

# ANNUAL REPORT 2020





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# EXECUTIVE SUMMARY

**A**s an institution mandated to oversee 1.7 million state workers responsible for the day-to-day operations of the government, the Civil Service Commission implements and develops programs and policies for a responsive, competent, and efficient workforce, a goal made imperative as the bureaucracy collectively dealt with the effects of the COVID-19 pandemic in 2020.

## Responsive Human Resource Governance

Having flexible and future-ready HR processes are crucial to public human resource administration. Amid community quarantines and evolving work arrangements, the CSC assisted agencies in creating and maintaining their human resource systems through the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). In 2020, the Commission assisted 275 agencies and conferred the Bronze Award to 70 agencies which were able to upscale the maturity level of their HR systems.

To respond to the concerns of government workers dealing with mandatory lockdowns and varying degrees of community quarantines while still protecting their well-being, CSC rolled out critical policies on work arrangements, availment of leave, recruitment procedures, and service delivery protocols. CSC Memorandum Circular (MC) Nos. 10 and 18 provided the interim guidelines on alternative work arrangements applicable to varying degrees of community quarantine; CSC MC Nos. 5, 8, and 23 are the guidelines on absences and use of leave credits due to quarantine and/or treatment relative to COVID-19; and CSC MC No. 11 on the extension of filing of pleadings and other case requirements and cancellation of hearings during the period of community quarantine. CSC MC No. 13 gave all public officials and employees an additional period of 60 days to file their SALN as well as allowed online oath taking and the electronic filing with their respective departments, offices, or agencies, and CSC MC No. 14 eased the recruitment proceedings,

particularly on the filling up of vacant positions resulting from promotion of those involved in providing essential services in times of national health emergency.

## Professionalized Civil Service

The Commission continued to preserve meritocracy in the civil service through the conferment of eligibilities and attestation of appointments.

A total of 8,140 individuals were granted eligibilities resulting from examinations conducted in the early part of the year as well as from application for special types of eligibilities or those granted under specific laws and CSC issuances. The top three most availed eligibilities were the Honor Graduate Eligibility with 4,642 individuals added in the roster; Skills Eligibility, Category II with 1,721 grantees; and Barangay Official Eligibility with 1,389 conferees.

To assess the outcome of its function of granting eligibilities, the CSC monitors the number of appointees using their eligibility for the first time. A total of 9,673 eligibles were absorbed into government service in 2020, indicating that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.

One of the major functions of the CSC is appointments processing. Through this function, the Commission is able to check if a prospective employee meets the specific set of qualification standards and if such appointment complies with civil service regulations to be entitled to a permanent post in government. From January to December 2020, a total

of 612,537 appointments out of the total 644,328 appointments received were acted upon. This equates to an accomplishment rate of 95.07%, well above the target of 55%.

Identified as a core HR process under PRIME-HRM, learning and development (L&D) remains an important tool in building a competent and confident workforce. Although the Civil Service Institute put the 2020 L&D Plan on hold to adhere with prohibition on mass gatherings, it converted its face-to-face courses into webinars. As a result, 12 existing courses such as the Integration of Competencies in the HR System, Developmental Conversations for Leaders, Emotional Intelligence and Leadership, among others were conducted online. Seven new courses were also designed and launched to address specific working concerns due to the COVID-19 pandemic and the need to transition to the New Normal.

Also most visible of the Commission's strategies in upholding meritocracy is the conduct of the annual Search for Outstanding Government Workers to recognize state employees who have made exceptional contributions and demonstrated high ethical standards. The search yielded 333 nominations nationwide who will vie for the Presidential *Lingkod Bayan*, *Dangal ng Bayan*, and CSC *Pagasa Awards*. Nomination and selection procedures transitioned from the traditional processes of submission and screening of paper documents to digital technology in keeping with health and safety protocols. Winners were selected by the National Committees on Awards with representatives from the Office of the President.

CSC's Contact Center ng Bayan continued to attend to citizens' concerns in 2020.



Updated in 2020 was the Inventory of Government Human Resources (IGHR) to provide a more accurate profile of the civil service in terms of size, distribution, nature, and classification, data essential in policy-making and program formulation. As of 31 August, the IGHRs recorded a total of 1,762,301 government workers, with 1,591,719 or 90.32% occupying career positions, and 170,582 or 9.68% occupying non-career positions.

As the Commission's programs and services run apace, the CSC made full use and intensified its social media presence to be able to provide the public with accurate and timely information especially since the quarantine restricted use of traditional ways of dissemination. As of 31 December 2020, total Page Likes for its main Facebook Page has reached 833,497 with 853,456 followers. The Page was viewed 30,522 times in 2020, with post reach going as high as 6.7 million in March, 3.5 million in June, and 1.9 in September. The high organic reach of the CSC FB Page is a testament to the interest on CSC content, especially on HR policies and exam administration.

### **Efficient and Effective Administrative Justice**

Clothed with quasi-judicial authority, the Commission resolved 7,159 cases within the resolution period out of 8,638 cases promulgated within the year, posting a 82.88% resolution rate.

On case disposition, CSC achieved a 46.25% rate for having 8,640 cases promulgated out of 18,682 cases received.

### **Improved Customer Engagement**

The CSC continued to operate the Contact Center ng Bayan (CCB), a feedback mechanism for the public wanting to bring to government's attention comments, complaints, and suggestions on frontline services. In 2020, the CCB processed 136,112 transactions classified as simple, complex, and others. By end of December, the CCB posted a resolution rate of 97.91%.

CCB is also the main facility that handles tickets referred by the President's Hotline 8888. By yearend, CSC's CCB achieved a 100% resolution rate as reported by the Strategic Action and Response Office of the Office of the Executive Secretary.

### **Occupational safety and health standards and mental health in the public sector**

One of its major accomplishments in 2020, the CSC, together with the Department of Health and the Department of Labor and Employment, issued the Occupational Safety and Health Standards (OSHS) for the Public Sector (Joint Memorandum Circular No. 1, s. 2020). The joint circular aims to institutionalize OSH in government

workplaces to protect state workers from injury, sickness, or death and to prevent loss or damage of properties through the adoption of safe and healthy working conditions. It provides a list of reasonable working conditions and workplace standards that agencies must comply with. It could not have been issued at a more appropriate time given the extra caution government workers have to exercise during the pandemic, performing their duties while being mindful of exposure to the dreaded virus.

Also significant is the issuance of the Guidelines on the Development of Mental Health Program in the Public Sector in compliance with Republic Act No. 11036 or the Mental Health Act. The rule mandates government agencies to establish their respective Mental Health Programs (MHP) to ensure mental health in the workplace as well as address the stigma and discrimination suffered by people with mental health conditions. These rules have made the civil service better prepared for the mental health care during the pandemic.

As a last note, the CSC fulfilled its social responsibility as it recognized slain government workers through the *Pamanang Lingkod Bayani* Program. In 2020, a total of 42 nominations were approved, bringing to 183 the number of deceased civil servants recognized for putting their lives on the line in the name of public service. •



# MESSAGE

**W**e, your CSC, firmly believe that having a dynamic workforce and a high-performing bureaucracy is key to the achievement of the Philippine Development Plan (PDP) leading to *Ambisyon Natin 2040*. Thus, the Commission ensures that its reform programs in human resource (HR) management and organization development (OD) are aligned with the goals of the PDP under Pillar 1: Enhancing the social fabric (*Malasakit*), specifically “Subsector Outcome 5: Civil Service Strengthened” which states the need to improve the public’s perception and trust toward civil servants who are expected to manifest professionalism and ethical behavior and probity. It is significant to note that, for the first time, the PDP has explicitly underscored the critical role of the civil service in the achievement of the country’s sustainable development goals.

Running parallel to the implementation of the Commission’s HR and OD programs is the need to respond to the clamor for policies giving government agencies and workers with much-needed handles to deal with the COVID-19 pandemic while ensuring that the delivery of public services remain uninterrupted.

The 2020 Annual Report features initiatives focusing on employee welfare, productivity, health and wellness, and support to government frontliners. For instance, CSC through Memo Circular No. 14, came up with Interim Guidelines on Appointments and Other Human Resource Actions which directed agencies to simplify, streamline, and shorten the recruitment process. It also revised the rules on filling up of vacant positions resulting from promotion of those involved in



providing essential services. With the difficulties were opportunities as well. The Commission joined the tide of technology-driven operations which included the adoption of an online appointment system for its services, given the need to observe health and safety protocols. Meanwhile, the policies, CSC Memo Circular Nos. 10 and 18 on alternative work arrangements, re-defined workplace concepts.

The CSC proudly presents its accomplishments for 2020 as it acknowledges and commends the contributions of its officials and employees for delivering beyond what was expected. We also acknowledge the heads of agencies and the Human Resource Management Practitioners (HRMPs) for their support in the actual implementation of the HR policies and programs. Indeed, it was a difficult year as the pandemic hit

us in different ways, but one thing was clear across all of humanity: the strong, united will to survive this pandemic and to turn the tide.

The CSC is grateful for the resilience and continued commitment of the 1.7 million government workers in serving the Filipino people. But merely surviving should not be the goal. We must take the time to contemplate on the lessons the pandemic has taught us and work together to come out of this crisis with a better self and improved ways of doing things. We will persevere and remain steadfast in meeting the challenges of the COVID-19 pandemic and emerge into a “better normal”.

  
ALICIA dela ROSA-BALA  
Chairperson



# MESSAGE



To say that 2020 is a challenging year is an understatement. I know that many of those in the public sector workforce will agree with me when I say that it has been a difficult year, especially for the frontliners who had to bravely render public service despite the risk of being exposed to the COVID-19.

Due to the pandemic, the Civil Service Commission (CSC) prioritized the roll-out of critical policies in 2020 that allowed government workers to be effective and efficient in discharging their work despite the drastic changes that unfolded and in anticipation of the new normal, while ensuring the health and safety of everyone.

One of the major accomplishments in 2020 was the completion of the Occupational Safety and Health (OSH) Standards for the Public Sector issued jointly by the CSC, the Department of Health, and Department of Labor

and Employment through Joint Memorandum Circular No. 1, s. 2020. The joint circular aims to institutionalize OSH in government workplaces to protect state workers from injury, sickness, or death and to prevent loss or damage of properties through the adoption of safe and healthy working conditions. It provides a list of reasonable working conditions and workplace standards that agencies must comply with. Truly, the timely issuance of the OSH Standards ensures that the health protocols are observed in the workplace, which guarantees the health and well-being of government workers during this health crisis.

A chapter of this year-end report highlights resiliency in the celebration of the 120th Philippine Civil Service Anniversary. We succeeded in bridging the digital divide and came up with creative activities to make sure that we can salute our government workers. Stories of heroism are

featured in the *Kuwentong Lingkod Bayani* series launched during the anniversary celebration. The annual PCSA is also a fulfillment of the CSC's social responsibility as we recognize government workers who died in the line of duty through the *Pamanang Lingkod Bayani*. As of 31 December 2020, the families of 183 deceased civil servants benefited from the program.

As we march ahead, we bear in mind the personal and organizational lessons learned during the pandemic, hopeful that these fuel our resolve in making not only the CSC, but the civil service as a whole, a high-performing and responsive institution, worthy of the people's trust and respect.

*Mabuhay ang serbisyo publiko!*

  
Atty. AILEEN LOURDES A. LIZADA  
Commissioner





*Strategic Planning sessions set the direction of the Commission.*



# Part I

# CHAMPIONING RESPONSIVE, PEOPLE- CENTERED, AND CLEAN GOVERNANCE



# A. RESPONSIVE HUMAN RESOURCE GOVERNANCE

The COVID-19 pandemic has prompted institutions, including public sector organizations, to review processes and priorities. If there has to be one positive outcome of this pandemic, then it would have to be the premium now being given on human resource, on people. In re-thinking their structure and processes, organizations are putting their people first, being responsive to the need of the human capital before pursuing initiatives in the midst of the crisis.

**Alternative Work Arrangements**

Director Rudy...  
Republic of the Philippines

**Civil Service Issuances**

- **CSC MC No. 7, s. 2020** circularizing CSC Res. No. 2000481 dated March 11, 2020
  - a. 4-day Work Week
  - b. Shifting
- **CSC Announcement No.12**, dated March 16, 2020
  - a. Work-from-Home
  - b. Skeletal Workforce
  - c. 4-day/Compressed Workweek
  - d. Staggered Work Schedule
- **CSC Announcement No. 13**, dated March 17, 2020
  - a. Work-from-Home, and
  - b. Skeletal Workforce for agencies with frontline service, boarder patrols, and critical services
- **CSC MC No. 10, s. 2020** circularizing CSC Res. No. 2000540, dated May 7, 2020 (RIGAWA)

zoom

Screenshot of the virtual orientation on Memorandum Circular No. 10, s. 2020 or the Revised Interim Guidelines on Alternative Work Arrangements offered by the CSC's Civil Service Institute in July 2020.

## 1

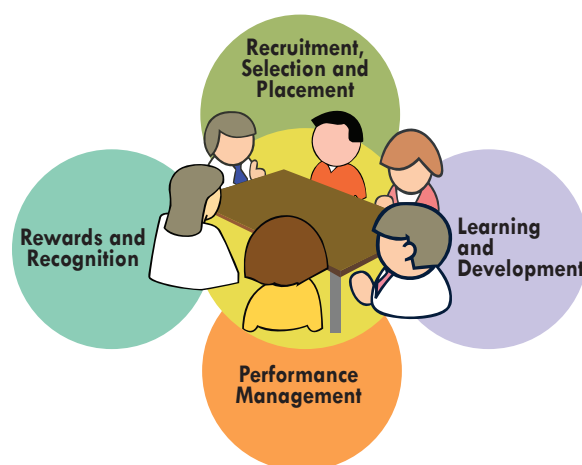
## PRIME HRM: INITIATIVES IN THE NEW NORMAL TO IMPROVE HUMAN RESOURCE SYSTEMS

Even amid community quarantines and mixed alternative work arrangements, the Civil Service Commission (CSC) continued to pursue its mandate through its programs and services. The Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) is a major undertaking of CSC as it

assesses human resource management competencies, systems, and practices of agencies, providing guideposts to achieve excellence. Strategies and initiatives were adopted to enable the continuous implementation of PRIME-HRM in the new normal.

### ONLINE ASSISTANCE

PRIME-HRM assists agencies in improving the maturity level of four human resource systems: Recruitment, Selection and Placement; Learning and Development; Performance Management; and Rewards and Recognition. To continue the implementation of PRIME-HRM during the pandemic, CSC Regional Offices (ROs) shifted to online assistance and assessment using various digital platforms. The CSC, through its Human Resource Policies and Standards Office (HRPSO), created the PRIME-HRM shared drive where CSC ROs can save and share reports and recommendations for award.





CSC Regional Office VII awards agencies in Central Visayas with the PRIME-HRM Bronze Level during an online awarding ceremony.

## ASSESSMENT OF CSC CO AND ROS' HRM SYSTEMS

As the central HR agency and enforcer of civil service law, rules, and regulations, the CSC Central Office and Regional Offices were likewise subjected to assessment under the PRIME-HRM. The Commission recognizes that PRIME-HRM is the best strategy to achieve its

vision and mission, and to perform its mandates through HR excellence. Thus, it has purposively targeted the compliance of its Central and Regional Offices with PRIME-HRM standards, including the adoption of the assessment and validation processes.

## CONDUCT OF ASSISTORS AND ASSESSORS FORUM

As part of capacity-building and continuing improvement, HRPSO held an annual forum with the assistors and assessors on 17-21 February 2020. The forum reviewed the implementation of PRIME-HRM. It served as a venue for the HRPSO as the process owner, and its counterpart CSC ROs' Policies and Systems Evaluation Division (PSED) to evaluate and recommend possible enhancements to the program. Participants revisited the 2019 implementation of the PRIME-HRM through HRPSO's presentation of its findings on the recommendations. The HRPSO also showcased some best practices from agency

awardees and presented sample evidence requirements. Participants were also given the opportunity to review the processes on Assess, Assist, and Award.

The forum served as a vehicle for CSC Assistors and Assessors to check how they perform assistance and assessment functions as evidenced by the number of approved recommendations vis-à-vis those with compliance. Through the above-mentioned strategies and initiatives, the CSC was able to accomplish the following milestones under its PRIME-HRM:

### ASSISTANCE



As of 31 December 2020, CSC ROs assisted 275 agencies: 43 with full assistance (assistance in all four HRM core systems), and 232 with partial assistance (assistance in less than four HRM core systems). This is based on the quarterly reports as of 4<sup>th</sup> quarter of 2020. Out of the 43 agencies provided with full assistance, 26 were subjected to onsite/online assessment where agencies tell about their practices on systems and competencies.

## RECOGNITION OF LEVEL 2 AGENCIES



Out of the 70 Bronze level awardees, 52 were national government agencies, six were state universities and colleges, ten were local government units, and two were government-owned and controlled corporations. The awardees are

broken down per region as follows: ten from Region VI, eight from Region X, six from Region V, five from Region III, five from Region IV, five from Region XI, five from Region VIII, five from Region XII, four from CARAGA, four from Region II, three from Region VII, three from NCR, two from Region IX, two from two from CAR, two from Region I, and one from BARMM.



## Seven awarded PRIME-HRM Bronze in Region XII

Three national government agencies, three local government units, and one local water district were conferred the PRIME-HRM Bronze Award during the Civil Service Commission Regional Office XII's PRIME-HRM Virtual Awarding Ceremony, streamed through its official Facebook page on 16 October 2020.

The awardees and their representatives during the event were:

- National Economic and Development Authority Regional Office XII, represented by Regional Director Teresita Socorro C. Ramos;
- Department of Labor and Employment Regional Office XII, Regional Director Raymundo G. Agravante;
- Department of Health Regional Office XII, Regional Director Aristides Concepcion Tan;
- Municipality of Banga, South Cotabato, Mayor Albert D. Palencia;
- Municipality of Malapatan, Sarangani, Vice-Mayor Jean D. Delos Santos;
- Municipality of Mlang, Cotabato, Mayor Russel D. Abonad; and
- Metro Cotabato Water District, Acting General Manager Margarita F. Roales.

CSC RO XII Regional Director Resurreccion P. Pueyo led the event where the said agencies were honored for successfully meeting the Level II Maturity Indicators under the CSC's PRIME-HRM.

CSC Chairperson Alicia dela Rosa-Bala congratulated the awardees and challenged them to pursue a higher Maturity Level and Award, and to share their best practices with other government agencies.

The agency officials acknowledged the hard work of their respective human resource units and committee members, and the assistance of CSC RO XII through its designated assistors.

In her message to the awardees, CSC RO XII Assistant Regional Director Venus O. Bumanlag said, "Let us face the challenges brought by the new normal and transform them into opportunities for innovation and discoveries in the public sector that will benefit the government and, most importantly, the Filipino people who rely on our services."

The PRIME-HRM Virtual Awarding Ceremony was part of the activities during the 120<sup>th</sup> Philippine Civil Service Anniversary celebration in the region. •



*NEDA XII RD Teresita Socorro C. Ramos, in her acceptance speech, said that aiming for PRIME-HRM Bronze Award Maturity Level II was not an easy task, but the process was productive, educational, and rewarding. It required team effort, synergy, dedication, and commitment. (Image and caption grabbed from <http://nro12.neda.gov.ph/neda-xii-receives-prime-hrm-bronze-award/>)*

## 2 ADDRESSING WORKPLACE ISSUES DURING THE PANDEMIC

In 2020, the government workforce faced multiple unprecedented challenges posed by the COVID-19 pandemic. With the threat, the CSC needed to urgently address the concerns of the 1.7 million government workers dealing with mandatory lockdowns and varying degrees of community quarantines. The Commission acted quickly since the Philippine government's efficiency and responsiveness must remain inviolable. Looking out for the well-being of government

workers is central to the CSC's approach in the rollout of critical policies specifically in the availment of leave, alternative work arrangements, and service delivery protocols. Also, for government agencies to effectively comply with the guidelines set by the Inter-Agency Task Force for the Management of Emerging Infectious Diseases, new policies and regulations needed to be crafted.

### CSC SETS MULTIPLE ALTERNATIVE WORK ARRANGEMENTS

Multiple alternative work arrangements (AWA) were made available for government agencies to adopt while the entire country was placed under a State of Public Health Emergency. These are work-from-home arrangement, skeleton workforce, four-day or compressed workweek, and work shifting/flexible (staggered) working hours. An agency may also adopt work arrangements consisting of a combination of these, or other work arrangements appropriate and applicable to the agency considering the prevailing community quarantine in the area where it is located and the nature of work performed by its employees.

CSC Resolution No. 2000540 (Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic), promulgated on 7 May 2020 and circularized via CSC Memorandum Circular No. 10, s. 2020, contains the guidelines for implementing the said AWA, as amended by CSC Memorandum Circular No. 18, s. 2020.

Work-from-home (WFH) refers to an output-oriented work arrangement that authorizes the worker to produce outputs or results and accomplishments outside of the office. This shall be adopted in areas placed under Enhanced Community Quarantine (ECQ) and Modified ECQ (MECQ) by the proper authorities. For agencies in areas placed under General Community Quarantine (GCQ)

and Modified GCQ (MGCQ) where public transportation is limited and physical/social distancing in the workplace is required, WFH is an option.

For areas placed under ECQ, MECQ, GCQ, GCO, and MGCQ, employees aged below 21 and those who are 60 years old and above, as well as those with immunodeficiency, co-morbidities or other health risk, and pregnant women, shall be under WFH arrangement, except when their services are indispensable under the circumstances or when office work is permitted.





Skeleton Workforce pertains to a work arrangement where a minimum number of employees is required to man the office to render service when full staffing is not possible. During ECQ and MECQ, skeleton workforce may be allowed unless a different operational capacity is provided in agencies providing health and emergency frontline services, border control, and other critical services as identified in the IATF Omnibus Guidelines on Community Quarantine.

Employees designated as skeletal workforce during the implementation of ECQ and MECQ shall be entitled to Hazard Pay on top of the Compensatory Overtime Credit or Overtime Pay, subject to relevant civil service, budgeting, accounting, and auditing rules and regulations.

In a Four-day (Compressed) Workweek arrangement, the employees' workweek is compressed to four days each week. This may be adopted by agencies in areas placed under GCQ and MGCQ.

Agencies may adopt work shifting/flexible working hours appropriate/applicable to their mandate/functions regardless of community quarantine classification their agency is located.

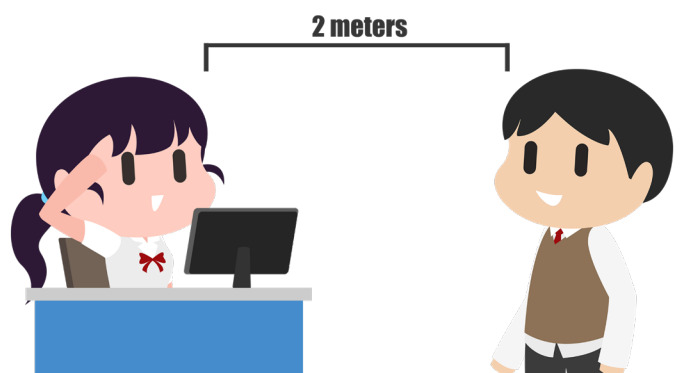
Agencies may use a combination of two or more aforementioned AWA, including any other type of work arrangement it has adopted. They shall formulate their internal rules and regulations to effectively implement the

AWA they adopted. These guidelines must include the appropriate AWA for employees who travel to and from areas placed under different quarantine levels, e.g., from ECQ area to GCQ area and vice-versa or from quarantine-free area to ECQ or GCQ area.

To ensure that public service delivery is not prejudiced during the implementation of AWA, a monitoring mechanism, such as submission of daily or weekly accomplishment reports, must be implemented.

To protect government workers' health and safety, the CSC requires agencies to implement precautionary measures prior to resumption of normal operations, such as disinfection and decontamination activities, conduct of health status check among employees, and modification of workplace layout to ensure observance of physical distancing requirements. Agencies are also mandated to enforce health standard protocol at all times such as wearing of face masks, and face shield, taking of body temperature, and setting up of sanitation stations. Moreover, support mechanisms, such as health/psychosocial interventions, provision of appropriate personal protective equipment (PPE) to employees, and reasonable transportation facilities and housing quarters, should be made available to government workers.

These revised interim guidelines took effect retroactively on 16 March 2020 and shall remain in force until the State of Public Health Emergency has been lifted by the President of the Philippines.





## ONLINE FILING OF THE STATEMENT OF ASSETS, LIABILITIES, AND NET WORTH (SALN)

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In 2020, all public officials and employees were given an additional period of sixty (60) days, from 30 June until 31 August, to file their SALN with their respective departments, offices, or agencies with the issuance of CSC Resolution No. 2000603 dated 22 June 2020.

The CSC also allowed the online submission of a duly-executed SALN provided that the agency has put in place processes and mechanisms to enable or allow online oath-taking and the electronic filing of the SALN, and to ensure that the SALN electronically filed are verifiable and authentic.

The Declarant, whether under alternative working arrangement or physically reporting for work, may submit the SALN in Portable Document Format (PDF) which shall be considered the original, and a printout as duplicate original.

For the online oath taking of the SALN, an electronic meeting initiated by the Declarant with the Administering

Officer (AO), or by the AO with the Declarant via online platforms must take place. The AO reviews the declarant's evidence of identity via video, if not personally known to the AO. The Declarant executes the SALN and affirms that the contents are true and correct. The Declarant shall execute the SALN by affixing electronic/digital signature to the electronic SALN, or wet ink signature to the physical SALN, provided the execution or placing of signature is done within sight of the AO. The Original shall refer to the electronic SALN or physical SALN, as the case may be.

A copy of the original SALN, which refers to its scanned copy must be transmitted to the AO on the same day via fax or electronic means. The AO may use electronic signature or wet ink signature in acknowledging the SALN. Upon completion/signing by the AO, the SALN will be sent back to the Declarant, who then provides a copy to the Human Resource Department/Office (HRDO) of the agency to comprise filing of the SALN.

## RECRUITMENT DURING PANDEMIC EASED

Government agencies were allowed to resume filling up of vacant positions, issuance of appointments, among other human resource actions guided by the Interim Guidelines on Appointments and Other Human Resource Actions (IGAOHRA) for the Period of State of Calamity due to COVID-19 Pandemic through Resolution No. 2000659 promulgated on 8 July 2020. The said resolution enumerated the parameters on hiring for first and second level positions, including second level executive/managerial positions in the career service, and those appointed to the non-career service who are non-presidential appointees during State of Calamity.

The administration of oath of office may be done through virtual modes such as video conferencing provided that the appointee was furnished a copy of the appointment through e-mail and receipt is acknowledged with the electronic signature affixed.

The IGAOHRA took effect retroactively or on 16 March 2020, the date of the declaration placing the entire country under State of Calamity. It shall remain in force until lifted.

In recruiting and selecting candidates, agencies shall adopt internal guidelines that will allow online recruitment and selection processes such as online competency assessments, video conferencing for interviews, and selection board deliberations. Agencies should provide the CSC Regional Office (CSC RO) and CSC Field Office (CSC FO) concerned a copy of said guidelines.

In addition, electronic signatures on copies of appointment are now allowed with the head of the agency ensuring authenticity, certifying its use, and submitting specimen signatures to the CSC RO concerned.

