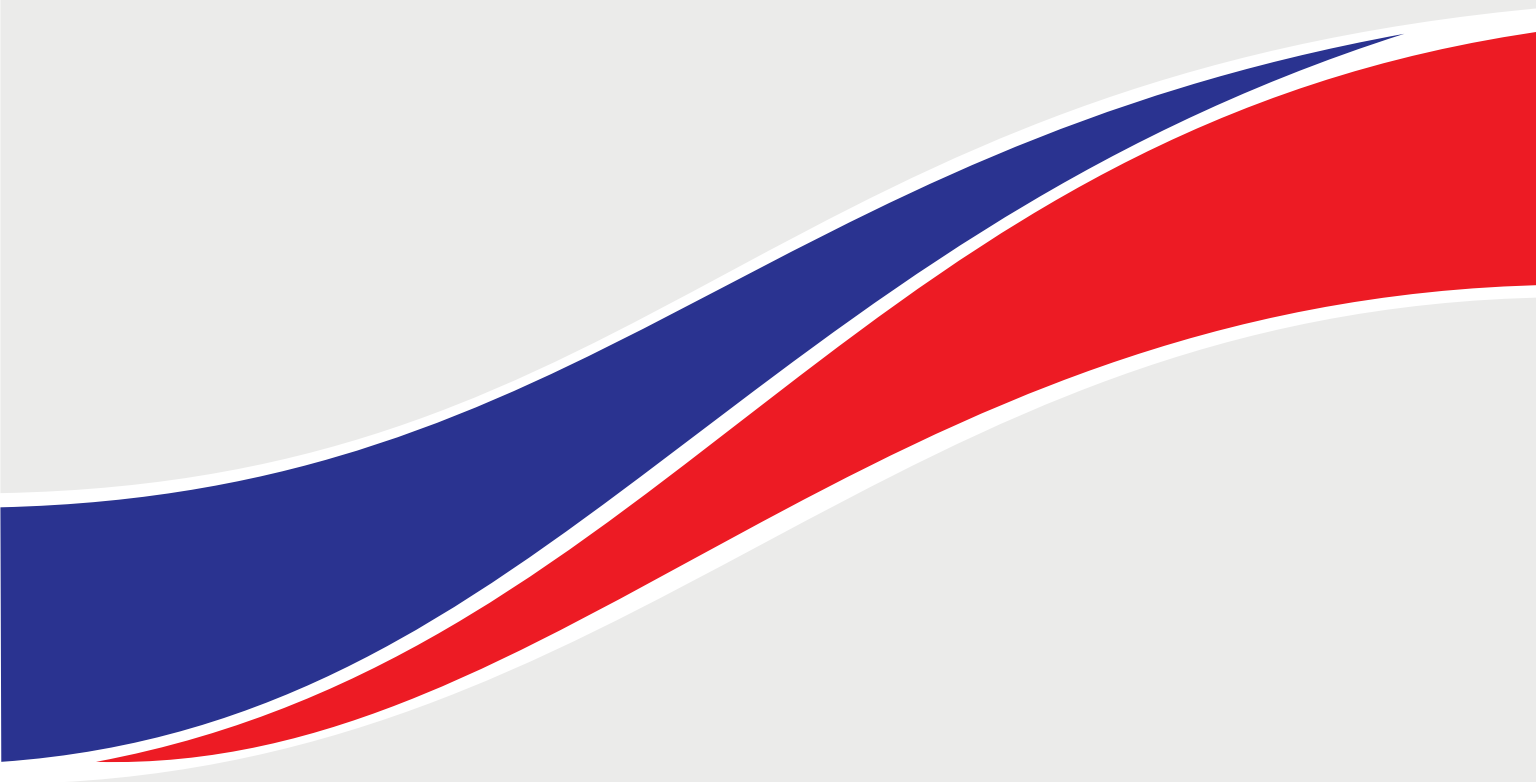




# ANNUAL REPORT 2021





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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 CSC implements and develops programs and policies for a responsive, competent and efficient workforce, a goal made imperative as the bureaucracy continued to grapple with the effects of the COVID-19 pandemic.

## 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). As of 31 December 2021, the CSC assisted a total of 341 agencies—160% above the target set of 131 assisted agencies.

## IMPROVED CUSTOMER ENGAGEMENT

The CSC continued to operate the Contact Center ng Bayan (CCB), a feedback mechanism for customers of government services. In 2021, the CCB resolved a total of 211,726 transactions. This, from a total of 212,382 transactions received, posting a resolution rate of 99.69%.

In 2021, the CCB received the most number of transactions via email ([email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)), followed by Facebook (via Messenger [m.me/civilservicegovph](https://m.me/civilservicegovph)), and SMS (0908-881-6565). Other access modes are Hotline 1-6565, walk-in, mail, and via 8888 referral.

An interesting trend was observed in the past three years in terms of access. While the CCB received most

number of reports through SMS in 2019 (87,734), a steady decline was observed through 2021 (32,737).

While we started with zero on Facebook in 2019, the influx of reports came in 2020 (55,225) when the CSC officially opened its official Facebook Messenger as a channel of CCB and the number of reports being received through this channel continued to increase (86,818 by end of 2021). Email, on the other hand, has prevailed to be the most preferred mode of the public to report their government-related transactions in 2021 (91,768 out of 212,382).

CCB also handles tickets referred by the President's Hotline 8888. By yearend, CSC's CCB achieved a 96.62% resolution rate.

## EFFECTIVE CIVIL SERVICE POLICIES

With the COVID-19 pandemic still affecting the course of public service, the CSC continued to formulate human resource (HR) policies that address the needs of government workers.

In 2021, the CSC issued the interim guidelines on absences of government officials and employees due to COVID-19 vaccination and/or adverse events following immunization of COVID-19 vaccine. This memorandum circular supported the Philippine government's vaccination program and provided government agencies with the needed guidelines on the classification and treatment of absences due to inoculation.

Meanwhile, the Commission has revised certain provisions of several existing HR policies such as the Rules on the Administrative Offense of Dishonesty, Administrative Disciplinary Rules on Sexual Harassment Cases, Omnibus Rules on Leave (CSC MC No. 41, s. 1998, as amended), and Guidelines on the Conferment

of HR Recognition and Award for the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

As of November 2021, 400,837 employees used CSC's policies for program development of their agencies with 88.44% of stakeholders rating CSC HR policies as satisfactory or better.

### PROFESSIONALIZED CIVIL SERVICE

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

In 2021, a total of 10,121 individuals were added to the pool of eligibles or those who were granted eligibilities as a result of examinations conducted, and from applications for special types of eligibilities or those granted under specific laws and CSC issuances.

In professionalizing the civil service, the CSC recorded 12,158 eligibles absorbed in the government in 2021 using their Certificate of Eligibility for the first time. The CSC has also acted on 643,584 (96.22% of 668,852) appointments received.

### LEARNING AND DEVELOPMENT FOR BETTER SERVICE DELIVERY

The CSC's Civil Service Institute (CSI) was able to implement all its planned programs/courses in 2021 virtually. It exceeded its targets by as much as 129% in terms of the number of participant-days, with a total of 39,525 against the target of 30,559.

With the given figures, the number of trained government officials and employees increased by 220% compared to the 18,000 per year average recorded pre-pandemic.

For all the programs/courses implemented, CSI achieved an annual average participant satisfaction rating of 98.89%. Average satisfaction rating indicates the percentage of respondents giving at least Very Satisfactory rating.

### ANNUAL SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

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. From 327 nominations received in 2021, a total of 42 or 13% were selected as winners of the Search. This count includes the members of group awardees.

For the first time in the history of the annual Search, the awarding rites were done virtually. The CSC partnered with the Radio Television Malacañang (RTVM) in the production of the prerecorded awards rites, which was aired on 15 November 2021 via the People's Television Network (Channel 4), the Radio Television Malacañang's Facebook page (/rtvmalacanang) and YouTube channel (/RTVmalacanang) and the Civil Service Commission's Facebook page (/civilservicegovph) and YouTube channel (/cscphmedia) on 15 November 2021. President Rodrigo Roa Duterte's pre-recorded message congratulating the winners was likewise part of the Awards Rites program.

### PAMANANG LINGKOD BAYANI PROGRAM

Many civil servants remained on the frontline as the country faced COVID-19, many of them contracted the virus and died in line of service. Given 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.

The *Pamanang Lingkod Bayani* grants recognition and a one-time financial assistance of Php100,000 to the bereaved family of the deceased civil servant.

From 2011 to 2021, there have been 234 beneficiaries awarded under the program. Majority of recipients were uniformed law enforcers and fire fighters, environment warriors, and civilian personnel who perished in rescue efforts during super typhoon Yolanda.

#### **EFFICIENT AND EFFECTIVE ADMINISTRATIVE JUSTICE**

To ensure the integrity of the civil service, the CSC strongly exercises its quasi-judicial function and effectively dispenses administrative justice. In 2021, the CSC has achieved 69.09% Administrative Case Disposition Rate or Promulgation Rate, and 88.90% Case Resolution Rate.

The CSC also crafted new guidelines on the filing and submission of the Statement of Assets, Liabilities, and Net worth during exceptional circumstances and digital/online learning in the public sector, as well as the revised guidelines in the accreditation of learning and development institutions.

#### **HUMAN RESOURCE INFORMATION MANAGEMENT**

Updated in 2021 was the Inventory of Government Human Resource (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 IGHR recorded a total of 1,755,424 government workers, with 1,597,973 or 91.03% occupying career positions, and 157,451 or 8.97% occupying non-career positions.

#### **INFORMATION DISSEMINATION IN THE NEW NORMAL**

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. The CSC Facebook Page still generates the highest number of engagement and reach at no cost. By December 2021, the FB Page reached 1 million followers in September during the Philippine Civil Service Anniversary (PCSA), with the numbers continuing to grow.

The FB Page also serves as the main venue for CSC's monthly broadcast, LunChat with CSC, and monthly documentary series, *Lingkod Bayan Diaries*. A new series, HAP Story, was also launched this year, featuring videos that take a more in-depth look into the accomplishments of the Search for Outstanding Government Workers awardees. •

# Foreword

**O**n 2 February 2022, I ended my term as head of the Civil Service Commission, the central human resource (HR) agency of the Philippine government.

From the time I was appointed in 9 October 2015, I brought my expertise and years of experience in social work to the CSC to introduce policies and programs that empower and uplift civil servants and promote social change and development, bringing “malasakit” to public sector HR management.

Under my helm, while COVID-19 has continued to disrupt institutional operations and services in 2021, it has also presented opportunities for the CSC to once again, prove that it is not indifferent to the emerging concerns surrounding various human resource policies, systems, and processes.

For one, the Commission issued the Amendment to Omnibus Rules on Leave (CSC MC No. 41, s. 1998, as amended). This policy amends pertinent to the maternity leave, paternity leave and adoption leave. The provisions on maternity leave are pursuant to R.A. No. 11210 or the 105-day Expanded Maternity Leave Law. This policy also prescribes the use of the revised Application for Leave form (CS Form No. 6, Revised 2020) and the Notice of Allocation of Maternity Leave form (CS Form No. 6a, s. 2020).

In addition, the CSC promulgated the Interim Guidelines on Absences of Government Officials and Employees Due to COVID-19 Vaccination and/or Adverse Events Following Immunization of COVID-19 Vaccine. This policy provides guidelines on the treatment of absences incurred by government officials and employees during the day of the inoculation of COVID-19 vaccine and/or the required treatment/recuperation period from the Adverse Events Following Immunization (AEFI) of COVID-19 vaccine.

Meanwhile, the CSC continues to be instrumental in the government’s transition in the implementation



of critical laws aimed at eradicating bureaucratic inefficiencies and improving national competitiveness. CSC lends its support through the crafting of learning and development programs that will help shift the mindset of government employees towards citizen-centered delivery of services.

These are just some of the Commission’s milestones in 2021, and an integral part of what we were able to achieve since I was appointed in 2015.

*Muli, akin ang karangalan na maglingkod sa bayan!*

  
ALICIA dela ROSA-BALA  
Chairperson

# Message for the 2021 Annual Report

**W**e only journey once and this once-in-a-lifetime journey took me in the path of serving our fellow Filipinos, our country and God. Let our work in the service of others be our prayer of thanks, something that we give back to God for the blessings that we receive every day.

This is something that I try to live by every day in my public service journey. As the CSC presents its accomplishments in 2021 through this annual report, it is my earnest prayer that through my service, I was able to give back all the blessings given to me by God.

In 2021, to ensure public service continuity during the new normal, the Commission issued several guidelines to help civil servants fulfill legal or administrative requirements while complying with health protocols. One of these is the filing and submission of the Statement of Assets, Liabilities, and Net Worth or SALN during exceptional circumstances.

Via CSC Resolution No. 2100339 dated 12 April 2021 and circularized via CSC Memorandum Circular No. 6, s. 2021, the Commission gave all government workers an additional period of 30 days from the original deadline of 30 April 2021, or until 30 May 2021, to submit their 2020 SALN with their respective departments, agencies, or offices.

Meanwhile, the Commission also promulgated CSC Resolution No. 2100064 which expanded the definition of sexual harassment (SH) as well as the provisions those pertaining to the administrative proceedings for complaints where the offender is a government employee. The changes were primarily made to further deter SH in the public sector as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces.

Since in the digital era, SH has taken on other forms and threatens to attack public and private online spaces as well. With this the CSC's expanded the policy on SH to protect the rights of women and men to safe workplaces and spaces, and provide mechanisms for defending survivors and issuing appropriate disciplinary action against perpetrators in an increasingly online world.

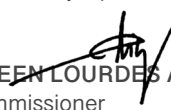
The CSC has also maximized official channels and media mileage to promote important HR policy resolutions that impact the whole bureaucracy in 2021. Press releases, grant



of interview requests, frequently asked questions (FAQs), social media cards, and website sliders to help increase awareness on these HR programs and policies.

Information dissemination and promotion of programs is just one aspect strengthened to ensure an effective CSC. We ensure improvements through our internal audit process, enhancement of human resource management and organization development, prudent management of financial Resources, and fulfilment of our social responsibility.

In 2022, the CSC will continue to ensure compassionate, effective, inclusive, and accountable governance even in trying times in the delivery of services to the public. *Mabuhay ang serbisyo publiko!*

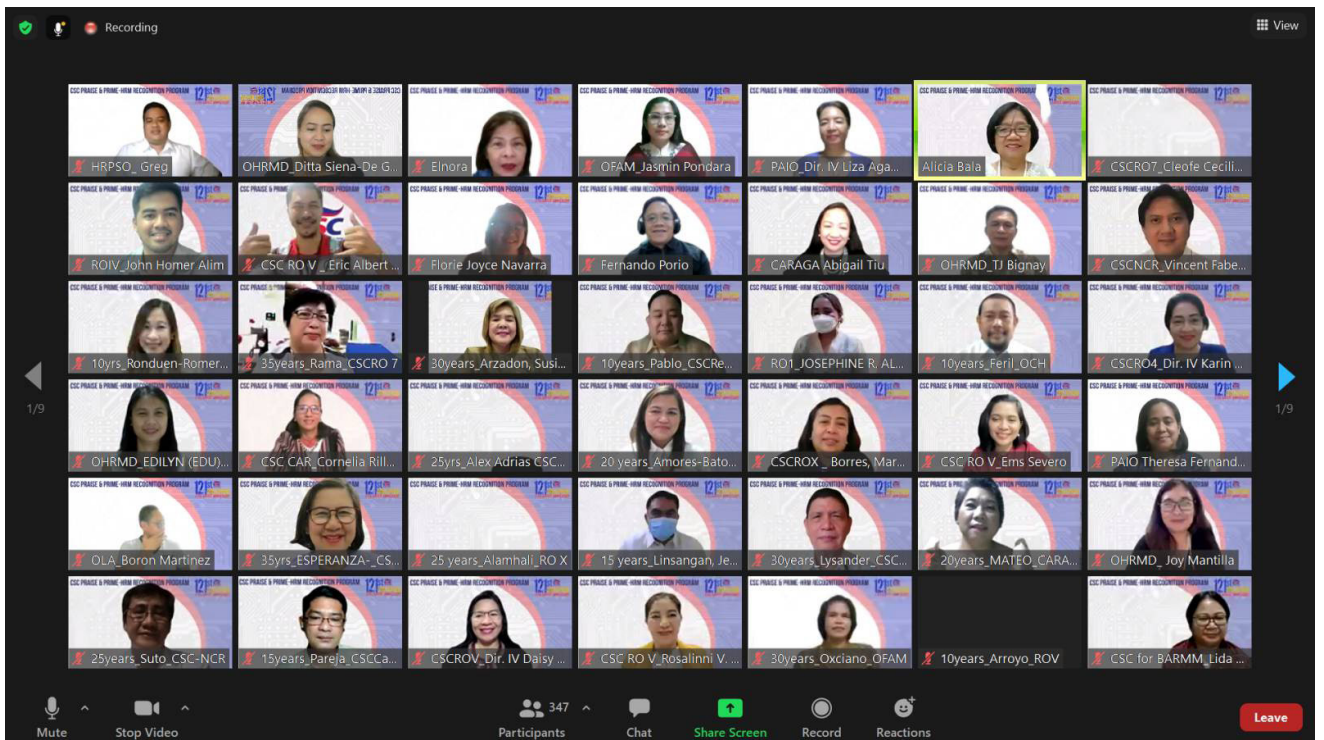
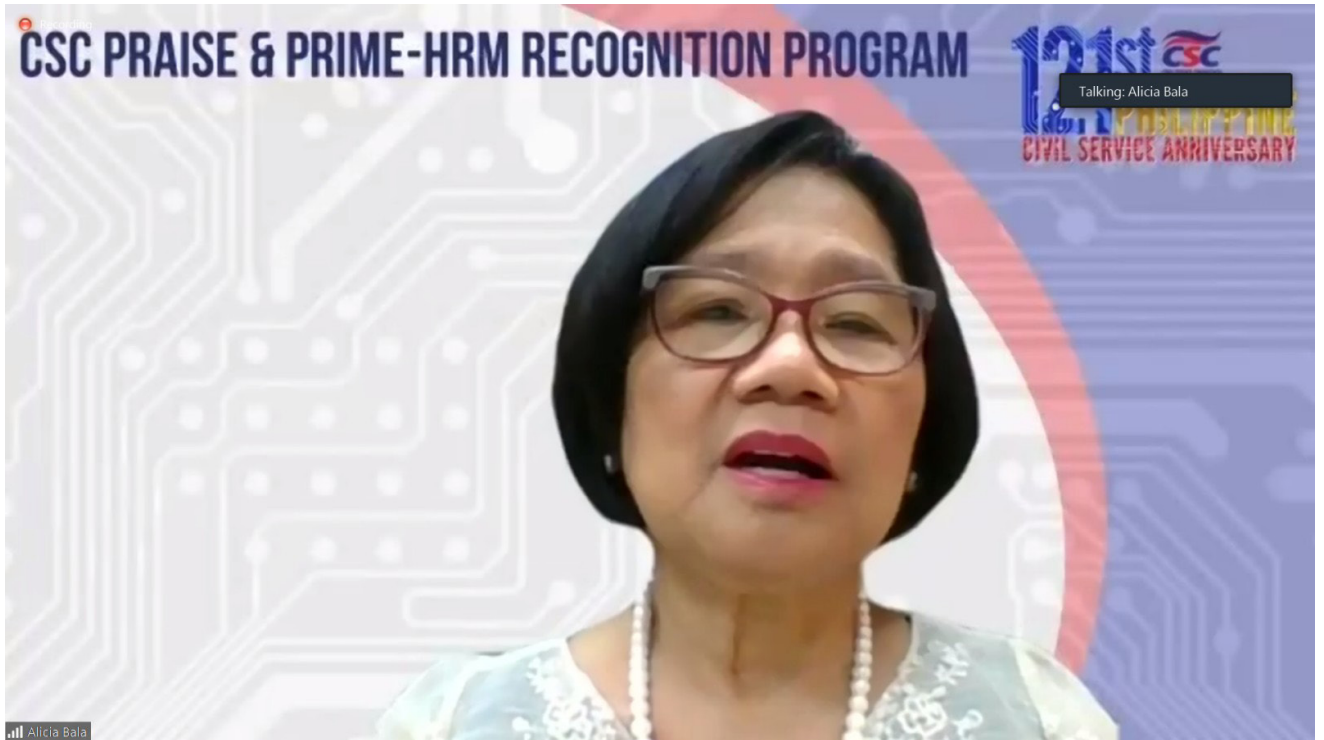
  
AILEEN LOURDES A. LIZADA  
Commissioner





# Part I

# CHAMPIONING A RESPONSIVE, PEOPLE-CENTERED, AND CLEAN GOVERNANCE



# Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)

## Responsive Human Resource Governance in the Civil Service

### ASSISTANCE AND ASSESSMENT

In 2020, the CSC Human Resource Policies and Standards Office (HRPSO) shifted from onsite to online assistance and assessment to continue the implementation of the CSC's flagship HR program even amid the pandemic—the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

In 2021, the HRPSO continued with this online strategy, alongside some onsite assessments, to ensure uninterrupted and effective assistance to government agencies in improving their four core human resource management systems—Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition. The CSC has also paid attention to its Regional Offices' need for more human resources in the PRIME-HRM implementation.

#### Assistance

As of 31 December 2021, the CSC Regional Offices have assisted a total of 341 agencies—160% above the target of 131 assisted agencies. Of which, 168 were given full assistance (assistance to all four HRM core systems), and 173 with partial assistance (assistance to less than four HRM core systems).

Out of the 168 agencies that received full assistance, 90 were subjected to onsite/online assessment.

#### Award

In 2021, 123 agencies received the PRIME-HRM Bronze Level Award through a Commission-approved Resolution. This award is given to agencies that have successfully complied with PRIME-HRM Maturity Level 2 requirements in the four core HRM systems. Also, 159 agencies were recognized in at least one core HRM system.

Below is the complete list of agencies that received the PRIME-HRM Bronze:

Region	Agency Name
1	Department of the Interior and Local Government Regional Office 1
1	Department of Public Works and Highways - Regional Office I
1	Bureau of Jail Management and Penology
1	Department of Education - Regional Office No. 1
2	Bureau of Jail Management and Penology - Region II
2	Department of Agriculture - Regional Field Office No. 2
2	Department of Education - Division of Santiago City
2	Department of Education - Division of Nueva Vizcaya
2	Department of the Interior and Local Government
2	Department of Education - Division of Quirino
2	Department of Social Welfare and Development
2	Municipal Government of Gamu
2	Municipal Government of Tumauni
3	Bureau of Jail Management and Penology Regional Office No. 3
3	Department of Education - Division of Tarlac City
3	Subic Bay Metropolitan Authority
3	Department of Social Welfare and Development Regional Office No. 3
3	City Government of San Jose Del Monte
3	Department of Education - Division of Science City of Muñoz
4	Provincial Government of Palawan
4	Department of Education - Division of San Pablo City
4	Department of the Interior and Local Government IV-A
4	Department of Science and Technology IV-B
4	Department of Science and Technology IV-A
4	Department of Public Works and Highways IV-B
4	Department of the Interior and Local Government Regional Office No. IV-B
4	National Economic and Development Authority IV-B
4	Municipal Government of E. Rodriguez (Montalban)
4	Department of Education - Division of Sta. Rosa City
4	Bureau of Internal Revenue - RR No. 9A
5	City Government of Masbate
5	Municipal Government of Bulusan
5	Bicol University
5	Municipal Government of Bagamanoc
5	City Government of Naga
5	Dr. Emilio B. Espinosa, Sr. Memorial State College of Agriculture and Technology (DEBESMSCAT)
5	Bureau of Internal Revenue -Region 10
5	Pili Water District
6	Municipal Government of Binalbagan
6	Department of Education - Division of Bacolod City
6	Municipal Government of Sibunag
6	Municipal Government of Madalag
6	Department of Education - Division of Guimaras
6	Department of Education - Division of Roxas City
6	Department of the Interior and Local Government
6	Technical Education and Skills Development Authority
6	West Visayas State University (WVSU)
6	National Economic and Development Authority
6	City Government of La Carlota
6	City Government of Sagay
6	Department of Education - Division of Capiz
6	Metro Roxas Water District
6	Municipal Government of Cuartero
6	Northern Negros State College of Science and Technology (NONESCOST)
6	Provincial Government of Capiz
7	Department of Education - Division of Cebu City
7	Department of Health - Vicente Sotto Memorial Medical Center
7	Department of Education - Division of Bayawan City
7	Department of Social Welfare and Development
8	Eastern Visayas Medical Center
8	Department of Agriculture

Region	Agency Name
8	Department of Social Welfare and Development Regional Office No. 8
8	Land Transportation Office Regional Office No. 8
8	Technical Education and Skills Development Authority Regional Office No. 8
8	City Government of Calbayog
8	Department of Education - Division of Catbalogan
9	Department of the Interior and Local Government
9	Commission on Higher Education
9	Department of Science and Technology
9	Department of Social Welfare and Development
9	Department of Education - Division of Dipolog City
10	City Government of Gingog
10	Municipal Government of Alubijid
10	Department of Education - Division of Tangub City
10	Department of Education - Division of Misamis Occidental
10	City Government of Oroquieta
10	Municipal Government of Tubod
10	Department of Education - Division of Bukidnon
10	Department of Education - Division of Camiguin
10	Department of Education - Division of Lanao del Norte
10	Department of the Interior Local Government
10	Department of Social Welfare and Development
10	Municipal Government of Claveria
10	Provincial Government of Camiguin
10	Department of Education - Schools Division of Davao del Norte
11	Department of Science and Technology
11	Department of Education - Schools Division of Davao City
11	Department of Education - Division of Davao de Oro
11	Parole and Probation Administration
11	Department of the Interior and Local Government- Regional Office No. XI
11	Department of Budget and Management Region XII
12	Department of Public Works and Highways-Regional Office XII
12	Municipal Government of Alabel
13 CARAGA	Department of Education - Division of Butuan City
13 CARAGA	Department of Education - Regional Office
13 CARAGA	Department of Education - Division of Bayugan City
13 CARAGA	Department of Education - Division of Cabadbaran City
14 CAR	Department of Education - Regional Office
14 CAR	Department of Education- Division of Baguio City
14 CAR	Department of the Interior and Local Government
15 ARMM	Municipal Government of Datu Abdullah Sangki
15 ARMM	Municipal Government of Parang
16 NCR	Department of Education - Division of Navotas City
16 NCR	Intellectual Property Office of the Philippines
16 NCR	Department of Education - Division of Taguig - Pateros
16 NCR	Department of Public Works and Highways - NCR
16 NCR	Tondo Medical Center
16 NCR	Science and Technology Information Institute
16 NCR	Office of the President
16 NCR	Department of Science and Technology - CO
16 NCR	National Children's Hospital
16 NCR	Department of Education - National Capital Region
16 NCR	Department of Education - Division of City Schools Parañaque
16 NCR	Department of Education - Division of Muntinlupa City
16 NCR	Technical Education and Skills Development Authority
16 NCR	Metropolitan Waterworks and Sewerage System - Corporate Office
16 NCR	Bureau of Quarantine
16 NCR	Department of Environment and Natural Resources- NCR
16 NCR	National Library of the Philippines
16 NCR	Science Education Institute
16 NCR	Social Security System
16 NCR	Bureau of Internal Revenue - Revenue Region No. 7A
16 NCR	Bureau of Internal Revenue Revenue Region No. 8A





# Cotabato City agencies receive PRIME-HRM recognition

The Cotabato Regional Medical Center (CRMC) and the Department of Education (DepEd) Division of Cotabato City join the roster of government agencies that have been awarded for excellence in human resource management (HRM) under the CSC's PRIME-HRM or Program to Institutionalize Meritocracy and Excellence in Human Resource Management.

On 11 February 2021, Civil Service Commission Regional Office (CSC RO) XII conferred the Certificate of Recognition for Rewards and Recognition on CRMC. Its Medical Center Chief, Dr. Helen P. Yambao, received the award from CSC Field Office-Cotabato City Director II Angelica C. Capao-an. This was CRMC's second recognition as its Learning and Development system was also recognized in 2019.

