY

NCMB- Central Office

Office	Address	Contact Information
OFFICE OF THE EXECUTIVE DIRECTOR	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4176, (02) 8332-4175 (telefax) ncmbco@yahoo.com ncmb.dole@gmail.com
OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR TECHNICAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2689, (02) 8332-4177 ncmb.oded1@gmail.com
OFFICE OF THE DIRECTOR TECHNICAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2233 ncmbco@yahoo.com
OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR INTERNAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4179 (telefax) ncmbco@yahoo.com
OFFICE OF THE DIRECTOR INTERNAL SERVICES DEPARTMENT	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 3412-5148 ncmbco@yahoo.com
CONCILIATION AND MEDIATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2209 ncmb_cmd@yahoo.com



WORKPLACE RELATIONS ENHANCEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8256-5090 ncmbwred@gmail.com
VOLUNTARY ARBITRATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4178 ncmb_vad@yahoo.com reports.vad@gmail.com
ADMINISTRATIVE DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-4180 ncmb_admin@yahoo.com
FINANCIAL AND MANAGEMENT DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2231 ncmb_fmd@yahoo.com
RESEARCH AND INFORMATION DIVISION	4th – 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City	(02) 8332-2232 Smart Phone Hotline : 0919-0615469 ncmbco@yahoo.com ncmb.dole@gmail.com



DIRECTORY

NCMB- Regional Branches

Office	Address	Contact Information
RCMB NATIONAL CAPITAL REGION	Ground Floor, DOLE Building	General Luna corner Muralla Streets Intramuros, Manila 1002 (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Conciliation-Mediation Unit (02) 8527-72-16 (Trunkline) (02) 8526-42-30 (Telefax) Voluntary Arbitration Unit / Workplace Relations and Enhancement Unit / Administrative Unit (02) 8310-9545 (Telefax)
RCMB CORDILLERA ADMINISTRATIVE REGION	3rd Floor Manongdo Building Benitez Court, Magsaysay Avenue Baguio City 2600	(074) 442-72-92 telefax (074) 444-49-88 ncmbcar@yahoo.com , ncmbcar@gmail.com
RCMB BRANCH NO. I	2 nd Floor, Unison Realty Building, Quezon Avenue City of San Fernando, La Union Dagupan City Satellite Office Bonuan Gueset, Dagupan City, Pangasinan	Telefax: (072)888-4610 ncmb_rb1@yahoo.com.ph (075) 600-0704 ncmb_dagupan@yahoo.com
RCMB BRANCH NO. II	No. 7 Dalan na Angicacua Regional Government Center Carig Sur, Tuguegarao City, Cagayan 3500	(078) 377-3749 rcmb02@yahoo.com ncmbrb02@gmail.com



<p>RCMB BRANCH NO. III</p>	<p>2nd Floor, PSP Building, Gapan Olongapo Road Dolores San Fernando, Pampanga 2000</p>	<p>(045) 402-6613; (045) 961-42-64 (t/ fax); 0927-7769711 – Globe (047) 561-27-05 (044) 662-4398; 0998-9117418 – Smart ncmb-sanfernando@yahoo.com</p>
<p>RCMB BRANCH IVA – CALABARZON</p>	<p>3/F Regon and Sons Building, National Road Paciano Rizal, Calamba City, Laguna 4027</p> <p>Cavite Extension Office 2/F MYP GBY Building, Bayan Luma 7 Aguinaldo Highway, Imus, Cavite</p> <p>Cainta Extension Office 3/F J & P Building V.V 1 Brgy. Soliven I Cainta, Rizal</p>	<p>(049) 531-4271; (049) 531-2045 ncmbiva@yahoo.com, / ncmbiva@gmail.com</p> <p>(046) 471-0615; (046) 446-0807 ncmbiva@yahoo.com, ncmbiva@gmail.com</p> <p>(02) 656-52-13 ncmbiva@yahoo.com, ncmbiva@gmail.com</p>
<p>RCMB BRANCH IVB – MIMAROPA</p>	<p>2nd Floor, DOLE Building, General Luna corner Muralla Streets, Intramuros, Manila</p>	<p>(02) 8400-2529 ncmb4b@gmail.com</p>
<p>RCMB BRANCH NO. V</p>	<p>2nd Floor ANST Building Captain F. Aquende Drive, Legazpi City 4500</p>	<p>(052) 201 9807 telefax (052) 480 8467 Cellphone No.: +639553972987 ncmbrb5@yahoo.com ncmb.bicol@gmail.com</p>



<p>RCMB BRANCH NO. VI</p>	<p>No. 6, 10th Lacson Streets Milagros Building, Bacolod City 6100</p> <p>DISTRICT OFFICE 2nd Floor, ME Building, Dungon BJaro, Iloilo City</p>	<p>(034) 433-0901 (t/fax); (034) 707-0836 ncmbrb6@yahoo.com, ncmbrb6@gmail.com</p> <p>(033) 338-14-25 (033) 509-0177(033) 332-2199; (033) 335-5392 ncmbrb6@yahoo.com, ncmbrb6@gmail.com</p>
<p>RCMB BRANCH NO. VII</p>	<p>6th Floor, DOLE VII Building, corner Gorordo and General Maxilom Avenues, Cebu City 6000</p>	<p>(032) 230-7909; (032) 344-3437 cebu.ncmb@yahoo.com</p>
<p>RCMB BRANCH NO. VIII</p>	<p>DOLE Compound, Trece Martirez Street Tacloban City 6500</p>	<p>(053) 321-44-58; (053) 520-3160 Telefax (053) 832-0659 ncmbrb8@yahoo.com</p>
<p>RCMB BRANCH NO. IX</p>	<p>3rd Floor, Wee Agro Building Veterans Avenue Zamboanga City 7000</p>	<p>(062) 991-2644; (062) 983-1810 ncmbrb9@yahoo.com</p>
<p>RCMB BRANCH NO. X</p>	<p>4th Floor, Trinidad Building, Corrales-Yacapin Streets Cagayan de Oro City 9000</p>	<p>(088) 856-6123; (088) 881-3123; 0977-882-2835 (hotline 0977-8222835) northmin_rcmb@yahoo.com</p>



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RCMB BRANCH NO. XII	Door #1 Mezzanine Floor, Duremdes Building Zone 1, Gensan Drive, Koronadal City SATELLITE OFFICE 2/F, Dimalanta Building, Leopoldo Dacera Avenue, (Mabuhay Road), General Santos City	Telefax (083) 877-1122 ncmbrb12@yahoo.com.ph Tel/Fax (083) 552-5758 ncmbrb12@yahoo.com.ph
RCMB BRANCH NO. XIII	1 st & 2 nd Floor, Nimfa Tiu Building J.P. Rosales Street, Butuan City	(085) 817-6681; (085) 300-9838; 0928-393-5356 (SMART) ncmb13caraga@yahoo.com