Appointees who will assume their duties during the effectivity of the Enhanced Community Quarantine/Modified Enhanced Community Quarantine may be allowed to report through the alternative work arrangements adopted by the agency or within thirty (30) days from the lifting of the ECQ/MECQ.

The administration of oath of office may be done through virtual modes such as video conferencing, provided that the appointee was furnished a copy of the appointment

through email and receipt is acknowledged with the electronic signature affixed. Those who have taken the oath of office and assumed the duties of the position are entitled to receive salary without awaiting the approval/validation of the appointment by the CSC.

The imposition of the ECQ/MECQ and other general community quarantine does not extend the probationary period of appointees availing of the alternative work arrangements adopted by the agency. But, for those whose nature of work could only be performed onsite, the probationary period is extended for the duration of the quarantine period.

On the required publication and posting of vacant positions, the nine-month validity period of publication pursuant to Section 29 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA) is extended for the period equivalent to the duration of the ECQ or MECQ imposed in the area where the agency is located. Reckoning is based on the date of its lifting. Thus, the duration of the ECQ/MECQ is not included in the counting of the nine-month validity period of publication.

However, if the vacant position is not filled up within the said extension, the agency is required to re-publish and post the vacancy as well as submit the electronic copy of the Request for Publication of Vacant Positions (CS Form No. 9, Revised 2018) to the CSC FO concerned through e-mail.

Agencies are allowed to transmit appointments to CSC FOs via e-mail together with the Appointment Transmittal and Action Form (ATAF) for regulated agencies or Report on Appointments Issued (RAI) for accredited/deregulated agencies, including the requirements for regular appointments within 30 calendar days. On the other hand, hard copies must be submitted within 60 calendar days upon the lifting of the ECQ/MECQ.

Appointments submitted through e-mail may be approved/validated if the appointee meets the qualification standards of the position subject to revalidation upon submission of the original copies of the appointment, plantilla of position, and other supporting documents required under ORAOHRA, and verification of civil service eligibility of the candidate. In case of disapproval/invalidation of appointments, the 2017 Rules on Administrative Cases in the Civil Service (RACCS) will be followed.

## FILLING UP OF HEALTH, MEDICAL POSITIONS PRIORITIZED

To ensure uninterrupted delivery of crucial services, the CSC via Resolution No. 2000659 or the Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic revised the rules for faster filling-up of vacant positions resulting from promotion of those providing essential services in the time of the national health emergency.

The rule covers human resource movement for first and second level positions, including second level executive/managerial positions in the career service, and those appointed to the non-career service who are non-presidential appointees during State of Calamity.

The conditional exemption from Section 96 of the 2017 ORAOHRA, as amended, are for health-related, social workers, and the like for agencies not previously exempt and subject to compliance with the recruitment, selection, and placement processes under CSC-approved Agency Merit Selection Plan and internal guidelines.

In addition, the CSC highlights that reassignment, detail, and transfer is also allowed. For instance, Human Resources for Health (HRH), such as but not limited to medical and allied medical staff, may be reassigned or

detailed to other government hospitals or temporary medical facilities requiring supplemental health workforce pursuant to Section 4 (m) of R.A. No. 11469 or the “Bayanihan to Heal as One Act” during the state of national emergency, notwithstanding the provisions of R.A. No. 7305 or the “Magna Carta of Public Health Workers”.

Furthermore, licensed professionals, such as but not limited to medical and social workers who are holding administrative and other positions in the government, may be reassigned, detailed, transferred, or designated to perform additional duties, upon their consent, to healthcare or other government facilities in the exigency of the service for the duration of the state of national emergency. This is to help augment the depleting number of frontliners where their services are necessary, provided that appropriate training is provided prior to deployment.

Meanwhile, qualified officials and employees in the career service may be reassigned to stations or posts near their homes or home provinces if within the region, during the imposition by the National Government of ECQ and MECQ due to the COVID-19 pandemic.



## RULES ON ABSENCES OF GOVERNMENT WORKERS DURING LOCKDOWN BARED

Absences from work of government employees due to the imposition of community quarantine in light of the COVID-19 pandemic may be treated as excused absence or vacation or sick leave. This is based on CSC Resolution No. 2000953 or the Interim Guidelines on Absences of Government Officials and Employees during the Community Quarantine Due to COVID-19 Pandemic, promulgated on 9 November 2020 and circularized through CSC Memorandum Circular No. 23, s. 2020 dated 16 November 2020. The issuance recognizes that many government officials and employees were unable to report for work during the period of imposition of community quarantine due to the suspension of public transportation, lockdown conditions, and lack of agency support mechanisms.

The CSC considers this new policy a way of giving “a more considerate treatment of the absences incurred by officials and employees due to circumstances beyond their control”.

The interim guidelines list the conditions where an absence may be considered either as excused absence or as vacation or sick leave. Absences during the imposition of community quarantine shall be considered as excused absence if they are due to any of the following circumstances:

- Being stranded abroad or locally while on official travel, or while on approved personal travel (vacation or sick leave), due to the suspension of all forms of transportation. In the case of personal travel, the employee must have proof of intention to report back to work, such as a plane/bus/boat ticket cancellation of travel and such other competent proof due to lockdown or localized declaration of Enhanced/Modified Enhanced/General Community Quarantine (ECQ/MECQ/GCQ). Moreover, the excused absence should cover only the period they are scheduled to report back to work and for the duration of the ECQ/MECQ/GCQ;
- Unable to report for work due to health risks, provided they are not qualified for work-from-home arrangement;
- Unable to report for work due to the imposition of lockdown declared by the President or a localized lockdown;
- Unable to report for work due to the suspension of public transportation, or the agency has not provided a service vehicle or shuttle for employees on skeleton workforce, subject to the internal guidelines adopted by the agency covering the allowed distance between residence and place of work; and
- Jobs/tasks of the employee cannot be performed through work-from-home arrangement and the agency has not assigned any other tasks.

On the other hand, absences shall be considered as vacation or sick leave, chargeable against the

employee’s earned leave credits, if they are due to any of the following reasons:

- Failure to report for work after being stranded abroad or locally while on approved personal travel, and could not present proof of intention to report back to work;
- Failure to report for work after undergoing the required quarantine leave and/or required COVID-19 treatment leave (pursuant to CSC Memorandum Circular No. 8, s. 2020), except for certain conditions;
- Failure to report for work of those whose alternative work arrangement requires physical presence in the office and assigned as skeleton force, and support mechanisms like transportation or housing quarters are provided by the agency, except for certain conditions;
- Failure to make themselves available during work hours, such as not responding to calls or messages, without justifiable reason while they are at home in cases where no assignment is given.

The CSC considers the new policy a way of giving “a more considerate treatment of the absences incurred by officials and employees due to circumstances beyond their control”.

If the employee’s request for vacation and/or sick leave was approved prior to the imposition of the community quarantine and took effect during the community quarantine, it shall still be considered as leave of absence unless a request for cancellation or deferment of leave is filed by the employee and approved by the authorized official.

Meanwhile, those who were on absence without approved leave (AWOL) prior to 16 March 2020 until the declaration of the community quarantine shall still be considered on AWOL for the period that they have not signified to report for work during the community quarantine.

Moreover, absences of employees who were stranded abroad with approved leave, but without a travel authority, shall be charged against their remaining vacation or sick leave credits, as the case may be.

If the absence falls under excused absence but was already deducted from the employee’s leave credits, said leave credits shall be restored accordingly.

## POLICIES PROMULGATED IN 2020

POLICY	Resolution/Memo Circular No.
Guidelines on the Request for Extension of Service	Resolution No. 2000002 dated 3 January 2020 MC No. 21, s. 2020
Clarification on the Effectivity Date of Appointments in State Universities and Colleges based on the Implementation of NBC No. 461	Resolution No. 2000052 dated 21 January 2020 CSC OM No. 08, s. 2020
Policies on Qualification Standards for Re-categorized Skilled Positions	Resolution No. 2000130 dated 27 January 2020 MC No. 06, s. 2020
Grant of Foreign School Honor Graduate Eligibility Re: Amendments on the Documentary Requirements	Resolution No. 2000349 dated 11 February 2020
Amendment of the Experience and Training Requirements for Attorney VI Position	Resolution No. 2000284 dated 11 February 2020 MC No. 19, s. 2020
Amendment of the QS for the Respiratory Therapist I, II, and III Positions	Resolution No. 2000290 dated 11 February 2020 MC No. 20, s. 2020
PRIME HRM: Revised Guidelines on the Conferment of PRIME-HRM Recognition and Awards	Resolution No. 2000359 dated 17 February 2020
Interim Guidelines on the Use of Leave Credits for Absences Due to Self-Quarantine and/or Treatment Relative to the Corona Virus Disease-2019 (COVID-19)	Resolution No. 200362 dated 20 February 2020 MC No. 05, s. 2020
Interim Guidelines for Alternative Work Arrangement and Support Mechanism for Workers in the Government for the Duration of the State of Public Health Emergency Pursuant to Proclamation No. 922	Resolution No. 2000481 dated 11 March 2020 MC No. 07, s. 2020
Revised Interim Guidelines on the Use of Leave Credits for Absences Due to Quarantine and/or Treatment Relative to the Coronavirus Disease 2019 (COVID-19)	Resolution No. 2000522 dated 2 April 2020 MC No. 08, s. 2020
Filing and Submission of the Statement of Assets, Liabilities, and Net Worth (SALN) for the Year 2020	Resolution No. 2000523 dated 3 April 2020
Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic	Resolution No. 2000540 dated 7 May 2020 MC No. 10, s. 2020
Extension of Filing of Pleadings and Other Case Requirements and Cancellations of Scheduled Hearings during the Period of Community Quarantine	Resolution No. 2000572 dated 3 June 2020
Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic	Resolution No. 2000659 dated 8 July 2020 MC No. 14, s. 2020
Guidelines in Availing the Automatic Leave of Absence by Government Employees Called as Witnesses in Administrative or Criminal Cases	Resolution No. 2000897 dated 6 October 2020
Amendment to the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government during the Period of State of Public Health Emergency due to COVID-19	Resolution No. 2000912 dated 14 October 2020 MC No. 18, s. 2020
Applicability of Section 5 of RA 4670 (Magna Carta for Public School Teachers)	CSC OM No. 37, s. 2020 dated 3 November 2020
Interim Guidelines on Absences of Government Officials and Employees During the Community Quarantine Due to COVID19 Pandemic	Resolution No. 2000953 dated 9 November 2020 MC No. 23, s. 2020
Inclusion of Auto Mechanic A, B, and C Positions in the List of Positions Under Mechanic (Automotive Servicing), Category II of CSC MC No. 10, s. 2013	Resolution No. 2000962 dated 10 November 2020
Clarification on Employment in the Government Service of Filipino Citizens with Dual Citizenship	Resolution No. 2001080 dated 18 December 2020

**Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:**

**SMS : 0908 881 6565**

**Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)**

**Web: <https://contactcenterngbayan.gov.ph/>**

**FB: <https://facebook.com/civilservicegovph/>**

**Call: 165 65**

**P5 +VAT per call anywhere in the Philippines via PLDT landlines**



### 3

## IMPROVED CUSTOMER MANAGEMENT

Pursuant to Section 30 of Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”, the CSC with the Department of Trade and Industry (DTI) and the Anti-Red Tape Authority (ARTA), signed Joint Memorandum Circular No. 2019-001 or the Implementing Rules and Regulations (IRR) of R. A. No. 11032 on 17 July 2019. Under the IRR of the law, the Contact Center ng Bayan (CCB) as the feedback facility of the CSC shall be included in the Citizen’s Charter of government agencies as part of its complaints mechanism. Further, Section 9 (2) Rule VII of the IRR provides

that: “The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which clients may adequately express their complaints, comments, or suggestions.”

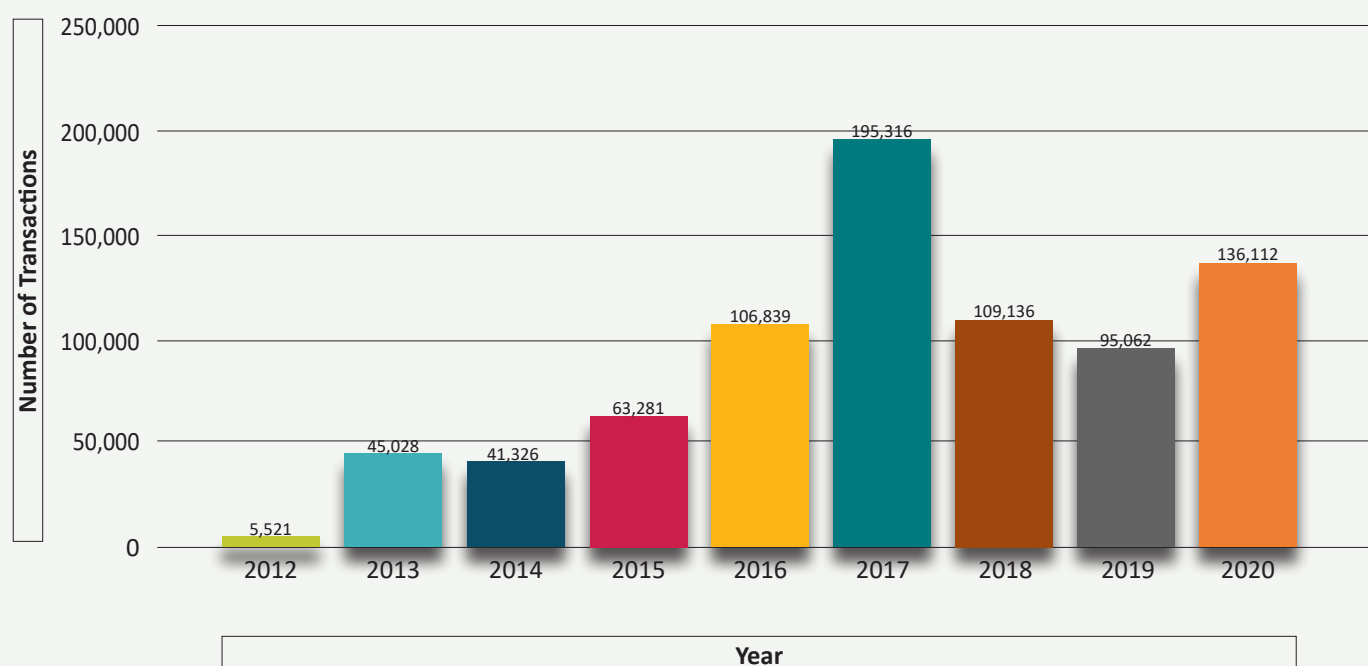
Supporting President Rodrigo Roa Duterte’s call for continued public service delivery during the pandemic, the CCB remained operational amid the COVID-19 crisis, receiving and acting on feedback from customers thru its text messaging service, email, website, and CSC Facebook page.



## THE CONTACT CENTER NG BAYAN: CITIZEN'S LINE TO QUALITY SERVICE DELIVERY

Since the Contact Center ng Bayan started operations, it has received and acted on a total of 797,621 transactions.

**Figure 1: CCB Data from 2012 to 2020**

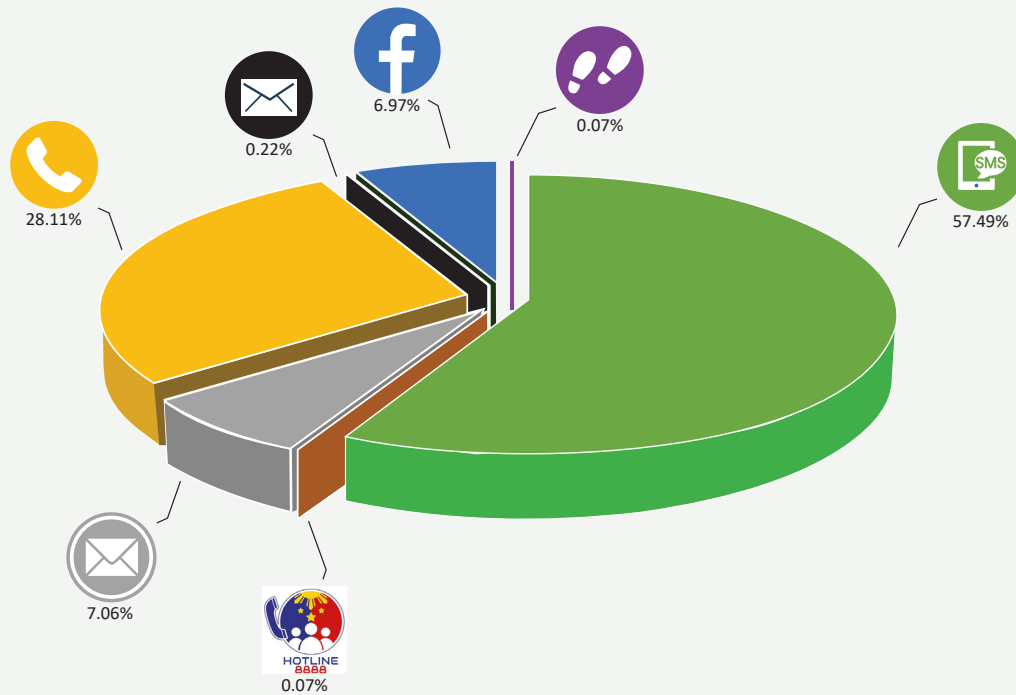


Going by the tool which the public used in relaying their concerns from 2012-2020, 458,536 (57.49%) were sent by customers through SMS 0908-8816565 and 0917-8398272. A total of 224,249 (28.11%) were handled calls; 56,314 (7.06%) from email; 55,625 (6.97%) thru Facebook page; 1,780 (0.22%) from registered mail; 591 (0.07%) from walk-in customers; and 526 (0.07%) endorsed by 8888 Citizen's Hotline. Text messaging thus remains the most preferred mode of sending feedback by the CCB customers.

In 2020, despite and/or due to the COVID-19 pandemic, the number of transactions increased compared to the

previous year. The CCB processed a total of 136,112 transactions classified as simple, complex, and others. Of the 136,112 transactions received, 7,567 (5.56%) complex concerns were referred to other government agencies; 91,108 (66.94%) simple concerns were addressed directly by the CCB agents; while the remaining 37,437 (27.50%) consisting of follow-ups, replies, and additional queries, were recorded and updated in the CCB database. By end of December 2020, the CCB resolved a total 96,613 complex and simple transactions, posting a resolution rate of 97.91%.

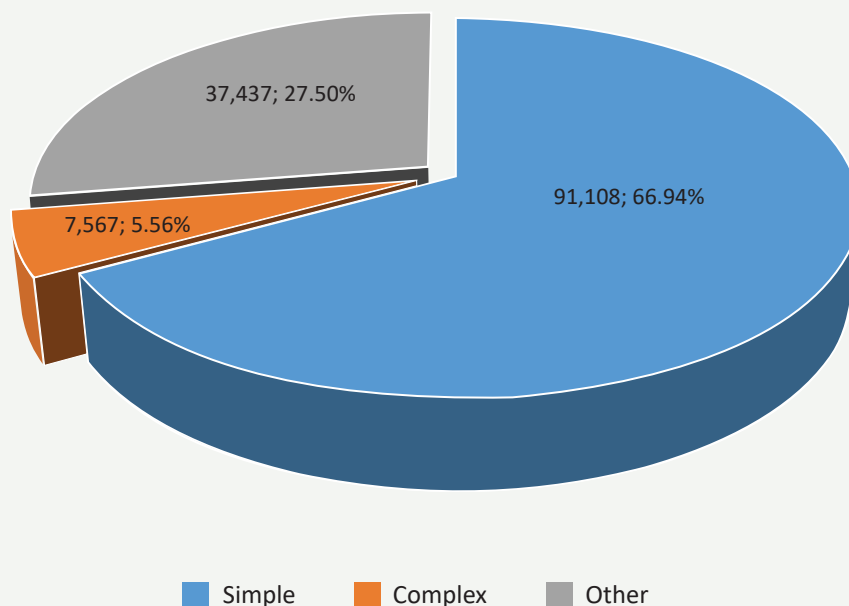
Figure 2: CCB Transactions per Access Mode, 2012 to 2020



Legend:

- Calls
- Email
- Walk in clients
- 8888 Portal
- CSC FB Page
- Mail
- SMS



**Figure 3: Category of Transactions Received, 2020**

From January to December 2020, a total of 136,112 transactions were received and acted upon by the CCB facility. Of said transactions, 55,225 (40.57%) were received through the CSC Official Facebook page; 41,036 or 30.15% from [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph); 38,891 (28.57%) through SMS; 499 or 0.37% from registered mail; 352 or 0.26% from hotline 1-6565; 14 (0.01 %) from walk-in clients; and 95 (0.07%) endorsed by 8888 Citizen's Hotline.

The surge of concerns are mostly on the implementation of the Enhanced Community Quarantine (ECQ), Social Amelioration Program (SAP), relief goods distribution, travel rules and requirements, and other government services and operations during the country-wide lockdowns and strict health protocols contributed to the increase in the number of transactions of the CCB.

"Slow process" and "discourteous frontliners" ranked first and second, respectively, in the nature of complaints

received in 2020, accounting for 20.85%. The number of complaints may be attributed to the dissatisfaction of customers on the way government agencies handled the distribution of the SAP or cash aid during the pandemic.

However, the data also show that for the last two years, there was a significant decrease in the percentage of complaints on slow process. From 43.40% in 2013 jumping to 56.89% in 2017, complaints of slow process decreased to 33.22% in 2019. While slow process was the forerunner in nature of complaints, actual 2020 figures indicate a decrease in number, down to 32.54% owing in part to the enactment of RA No. 11032 which required all agencies to streamline procedures and comply with the prescribed 3-7-20 days processing time.

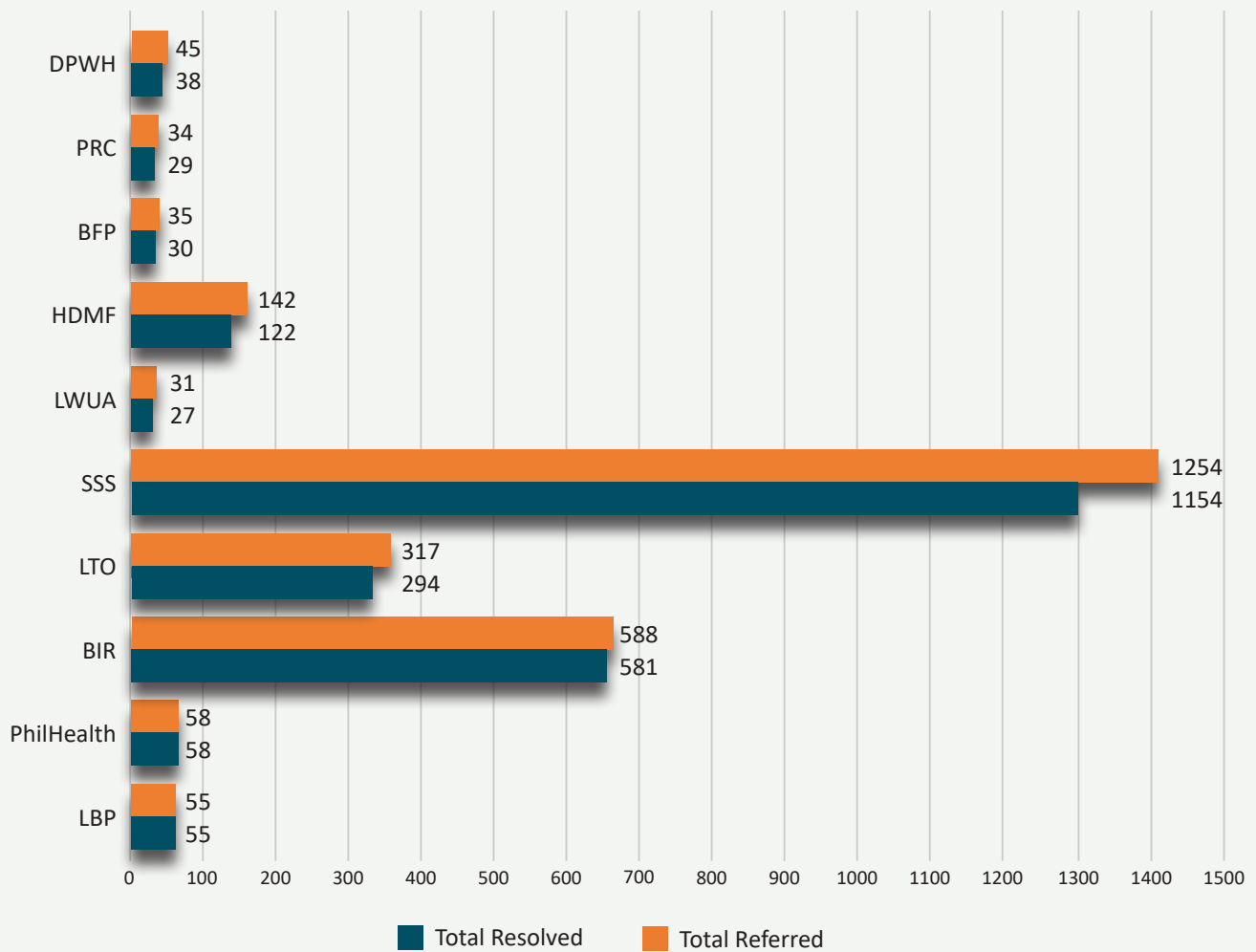
The CCB classifies concerns that are acted upon according to nature: complaint, request for assistance, commendation/appreciation, query, and suggestion. A total of 90,563 (91.78%) of the transactions that were

acted upon in 2020 were queries; 4,813 (4.88%) were requests for assistance; 2,462 (2.50), complaints; 711 (0.72%), commendations; and 126 (0.13%), suggestions.

The CCB also ensures that actions on public feedback are in compliance with the number of days required under RA 11032. To do such, the CCB regularly monitors the resolution rate of the concerns referred to government agencies. Aside from conducting regular follow-ups, the

CCB initiated the conduct of bulk follow-ups on unresolved concerns. The CCB also introduced the online matrix of referrals which government agencies/offices may utilize to monitor the status of public feedback referred. Focal persons of the offices were given authority to access the online system, which in effect aided the smooth flow of communication between the CCB and the focal person/s and allowed a speedy resolution of referred concerns.