The DepEd Division of Cotabato City received its Certificate of Recognition for Recruitment, Selection, and Placement on 19 February 2021. Schools Division Superintendent Concepcion F. Balawag, Ph.D., CESE accepted the award. Minister Mohagher Mohammad Iqbal of the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) Ministry of Basic, Higher and Technical Education took part in the awarding ceremony, together with CSC BARMM Acting Director II Dominador E. Gonzales, Jr.

Based on the Revised Guidelines on the Conferment of HR Recognition and Award through CSC Resolution No. 2000359 promulgated on 17 February 2020, an agency can vie for special recognition depending on the maturity level it achieved for any of the four core HRM systems, namely: Recruitment Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition.

Agencies which meet the indicators for Maturity Level 2, 3, or 4 in at least one HRM system will be given a Certificate of Recognition in the corresponding level and HRM system. ❖



Retiring CRMC Medical Center Chief Dr. Helen P. Yambao (4th from left) accepts the PRIME-HRM Certificate of Recognition for Rewards and Recognition, a timely and well-deserved recognition for this institution which serves as a DOH COVID-19 Facility for Region XII and BARMM. Also in photo are other CSC and CRMC officials.



DepEd Schools Division Superintendent Concepcion F. Balawag, Ph.D. (leftmost) accepts and shares the PRIME-HRM Certificate of Recognition for Recruitment, Selection, and Placement with MBHTE-BARMM Minister Mohagher Mohammad Iqbal (2nd from left). Also in photo are (from left) CSC Field Office-Cotabato City Director II Angelica C. Capao-an, CSC for BARMM Director II Dominador Gonzales, Jr., and CSC RO XII Acting Chief Human Resource Specialist Amabelle C. Salcedo.

## CONTINUOUS ENHANCEMENT OF THE INFORMATION ON QUALIFICATION STANDARDS

CSC’s project on the validation of the Qualification Standards Information System (QSIS) Database aims to update and upload in the web, the CSC-approved qualification standards (QS) for all positions in the government. The System consists of the QS for 7,569 positions approved by the Commission from 1997 to June 2021 which include service-wide positions and agency-specific positions. The CSC made the QS database accessible to its Regional Offices and selected agencies for further validation. The final output was submitted to the Commission on 31 December 2021.

Efforts on the project entitled, “Codification of Human Resource Policies” remains on the pipeline. Through this project, the CSC has formed a database of consolidated and codified human resource policy issuances covering the period from 1963 to 2019 in Excel format with user’s manual ready for use. This will serve as an essential tool for easy and convenient access and retrieval of

human resource policies for standard enforcement of policies and for quick referencing in case resolution. In the last quarter of 2018, the HRPSO implemented the first phase of the project which covers policies on recruitment, selection, and placement in government (i.e. appointment, qualification standards and other human resource actions). Subsequently, Phases II and III which cover leave benefits, employee welfare and discipline, performance management, rewards and recognition, and learning and development were also implemented and were completed in December 2019.

In 2021, the CSC, through the “Enhancement Codified Human Resource Policies Project”, integrated in the codified HR policies supplemental contents relevant to human resource management in the public sector such as jurisprudence, legislative issuances, Commission’s must-read decisions, and resolutions. The project covered the same subject areas in the consolidated codified policies for more comprehensive and wide-ranging resource material.

POLICY	RESOLUTION NO.
<p><b>Program to Institutionalize Meritocracy and Excellence: Revised Guidelines on the Conferment of HR Recognition and Award</b></p> <p>The Revised Guidelines intends to provide incentives to agencies which have met the PRIME-HRM Maturity Level 2 in Recruitment, Selection, and Placement, and Performance Management, specifically the CSC accreditation or the authority to take final action on appointments.</p>	<p>Resolution 2000359 dated 17 February 2020 CSC MC No. 1, s. 2021</p>
<p><b>Amendment to Omnibus Rules on Leave (CSC MC No. 41, s. 1998, as amended)</b></p> <p>This policy amends pertinent provisions of the Omnibus Rules on Leave in relation to the maternity leave, paternity leave and adoption leave. The provisions on maternity leave are pursuant to R.A. No. 11210 or the 105-day Expanded Maternity Leave Law. This policy also prescribes the use of the revised Application for Leave form (CS Form No. 6, Revised 2020) and the Notice of Allocation of Maternity Leave form (CS Form No. 6a, s. 2020). The use of CS Form No. 41 for leave application has been discontinued and employees may secure medical certificate issued by a government or private physician in whatever form in</p>	<p>Resolution No. 2100020 dated January 07, 2021 CSC MC No. 5, s. 2021</p>

POLICY	RESOLUTION NO.
<p>support of the application for leave, provided that the said medical certificate bears the complete details of the physician (e.g. name and PRC license, PTR and S2 numbers), the employee, and the employee's condition/state of health.</p>	
<p><b>Clarification on the Use of CS Form No. 6, s. Revised 2020</b>  This policy clarifies that agencies are enjoined to use the revised Application for Leave form. However, agencies that are still updating their Human Resource Information System (HRIS) and/or those using up their printer old Application for Leave form may use the said old form until 31 December 2021.</p>	<p>CSC MC No. 8, s. 2021  dated 1 July 2021</p>
<p><b>Interim Guidelines on Absences of Government Officials and Employees Due to COVID-19 Vaccination and/or Adverse Events Following Immunization of COVID-19 Vaccine</b>  This policy provides guidelines on the treatment of absences incurred by government officials and employees during the day of the inoculation of COVID-19 vaccine and/or the required treatment/recuperation period from the Adverse Events Following Immunization (AEFI) of COVID-19 vaccine.</p>	<p>Resolution No. 2100880  dated 2 November 2021  CSC MC No. 16, s. 2021</p>
<p><b>Respiratory Therapist I Position I; Amendment on the Salary Grade</b>  This policy amends the salary grade of the Respiratory Therapist I position as reflected in CSC MC No. 20, s. 2020 from SG-11 to SG-10 to conform to the Index of Occupational Service, Position Titles and Salary Grades under DBM Budget Circular No. 2018-4.</p>	<p>Resolution No. 2100915  dated 19 November 2021</p>
<p><b>Adoption Leave; Definition of Pre-Adoption Placement Authority; Amendment to Item (p.)(23), Rules I and Section 20, Rule XVI of the Omnibus Rules on Leave (CSC MC No. 41, s. 1998, as amended)</b>  This policy amends the definition of the term Pre-Adoption Placement Authority (PAPA) and the provision on the grant of adoption leave as provided in CSC Resolution No. 2100020 and CSC MC No. 5, s. 2021.</p>	<p>Resolution No. 2101012  dated December 3, 2021</p>
<p><b>Inclusion of Toolmaker I and II, Toolmaker Foreman and Toolmaker General Foreman Positions in the List of Positions Under Category II of CSC MC No. 10, s. 2013</b>  In the Index of Occupational Services, Occupational Groups, Classes and Salary Grades (IOS), CY 2018 Edition, issued by the Department of Budget and Management (DBM), the positions of Toolmaker I (SG 4), Toolmaker II (SG 6), Toolmaker Foreman (SG 9), and Toolmaker General Foreman (SG 11) are included under Metal Working group in the Crafts, Trades and Related Service. The eligibility required for the Toolmaker series of positions is Machinist under Category II of CSC MC No. 10, s. 2013. Hence, the inclusion.</p>	<p>Resolution No. 2101112  dated 24 December 2021</p>





Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata, together with Acting Director III Fiaberna U. Salumbides, inspect CSC Contact Center ng Bayan heightened operations during the COVID-19 pandemic.





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# Effective Customer Management

**T**he Ease of Doing Business and Efficient Government Service Delivery Act of 2018 was signed into law by President Rodrigo R. Duterte on 28 May 2018. The new law, amending R.A. No. 9485 or the Anti-Red Tape Act of 2007, provides for the adoption of simplified requirements and procedures that will reduce red tape and expedite transactions in government.

Pursuant to Section 30 of R.A. No. 11032, the Civil Service Commission (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, the Contact Center ng Bayan (CCB) as the feedback facility of the CSC shall be part of the complaints mechanism under the Citizen's Charter of government agencies. Further, Section 9 (2) Rule VII of the IRR provides that:

## **The Contact Center ng Bayan: Championing Customer-centric and Streamlined Government Service**

Amid the ongoing pandemic, the CCB continued its service by providing the public with information and assistance on government services and procedures. Through its text messaging service, email, website, hotline, and Facebook page, the CCB provides the public with an avenue to air out their concerns on government service delivery without the need to leave their homes and face the danger of exposure to the COVID-19 virus. Throughout the entire year, CCB has been proactive in soliciting feedback from customers and sending these feedback to the concerned government agencies.

“

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.

”



# CCB CONTACT CENTER ngBAYAN

Your direct line to efficient public service



The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations



## CCB CONTACT CENTER ngBAYAN

Your direct line to efficient public service



### Malasakit in Action: Special CCB Onsite Mission

A CCB agent did not hesitate to personally assist a family member of a vehicular accident victim in Brgy. San Vicente, Tarlac City. The client sent an email to CCB on 8 October 2021 asking for burial assistance from their local government.



contactcenterngbayan.gov.ph



0908-8816565



email@contactcenterngbayan.gov.ph



1-6565 (via PLDT landline)

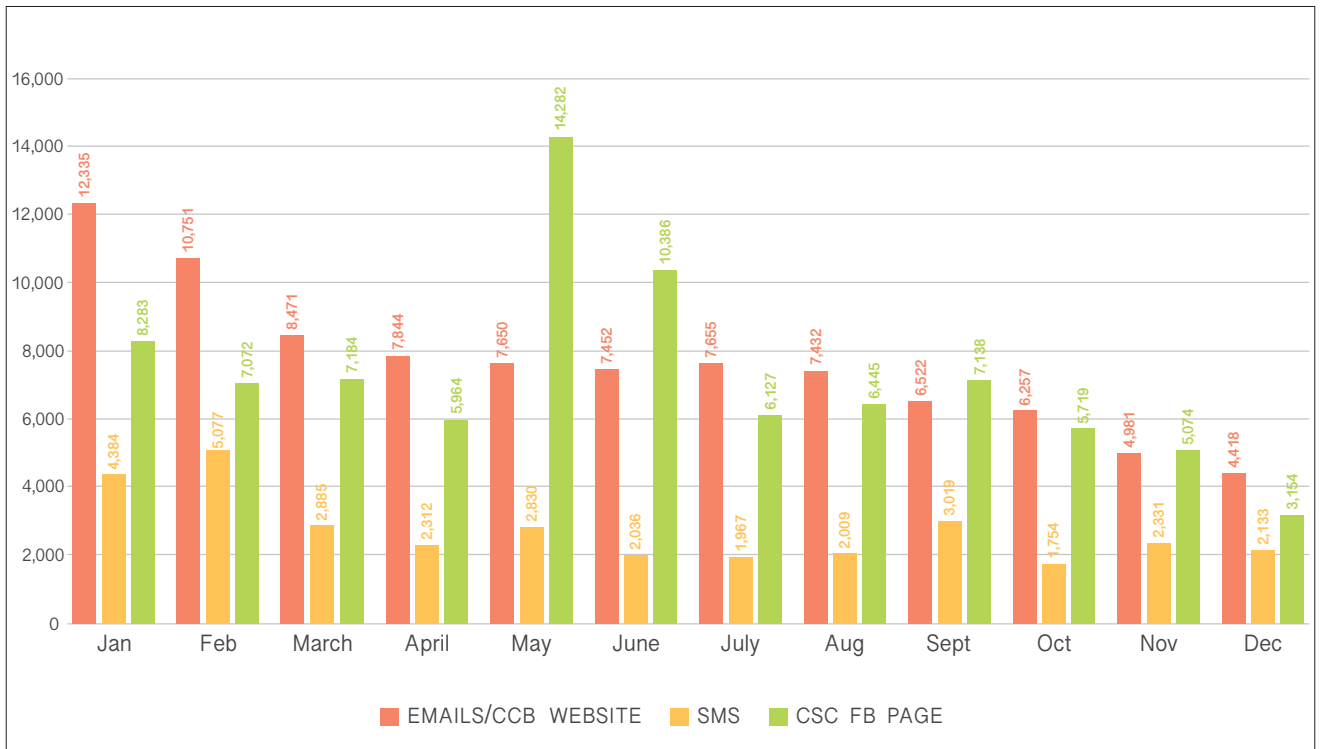


[/civilservicegovph](https://www.facebook.com/civilservicegovph)

[/cscphmedia](https://www.youtube.com/cscphmedia)

[csc.gov.ph](http://www.csc.gov.ph)

**TABLE 1. TOTAL TRANSACTIONS RECEIVED PER ACCESS MODE**



The table shows that the peak of transactions received by the CCB was in January and May with 11.85% and 11.68% shares, respectively. The month of December posted the lowest number of transactions at 4.63%, with gradual ease of restrictions relative to the pandemic. This was the time when business and government offices started physical operations and people reported back to work in a hybrid setup of onsite and offsite work arrangements.

TABLE 2. CCB MONTHLY TRANSACTIONS DISTRIBUTION, 2021

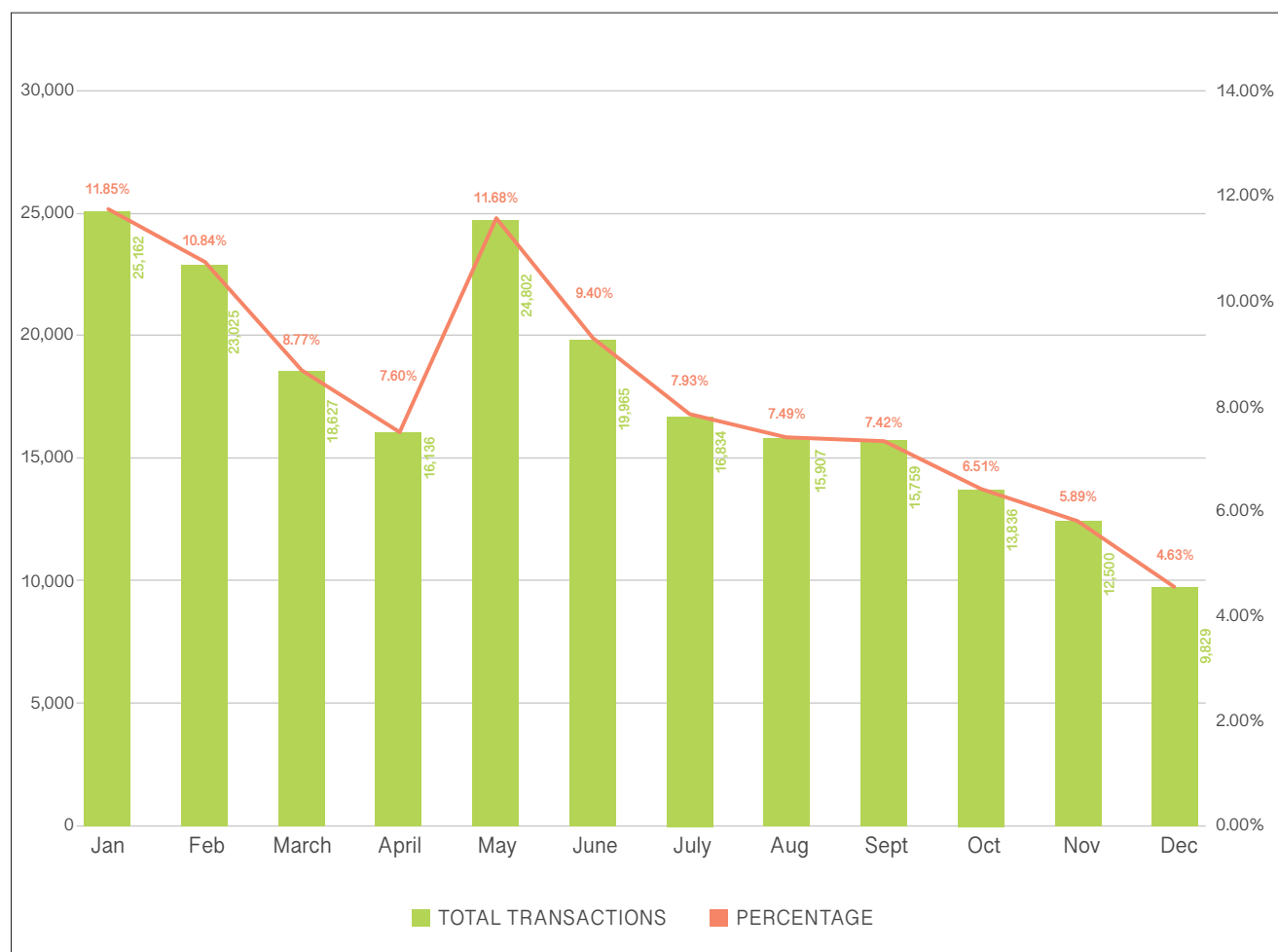


FIGURE 1. CCB TRANSACTIONS PER ACCESS MODE, JANUARY-DECEMBER, 2021

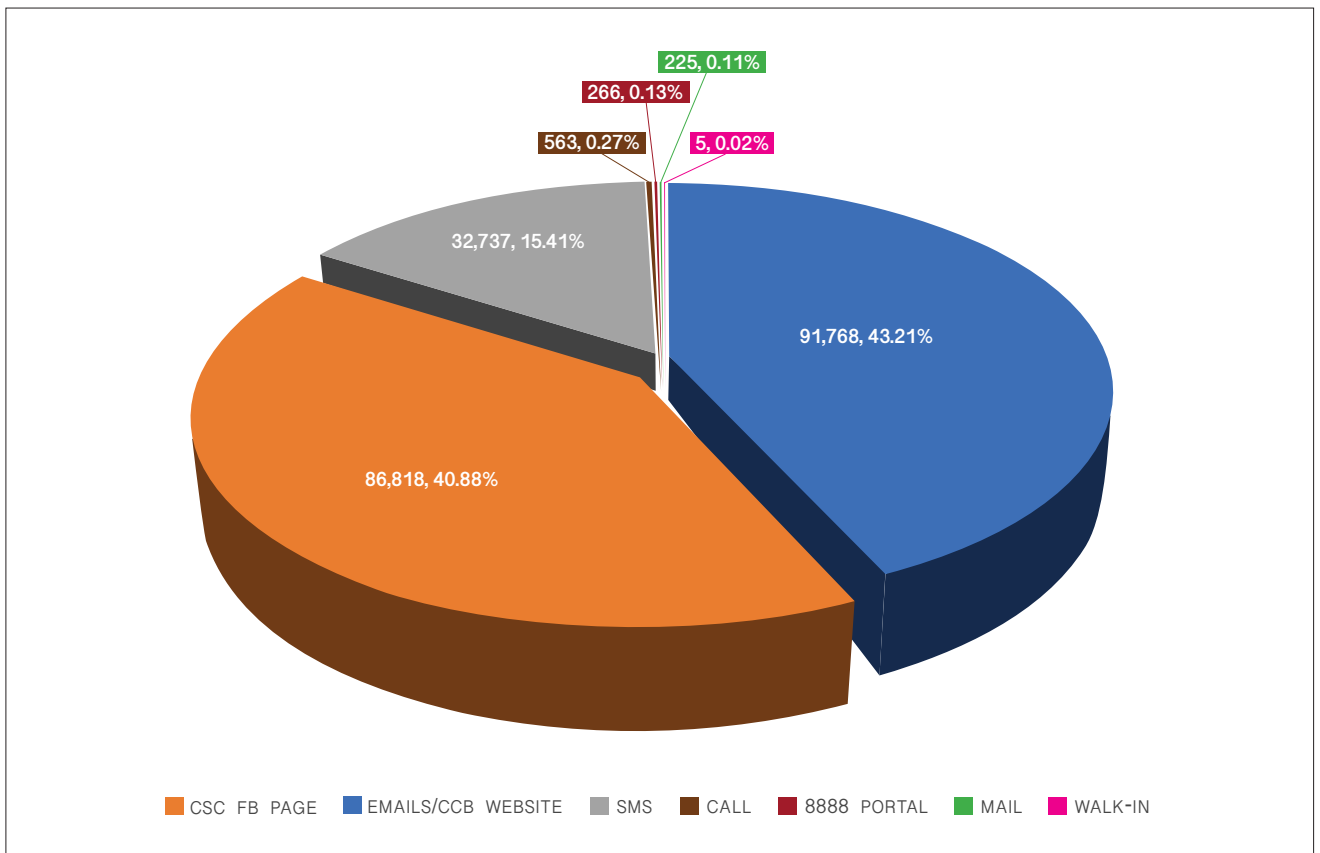
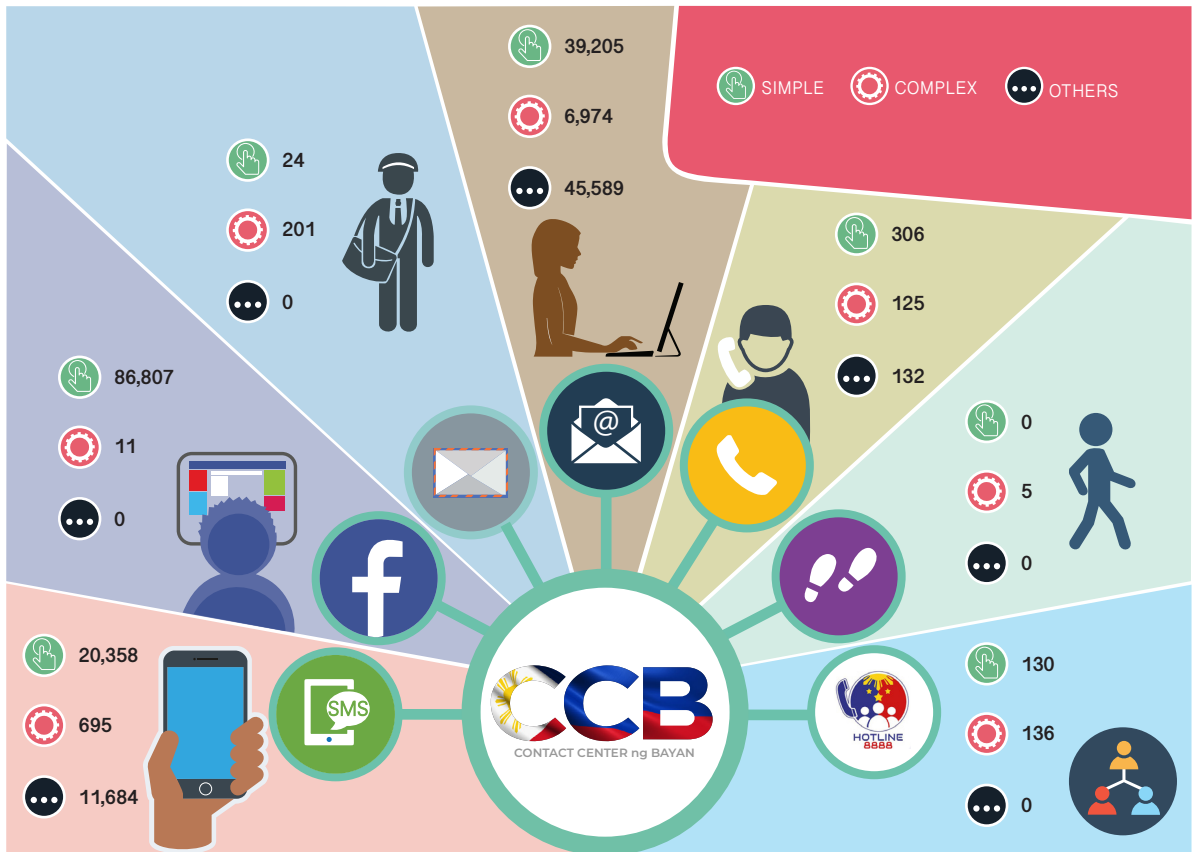


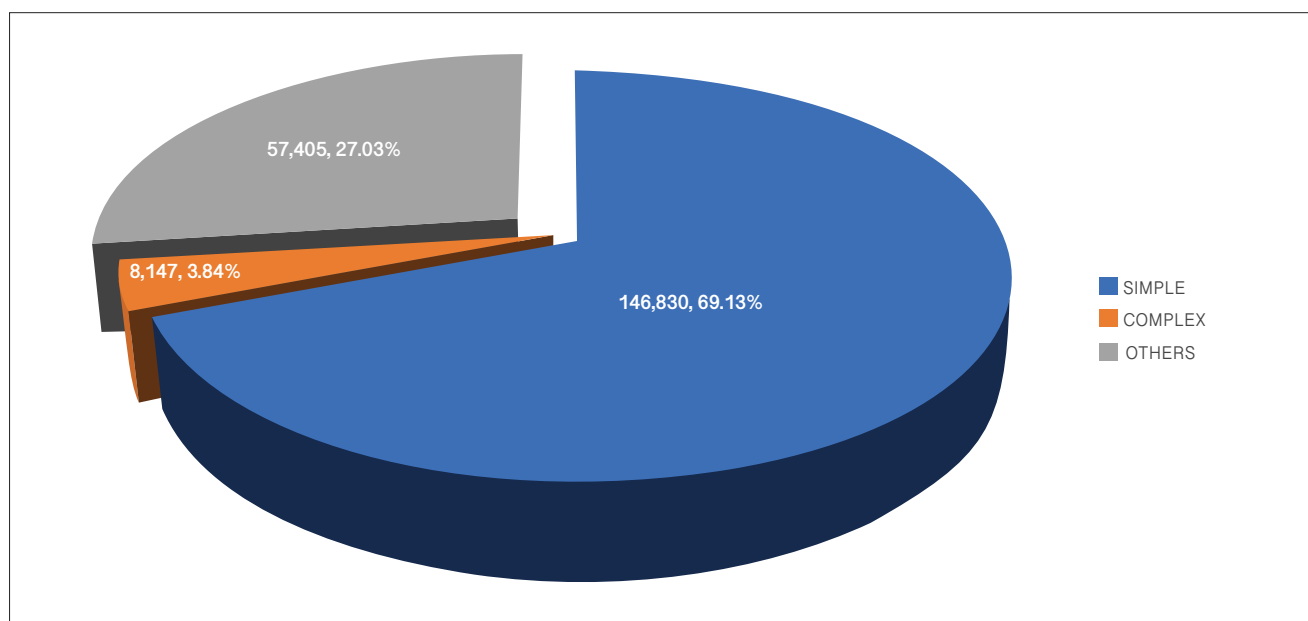
Figure 1 shows the breakdown of transactions received by the CCB in 2021. There were 91,768 emails received, while Facebook concerns were at 86,818. These comprise 80% of the entire transactions received by the facility, while the other 20% comes from SMS and calls through the CCB 16565 hotline, printed mails, walk-in clients, and the Office of the President's 8888 Citizens' Complaint Hotline.

FIGURE 2. CCB TRANSACTIONS PER ACCESS MODE



The CCB concerns received through digital means remained to be the most popular mode of access given the pandemic. Email was the primary means of online communication at 43.21% and Facebook Messenger coming in second at 40.88%. The SMS received for the year came in third at 15.41%, rounding up a good 99.5% of all CCB transactions. This was the same trend seen both this year and last year as clients stayed at home and continued to report concerns on government services online.