**Figure 4: Top 10 Agencies with Highest Resolution Rate**  
(Based on list of agencies with 25 or more referrals received)

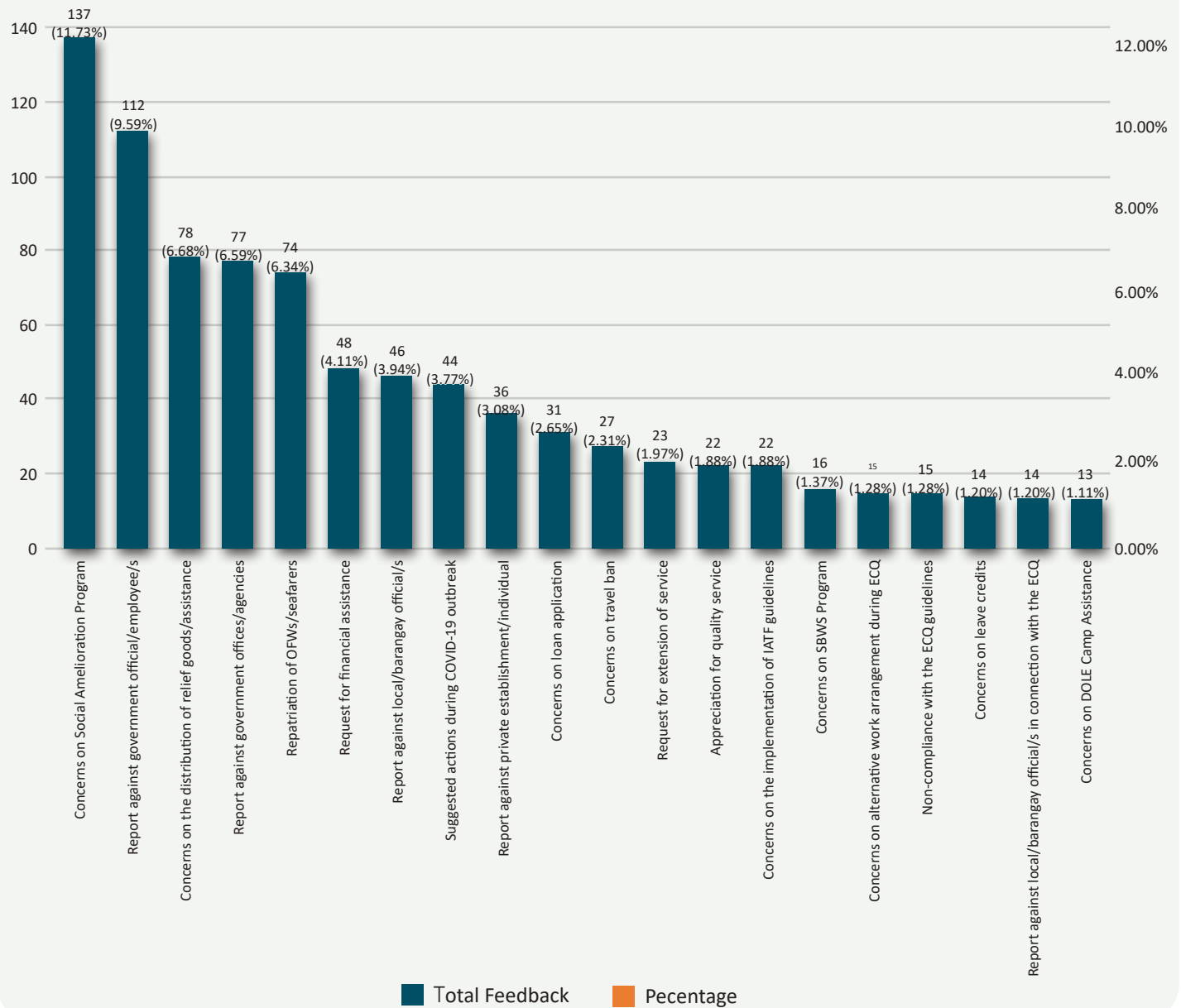


- |            |   |      |   |
|------------|---|------|---|
| LBP        | - Land Bank of the Philippines            | LWUA | - Local Water Utilities Administration    |
| PhilHealth | - Philippine Health Insurance Corporation | HDMF | - Home Development Mutual Fund            |
| BIR        | - Bureau of Internal Revenue              | BFP  | - Bureau of Fire Protection               |
| LTO        | - Land Transportation Office              | PRC  | - Professional Regulation Commission      |
| SSS        | - Social Security System                  | DPWH | - Department of Public Works and Highways |

## CCB CONTINUES OPERATION DURING QUARANTINE

The CCB received more than 15,000 transactions during the implementation of the Enhanced Community Quarantine (ECQ), from 17 March to 31 May 2020. Of these transactions, a total of 1,166 were referred to other government agencies for resolution. Figure 5 shows the top nature of concerns lodged by the public during this period.

**Figure 5: Type of Feedback Received during the ECQ**



Of the referred concerns, 11.73% were feedback on the distribution of the Social Amelioration Program (SAP); 9.59% were complaints against government officials or employees; 6.68% were concerns on the distribution of relief goods/assistance; 6.59% were complaints against government agencies; and 6.34% were requests for assistance for the repatriation of the Overseas Filipino Workers (OFW) who were displaced due to COVID-19.



On the CSC's Contact Center ng Bayan (CCB):

**"By providing the public with a platform to easily air out their concerns, we were able to closely look at sources of public dissatisfaction and address them accordingly."**

*- The President's Penultimate Report to the People 2016-2020*



## CSC SCORES 100% RESOLUTION ON HOTLINE 8888 TICKETS

During President Duterte's first State of the Nation Address (SONA) in July 2016, he directed the establishment of a complaints hotline to respond to concerns of the public. In October, the President signed Executive Order No. 6 which paved the way for the institutionalization of Citizen's Complaint Hotline 8888.

From January to December 2020, Hotline 8888 has endorsed 95 tickets to CSC thru the 8888 Portal. The CSC posted a 100.00% resolution rate for acting on the tickets referred by Hotline 8888. Of these tickets, 93 were directly addressed by the CSC while two were referred by Public Assistance and Information Office to the concerned local government units (LGUs). Based on the data from Hotline 8888, 58 or 61.05% of the concerns were complaints against government agencies/employees

and on government regulations/processes/services; 17 or 17.89% were concerns regarding employment in the government; eight or 8.42% were follow-ups on pending cases; seven or 7.37% were appreciation/commendations; three or 3.16% were concerns on benefit claims; while the remaining two or 2.11% were concerns on the processing of clearances.

CCB agents regularly check the 8888 Portal for new tickets assigned by the Hotline 8888 and updates status of the tickets that had been acted upon.

The table in page 22 shows the summary of CSC-related reports received from the Office of the President through Hotline 8888 for the period 03 January to 31 December 2020.

**Table 1: Summary of Referrals from Hotline 8888 on CSC Concerns**

OFFICE	TOTAL TICKETS	STATUS	
		RESOLVED	IN PROGRESS
OCH	1	1	0
OCL	1	1	0
CSLO	1	1	0
ERPO	1	1	0
OLA	18	18	0
HRPSO	6	6	0
PAIO	20	20	0
IRMO	1	1	0
NCR	9	9	0
CSC RO II	2	2	0
CSC RO III	3	3	0
CSC RO IV	3	3	0
CSC RO V	1	1	0
CSC RO VI	6	6	0
CSC RO VII	4	4	0
CSC RO IX	5	5	0
CSC RO X	2	2	0
CSC RO XI	3	3	0
CSC RO XII	2	2	0
CSC CAR	1	1	0
CSC BARM	1	1	0
CSC CARAGA	2	2	0
Total	93	93	0
Others (concerns on LGUs: referred by PAIO to appropriate agency)	2	2	0

# ONLINE APPOINTMENT SYSTEM FOR CLIENTS

Online Registration, Appointment, and Scheduling (ORAS) System was conceptualized and developed in January 2020 to comply with the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and the minimum health protocols in the provision of frontline services particularly those offered by the Integrated Records and Management Office (IRMO). The ORAS is designed to enable CSC clients to conveniently secure through online request their certification/authentication of eligibilities, as well as copies of HR records, resolutions, decisions, and other HR-related documents.

The early version of ORAS, called ORAS 1.0, allowed CSC’s clients to book their online appointments in securing IRMO’s services at their own convenient time and date, since the CSC implemented a no walk-in policy as precautionary measures during the pandemic. Though ORAS 1.0 helped in controlling the volume of clients within the CSC premises and reduced the client’s waiting time, the system’s first version was only good for securing a

date for official transaction. Clients were still required to appear physically for submission of printed documents, photo capture, and payment, which posed health risks for CSC stakeholders. To address this, CSC developed the enhanced ORAS version 2.0.

The enhanced ORAS included features such as uploading of documentary requirements from the client’s end, which eliminated the need for physical appearance; inclusion of the services of the Office for Legal Affairs (OLA); inclusion of online payment facility, which eliminates physical appearance to process payment at the CSC Cashier’s Office; and the option for document delivery either through courier or pick-up modes.

ORAS 2.0 was designed to become the single sign-on platform for all CSC online services systems. By year 2021, other CSC frontline services in the Central and Regional Offices shall be included in the system for a uniform service delivery experience with the CSC.

How to use **ORAS** Effective 1 October 2020, the enhanced ORAS (or ORAS 2.0) is already accessible via <https://services.csc.gov.ph>. To know how you can use ORAS, refer to the infographic below

### A. REGISTER/SIGN-UP/LOGIN

On your web browser, proceed to <https://services.csc.gov.ph>. The login page will be displayed.

1. Enter the URL: `http://www.`
2. Click the Sign up button.
3. Fill out the form displayed as shown in Fig. 3. Make sure to supply all the required fields.
4. Then click the Register button.
5. Finally, validate/confirm your registration through the email sent to you.

After signing-up, you may now log-in to your account:

1. Enter your registered email and password.
2. Then, click the Login button.
3. If you forgot your password, click the Forgot button.

### B. SELECT THE SPECIFIC RECORD/DOCUMENT REQUESTED

Select Service/Transaction Applied for and the Location

1. On your left, is the Menu panel. By default, Services menu is selected.
2. Select the type of service that you're applying/requesting for by choosing from the Service Application drop-down list. Notice that a description of the document is displayed below the dropdown box. Also, you can check how much is the fee for your request by clicking the Click here to see schedule of fees button.
3. Select the location where you want to book an appointment. As of this moment, ORAS is available for CSC Central Office only. Location details will be displayed at the bottom.

### Accomplish the Application Form

1. Fill-up the required information (those with red asterisk \*). Put N/A for Not Applicable.
2. Please take note of the list of additional requirements, if there is any.
3. Check the box for PWD, if applicable.
4. The system will ask you to attach pertinent documents. Click the Browse button.
5. Also required is the number of copies of the requested document.
6. At the bottom, choose from either "For delivery" or "For pick-up". For delivery, charges may apply.
7. Click Next button when done.

### C. CONFIRM THE SERVICE APPLICATION

When done with the application form, application details will be displayed:

1. Click the Confirm button to finalize your application. Otherwise, click Go Back and update your details before confirming. After confirmation, the page will be redirected to the Applications/Requests List.
2. You may cancel your application/request by simply selecting the Cancel button. At this point, you may also download the confirmation receipt, update the application form, and view the timeline of the application.



## Online Services of CSC Regional Offices

### CSC Eastern Visayas remains responsive amid the pandemic

**W**hile strictly observing the health and safety requirements of the Inter-agency Task Force on Infectious Diseases, the CSC Regional Office VIII and its field offices continue to prioritize clients by implementing an online appointment system to continue catering to service needs.

Clients secure a schedule via the online appointment system through the [www.picktime.com/cscro8](http://www.picktime.com/cscro8). Although a “no prior appointment, no entry” policy is strictly observed, walk-in clients are still accommodated at a designated area within the office vicinity.

Clients are required to comply with health protocols to be allowed entry to the CSC RO/FO premises, such as hand washing at the sink located at the gate of the RO/FO Office which was set-up in coordination with the Philippine Red Cross and Department of Public Works and Highways, and stepping on the foot bath at the entrance of the office. Prior to entry, they accomplish a Health Declaration Form for the purpose of COVID-19 virus contact tracing and are directed to transact wearing a face mask and face shield.

In addition, since 4 May 2020, all services of the CSC RO VIII were made available via the Business One Stop Shop (B.O.S.S.) located at the RO’s Training Room. There are officers-of-the-day from Examination Services Division, Legal Services Division, Human Resource Division, Policies

and Systems Evaluation Division, Public Assistance and Liaison Division and Management Services Division who attend to client’s. Acrylic barriers were installed in each cubicle. A Client Waiting Area was set up to avoid crowding at the B.O.S.S. and a drop box for documents was installed for use. Clients are informed that dropped documents at the designated drop boxes would be kept in the box for five days before being routed to the concerned units.

Use of online Customer Feedback Form thru Google Sheets was implemented. Analysis on the feedback is done weekly to obtain an objective perception of the entire BOSS set-up transaction and to address areas for improvement. Aside from posting the CSC Citizens’ Charter at the covered walk of the Regional Office, there is a printed version of the CC located at the Waiting Area, at the B.O.S.S., and at the waiting area of each FO. Additionally, the same information is shown, on loop, on the TV located at the Client Waiting Area at the RO. Finally, clients may view the same information on via social media posts.

Regular disinfection of office premises is religiously implemented every Friday. An advisory is posted to inform clients that CSC RO VIII and its FO will operate until 4:00 P.M. to give way to disinfection procedures. •

## CSC Cagayan rolls out online client assistance platform

**A**s an institution that puts premium on transformation, the CSC encourages innovation in the implementation of its programs especially in the area of service delivery.

The Client Online Assistance Communication Hub (COACH) launched by CSC Regional Office II is an initiative to protect its employees and clients from COVID-19 infections. The platform makes use of the Facebook Application, maximizes the features of Messenger, Chat and Video Conference, to accommodate client transaction.

COACH was developed by CSC RO II Public Assistance and Liaison Division in partnership with the IT Group. This system was response to the appeals of employees attending to clients who along the interview and consultation process, admit that they recently traveled to places with positive cases of COVID-19, or clients who are frontline health care service providers exposed to COVID-19.

With the use of COACH Facebook Messaging Tool, clients saved on transportation expenses as they can already interact with CSC RO using their own Facebook Account, at the convenience of their own homes at their preferred time during office hours. Clients may choose the division

whom they want to transact with as PALD created FB Messaging accounts for all Field Offices and Division Work Units.

For walk-in clients, they take turns in using the COACH by registering in the Client Waiting Room. The administrator of the system connects the client to the COACH FO or Division requested, thus the “No Face-to-Face Transaction” policy is strictly followed. In cases where a client has a document to present, the COACH Client Waiting Room is installed with a Do-It-Yourself (DIY) Document Scanner. As the COACH projects the document in the scanner, its capturing feature automatically shares the screen which both the client and the attending CSC Dos COACH see and discuss.

COACH is a virtual platform which allows CSC to remain responsive to clients, even those who come in groups. In one instance, a group of employees from a Local Government Unit in Cagayan office who went to the RO was advised, after an initial talk with CSC COACH LSD, to course their concern to the office with proper jurisdiction, the Cagayan-Batanes Field Office. CSC LSD requested PALD to switch the coaching connection from LSD to CSC CBFO COACH, thus the request of the client was immediately addressed. •





## 4

# PROMOTING AND HARNESSING PUBLIC SECTOR UNIONISM

Public sector unionism plays an important role in maintaining harmony and sustaining collaboration in the workplace. It empowers government employees to draw up meaningful and beneficial programs that will help them grow personally and professionally.

Public sector unions (PSUs) serve as a partner of management in ensuring faithful observance of merit and fitness principles in the government service as employee representatives assist in the agency recruitment and selection process as prescribed in CSC Memorandum Circular No. 3, s. 2001. They advocate transparency and play a significant role as watchdog of the people in preventing graft and corruption. PSU also serve as agents of change in bringing about more efficient public service delivery.

In 2020, CSC continued to promote responsible unionism in the public sector

through registration and accreditation of government employee groups and accreditation of collective negotiation agreements. Accredited public sector unions are endowed with authority to represent and negotiate with the management on terms and conditions of work based on their needs. Government employees are provided with mechanisms to enjoy other benefits not fixed by law through collective negotiation agreements.

CSC continuously improved processes in recognizing public sector unions and its effort to work with management to provide better working conditions for government employees. In 2020, an additional 36 Public Sector Employees' Organizations were issued with accreditation certificates as sole and exclusive negotiating agents (SENAs). A total of 180 SENAs registered their Collective Negotiation Agreements (CNAs) with the CSC.

**Table 2: Number of Registered Unions, Accredited Unions,  
and Registered Collective Negotiation Agreements  
(By Region, By Sector) as of 31 August 2020**

Region	Registered Unions				Accredited Unions				Registered CNAs (Active)				Total
	GOCC	LGU	NGA	SUC	GOCC	LGU	NGA	SUC	GOCC	LGU	NGA	SUC	
I	10	53	23	13	7	46	4	12	5	27	2	10	44
II	3	56	13	8	3	49	1	6	2	24	0	4	30
III	20	58	24	17	15	49	4	15	9	21	1	10	41
IV	18	97	30	25	18	82	7	17	10	38	2	8	58
V	10	73	35	20	9	57	2	13	5	35	0	9	49
VI	9	78	24	18	6	61	4	16	2	26	1	11	40
VII	6	83	16	11	6	68	6	9	4	38	0	4	46
VIII	6	62	39	23	5	47	3	16	2	19	1	7	29
IX	4	42	20	11	4	25	2	4	2	8	0	0	10
X	14	46	21	14	13	40	1	11	7	23	0	6	36
XI	3	43	35	10	3	34	2	8	2	19	0	7	28
XII	11	46	15	9	11	36	2	7	9	10	0	4	23
ARMM	0	3	5	8	0	2	1	5	0	0	0	1	1
CAR	1	44	25	9	1	35	1	6	1	16	0	4	21
Caraga	10	41	21	8	9	31	1	5	5	21	0	3	29
NCR	80	3	230	30	60	1	175	18	32	0	112	9	153
<b>Total</b>	<b>205</b>	<b>828</b>	<b>576</b>	<b>234</b>	<b>170</b>	<b>663</b>	<b>216</b>	<b>168</b>	<b>97</b>	<b>325</b>	<b>119</b>	<b>97</b>	<b>638</b>

Note: Cancelled registrations are excluded in the number; Accreditations are unique per agency, except in DepEd and SUCs

Source: Human Resource Relations Office

## GUIDELINES ON OCCUPATIONAL SAFETY AND HEALTH STANDARDS



The Commission continued to pursue programs to ensure government workers' health and safety. CSC jointly signed with the Department of Health (DOH) and Department of Labor and Employment (DOLE) Joint Memorandum Circular No. 1, s. 2020 which aims to institutionalize occupational safety and health (OSH) in government workplaces.

The Guidelines on OSH Standards require government agencies to establish their OSH Program, create a Safety and Health Committee and/or a Special Investigation Committee, and appoint or designate a Safety Health Officer, to ensure their compliance with OSH Standards and the promotion and effective implementation of OSH in their workplaces.

The guidelines provide a comprehensive list of reasonable working conditions. Workplace standards that agencies must comply with include installation of adequate fire, emergency, or danger signs, facilities for persons with disabilities, and health clinic or treatment room; regular practice of good housekeeping such as eradication of stagnant water and proper waste disposal; OSH Standard-compliant building construction and maintenance, space requirement, walkway surface, floor and wall openings, among others; provision of OSH Standard-compliant personal protective equipment (PPE) and devices; proper handling, use, and storage of hazardous materials; and implementation of an indoor air quality management program.

Government agencies must also establish a Risk Reduction Management System and a Crisis Management Plan and Contingency Program, as well as ensure adequate emergency supplies such as fire extinguishers, medical first aid kits, among others. They must also partner with the nearest government health facility that can respond to accidents and injuries in case of emergencies.

Support facilities such as recreation areas, training rooms, and daycare facility, as well as lactation stations for lactating mothers, must be provided. Moreover, the special needs of pregnant women, older employees, the differently-abled, and those with limited working abilities must be considered in determining reasonable work assignments and a good working atmosphere.

The guidelines further mandate agency heads to ensure adequate working breaks to minimize or prevent employees' exposure to illness due to prolonged sitting, as well as to allow and adopt flexible work arrangements. The agency's internal rules on working hours, break, and leave privileges must still observe appropriate civil service rules and regulations.

Workplace policies and programs on smoking, prohibited drugs, tuberculosis, HIV and AIDS, Hepatitis B, and medical assistance and benefits must also be implemented.

CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020 was published on 7 May 2020 and took effect on 22 May 2020.



## MENTAL HEALTH PROGRAM IN THE PUBLIC SECTOR



CSC directed government agencies to establish their respective Mental Health Programs (MHP) within six months after the publication of CSC Resolution No. 1901265 or the Guidelines on the Development of Mental Health Program in the Public Sector. Said issuance is in compliance

with the provision of Section 36, Republic Act No. 11036 known as the Mental Health Act.

The MHP aims to promote inclusive and evidence-based mental health programs in the workplace, which will focus on, but not limited to, advocacy, education and training, mental health services, among others. It also promotes mental health in the workplace as well as addresses the stigma and discrimination suffered by people with mental health conditions. It provides guidelines for the National Government Agencies (NGAs), Local Government Units (LGUs), State Universities and Colleges (SUCs) and local universities and colleges and Government Owned and Controlled Corporations (GOCCs) on establishing a comprehensive MHP in the public sector.

## 5 STRENGTHENING LEGISLATIVE LIAISON INITIATIVES

The CSC closely liaises with both Houses of Congress on legislative matters specially on those affecting public personnel administration system and people working in government. The Commission also assists legislators in facilitating requests for technical help and advice, including those affecting their constituents.

## PARTICIPATION IN LEGISLATIVE DELIBERATIONS

The CSC participated in the deliberations on Republic Act No. 11494 also known as the “Bayanihan to Recover as One Act”. The law provides for the national COVID-19 response and economic recovery plan. The Commission provided insights relative to public sector workers specifically, public health workers, alternative working arrangements, benefits for government workers, and other plans for the public sector in the new normal.

Meanwhile, the CSC submitted comments during the deliberations in the Senate commending the intention of Republic Act No. 11517 also known as an “Act

Authorizing the President to Expedite the Processing and Issuance of National and Local Permits, Licenses and Certifications in Times of National Emergency.” It likewise provided suggestions particularly on giving emphasis on the responsibility/accountability of the requesting parties/transacting individuals as well as the importance of due process and state workers’ rights. In its comments, CSC likewise highlighted best practices of other agencies and local government units and inter-agency initiatives for other offices to emulate toward long-term public service delivery improvement.

Under R.A. No. 11517, the President has the authority to suspend the requirements for national and local permits, licenses, and certifications, and to streamline and expedite the process.

The CSC also joined deliberations of legislation such as Lowering Retirement Age of Government Employees; Amendments to GSIS Charter; New Normal Bills; Continuing Professional Development; Human Security Act or Anti-Terror Law; Hazard Pay and Special Protection for Medical Frontline Workers; and Creation of New Agencies/Departments and Strengthening of Government Agencies.

The CSC participated and provided technical insights in the deliberations for the bill, "An Act Expanding Certain Leave Benefits of Government Officials And Employees and Appropriating Funds Therefor" authored by Sen. Ramon "Bong" Revilla Jr. The proposed legislation seeks to expand/increase the current legislated leave benefits being enjoyed by government workers. The expansion of leave benefits aims to provide greater protection to civil servants against health complications by affording them more time to rest and recuperate, thus, limiting the incurrance of leave of absence without pay.



*CSC Commissioner Aileen Lourdes A. Lizada attends the consultative meeting called by the Senate Committee on Civil Service, Government Reorganization, and Professional Regulations to discuss the proposal to lower the retirement age of government workers.*



## B. PROFESSIONALIZED CIVIL SERVICE

### 1 BUILDING A PROFESSIONAL BUREAUCRACY

In view of its constitutional mandate of ensuring that appointments in the civil service are based on merit and fitness, the CSC is instrumental in building a competent and high-performing bureaucracy. One of the ways it achieves this is through the administration of civil service examinations, grant of eligibilities, and taking final action on appointments.

#### EXPANDING THE POOL OF ELIGIBLES

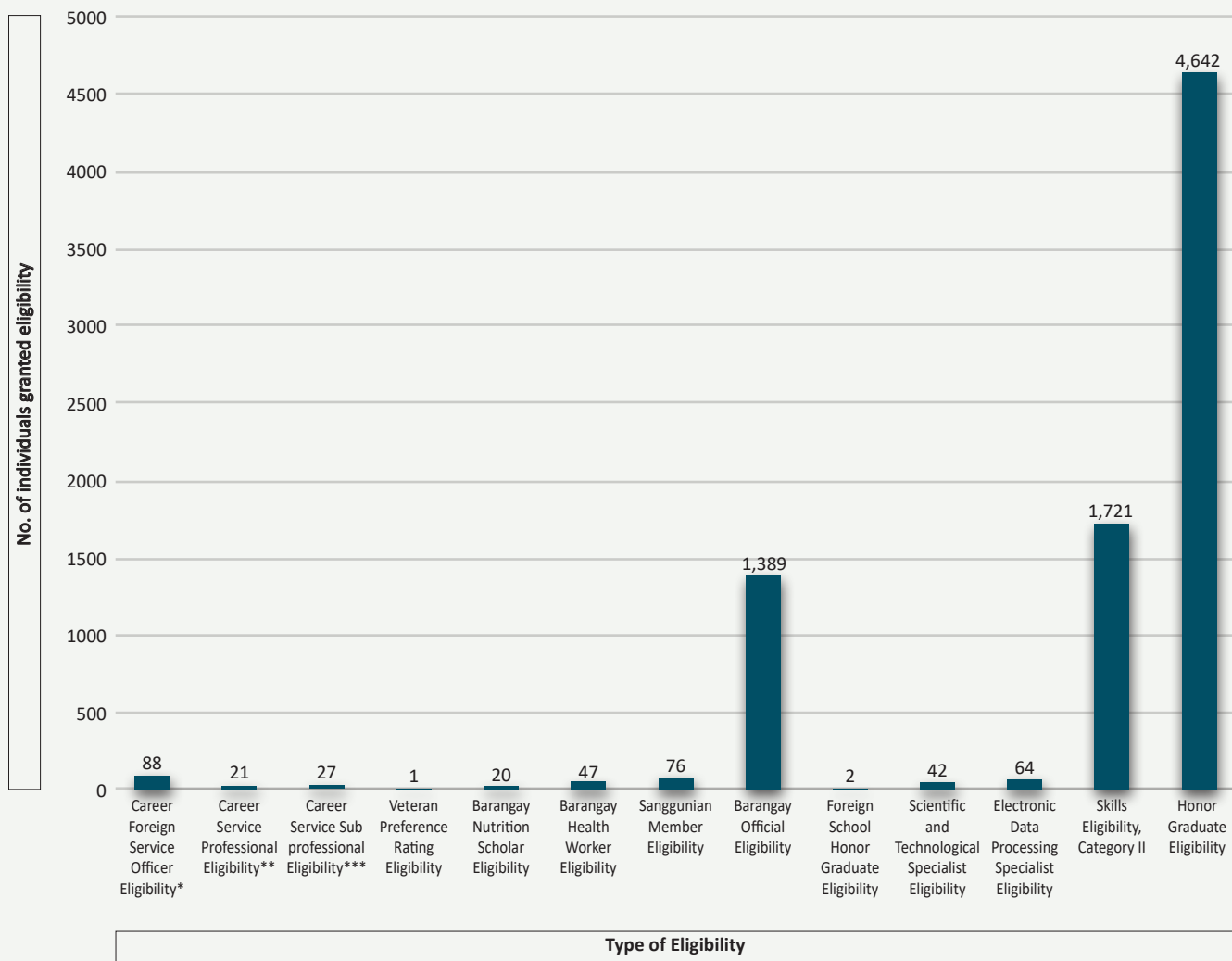
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With the implementation of strict public health measures throughout the country, such as social distancing and restrictions on movement of individuals, the CSC suspended the conduct of scheduled examinations beginning March. These include the Career Service Examination-Professional and Subprofessional Levels (Pen and Paper Test and Computerized Examination), Basic Competency on Local Treasury Examination (BCLTE), Intermediate Competency on Local Treasury Examination

(ICLTE), Police Officer Examination (POE), and Fire Officer Examination (FOE).