FIGURE 3. CATEGORY OF TRANSACTIONS RECEIVED

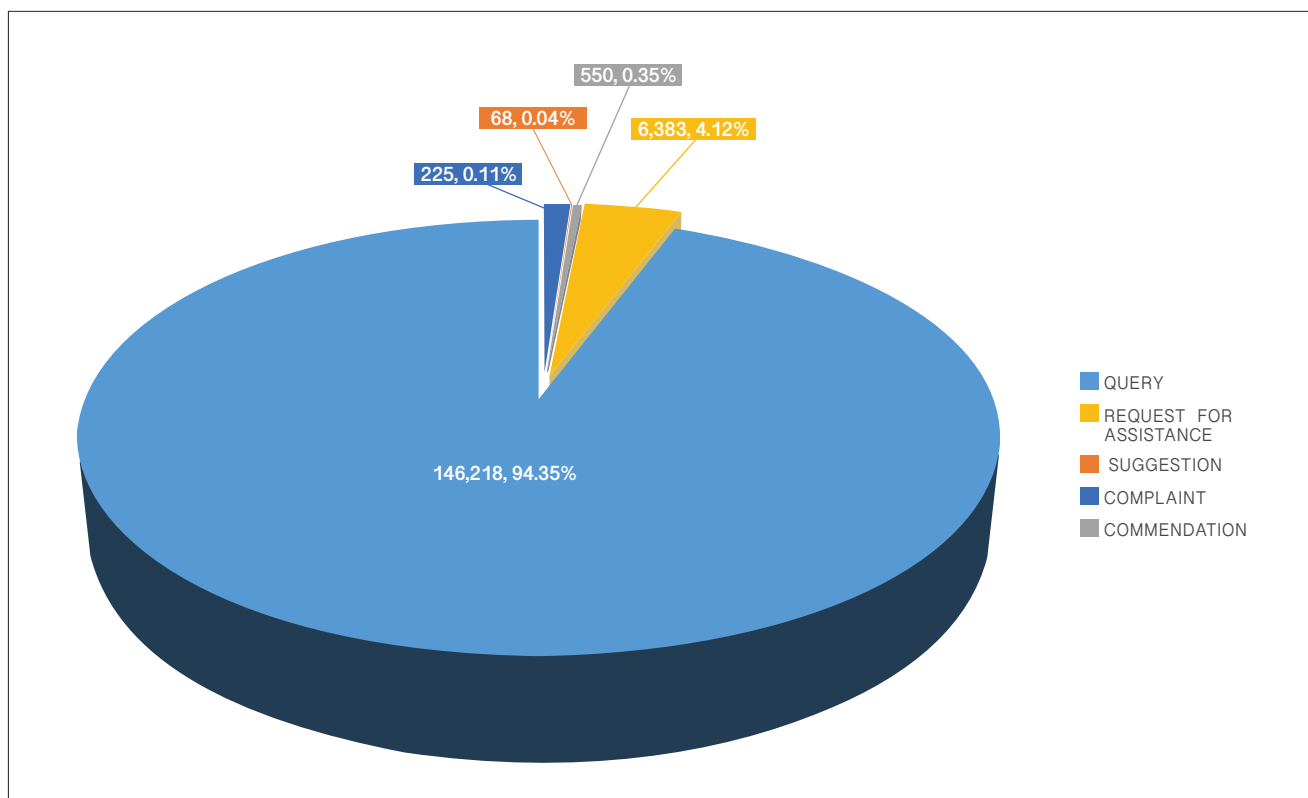


The CCB categorizes transactions that are acted upon as either simple or complex. Simple transactions are concerns that are normally resolved at the level of the CCB agents and supervisors, such as providing information on queries on government services and procedures. Complex transactions refer to matters that require the involvement of other government agencies. The CCB also tagged as "Others", the transactions which do not need further action, such as replies from clients and agencies, follow-ups on existing concerns, duplicate messages, and additional queries.

Of the 212,382 transactions in 2021, a total of 8,147 (3.84%) complex concerns were referred to other government agencies; 146,830 (69.13%) simple concerns were addressed directly by the CCB agents; and the remaining 57,405 (27.03%) consisting of follow-ups, replies, and additional queries were recorded and updated in the CCB database. By end of December 2021, the CCB resolved a total of 211,726 complex and simple transactions, posting a resolution rate of 99.69%.

The CCB also classifies concerns that are acted upon according to nature: complaint, request for assistance, commendation/appreciation, query, and suggestion.

FIGURE 4. NATURE OF TRANSACTIONS RECEIVED



#### GOVERNMENT AGENCIES WITH HIGHEST RESOLUTION RATE

The top ten agencies with 50 or more referrals were considered as high traffic and were monitored in forms of resolution rate. The Bureau of Internal Revenue remained the top agency with the highest resolution rate with 100% acting on all given the 279 transactions

referred to them. The Land Bank of the Philippines came in second at 100% with 56 transactions. The Social Security System posted the highest number of transactions with 1767 referrals and a 99.38% resolution rate. The majority of these transactions were benefit claims lodged through the CCB for escalation assistance and referral.






**CCB** CONTACT CENTER ng BAYAN  
Your direct line to efficient public service

## TOP 10 AGENCIES WITH HIGHEST RESOLUTION RATE IN 2021\*

*\*Agencies with 50 or more referrals received*


1		<b>Bureau of Internal Revenue</b> 100% (279/279)	<b>Government Service Insurance System</b> 98.46% (64/65)		6
2		<b>Land Bank of the Philippines</b> 100% (56/56)	<b>Philippine National Police</b> 98.11% (52/53)		7
3		<b>Social Security System</b> 99.38% (1756/1767)	<b>Professional Regulation Commission</b> 98.04% (50/51)		8
4		<b>Department of Health</b> 99.07% (106/107)	<b>Philippine Postal Corporation</b> 96.55% (56/58)		9
5		<b>Home Development Mutual Fund</b> 99.02% (101/102)	<b>Department of Social Welfare and Development</b> 95.10% (97/102)		10

For reports, requests for assistance, commendations, and other feedback on any government-related transactions, reach out to Contact Center ng Bayan through:

 [contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)

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

 1-6565 (via PLDT landline)

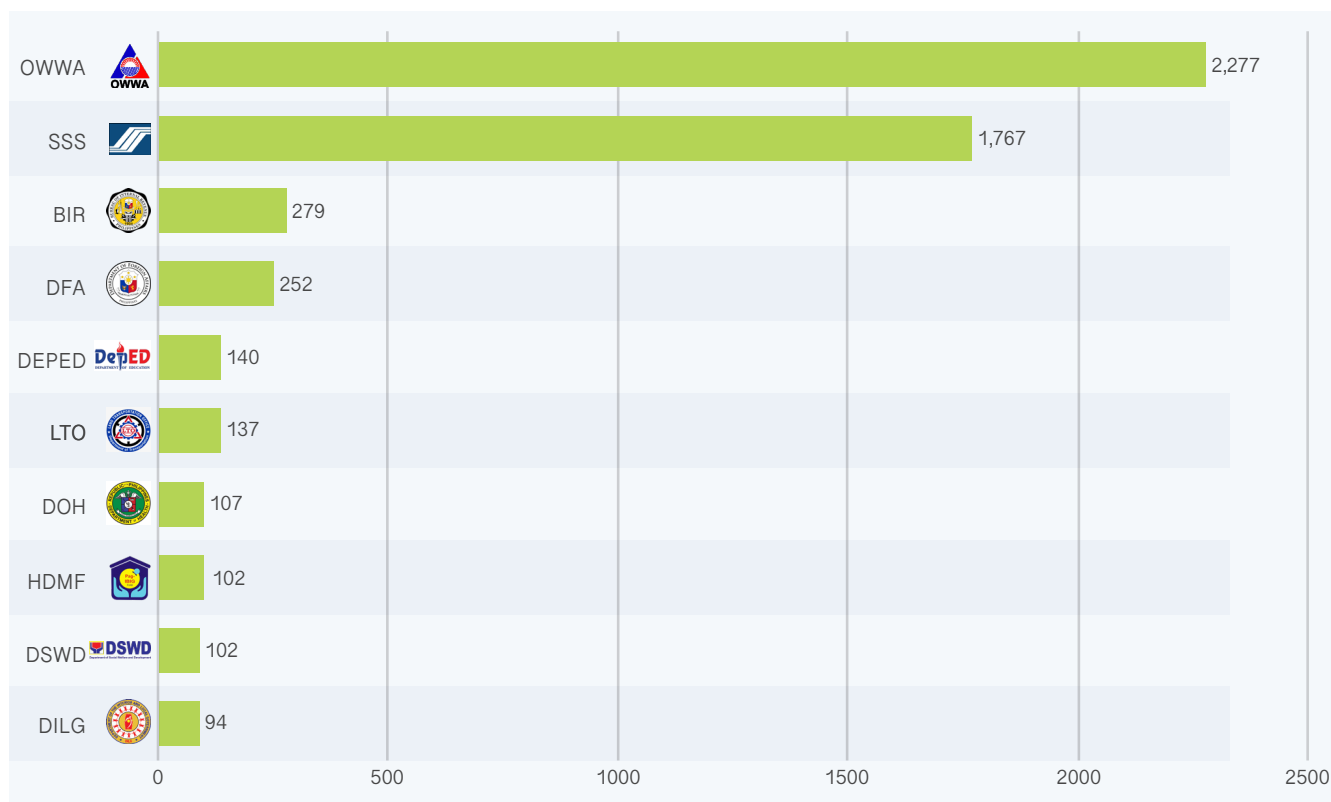
 0908-8816565

 [/civilservicegovph](https://www.facebook.com/civilservicegovph)

The CCB ensures that actions on public feedback are in compliance with the number of days required under R.A. No. 11032. As 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 to them. 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 more efficient resolution of referred concerns.

**TABLE 3. AGENCIES WITH MOST NUMBER OF TRANSACTIONS RECEIVED**



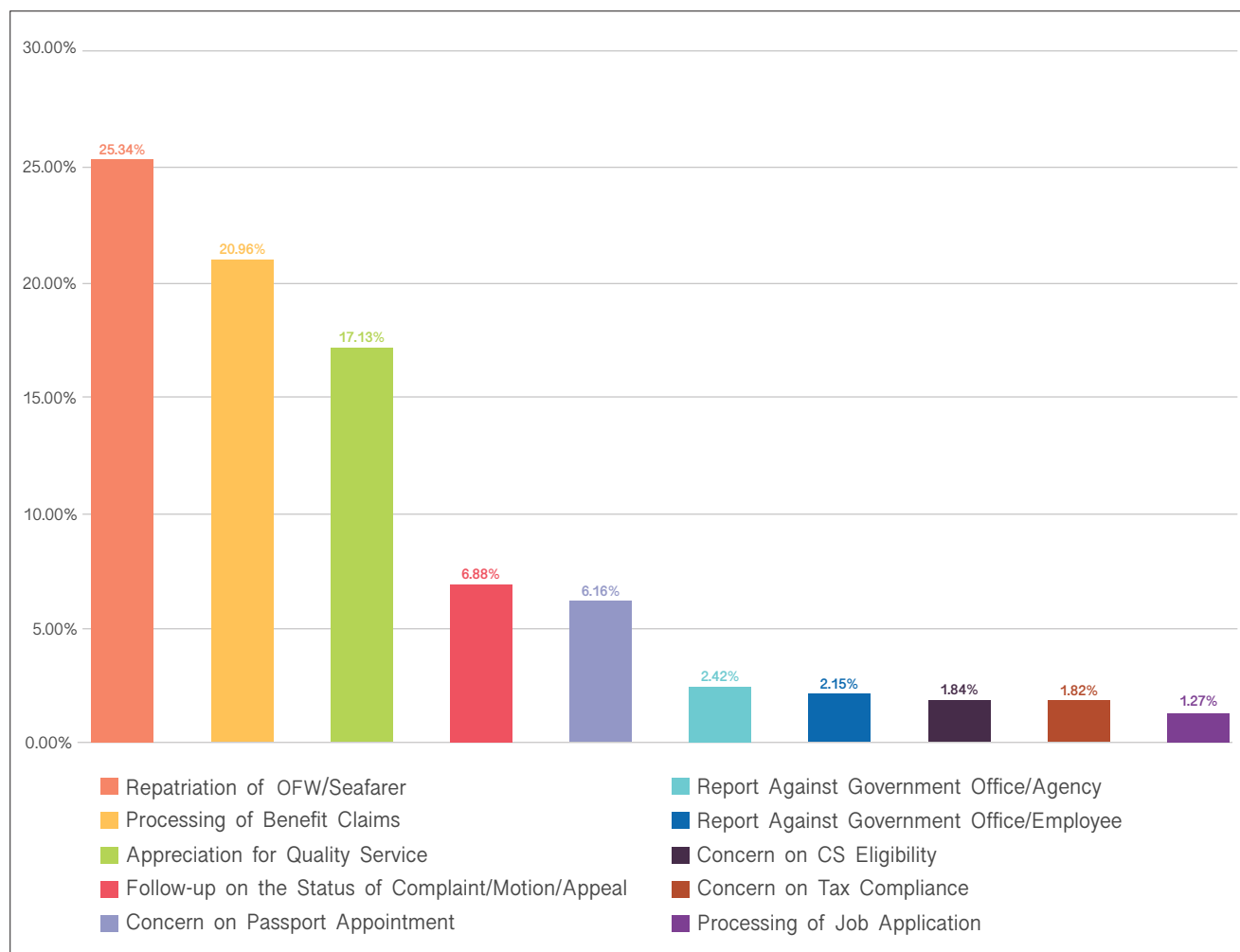
The agency with the most concerns received was OWWA, with the top issue of OFW repatriation requests at 25.34%. The SSS came in second with transactions for the processing of benefit claims at 17.13%. The Bureau of Internal Revenue got the third spot with 279 transactions.

The top reasons for the request for OFW repatriation were: contracts that have not been renewed; employer violations such as unpaid salaries and benefits; and

physical abuse of employees, including maltreatment and sexual offenses.

The most common reports against a government office or agency were still slow processing of transactions, failure to act on requests, and failure to respond to letters. These were the prevalent reasons for concerns about not being able to complete and meet service delivery expectations having been challenged by the quarantine lockdowns brought by restrictions, especially in the second year of the pandemic.

**TABLE 4. TOP REASONS FOR CONTACTING THE CCB, 2021**



In 2021, the number of transactions significantly increased compared to the previous years, despite the lockdown due to the COVID-19 pandemic. The surge in concerns related to OFW repatriation requests, reports against government offices, and requests for benefit claims triggered the rise in overall transactions for the year. The OFW repatriation requests alone started coming in by the hundreds from March all the way to December. The figure above represents almost 85% of the overall transactions of the CCB in 2021, with the OFW repatriation request covering a good 25% of the top ten concerns received by the facility.

### RESOLUTION OF HOTLINE 8888 TICKETS

Table 5 shows the summary of CSC-related reports received from the Office of the President through the 8888 Citizens' Complaint Hotline (Hotline 8888) for the period 4 January to 31 December 2021. The CSC posted a 96.62% resolution rate for acting on 257 out of the 266 tickets referred by Hotline 8888. As of 31 December, nine tickets referred by Hotline 8888 remain in the process of resolution. Top concerns referred by Hotline 8888 include queries on job application (84 or 35.59%); conduct of career service examination (36 or 15.25%); follow-up on the status of existing

**TABLE 5. SUMMARY OF REFERRALS FROM HOTLINE 8888 ON CSC CONCERNS**

REGION	IN PROGRESS	RESOLVED	TOTAL 8888 REFERRALS	RESOLUTION RATE	AVERAGE RESPONSE TIME
PAIO		131	131	100.00%	1 working day
CSC RO XI		1	1	100.00%	1 working day
CSC RO IV		2	2	100.00%	2 working days
CSC RO I		1	1	100.00%	3 working days
CSC RO VI		1	1	100.00%	3 working days
CSC RO XII		1	1	100.00%	3 working days
CSC RO III		10	10	100.00%	4 working days
CSC RO V		3	3	100.00%	4 working days
CSC RO X		3	3	100.00%	4 working days
OLA	4	26	30	86.67%	4 working days
CSC RO VII		9	9	100.00%	5 working days
CSC RO VIII		1	1	100.00%	5 working days
CSC RO IX		3	3	100.00%	5 working days
CSLO		3	3	100.00%	6 working days
CSC RO II		4	4	100.00%	6 working days
CSC NCR		16	16	100.00%	6 working days
CSC CARAGA		8	8	100.00%	11 working days
OFAM		4	4	100.00%	12 working days
IRMO	1	11	12	91.67%	13 working days
ERPO	2	14	16	87.50%	19 working days
HRPSO	2	5	7	71.43%	27 working days
<b>GRAND TOTAL</b>	<b>9</b>	<b>257</b>	<b>266</b>	<b>96.62%</b>	<b>7 working days</b>

\*AVERAGE RESPONSE TIME STARTS FROM THE DATE THE REFERRAL WAS SENT TO THE CONCERNED CSC OFFICE UP TO THE DATE THE REFERRAL WAS RESOLVED.

complaint/case/appeal (14.41%); request for authentication of eligibility (12 or 5.98%); and issuance of certificate of eligibility (8 or 3.39%).

The CCB monitors the action on the referrals from Hotline 8888 to comply with the 72-hour timeframe provided under Executive Order No. 06 dated 14 October 2016 entitled “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaints Center”. On the average, of the 21 CSC offices, there were seven CSC offices that were able to meet the 72-hour timeframe. The Human Resource Policies and Standards Office (HRPSO) posted the longest average response time at 27 working days, followed by the Examination, Recruitment and Placement Office (ERPO) with 20 working days.

**Summary of Accomplishments from 2012 to 2021**

Since its pilot-run in 2012, the CCB has consistently fulfilled its role of providing the public information on government services and procedures, while simultaneously receiving feedback from the customers and communicating the feedback gathered to the concerned government agencies, hence giving the public an opportunity to directly contribute in improving government service delivery. •

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# Promoting and Harnessing Public Sector Employee Organization

**T**he Civil Service Commission continues to take the lead in ensuring harmonious relations in the workplace through programs, policies and projects that promote and protect responsible unionism in the public sector.

## EMPLOYEE ORGANIZATION REGISTRATION AND ACCREDITATION

Foremost among these activities is the registration of employee organizations, accreditation of employee organizations and registration of collective negotiation agreements. Registration of employee organization refers to the process through which it (employee organization) acquires legal personality upon compliance with documentary requirements and the issuance of the corresponding certificate of registration by the CSC and the Department of Labor and Employment's Bureau of Labor Relations (BLR).

Registration of an employee organization (EO) is set off by the submission of an application signed by at least 10% of the rank-and-file employees of the organization and submission of required documents. In 2021, 43 employee organizations were able to comply with registration requirements and were issued their respective certificates. Said figure brings to 1,919 the

total number of registered EOs in the public sector. National government agencies account for 580 or almost 30% of registered unions. Nationwide breakdown of government unions indicate that 347 employee groups or 18.26 % are based in the National Capital Region.

Accreditation grants the EO the status of being the sole and exclusive collective negotiating agent in the agency. It is conferred to a registered unions enjoying the majority support of the agency's rank-and-file employees after submission of a sworn petition with the CSC and other supporting documents. While the accredited union enjoys the privilege of being the sole bargaining entity, it also has responsibilities.

The Amended Rules and Regulations Governing the Exercise of the Right of Government Employees to Organize states that within one year from issuance of the Certificate of Accreditation, the accredited EO shall submit to management a collective negotiation agreement (CNA) proposal which has been approved by a majority of the general membership.

During the year in review, the Commission granted accreditation to 62 employee organizations, an increase of 26 employee groups from the petitions processed and approved in 2020 as EO were able to comply

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with requirements given the more relaxed situation which allowed them to gather required signatures for accreditation documents.

## CNA REGISTRATION

As the sole and exclusive bargaining unit, accredited EO may negotiate terms and conditions of employment or improvements thereof, except those that are fixed by law. These are contained in a collective negotiations agreement which are also filed and registered with the CSC. The Amended Rules and Regulations Governing the Exercise of the Right of Government Employees to Organize lists employment concerns which may be the subject of negotiation between the management and the accredited union:

- a. schedule of vacation and other leaves;
- b. personnel growth and development
- c. communication system – internal (lateral and vertical); external
- d. work assignment/reassignment/detail/transfer;
- e. distribution of work load;
- f. provision for protection and safety;
- g. provision for facilities of handicapped personnel;
- h. provision for first aid medical services and supplies;
- i. physical fitness program;
- j. provision for family planning services for married women;
- k. annual medical/physical exam;
- l. recreational, social, athletic and cultural activities and facilities;
- m. CNA incentive pursuant to PSLMC Resolution No. 4, s. 2002 and Resolution No. 2, s. 2003; and
- n. Such other concerns which are not prohibited by law and CSC rules and regulations.

The Commission, through the Human Resource Relations Office, passed upon over 320 requests for registration of collective negotiation agreements. Of the said requests, 275 were approved in 2021. Said figure brings to 836 the total number of registered CNAs nationwide. Common reasons why requests for CNA registration were held in abeyance were non-compliance with documentary requirements as

provided under the Amended Implementing Rules and Regulations of Executive Order No. 180 such as failure to post the signed CNA for the prescribed number of days and to have the CNA ratified by a majority of the rank-and-file employees. (See table of Employee Organizations Registered/Accredited/with Registered Collective Negotiation Agreements Employee Organizations By Region, 2021)

## LABOR EDUCATION

Cognizant of limitations brought by observance of health protocols, the Commission nonetheless explored avenues to reach, respond, and touch base with its stakeholders.

The HRRO conducted the first Online Public Sector Unionism Symposium over Facebook from 23-24 February. Participants to the two-day learning event came from different parts of the country with real time live views reaching 978. Audience reach continued even after the actual conduct of the symposium, posting over 38,000 views.

Orientation programs on unionism and labor relations in the public sector were conducted online for different groups – agency managers and supervisors, rank-and file members of employees' organizations and state workers from agencies which have yet to register their respective employee groups. Requests for briefing sessions on public sector unionism were also accommodated. These sessions tackled the basics of public sector unionism, pertinent laws/rules/regulations, dispute resolution and collective negotiation concerns. Data obtained from online fora were supplemented by information materials uploaded in the CSC website for user's easy reference.

To expand the Commission's network of resource persons on employee relations and unionism, HRRO provided staff from CSC regional offices with the knowledge and information needed to conduct briefing sessions in their respective areas. Learning sessions for the CSC regional officials and employees were also conducted online and covered nine regions in 2021.

**TABLE 6. NUMBER OF REGISTERED AND ACCREDITED UNIONS AND REGISTERED COLLECTIVE NEGOTIATION AGREEMENTS (CNAs)**

REGION	REGISTERED UNIONS	ACCREDITED UNIONS	UNION WITH REGISTERED CNAs
I	101	72	52
II	81	59	38
III	125	89	59
IV	173	127	81
V	144	89	62
VI	142	93	50
VII	116	94	62
VIII	136	78	48
IX	80	38	19
X	99	70	46
XI	93	51	35
XII	83	58	29
BARMM	16	7	3
CAR	81	50	30
CARAGA	83	48	36
NCR	347	264	186
<b>TOTAL</b>	<b>1,990</b>	<b>1,287</b>	<b>836</b>

### CONCILIATION AND MEDIATION

The Commission rendered conciliation and mediation services to government EOs. Conciliation and mediation issues consisted of refusal of agency officials to negotiate with the accredited employee group, election disputes and non-compliance with CNA provisions. These were separate from the complaints lodged with and attended to by the HRRO relative to intra-union issues that include unaccounted union funds, election concerns and non-remittance of check-off union dues by management.

### POLICY FORMULATION AND DISSEMINATION

The Commission remained resolute in carrying out significant policies issued in recent years which underscore its role in promoting healthy and safe working conditions for public servants. The conduct of orientation fora on the Occupational Safety and Health Standards for the Public Sector and Mental Health Program in the Public Sector, policies both issued in 2020, continued apace in 2021. Aside from responding to queries related to the implementation of said policies, the Commission has maintained a



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database of agencies which have drawn up their own mental health program.

CSC also worked with the Department of Health for the crafting of the Cancer Control Policy and the Operational Guidelines on COVID-19 Mitigation and Response in Government Workplaces. These issuances are expected to strengthen government efforts in addressing health and wellness of state employees nationwide.

With public sector unionism being a relatively new field in human resource management and policies relating to it being the CSC domain, a study on the state of unionism in government had been proposed in 2021. The study hopes to draw up a more accurate profile of employee organizations and provide bases for more responsive programs and policies.

#### **PUBLIC SECTOR LABOR MANAGEMENT COUNCIL SECRETARIAT**

The Commission performs secretariat functions for the Public Sector Labor Management Council (PSLMC), an inter-agency body composed of the heads of the Departments of Labor and Employment, Justice, Budget and Management, and Finance with the Chairperson of the Civil Service Commission as the head of the council. The PSLMC decides on inter and intra-union disputes, including those which arise in collective negotiations. It also issues guidelines and policies relating to human resource relations in the public sector. Resolutions passed upon by the Council in 2021 tackled the effect of having another registered

employees' organization to a petition for accreditation, availment of union time-off, membership of lawyers in employee organizations and the role of unions during periods of public emergency.

Also among the important issuances issued by the Council in 2021 were the guidelines on the use of time-off by employee unions, defining it as "a reasonable time away from work granted by the management to an employee who is a member or an officer of a registered employees' organization to attend, on official time to trainings or other related activities of the organization". The guidelines further provide that the grant of time-off shall be negotiated and incorporated in the Collective Negotiation Agreement (CNA) including the frequency and the manner of availment and that applications for time-off must be filed at least three working days before the employee organization conducts the desired meeting or assembly or prior to attendance to any related activities.

In response to the call of the times, the Council issued as well, a resolution highlighting the role of employee organizations during the state of public emergency. Through said resolution, state workers organizations are enjoined to take an active role in the implementation of the CSC-DOH-DOLE Joint Memorandum Circular on Occupational Safety and Health released in 2020. Monitoring members' compliance with all health and safety measures in their workplaces and reporting work-related accidents and illnesses are among the areas for worker groups' active engagement and participation. •



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# Inputs to Legislation on Civil Service Matters

**T**he CSC closely liaises with both Houses of Congress on legislative matters especially 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.

## 1. ***Revisiting of the Implementing Rules and Regulations (IRR) of R.A. No. 9242 or the Philippine Tropical Fabrics Law***

In 2021, the Commission spearheaded the review of the existing Implementing Rules and Regulations of the R.A. No. 9242, “An Act Prescribing the Use of Philippine Tropical Fabrics for Uniforms of Public Officials and Employees and for Other Purposes.” The law seeks to instill patriotism among civil servants through the use of Philippine Tropical Fabrics (PTF) for office uniforms and other purposes, and to uplift the local fiber and textile industries in the country.

The CSC spearheaded the review of the IRR in coordination with the PTF Technical Working Group (TWG) composed of representatives from the Department of Trade and Industry (DTI), Department of Science and Technology-Philippine Textile Research Institute (DOST-PTRI), and the Department of Agriculture-Philippine Fiber Industry Development Authority (DA-PhilFIDA). The initiative was prompted by the persistent problems of the PTF industry related

to non-availability of Philippine Tropical Fabrics as reported by the government agencies as end users, the unavailability of spinning technology, limited suppliers who can produce PTF which can pass DOST-PTRI standards and the passing of DOST-PTRI tests as reported by fabric suppliers which remained unresolved to this day.

Proposed amendments drafted by the Commission in consultation with the PTF TWG include the creation of the Technical Committee which shall oversee the effective implementation of the Law, among others. The body shall be headed by the DOST-PTRI with the DTI, DA-PhilFIDA and the CSC as members. The roles and responsibilities of each agency have been clearly delineated and the inter-agency relationship among them as regards processes were ascertained. Consequently, enhancements on the IRR pertain to updates on the definition of terms, standards and certification procedures and proposed provisions for conduct of audit and appropriate sanction for misdeclaration made by a textile producer or fabric supplier.

The proposed amendments will be subjected to a consultation with stakeholders in the private sector to ensure that all issues and concerns related to the supply, processing and availability of the PTF will be addressed in the finalization of the IRR. Thereafter, the CSC shall promulgate the amended IRR pursuant to Section 3 of R.A. No. 9242.

Relatedly, the Report on the Implementation of R.A. No. 9242 was submitted to the Committee on Civil Service in both Houses of Congress pursuant to Section 7 of the said law.

## 2. ***Active participation and submission of comments during the deliberation of the bills/resolutions:***

- a. House Bill No. 2621 - “An Act Strengthening the Constitutional Rights of Government Employees to Self-Organization, Collective Negotiation and Peaceful Concerted Activities and Use of Voluntary Modes of Dispute Settlement.

The proposed bill intends to address the gaps in the public sector labor relations particularly on protection of the right to organize, facilities to be afforded to public sector employees' organizations, procedures for determining the term and conditions of employment, civil and political rights and settlement of disputes arising or in connection with the determination of terms and conditions of employment.

The Committee on Civil Service and Professional Regulation of the House of Representatives conducted committee hearings and TWG meetings attended by representatives from the CSC, Department of Labor and Employment (DOLE), and different employee federations such as the Trade Union Congress of the Philippines, COURAGE, Alliance of Concerned Teachers, Philippine Government Employees Association, PSLINK, and Confederation of Independent Union from the Public Sector. The HRRO represented the Commission in the hearings and drafted the CSC's comments submitted to the Committee.

- b. Continuation of the inquiry into the 2020 COA Report and Other Issues Related to Budget Utilization of the Department of Health (DOH), Especially Its Expenditures Related to the Fight Against COVID.

The Senate Committee on Accountability of Public Officers and Investigations (Blue Ribbon) invited the CSC to its 11th public hearing with Assistant Commissioner Ariel G. Ronquillo attending the hearing in behalf of the Commission. He explained the nature of the following: Officer-in-Charge (OIC) designation; presidential advisers and consultants; and appointment of casual employees in the PS-DBM. He also responded to issues pertinent to the matter.

3. ***Participation and submission of comments during the deliberations on the following laws passed within the year:***

- a. R.A. No. 11535 - An Act Making the Position of a Cooperatives Development Officer Mandatory in the Municipal, City and Provincial Levels, Amending for the Purpose Republic Act No. 7160, Otherwise Known as the "Local Government Code Of 1991", As Amended (Approved on April 09, 2021)
- b. R.A. No. 11549 - An Act Lowering the Minimum Height Requirement for Applicants of the Philippine National Police (PNP), Bureau of Fire Protection (BFP), Bureau of Jail Management and Penology (BJMP), and Bureau of Corrections (BuCor), Amending Republic Act No. 6975, As Amended, Republic Act No.9263, and Republic Act No. 10575 (Approved on May 26, 2021)
- c. R.A. No. 11589 - An Act Strengthening and Modernizing the Bureau of Fire Protection and Appropriating Funds Therefor (Approved on September 10, 2021)

4. ***Participation in the deliberation of various important legislative measures such as:***

- a. Lowering Retirement Age of Government Employees
- b. Continuing Professional Development (CPD)
- c. COMELEC Reorganization
- d. Anti-Discrimination
- e. Magna Carta for Public DRRM Workers
- f. Freedom of Information
- g. FDA Inquiry (House Resolution No. 1396)
- h. Establishing the Autonomous Region of the Cordillera
- i. Flag and Heraldic Code of the Philippines
- j. Inquiry into Philippine Fashion and Textile Industries (House Resolution No. 1801)
- k. Magna Carta for Non-Uniformed Personnel
- l. Online Sexual Exploitation of Children
- m. Institutionalizing Anti-Drug Abuse Councils in Provinces, Cities, Municipalities and Barangays •

# Professionalized Civil Service

## Building a Professional Bureaucracy

Part of the Commission’s mandate is to build a competent and high-performing bureaucracy, which starts with attracting, selecting, and appointing qualified and suitable individuals to government positions.

that appointments in the civil service (except to certain positions defined by law) shall be made according to merit and fitness, to be determined as far as practicable by competitive examinations.

While the continuing COVID-19 pandemic continued to hamper the full-blown administration of civil service exams in 2021, the Commission was able to conduct a total of seven exams via pen-and-paper test mode. This is detailed below according to schedule and venue:

### EXAMINATION ADMINISTRATION TOWARD THE BETTER NORMAL

The Commission regularly administers civil service examinations based on the Constitutional mandate

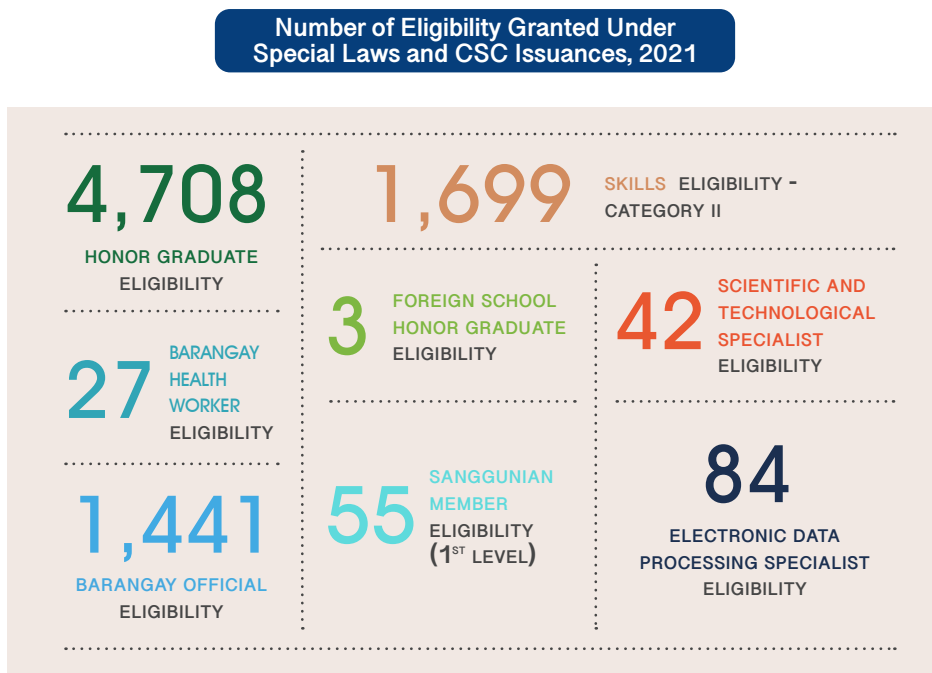
18 JULY 2021		12 SEPTEMBER 2021		5 DECEMBER 2021		12 DECEMBER 2021	
<b>CAREER SERVICE EXAMINATION PEN-AND-PAPER TEST (CSE-PPT)</b> 1. PROFESSIONAL LEVEL 2. SUBPROFESSIONAL LEVEL		3. CAREER SERVICE EXAMINATION FOR FOREIGN SERVICE OFFICER (CSE-FSO)		<b>CAREER SERVICE EXAMINATION PEN-AND-PAPER TEST (CSE-PPT)</b> 4. PROFESSIONAL LEVEL 5. SUBPROFESSIONAL LEVEL		<b>CAREER SERVICE EXAMINATION PEN-AND-PAPER TEST (CSE-PPT)</b> 6. PROFESSIONAL LEVEL 7. SUBPROFESSIONAL LEVEL	
VENUE	NO. OF EXAMINEES	VENUE	NO. OF EXAMINEES	VENUE	NO. OF EXAMINEES	VENUE	NO. OF EXAMINEES
NCR*	9,074 (35 GOVERNMENT AGENCIES)	REGIONS VI, VII, IX, CAR	91	NCR*	3,347 (13 GOVERNMENT AGENCIES)	REGIONS I, II, III, V, VI, VII, X, XI, CAR, NCR*	4,312
REGION VII BARMM	996 300						

\*Conducted per agency request

Moreover, the Examination, Recruitment, and Placement Office, together with eight CSC Regional Offices in Regions III, IV, VI, VII, VIII, CAR, Caraga, and NCR, conducted the CSC Computerized Examination or COMEX from 13 April to 22 December. A total of 55 COMEX schedules transpired, resulting in 2,993 examinees, of which 2,243 took the Professional Level and 750, the Subprofessional Level.

## POOL OF ELIGIBLES

In 2021, a total of 10,121 individuals were added to the pool of eligibles or those who were granted eligibilities as a result of examinations conducted, and from applications for special types of eligibilities or those granted under specific laws and CSC issuances. The latter numbered 7,893 which is broken down according to the type of eligibility, as follows:



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 12,158 eligibles were absorbed into government service in 2021, higher than the previous year's total of 9,673. This shows that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.

## HONOR GRADUATE ELIGIBILITY

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 bouy up the quality of the civil service.”

## SKILLS ELIGIBILITY – CATEGORY II

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.

## BARANGAY OFFICIAL ELIGIBILITY

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.

## CSC LEADERSHIP AND MANAGEMENT CERTIFICATION PROGRAM

The Commission implements the Leadership and Management Certification Program (CPro) as an alternative mode of satisfying the qualification standards for division chief and executive/managerial positions where the educational requirement is a Master’s Degree, provided that the other requirements are also met. It is designed to equip government leaders/managers with the five leadership competencies, namely, Thinking Strategically and Creatively, Leading Change, Building Collaborative, and Inclusive Working Relationships, Managing Performance and Coaching for Results, and Creating and Nurturing High Performing Organization, as a means toward enhancing their effectiveness in leading their respective organizations.

Candidates can choose from two tracks: Recognition of Prior Learning (RPL) Track and the Training Track. RPL is for those who believe that they have already acquired the necessary leadership competencies through actual work experience. Upon passing the pre-qualifying test, the candidate can proceed with portfolio build-up and assessment. On the other hand, the Training Track is for candidates who would like to make sure that they are able to develop the leadership competencies before submitting themselves for assessment. Whichever track the candidate chooses, he/she is required to undertake competency assessment composed of written tests, portfolio review, and behavioral event interview.

The Commission conducted the CPro Written Test and Pre-Qualifying Test in nine testing venues on 28 May 2021. To manage the online registration and processing of applications, ERPO developed a web-based system called the CPro Online which allowed test takers to submit their personal information and upload a photo to be used in the generation of examination-related documents.

Moreover, ERPO administered the Portfolio Review and Behavioral Event Interview, as well as the one-day CPro Orientation to passers of the PQT, online starting in 2021 using the MS Teams platform.

A total of 19 candidates from CPro Training Track completed the program and were conferred the

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Certificate in Leadership and Management during the Virtual Awarding Ceremonies on 26 November 2021 held virtually via Zoom as part of CSI's Leadership Series event.

### **GOVERNMENT ONLINE CAREER FAIR**

As part of the activities during the 121st Philippine Civil Service Anniversary in September, the CSC, in partnership with Jobstreet.com, held the 2021 Government Online Career Fair on 20 to 24 September via Jobstreet's online platform. This was the second time that the said recruitment activity was done virtually in view of the lingering threats of the COVID-19 pandemic.

A total of 137 agencies nationwide joined in the 2021 GOCF, which included the Bureau of Internal Revenue, Department of Environment and Natural Resources, East Avenue Medical Center, Energy Regulation Commission, Philippine Deposit Insurance Corporation, Philippine National Oil Company, Philippine Orthopedic Center, Philippine Air Force, University of Southeastern Philippines, Alaminos City Water District (Region I), Dr. Jose Rizal Memorial Hospital (Zamboanga), local government unit of Bonifacio, Misamis Occidental; and Local Government of Julita, Leyte.

This was 55% higher than the number of participating agencies in 2020 which totaled 76. Moreover, there were 2,657 job vacancies posted, more than twice the number from the vacancies posted in 2020 numbering 1,421. •

# Learning and Development in the New Normal

One of the ways through which the Commission ensures the professionalization of the civil service is through the conduct of learning and development activities that aim to bridge employees' competency gaps and promote professional development.

## COURSE IMPLEMENTATION

Despite the continuing threat of the COVID-19 pandemic, the CSC's Civil Service Institute (CSI) was able to implement all its planned programs/courses in 2021 virtually. It exceeded its targets by as much as 129% in terms of the number of participant-days, with

a total of 39,525 against the target of 30,559. With said figures, the number of trained government officials and employees increased by 220% compared to the 18,000 per year average recorded pre-pandemic.

For all the programs/courses implemented, CSI achieved an annual average participant satisfaction rating of 98.89%. *Average satisfaction rating* indicates the percentage of respondents giving at least Very Satisfactory rating.

The following additional courses were converted into digital/online learning and implemented in 2021:

CSI LEADERSHIP SERIES		REWARDS AND RECOGNITION FOR PRIME-HRM LEVEL 2		COMPETENCY-BASED HR	
FREQUENCY	NO. OF PARTICIPANT-DAYS	FREQUENCY	NO. OF PARTICIPANT-DAYS	FREQUENCY	NO. OF PARTICIPANT-DAYS
Semestral	1,001	2 Batches	972	2 Batches	374
NO. OF PARTICIPANTS		NO. OF PARTICIPANTS		NO. OF PARTICIPANTS	
1,001		324		166	



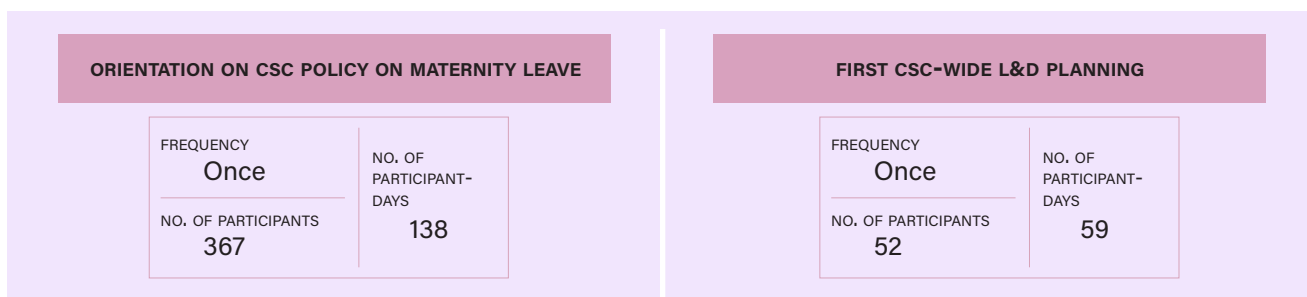
Moreover, the CSI designed new courses to address specific working concerns brought about by the pandemic and the need to transition to the so-called new normal:

<b>LEADERSHIP IN DIGITAL ERA</b>		<b>DESIGNING AND DEVELOPING MICRO-LEARNING</b>		<b>STRATEGIC HR FORUM: DIGITAL TRANSFORMATION</b>	
FREQUENCY <b>3 Batches</b>	NO. OF PARTICIPANT-DAYS <b>1,358</b>	FREQUENCY <b>2 Batches</b>	NO. OF PARTICIPANTS-DAY <b>648</b>	FREQUENCY <b>1 Batch</b>	NO. OF PARTICIPANT-DAYS <b>70</b>
NO. OF PARTICIPANTS <b>776</b>		NO. OF PARTICIPANTS <b>390</b>		NO. OF PARTICIPANTS <b>259</b>	
<b>TRANSFORMATION INTO A SMART ORGANIZATION</b>		<b>WELL-BEING CENTRIC LEADERSHIP</b>		<b>ORIENTATION ON MENTAL HEALTH PROGRAM IN THE PUBLIC SECTOR</b>	
FREQUENCY <b>1 Batch</b>	NO. OF PARTICIPANT-DAYS <b>120</b>	FREQUENCY <b>1 Batch</b>	NO. OF PARTICIPANT-DAY <b>138</b>	FREQUENCY <b>1 Batch</b>	NO. OF PARTICIPANT-DAYS <b>329</b>
NO. OF PARTICIPANTS <b>240</b>		NO. OF PARTICIPANTS <b>46</b>		NO. OF PARTICIPANTS <b>752</b>	
<b>FORMULATING VALUES POLICY GUIDELINES</b>					
FREQUENCY <b>4 Batches</b>	NO. OF PARTICIPANT-DAYS <b>528</b>				
NO. OF PARTICIPANTS <b>264</b>					

In support of the government's COVID-19 Vaccination Program through the Department of Health, the CSI also conducted a series of town hall meetings, detailed as follows:

<b>COVID-19 VACCINE ROLL OUT AGENCIES' (TOWN HALL MEETING FOR GOVERNMENT AGENCY'S HR HEADS AND MEDICAL PROFESSIONALS/TOWN HALL MEETING FOR THE GENERAL POPULATION)</b>		<b>COVID-19 VACCINE ROLL OUT (TOWN HALL MEETING FOR THE GENERAL POPULATION/PUBLIC/ALL OTHER GOVERNMENT OFFICIALS AND EMPLOYEES)</b>	
FREQUENCY <b>2 Batches</b>	NO. OF PARTICIPANT-DAYS <b>725</b>	FREQUENCY <b>2 Batches</b>	NO. OF PARTICIPANT-DAYS <b>578</b>
NO. OF PARTICIPANTS <b>1,932</b>		NO. OF PARTICIPANTS <b>1,848</b>	

Other programs conducted by CSI in support of the Commission’s policy and program implementation include:



## PUBLIC SECTOR HR SYMPOSIUM

The Public Sector HR Symposium is a learning event which started in 2013 and was conducted annually in various locations in Manila, Cebu, and Davao. In 2021, the event was held virtually for the first time. The tremendous and lingering effects of the COVID-19 pandemic has forced organizations globally, including the CSC, to adapt to new ways of working and this includes the conduct of learning and development activities thru new platforms.

With the theme, “Transforming Government Agencies Into Smart Organizations: Honing Resilient and Future-Ready Public Servants,” the event focused on the strategic role of government leaders and HR practitioners in transforming government agencies into smart organizations, especially amid the challenges caused by the pandemic and the need to adapt to emerging technologies.

The event theme was also aligned with the Philippine Civil Service Anniversary (PCSA) celebration in September, as it was also the first time that the Public Sector HR Symposium was held as part of the month-long PCSA activities. Adopted for the PCSA is a 10-year overarching theme, “Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes,” reflecting the path the civil service has to take to build on the gains of its transition efforts in the wake of the COVID-19 pandemic, and the role of HR in building a competent and credible workforce in the new normal.

Conducted in 15 to 17 September 2021, the symposium was attended by 3,093 government leaders, managers, supervisors, and HR practitioners, who benefited from six plenary sessions and 39 concurrent sessions on various topics such as Digital Transformation, Cultural Intelligence, People-Centric Leadership, Total Wellness, Public Service Continuity, Data Analytics, Organizational Transformation, HR Transformation, Public Service Values, Learning and Development, and Future-Ready Leaders.

It was conducted through an interactive and user-friendly HR Symposium platform which can be easily accessed via desktop or mobile device. The platform hosted all the learning sessions as well as the presentation materials. The participants were given access to their accounts until 30 September, giving them more time to watch or re-watch any plenary or concurrent session they like, as well as to download the learning/presentation materials. This was a huge advantage to the 2021 participants compared to those who attended the previous years’ usual physical gatherings. The Certificates of Completion were also made available to the participants via the platform.

The virtual exhibit, which ran from 8 to 30 September, allowed CSC and its partner government agencies and accredited learning and development institutions to showcase their programs and services. The HR symposium platform offered great flexibility—the exhibitors were able to include external links to their websites and social media accounts, embed videos and

files, create discussion boards and live chats for real-time engagement with participants, and add quizzes and other interactive activities. It also had interactive features that showed the thread of discussions and interactions from among the participants as well as

the exhibitors. The virtual exhibit was also designed in such a way that exhibitors can set a required activity that the participants/visitors must accomplish, and those who completed the required activities of all 19 exhibitors became eligible to join a raffle draw.

### PUBLIC SERVICE VALUES PROGRAM

The Public Service Values Program or PSVP, as a set of learning and development courses, is being monitored separately in support of Chapters 5 and 7 of the Philippine Development Plan, particularly in relation to the National Values Formation Program.

The following values programs were conducted in 2021 with a total of 7,802 participant-days against the target of 6,625:

KWENTONG LINGKOD BAYANI		PUBLIC SERVICE VALUES PROGRAM		PSVP FOR NON-SUPERVISORS		FORMULATING VALUES POLICY GUIDELINES*	
FREQUENCY	NO. OF PARTICIPANT-DAYS	FREQUENCY	NO. OF PARTICIPANT-DAYS	FREQUENCY	NO. OF PARTICIPANT-DAYS	FREQUENCY	NO. OF PARTICIPANT-DAYS
12 Batches	862	11 Batches	6,071	1 Batch	329	4 Batches	528
NO. OF PARTICIPANTS		NO. OF PARTICIPANTS		NO. OF PARTICIPANTS		NO. OF PARTICIPANTS	
6,896		3,469		264		528	

\*INCLUDES 75 VALUES GUIDELINES SUBMITTED BY PARTICIPANTS

For these values programs/courses, CSI achieved an annual average participant satisfaction rating of 99.1%.

To further increase the number of agencies and participants covered by the PSVP and create a critical mass, 27 additional facilitators were trained and accredited.

### LEARNING APPLICATION AND IMPACT EVALUATION

In order to determine the effectiveness of the implemented courses, selected in-house courses were evaluated with respect to learning application and organizational impact. Sixteen in-house courses were evaluated by the following government agencies:

1. Mentoring and Coaching for Leaders (Food and Drug Administration)
2. Competency-Based HR System (Department of Science and Technology)
3. Leadership Management and Development Course (Polytechnic University of the Philippines)
4. Ethical Leadership (Metropolitan Manila Development Authority)
5. Competency-Based HR System (National Police Commission)
6. The 7 Habits of Highly Effective Government Leaders (National Economic Development Authority)
7. Employee Relations Program (Bureau of Treasury)

## CSC OFFERS ONLINE APPLICATION FOR ACCREDITATION

Application for accreditation of learning and development (L&D) institutions can now be done online.

8. Recruitment, Selection, and Placement System (Department of Labor and Employment)
9. Gender Diversity and Social Inclusion (Office of the President)
10. Competency-Based HR Program (Department of Tourism)
11. The 7 Habits of Highly Effective Government Leaders (Department of Education NCR)
12. Mentoring and Coaching for Leaders (Commission on Human Rights)
13. Mentoring and Coaching for Leaders (Manila International Airport Authority)
14. Competency-Based HR Systems (Philippine Crop Insurance Corporation)
15. Competency-Based HR Systems (Metropolitan Waterworks and Sewerage System)
16. 4Cs of Change Management (Department of Social Welfare and Development)

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

### ACCREDITATION OF L&D INSTITUTIONS

The CSI's accreditation program aims to extend the capacity of the CSC in providing learning and development opportunities. Accredited Learning and Development Institutions or ALDIs are recognized by the CSC as partners in building the capabilities of civil servants. Training hours earned from courses administered by ALDIs may be credited or considered to satisfy the training requirement in the Qualification Standards, as long as the training acquired is relevant to the position to be filled as certified by the agency's Human Resource Management Officer.

For 2021, 13 learning and development institutions were accredited. They are:

1. Ateneo de Manila University Center for Organization Research and Development (Ateneo CORD)
2. Ateneo de Manila University Graduate School of Business Center for Continuing Education (Ateneo CCE)
3. Center for Empowerment Seminars and Workshops, Inc. (CESWI)

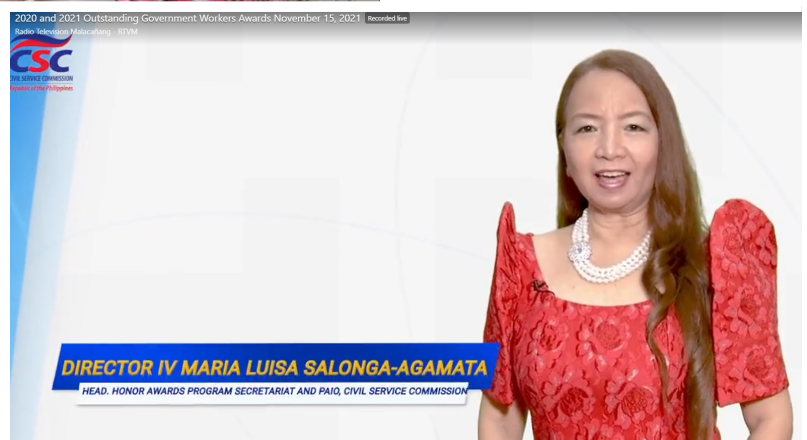
4. Center for Global Best Practices Foundation, Inc.
5. Center for Leadership and Change, Inc. (CLCI)
6. CICIP.Learn Business Management Consultancy Co.
7. CICIP.Learn Business Management Consultancy Co.
8. Guthrie-Jensen Consultants, Inc.
9. MTR The Mentor Group Professional Consultants & Co.
10. South East Asia Speakers and Trainers Bureau, Inc.
11. SYNERGY Training and Development, Inc.
12. The TalkShop Learning and Training Center ALDI
13. Trust Management Centre

As of 31 December 2021, the total number of ALDIs is at 36.

The CSC also amended the accreditation process for L&D institutions through the promulgation of CSC Resolution No. 2100220. The purpose of the amendment was to make the rules compliant with provisions of Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act, as well as to promote digital or online modes of service delivery amid the COVID-19 pandemic. •



From top to bottom: President Rodrigo Roa Duterte, CSC Chairperson Alicia dela Rosa-Bala, and CSC Commissioner Aileen Lourdes A. Lizada deliver their congratulatory messages to the awardees of the 2020-2021 Search for Outstanding Government Workers. Director IV Maria Luisa Salonga-Agamata hosted the virtual awards ceremony.





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# Rewards and Recognition in the New Normal

**T**he 2021 Search for Outstanding Public Officials and Employees commenced with the extensive information dissemination on the Honor Awards Program (HAP) through the use of various media. During the first quarter of 2021, HAP promotional materials were posted in social media and the internet, and disseminated to government agencies nationwide.

As a result of the massive information campaign, a total of 317 nominations were received by the Civil Service Commission (CSC) Regional Offices in 2021. Out of these 317 nominations, 197 were selected as regional winners—composed of 72 for the *Dangal ng Bayan* (DNB) Award, 43 for the Presidential *Lingkod Bayan* (PLB) and 82 for the CSC *Pagasa*—and vied for the national Search.

Out of the 197 regional winners, 10 semi-finalists for the DNB Award category, 13 semi-finalists for the PLB Award, and eight semi-finalists for the CSC *Pagasa* Award, were validated from 30 August to 20 September 2021. Their names were published in Daily Tribune on 30 August 2021 and were likewise announced in the CSC website to elicit comments and feedback from the public. Semi-finalists of the Search were also recognized at the regional level, where the CSC Regional Offices conferred the HAP Certificate of Recognition and cash reward.

As regards the 2020 HAP Search, the one-year cycle of activities extended until the first quarter of 2021 due to various adjustments in the program calendar. The conduct of the virtual background investigation on the 2020 semi-finalists, deliberation and selection of DNB and *Pagasa* awardees, and shortlisting of the PLB finalists were done in the first quarter of 2021.

For the 2021 Search, the virtual background investigation on the semi-finalists, and selection of DnB and *Pagasa* winners, and PLB finalists were completed in the third quarter of 2021.

The culminating activity of the Search was the virtual Awards Rites of the 2020 and 2021 Outstanding Government Workers aired via the People's Television Network (Channel 4); the Radio Television Malacañang's Facebook page (/rtvmalacanang) and YouTube channel (/RTVmalacanang); and the CSC's Facebook page (/civilservicegovph) and YouTube channel (/cscphmedia) on 15 November 2021. President Rodrigo Roa Duterte's pre-recorded message congratulating the winners was part of the Awards Rites program. The list of awardees was likewise published in a full page advertisement in the Daily Tribune on 15 November 2021.

“

I think we must always **strive for excellence** in anything that we do. We must bloom where we are planted. Let us not be complacent. Instead, let us do more especially for the sector whom we are committed to serve.

”



**CARMEL BONIFACIO GARCIA**

Supervising Tourism Operations Officer  
Provincial Government of Catanduanes  
Virac, Catanduanes  
*2021 CSC Pagasa Awardee*



/civilservicegovph



/cscphmedia



csc.gov.ph





## COMPOSITION OF THE 2021 NATIONAL COMMITTEES ON AWARDS

The Committees on Awards for the 2021 Search 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*. It may be noted that the same roster comprised the 2020 Committees on Awards.

### ***Committee on Presidential Lingkod Bayan and CSC Pagasa Awards***

Pursuant to Section 12 of the Omnibus Rules Implementing Book V of Executive Order No. 292 (or the Administrative Code of 1987), the Committee shall be composed of the Chief Protocol Officer of the Office of the President, a member of the Civil Service Commission, and three (3) prominent citizens who are not presently in government service. The Committee's task is to screen/evaluate the nominations of national qualifiers and find the best stories of state workers who exemplify all that is good in the Philippine government. The following comprised the 2021 Committee on PLB and PAG awards:

- Chairperson Alicia dela Rosa-Bala, Civil Service Commission, Committee Chairperson;
- Retired Lt Gen Romeo T Tanalgo, Vice President for Risk and Assurance Group, Nickel Asia Corporation, and 2012 Presidential *Lingkod Bayan* Awardee, Committee Vice Chairperson;
- Chief Presidential Protocol and Presidential Assistant on Foreign Affairs Robert E. A. Borje, Office of Presidential Protocol, and Presidential Assistant on Foreign Affairs, Office of the President of the Philippines, Committee Member;
- Former Department of Trade and Industry Undersecretary and 2007 Presidential *Lingkod Bayan* Awardee Zenaida C. Maglaya, Committee Member; and
- Ms. Teresita T. Sy-Coson, Vice-Chairperson, SM Investments Corporation, Committee Member

### ***Committee on Outstanding Public Officials and Employees or the Dangal ng Bayan Award***

Pursuant to Section 6 of Republic Act No. 6713 or "Code of Conduct and Ethical Standards for Public Officials and Employees", the Committee shall be composed of the "Ombudsman and Chairman of the Civil Service Commission as Co-Chairmen, and the Chairman if the Commission on Audit, and two government employees to be appointed by the President, as members".