Despite this, a total of 8,140 individuals were granted eligibilities resulting from examinations conducted in the early part of the year, as well as from applications for special types of eligibilities or those granted under specific laws and CSC issuances. These are broken down in Figure 6.

**Figure 6: Pool of Eligibles, 2020**



\*Granted to passers of the 2 February 2020 Foreign Service Officer Examination

\*\*Granted to passers of the CSC Computerized Examination (COMEX) Professional Test:

- CSC RO IV: 20 passers out of 80 examinees from three (3) test schedules

- CSC RO VIII: One (1) passer out of 10 examinees from a single test schedule

\*\*\*Granted to passers of the CSC Computerized Examination (COMEX) Subprofessional Test:

- CSC RO IV: 21 passers out of 33 examinees from a single test schedule
- CSC RO VIII: 6 passers out of 11 examinees from a single test schedule

# TOP THREE MOST AWAILED SPECIAL ELIGIBILITIES IN 2020

## Honor Graduate Eligibility (4,642 eligibles)

This eligibility is granted to qualified individuals pursuant to Presidential Decree No. 907, issued on 11 March 1976, which mandates the grant of civil service eligibility to college honor graduates in the hope that “immediate absorption of these honor graduates in the public service will assure their participation in public affairs and buy up the quality of the civil service.”

1

2

3

## Barangay Official Eligibility (1,389 eligibles)

This eligibility is granted pursuant to Republic Act No. 7160, also known as the Local Government Code of 1991. Elective and appointive barangay officials who have completed their term of office on or after 1 August 2012 may apply for the Barangay Official Eligibility.

Officials covered by the grant are the *Punong Barangay/Barangay Captain*, regular *Sangguniang Barangay Members*, *Sangguniang Kabataan (SK) Chairperson*, *Barangay Treasurer*, and *Barangay Secretary* appointed by the duly elected *Punong Barangay*.

## Skills Eligibility, Category II (1,721 eligibles)

The various skills eligibilities under CSC Memorandum Circular (MC) No. 11, s. 1996, as amended, are granted to individuals who meet the requirements of positions, qualifications for which are not measurable by written tests, such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others.

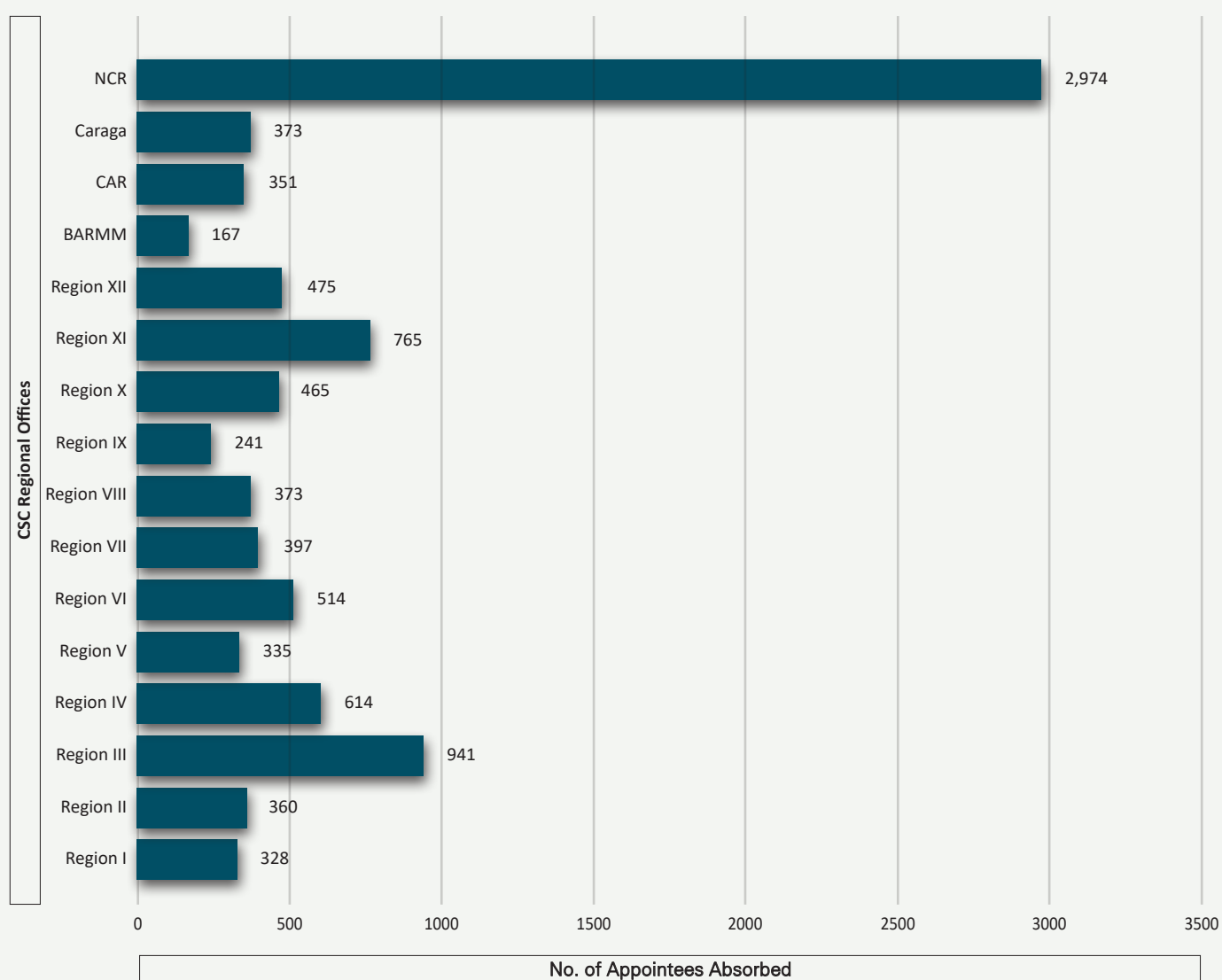
Category II refers to positions listed under CSC MC No. 11, s. 1996, as amended, including CSC MC No. 3, s. 2008, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.

## ABSORPTION RATE OF ELIGIBLES

As a way of assessing the outcome of its function of granting eligibilities, the CSC monitors the number of appointees using their eligibility for the first time (for permanent-original appointment).

A total of 9,673 eligibles were absorbed into government service in 2020, showing that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.

**Figure 7: Absorption Rate of Eligibles, 2020**



As seen in the table, the most number of appointees came from the National Capital Region with 2,974, followed by Region III (Central Luzon) with 941 and Region XI (Davao Region) with 765. The least number came from the Bangsamoro Autonomous Region in Muslim Mindanao or BARMM with 167 appointees.



**JobStreet Philippines**  
15 September at 15:00 · 🌐

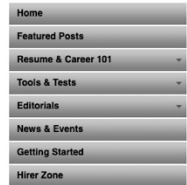


Thousands of government jobs across the country are waiting for you. The Civil Service Commission, in partnership with JobStreet, is holding a nationwide Government Online Career Fair. Happening now!



Want to apply online for a government job?  
Here are some useful reminders

Posted on Sep 3, 2020



POPULAR POSTS

- Want to apply online for a government job? Here are some useful reminders  
Posted by angell on 9-3-20
- Frequently Asked Questions About the Government Online Career Fair 2020  
Posted by angell on 9-3-20

Job seekers were invited to join the 2020 Government Online Career Fair featuring thousands of job vacancies in government.

## RECRUITMENT

To complement the recruitment activities of government agencies and provide citizens with employment assistance, the CSC held from 14 to 18 September the 2020 Government Online Career Fair in partnership with JobStreet.com. It was part of the activities to celebrate the 120th Philippine Civil Service Anniversary.

The online event hosted 7,823 positions from 757 participating government agencies. A total of 161,442 individuals completed the registration process, which included the generation of a Personal Data Sheet (PDS), a requirement for job application in government.

The platform raked in 5,801,842 total visits, 270,926 of which were visits from unique individuals.

### Most Viewed Jobs or Occupations in the 2020 GOVERNMENT ONLINE CAREER FAIR

According to the data sent by Jobstreet.com, the Top 10 Most Viewed Jobs consisted mostly of administrative/clerical positions. These are:

1. Administrative Assistant
2. Data Encoder
3. Administrative Assistant III (Secretary II) (Internal Audit Service)
4. Staff Officer II
5. Administrative Assistant II
6. Staff Officer I
7. Administrative Assistant I (Secretary)
8. Engineer II
9. Administrative Assistant II
10. Revenue Officer I (Non-Assessment)

Meanwhile, the Top 10 Most Visited Agencies consisted of:

1. Home Development Mutual Fund
2. Department of Education
3. Land Bank of the Philippines
4. Philippine National Oil Company
5. Development Bank of The Philippines
6. Bureau of Internal Revenue
7. Professional Regulation Commission
8. Land Registration Authority
9. Technical Education and Skills Development Authority Region X
10. Department of Transportation

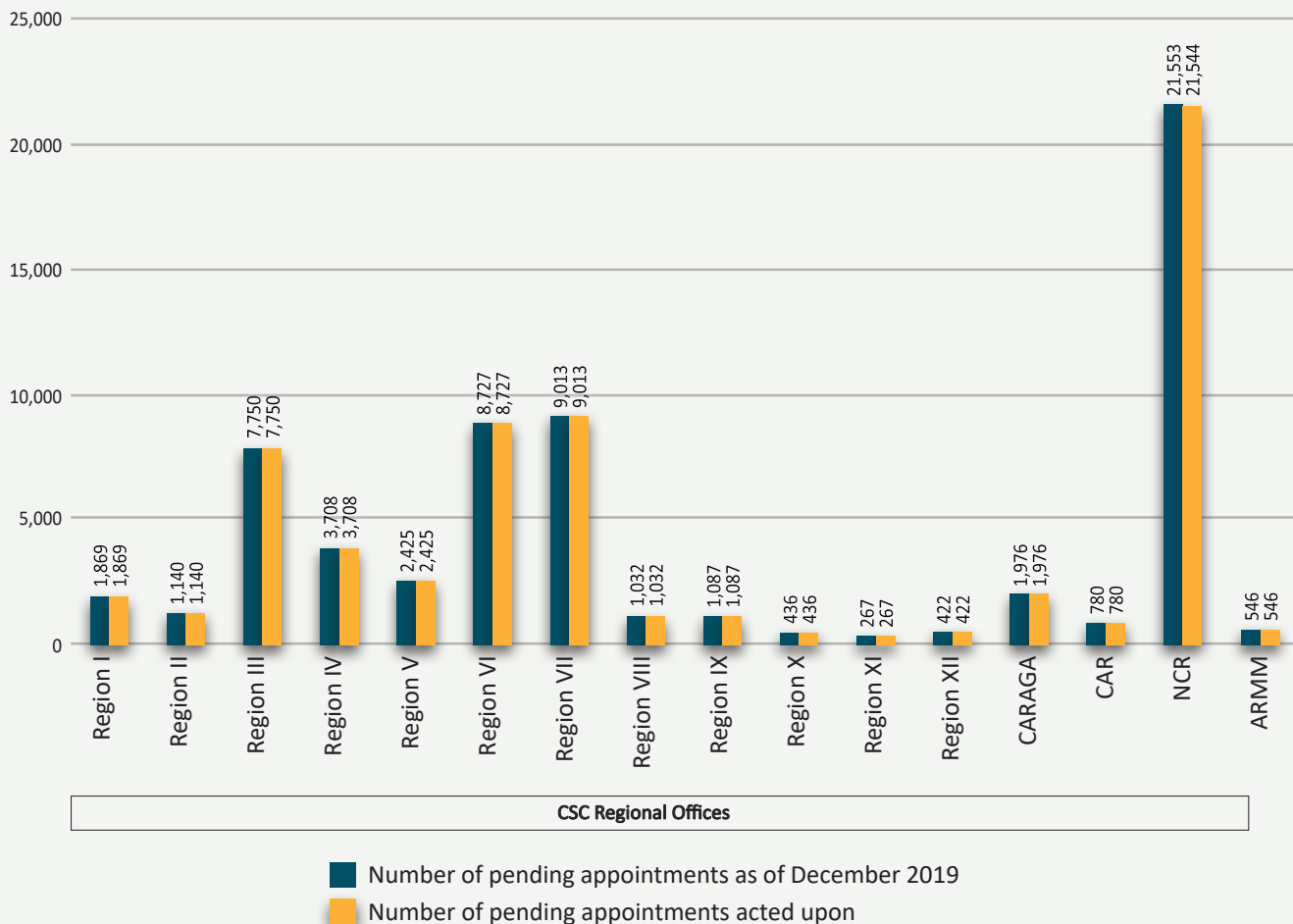


## APPOINTMENTS PROCESSING

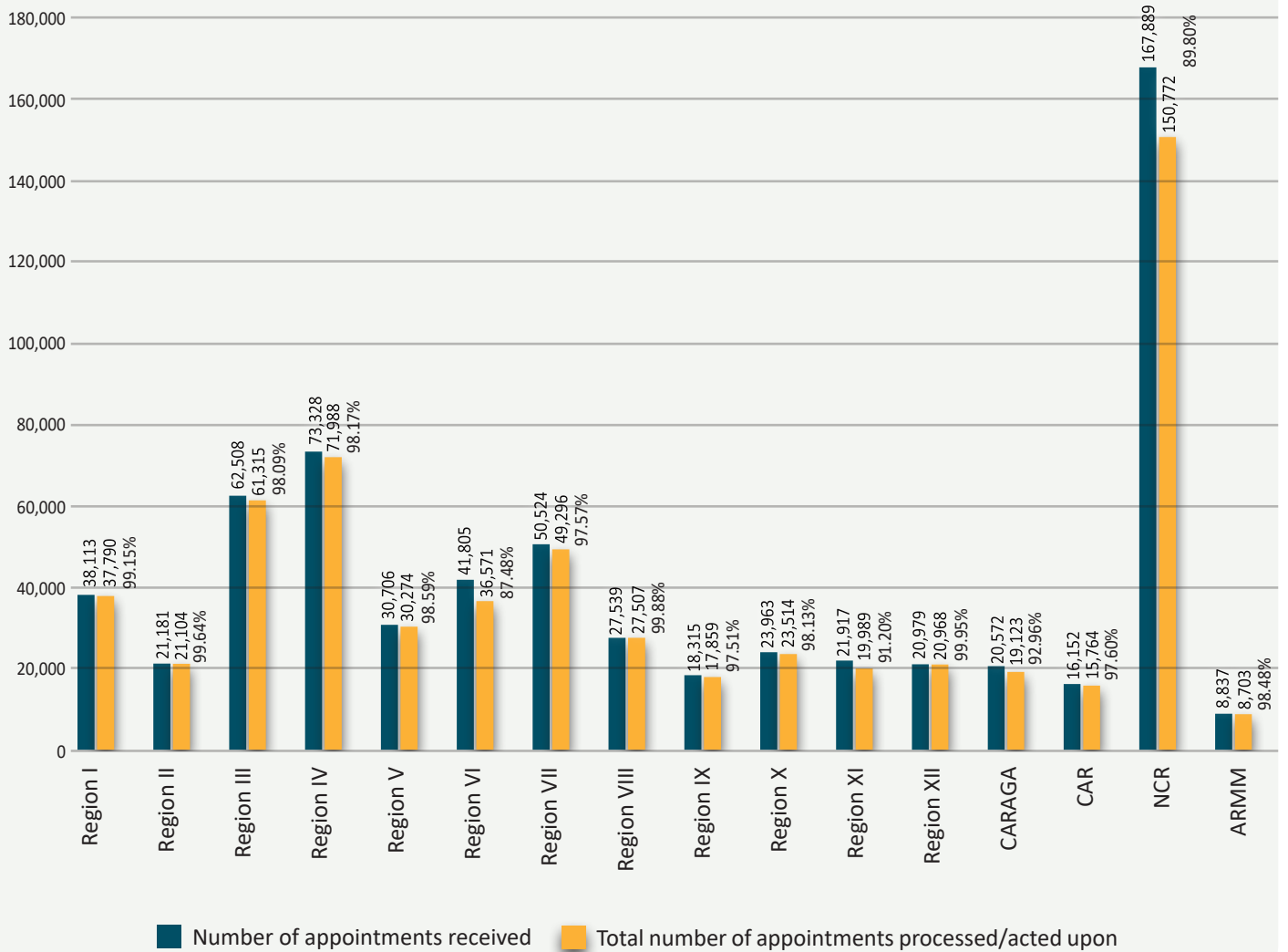
The power to issue appointments is delegated upon the appointing authority in government agencies. These appointments are submitted for attestation to the CSC, which takes final action on the appointment. It may confirm or revoke the appointment on the basis of compliance or non-compliance with existing civil service laws, rules, and regulations.

CSC Regional Offices, through their Field/Provincial Offices, sift through thousands of appointments each year. From January to December 2020, they acted on 612,537 appointments out of the total 644,328 appointments received within the year including pending appointments from previous years. This equates to an accomplishment rate of 95.07%, well above the target of 55%.

**Figure 8: Pending Appointments vis-a-vis Appointments Acted Upon, January to December 2020**



**Figure 9: Appointments Acted Upon Over Appointments Received (CSCROs), January to December 2020**



As seen from the Figure 9, CSC NCR processed the most number of appointments at 150,772, which comprises 24.61% of the total inventory. Appointments from Region IV (Southern Tagalog) and Region III (Central Luzon) also comprise major chunks of the total inventory with 11.75% (71,988) and 10% (61,315), respectively. The least percentage of processed appointments came from BARMM which comprises 1.42% (8,703).

It should be noted that, of the total running inventory of appointments, only 10% of these (62,731) are pending as of the previous year. Of these pending appointments, 99.98% (62,721) have been acted upon as of December 2020.

## 2 UNLEARNING AND RE-LEARNING: L&D IN THE NEW NORMAL

Identified as a core HR process under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM, learning and development (L&D) remains an important tool in building a competent and confident workforce.

The pandemic has certainly proven that people cannot do today's jobs with yesterday's skills. Thus, increasingly complex demands of the citizenry and governance should be matched with concomitant changes in learning and development. The Civil Service Institute carries out the Commission's learning and development agenda, anchored on purposive studies on the employee development needs of agencies. Each year, it rolls out the L&D Plan, which maps out the courses to be held throughout the year.

### TRAINING PROGRAMS AND IMPACT

In 2020, however, the L&D Plan was put on hold due to the implementation of the enhanced community quarantine. The period that followed was dedicated to review and conversion of existing classroom courses into webinars. CSC prepared to conduct digital/online learning courses. As a result, the following existing courses were converted and implemented starting June 2020:



**Table 3: Online L&D Offerings of the CSI**

Manager's Role in Capacity Building
Gender Diversity and Social Inclusion
Competency-Based Human Resource Management
Competency Modelling and Profiling
Competency-Based QS and JD
Competency Assessment
Integration of Competencies in the HR System
Developmental Conversations for Leaders
Emotional Intelligence and Leadership
Recruitment, Selection, and Placement for PRIME-HRM Level
Learning and Development for PRIME-HRM Level 2
Performance Management for PRIME-HRM Level 2

The following new courses were also designed in order to address specific working concerns brought about by COVID-19 pandemic and the need to transition to the New Normal:

**Table 4: New L&D Offerings**

Public Sector Leaders and HR Forum: Public Service Continuity and Recovery	1 batch; 864 participants; 38,386 livestreaming
Total Wellness in the Workplace	
Webinar on Alternative Work Arrangements	2 batches; 318 livestreaming
Webinar Orientation on Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State Calamity due to COVID-19 Pandemic	2 batches; 150 livestreaming
Leadership in Time of Pandemic	2 batches; 459 participants
Role of HR in the New Normal	1 batch; 250 participants; 23,000 livestreaming
Facilitating Online Learning	1 batch; 87 participants

**WEBINAR: INTERIM GUIDELINES ON ABSENCES OF GOVERNMENT OFFICIALS AND EMPLOYEES AND AMENDMENT TO THE REVISED INTERIM GUIDELINES FOR ALTERNATIVE WORK ARRANGEMENTS**

December 10, 2020 | 1:00 P.M. - 4:00 P.M. on Zoom

**Target Participants: Two (2) representatives per government agency who are either Human Resource Department Head/Leader and/or Practitioner.**

A certificate of completion with 3.5 hours leadership and management training will be given to participants who have successfully completed the whole online course and complied with the necessary requirements.

Registration Fee: FREE  
500 slots on a first come first served basis.

Free webinars, such as this one on Alternative Work Arrangements, form part of CSC's learning tools for state workers.

To determine the effectiveness of the CSC L&D courses that have been implemented, selected in-house courses are evaluated with respect to learning applications and organizational impact. These in-house courses were evaluated:

- Career Development and Succession Management (Department of Environment and Natural Resources or DENR);
- Competency-Based Human Resource System (National Housing Authority or NHA);
- Mentoring and Coaching for Leaders (Bureau of Treasury or BoT and Metro Manila Development Authority or MMDA);
- Public Service Values Program (Government Service Insurance System or GSIS); and,
- Strategic Performance Management System (National Center for Mental Health NCMH).

All of the evaluation studies indicated significant application of learning and organizational impact.

At the BoT, coaching and mentoring made an impact in the organization not only in terms of improved organizational performance but also in creating a workplace conducive to productivity through better relationships. For the MMDA, participants showed deep commitment to learning as coaches/mentors and as coachees/mentees, as well as a desire to leave a legacy through coaching and mentoring. They also recognized the importance of leaders as mentors, and the need to sustain coaching and mentoring for continuous learning in view of the challenging times.

After undergoing the SPMS course, officials and employees at the NCMH reported that their objectives and success indicators were clearer and more practical to measure using SMART goals and objectives. They also developed better appreciation and understanding of the processes involved in the SPMS thus creating employee

buy-in, confidence, and support due to more objective and reliable performance ratings. They also reported that their agency's mandates and core functions, office mandates, unit functions, and individual tasks have now been clarified and properly aligned and calibrated, thus improving over-all office morale, performance, efficiency, productivity, and service delivery.

The DENR was able to create succession planning strategies which proved useful to the entire workforce as a result of the Career Development and Succession Management Course. In terms of the design of the program, participants were able to better understand the importance of institutionalizing career development and succession management systems, with respondents noting that it made work easier, and it gave way to employee engagement.

Meanwhile, 85.29% of the respondents at the NHA were highly satisfied with the course on Competency-Based HRS, and expressed their appreciation for being given the opportunity to apply their new learnings in the development of NHA's own competency-based HR system. Also, 100% of the respondents said that they were able to apply their learnings in their respective workplaces/departments, particularly in the development of competency-based JDs/PDFs, interviewing/selecting applicants and in identifying competency gaps and providing appropriate learning and development interventions for themselves and for their staff to improve performance.

Lastly, the GSIS reported experiencing more cohesiveness and constant communication within teams after undergoing the course on public service values. They were also able to meet their targets and exceed expectations especially in loans processing despite the alternative work arrangement scheme. They also developed spiritual cohesion despite social limitations caused by the pandemic, and this helped sustain positive well-being and defy stress. They also developed mutual respect and *malasakit* for clients, helping them achieve higher levels of customer satisfaction in their feedback surveys during the pandemic.

Overall, CSC's course offerings garnered a satisfaction rating of 97.07% from participants as of December 2020.



## PUBLIC SERVICE VALUES PROGRAM

The Public Service Values Program (PSVP) as a set of learning and development courses is being monitored separately in support to Chapters 5 and 7 of the Philippine Development Plan (PDP), particularly in relation to the National Values Formation Program. Because of the COVID-19 pandemic, the PSVP was reviewed and redesigned not only to be implemented as an online learning course but also to enable public servants to harness shared values of patriotism, integrity, excellence, and spirituality in adjusting, coping, and overcoming the demands of the times.

As such, the PSVP was converted into the Public Service Values in Times of Adversities, which was implemented in five batches with a total of 976 participants and 1,883 participant-days. A new course, the *Kwentong Lingkod Bayani*, was also designed and implemented to help sustain the practice and advocacy of the shared public service values. The *Kwentong Lingkod Bayani* was implemented in three batches with 1,847 participants.

Overall, the program garnered a satisfaction rating of 94%.

## ACCREDITATION OF L&D INSTITUTIONS

Through the Accreditation of Learning and Development Institutions (ALDI) program, the CSC evaluates prospective and accredits credible institutions. Generally, the program aims to extend the capacity of the CSC in providing L&D opportunities that build agency competencies, capabilities, and capacities in delivering public service

excellence and providing the training hours required in the CSC-approved qualification standards (QS).

For 2020, the CSC granted accreditation to 11 L&D institutions, bringing the total of ALDIs to 36 as of 31 December 2020.

### CSC-Accredited Learning and Development Institutions, 2020

1. ARCZONE Professional Development, Inc.;
2. ASEA Metrics HR Solutions, Inc.;
3. Associated Resources for Management and Development (ARMDEV), Inc.;
4. BusinessCoach, Inc.;
5. Council for the Restoration of Filipino Values (CRFV);
6. I-Learn Professional Solutions, Inc.;
7. Mapua Center for Continuing Education and Special Competencies (Mapua CCESC);
8. Pamav Training Institute & Technology Center, Inc. (PamavTech);
9. Personnel Officers Association of the Philippines, Inc. (POAP);
10. TrainStation Inc.
11. TÜV Rheinland Philippines, Inc.

## CSC's Virtual Forum Features Continuity, Recovery



Pasig City Mayor Vico Sotto shares his experience in leading his people through HR reforms and the new normal.

### **SPECIAL HR EVENT: PUBLIC SECTOR LEADERS AND HR FORUM**

The Civil Service Institute hosted the first virtual Public Sector Leaders and HR Forum on 10 September as part of the 120th Philippine Civil Service Anniversary. The event brought together leaders and HR managers to discuss HR issues and trends brought about by the pandemic crisis. Themed *Public Sector Continuity and Recovery*, the virtual forum also provided global and local perspectives on how the public sector may navigate through these complex times.

The program featured Ms. Ong Toon Hui (Dean and CEO, Civil Service College Singapore) as the keynote speaker. There were four sessions: Government and

CSC Initiatives, Public Service Values, Transitioning to the New Normal, and Managing Total Wellness. Among the key speakers were Mayor Victor Ma. Regis N. Sotto (City Government of Pasig), Atty. Peter Paul A. Soliva (Director, Human Resource Development Department, Bangko Sentral ng Pilipinas), and Dr. Rodney R. Boncajes (National Center for Mental Health).

A total of 748 participants registered and attended via Zoom, while the livestreamed video was viewed by around 79,000 netizens on the day it was streamed, according to the CSC's official Facebook Page statistics.

## PHILIPPINE TALENT MANAGEMENT STRATEGY

To future-proof the Philippine civil service, the CSC in partnership with various organizations, is institutionalizing the Philippine Talent Management Strategy (PTMS). The program aims to strengthen the civil service by addressing future needs and challenges which may occur at the global, regional, and national levels. The PTMS, serving as a national framework, will support the effective management of public sector talent enabled by people-centered, technology-enabled, clean, efficient, effective, and green governance.

The PTMS has a three-point strategy starting with harnessing strategic talents by capacitating a future-ready workforce, led by future-ready leaders toward a more capable and smart organization. The civil service must deliberately use available resources, existing data and information to improve its services and quality of work. The future state of the civil service should have:

### A FUTURE-READY LEADERS WHO ARE VISIONARY, PEOPLE-CENTRIC, CONNECTED, COLLABORATIVE, AND CULTURALLY INTELLIGENT, ANALYTIC, CREATIVE & INNOVATIVE, AND TECHNO SAVVY.