- Commissioner Aileen Lourdes A. Lizada, Civil Service Commission, Committee Co-Chairperson;
- Ombudsman Samuel R. Martires, Office of the Ombudsman, Committee Co-Chairperson;
- Chairperson Michael G. Aguinaldo, Commission on Audit, Committee Member;
- Deputy Executive Secretary Rizalina N. Justol, Office of the President of the Philippines, Committee Member; and
- Undersecretary Marah Victoria S. Querol, Office of the President of the Philippines, Committee Member

## PROMOTION AND PUBLICITY

Extensive information dissemination, promotion, and publicity on the Search were undertaken through the use of various online and offline media. Promotion and publicity tapped the internet and social media like Facebook. HAP promotional materials which included press releases, newspaper advertisement, video plug, poster, and infographics were uploaded in the CSC website during the first quarter of the 2021. The CSC Regional and Field Offices also played a vital role in the dissemination of information and promotion of the annual Search through direct cascading to all government agencies within their areas of jurisdiction. Inquiries from stakeholders, partner agencies and the general public, including those sent via electronic mail, were promptly attended to as part of the promotion.

## 2021 SEARCH NOMINATIONS

As shown in Table 7, a total of 317 nominations were received by the CSC Regional Offices for 2021.

**TABLE 7. 2021 HAP NOMINATIONS RECEIVED BY REGION/BY CATEGORY**

REGION	2021 MONINATIONS RECEIVED					TOTAL
	DANGAL NG BAYAN	PRESIDENTIAL LINGKOD BAYAN		CSC PAGASA		
		INDIVIDUAL	GROUP	INDIVIDUAL	GROUP	
I	7	1	0	7	2	17
II	8	4	3	6	2	23
III	6	3	1	12	9	31
IV	9	3	0	4	0	16
V	14	0	0	1	1	16
VI	19	5	2	13	1	40
VII	7	7	3	3	3	23
VIII	18	0	0	8	4	30
X	4	3	0	2	0	9
XI	7	8	0	19	10	44
XII	9	0	0	2	1	12
BARMM	1	0	0	3	0	4
CAR	6	4	6	7	4	27
CARAGA	6	2	0	1	0	9
NCR	2	7	1	3	3	16
<b>TOTAL</b>	<b>123</b>	<b>47</b>	<b>16</b>	<b>91</b>	<b>40</b>	<b>317</b>

Table 8 shows the gender distribution of the nominees, including the members of the groups, by award category. It may be noted that the number of male and female nominees were almost the same, at 162 (49.54%) and 165 (50.45%), respectively.

**TABLE 8. 2021 GENDER DISTRIBUTION OF 2021 HAP NOMINEES BY AWARD CATEGORY**

REGION	DANGAL NG BAYAN		PRESIDENTIAL LINGKOD BAYAN				CSC PAGASA				TOTAL
	MALE	FEMALE	MALE	FEMALE	GROUP		MALE	FEMALE	GROUP		
					MALE	FEMALE			MALE	FEMALE	
I	3	4	1	0	0	0	3	4	1	9	25
II	1	2	1	0	0	0	2	1	5	0	12
III	2	1	3	0	2	2	4	3	7	12	36
IV	6	3	2	1	0	0	2	2	0	0	16
V	6	6	0	0	0	0	0	1	0	0	13
VI	5	4	2	2	0	2	6	4	1	4	30
VII	3	0	2	1	8	5	2	1	4	9	35
VIII	3	1	0	0	0	0	1	1	6	6	18
X	3	0	3	0	0	0	1	1	0	0	8
XI	1	1	1	0	0	0	2	4	17	15	41
XII	3	3	0	0	0	0	0	0	0	0	6
BARMM	1	0	0	0	0	0	2	1	0	0	4
CAR	0	5	2	1	12	11	3	2	1	9	46
CARAGA	1	2	2	0	0	0	1	0	0	0	6
NCR	2	0	4	3	1	4	1	2	4	10	31
TOTAL	40	32	23	8	23	24	30	27	46	74	327
GRAND TOTAL	72		31		47		57		120		327

# FEATURE:

## *Helping to Solve Hunger One Hot Meal At A Time*



*The End Hunger Program Team in one of the organized special kitchens to rehabilitate students in Davao de Oro.*

But in Davao de Oro, a group of civil servants decided to take the school-based feeding program up a notch, relieving already overburdened public schools of the task to prepare and distribute meals or food packs, thus increasing the chance of success that children get access to nutritionally-balanced, good quality food.

**A** Social Weather Stations (SWS) September 2021 survey has shown that an estimated 2.5 million Filipino families experienced hunger – due to lack of food to eat – at least once in the past three months.

Many of those who experience hunger are children, who tend to do poorly at school. The government has undertaken numerous programs to address hunger, one of which is the school-based feeding program mandated by Republic Act 11037, also known as an Act Institutionalizing a National Feeding Program for Undernourished Children in Public Day Care of 2018, and primarily implemented by the Department of Education.

The End Hunger Program Team of the Provincial Government of Davao de Oro – composed of Virgilia S. Allones as team leader, Mark Vincent B. Tenio, Arceli A. Timogtimog, and Arturo T. Uy – created the Kusina ng Kalinga (KNK) Program, a 120-day school-based feeding program patterned after the Ateneo Blueplate Central Kitchen Approach. Central kitchens are where lunches are prepared before they are delivered to children in different elementary schools. This system cuts expenses, as high as 38% compared to other programs, due to bulk-buying of ingredients.

With 14 central kitchens and 15 special kitchens scattered across the province, KNK was able to fully rehabilitate an average of 90% of its total beneficiaries from 2017 to 2019, which is the highest rehabilitation rate for any school-based feeding program in the



Team leader Virgilia S. Allones and Members of the End Hunger Program Team which was awarded with 2020 CSC Pagasa - Group Category.

country. This eventually led to decreased malnutrition rates among children in the province.

In its pilot run in Maco South District, the schools district that recorded the highest incidence of child malnutrition, 748 out of 825 “wasted” or undernourished children were fully rehabilitated after 120 days of feeding, translating to a 93.4% success rate.

Budget cuts almost hampered the full rollout of the program, but through the team’s persistence and dedication, they were able to secure additional funding from both the public and private sectors, which were used to develop the kitchens, purchase equipment, and provide KNK employees with proper and comfortable work spaces.

Team leader Allones said that the feeling of satisfaction and fulfillment is what they love most about their job. “It is a life-long dream of mine to see the young generation of Davao de Oro acquire the much-needed education and skills to better prepare them for the future,” she said.

#### AWARD

Because of their outstanding achievements, the End Hunger Program Team was picked among hundreds of nominees of the 2020 Search for Outstanding Government Workers to receive the Civil Service Commission (CSC) Pagasa Award.

They were recognized in a virtual program last 15 November 2021 held by the CSC, the agency administering the government’s Honor Awards Program (HAP).

The virtual awards rites, which aired on the CSC’s Facebook Page and YouTube channel, featured a total

of 41 awardees from 2020 and 2021—12 who were conferred the Presidential *Lingkod Bayan* award; 11 who received the CSC *Pagasa* award; and 18, the *Dangal ng Bayan* award.

Allones’ team was awarded the CSC Pagasa, which is conferred on an individual or group for outstanding contribution/s resulting from an idea or performance that directly benefit more than one department of the government. Recipients of this award receive a plaque signed by the CSC Chairperson, gold-gilded medallion handcrafted by the Bangko Sentral ng Pilipinas, and cash reward of PHP200,000 per individual awardee or PHP100,000 for each member of the group awardee.

Meanwhile, the Presidential Lingkod Bayan (PLB) is conferred on an individual or a group for exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security, and patrimony. PLB awardees receive a plaque signed by the President of the Philippines, gold-gilded medallion handcrafted by the Bangko Sentral ng Pilipinas, cash reward of PHP200,000 per individual awardee or PHP100,000 for each member, and are entitled to automatic promotion to the next higher position.

The *Dangal ng Bayan* (DNB) is conferred on an individual for performance of an extraordinary act or public service, and consistent demonstration of exemplary ethical behavior on the basis of observance of the eight norms of conduct provided under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees. Recipients of the DNB receive a gold-gilded medallion, fiberglass bronze trophy designed by National Artist for Sculpture, Napoleon V. Abueva, cash reward of PHP200,000, and are entitled to automatic promotion to the next higher position. •

After the screening and deliberation at the CSC Regional Offices, 197 nominees were selected as regional winners and qualified to vie for the Search at the national level. Table 9 shows that, out of 317 nominations, 197 were selected as regional winners, composed of 43 Presidential *Lingkod Bayan*, 82 *CSC Pagasa*, and 72 *Dangal ng Bayan* regional winners.

**TABLE 9. NUMBER OF 2021 HAP REGIONAL WINNERS BY REGION/BY CATEGORY**

REGION	DANGAL NG BAYAN	PRESIDENTIAL LINGKOD BAYAN		CSC PAGASA		TOTAL
		INDIVIDUAL	GROUP	INDIVIDUAL	GROUP	
I	7	1	0	7	2	17
II	3	1	0	3	1	8
III	3	3	1	7	4	18
IV	9	3	0	4	0	16
V	12	0	0	1	0	13
VI	9	5	1	9	1	25
VII	3	3	3	3	3	15
VIII	4	0	0	2	3	9
X	3	3	0	2	0	8
XI	2	1	0	6	7	16
XII	6	0	0	0	0	6
BARMM	1	0	0	3	0	4
CAR	5	3	5	5	2	20
CARAGA	3	2	0	1	0	6
NCR	2	7	1	3	3	16
TOTAL	72	32	11	56	26	197
GRAND TOTAL	72	43		82		197



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## RECORDS CHECK

The HAP Secretariat sought the assistance of the Office of the Ombudsman, Commission on Human Rights, Philippine National Police, Department of the Interior and Local Government, Commission on Audit, Philippine Drug Enforcement Agency, Sandiganbayan, Scientific Career Council, Bureau of Internal Revenue and the Commission's Office for Legal Affairs to check negative listing/derogatory records/ pending/decided cases and/or issuance of clearances for the selected semi-finalists. The semi-finalists also have clearances from pending administrative cases issued by the CSC Regional Offices and clearances from the National Bureau of Investigation (NBI).

Results of the records check were compiled and presented by the HAP Secretariat during the respective Committees' deliberation. The process enabled the Committee Members to deliberate and decide whether to include the semi-finalists further into the selection based on the information gathered during the records check. Hence, it ensures the integrity of the Search.

## VALIDATION AND BACKGROUND INVESTIGATION

Remote validation and background investigation on the semi-finalists of the Search were conducted by trained employees of the CSC Central and Regional Offices from 31 August to 20 September 2021. Only seasoned validators who underwent the Training on the

Conduct of Background Investigation (TRACBI) were assigned to conduct the validation task. Validation and background investigation included a recorded three to five minute impromptu interview with the semi-finalists to determine their demeanor and personality. Beneficiaries were also interviewed to determine the impact of their accomplishments.

Multi-source validation and feedback reports were generated and submitted to the Committee on Awards which guided them in choosing the awardees.

It may be mentioned that due to the challenges faced in 2020, the 2020 cycle of the Search extended until 2021. Semi-finalists of the 2020 Search underwent background investigation and validation only in the first quarter of 2021.

## 2021 OUTSTANDING GOVERNMENT WORKERS

From 327 nominations received in 2021, a total 42 or 13% were selected as winners of the Search. This count also included the members of group awardees.

Table 10 shows the number of awardees per award category by region, including the members of group awardees. In 2021, the National Capital Region had the highest number of awardees, with a total of seven awardees composed of four Presidential *Lingkod Bayan*, two CSC *Pagasa*, and one *Dangal ng Bayan* awardee.



**TABLE 10. 2021 HAP AWARDEES BY REGION**

REGION	DANGAL NG BAYAN	PRESIDENTIAL LINGKOD BAYAN		CSC PAGASA		GRAND TOTAL
		INDIVIDUAL	GROUP	INDIVIDUAL	GROUP	
I	7	1	0	7	2	17
II	3	1	0	3	1	8
III	3	3	1	7	4	18
IV	9	3	0	4	0	16
V	12	0	0	1	0	13
VI	9	5	1	9	1	25
VII	3	3	3	3	3	15
VIII	4	0	0	2	3	9
X	3	3	0	2	0	8
XI	2	1	0	6	7	16
XII	6	0	0	0	0	6
BARMM	1	0	0	3	0	4
CAR	5	3	5	5	2	20
CARAGA	3	2	0	1	0	6
NCR	2	7	1	3	3	16
TOTAL	72	32	11	56	26	197
GRAND TOTAL	72	43		82		197

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## CONFERMENT OF THE AWARDS

Given the situation in 2021, the CSC proposed to the Office of the President the simultaneous awarding of the 2020 and 2021 Outstanding Government Workers, which was approved. This was also the first time in the history of the annual Search that the awarding rites were done virtually. In the past years, conferment of the awards was done physically in Malacañang, with no less than the President of the Republic of the Philippines giving the award.

The CSC partnered with the Radio Television Malacañang (RTVM) in the production of the pre-recorded awards video, which was aired on 15 November 2021 via the People's Television Network (Channel 4), the Radio Television Malacañang's Facebook page (/rtvmalacanang) and YouTube channel (/RTVmalacanang) and the Civil Service Commission's Facebook page (/civilservicegovph) and YouTube channel (/cscphmedia). President Rodrigo Roa Duterte's pre-recorded message congratulating the winners was likewise part of the Awards Rites program. The list of awardees was also announced through a full page advertisement in the Daily Tribune also on 15 November. •



# *Policy Highlight*

## **CSC RESOLUTION NO. 2000222**

**AMENDMENT TO THE 2017 RULES ON  
ADMINISTRATIVE CASES IN THE CIVIL SERVICE  
ON THE PROVISIONS COVERING  
THE ANTI-RED TAPE ACT OF 2007  
(EASE OF DOING BUSINESS AND  
EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018)**



# Case Resolution and Disposition

# Efficient and Effective Dispensation of Administrative Justice

For 2021, the combined accomplishment of the CSC Central and Regional Offices in terms of case disposition rate is 69.09%, and in terms of case resolution is 88.90%, well above the targets set by the Commission.

The Office for Legal Affairs (OLA) Task Force Ageing, created in the 2<sup>nd</sup> semester of 2020, continued acting on ageing cases. This resulted to the resolution of additional 19 cases in 2021, adding to the resolution of 392 ageing cases for 2021 at the level of OLA.

To reinforce the resolution of ageing cases, OLA is set to create its Special Work Assignment Teams (OLA-SWAT) in 2022, which will be dedicated to prioritizing and handling disposition of the cases reported as ageing cases.

TABLE 11. ADMINISTRATIVE CASE DISPOSITION RATE (PROMULGATION RATE) (OLA & CSROs), 2021 DECEMBER

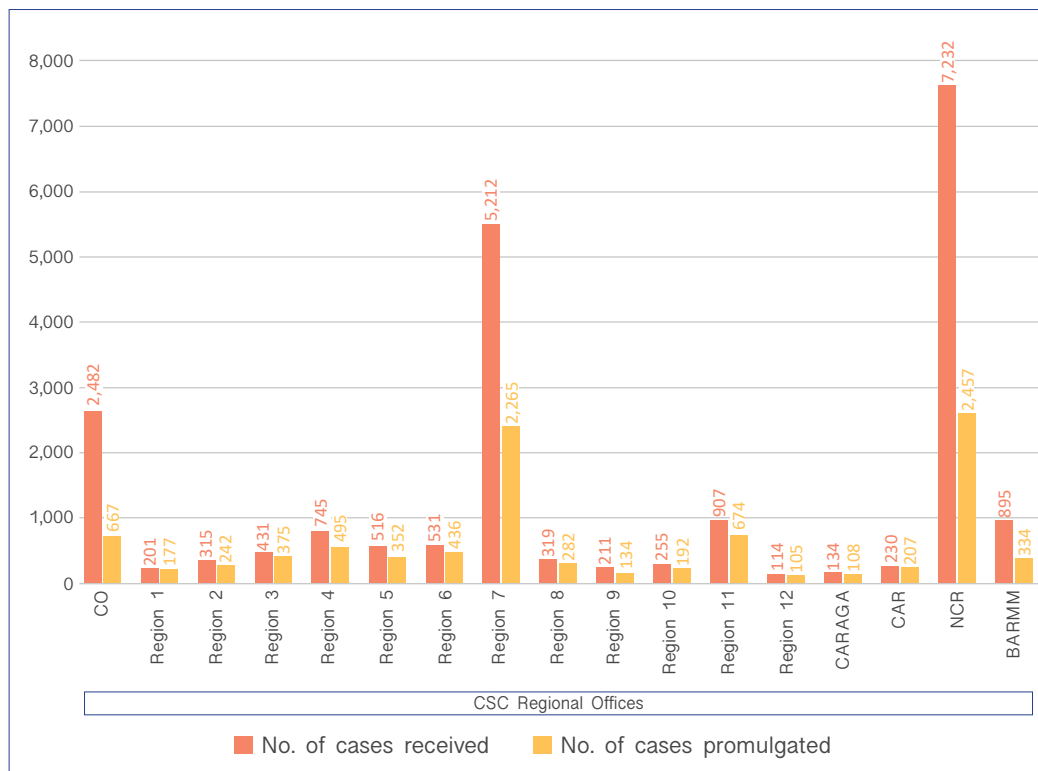
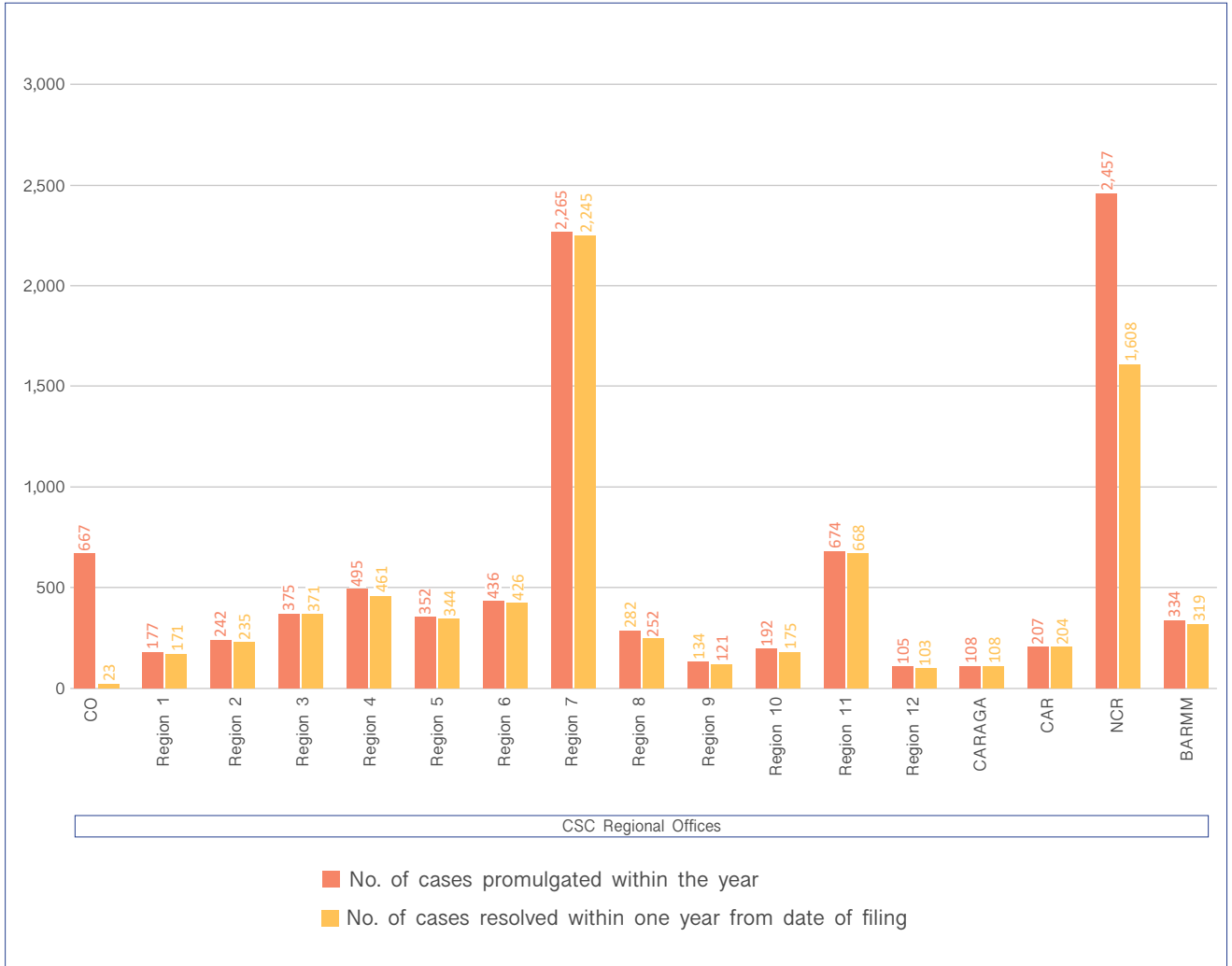


TABLE 12. CASE RESOLUTION RATE (OLA & CSROs), 2021 DECEMBER



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## POLICIES FOR THE NEW NORMAL

To ensure public service continuity during the new normal, the CSC through the Office for Legal Affairs (OLA) issued several guidelines to help civil servants fulfill legal or administrative requirements while complying with health protocols.

One is the guidelines for the filing and submission of the Statement of Assets, Liabilities, and Net Worth or SALN during exceptional circumstances.

In CSC Resolution No. 2100339 dated 12 April 2021 and circularized via CSC Memorandum Circular No. 6, s. 2021, the Commission ruled that all government workers will given an additional period of 30 days from the original deadline of 30 April 2021, or until 30 May 2021, to submit their 2020 SALN with their respective departments, agencies, or offices.

Furthermore, government agencies, through their respective Administrative Division or Human Resource Management Office, are also given an additional period of 30 days from the original deadline of 30 June 2021, or until 30 July 2021, to transmit all original copies of the SALNs received to the proper repository agencies.

The guidelines also allow online oath-taking of the SALN and online filing of the SALN by all public officials and employees. It provides an option to physically or digitally submit the SALNs to the proper repository agencies.

The department, office, or agency concerned is also responsible for putting in place processes and mechanisms to enable online oath-taking and the electronic filing of the SALN, to ensure that the SALN electronically filed are verifiable and authentic, and that it shall be protected under the provisions of relevant laws such as the Data Privacy Act of 2012.

The CSC also institutionalized guidelines for virtual hearing through Resolution No. 2100420 promulgated on 2 June 2021 and published on 14 August 2021.

The resolution provides for the use of a videoconferencing platform for hearings and pre-hearing conferences before the CSC and its regional offices. The move

would allow speedy disposition of administrative cases despite the pandemic crisis situation, while keeping participants safe from health risks.

Virtual hearings and pre-hearing conferences will be applicable not only during the declaration of a community quarantine, but also in the case of unforeseen or fortuitous events that prevent in-person appearances before the CSC.

The guidelines provide technical and operational standards as well as detailed procedures to ensure that the proceedings in the virtual pre-hearing conferences and hearings would closely resemble in-person proceedings, including maintaining fairness, order, and confidentiality.

Aside from policies that cater to the new normal, CSC also issued the Revised Rules on the Administrative Offense of Dishonesty through Resolution No. 2100079 dated 27 January 27, 2021 and circularized in CSC Memorandum Circular No. 13, s. 2021.

The revised rules aim to further clarify and define the parameters of the classifications of dishonesty in order to aid disciplining authorities in charging the proper offense.

Government employees who misrepresent education, experience, training, and eligibility qualifications to qualify for a particular position will be charged with serious dishonesty. Along with misrepresenting qualifications, the submission of fake and/or spurious credentials relative to one's employment is now also considered serious dishonesty under the resolution.

Acts that involve grave abuse of authority, and those where the respondent is an accountable officer and which involves property, accountable forms, or money with the intent to commit material gain, graft, and corruption, are considered offenses of serious dishonesty.

Other circumstances constituting the administrative offense of Serious Dishonesty include acts causing serious damage and grave prejudice to the government such as when the integrity of the office is tarnished

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or its operations are affected; those exhibiting moral depravity regardless of whether the act is in connection with the performance of duties or not; and those involving civil service examination irregularity or fake civil service eligibility.

Serious Dishonesty is punishable by dismissal from the service, which carries with it cancellation of eligibility, perpetual disqualification from holding public office, bar from taking civil service examinations, and forfeiture of retirement benefits.

## SEXUAL HARASSMENT CASES

The CSC has been a staunch supporter on national policies against violence against women and their children (VAWC) and sexual harassment (SH). As the central human resource management institution of the Philippine government, the CSC prioritizes employee welfare and safety through its HR policies, not only in issues of human rights violations, but also in protecting Sustainable Development Goals such as good health and well-being, gender equality, decent work and economic growth, and reduced inequalities.

The CSC has received 201 cases since the adoption of its Policy on Sexual Harassment in the Workplace (CSC Resolution No. 94-2854 dated 31 May 1994), 26 of which were cases filed pursuant to Section 15 of the Rules on Administrative Cases in the Civil Service (RACCS) in 2017, to which the 2001 Administrative Rules on Sexual Harassment Cases has been integrated.

As of December 2021, 96 respondents have been found liable for sexual harassment.

Another important development is the amendment to the 2017 RACCS to expand the definition of SH. Sexual harassment offenders in government now include those who commit sexual harassment acts through text messaging or email, online, or in streets and public places, pursuant to CSC Resolution No. 2100064.

The resolution also amends certain provisions in the 2017 Rules on Administrative Cases in the Civil

Service (RACCS), specifically those pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee. The changes in the 2017 RACCS were primarily made to further deter sexual harassment in the public sector as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.

With the heightened use of online platforms becoming the norm, clear, stricter rules would help address sexual harassment that may also happen online.

Punishable by dismissal from the service are grave offenses that include “uploading and sharing without the consent of the victim any form of media that contains photos, voice, or video with sexual content, any unauthorized recording and sharing online of any of the victim’s photos, videos, or any information of sexual content, impersonating identities of victims online or posting lies of sexual nature about the victims to harm their reputation, or filing false abuse reports to online platforms to silence victims of sexual harassment.”

Government officials or employees who engage in “acts that include the use of information and communication technology in terrorizing and intimidating victims through physical, psychological, and emotional threats with sexual overtones shall be liable for less grave online sexual harassment.” These are punishable by suspension of one (1) month and one (1) day to six (6) months for the first offense, and dismissal from the service for the second offense.

Meanwhile, light offenses include “unwanted sexual misogynistic, transphobic, homophobic and sexist remarks and comments online whether publicly or through direct and private messages, invasion of victim’s privacy through cyberstalking and incessant messaging with sexual overtones.” Those found guilty of these acts may be penalized with reprimand for the first offense, suspension of 1 to 30 days for the second offense, and dismissal from the service for the third offense.



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In the digital era, SH has taken on other forms and threatens to attack public and private online spaces as well. CSC's policies aim to protect the rights of women and men to safe workplaces and spaces, and provide mechanisms for defending survivors and issuing appropriate disciplinary action against perpetrators in an increasingly online world.

### **CUSTOMER MANAGEMENT AND CONSULTATION**

The CSC continues to seek ways of improving its legal services through automating systems and providing clients with better means for consultation.

OLA officially rolled out in September 2021 the e-Case and Document Management System (eCDMS), as an improvement to the existing Integrated Case Management System (ICMS).

The system has the capacity to generate accurate reports such as inventories and statistics, of having features such as aging and prompts, and the possibility of linking or merging the ICMS not only with the CSC's Document Tracking Management System (DTMS), but also with other offices in the CSC within the loop of the network.

This is aimed at completely automating all the processes involved in case adjudication, further streamlining processes, promoting transparency, and complying with the requirements relating to Performance Governance System (PGS).

OLA also continued to act on queries posted in the CSC Online Forum, which has become more useful during this pandemic. Through the Online Forum, users can create an account and log in so they can post

their queries and comments or join a conversation pertaining to their topic of interest. Action officers from the OLA are at the other end to answer questions or give advice. Use of the online forum is free-of-charge and may be access via <http://www.csc.gov.ph/forum/>.

Aside from improving legal services for clients, CSC also participated in the consultation and development process of policies that would benefit the bureaucracy, including COVID-19 vaccination program for government workers, bar/board eligibility, Public Service Continuity Plan, administrative decisions involving dismissal from the service, Sanggunian member eligibility, and anti-red tape concerns

### **CAPACITY BUILDING**

CSC also ensured regular upskilling of its legal human resource for effective administration of quasi-judicial functions.

A virtual Legal Practitioners' Conference was held for CSC's lawyers, with featured lectures for the Mandatory Continuing Legal Education (MCLE) provided by the University of the Philippines-Institute for the Administration of Justice (UPIAJ).

Lectures included mediation and arbitration, gender laws, litigation, social media law, legal ethics, criminal procedure, and legal writing, among others.

Capability Development through the OLA Online Learning Sessions also served as learning interventions to help improve the performance of action officers and support staff. The online sessions included briefings on updated policies and guidelines. •



# Part II

# PURSUIING EXCELLENCE IN HUMAN RESOURCE MANAGEMENT AND ORGANIZATION DEVELOPMENT



# Effective Civil Service Commission

## INTERNAL AUDIT AND PROCESS IMPROVEMENTS

Despite the pandemic, the Civil Service Commission, through its Internal Audit Service (IAS) sustained its efforts in managing the CSC's internal control processes by way of internal audit.

In 2021, IAS conducted regular internal audit in 16 CSC Regional Offices (CSC ROs) including its 99 Field Offices (FOs) and 10 offices in the Central Office. The audits in the CSC ROs/FOs evaluated the (1) delegated authority in signing appointments, (2) baseline assessments for Gender Equality, Disability and Social Inclusion (GEDSI), (3) baseline assessment for Business Recovery Action Plan (BRAP), and (4) follow-up audit on actions taken by CSC RO/FOs to FY 2020 and prior years' audit findings which remained open as of 31 December 2020.

Prior to the start of the FY 2021 regular internal audits, a Regular Internal Audit Conference was held to share the results of post-audit activities. These included the commendable actions of concerned process owners and other key information as a testament of the coordinated actions of IAS and process owners at the Central Office (CO) in addressing internal controls gaps identified during the FY 2020 audits. Concerns gathered with recommendation for action were presented to the process owners at the CO for

continual improvement of CSC policies and processes. It likewise served as an opening audit activity where auditees were given useful information of the areas for evaluation.

Aside from the regular audits, CSC QMS Internal Audit covering 30 processes was held in CSC CO/RO in collaboration with the members of the CSC QMS Internal Audit Team. Furthermore, a special audit on the implementation of the CSC Leadership and Management Certification Program (CPro) was completed to determine whether CPro was economically, efficiently and effectively implemented.

Through the audits, IAS has recommended policy enhancements/revision to address control weaknesses/deficiencies that would result in better provision of services/attainment of performance objectives.

Outside its audit function, the CSC's IAS assisted in updating the Citizen's Charter in compliance with the requirements of the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018. It took the lead in the review of CSC services in collaboration with process owners in the CO and RO/FO geared toward enhancement of the CSC Citizen's Charter and in complying with other regulatory reportorial requirements.

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The CSC Service Manual was also developed which presents all relevant information about CSC-wide services, whether QMS enrolled or not, as well as policies and guidelines that govern the provision of internal and external services. The draft Service Manual was already submitted to the Commission for consideration/approval.

In collaboration with various CSC offices, the IAS also revised the CSC Integrated Risk Management Guidelines (CIRMG) to ensure compliance with the latest risk management guidelines, ISO 31000:2018 Standard. Representatives from COs and ROs participated in the training on risk management and provided inputs/comments to the proposed revised CIRMG for approval of the Commission. The IAS, together with the Office for Strategy Management and the Office of the Assistant Commissioner for Special Concerns, shall organize a Training-Writershop for all CSC offices in 2022 to finalize the forms and templates relative to the revised CIRMG.

## COMMUNICATING PUBLIC SERVICE EXCELLENCE IN THE NEW NORMAL

In 2021, the CSC through its Public Assistance and Information Office (PAIO) rolled out a new phase of its Integrated Marketing and Communication Plan or IMCP. The IMCP 2021-2030 captures communication strategies in support of the CSC's organizational goals and strategic priorities, which are likewise anchored on Chapter 5 of the updated Philippine Development Plan 2017-2022, "Ensuring Responsive, People-Oriented, Technology-Enabled and Clean Governance."

The 10-year IMCP aims to strengthen monitoring and evaluation of CSC's communication channels and strategies to measure audience engagement, success rates in terms of driving important messages, and behavioral change indicators. In 2022, content deployment focused on brand awareness (CSC as a center of excellence for human resource management and organization government) and behavioral change (government workers transitioning from civil servants to servant-heroes or *lingkod bayani*). Topics including digital transformation in the public sector, rewards and recognition, recruitment and placement, customer

service, agency performance, HR policies, public sector unionism, employee welfare, health and wellness, gender and development, inclusivity, regional and international relations, and legal concerns were given a broad range of channel exposure throughout the year.

Monitoring and evaluation activities were also prioritized for communications done for major programs of the Commission, including the Philippine Civil Service Anniversary (PCSA), Public Sector HR Symposium, Contact Center ng Bayan, and the policies on alternative work arrangements.

## CHANNEL MANAGEMENT

CSC continued to manage its official channels for external audiences, including its website, Facebook Page, and YouTube Channel.

The CSC website continues to be the main source of information of human resource management practitioners in getting information on CSC policy issuances and updates. The website now shows featured videos on its homepage, along with the latest press releases and access to online services.

Meanwhile, the CSC Facebook Page still generates the highest number of engagement and reach at no cost. By December 2021, content deployed through this channel reached 10,647,824 people, with an engagement of 1,351,644. The FB Page reached 1 million followers in September during the Philippine Civil Service Anniversary (PCSA), with the numbers continuing to grow.

The FB Page also serves as the main venue for CSC's monthly broadcast, LunChat with CSC, and monthly documentary series, *Lingkod Bayan Diaries*. A new series, HAP Story, was also launched this year, featuring videos that take a more in-depth look into the accomplishments of the Search for Outstanding Government Workers awardees.

These videos were also featured on the CSC's YouTube Channel, which has also steadily grown in audience. It has a total of 36,700 views as of December 2021. The channel now has 2,917 subscribers, 91.3% of

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which are from the Philippines, with a few subscribers from the United States, United Kingdom, and Saudi Arabia. Subscribers contributed to 3,536 of the total views, while the rest of the 33,209 views were from non-subscribers. Most viewers belong to the 25-34 age group at 67.7%, followed by 18-24 (13.4%), 35-44 (11.5%), 45-54 (5.5%), and 55-64 (1.8%). Of the total viewers, 56.4% are female.

CSC, through PAIO, also continued to produce its regular corporate publications, including its quarterly magazine, the Civil Service Reporter, the eNewsletter and eBulletin distributed online to external and internal subscribers monthly, CSC Annual Report, CSC Memorandum Circulars compilation, and Index of Published Resolutions, among others.

## **MEDIA RELATIONS**

CSC through PAIO continues to cultivate media relations as a means to reach its target audiences and increase awareness for CSC policies and programs.

More than a hundred press releases were provided to the media in 2021, with the news articles also being cross-posted on the CSC website and Facebook page. The press releases were picked up by the media and enjoyed exposure via Manila Bulletin, GMA News Online, Philippine Star, CNN, Rappler, People's Journal, Business Mirror, UNTV online, Inquirer.net, Philippine Information Agency, Daily Tribune, Politics/Politiko, Rappler, RMN, and Manila Standard.

PAIO also facilitated fifteen media interviews of CSC officials covering a variety of topics, including on vacancies in government, fixing, rewards and recognition, exams and eligibilities, complaints, alternative work arrangements, PCSA, exams and eligibilities, Honor Awards Program, drug-free workplace, and other COVID-19-related issuances over ABS-CBN, UNTV, Radyo Pilipinas, Bitag, SOS Serbisyo Spot On, DZMM Teleradyo, Net 25, PTV 4, Presidential Communications Operations Office, UNTV, DZMM Teleradyo, and ICAD Advocacy TV.

CSC also hosted a virtual press conference for the media on 1 September 2021, featuring panelists from the CSC, the Philippine Statistics Authority, and the

Philippine Institute for Development Studies, to discuss digital transformation initiatives in the public sector, and the activities line up for the 2021 PCSA.

## **HR POLICY PROMOTION**

The CSC also maximized official channels and media mileage to promote important HR policy resolutions that impact the whole bureaucracy.

Aside from lending technical assistance for laying out issuances for publication in newspapers of general circulation, PAIO also prepared press releases, frequently asked questions (FAQs), social media cards, and website sliders to help increase awareness on a new policy. In 2021, PAIO was able to provide channel exposure for the new guidelines on filing of the Statement of Assets, Liabilities, and Net Worth (SALN), expanded maternity leave, revised administrative rules on sexual harassment cases, revised rules on the administrative offense of dishonesty, guidelines on digital/online learning in the public sector, guidelines for virtual hearings in the CSC and its regional offices, revisions on the rules on administrative cases in the civil service, automatic leave of absence for government employees called as witness in administrative or criminal cases, and amended guidelines on use of leave credits for absences due to COVID-19.

Aside from being picked up by the media, PAIO featured said policies in its online chat show LunChat with CSC, publications such as eNewsletter and CS Reporter, and website.

## **INTERNAL COMMUNICATIONS**

Aside from focusing on monitoring and evaluation, PAIO also sought to strengthen internal communications within CSC. For 2022, PAIO implemented phase 4 of its Internal Communication Plan (ICP), with the objective to address communication-related issues and concerns of CSC employees gathered via a communication audit in 2019 and a series of focus group discussions held in 2020. Findings and results were presented to the Commission, after which the Commission initiated the review and updating of CSC's communication guidelines.



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PAIO worked with the Integrated Records Management Office or IRMO in reviewing and updating CSC Office Memorandum No. 60, s. 2005 or the Guidelines on Mail Management and Administrative Issuance Dissemination. Through the review process, PAIO submitted key policies for integration into the new guidelines, including the CSC's Internal Social Media Policy, CSC Stylebook, and guidelines for gender-fair language.

PAIO also continued to work with the CSC Correspondents Network (CNet) following the guidelines issued in 2020 through Office Memorandum No. 42. Three virtual CNet Interface sessions was held in January, August, and December, respectively, while the first virtual CNet Assembly was held from 21-24 June in partnership with the Philippine Information Agency. The sessions served as venues to cascade communication-related guidelines, issues, and concerns, and to capacitate CNet members in their designated work as information offices.

PAIO maintains regular communication with CNet members through the CNet Viber group to disseminate updates and promotional materials, and to coordinate for events.

The regular sessions also served as a venue to strengthen corporate branding as discussed in the CSC Stylebook and CSC Internal Social Media Policy. Both policies were reviewed and updated to include important developments in the field of communication. The CSC Stylebook now has a section on inclusive language to expand the previous discussion on gender-fair language. The section on CSC logo guidelines was also expanded to discuss corporate branding guidelines, including the CSC's brand story and voice, color palette, imagery, and typography. The Stylebook now also features sections on photography, videography, and design. •

# Enhanced Human Resource Management and Organization Development

## RECRUITMENT, SELECTION AND PLACEMENT

In 2021, the CSC through its Office for Human Resource Management and Development (OHRMD) was able to fill 134 (78 permanent, 45 contractual, seven co-terminous, and four casual) vacancies. The 78 permanent items were filled through the Online Recruitment, Selection and Placement (RSP) Process. The Online RSP was integrated in the ISO HR Recruitment Process and work instructions were developed to guide Action Officers on the conduct of each stage of the assessment.

The following resolutions were promulgated in line with RSP:

1. CSC Resolution No. 2100191 promulgated on 17 February 2021 contains the CSC's Internal Guidelines on Digital/Online Learning in response to the need to transition from face-to-face classroom training to digital/online learning to continually provide learning and development to government employees.

The guidelines aim to establish the standards and processes involved in online learning programs/courses for government employees, delineate the roles and responsibilities of the CSC offices involved, and foster collaboration among CSC offices.

The following offices are directly involved in the implementation of the said guidelines: Civil Service Institute (CSI), Human Resource Policies and Standards Office (HRPSO), Human Resource Relations Office (HRRO), Office for Legal Affairs (OLA), Integrated Records Management Office (IRMO), Office for Human Resource Management and Development (OHRMD), and CSC Regional Offices.

Other details of the guidelines include learning modalities, L&D targets, honorarium, registration and subscription fees, and the respective roles and responsibilities of the above-mentioned offices.

2. CSC Resolution No. 2100575 dated 21 July 2021 – Interim Guidelines on the Renamed Position Titles and Created Positions from FY 2012 to 2016
3. CSC Resolution No. 2100538 dated 9 July 2021 – Reconciliation of CSC's Plantilla of Personnel with the DBM's Government Manpower Information System (GMIS)
4. CSC Resolution No. 2100536 dated 7 July 2021 – Training/Learning and Development Requirement for First and Second Level Positions in the Civil Service Commission Re: Amendment to CSC Resolution No. 1201265 dated 5 September 2012

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and CSC Resolution No. 1400515 dated 3 April 2014 or the Lifting of the 5-year Recency in the Training Requirement of CSC Positions.

The five-year recency of training or learning and development requirement for first and second level positions in the CSC was dispensed with through CSC Resolution No. 2100536 promulgated on 7 July 2021.

This new policy was created to be consistent with CSC Memorandum Circular No. 19, s. 2019 that learning and development interventions undertaken more than five years ago may be considered still relevant and applicable in the current work setting, and to standardize the training/learning and development requirements in all positions in the CSC.

The policy amended CSC Resolution No. 1201265 dated 5 September 2012 and CSC Resolution No. 1400515 dated 3 April 2014.

## ENHANCED WORKFORCE COMPETENCIES

Learning and development are critical in enhancing workforce competencies. It enables creative thinking and development of innovative solutions. The L&D interventions in the CSC for 2021 aims to improve policy development, build future-ready workforce, and enhance productivity for the Commission to be equipped to fulfill its mandate as the central HR agency of the government.

### 1. Development and Pilot Run of the Financial Education Training for Civil Servants in partnership with BSP and BDO Foundation

With the goal of increasing financial literacy and capacitate CSC employees on financial decision making, the OHRMD developed and customized the modules on Financial Education Training in consultation with the BSP and BDO Foundation. The FinEd training also aims to promote economic empowerment of women including solo parents, senior citizens and persons with disability. A pilot run was conducted among retiring employees and

new entrants in the CSC Regional Offices and Central Office in August to September 2021.

### 2. In-depth Sessions on Design Thinking for CSC Senior Leaders

The Design Thinking Session for CSC Senior Officials sponsored by the Australia Awards & Alumni Engagement Program-Philippines (AAAEP-P) was completed in July and August 2021. Design Thinking expert Phil Smithson tackled relevant concerns and topics confronting CSC leaders as they navigate changes in the workplace brought about by the COVID-19 pandemic and digital transformation.

CSC officials were divided into three cohorts where they presented their ideas and outputs on four subject matters: (1) mental health, (2) employee engagement, (3) future of work, and (4) performance evaluation. Outputs from the in-depth sessions are prototypes covering mental health program, employee engagement, digitalization and automation and enhanced CSC Performance Management System.

The initial session of the four-part design thinking program was virtually held last 21 June 2020 with On-Off Group Chief Executive Officer Phil Smithson.

### 3. Online L & D interventions

As a result of the pandemic, the CSC endeavored to promote continual learning through online mode recognizing the shift in the way employees are learning. The learning and development process in the Commission has shifted completely to virtual mode from registration of participants to issuance of e-certificates.

L&D interventions focused on building competencies to adapt to the COVID-19 situation including continuous education on pertinent policies and programs relevant to the adoption of alternative work arrangements and maintaining mental health and well-being of the CSC workforce.

#### 4. Streaming of learning and development offerings

The OHRMD created an Official Facebook Group which is exclusive for CSC. Members can post inquiries, announcements, CSC memoranda for efficient dissemination, CSC related advertisements and other HR/CSC related concerns.

Learning and Development sessions intended for CSC officials and employees are streamed live on the OHRMD Facebook Group to be able to reach more viewers. By livestreaming L&D sessions, officials and employees can still attend the sessions given the limitations of virtual platforms such as Zoom and MS Teams. They can even type their comments on the comment section while course administrators take note of them during the session and even as part of the post-training evaluation. Officials and employees can also access the sessions and replay the videos for reference at their most convenient time. This allows expansion of its reach and efficiently disseminate information across the Central and Regional offices.

#### 5. Conduct of various GAD and GEDSI-related activities

The OHRMD spearheaded the conduct of virtual programs to celebrate the Women's Month and observance of the annual 18-Day Campaign to End Violence Against Women. To strengthen the engagement and participation of officials and employees in GAD-related activities, organized activities such as the 18-Day Campaign Photo Contest to highlight the implementation of the Safe Spaces Act in the CSC. Also, the OHRMD enjoined everyone to participate in the Safe Spaces Pledge. The OHRMD, in cooperation with PAIO, facilitated the video of Chairperson Alicia dela Rosa-Bala delivering the CSC's Safe Spaces Pledge which was submitted to the Philippine Commission on Women as part of the CSC's commitment and support in the implementation of the law.

In partnership with the Australia Awards and Alumni Engagement Program – Philippines, the CSC, thru OHRMD, participated in the first run of

the Short Course on GEDSI Mainstreaming from June 2020 to April 2021. CSC Officials from the Central and Regional Offices participated in the said program and presented their Re-Entry Action Plan in March 2021 as part of the celebration of the 2021 Women's Month. The OHRMD also facilitated the participation of the next batch of CSC Officials during the 2nd run of the Short Course on GEDSI Mainstreaming from May 2021 to September 2021.

Finally, the OHRMD organized the following GAD-related webinars to inform and capacitate GAD focal persons and GADvocates from the CSC Central and Regional Offices:

- Learning Session: GEDSI Mainstreaming in the CSC on 22 March 2021;
- Orientation on HIV/AIDS on 11 June 2021;
- Refresher Workshop on the Use of the HGDG Tool held last 29 October 2021; and
- Levelling Session on the CSC Revised Rules on Sexual Harassment on 1-2December 2021

#### EMPLOYEE WELFARE

The Commission sets forth in cultivating harmony, morale, and wellness in the workplace as one of its strategic priorities for implementation to improve the level of productivity and satisfaction of its officials and employees.

##### CSC partners with NKTl for medical services

A memorandum of agreement was signed with the National Kidney and Transplant Institute (NKTl) so that CSC officials and employees may avail of the medical services or laboratory examinations of the medical institution.

Employees need to get a doctor's request first for the issuance of a guarantee letter from the CSC before awaiting of medical services.

##### Vaccination Program

Health and wellness were boosted in the CSC through the swab testing of employees in the Central Office done in coordination with the LGU Marikina in July and the mass vaccination of its

# Health Forum: Hypertension Management Amidst Pandemic

**Speaker: Dr. Deborah Ignacia A. David-Ona**  
Vice President of the Philippine  
Society of Hypertension

**26 MAY 2021**

**10:00 AM via Zoom**

**Meeting ID: 831 710 7346**



employees against COVID-19 and influenza. The Covid-19 vaccination was done in coordination with the Quezon City government.

More than 200 employees from the CSC Central Office (CSC CO), National Capital Region, and Regional Office IV have received the first dose of COVID-19 vaccine last 19 June 2021.

Eligible CSC employees under the A4 category have been vaccinated at the Araneta Coliseum. Previously, CSC employees under A1 to A3 categories were also fully vaccinated on May 2021.

Meanwhile, CSC CO, through its medical team, conducted mass flu vaccination last 14 and 25 June 2021 at the CSC Resource Center.

## **Health Fora conducted**

- What You Need to Know About COVID-19 Vaccines and Updates was conducted virtually via Zoom for CSC employees last 24 February 2021. Entitled, "The Promise and Process of COVID-19 Vaccination," the health forum addressed questions that CSC employees have regarding the COVID-19 vaccines and vaccination.

Family medicine specialist Dr. Aileen T. Riel-Espina of the Philippine Academy of Family Physicians, Inc. discussed the different COVID-19 vaccines, how they work, their effects and benefits, and why people need to be vaccinated. She also shared recent updates on the status of vaccines and the preparations for the government's vaccination program.

- Hypertension Management Amidst Pandemic was held in celebration of Hypertension Awareness Month on 26 May 2021. The virtual health forum on hypertension management aims to increase awareness on the prevalence of high blood pressure and its diagnosis, treatment, and control.

Philippine Society of Hypertension President Dr. Deborah Ignacia D. Ona served as the subject

matter expert for the health forum. She is also an Associate Professor III of the Division of Hypertension, Department of Medicine, UP-Philippine General Hospital, and consultant of St. Luke's Medical Center.

In her presentation, she tackled the statistics on hypertension, pointing out that it is a major public health concern. It accounts for the highest cause of deaths globally compared to other diseases such as lower respiratory tract infections, tuberculosis, diarrheal disease, among others.


- Understanding Mental Health and Stress for the Whole Family Seminar was held on 20 August. Themed "Understanding Mental Health and Stress for the Whole Family," CSC officials and employees gained deeper insights on mental health, stress, and its effect on people's lives. The *Ugnayan at Tulong Para sa Maralitang Pamilya* (UGAT) Foundation, Inc. of the Ateneo de Manila University shared their expertise on this topic.

Specifically, UGAT's Program Director Sarah Flores discussed mental health and the impact of the COVID-19 pandemic on people's mental wellbeing. She also delved on eustress and distress, which are the good and bad kinds of stress, respectively. The effects of stress on an



# FEB-IBIG SA CSC

A Valentine's Get-Together  
on 11 February 2021, 10 a.m. to 11:30 a.m.  
via Zoom



individual can be seen emotionally, cognitively, physically, mentally, and socially. She stressed that “the effects of stress on us can ripple to the relationships and interactions we have with family, friends, coworkers, and pets.”

## **Employee engagement**

### ***The Feb-ibig Virtual Program***

Stories of love, happiness, challenges, and parenthood highlighted CSC’s virtual Valentine’s Day special held 11 February. The activity was dubbed as Feb-Ibig sa CSC: A Valentine’s Get-Together. CSC employees learned interesting love stories of select CSC employees.

Also, single parents Juvy Ramirez from OLA, Samantha Siojo from OHRMD, Joy Romero from CSLO, and Nelson Amores from CSI shared the joys and struggles of being single parents. Many employees were touched by the stories of the guests and showed their support by sending them messages of love via Zoom and OHRMD’s Facebook Group.

### ***Month-long anniversary celebration***

A strong and united CSC family in the midst of the COVID-19 pandemic. This was the message of the CSC agency ID that was unveiled during the internal kickoff of the 121st Philippine Civil Service Anniversary on 1 September 2021.

The agency ID showcased photos and videos illustrating the conditions of the CSC family during the pandemic. The song used in the video is an original composition of Emil Roe Gapit from the Integrated Records Management Office. Lorraine Luna Danipog of the Public Assistance and Information Office interpreted the composition.

Meanwhile, CSC Central Office (CO) officials and employees got to relax and enjoy during the Family Day held 29 September 2021 via Zoom.

A family talent show competition was the highlight of the event as all offices prepared creative music videos that reflected the PCSA’s 10-year theme. Group 3, composed of HRRO, IRMO, OAC-SC, OAC-LC won first place among the five competing groups. They received a PHP15,000 cash prize.

CO employees also played virtual games namely online bingo, lightning scavenger hunt, and the price is almost right.

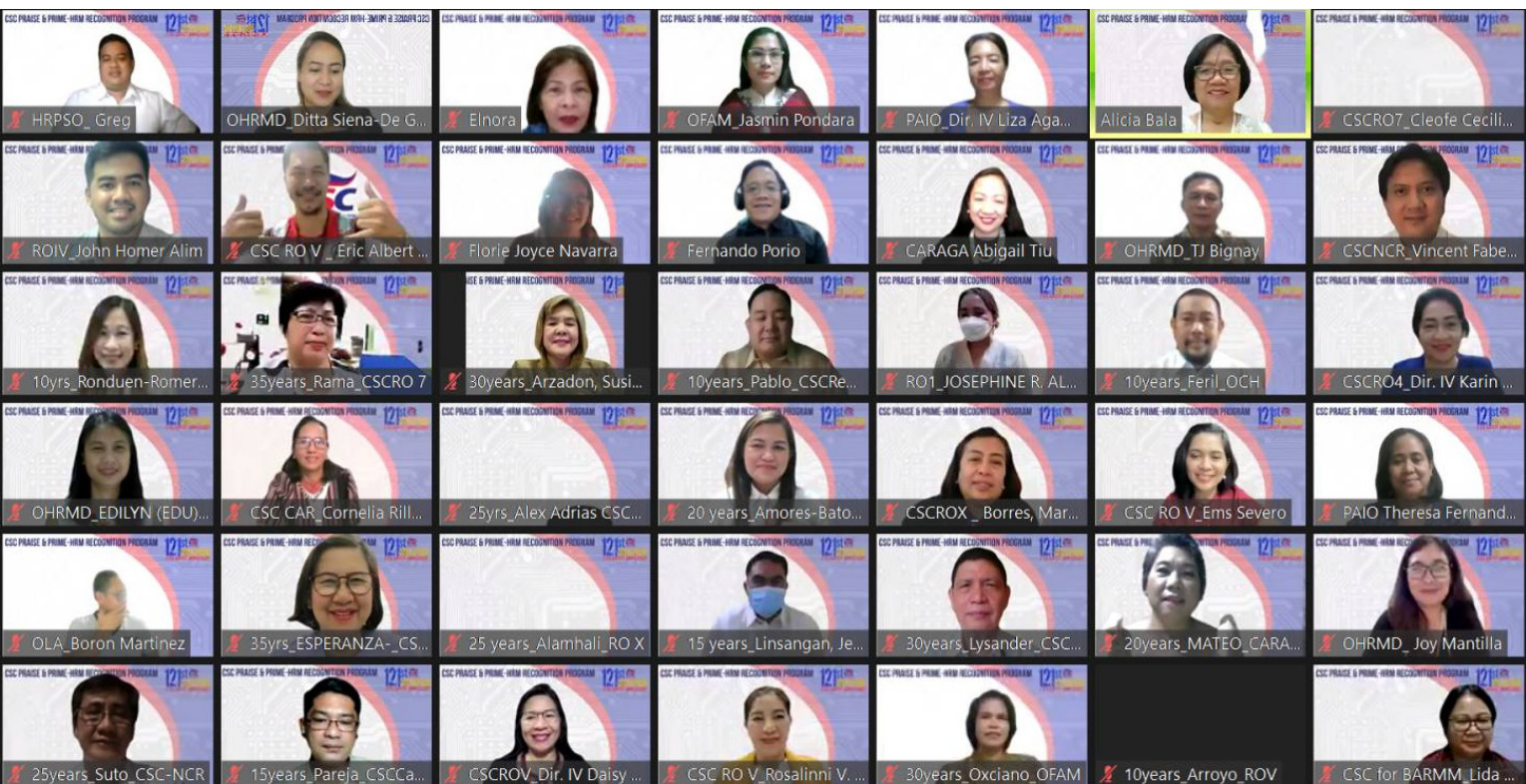
Aside from the festivities, the CO also paid tribute to CSC officials and employees who have recently passed on.

The agency-wide, month-long 121<sup>st</sup> PCSA celebration was concluded by conferring the Loyalty Award or *Gawad Katapan* to 125 CSC officials and employees and PRIME-HRM award to the CSC Central and Regional Offices on 30 September 2021 via Zoom.

This year’s recognition rites were extra special as it was the first-ever Loyalty Awarding ceremony for all CSC offices. There were 46 awardees from the Central Office and 79 awardees from the Regional Offices. CSC Chairperson Alicia dela Rosa-Bala has been awarded for being in the government service for 45 years, while Commissioner Aileen Lourdes A. Lizada for 25 years.

Thirty-three employees were awarded for their 10 years of government work, nine employees with 15 years of public service, 18 employees with 20 years, 29 employees with 25 years, 23 employees with 30 years, nine employees with 35 years, two employees with 40 years, and Chairperson Bala with 45 years of government service.