A future-ready civil service is one that is steered by leaders who are visionary and goal-oriented. These leaders shall be able to develop and improve the competencies, capabilities, and capacities of their workforce toward being future-ready and improve organizational performance.

### B FUTURE-READY WORKFORCE THAT IS INVOLVED AND ENGAGED, SOCIALLY RESPONSIBLE, PERFORMANCE-ORIENTED, ASSERTIVE, ANALYTIC, CREATIVE & INNOVATIVE, AND TECHNO SAVVY.

We need a workforce that is engaged, is aligned to the vision of the organization, and is driven by shared values of the organization such that it is able to exert exceptional effort in the delivery of excellent public service. A future-ready workforce is also that which is socially responsible—concerned with how the services it renders affect and benefit society. It is able to harness technology to simplify, streamline, and improve service delivery.

### C SMART ORGANIZATIONS THAT ARE ENGAGED, PERFORMANCE-ORIENTED, ASSERTIVE AND INNOVATIVE, CAPACITATED, TECH-SAVVY.

The civil service can best deliver public service excellence if it does not work in silos but works as one in an integrated manner. This requires a civil service that is inclusive, efficient, and green. It takes care not only of the people it serves but also of the people who serve to ensure sustainable excellence in the delivery of public service.

### 3 RECOGNIZING THE BUREAUCRACY'S BEST

The 2020 Search for Outstanding Government Workers under the Honor Awards Program (HAP) commenced with the issuance of CSC Memorandum Circular No. 1, s. 2020. Intensive information dissemination on the Search was undertaken through the use of various media channels.

A total of 333 nominations were screened and reviewed by the CSC Regional Offices and the Regional Committees on Awards. From these nominations, 166 were selected as regional winners and were deemed eligible to vie for the national selection of the Search. After review and deliberation of the National Committees on Awards, fifteen (15) semi-finalists were chosen

with eight semi-finalists for the *Dangal ng Bayan* Award, three group semi-finalists for the Presidential *Lingkod Bayan*, and four semi-finalists for the CSC *Pagasa* Award composed of two individual and two group semi-finalists.

Succeeding activities of the 2020 Search will be carried over in 2021, such as the conduct of background investigation/validation on the semi-finalists; selection of winners; and the awarding rites. The CSC has sent its request to the Office of the President for the simultaneous conduct of the awards rites for the 2020 and 2021 Search in September 2021.

**Table 5: Nominations Received and Number of Regional Winners**

Region	Nominations Received	2020 Regional Winners by Region/Category					Total
		<i>Dangal ng Bayan</i>	Presidential <i>Lingkod Bayan</i>		CSC <i>Pagasa</i>		
			Individual	Group	Individual	Group	
I	23	5	2	0	5	0	12
II	18	1	7	0	2	1	11
III	27	4	3	1	3	1	12
IV	34	5	2	0	4	0	11
V	16	7	0	0	0	0	7
VI	33	3	2	2	11	2	20
VII	11	2	0	2	3	0	7
VIII	18	2	0	0	3	1	6
IX	3	0	1	0	0	1	2
X	20	4	1	0	3	0	8
XI	34	3	1	2	11	8	25
XII	18	1	1	0	1	0	3
NCR	31	5	6	2	2	1	16
CAR	19	5	0	1	4	2	12
Caraga	19	2	2	1	3	1	9
BARMM	9	2	0	0	2	1	5
<b>TOTAL</b>	<b>333</b>	<b>51</b>	<b>28</b>	<b>11</b>	<b>57</b>	<b>19</b>	<b>166</b>

## TRAINING ON THE CONDUCT OF BACKGROUND INVESTIGATION

The 2020 Training on the Conduct of Background Investigation was held at the central office on 10-12 March 2020 and was attended by 60 participants from the CSC Central and Regional Offices. Topics covered were the HAP Selection Process, Techniques in Conducting BI and Impromptu Interview, Data Privacy Act of 2012, Writing the BI Report, *Pamanang Lingkod Bayani* Program, PLBI

Financial and Administrative Matters, and Sharing of BI Experiences. The TRACBI utilized various learning methodologies such as lectures, workshops, and sharing of experiences from subject matter experts and seasoned validators. This continuing capacity building activity for HAP Background Investigators/Validators happen every two years.

## INCENTIVES FOR 2020 SEARCH AWARDEES

The Committees on Awards for the 2020 Search convened in October 2020. The committees were composed of prominent personalities, from the private sector for the Presidential *Lingkod Bayan* and CSC *Pagasa* and the government for the *Dangal ng Bayan*.

Aside from plaques, trophies, cash reward, and promotions, HAP awardees are also given scholarship grants through partnerships with the University of the Philippines System, Philippine Normal University System, Mariano Marcos State University, Philippine Association of State Universities and Colleges, and Technical Education and Skills Development Authority.

Awardees are also provided medical check-up through partnerships with the Philippine General Hospital, National Kidney and Transplant Institute, Philippine Heart

Center, and Lung Center of the Philippines. Other partners of the CSC in providing incentives for awardees include the Office of the President of the Philippines, Bangko Sentral ng Pilipinas, Department of Tourism, Tourism Infrastructure Enterprise Zone Authority, Metro Manila Development Authority, Cultural Center of the Philippines, Metro Rail Transit 3, Light Rail Transit Authority, Philippine National Police, Department of the Interior and Local Government, Philippine Drug Enforcement Agency, Office of the Ombudsman, Commission on Audit, Scientific Career Council, and SM Investments Corporation.

Media partners for promoting the Search also include Radio Television Malacañang; People's Television Network, Inc., Radyo ng Pilipinas, 2, Philippine Broadcasting Service, and Philippine Information Agency.



### Honor Awards Program benefactors:



National Kidney and Transplant Institute



Philippine Heart Center



Cultural Center of the Philippines

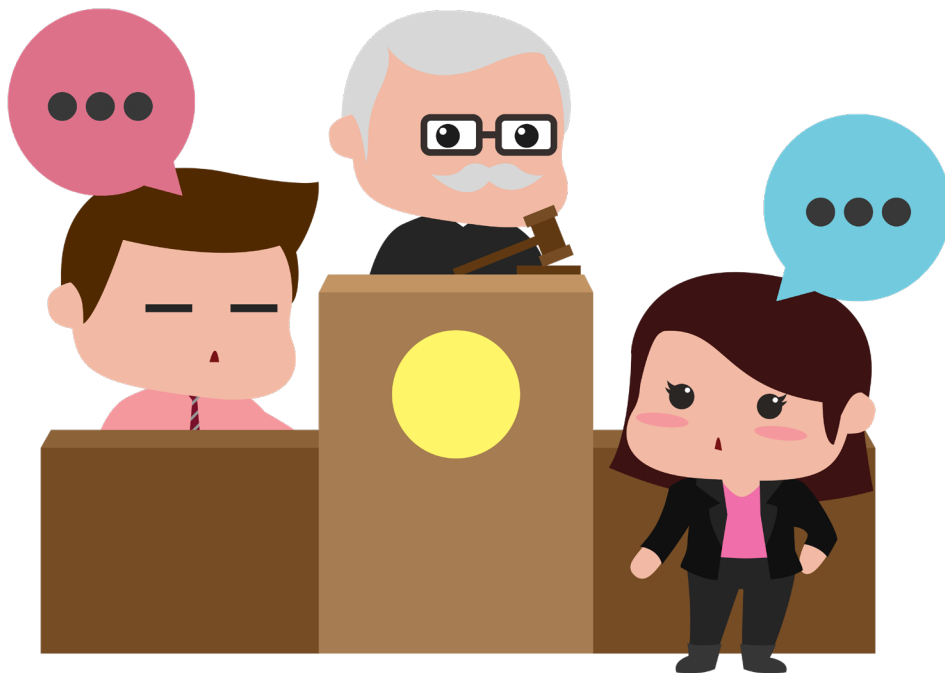


Light Rail Transit Authority



## C. EFFICIENT AND EFFECTIVE DISPENSATION OF ADMINISTRATIVE JUSTICE

In the exercise of its quasi-judicial function, the CSC, through the Office for Legal Affairs (OLA) at the Central Office and the 16 Regional Offices, decides on administrative cases brought to it on appeal as well as cases filed under its original jurisdiction.



## CASE RESOLUTION AND DISPOSITION

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For the whole of 2020, CSC managed to score 89.37% resolution rate.

Cases that were pending beyond the resolution period were addressed with the creation of the OLA Task Force Ageing during the second semester. This resulted in the resolution of 392 ageing cases at the level of OLA.

On the other hand, CSC ROs resolved 6,999 cases within one year out of the total 8,229 promulgated cases from January to December 2020. CSC ROs XII and Caraga achieved 100% resolution rate with 118 and 85 cases, respectively. This was followed by CSC Region I with a resolution rate of 98.92% or 184 cases resolved within the year out of 186 promulgated cases.

CSC-NCR had the most number of cases managed however, with 1,597 cases resolved within one year out of 2,501 promulgated cases.

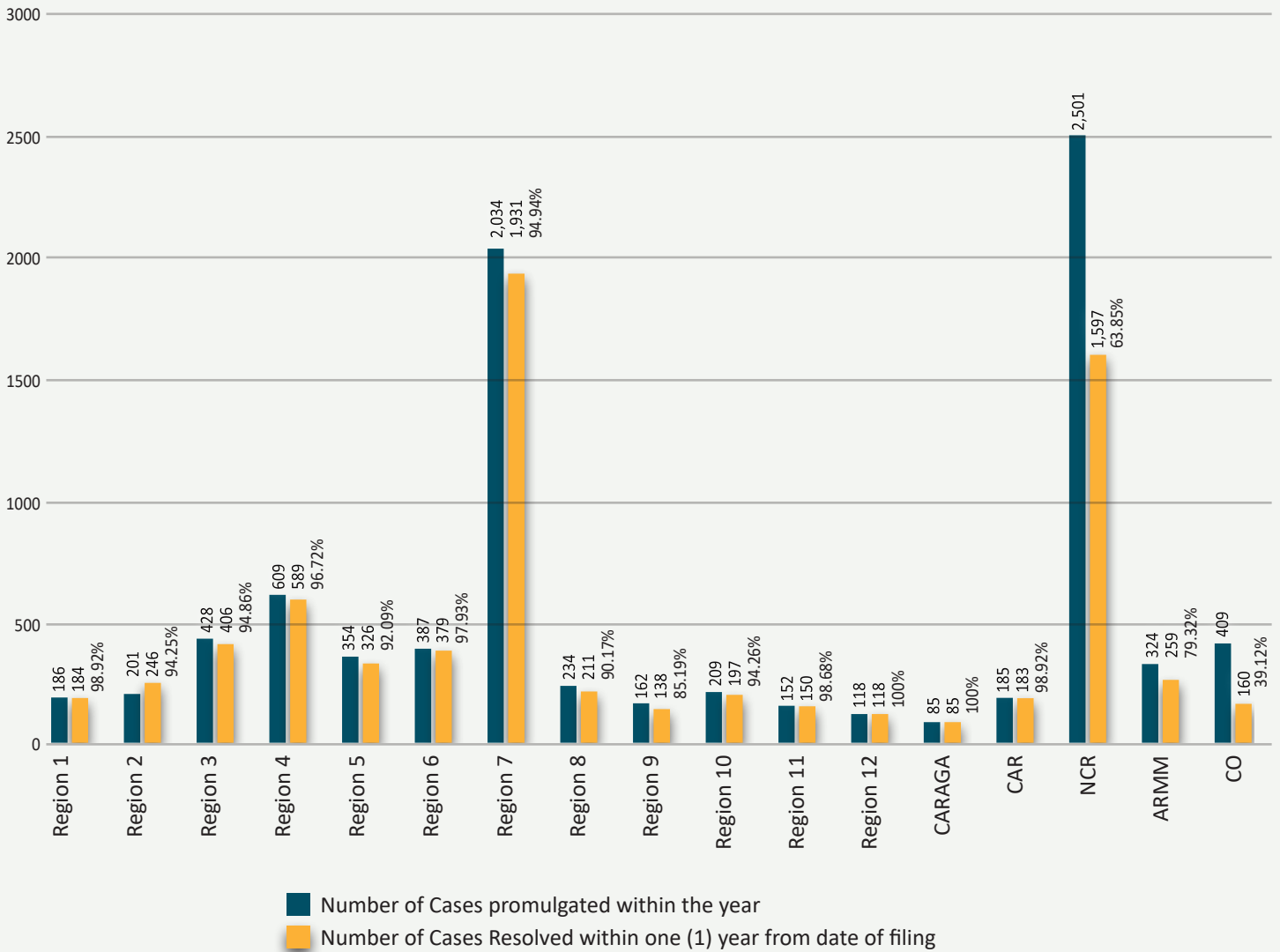
The second process objective is Case Disposition Rate, which is the total number of cases promulgated over the total number of cases received.

In 2020, the CSC's administrative disposition rate was 46.25% for having promulgated 8,640 cases out of 18,682 cases received.

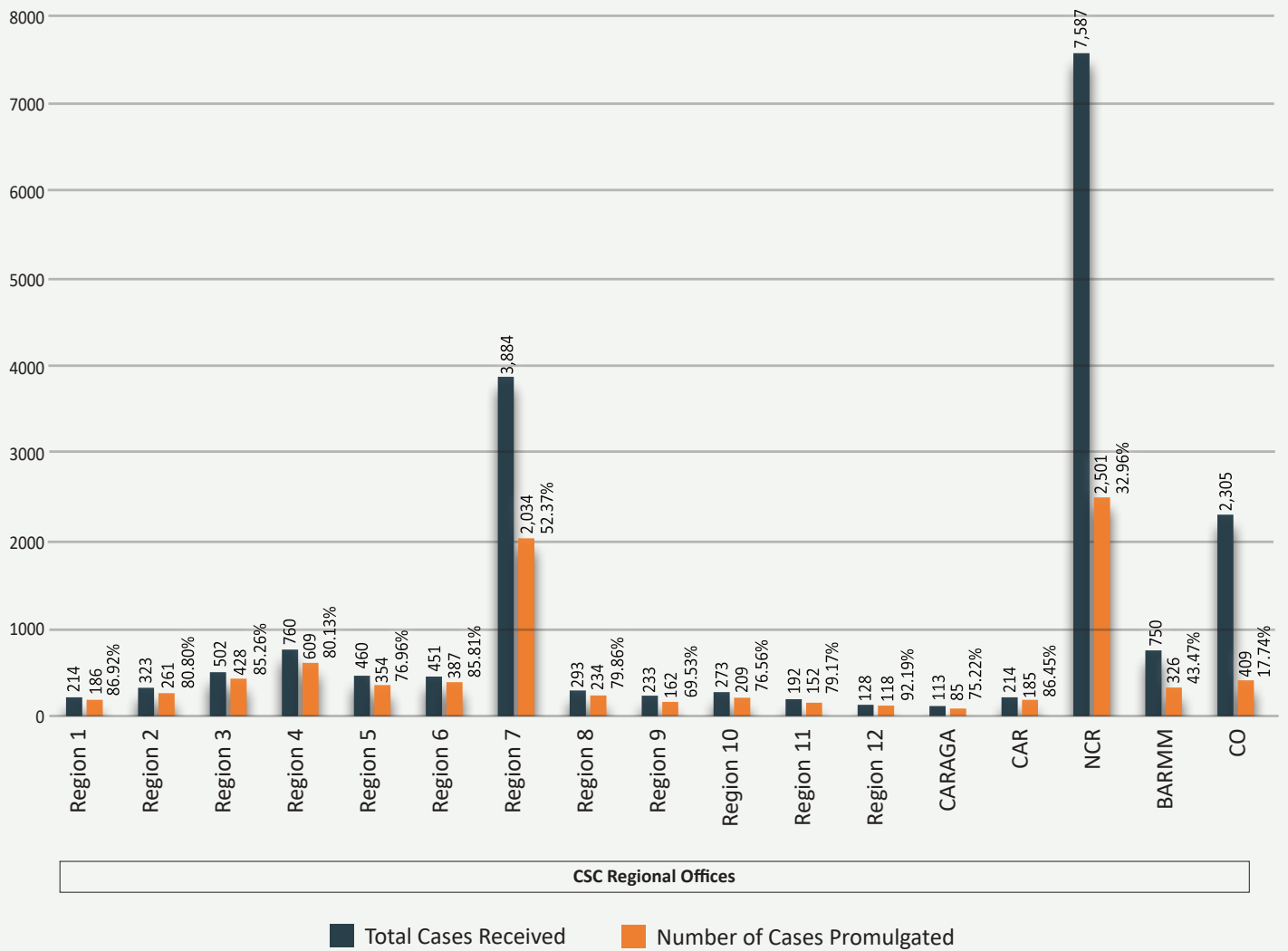
From January to December 2020, CSC ROs promulgated 8,229 cases out of 16,377 received. The highest disposition rate was achieved by CSC RO XII at 92.19% or 118 cases resolved out of 128 cases received, followed by CSC RO I at 86.92% (186 out of 214 cases) and CSC CAR at 86.45% (185 out of 214 cases).

CSC-NCR received 7,587 cases, the highest among the regional offices.

**Figure 10: Case Resolution Rate (OLA and CSROs)  
as of December 2020**



**Figure 11: Administrative Case Disposition Rate (Promulgation Rate) (OLA & CSC ROs) as of December 2020**





## SEXUAL HARASSMENT CASES

Pursuant to Section 15 of the 2017 Rules on Administrative Cases in the Civil Service (RACCS), the CSC also takes cognizance of sexual harassment cases under any of the following circumstances:

- The agency has no Committee on Decorum and Investigation (CODI);
- The disciplining authority is the subject of the complaint;
- The subject of the complaint is a CODI member; or
- There is unreasonable delay in complying with the periods provided in the said Rules for the investigation and adjudication of the complaint.

Since 1994, there have been a total of 190 sexual harassment cases filed before the CSC. Broken down, almost half of these (91 cases or 48%) have been resolved in favor of the complainant, while six respondents have been exonerated. Furthermore, 32 of these cases are pending with the CSC Central or Regional Offices, including five cases recorded in 2020; 28 have been remanded to the agency where the alleged offender is employed; and 33 have been dismissed due to either technicality or lack of *prima facie* case.

### What is a Committee on Decorum and Investigation or CODI?

**G**overnment agencies are mandated to establish a Committee on Decorum and Investigation (CODI), which shall receive and investigate complaints on sexual harassment, submit a report of its findings to the disciplining authority for decision, and conduct discussions on sexual harassment within the agency or institution to increase understanding and prevent incidents of sexual harassment.

In a work-related environment, the CODI shall be composed of at least one representative each from the management, the accredited union, if any, the second level employees, and the first level employees, duly selected by the unit concerned.

In an educational or training institution, the CODI shall be composed of at least one representative from the administration, teaching and non-teaching staff and students or trainees, as the case may be, duly selected by the level concerned.

The head of office who fails to create a CODI shall be charged with Neglect of Duty. •





*Employees of the CSC are provided with learning and development interventions based on the result of the competency assessment administered annually. (Photo taken pre-pandemic.)*





## **Part II**

# **PURSUING EXCELLENCE IN HUMAN RESOURCE MANAGEMENT AND ORGANIZATION DEVELOPMENT**

# A. EFFECTIVE CIVIL SERVICE COMMISSION

The CSC has built its scorecard around its progressing vision of becoming a center of excellence for strategic human resource (HR) and organization development (OD). This vision is anchored on the CSC's role under the Philippine Development Plan 2017-2022.

Starting 2015, the CSC adopted the Program Expenditure Classification (PREXC) approach of the Department of Budget and Management in planning and budgeting, which provided the opportunity to harmonize the CSC's organizational and program outcomes and outputs with the articulated outcomes in the agency's strategy map and scorecard.

## 1

### ENSURING STAKEHOLDERS' SATISFACTION

In view of its constitutional mandate of ensuring that appointments in the civil service are based on merit and fitness, the CSC is instrumental in building a competent and high-performing bureaucracy. One of the ways it achieves this is through the administration of a Stakeholder Satisfaction Survey. The CSC takes stakeholders' satisfaction seriously that it includes stakeholders' rating as one of the key metrics in its Enterprise Scorecard. The result is a tangible proof that effective civil service and human resource translate to stakeholders' satisfaction.

In connection with the Commission's commitments in the 2020 General Appropriations Act under the Civil Service HR Policy and Information Management Sub-Program, the CSC, through the Office for Strategy Management, conducted online surveys using

the rating tool developed for the Performance Indicator "Percentage of stakeholders who rate the policies as satisfactory or better".

With a target of 80% rating, the CSC attained an average of 90.92% satisfactory rating from 4,398 out of 4,837 stakeholders who rated the following CSC policies:

1. CSC MC No. 13, s. 2017 – Guidelines in the Mandatory Random Drug Test for Public Officials and Employees and for Other Purposes
2. CSC MC No. 1, s. 2017 – Reiteration of the Policy on Government Office Hours; and the Administrative Offenses of Frequent Unauthorized Absences (Habitual Absenteeism), Tardiness in Reporting for Duty, and Loafing from Duty during Regular Office Hours

- 3. CSC MC No. 2, s. 2018 – Unified List of Accepted I.D. Cards and Acceptance of Expired I.D. Cards for Civil Service Examinations, Grant of Eligibility Under Special Laws and CSC Issuances, and Certification/Authentication of Eligibility

Out of the 4,837 respondents, 37.07% (1,793) were from LGUs, 34.98% (1,692) from NGAs, 17.70% (856) from GOCCs, 8.54% (413) from SUCs, and 1.72% (83) from the private sector.

The number of respondents who rated the policies as satisfactory or better were those respondents who gave a rating of at least “agree” to all criteria of all policies namely “Awareness”, “Relevance”, “Effectiveness”, and “Efficiency”. The policies have generally received positive ratings and feedback. Below is the breakdown of results:

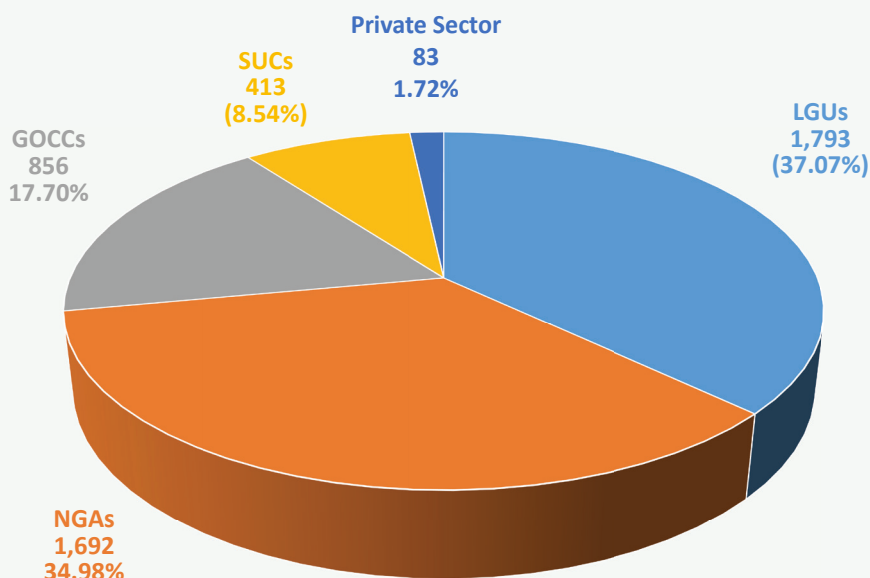
- CSC MC No. 13, s. 2017
  - Awareness: 98.41%
  - Relevance: 98.92%
  - Effectiveness: 94.19%
  - Efficiency: 97.23%

- CSC MC No. 1, s. 2017
  - Awareness: 99.30%
  - Relevance: 99.36%
  - Effectiveness: 97.48%
  - Efficiency: 98.61%
- CSC MC No. 2, s. 2018
  - Awareness: 94.46%
  - Relevance: 97.50%
  - Effectiveness: 92.76%
  - Efficiency: 96.84%

On the average, the CSC got 97.39% on Awareness, 98.59% on Relevance, 94.81% on Effectiveness, and 97.56% on Efficiency for all the three policies rated.

Survey results indicate that 89.93% rated the Guidelines in the Mandatory Random Drug Test (CSC MC No. 13, s. 2017) as satisfactory or better; 93.51% for the Reiteration of the Policy on Government Office Hours (CSC MC No. 1, s. 2017); and 89.44% for the ID Cards for CS Exam and Eligibility (CSC MC No. 2, s. 2018), for a 90.92% average satisfaction rate.

**Figure 12: Stakeholders Who Rated CSC Policies, by Sector**





## 2 TRANSFORMING THE CSC

### PLANNING

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As part of strategic implementation, performance management, and monitoring, the Commission, through its Office for Strategy Management (OSM), held a series of meetings and interfaces in 2020 to discuss issues and challenges brought by the COVID-19 pandemic and how these affect the Commission.

From September to October 2020, six (6) consultative meetings and interfaces were held where priorities were determined especially on responding to critical issues such as target setting and commitments that have direct impact on the CSC's performance under the Philippine Development Plan.

### RESTRUCTURING

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The CSC took on its Restructuring Project Phase 1 (Field Office and Information Technology Office) which started in 2019 through Participative Action Research Workshops. Data and insights gathered from those workshops highlight the CSC's need to revisit the volume of work in the Regional and Field Offices, and the importance of establishing a fully dedicated Information Technology Office to manage and address issues on interconnectivity, databases, online platforms, and other IT-related matters

as the civil service prepares for the Fourth Industrial Revolution.

In July 2020, the CSC Restructuring Team, submitted to the Commission the Phase 1 Restructuring Report bearing the results of recommendations for the Field Offices staff complement, field office creation, and ICT office creation. The next step is to meet and discuss the report with DBM OPCCB.

## ***Zoomustahan, a “Friday Habit” in CSC RO VII***

**T**he COVID-19 pandemic has forced everyone to be adaptive to the digital world. It was hard, but the fun, comfort, and safety afforded through technology made it easy for everyone to embrace this change.

Among the online activities CSC RO VII has institutionalized in the middle of the pandemic is the conduct of Zoomustahan. Initially, this activity was organized in response to OHRMD WFH Memo No. 47, s. 2020, which encourages all CSC Regional Offices to adopt an “Online Kumustahan Activity” which tackles mental, emotional, and social aspects in dealing with work and home environment. Eventually, this Zoomustahan has become a “Friday Habit” every 4:00 p.m. of CSC RO VII since June 2020.

The monthly host division or field offices which are tasked to facilitate the Friday Zoomustahan have been very creative and resourceful in making the said activity fun and meaningful. For instance, a tribute to the 1st and 2nd quarter birthday celebrants and frontliners through video presentation highlighted of the September Zoomustahan.

Adding fun and excitement in the activity is the Q&A on existing programs, policies, rules, and laws of the Commission through an online learning application. Some of the tackled topics for the past Zoomustahan were IGAOHRA, SALN, RIGAWA, History of the Philippines Civil Service, PIES, Leave Laws, R.A. No. 6713 and ORAOHRA. Aside from these, online zumba and “quarantine jam” were also part of the Friday Zoomustahan. Prizes were at stake for the winners.