CSC officials and employees attended the virtual Gawad Parangal Program held 30 September.

Aside from giving the loyalty awards, the OHRMD and HRPSo conferred the PRIME-HRM Bronze Award to the Central Office and 16 Regional Offices. In a video presentation, the directors shared their offices' journey toward attaining the Maturity Level 2.

### **Year-end Thanksgiving**

All CSC offices nationwide simultaneously lighted trees of hope during the first-ever One CSC Year-end Thanksgiving Program on 1 December 2021 via Zoom.

The CSC Central Office and all Regional Offices made their unique versions of a tree of hope for the thanksgiving program as a physical manifestation that hope is still alive during this time of pandemic.

Aside from the trees of hope, CSC offices also participated in the Thanksgiving Symbol contest, wherein entries made of recycled materials depicted holiday customs. CSC for BARM won the contest with their "Sarimanok" symbol, while CSC RO XI bagged second place for their "Angel of Faith" creation, and CSC CAR came

in third place for their "Gongs and Dance" entry. Meanwhile, CSC RO III got a special award for being the crowd's favorite.

CSC officials and employees also enjoyed games such as Pic to Puzzle, Famous Pinoy Movie Lines, The Ultimate I Spy, and Singing Bee prepared by CSC Regional Offices II, VII, and IX.

One CSC PRAISE Awards Ceremony: Five officials and employees recognized as awardees, two individuals and one group were hailed as this year's Civil Service Commission (CSC) PRAISE awardees during the online recognition rites held last 17 December 2021.

The CSC Program on Awards and Incentives for Service Excellence (PRAISE) Secretariat received a total of 30 nominations for the four (4) award categories: *Gawad Kahusayan*, *Gawad Kagitingan*, *Gawad Karangalan*, and *Gawad Katangi-tanging Pinuno*.

Out of the 15 individual nominations for the *Gawad Kahusayan*, CSC Field Office-Sorsogon



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Director II Emylin O. Severo won the award for her creativity in advocating for and promoting the CSC's flagship program, Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), and other HR programs through the use of YouTube.

For the group category of *Gawad Kahusayan*, the CSC Regional Office V (CSC RO V) HRD Training Team bested nine group nominees due to their innovativeness in crafting a Training Online Program (TOP) using their own Learning Management System (LMS). CSC RO V saved millions of pesos for the development of the LMS and also generated millions of pesos from the conduct of TOP using the LMS.

Civil Service Institute (CSI) Executive Director Arthur Luis P. Florentin received the *Gawad Katangi-tanging Pinuno* for demonstrating exemplary leadership and outstanding achievements in his work as the head of the CSI, CSC's training arm. His cost-efficient, consistent, result-driven performance and leadership with integrity allowed him to effectively manage the entire CSI.

Meanwhile, there were two nominations for the *Gawad Kagitingan* and one nomination for the *Gawad Karangalan*; however, no winners were selected.

All nominees were subjected to a background investigation to validate their accomplishments.

### **Other Fora/Orientation conducted**

***GSIS employee compensation program explained***  
COVID-19 claims, whether hospitalized or not hospitalized, as well as the documentary requirements and process of claiming, were discussed during the forum on employee compensation with the Government Service and Insurance System held 14 October 2021 via Zoom.

The forum was organized by the Office for Human Resource Management and Development (OHRMD) as part of its health and wellness program.

Acting Team Leader William Roi S. Bagay, Frontline Services Division of GSIS Quezon City, served as the resource speaker for the said health forum. He discussed the GSIS employee compensation benefits and social insurance benefits.

Under the employee compensation benefits, Bagay shared the disability benefits under Republic Act No. 8291 (non-work connected) and Presidential Decree No. 626 (work connected) and the provisions. For the social insurance benefits, Bagay explained the inclusions in life insurance and retirement benefits for government workers, as well as the computations of pension.

Meanwhile, CSC's Medical Doctor Jocelyn Gargantos reiterated the need for CSC officials and employees to stay vigilant and continue to comply with the health measures to prevent COVID-19 infections. She shared a video from Dr. Gerry H. Tan about prevention tips and remedies for managing COVID-19 infection at home.

### ***REAP Colloquium***

The sharing of Re-entry Action Plan (REAP) was the highlight of this year's Colloquium of CSC scholars held last 23 November 2021.

Select CSC scholars from Central and Regional Offices with various scholarship grants and those who underwent short courses shared their REAP presentations during the program.

Apart from the scholars, high-performing CSC employees who are interested to join the pool of nominees were also invited and participated in the workshop on REAP formulation, development, and implementation. This will assist them to



- YES, because all COVID-19 vaccines being developed are being held to the **same safety standards** as all other vaccines
- YES, if the vaccine has been given an EUA by the Philippine FDA or listed by the WHO under its Emergency Use Listing (EUL) Procedure
- YES, if the vaccine is being administered by proper health/government authorities
- YES, if the vaccines that will be procured, delivered and administered by the DOH thru the LGUs/private companies have undergone assessment by the following independent bodies
  - Vaccine Expert Panel (VEP)
  - Health Technology Assessment Council (HTAC)
  - National Immunization Technical Advisory Group (NITAG)

*Dr. Aileen Espina was invited to explain the necessity of the COVID-19 vaccines, the different brands administered, among others to CSC officials and employees.*

effectively formulate a REAP, as this is a critical requirement for most scholarship programs.

There was also a brief discussion on the CSC's selection and nomination process for scholarships and training grants. HR focal persons shared recommendations to the proposed CSC scholarship guidelines.

Other information/orinetation sessions conducted were: HRIS Fora for the focal persons and administrators; Philhealth Programs and Benefits; PAGIBIG Programs and Benefits; PAIBIG Orientation on Group Housing Loan; and the Staysafe Application for contact tracing. •

# Service Improvement and Knowledge Management

In 2021, the COVID-19 pandemic continued to provide the impetus to redefine and call for IRMO's adaptation to the new norm. The varying quarantine classifications and alert levels, particularly for the National Capital Region, resulted to a compelling hybrid work arrangement of staff, online service applications by clients and e-collaboration among staff, offices and CSC clients. All these required IRMO to enhance the existing ICT initiatives started and pursued under the CSC Information Systems Strategic Plan (ISSP) from 2019 to 2020.

## CONTINUOUS SERVICE THROUGH IMPROVED ONLINE SYSTEMS

The CSC through IRMO and the Office for Legal Affairs continued to serve clients relative to their requests for Certification and Authentication of eligibilities and clearances, among others, through the Online Registration, Appointment, and Scheduling System (ORAS) at <https://services.csc.gov.ph>. With the hybrid work arrangement of staff, IRMO processed 989 requests for certification and 3,998 requests for authentication of eligibilities, and 1,421 requests for verification of eligibilities of client agencies.

The increasing public use of ORAS posed a challenge to its internal data vulnerability, payment accessibility and processing time. Payment through the CSC

Cashier or fund transfer or deposit to CSC account in any branch of Land Bank of the Philippines (LBP) lengthened the processing time. The high-volume traffic in ORAS caught the interest of internet hackers. Thus, the security of the system was enhanced in February 2021. In August 2021, the LBP's ePayment facility, known as the LinkBiz portal, was integrated to ORAS. A new Finance module was developed to generate an electronic Official Receipt (e-OR) to support the payment portal. The automatic validation and confirmation of payments through the LinkBiz portal and generation of e-OR reduced the processing time by 15 to 21 days.

To address a common gateway to CSC services across the regions and the standardization of services, IRMO conducted an online orientation on the use of ORAS on 10 November 2021 to CSCRO representatives. Adoption on the use of ORAS by the CSCROs shall follow in 2022.

In addition to ORAS, the Career Service Eligibility Verification System (CSEVS) supported the existing systems for the verification of eligibilities. From the 2020 pilot testing, the IRMO reworked the CSEVS design and project implementation by systematically breaking the project into two components, namely the External/Online Civil Service Examination Verification System (eCSEVS) and the Internal Civil Service

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Examination Verification System (iCSEVS). The eCSEVS was created for public use, to verify eligibility information. The Human Resource Management Officers (HRMOs) may also use the eCSEVS to verify and authenticate eligibility for the purpose of job application/placement in the government. On the other hand, the iCSEVS is for CSC internal use to further verify/search eligibility records, create/update eligibility card person profile, create/update correction of personal information (COPI) and print eligibility cards. The iCSEVS aimed to reduce the manual search of records and confirms the identity of a civil service eligible and therefore, addressed the arduous and laborious eligibility verification and authentication procedures experienced by CSC. Using the CSC's Virtual Private Network (VPN), IRMO staff who worked from home were able to review and process ORAS applications using the iCSEVS in the last quarter of 2021.

IRMO ran an online orientation dubbed as Learning Online Verification of Eligibility (LOVE) from 26 to 28 October 2021 among the representatives of the CSCROs to prepare them for the adoption of iCSEVS by the CSCROs in 2022. The eCSEVS will be launched to the public through the CSC website in 2022.

Another continuing frontline support service was the receipt and routing of communications. All documents or printed communications, including mail deliveries from couriers and postal services, were received through a Drop Box to ensure continuous service during suspension of office work because of the upgrading of quarantine restrictions in the National Capital Region and disinfection activities undertaken in the Central Office. The CSC Central Office security guard on duty facilitated the recording of all incoming communications delivered/received through the drop box and ensured the safety of these documents.

IRMO staff reported to the office twice a week even during the ECQ and MECQ period to sort out

communications/documents received through the Drop Box. They scanned all documents needing immediate action, encoded them in the Online Document Tracking System (eDTS) and sent digital copies through e-mail to the concerned offices for appropriate action.

To ensure the safety and protection of the receiving staff as well as the clients, all communications/documents received were first disinfected using an Ultraviolet (UV) Box Sanitizer. Alcohols/hand sanitizers were also placed in the receiving area for the use of clients. Acrylic barriers/partitions were also installed in the receiving area for added protection.

As the official communications monitoring and tracking system, Online Data Tracking System (eDTS) plays a vital role in ensuring that all communications/documents received by the CSC-CO are acted upon by the concerned offices within the prescribed period. A virtual reorientation on the use of the eDTS was conducted on 25 June 2021 to CSC-CO eDTS Focal Persons to reorient them with the features and functionalities of the system, and their respective roles in the operation of the system. The virtual reorientation also served as a venue for IRMO to solicit comments and recommendations from the focal persons to further enhance the system.

As regards records disposal, IRMO shredded the CSC-CO records that contained personal and sensitive information such as the Statements of Assets, Liabilities and Net Worth (SALN) and Case Records before these were turned over to the accredited buyer of the National Archives of the Philippines (NAP) to ensure these records were protected in compliance with the Data Privacy Act of 2012. Further, the process of disposal was done in strict compliance with NAP Memorandum Circular No. 20-09-01, s. 2020 (Guidelines and Protocol on the Witnessing of Actual Disposal of Valueless Records Under the Modified General Community Quarantine and the New Normal).

## INVENTORY OF GOVERNMENT HUMAN RESOURCES

The Inventory of Government Human Resources System or IGHR has undergone system enhancements through the years since its inception in 2016. From capturing only basic information such as level and position classification of government workers, it now also shows geographical distribution, status of appointment, level of position, age, sex, disability, and indigenous group. Data on job orders and contracts or services has also been included.

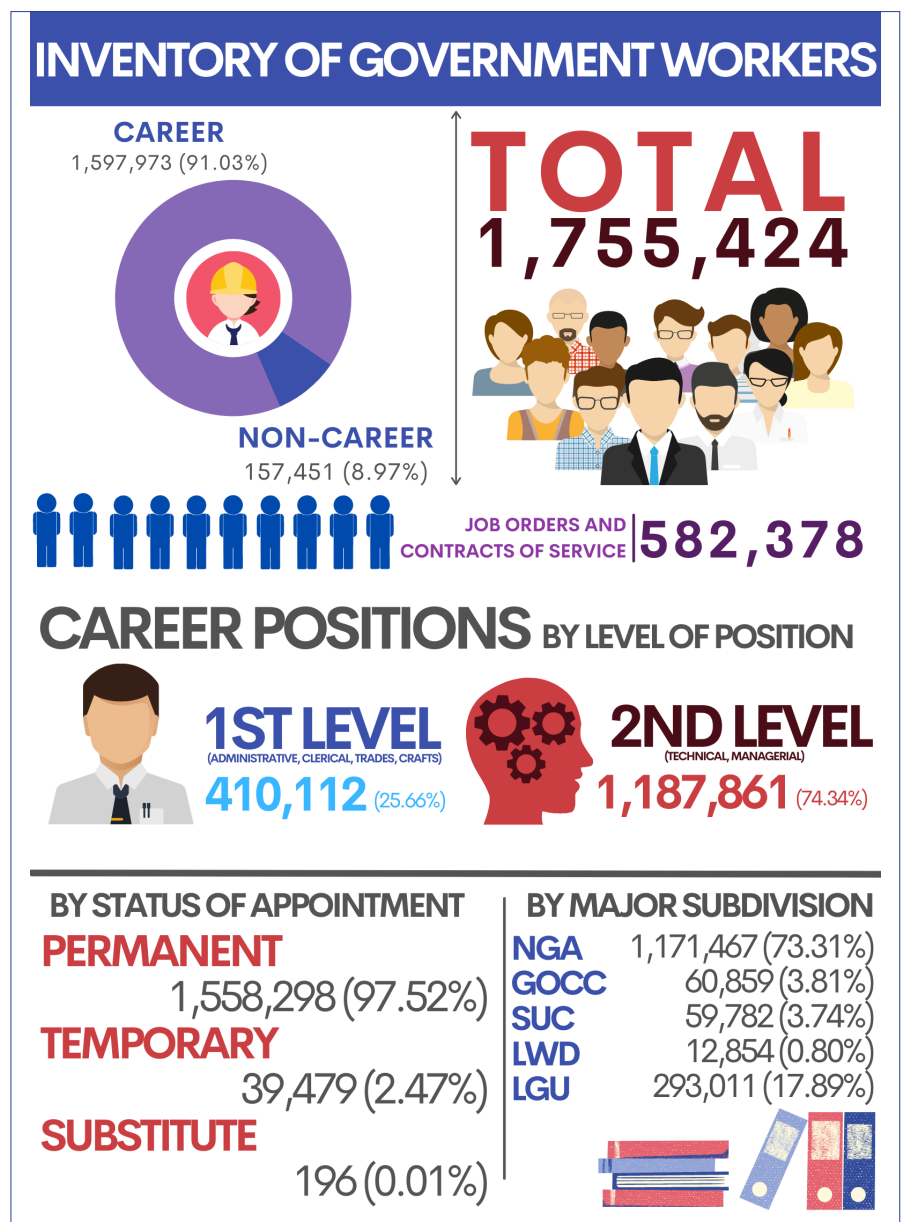
While the reports produced using the two previous IGHR versions were useful, the same were not enough to provide more real-time information.

In 2021, IRMO developed the IGHR version 3.0 electronic Personnel Data Sheet (IGHRsv3 ePDS). The IGHRsv3 ePDS is one of the key projects under the IGHR/HR4gov initiative which will enable employees in the bureaucracy to update their PDS online, anytime and anywhere. It aims to expedite bureaucracy-wide data analytics on varying demographics essential to policy development and decision-making.

The IGHRsv3 ePDS is currently undergoing enhancements and is scheduled for roll-out to the CSC Regional and Field Offices in 2022.

### Number of government workers

The infographic shows the IGHR report generated by IGHR versions 1.0 and 2.0, by classification of positions and by year, from 2016-2021:



### Career vs. non-career positions

Out of the 1,755,424 government workers, 1,597,973 or 91.03% of which are occupying career positions, and with 157,451 or 8.97% in non-career positions.

For career positions, 1,187,861 or 74.34% are occupying second level positions, while 410,112 or 25.66% are in first level positions. Majority (1,558,298 or 97.52%) are permanent positions, with 39,479 or 2.47% temporary and 196 or 0.01% substitute positions.

Majority of career positions are in national government agencies (NGAs) at 73.31%, followed by local government units (LGUs) at 18.34%, government-owned and controlled corporations (3.81%), state universities and colleges (3.74%), and local water districts (0.80%).

For non-career positions, majority (57.01%) are casual, 18.38% are contractual, 12.73% are coterminous, and 11.88% are elective.

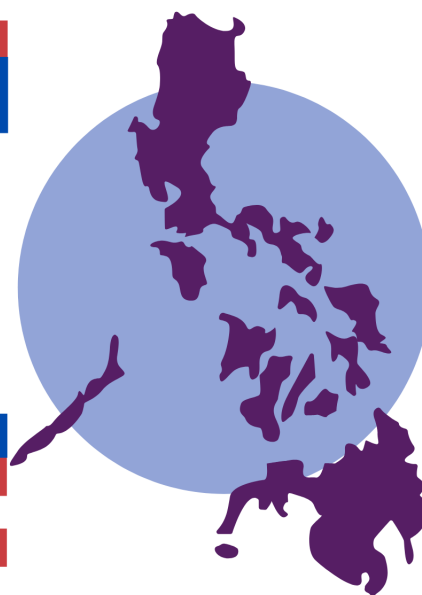
Most non-career human resource (68.31%) are working at local government units, while the rest are distributed in NGAs (19.90%), GOCCs (6.84%), SUCs (2.98%), and LWDs (1.98%).

## NON-CAREER POSITIONS

BY STATUS OF APPOINTMENT		BY MAJOR SUBDIVISION	
<b>COTERMINOUS</b>	20,047 (12.73%)	<b>NGA</b>	31,328 (19.90%)
<b>CASUAL</b>	89,758 (57.01%)	<b>GOCC</b>	10,776 (6.84%)
<b>CONTRACTUAL</b>	28,933 (18.38%)	<b>SUC</b>	4,686 (2.98%)
<b>ELECTIVE</b>	18,713 (11.88%)	<b>LWD</b>	3,111 (1.98%)
		<b>LGU</b>	107,550 (68.31%)

## GEOGRAPHICAL DISTRIBUTION

<b>REGION I</b>	<b>91,010</b>	<b>5.18%</b>
<b>REGION II</b>	<b>62,835</b>	<b>3.58%</b>
<b>REGION III</b>	<b>156,066</b>	<b>8.89%</b>
<b>REGION IV</b>	<b>218,199</b>	<b>12.43%</b>
<b>REGION V</b>	<b>101,081</b>	<b>5.76%</b>
<b>REGION VI</b>	<b>119,043</b>	<b>6.78%</b>
<b>REGION VII</b>	<b>114,101</b>	<b>6.50%</b>
<b>REGION VIII</b>	<b>94,736</b>	<b>5.40%</b>
<b>REGION IX</b>	<b>67,362</b>	<b>3.84%</b>
<b>REGION X</b>	<b>91,414</b>	<b>5.21%</b>
<b>REGION XI</b>	<b>69,458</b>	<b>3.96%</b>
<b>REGION XII</b>	<b>76,763</b>	<b>4.37%</b>
<b>NCR</b>	<b>371,542</b>	<b>21.17%</b>
<b>CAR</b>	<b>44,044</b>	<b>2.51%</b>
<b>CARAGA</b>	<b>60,365</b>	<b>3.44%</b>
<b>BARMM</b>	<b>17,405</b>	<b>0.99%</b>



### Geographical Distribution

The largest number of government workers are at the National Capital Region (21.7%), followed by Region IV at 12.43%, and Region III at 8.89%.

The Bangsamoro Autonomous Region of Muslim Mindanao recorded the lowest number of government workers at 17,405 or 0.99%.



### Gender

In terms of gender, women make up 55.4% of the government workforce, while men make up 44.56%. There are more women (908,246) than men (689,727) in career positions. For non-career positions, there are more men (92,478) than women (64,973). While there are more women (727,135) in second level (technical/managerial) positions than men (460,726), the gap in elective positions is evident, with 13,899 positions occupied by men and only 4,814 by women.

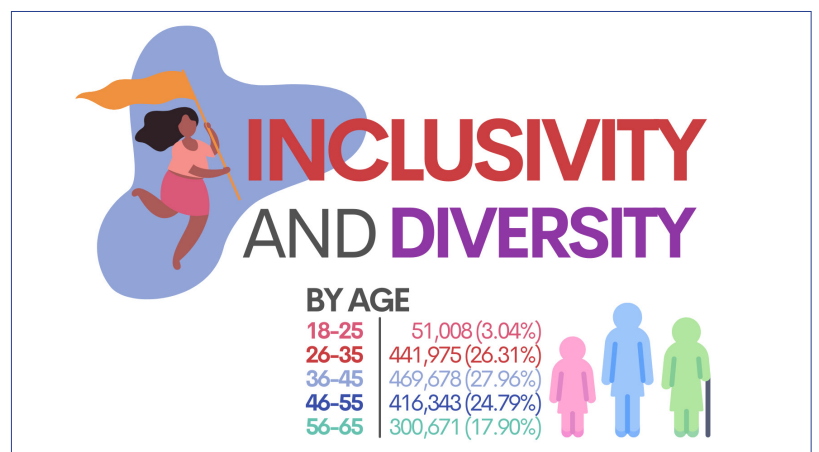
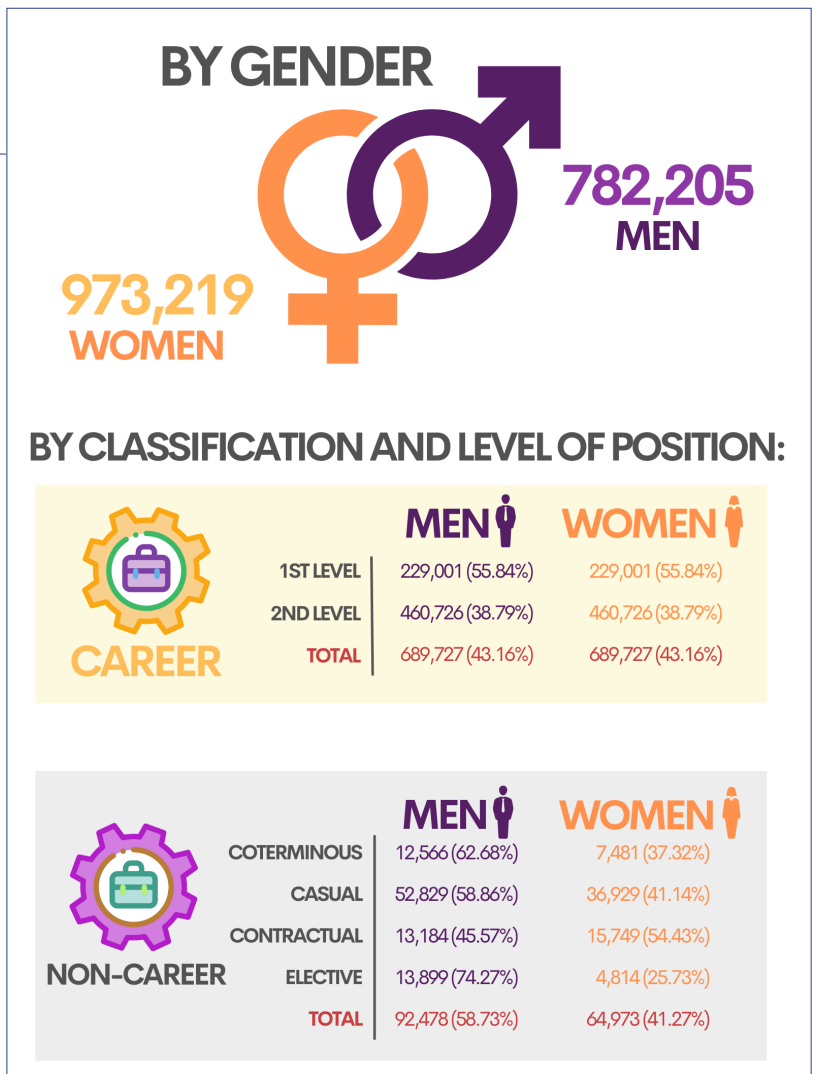
### Inclusivity and Diversity

The IGHRIS also shows representation in government.

In terms of age, data show that majority of government workers are within the ages of 36 and 45—27.96% belong to the 36-45 age bracket, 26.31% belong to the 26-35 bracket, and 24.79% belong to the 46-55 bracket. The rest belong to the 56-65 age bracket (17.90%) and 18-25 bracket (3.04%).

The number of persons with disability (PWDs) in government increased slightly from 7,920 in 2019, 8,176 to 2020, and 8,203 in 2021. As with last year, this year shows more male PWDs at 55.77% than female PWDs at 44.23%. Region IV also records the highest number of PWDs employed in government at 20.71%, followed by the National Capital Region at 19.47%, and Region IV at 11.35%.

Indigenous peoples (IPs), on the other hand, constitute 2.4% of the total government workforce, or 42,460 out of 1,755,424, showing only a slight increase from 2020's 42,368 IPs. There are more women who identify as IPs (59.60%) compared to men (40.40%). As in the previous years, the Cordillera Administrative Region reports the



highest number of government workers who are members of indigenous groups at 55.33%.

As the central human resource institution of the Philippine government, the CSC continues to craft policies and implement programs that promote equal opportunity in human resource management. CSC aims to craft policies that take care of employees' welfare with an inclusive approach to gender identity, age, class, ethnicity, or disability. This is part of honing an agile and future-ready workforce.



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## DIGITAL TRANSFORMATION IN CUSTOMER SERVICE

The challenges posed by the ongoing pandemic continued to drive the public sector in redefining the workplace, improve procedures, and digital transformation.

All these required the CSC through its Integrated Records Management Office (IRMO) to enhance the existing ICT initiatives started and pursued under the CSC Information Systems Strategic Plan (ISSP) from 2019 to 2020.

### ***Online Registration, Appointment, and Scheduling System***

IRMO together with the Office for Legal Affairs (OLA) continued to manage the Online Registration, Appointment, and Scheduling System (ORAS) at <https://services.csc.gov.ph>. A total of 989 requests for certification, 3,998 requests for authentication of eligibilities, and 1,421 requests for verification of eligibilities of client agencies were facilitated this year despite hybrid work arrangements.

The increasing public use of ORAS posed a challenge to its internal data vulnerability, payment accessibility, and processing time. Payment through the CSC Cashier or fund transfer or deposit to the CSC account in any branch of Land Bank of the Philippines (LBP) lengthened the processing time. The high-volume traffic in ORAS also caught the interest of internet hackers.

Thus, CSC ensured system security enhancement early in the year. By August 2021, the LBP's ePayment facility, known as the LinkBiz portal, was integrated to ORAS. A new Finance module was developed to generate an electronic Official Receipt (e-OR) to support the payment portal. The automatic validation and confirmation of payments through the LinkBiz portal and generation of e-OR reduced the processing time by 15 to 21 days.

To address a common gateway to CSC services across the regions and the standardization of services, IRMO conducted an online orientation on the use of ORAS for CSC Regional Office (RO)

representatives. The use of ORAS in the regions is targeted to commence in 2022.

### ***Career Service Eligibility Verification System***

In addition to ORAS, the Career Service Eligibility Verification System (CSEVS) supported the existing systems for the verification of eligibilities. From the 2020 pilot testing, IRMO reworked the CSEVS design and project implementation by systematically breaking the project into two components, namely the External/Online Civil Service Examination Verification System (eCSEVS) and the Internal Civil Service Examination Verification System (iCSEVS).

The eCSEVS was created for public use and to verify eligibility information. Human Resource Management Officers (HRMOs) may also use the eCSEVS to verify and authenticate eligibility for the purpose of job application or placement in the government.

On the other hand, the iCSEVS is for CSC's internal use to search for or verify eligibility records, create or update eligibility card person profile and/or correction of personal information (COPI), and print eligibility cards. The iCSEVS aimed to reduce the manual search of records and confirms the identity of a civil service eligible, addressing the laborious process of eligibility verification and authentication procedures experienced by CSC. Using the CSC's Virtual Private Network (VPN), action officers working from home were still able to review and process ORAS applications using the iCSEVS in the last quarter of 2021.

### ***Online Document Tracking System (eDTS)***

Another continuing frontline support service in the Central Office is the receipt and routing of communications. Documents, including mail deliveries from couriers and postal services, were received through a drop box to ensure continuous service even during work suspensions. because of the upgrading of quarantine restrictions in the National Capital Region and disinfection activities undertaken in the Central Office. The security guard on duty facilitated the recording of all incoming communications delivered/received through the drop box and ensured the safety of these documents.