The Friday Zoomustahan is one way of managing stress among the officials and employees of CSC RO VII and forms part of its Health and Wellness program. It also serves as an avenue for rewards and recognition and employees’ continuing learning and development through an online platform.

The activity is capped with a closing prayer and the online flag retreat ceremony participated by the officials and employees including contract of service employees and special assistants of the Regional and Field Offices. •

## MODERNIZING PHILIPPINE CIVIL SERVICE AND HRM

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One of the major undertakings of the CSC in 2020 was the World Bank Project: Modernizing Philippine Civil Service and Human Resource Management. OSM was tapped to represent the Commission as member of the World Bank Project TWG and Core Group. Despite the pandemic, the CSC's TWG, headed by Executive Director Arthur Luis Florentin, was able to attend meetings with other TWG members from the Development Academy of the Philippines, Department of Education, Department of Information and Communications Technology, National Economic and Development Authority, Department of

Budget and Management, and Department of Health, among others.

Part of the accomplished tasks were the submission of CSC's World Bank Project proposal in July 2020, circulation of the National Talent Management Plan to the WB Project stakeholders in February 2020, and the engagement of three consultants to work on the Feasibility Study and project proposal to meet the requirements of the NEDA Investment Coordination Committee.

## CONTINUOUS IMPROVEMENT USING GLOBAL STANDARDS

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Preparatory activities were done in 2020 for the Investors in People (IiP) accreditation. The IiP is an international accreditation body that helps organizations improve and transform their leadership and people management practices through the Investors in People Framework. By undergoing the IiP accreditation, the CSC gains in-depth knowledge on its internal HR and OD practices and is able to get insights and recommendations for further improvement.

Since 2014, CSC has earned three accreditations from the IiP, with Standard and Bronze Level Accreditations awarded in 2015, and Silver Level Accreditation in 2018. In its goal to achieve the Gold Level Accreditation in 2021, the CSC's IiP TWG has revisited the 2018 assessment and recommendations to address gaps in HR practices.

The IiP Standard Level Accreditation earned by the CSC in 2014 made it the first government agency in the country and in Southeast Asia to receive such

recognition. In 2015, the CSC received organization-wide IiP Bronze accreditation for adherence to 65 good people management practices or criteria that relate to the areas of organizational alignment, empowerment, learning and development, leadership, and continuous improvement.

The CSC became a Finalist in the Excellence in Social Responsibility Category in the annual IiP Awards in 2016. The CSC's entry was shortlisted among 300 entries received from across 20 countries, all of which were recognized in an awards ceremony held on 29 June 2016 at Old Billingsgate, London.

In 2018, CSC was awarded with the Silver Level Accreditation and placed 6th out of 530 IiP organizations globally subjected to the online assessment, in the size range of organizations with 250 to 4999 employees. CSC also ranked first among 42 public sector organizations which went through the online assessment.

## INTERNAL AUDIT AND PROCESS IMPROVEMENTS

The CSC's regular internal audits, spearheaded by the Internal Audit Service (IAS), shifted from an onsite to a remote type of auditing. Guided by the Institute of Internal Auditors Philippines' guidelines on remote auditing, IAS successfully conducted virtual audits of all 16 regional offices (ROs) and five central offices (CO), as well as the CSC Quality Management System (QMS) audit.

Given the abrupt change in practice needed for remote auditing, IAS prepared members of the CSC QMS

Internal Audit Team and CSC QMS Process Owners for the transition, setting up secured online accounts for audit-related documented information and reliable video conferencing application, and holding pre-audit meetings to ensure the smooth flow of remote audits.

With these preparatory activities in 2020, IAS was able to accomplish the following:



1

CSC QMS internal audit covering 30 processes in CSC ROs and CO as a preparatory activity for the surveillance audit in October 2020.

2

Regular internal audit of 16 CSC ROs and five (5) offices in the CO. The audit evaluated the implementation of the revised CSC Citizen's Charter compliant with Republic Act No. 11032, particularly on appointments processing, issuance of certification of eligibility (for lost certificates), issuance of verified CS eligibility, grant of eligibilities under special laws and other CSC issuances.

3

Evaluation of the effectiveness of preventive/corrective actions taken by CSC offices in 2019 internal audit findings

The continuing year-round internal audits on CSC offices ensure the organization's compliance with its mandate, policies, regulation, and systems.

Apart from the conduct of internal audits to ensure operation efficiency, the CSC revisited its Citizen's Charter and recommended policy enhancements to address or control weaknesses/deficiencies that would result in better provision of services and attainment of performance objectives.



LunChat with CSC hosted by PAIO Director IV Maria Luisa Salonga-Agamata and Mark Anthony Malitan highlighted the awardees of the Outstanding Public Officials and Employees or *Dangal ng Bayan* in one of its episodes.

## 3

## PUBLIC INFORMATION: ADAPTING TO THE NEW NORMAL

It is important for CSC's stakeholders to understand the Commission's priorities and directions in leading HR reforms so as to strengthen their engagement in initiatives, policies, and programs and help CSC move closer to its strategic goals.

This is done through the implementation of the Integrated Marketing and Communication Plan or IMCP, which outlines the CSC's communication initiatives to intensify brand awareness, sustain support to programs, and help achieve behavior change (from *kawani* to *lingkod bayani*).

The IMCP is anchored on the CSC's strategy map, which outlines its strategic objectives in the pursuit of the 2030 organizational goal and outcome. The IMCP contains the messages, strategies, and tactics the CSC uses to reach its audiences. It is also informed by the Office Marketing and Communication Plan or OMCP of CSC offices, which identifies communication

priorities for the year. The OMCP is crafted by the Office Correspondents' Network (CNet) representative, as the focal person for communication, in each office.

In 2020, the CSC through its Public Assistance and Information Office, had to deal with limitations in content production due to the pandemic. For a period of time, it was not possible to conduct broadcasts, video production, coverages, and printing or publications. The IMCP had to reflect the opportunities taken to innovate, explore technology-based platforms, and strengthen online communications. The goal was to reach out to more audiences and improve efficiency in communications.

Despite these limitations, the CSC was able to explore new channels and reach out to different groups of audiences to create awareness on its messages of *malasakit* and public service excellence to create a better normal.



## INCREASED ONLINE PRESENCE

To innovate and adapt to the new normal, proposals for the development of existing and new channels were submitted, including the creation of an online magazine, creation of Viber groups for media contacts and the CNet, launch and study of CSC's Twitter account, and online video production and broadcast. These communication initiatives are currently in the implementation and evaluation stages. CSC was also able to host its very first virtual press conference during the 120th Philippine Civil Service Anniversary celebration in September 2020.

CSC relied more on its social media presence, especially since traditional ways of information dissemination were not possible during the quarantine period. As of 31 December 2020, total Page Likes for its main Facebook Page has reached 833,497 with 853,456 followers. The Page was viewed 30,522 times in 2020, with post reach going as high as 6.7 million in March, 3.5 million in June, and 1.9 in September. The high organic reach of the CSC FB Page is a testament to the interest on CSC content, especially on HR policies and exam administration.

As video-based content increasingly became in-demand, CSC also amped its video production capabilities to augment audience engagement with visual messages. CSC's YouTube channel and Facebook Page featured episodes of its chat show, LunChat with CSC, and documentary series, *Lingkod Bayan Diaries*, as well as other promotional and informational videos. The production of video messages also increased by 43% in 2020 due to CSC's increased participation in virtual events.



Screen grab of government workers featured on the CSC's documentary series, *Lingkod Bayan Diaries*.



## NEW CHANNEL IN TWITTER

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CSC's Twitter account was also soft launched in January to study its performance and audience engagement. Analytics from 22 January to 30 June show netizens' positive reception toward the CSC Twitter account. CSC Twitter began with 10 followers by end of January and finished at 461 by end of June; month-on-month growth in new followers ranged from 22% to as high as 716%. Tweet impressions and engagement rate are also good in terms of prevailing standards.

Impression is defined as the number of times a tweet shows up in someone's timeline. It represents the tweet's impact. One website pegs a good impression rate at 20% of the total number of followers, that is, at least 20% of the account's followers saw the tweet.

By this standard, it can be said that CSC Twitter's posts have much impact. In January, for example, when CSC Twitter only had 10 followers and 10 tweets, it was able to garner 759 impressions. In June, CSC Twitter had 461

followers and published 12 tweets, but impressions for that month reached 8,437.

Engagement refers to the total number of times a user interacted with a tweet. This includes clicks anywhere on the tweet, including retweets, replies, follows, likes, links, cards, hashtags, embedded media, username, profile photo, or tweet expansion.

Engagement rate, on the other hand, refers to the number of engagements divided by impressions. It represents the proportion of people who have not only seen a tweet but also decided to interact with it. Engagement rate can be considered a better performance indicator compared to impressions alone because it shows how meaningful a post is to a person, so much so that it elicited some form of action or response.

CSC Twitter's engagement rate ranged from 1.78% in February to 6.45% in June. An engagement rate of 0.33% to 1% is considered very high, regardless of the number.

## STRENGTHENING INTERNAL COMMUNICATION

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CSC also made gains in strengthening internal communications with developmental initiatives to improve engagement. As a response to the communication audit held in 2019 as part of its results of the Internal Communications Plan, a regular interface among CSC Correspondents' Network (CNet) representatives was held in 2020 to keep everyone in the loop of developments in CSC's program and communication concerns, and to keep engagement running.

The unit also held a series of focus group discussions (FGDs) among CSC employees for consultations and inputs. The results of the FGD sessions touched on organization communication issues and ICT concerns. To address the issues, a collaborative project on improving communication flow within the CSC will be started in 2021.

The digital CSC Stylebook and Employees Handbook were also developed during the pandemic. Both manuals

will be used as resource materials to help new CSC employees during their orientation program.

Another highlight of the year is the issuance of Office Memorandum No. 42 dated 7 December bearing the Guidelines on the Composition and Functions of the CSC Correspondents' Network for the Effective Implementation of the CSC Integrated Marketing and Communication Plan (IMCP). The guidelines include definition of terms, functions of CNet representatives, responsibilities of heads of offices, and a guide in accomplishing the Office Marketing and Communication Plan.

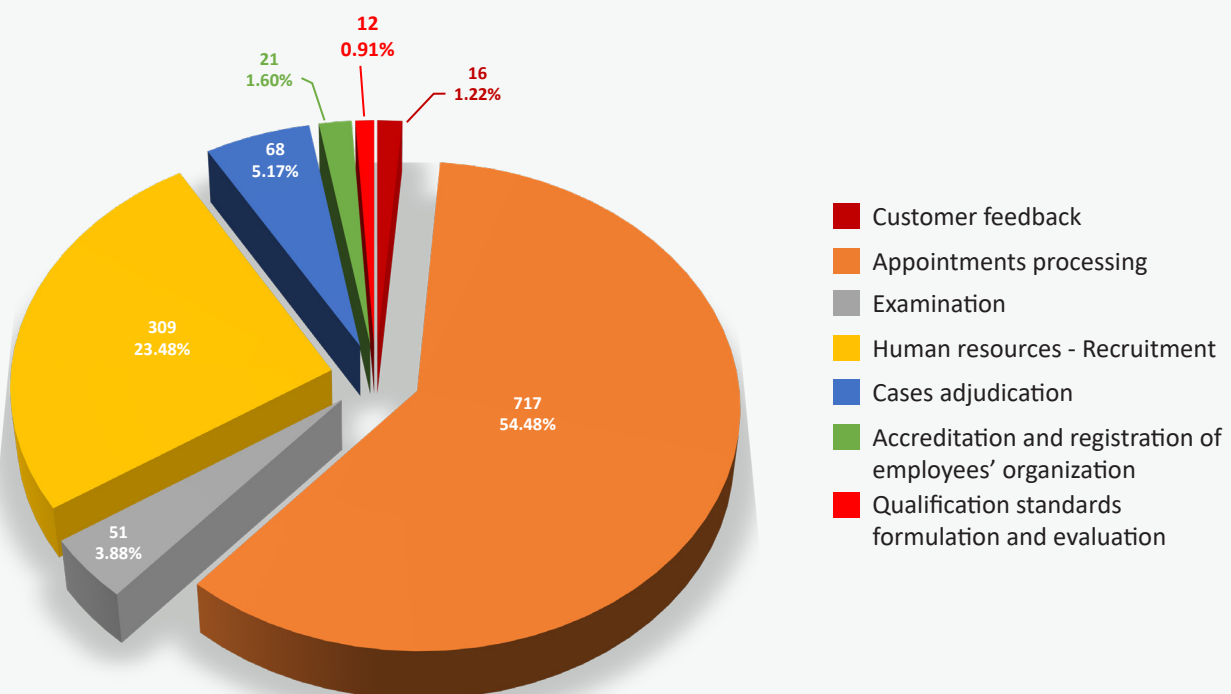
Aside from these initiatives, support was also provided to the CSC World Bank Project adhoc committee and Occupation Safety and Health Standards Technical Working Group in the development of communication plans and addressing concerns on communications.

## B. BUILDING A HIGH-PERFORMING ORGANIZATION

As an ISO-certified government organization, the Civil Service Commission (CSC) complies with the Quality Management System (QMS). One of its standards is the monitoring of customer satisfaction on the delivery of products or services. Through the CSC's customer feedback and satisfaction survey, customers can give feedback on the quality of service delivery of all CSC offices nationwide involved.

In 2020, the CSC maintained a high level of customer satisfaction based on 1,316 customer feedback received by 19 offices enrolled in the CSC QMS. Out of the total, 1,194 or 90.73% came from external customers and 122 (9.27%) were from internal customers. External customers refer to the general public who availed the following CSC services:

**Figure 13: Breakdown of Feedback Per CSC Quality Management System-Enrolled Process**

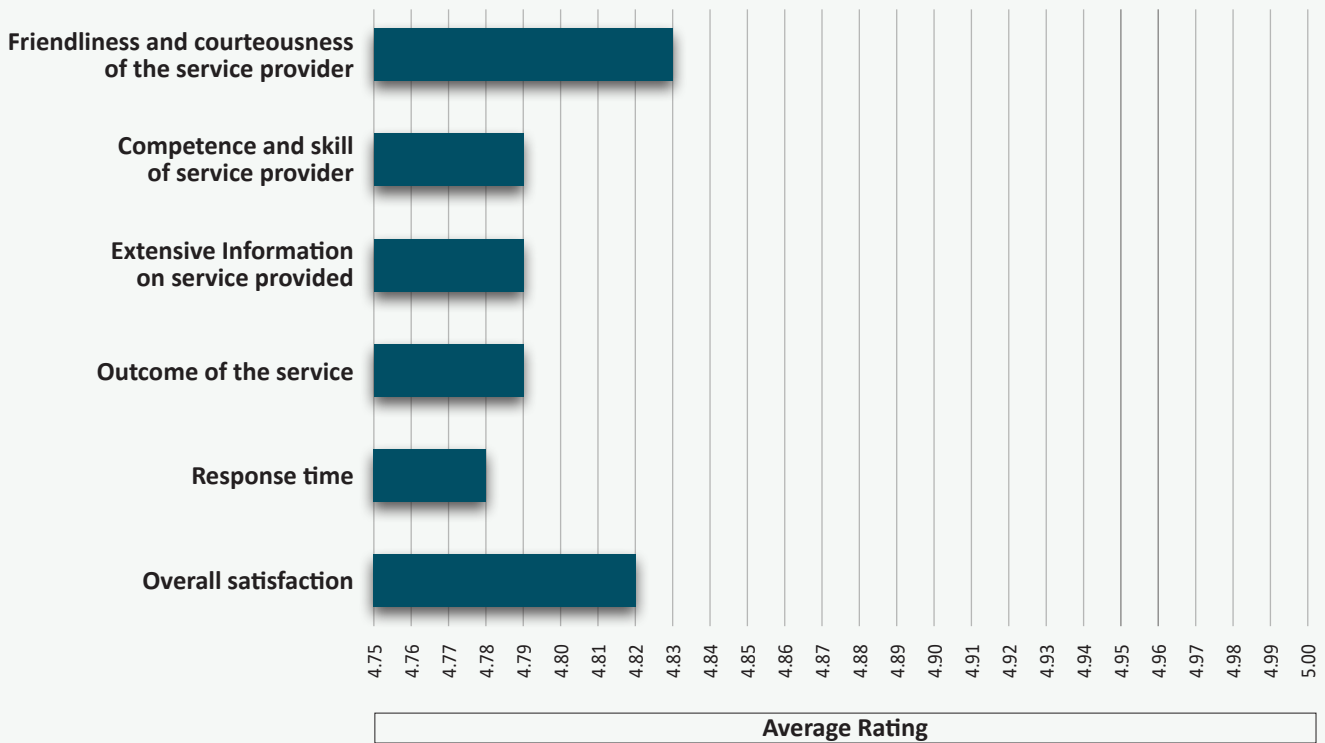


Majority of the feedback survey respondents transacted with the CSC Regional and Field Offices in the National Capital Region (NCR), Regional Office II, Regional Office VII, and Office for Human Resource Management and Development.

The satisfaction level of customers who availed of CSC QMS-enrolled services was based on six satisfaction

level indicators from poor (1) to outstanding (5). In total, 99.05% of the respondents provided a rating of “very satisfactory” to “outstanding”. This was above the CSC QMS’ target of at least 90% very satisfactory client satisfaction rating. The indicators posted the following average ratings in 2020:

**Figure 14: Average Rating Per Satisfaction Level Indicator, 2020**



5-Point Rating Scale (Numerical Rating and Adjectival Equivalent):

- 5 – Outstanding
- 4 – Very Satisfactory
- 3 – Satisfactory
- 2 – Needs Improvement
- 1 – Poor

Aside from the ratings, customers may provide a narrative of complaints if they were dissatisfied with the service provided, give suggestions on areas where they would like to see improvements, or extend compliments/praises with

how their applications/requests were handled. In 2020, the CSC received a total of 440 compliments, 32 suggestions, and zero (0) complaints. Majority of the feedback received was appreciation for the professionalism, friendliness,

responsiveness, and courteousness showed by CSC's service providers.

While there were new difficulties in meeting the process objectives due to restricted mobility brought by the community quarantine, the CSC has implemented strategies to address the challenges of the ongoing pandemic. Some of these initiatives include (1) the use of ORAS for records management services, (2) provision

of online client scheduling to manage the flow of clients and reduce waiting time, (3) conduct of online written examination for recruitment, and (4) posting of active email addresses and contact numbers to inform clients where to send in their queries and concerns. The CSC used digital platforms that enabled customers to transact business without the need for a face-to-face encounter, including the online gathering of customer feedback.

## ONLINE RECRUITMENT AND SELECTION PROCESS

The Civil Service Commission (CSC) continued to fill its job vacancies despite recruitment challenges posed by the continuing community quarantines. In 2020, CSC's Office for Human Resource Management and Development (OHRMD) was able to fill 33 vacancies in the Central Office.

Diverting from the usual in-person hiring activities, OHRMD embarked on an online recruitment and selection process. All phases of the process, except for the conduct of the Ethics Oriented Personality Test (EOPT), were done virtually—from publication, written examination, behavioral event interview, background investigation, deliberation of the Human Resource Merit Promotion and Selection Board (HRMPSB), and up to the Commission's selection of appointee.

OHRMD prepared, reviewed, and improved support mechanisms since the implementation of online process. These mechanisms include, among others, (1) provision

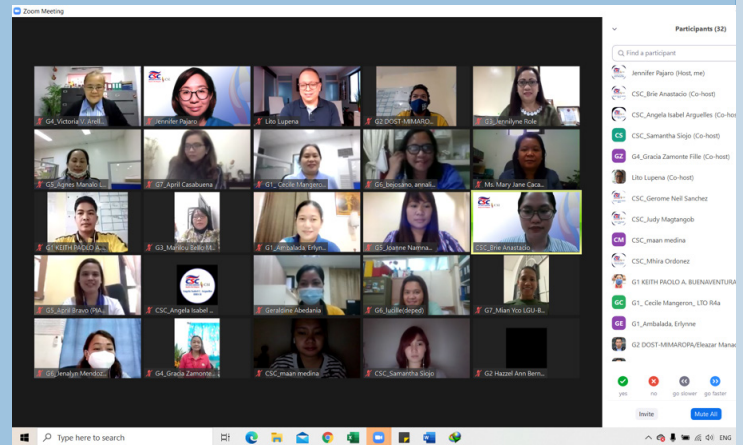
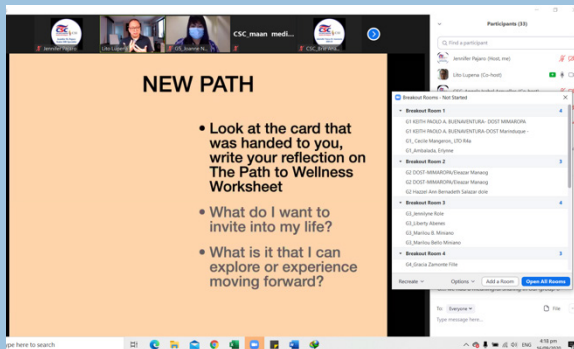
of clear information or instructions to qualified applicants undergoing the process, (2) creation of applicants' profile database for easier tracking and monitoring, and (3) conduct of test runs among applicants prior to the actual conduct of online written examination and behavioral event interview (BEI) to assess and address possible issues and concerns such as online connectivity, etc.

To ensure the integrity of the whole process and secure sensitive information, house rules were established. In online examinations, examinees were asked to fill out declaration forms. In BEI, members of the HRMPSB signed a pledge of confidentiality and undertaking to safeguard the BEI guide from unauthorized use and secure information shared by examinees during interviews.

In August 2020, OHRMD also conducted a sharing-learning activity on the online recruitment and selection process to CSC regional offices' human resource divisions and HRMPSB.



## PATH TO WELLNESS



CSC employees took part in virtual workshops where they explored their thoughts and feelings, and navigated through the new path to wellness.

## INTERNAL L&D FOR CSC EMPLOYEES

Aside from the programmed learning and development (L&D) trainings for CSC officials and employees in 2020, the CSC also provided L&D programs focusing on mental health concerns. These helped employees manage and cope with the abrupt changes in work arrangements and setting to ensure that work productivity is sustained while employees' welfare is also upheld. Such activities utilized virtual communication platforms to avoid mass gatherings. From June to September 2020, OHRMD, together with Civil Service Institute, conducted a webinar on psychosocial wellness titled "The Path to Wellness," which was attended by employees from the CSC Central Office (CO) and Regional Offices (ROs).

Through the CSC's partnership with Bangko Sentral ng Pilipinas and BDO Foundation, it was able to pursue its goal

of promoting a holistic approach to L&D by introducing financial education webinars to HR focal persons from CO and ROs from 8-24 September 2020.

Further, the CSC has been in constant coordination with the Australia Awards Alumni Engagement Program-Philippines (AAAEP-P) for various L&D programs. These included a short course on gender and disaster risk reduction conducted from 5 May to 3 June 2020 by the UP Center for Women's and Gender Studies and the Earthquakes and Megacities Initiative. From July to September 2020, select CSC officials and employees also participated in the gender mainstreaming short course facilitated by the University of Queensland. Other employees underwent a short course on organizational development facilitated by the Ateneo de Manila University.

## HEALTH AND WELLNESS PROGRAMS

Employee well-being has been severely affected as the country battles the COVID-19 pandemic. Thus, CSC has intensified its efforts to ensure that its employees' health and wellness remained a priority.

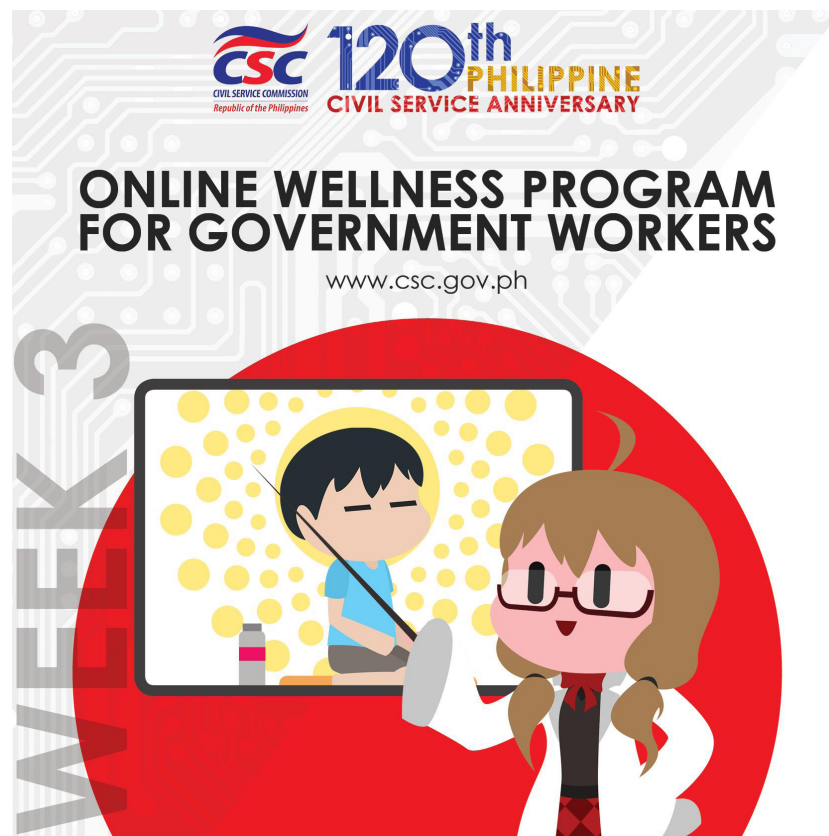
At the onset of the community quarantine, the CSC implemented health and safety protocols to ensure that officials and employees are safe against the spread of the virus in the workplace. It also provided support for employees inflicted with the virus. A series of swab tests was also conducted for CSC employees. The CSC ran health fora about COVID-19, including the virus' infectivity period and contact tracing on 27 February and 19 June, respectively.

In response to the CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020, the CSC established its Occupational Safety and Health (OSH) Committee and crafted its OSH standards to protect its employees from

the dangers of injury, sickness, or death and prevent loss or damage of properties through the adoption of safe and healthy working conditions.

Due to alternative work arrangements, the need for clear communication has been highlighted. Thus, CSC offices started or amplified the use of online communication applications to connect and inform employees of important announcements and activities.

OHRMD also virtually conducted annual activities that promote employee welfare, including internal kick-off activity of the 120<sup>th</sup> Philippine Civil Service Anniversary, family day and loyalty program, and year-end celebration. Regular online "kumustahan" sessions were also practiced among officials and employees to support one another and sustain connection despite not seeing each other in the office.





# C. STRENGTHENING HR/OD KNOWLEDGE MANAGEMENT AND ICT

Recognizing the need to service to embrace the disruption brought by Industry 4.0 or the Fourth Industrial Revolution (FIRe), the CSC continues to strengthen its information and communications technology (ICT) capability to cope with the advancement of digital transformation, especially in the area of knowledge management.

## 1 INVENTORY OF GOVERNMENT HUMAN RESOURCES

The Inventory of the Government Human Resource System (IGHRS), a web-based application developed in 2016, has been constantly monitored to keep, maintain, and generate an accurate and updated database and HR profile of government workers. Statistical data of the IGHRS include the number of government workers according to classification of position, geographical distribution, status of appointment, level of position, age, sex, disability, and indigenous group.

As of 31 August 2020, the IGHRS recorded 1,762,301 government workers, with 1,591,719 or 90.32% occupying career positions, and 170,582 or 9.68% occupying non-career positions.

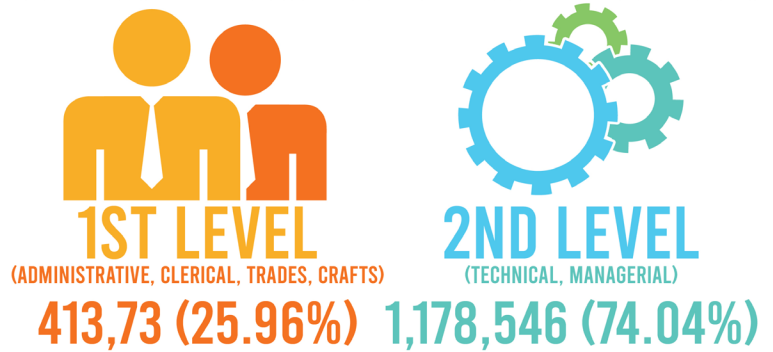
### INVENTORY OF GOVERNMENT WORKERS



JOB ORDERS AND CONTRACTS OF SERVICE

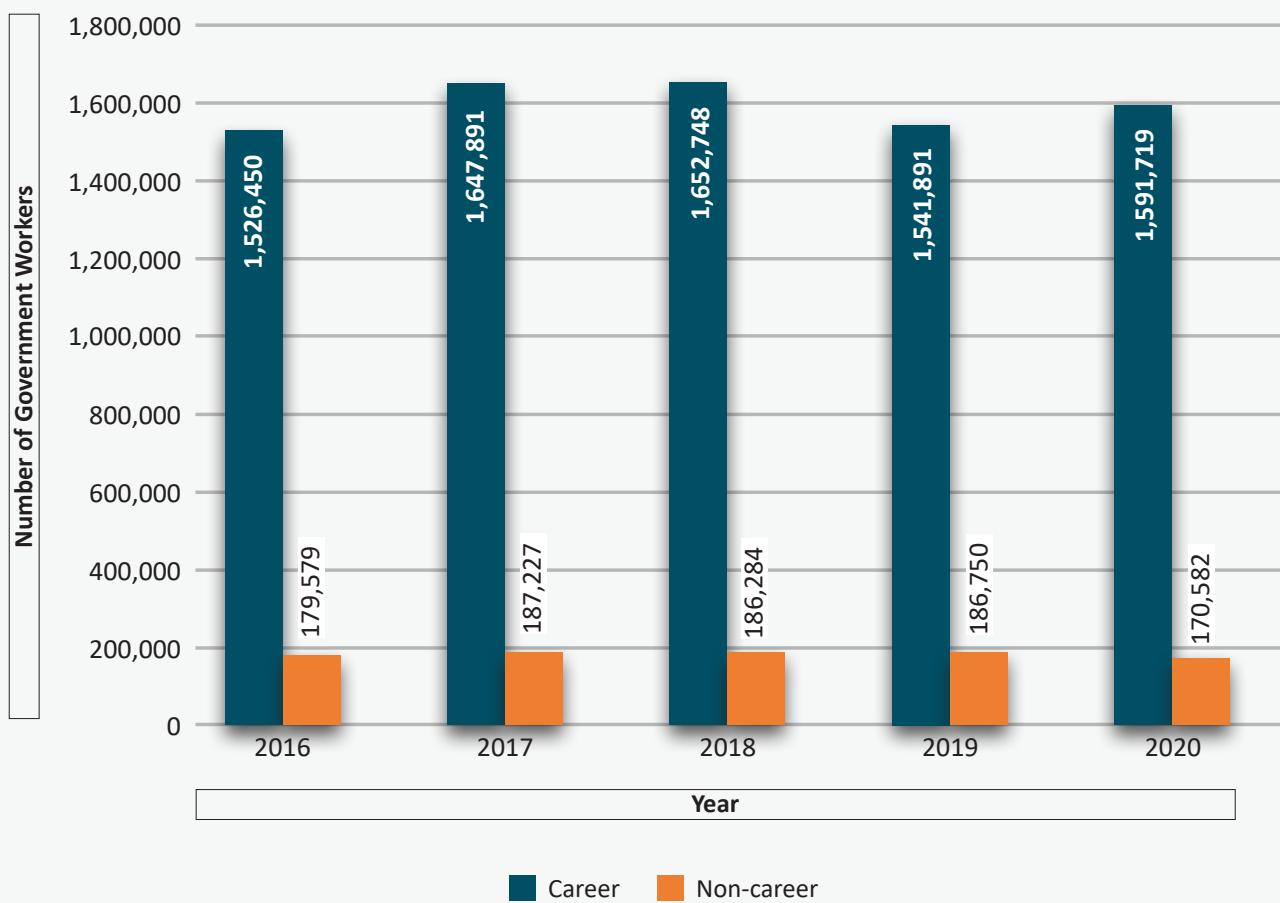


### CAREER POSITIONS BY LEVEL OF POSITION



	BY STATUS OF APPOINTMENT	BY MAJOR SUBDIVISION
PERMANENT	1,554,259 (97.65%)	NGA 1,175,233 (73.83%)
TEMPORARY	37,267 (2.34%)	GOCC 61,597 (3.87%)
SUBSTITUTE	193 (0.01%)	SUC 57,298 (3.60%)
		LWD 12,755 (0.80%)
		LGU 284,836 (17.89%)

Figure 15: Total Number of Government Workers (2016 to 2018)



## CAREER VS. NON-CAREER POSITIONS

For government workers in career positions, 25.96% are occupying first level positions, while 74.04% are occupying second level positions. In terms of status of appointment, 97.65% are occupying permanent positions, 2.34% are occupying temporary positions, while .01% are substitutes.

Majority of those in career positions are in national government agencies (NGAs) at 73.83%, followed by local government units (LGUs) at 17.89%, and government-owned and controlled corporations (GOCCs) at 3.87%. Most career workers are in the executive branch (97.73%).

For non-career positions, majority or 54.64% of government workers have casual appointments, 19.84% have contractual appointments, 14.86% have coterminous appointments, and 10.66% are elective officials.

Unlike career workers, majority of government workers in non-career positions are in LGUs (64.51%) and NGAs (21.46%). Similar to career workers, however, those in non-career positions are mostly in the executive branch (97.98%).

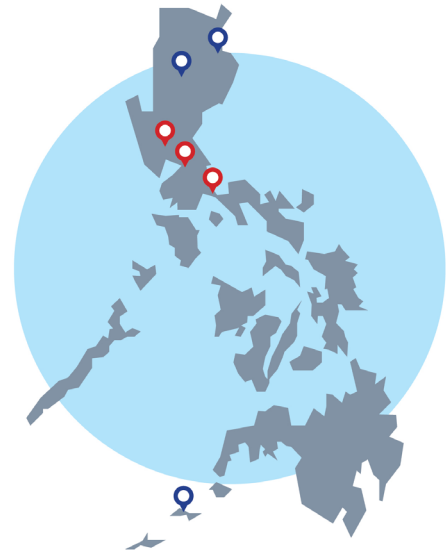
In terms of geographical distribution, the largest number of government workers (21.21%) are in the National Capital Region (NCR), followed by Region IV at 11.95% and Region III at 8.81%. The Cordillera Administrative Region (CAR) records the lowest number of government workers at 2.55%.

### NON-CAREER POSITIONS

BY STATUS OF APPOINTMENT		BY MAJOR SUBDIVISION	
COTERMINOUS	125,353 (14.86%)	NGA	36,601 (21.46%)
CASUAL	93,208 (54.64%)	GOCC	14,351 (8.41%)
CONTRACTUAL	33,839 (19.84%)	SUC	4,753 (2.79%)
ELECTIVE	18,182 (10.66%)	LWD	4,831 (2.83%)
		LGU	64.51%

### GEOGRAPHICAL DISTRIBUTION

REGION I	89,568	5.08%
REGION II	62,821	3.56%
REGION III	155,230	8.81%
REGION IV	210,523	11.95%
REGION V	98,789	5.61%
REGION VI	116,900	6.63%
REGION VII	106,265	6.03%
REGION VIII	96,591	5.48%
REGION IX	68,880	3.91%
REGION X	89,075	5.05%
REGION XI	68,734	3.90%
REGION XII	74,641	4.24%
NCR	373,839	21.21%
CAR	44,99	2.55%
CARAGA	58,941	3.34%
BARMM	46,510	2.64%

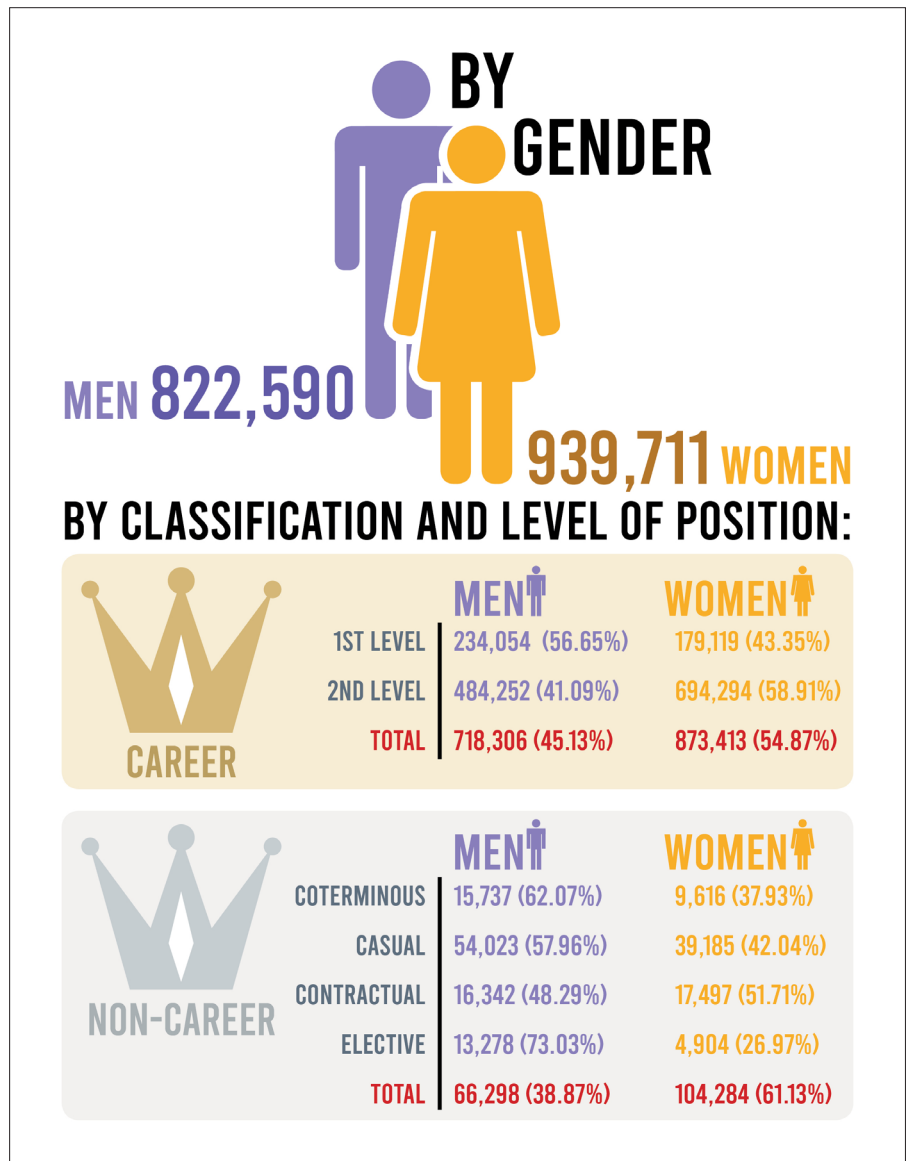


## GENDER

In 2020, there are more women (939,711) in government than men (822,590). From the 2019 statistics, the difference between the number of women and men also increased from 3% to 13% this year.

Carrying the trend from the previous year, this year's statistics show that there are more women in career positions (54.87%), while there are more men in non-career positions (61.13%). There are also more women (58.91%) in technical and managerial (or second level) positions; while there are more men (56.65%) in clerical and administrative positions, trades, and crafts (first level).

The IGHRIS also reveals that there are more men (58.26%) occupying non-career positions than women (41.74%). Notably, there are more men in elective, coterminous, and casual positions, while there are more women in contractual positions. While data show that there are more women in second level career positions and it possible that they are taking on long-term key roles or leadership positions in their organizations, it is interesting that men still dominate elective positions at 73.03%. This means that more men hold key positions in policy and decision making and implementation, although their positions are term-based.



## INCLUSIVITY AND DIVERSITY

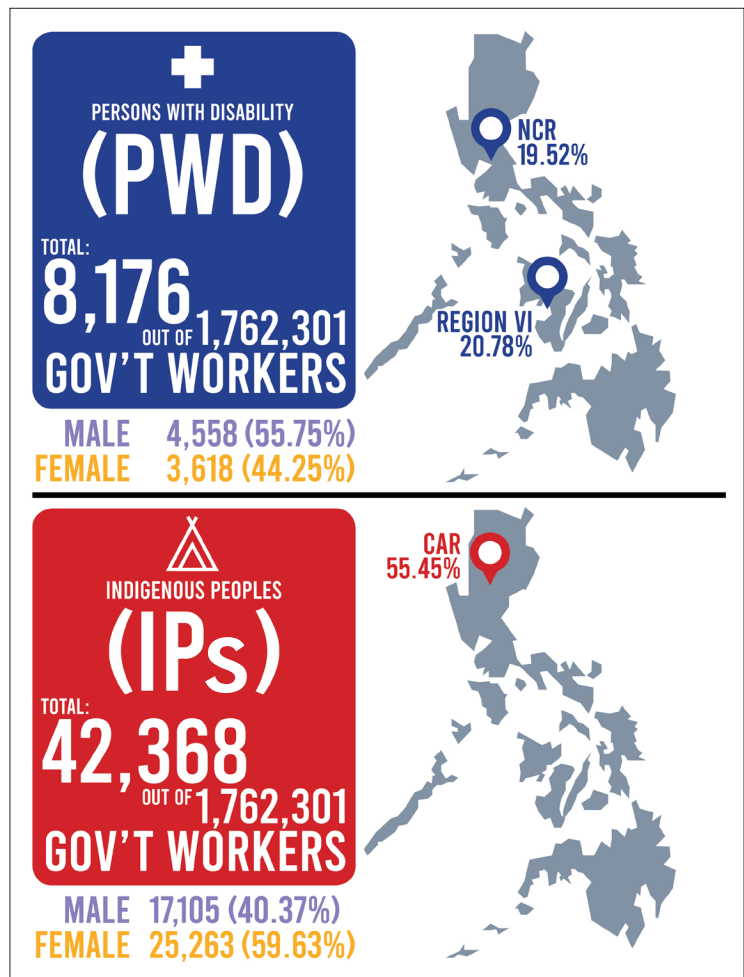
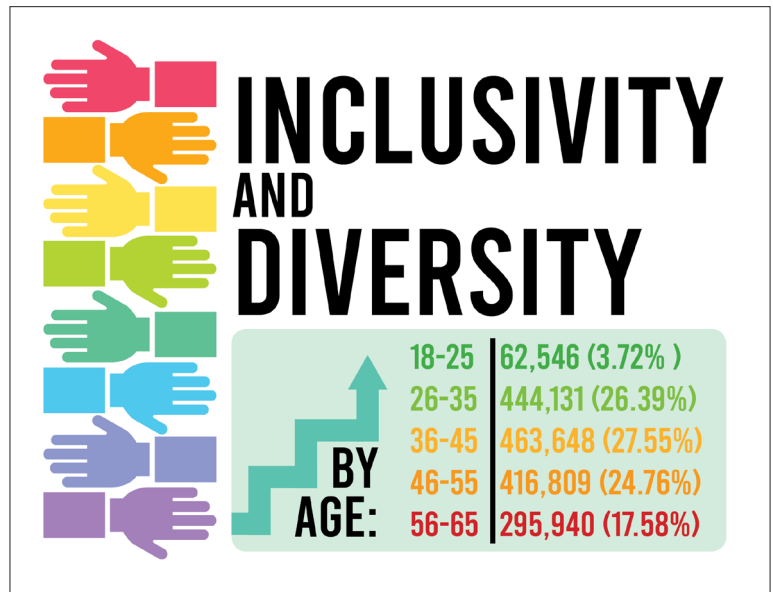
Encouraging inclusivity and diversity in the workplace is an important step in pursuing strategic HR. A well-represented government can gather varied inputs and see different perspectives compared to a largely homogenous organization.

The IGHRIS provides a snapshot on where the Philippine government is in terms of improving representation. In terms of age, data show that majority of government workers are within the ages of 26 and 55—27.55% belong to the 36-45 age bracket, 26.39% belong to the 26-35 bracket, and 24.76% belong to the 46-55 bracket. The rest belong to the 56-65 age bracket (17.58%) and 18-25 bracket (3.72%).

The number of persons with disability (PWDs) in government increased slightly from 2019's 7,920 to this year's 8,176. There were also more male PWDs (55.75%) than female (44.25%) in government. Regions VI and the National Capital Region recorded the highest number of PWDs in 2020, with 1,699 and 1,596 recorded employed PWDs in their agencies, respectively.

Indigenous peoples (IPs), on the other hand, constituted 2.4% of the total government workforce, or 42,368 out of 1,762,301. There are more female IPs (59.63%) working in government than male IPs (40.37%). This is significant in that women who are also part of indigenous groups are typically doubly marginalized, but we see a hopeful trend in this data which may have reflected female IPs' pursuit of opportunities to join government service. As in the previous year, CAR records the highest number of IPs working in government agencies at 23,493, which increased to 55% from last year's 15,091.

CSC continues to champion HR policies applying the Equal Opportunity Principle and competency-based HR processes to ensure that there is no discrimination based on age, gender, sexual orientation, social class, religion, ethnicity, or disability among civil servants. With concerted efforts among agencies in encouraging inclusivity and diversity, CSC hopes to build a well-represented government that is able to respond to the different needs of both its workforce and its clients.



## 2

## COMPLETION OF ICT PROJECTS

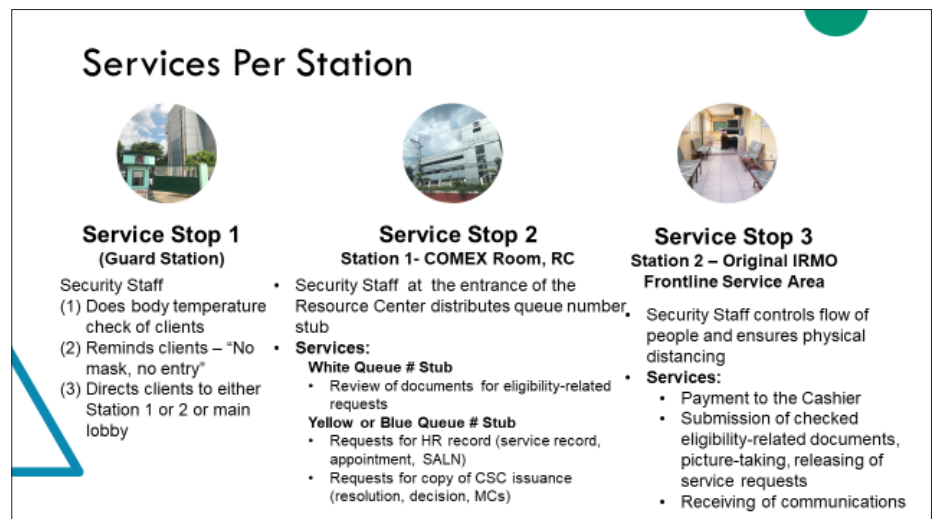
The COVID-19 pandemic called for change in the way government services are delivered to ensure the safety of both stakeholders and employees of the CSC, as well as reduce organizational disruption.

Navigating the new normal for service delivery, particularly the frontline services, required a new workflow for better management of client transactions for one. Client service stops and stations were put in place following the downgrading of quarantine restrictions from ECQ to GCQ in Metro Manila in June 2020.

With the conduct of regular disinfection activities, timely advisories bearing contact information such as office email addresses were issued, and a drop box was provided for all incoming communications to ensure continuous service to the clients.

In looking for different methods of service delivery, the CSC optimized information and communications technology (ICT) to develop three (3) web-based applications that can continually facilitate and provide the needs of its stakeholders. These are the Online Registration, Appointment, and Scheduling System (ORAS), the Civil Service Eligibility Verification System (CSEVS), and the Knowledge Management Portal (KM Portal).

The CSEVS prototype presented in November 2019 was developed in 2020 as a collaborative effort



among key CSC offices. It integrates available databases covering eligibilities conferred for passing examinations (via pen-and-paper test and computerized examination modes), and eligibilities granted under special laws and CSC issuances for online verification. The CSEVS hastens the eligibility verification process through the web access and facilitates the printing of the eligibility card through QR code. After the pilot testing of the CSEVS in 2020, it will be deployed in the first quarter of 2021.



## 3

## KNOWLEDGE MANAGEMENT

Knowledge management or KM was one of the strategies identified to address CSC's organizational gaps in delivering efficient and effective services. Developments for the CSC's KM initiatives continued in 2020, building on the gains made in 2019 such as benchmarking and focus group discussion sessions, and crafting and presentation of the KM framework and proposal to the Commission.

In 2020, targeted KM projects also benefited from ICT initiatives started during the pandemic. The CSC Knowledge

Management Portal, or CSC KM Portal, is one of these initiatives. The KM Portal is an improved version of the CSC Intranet and designed to capture, store, and share knowledge between and among the staff and offices in the CSC for easy access by process owners and end-users. Moreover, the knowledge products of CSC offices shall be stored and shared in the KM Portal to aid in policy formulation, decision-making, and program implementation. It will facilitate collaboration, continuous improvement of CSC processes, break silos, and increase workforce productivity.



*The Knowledge Management Portal being developed by the CSC's Information Technology Division is designed to capture, store, and share knowledge between and among the staff and offices in the CSC for easy access.*

# D. STEWARDSHIP OF FINANCIAL RESOURCES

**T**he Civil Service Commission's (CSC) effective and efficient discharge of its mandated functions in the bureaucracy requires the well-managed stewardship of financial resources.

## 1 ADOPTION OF COMPREHENSIVE ECONOMY MEASURES

In response to the government's call to adopt austerity measures in the government due to the national health emergency situation, the CSC has undertaken comprehensive economic measures for its programs and sub-programs based on approved appropriations as well as for its particular activities and expenditure items.

For its programs, all CSC offices nationwide reviewed and revised their 2020 Work and Financial Plans and 2020 Office Performance Commitment Review and identified activities to be continued, discontinued, or modified in consideration of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF) guidelines, Department of Budget and Management's National Budget Circular No. 580 on the adoption of economy measures in the government, and other internal cost-cutting efforts.

Dispatch of vehicles was restricted to essential matters to save on fuel. Local travels were suspended, while foreign

travel was allowed only for ministerial meetings, trainings, and scholarships that were grant-funded and/or undertaken with limited cost to the Commission, such as per diem, travel allowance, and representation expenses. Meetings, trainings, seminars, and workshops shifted from face-to-face to virtual or online, including digitization of materials. Conservation of electricity, water, communication, and common-use office supplies was also reiterated to save on utility costs.

The CSC also complied with various procurement policies and regulations under the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9181, Government Procurement Policy Board policy issuances, and Administrative Order No. 25, s. 2010 or IATF Circulars on the Performance-Based Bonus Guidelines in terms of electronic/computerized preparation and submission of procurement reports, online/virtual procurement procedure, and other electronic platforms.



CSC RO II Director IV Nerissa B. Canguilan (right) leads the groundbreaking rites together with Director III Marites P. Lappay (middle) and Cagayan-Batanes Field Office Director II Maria Noemi S. Bustamante (left).  
Source: CSC RO II's Facebook Page

## 2

## STRENGTHENING CSC INFRASTRUCTURE

Despite the pandemic, the CSC continued to improve its facilities in the entire country to ensure that its programs and services remain accessible to its clientele. The construction of its several field offices that started before 2020 still pushed through and were inaugurated in 2020. However, the Commission has undertaken strict prioritization and necessary measures in budgeting expenditures for infrastructure projects such as building constructions, repairs, renovation, and maintenance that commenced in 2020.

Before the pandemic, the CSC Regional Office II held a groundbreaking ceremony on 18 February 2020 to construct the two-storey CSC Cagayan-Batanes Field Office extension to be located at the Regional Government Center in Carig, Tuguegarao City.

Furthermore, the CSC Regional Office VI (CSC RO VI) inaugurated its Guimaras Field Office on 30 September 2020. The construction of this field office started in late 2018 through a Memorandum of Agreement between



CSC RO VI Director IV Nelson G. Sarmiento leads the inauguration of its Guimaras Field Office on 30 September 2020.



CSC RO VI and the Provincial Government of Guimaras. A total of PHP5.5 million was spent on this project.

Building construction commenced in 2018 with the help of the DPWH Quezon II District Engineering Office.

The CSC Regional Office IV's Quezon Field Office in Barangay Ibabang Dupay, Lucena City, was completed and had its soft opening in September 2020. FO-Quezon has been originally housed at the Old Provincial Capitol Building in Barangay 10, Lucena City since 1990. In 2017, the project to construct CSC's own building in Quezon was finally initiated through the support of Lucena City Mayor Roderick Alcala and the Sangguniang Panlungsod ng Lucena.

There were also ongoing construction projects of other field offices in different regions. These include new buildings in Sta. Rosa, Nueva Ecija and Pinamalayan, Oriental Mindoro. FO-Nueva Ecija has been housed in the Old Provincial Capitol Building of Cabanatuan City for almost 29 years, while FO-Oriental Mindoro has been located in Calapan City at the Provincial Government of Oriental Mindoro office since 1991.



## 3

## RESOURCE MOBILIZATION

The CSC, through its financial steward, the Office for Financial and Assets Management (OFAM), has undertaken initiatives and innovations to usher in the new normal in service delivery.

During the coronavirus outbreak in March 2020, it immediately complied with the necessary requirements to implement health protocols to prevent the spread of the virus, including the procurement of COVID-19 prevention-related supplies such as face masks, face shields, alcohol, personal protective equipment, and gloves, among others.

In the Central Office, isolation tents and rooms were set up. Equipment such as temperature scanners, foot baths, and alcohol dispensers in strategic locations were also made available.

OFAM also installed signages on COVID-19 reminders, additional handwashing facilities in strategic locations, and acrylic barriers in the CSC Executive Offices. The CSC Central Office also provided shuttle service to its employees in at least seven (7) routes and free dormitory access for employees during quarantine.



Safety measures in place at the Central Office in Batasan Hills, Quezon City



## **Part III**

# **ENGAGING STAKEHOLDERS AND AFFIRMING SOCIAL RESPONSIBILITY**

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# 120<sup>th</sup> PHILIPPINE CIVIL SERVICE ANNIVERSARY

**C**ollaborations and partnerships are key to strengthening advocacies and delivering greater impact. The Civil Service Commission (CSC) is able to sustain its advocacy projects, host big events, and reach more people through the support of like-minded organizations.

## 1

### PHILIPPINE CIVIL SERVICE ANNIVERSARY

The Philippine Civil Service Anniversary (PCSA) is one the CSC's important vehicles for its public service and HR advocacies. Over the years, it has served as a media event, and a venue for government and community participation. Nationwide in scope, PCSA thrives through the support of public and private sector partners, media, and the public.

The 120<sup>th</sup> PCSA celebration was unique because it was held in the midst of a pandemic. Timely enough, the theme was Philippine Civil Service @120: Public Sector in the Age of Digital Transformation, underscoring the use of emerging technologies in the pursuit of efficient public service delivery in the Philippine government. When the pandemic hit, the theme continued to guide the PCSA Steering Committee in recalibrating the calendar of activities and innovating in terms of how to conduct the events online. The R.A.C.E. to Serve Fun Run and Government Choral

Competition were also suspended this year to comply with quarantine and health protocols; thus, CSC worked with a different set of partners for virtual events.

The celebration kicked off with the CSC's first virtual press conference streamed live on 1 September 2020 over its main Facebook Page, [www.facebook.com/civilservicegovph](https://www.facebook.com/civilservicegovph). The conference had live peak viewers of 784, and, as of October 2020, it has garnered an estimated reach of 70,000 and engagement of 13,000.

Focusing on digital transformation, the conference panel featured presentations from government agencies directly involved in modernizing public service and introducing innovations to address emerging concerns. Director General Jeremiah B. Belgica (Anti-Red Tape Authority), Mayor Francisco A. Domagoso (Manila City Government), Undersecretary Alan A. Silor (Department of Information and Communications

Technology), and Executive Director Enrico C. Paringit (Department of Science and Technology's Philippine Council for Industry, Energy, and Emerging Technology Research and Development) shared their experience in implementing government's initiatives to adapt to the new normal and maximize technology in revamping systems and processes.

The virtual Public Sector Leaders and HR Forum held on 10 September 2020 featured a range of local and international speakers to discuss perspectives on how

the public sector may navigate through these complex times. The keynote speaker was Ms. Ong Toon Hui, the Dean and CEO of Civil Service College Singapore. HR experts and government leaders served as resource speaker for the event, including Dr. Rodney R. Boncajes of the National Center for Mental Health, Mayor Victor Ma. Regis N. Sotto of the Pasig City Government, and Dr. Eva Maria Cutiongco-Dela Paz of the National Institutes of Health, University of the Philippines Manila, among many others.

## CSC holds virtual press conference on digital transformation



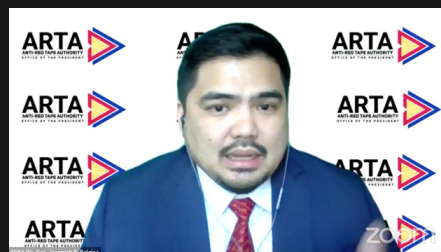
CSC Office for Legal Affairs Director IV Alma Flores-Foronda served as the moderator during the press conference.



CSC Chairperson Alicia dela Rosa-Bala and Commissioner Aileen Lourdes A. Lizada welcomed the guests and members of the media to the conference.



Manila City Mayor Isko Moreno discussed innovations in local governance as part of boosting the city's income and ensuring efficient delivery of services to its constituents.



Director General Jeremiah B. Belgica shared the ARTA's implementation efforts for the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



Undersecretary Alan A. Silor presented the DICT's strategies in preparing the country for the Fourth Industrial Revolution and the New Normal.

**CLICK HERE TO JOIN THE EVENT!**

**GOVERNMENT ONLINE CAREER FAIR**

14-18 September 2020

www.csc.gov.ph

**CSC 120th PHILIPPINE CIVIL SERVICE ANNIVERSARY**

The Online Government Career Fair was held from 14-18 September 2020 in partnership with JobStreet.com, garnering 757 participating agencies and 5,801,842 site visits during the online job fair.

CSC has also been offering the Special Treats for Government Workers since the 2011 anniversary. With one partner in 2011, it grew in number up to twenty (20) in 2019. Special offers came from the different industries such as in retail, entertainment, health, food, hotel and travel. However, due to the pandemic, the government through the Department of Trade and Industry imposed the “no physical or face-to-face” business transactions. Thus, CSC’s partners were required only to operate and transact business with clients online. Though very much willing to participate, many were not able to comply with DTI’s requirements. Despite these challenges, Ace Hardware, the SM Store, Ideal Vision, Ka Tunying’s Café, Flexispot and Anthony Audio still partnered with the CSC to provide special discounts and promos for government workers.

The PCSA remains to be a collaborative endeavor between organizations and individuals. Through these growing partnerships, the CSC continues to provide motivation and inspiration to government workers through the annual commemoration of the establishment of the Philippine civil service.

**CSC 120th PHILIPPINE CIVIL SERVICE ANNIVERSARY**

**SPECIAL TREATS FOR GOVERNMENT WORKERS**

CSC’s partners are providing special treats for government workers as a way of thanking them for a job well done.

Thank you for your support:





# CSC announces national winners of online photo contest



**“Keep Distance”**  
by Maria Katrina T. Panoy

“No matter how much we wanted to be together, we just can’t. Because today, it is always safer to be far away from each other.”





**“Improvise, Adapt, and Overcome”**  
by Chelcie A. Baratas

“You may not be able to control every situation and its outcome, but you can control your attitude and now you deal with it. Resetting expectations an identifying what you can do rather than focusing on what you can’t.”



**“Kalaro”**  
by Vidal Jun S. Riva

*“Sa mga mata ng bata na hindi nakikita ang kalaban at panganib ng pandemya, karapatan pa rin nila and makipaglaro at sumaya ng may tamang pag-gabay at pagsunod sa nakatatanda.”*

## 2

## PAMANANG LINGKOD BAYANI (PLBi)

Year 2020 placed limelight on health workers. These civil servants remained on the frontline, exposed to virus; many succumbed to complications caused by COVID-19. Because of the high transmission rate of the virus, they had no relatives around to hold their hands as they breathed their last. Some had to be buried right away; others were cremated with no ceremony to remember their heroism.

Tributes were given for health workers who battled the COVID-19 as the medical community continue to urge the public to stay at home and heed the authorities so that their sacrifices would not be in vain.

The PLBi is an award given to public servants as a fitting reward for a life lived with honor and commitment in public service even in the face of death.

The CSC launched PLBi in 2008 and was expanded in 2011 with three components: the *Pamanang Parangal sa Lingkod Bayani*, *Pamanang Iskolarysip*, and *Pondong Pamanang Lingkod Bayani*.

The *Parangal* is the grant of a citation signed by the Chairperson of the CSC to the bereaved family. The recognition is conferred after the deceased official or employee's wake or during the necrological service. If these would not be feasible, the Citation is conferred anytime within one year from the death of the public servant.

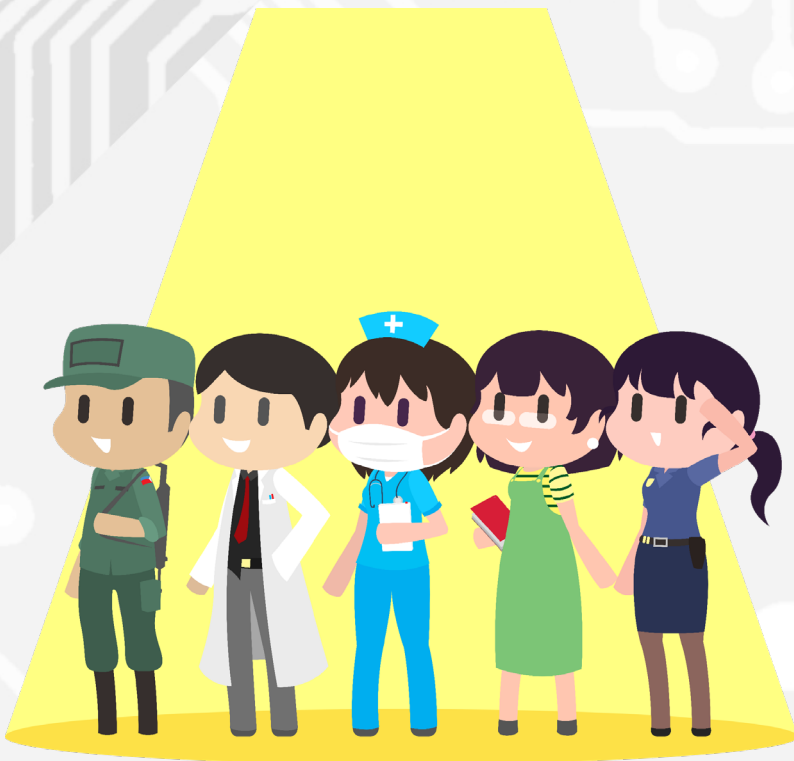
The *Iskolarysip* offers education to three immediate family members of the deceased government worker in any of the 110-member state universities and colleges of the Philippine Association of State Universities and Colleges. The scholarship is in the form of discounts on tuition and school fees with 100% for the first beneficiary, 75% for the second, and 50% for the third recipient.

The *Pondong Pamana* is the grant of a one-time financial assistance of PHP100,000 to the bereaved family.

The PLBi is funded by the yearly conduct of the R.A.C.E. to SERVE Fun Run, the official kickoff activity of the Philippine Civil Service Anniversary. Proceeds from the registration fee are remitted to the PLBi Fund.

In 2020, a total of 107 nominations were processed. Out of these 42 were approved by the Commission en banc and had been successfully granted the benefits through the issuance of CSC Resolutions; the other nominations are still in the process of validation by the CSC Regional Offices, review and recommendation of the PLBi Executive Committee, and decision of the Commission.

As of 31 September 2020, 166 beneficiaries have been awarded under the PLBi program. Majority of PLBi recipients are uniformed law enforcers and fire fighters, civilian personnel who perished in rescue efforts during super typhoon Yolanda, and environment warriors.



# Lingkod Bayani

in the  
Spotlight



ctto: Aurelio Castro III

**Dr. Leandro Resurreccion III**  
Pediatric Surgery Division  
Philippine Children's Medical Center

Those closest to him described him as the embodiment of a kind yet fiery passion in performing his duties as a pediatric transplant surgeon at the Philippine General Hospital.

Dr. Resurreccion chose to work in the Philippines, despite being certified as a pediatric transplant surgeon at Westmead Hospital in Sydney, Australia. He rejected the offer to stay in Sydney, believing the Philippines was where he was needed the most. He did not do it for money nor prestige, but because he believed he can make a difference.

He died on 31 March 2020 after contracting COVID-19.



## List of 2020 PLBi Awardees

	Region	Recipients/Grantees	Position Title and Agency	Date of Death	CSC Resolution No./Date
1	II	Richard D. Gumarang	PNP Police Staff Sergeant	20 September 2019	2000157 dated 27 Jan 2020
2	VII	Relebert C. Beronio	PNP Police Corporal	19 July 2019	2000156 dated 27 Jan 2020
3	VII	Raffy Callao	PNP Police Patrolman	19 July 2019	2000156 dated 27 Jan 2020
4	VII	Roel M. Cabellon	PNP Police Patrolman	19 July 2019	2000156 dated 27 Jan 2020
5	VII	Marquino F. de Leon	PNP Police Patrolman	19 July 2019	2000156 dated 27 Jan 2020
6	IV	Michael C. Cabillo	PNP Police Staff Sergeant	25 October 2019	2000319 dated 11 Feb 2020
7	CAR	Nicolas F. Yango	PNP Senior Police Officer 4	23 January 2019	2000581 dated 8 June 2020
8	VIII	Michael Felipe D. Ribo	PNP Patrolman	18 May 2019	2000586 dated 10 June 2020
9	VIII	Glenn S. Meniano	PNP Police Staff Sergeant	11 March 2019	20000582 dated 9 June 2020
10	IX	Jack Roland M. Bastatas	PDEA Intelligence Officer II	2 September 2019	2000595 dated 15 June 2020
11	IV	Dr. Ronaldo M. Mateo	LGU-Dasmaringas, Cavite Medical Specialist II	5 April 2020	2000615 dated 26 June 2020
12	VIII	Arman Somibay Batucan	PNP Police Corporal	4 April 2019	2000676 dated 14 July 2020
13	II	Henry Tummap Gayaman	PNP Patrolman	22 October 2019	2000843 dated 25 Sept 2020
14	VIII	Mark Jerome Sugalan Rama	PNP Patrolman	13 December 2019	2000845 dated 25 Sept 2020
15	NCR	John dela Peña Ventura	PNP Police Staff Sergeant	17 September 2019	2000842 dated 25 Sept 2020
16	NCR	Reagan Coilan Salbino	PNP Police Staff Sergeant	30 October 2019	2000844 dated 25 Sept 2020
17	IV	Robert Marqueses Ariola	PNP Police Chief Master Sergeant	8 September 2019	2000841 dated 25 Sept 2020
18	III	John Paul G. Agbayani	PNP Police Staff Sergeant	6 September 2019	2000157 dated 27 Jan 2020
19	III	Ronnie Gutierrez Tamaliuan, Jr.	PNP Police Corporal	18 October 2019	2000156 dated 27 Jan 2020
20	V	Sotero Raña Javier	PNP Police Master Sergeant	14 July 2019	2000156 dated 27 Jan 2020
21	V	Prince Pili Lagdameo	PNP Patrolman	14 July 2019	2000156 dated 27 Jan 2020
22	V	Randy Ylaran Almanzor	PNP Police Corporal	3 April 2019	2000156 dated 27 Jan 2020
23	VI	Arnel Mesada Paurillo	PNP Police Master Sergeant	15 June 2020	2000319 dated 11 Feb 2020
24	NCR	Edgil Jallores Bombase	PNP Police Corporal	15 December 2019	2000581 dated 8 June 2020
25	IV	Conrado Asignacion Cabigao, Jr.	PNP Police Master Sergeant LGU Tiaong, Quezon	29 June 2019	2000586 dated 10 June 2020

## List of 2020 PLBi Awardees

	Region	Recipients/Grantees	Position Title and Agency	Date of Death	CSC Resolution No./Date
26	IV	Dr. Aloysius Mangune Quiambao	Municipal Health Officer	26 March 2020	20000582 dated 9 June 2020
27	V	Robert Golpio Sularta	PNP Patrolman	1 April 2019	2000595 dated 15 June 2020
28	VI	Efren Manangkil Espanto Jr	PNP Police Captain	13 February 2020	2000615 dated 26 June 2020
29	VI	Emerson Policarpio Peñarubia	PNP Police Corporal	29 February 2020	2000676 dated 14 July 2020
30	VI	Antonio Anastacio Tumandag Jr	PNP Police Officer I	29 February 2020	2000843 dated 25 Sept 2020
31	VI	Prince Angelo Lagdamen Supiter	PNP Patrolman	29 February 2020	2000845 dated 25 Sept 2020
32	VI	Rex Bulao Agupitan	PNP Patrolman	29 February 2020	2000842 dated 25 Sept 2020
33	III	Robert Urmeneta Ordonio Jr.	PNP Police Corporal	6 May 2020	2000844 dated 25 Sept 2020
34	II	Alvin Bawag Anog	PNP Police Staff Sergeant	10 March 2020	2000841 dated 25 Sept 2020
35	IX	Larry Pogoy Balasabas	PNP Police Staff Sergeant	11 August 2020	2100012 dated 5 Jan 2021
36	NCR	Andres B Garcia Jr	PGH Utility Worker	13 April 2020	2100013 dated 6 Jan 2021
37	XII	Joan Resurreccion	PNP Police Major	25 August 2020	2100018 dated 7 Jan 2021
38	NCR	Leandro Resurreccion III	PCMC Medical Specialist	31 March 2020	2100019 dated 7 Jan 2021
39	XII	Witzel Euss Roman Bitantos	PNP Police Corporal	29 April 2020	2100021 dated 7 Jan 2021
40	XII	Bryan Esperanzate Costelo	PNP Patrolman	29 April 2020	2100021 dated 7 Jan 2021
41	XII	Arnold Faculin Paclibar	PNP PEMS	2 July 2020	2100022 dated 7 Jan 2021
42	NCR	Ian Anthony Rodriguez Vilog	PCMC Nurse	26 July 2020	2100029 dated 7 Jan 2021

In 2020, 86% or 36 out of 42 awardees were from the Philippine National Police. Such has been the case in the past years, wherein majority of PLBi awardees were police officers.

A total of 183 deceased civil servants have benefited from the PLBi Program since its launch in 2011. The annual R.A.C.E. to Serve Fun Run, the funding source of the cash reward for PLBi beneficiaries, was cancelled in 2020 due to health and safety protocols.



# Lingkod Bayani

in the  
Spotlight



ctto: Aurelio Castro III

## **DR. RONALDO MATEO**

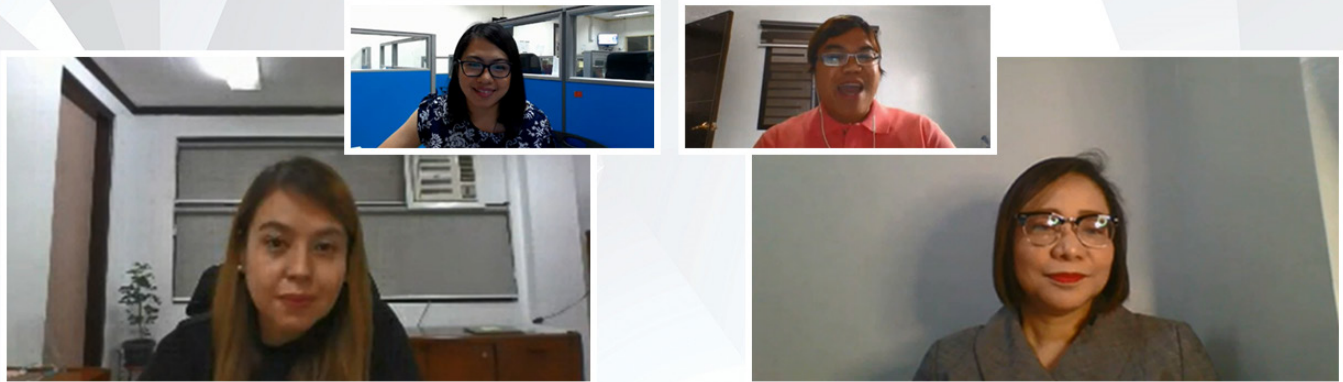
Pagamutan ng Dasmariñas  
LGU-Dasmariñas Cavite

Dr. Ronaldo Mateo passed away due to COVID-19 on 5 April at the age of 47. He dedicated his life to the practice of general surgery without forgetting to promote the welfare of his fellow Caviteños.

His colleagues at the Philippine College of Surgeons (PCS) fondly remembered “Dr. Onie” as someone who laid down his life for the practice of General Surgery. He was always focused on the needs of his townmates in Silang and Dasmariñas. The local government named its public hospital’s operating room, Dr. Ronaldo Mateo Operating Room Complex, in recognition of Dr. Onie’s “heroism and service to the city.”



## 18-Day Campaign to End Violence Against Women



**Atty. Kristine Yuzon-Chaves,**  
Executive Director,  
Philippine Commission on Women

**Director III Lucina Flor B. Ramos,**  
Civil Service Institute and  
CSC GAD Chair for External Relations



### 3 BUILDING AN INCLUSIVE CSC

The Civil Service Commission (CSC) has long espoused gender equality and social inclusion in the government. Through the years, the CSC has crafted gender-sensitive policies and programs and has continued to conduct gender sensitivity seminars and other Gender and Development (GAD) related trainings and workshops in various government agencies nationwide to increase awareness on related policies.

The CSC is continuously partnering with other government agencies and non-government organizations advocating for social inclusion to ensure that the rights and needs of every civil servant, regardless of their race, ethnicity, gender, sexual identity, disability, or class, are considered in policymaking and other human resource actions.

As part of its commitment to GAD, the CSC has continued to mainstream Gender Equality, Disability, and Social Inclusion (GEDSI) concepts and principles in its policies, programs, and activities. For its

recruitment, selection, and placement process, the CSC gives equal opportunity to all applicants, including those in the specialized or vulnerable group of individuals such as, but not limited to, pregnant women, solo parents, senior citizens, persons with disabilities, indigenous people, people with different religious affiliations and denominations, and people from any sexual orientation and gender identity and expression.

The CSC also conducted GAD-related activities such as Women's Month Women's Month in March, LGBT Pride Month in June, and the 18-Day Campaign to End Violence Against Women from 25 November to 12 December.

Since a sharp increase in domestic violence has been reported in the country during the community quarantine, the CSC conducted a webinar for its employees titled "The Way of Peace: It Starts at Home" to raise awareness on how instilling peace can help prevent violence at home.

## 4 SOCIAL RESPONSIBILITY INITIATIVES OF CSC REGIONAL OFFICES



CSC regional offices respond to the call for malasakit through several volunteerism activities, as in the case of CSC Regional Office VI through a tree-planting activity conducted in Iloilo City in November 2020.



## CSC CAR exemplifies *malasakit* for frontliners

**T**he spirit of *malasakit* is very much alive in CSC Cordillera Autonomous Region.

A donation amounting to PHP85,000 was turned over to the Baguio General Hospital and Medical Center (BGHMC) and Benguet General Hospital (BeGH) in response to the need to augment the transportation expenses of the BGHMC and BeGH frontliners during the imposition of “lockdown” in the island of Luzon during the months of March and April 2020.

On 15 May 2020, 33 sets of medical-grade Personal Protective Equipment (PPE) suits, six boxes of surgical masks, and five boxes of gloves were received by the

Outpatient Department of BGHMC as a result of a fund-pooling activity by CSC CAR. In addition, 200 pieces of woven facemasks were donated to Luis Hora Memorial Regional Hospital at a time when face masks were hard to come by. Food baskets were also donated to the first two COVID-19 positive frontliners confined at the Bontoc General Hospital in August 2020.

The personnel of CSC CAR likewise shared monetary and material resources such as clothes, blankets, hygiene kits, food, mineral water, among others to CSC RO II and other government agencies in Cagayan Valley after the onslaught of typhoon Ulysses which brought massive flooding.

## CSC Bicol pays tribute to frontliners

To recognize the contributions and heroism of frontliners in the government during the country's fight against the spread of COVID-19, the CSC Regional Office V through its Public Assistance and Liaison Division (PALD) initiated "COVID-19 Frontliners: Our Heroes in Action." This is a collection of photos of frontliners in various government agencies in the Bicol Region while doing their tasks in their respective offices. A audio-visual presentation was launched with a heartfelt message to all frontliners.

The message reads:

"As the world grapples with the perils brought upon by the Coronavirus Disease 2019 or COVID-19, many still chose to stay at the forefront and remain steadfast in fulfilling their duties and responsibilities. They are not invincible and do not possess supernatural powers, but they are ready to be at service in this time of crisis. We call them frontliners.

Indeed, not all heroes wear capes; sometimes they are in their work uniforms providing essential services to the public in spite of the threats of this pandemic. They come from a variety of fields, including medical and non-medical. Their mandates are different but all lead toward the same goal---a better life for all.

In this current situation, the frontliners are working doubly hard and going the extra mile to prevent the transmission of the Coronavirus, even if it means putting their lives at stake and being away from their families and loved ones. These people do not only endure the physical fatigue caused by long hours of duty, but they too are suffering from the social stigma that is associated with the COVID-19.

Thus, as the central personnel agency of the Philippine Government, the Civil Service Commission, particularly the CSC Regional Office V, deemed it imperative to recognize



the courage and passion of the frontliners in the country, specifically in the Bicol Region. Hence, an undertaking dubbed as "COVID-19 Frontliners: Our Heroes in Action" was conceptualized. It aims to recognize, acknowledge, and showcase the efforts of the Bicolano frontliners in action by means of showcasing their photos that capture their bravery and professionalism; uplift their morale and let them know that their efforts and heroic deeds in combatting the spread of the unseen enemy are not taken for granted; and also, bring hope and inspiration to the public in this trying time.

To all the Bicolano frontliners, KUDOS and THANK YOU!!!!"





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 National Historical Commission of the Philippines  
 National Parks Development Committee  
 National Wages and Productivity Commission  
 Overseas Workers Welfare Administration  
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Philippine Orthopedic Center  
Quirino Memorial Medical Center  
Rizal Medical Center  
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Department of National Defense  
Department of Transportation  
Development Academy of the Philippines  
Division of City Schools - San Juan  
Energy Regulatory Commission  
Metro Rail Transit III  
National Defense College of the Philippines  
National Economic and Development Authority  
Office for Civil Defense  
Office for Transportation Security  
Office of the Presidential Adviser on the Peace Process  
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 Industrial Technology Development Institute  
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 Municipal Government of Pateros  
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 Philippine Council for Industry, Energy and Emerging Technology  
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 Credit Information Corporation  
 Construction Industry Authority of the Philippines  
 Construction Manpower Development Foundation  
 Department of Energy  
 Department of Tourism – CO & NCR  
 Department of Trade and Industry – CO  
 Department of Trade and Industry – NCR  
 Development Bank of the Philippines  
 Employees Compensation Commission  
 Film Development Council of the Philippines  
 Games and Amusement Board  
 Governance Commission for GOCC (GCG)  
 Home Development Mutual Fund  
 Home Guaranty Corporation  
 Housing & Urban Development Coordinating Council (HUDCC)  
 Intellectual Property Office  
 National Development Company  
 National Home Mortgage Finance Corporation  
 National Livelihood Development Corporation  
 National Mapping and Resource Information Authority  
 National Police Commission – CO  
 Office of the Solicitor General  
 Philippine Deposit Insurance Corporation  
 Philippine Institute for Development Studies  
 Philippine International Trading Corporation  
 Philippine Merchant Marine Academy  
 Philippine National Oil Company  
 Philippine Racing Commission  
 Philippine Reclamation Authority  
 Philippine Retirement Authority  
 Privatization Management Office  
 Small Business Corporation (formerly SBGFC)  
 Trade and Investment Development Corp of the Philippines (PhilExim)  
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 Court of Tax Appeals  
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 Climate Change Commission  
 Commission on the Filipino Language  
 Cooperative Development Authority  
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 DBM – Procurement Service  
 Department of Budget and Management – CO  
 Department of Budget and Management – NCR  
 Department of Social Welfare and Development – NCR  
 Eulogio “Amang” Rodriguez Institute of Science & Technology  
 Movie and TV Review and Classification Board  
 National Anti-Poverty Commission  
 National Commission for Culture and the Arts  
 National Labor Relations Commission  
 National Printing Office  
 National Tobacco Administration  
 National Youth Commission  
 News and Information Bureau  
 Office of the President  
 Optical Media Board  
 Pasig River Rehabilitation Commission  
 Philippine Commission on Women  
 Polytechnic University of the Philippines  
 Presidential Broadcast Staff (RTVM)

Presidential Commission for the Urban Poor  
 National Privacy Commission  
 Presidential Communications Operations Office  
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 Division of City Schools – Las Piñas  
 Division of City Schools – Muntinlupa  
 Division of City Schools – Parañaque  
 Duty Free Philippines  
 Food and Drugs Administration  
 Manila International Airport Authority  
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 National Commission on Muslims Filipino  
 National Electrification Administration  
 National Irrigation Administration  
 National Kidney & Transplant Institute  
 National Security Council  
 National Water Resources Board  
 Office of the Government Corporate Counsel  
 Parole & Probation Administration - CO  
 Parole & Probation Administration - NCR  
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 Commission on Human Rights  
 Division of City Schools - Marikina  
 Department of Information and Communication Technology  
 Local Water Utilities Administration  
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