Physical copies are disinfected through a ultraviolet or UV box. These are then scanned and encoded into the Online Document Tracking System (eDTS) so that digital copies may be sent through email to the concerned offices for appropriate action.

The eDTS has been in place years before the pandemic and continues to play a vital role in ensuring that all documents received by the Central Office are acted upon by the concerned offices within the prescribed period.

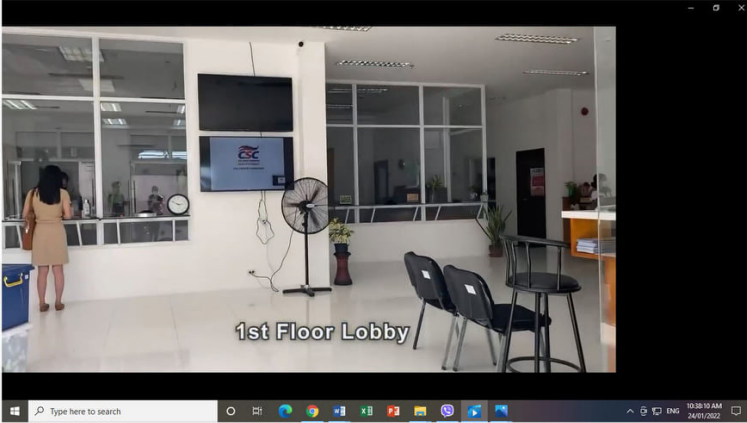
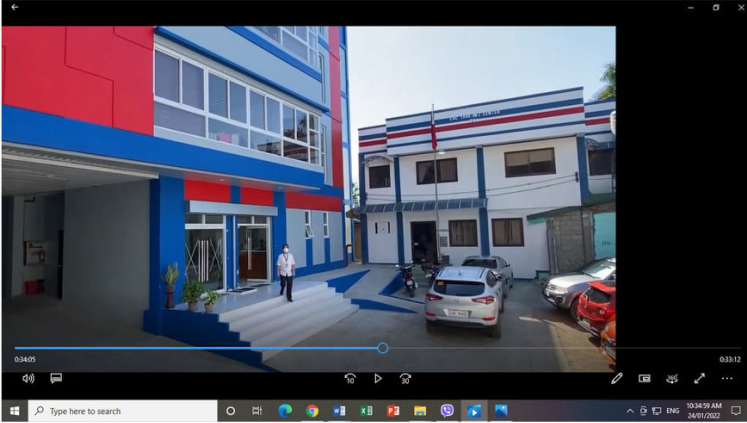
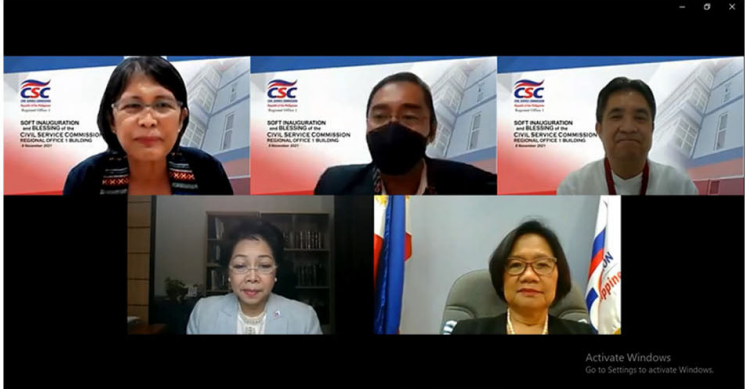
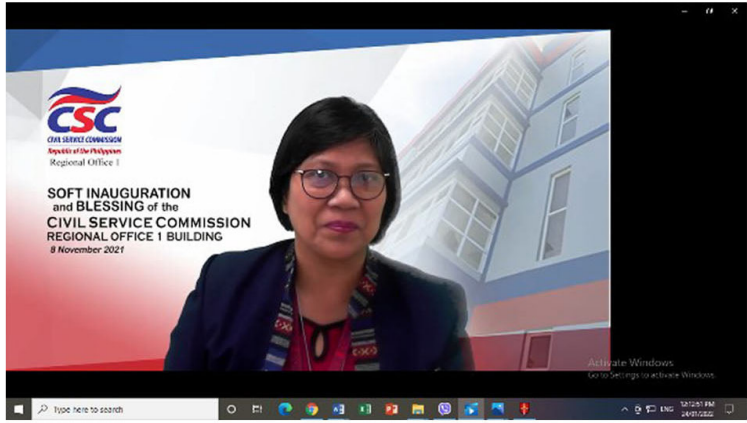
## KNOWLEDGE MANAGEMENT

The Commission envisions a well-informed CSC community through the Knowledge Management Portal (CSC KM Portal). As a result of its knowledge management (KM) framework and objectives, CSC through IRMO started to design and develop the KM Portal in 2020, supported by a set of KM policy and guidelines to address knowledge-related issues and challenges in the CSC. It was designed to be a collaboration tool for resource-sharing and consistent communication of initiatives, rules, and standards across the CSC.

In July 2021, the CSC KM Portal was pilot tested to check its functionalities. Consultations with the CSC KM Core Group resulted to further revisions and improvements of the site. Now, the KM Portal's salient features include the Download Portal, Shared Folder, Forum Section, List of Knowledge Experts, Online Services of the CSC, Executive Nook, Slider, and Notification Bar which are functional and accessible by registered CSC users.

The CSC Central already identified KM Focal Persons who will serve as office administrators and alternates, responsible for uploading and subsequent updating of the CSC Knowledge Products (CSC KPs) or workspace in the KM Portal. An online user orientation on the KM Portal, as well as improvement of the portal's content based on the CSC offices' annual KP inventory, are also set in 2022. •





# Well-managed Stewardship of Financial Resources

## RESOURCE MOBILIZATION

Through its Office for Financial and Assets Management (OFAM), the Civil Service Commission (CSC) continued to allocate its resources to protect and safeguard the health and wellness of its employees.

The CSC purchased one bus for use as shuttle service for its employees in the Central Office, adding to the current servicing vehicles assigned to eight routes in the National Capital Region. The Commission also maintained the use of digital thermal body scanners, hand washing, alcohol dispenser stations, and footbaths located in strategic places. It also continued to conduct weekly disinfection of all offices and shuttle services as well as those vehicles entering the office premises. Isolation rooms were also provided in CSC Resource Center Building and dormitory option for employees, which is free of charge on official functions to minimize possibility of exposure to virus during commute.

Aside from COVID-19 related measures, the CSC upgraded its services for its external clients including the activation and use of PayMaya and Linkbiz platform in accepting payment, conduct of online procurement to meet the deadline set by process owners, and conduct of BAC meetings and bidding activities (i.e., pre-procurement conference, pre-bid conference, and opening of bids) via Microsoft Teams platform among

the members of the CSC-BAC and BAC support groups, observers and prospective bidders.

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.

## STRENGTHENING CSC INFRASTRUCTURE

Several new office building nationwide were constructed and inaugurated in 2021 as a continuing effort to provide quality services accessible to the CSC's customers despite the pandemic.

In the first quarter of 2021, three new field office buildings were inaugurated in Nueva Ecija, Oriental Mindoro, and Quezon.

In Region IV, the new building of CSC Field Office-Oriental Mindoro situated in Sta. Rita, Pinamalayan was inaugurated and blessed on 10 February. FO-





*Blessing of the CSC Field Office Oriental Mindoro.*

Oriental Mindoro has been located in Calapan City at the Provincial Government of Oriental Mindoro office since 1991. Its old location remained challenging for the transacting public from other municipalities, especially those from the 2nd district. To bring CSC's services closer to the public, CSC RO IV officials looked for a better location. The proposal was set in 2017, and the deed of donation was finalized in 2018. The following year saw the building's construction in an 810-square meter lot owned by the Municipality of Pinamalayan. The new building of FO-Oriental Mindoro is the 6th CSC-constructed facility among 10 provinces in Region IV.

Apart from the Oriental Mindoro FO, CSC RO IV also had its Quezon Field Office in Barangay Ibabang Dupay, Lucena City last 11 March 2021 blessed. Though the structure was completed last year and the field office had a soft opening in September 2020, it was only in 2021 that it was opened to the public.

CSC FO-Quezon was 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 Panglunsod ng Lucena. Building construction commenced in 2018 with the help of the DPWH Quezon II District Engineering Office.

On 5 March, CSC Regional Office III held the inauguration, blessing, and turnover ceremonies of its Nueva Ecija field office in the Municipality of Sta. Rosa. Before its transfer to the new location, FO-Nueva Ecija was housed in the Old Provincial Capitol Building of Cabanatuan City for almost 29 years.

Meanwhile, the CSC Regional Office XII also held a groundbreaking ceremony for its field office in Sarangani Province on 8 April 2021. The field office will be situated at the Provincial Capitol Compound in Alabel, Sarangani Province.

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In Luzon, a three-storey building to rise soon at the Regional Government Center in Tuguegarao City will house the Civil Service Commission Regional Office II (CSC RO II).

The construction of the structure was made possible through the PHP50 million budget support from Congressman Joseph Lara, 3rd District of Cagayan, under its 2021 Local Infrastructure Program; the lot was donated by the Regional Development Center (RDC) of Region II in 1996.

The construction project is set to be completed in one year. With a total lot area of 4,313 sq. m., the building will house a Learning and Development Resource Center on the third floor. Once completed, the current building of CSC RO II will be converted into a Regional COMEX Center and can accommodate up to 200 examinees in a given exam time.

In Visayas, the CSC RO VI held the groundbreaking ceremony for its new field office in Roxas City, Capiz on 22 September 2021. The rites mark the start of the 360-day construction of the first-ever three-storey field office building with a facility for the CSC Computerized Examinations (COMEX). The Provincial Government of Capiz provided a PHP5 million budget.

On 28 September 2021, the CSC FO-Aklan broke ground for its two-storey building at Aklan State University, Banga Campus in Banga, Aklan

In the last quarter of 2021, the CSC Regional Office I held the soft inauguration and blessing of its new building located in the original office location on 8 November 2021.

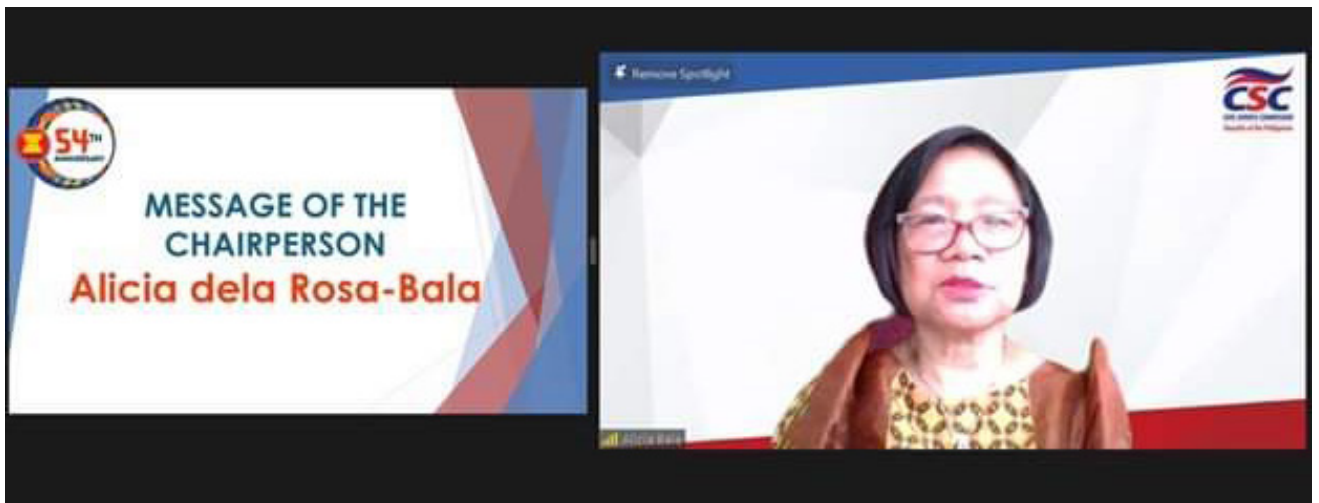
2021 also saw the construction of the CSC FO-Sorsogon building located in the City Hall Compound, Brgy. Cabid-an, Sorsogon City. •





# Part III

# STAKEHOLDER ENGAGEMENT AND CSC SOCIAL RESPONSIBILITY



CSC Chairperson Alicia dela Rosa-Bala delivered the opening message during the Eastern Regional Organization for Public Administration's 66<sup>th</sup> Executive Council Meeting held 30 July 2021.

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# International Partnership

**E**ndeavors in securing partnerships not only widen the network of CSC locally and internationally, but also brings in expertise and funds to make significant initiatives and programs possible. These established partnerships are also rich resources for the CSC to learn the best HR practices being implemented in the country and the world.

## EASTERN REGIONAL ORGANIZATION FOR PUBLIC ADMINISTRATION (EROPA)

The CSC Chairperson was selected to head the 66th EROPA Executive Council.

In 2019, CSC Chairperson Bala was elected as Chairperson of the EROPA 66<sup>th</sup> Executive Council, serving the term from 1 January 2020 to 31 December 2021. She presided over the 66<sup>th</sup> Executive Council Meeting on 30 July 2021 held virtually via the Zoom platform.

During her term, the Terms of Reference (TOR) for the Secretary-General position had been defined, and a new Secretary-General had been appointed by the Executive Council, assuming the role of Dr. Orlando S. Mercado who served as Secretary-General for 11 years. The new Secretary-General of EROPA is Dr. Alex B. Brillantes, Jr.

It was also during Chairperson Bala's term that EROPA conducted the annual conference virtually for the first time to uphold the safety and well-being of the participants in light of the COVID-19 pandemic.

### *President of the 28<sup>th</sup> General Assembly*

The CSC, represented by Chairperson Bala, was re-elected President of the 28<sup>th</sup> General Assembly in 2021, breaking the long standing EROPA tradition that the body elects the current host country/institution's head representative as the President of the General Assembly. She presided over the 28<sup>th</sup> General Assembly held virtually on 4 August 2021.

It may be noted that the CSC was also elected President of the 27<sup>th</sup> General Assembly held in Manila in 2019.

### *EROPA Future Plans and Programs Committee*

The CSC, represented by Director IV Katherine Limare-Delmoro, is a member of the EROPA Future Plans and Programs Committee, whose role is to draft the tangible long term/mid-term future plans for the development and sustainability of EROPA.

The Committee was also designated to be the Search Committee for the next EROPA Secretary-General, whose task is to define the Terms of

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Reference (TOR) for the Secretary-General position, screen the candidates for the position, and submit recommendations to the Executive Council.

The Committee conducted a series of online meetings on 6 April 2021, 13 July 2021, and on 15 July 2021, the Committee conducted a virtual interview with the candidates for the Secretary-General position. The Executive Council appointed a new Secretary-General during the 66<sup>th</sup> Executive Council Meeting held on 30 July 2021, based on the recommendation of the Search Committee.

## 2021 ASEAN COOPERATION ON CIVIL SERVICE MATTERS (ACCSM)

For 2021, the Civil Service Commission attended three key ACCSM Meetings namely:

- a. Preparatory Meeting for the 21<sup>st</sup> ACCSM
- b. Senior Officials Meeting (SOM) for the 21<sup>st</sup> ACCSM
- c. ACCSM Focal Points Meeting

Due to the continuing pandemic and travel restrictions imposed by various countries, all three meetings hosted by Vietnam were held virtually.

### a. PREPARATORY AND SENIOR OFFICIALS MEETINGS

On 8 April 2021, the Civil Service Commission attended the Preparatory Meeting and Senior Officials Meeting (SOM) for the 21<sup>st</sup> ACCSM, which were hosted virtually by Vietnam, the 21<sup>st</sup> ACCSM Chair.

The status of the implementation of the two ACCSM work plans (ACCSM Work Plan 2021-2025 and ACCSM+3 Work Plan 2021-2025), as well as the decisions of other ASEAN Meetings

that are relevant to the civil service sector, were discussed during the Meetings. Likewise, the Country Coordinators of the ASEAN Resource Centers (ARCs) from the ASEAN Member States updated the sectoral body regarding their respective ARCs.

Also discussed were two important documents—the draft ACCSM Framework of Strategic Partnership and the draft ASEAN Declaration on Fostering the Civil Service's Adaptability over the New Challenges. Said documents were later adopted ad-referendum by the ASEAN Heads of Civil Service in June 2021.

### b. ACCSM FOCAL POINTS MEETING

Focal points of the AMS met on 22 November 2021 to provide updates and discuss the progress of implementation of the ACCSM Work Plan and ACCSM+3 Work Plan. Focal points were likewise briefed on the relevant decisions of the ASEAN Meetings since the 20th ACCSM Meetings.

### c. ASEAN-RELATED EVENTS/TRAININGS ATTENDED BY CSC

The CSC participated in various ASEAN-related events in 2021. Still due to the current situation all around the globe, most of these events were held online. Topics of the sessions and trainings relate to:

- Recruitment and Selection
- Civil Service Modernization
- Local Governance
- Innovations on Strategic HR
- Leadership Governance
- Transparency, Integrity and Good Governance

# 121<sup>st</sup> PHILIPPINE CIVIL SERVICE ANNIVERSARY



TRANSFORMING PUBLIC SERVICE IN THE NEXT DECADE:  
HONING AGILE AND FUTURE-READY SERVANT-HEROES

## 121<sup>st</sup> Philippine Civil Service: Transforming Public Service in the Next Decade and Honing Agile and Future- Ready Servant- Heroes

The Civil Service Commission spearheads the Philippine Civil Service Anniversary (PCSA) in observance of the Philippine Civil Service's birth on 19 September 1900 and uses the event as a major platform for promoting important advocacies and building solidarity among civil servants.

In 2021, the CSC introduced a 10-year anniversary theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes*, capturing the dramatic changes caused by the COVID-19 pandemic and reflecting the need to build smart organizations that are agile, strategic, forward-looking, and resilient.

The 2021 celebration was organized and implemented through a Steering Committee, including:

- Assistant Commissioner Ariel G. Ronquillo (Co-Chair)
- Director IV Maria Luisa Salonga-Agamata (Co-Chair)
- Acting Director IV Katherine Limare-Delmoro (Vice-Chair)
- Executive Director IV Arthur Luis P. Florentin (Civil Service Institute)
- Director IV Editha M. Dela Peña (Examination, Recruitment, and Placement Office)
- Director IV Fernando M. Porio (Office for Human Resource Management and Development)
- Director IV Cecilia C. Dela Fuente (Human Resource Relations Office)
- Director IV Maria Leticia G. Reyna (Integrated Records Management Office)
- Director IV Jennifer L. Timbol (Human Resource Policies and Standards Office)
- Director IV Judith Donggalo-Chicano (Civil Service Commission-National Capital Region)
- Director IV Karin Litz P. Zerna (Civil Service Commission Regional Office No. IV)

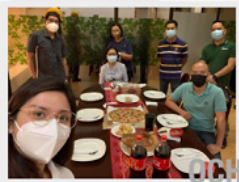


**#OneCSC**  
**amid the pandemic**

**Happy Anniversary,**  
**CSC Family!**



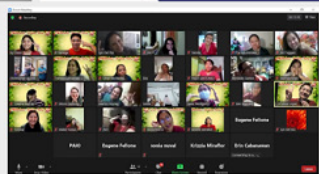
**Ang CSC**  
**ay masaya**



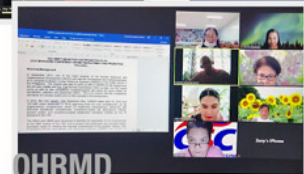
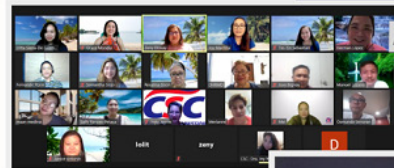
**Mga kawani'y**  
**muling nagsama**



**PAIO**  
**May COVID**  
**man**



**Ang**  
**pagserbisyo'y**  
**di inaantala**



Collage of photos during CSC's commemoration of the 121<sup>st</sup> anniversary of the Philippine bureaucracy.



- Director IV Nelson G. Sarmiento (Civil Service Commission Regional Office No. VI)
- Director IV Resurreccion P. Pueyo (Civil Service Commission Regional Office No. XII)
- Acting Director IV Maria Victoria M. Salazar (Office for Financial and Assets Management)
- Director IV Fernando O. Mendoza and Director III Rosalinda A. Tanaliga-Oliva (Civil Service Commission Regional Office No. III)

The events were scheduled so as to coincide with the weekly subthemes and to focus on a particular aspect of civil service that should be considered for agility and future-readiness. Submission of entries or registration periods for some events started as early as July 2021.

Aside from a press conference, the CSC kicked off the month-long celebration on 1 September with a show of *malasakit*. The Online Zumba and film showing event hosted by the CSC National Capital Region (CSC NCR) and held in partnership with the Film Development Council of the Philippines (FDCP) had 10,979 registered participants, which included government workers and their families. Each registered participant gained access to the Zumba session and award-winning Filipino films screened online through the FDCP channel.

Proceeds from the fund-raising activity, estimated at PHP2 million, went to the CSC's *Pamanang Lingkod Bayani*, a program that honors government workers who died in the line of duty through the grant of a one-time financial assistance plus scholarship opportunities to their family members.

The CSC's Civil Service Institute (CSI) hosted the first virtual Public Sector HR Symposium from 15-17 September, gathering more than 3,000 HR practitioners for the big event.

Themed *Transforming Government Agencies Into Smart Organizations: Honing Resilient and Future-Ready Public Servants*, this year's symposium focused on the strategic role of government leaders and HR practitioners in transforming government agencies into smart organizations, especially amid the challenges caused by the COVID-19 pandemic and the need to adapt to emerging technologies.

Local and international speakers shared concepts, perspectives, and HR best practices on various topics including Digital Transformation, Cultural Intelligence, People-Centric Leadership, Total Wellness, Public Service Continuity, Data Analytics, Organizational Transformation, HR Transformation, Public Service Values, Learning and Development, and Future-Ready Leaders.

## ACTIVITIES

Gaining momentum from the 2020 theme, *Civil Service @120: Public Sector in the Age of Digital Transformation*, this year's PCSA celebration aimed to promote its 10-year theme, with activities for developing future-ready leaders and toward building smart organizations that are agile, strategic, forward-looking, and resilient.

The month-long celebration was multi-faceted in terms of the nature/purpose of events. It was divided into four weekly subthemes:

Week 1 (*Linggo ng Lingkod Bayani*) featured launching events for government workers, the media, and the public, consisting of public information and fitness/well-being activities;

Week 2 (*Linggo ng Paglilinang ng Yamang Tao*) featured learning and development of government workers and consisted of online learning sessions on HR, livelihood, and work-life balance;

Week 3 (*Linggo ng Malasakit*) featured activities involving various stakeholders within and outside government that show *malasakit* in terms of health and well-being, employment, and creative expression;

Week 4 (*Linggo ng Pasasalamat*) featured activities expressing gratitude and appreciation for the valuable contributions of civil servants.

Special Treats for Government Workers, consisting of exclusive discounts and promos were also offered by private sector partners for the whole month.



**121st**  **PHILIPPINE**  
**CIVIL SERVICE ANNIVERSARY**

# 2021 PCSA PHOTOGRAPHY CONTEST



Name : **Marianne D. Soriano**  
 Agency : Pangasinan National High School, Region I  
 Photo Title : Beyond the Four Corners  
 Photo Caption : The image features a teacher eagerly facilitating his synchronous online class on a pile of two black boxes as a makeshift table for his laptop and other learning materials outside a classroom. Other teachers also conduct their school functions in ensuring the continuity of learning amid the pandemic.



Name : **Evelyn P. Pidut**  
 Agency : MUTA Elementary School, Region II  
 Photo Title : Bridging Future Through the New Normal Education  
 Photo Caption : The threat of COVID-19 never stop the desire of every teacher to educate their pupils. Instead, this situation made them more determined to strategize their way of teaching by giving remediation on reading to learners who are in the same area.



Name : **Ryan Rogon Poliran**  
 Agency : Department of Education, Region XI  
 Photo Title : Edu-Aksyon  
 Photo Caption : Despite the announcement of school year culmination, Laila Mae Udani fuels her commitment in combatting and winning battles both pandemic and illiteracy by conducting reading remediation to her learners in Sitio Talos, Sto. Tomas, Davao del Norte. The kinabu, an indigenous garb of Ata-Manobo tribe in the said community symbolizes the vibrance and resilience of education sector in withstanding its mandate of continuing education amid the pandemic.

Now on its eighth run, the Public Sector HR Symposium is CSC's annual learning event which started in 2013. From physical gatherings held in Manila, Cebu, and Davao, it now transitions to virtual mode as the country continues to implement strict public health and safety protocols amid the pandemic.

The Examinations, Recruitment, and Placement Office in partnership with JobStreet.com hosted the Government Online Career Fair, with 151 participating government agencies and 2,660 vacancies offered this year. JobStreet also recorded a total of 580,086 visits to the online event, and 552,681 job views.

The National Capital Region has the highest number of participating agencies with 54 (or 36%); followed by Region X (24 or 16%) and Region III (13 or 9%).

The top five agencies with the most number of vacancies included the Land Bank of the Philippines (520), Bureau of Internal Revenue (169), Department of Education (156), AMAI Pakpak Medical Center (112), and Bureau of Jail Management and Penology Region X (100).

In terms of position level, 59.96% (or 1,595) vacancies belonged to the second level (technical/managerial), 39.89% (1,061) to the first level (clerical, trades, crafts), and only 0.15% (or 4) to the third level positions (career executive service).

By specialization, the top number of vacancies belong to general administrative positions, followed by medicine and health, financial, education, planning/IT, legal, engineering, agriculture and environment resources, and crafts.

The top three government agencies that received the highest number of applications include the Department of Budget and Management, Bureau of Internal Revenue (East-NCR), and Energy Regulatory Commission.

Government agencies reaching HR Maturity Level 2 under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM Awards were honored with recognition

programs hosted by CSC Regional Offices throughout the month. From 2020-2021, 198 agencies nationwide became Bronze awardees, showing their transition from transactional to strategic HR.

The Human Resource Policies and Standards Office also produced a video featuring the PRIME-HRM awardees.

CSC Regional Office III hosted the online Appreciation Program for Government Workers held on 27 September. The virtual appreciation program was held in honor of government frontliners and their priceless contributions in mitigating the effects of the COVID-19 pandemic as well as other crises experienced since last year. CSC Chairperson Bala and Commissioner Lizada led the special program, and presented certificates of appreciation to around 500 frontliners invited as guests.

A candle lighting and flower offering ceremony was also held in memory of civil servants who passed away because of the pandemic.

Meanwhile, winners of the 2020 and 2021 Search for Outstanding Government Workers received recognition during awards rites on 15 November via the Radio Television Malacañang Facebook Page, with simultaneous broadcast on PTV 4. The rites, held virtually for the first time, featured twenty-six individual and group winners of the Presidential *Lingkod Bayan*, CSC *Pagasa*, and *Dangal ng Bayan* award categories.

Other anniversary activities were designed to promote health and wellness, and also some respite for government workers from the difficulties of the pandemic.

The Human Resource Relations Office's Online Photography Contest and CSC Regional Office IV's National Song Writing Contest encouraged government workers to tap into their talents, while the online aerobics/physical activity hosted by CSC NCR and the Philippine National Police helped government workers get on their feet for some fun exercises.

CSC NCR also hosted other online events for different interests, including the Tips for Plantitos and Plantitas with the Department of Agriculture-Bureau of Plant Industry, Demonstration on Meat Processing with the Technical Education and Skills Development Authority Women's Center, and the Q&A on Mental Wellness During the Pandemic, with the National Center for Mental Health.

## POST-EVENT SURVEY RESULTS

The CSC maximizes the nationwide anniversary celebration as a major platform for promoting relevant and timely advocacies, engaging civil servants, and educating audiences on important issues affecting governance and public service.

The 2021 PCSA campaign used both digital and traditional communication strategies to elevate target audiences' understanding and practice of agility and future-readiness, which addresses the evolving needs of the public especially during exceptional circumstances. Now mainly a virtual event due to the pandemic, the PCSA was instrumental in promoting agility and future-readiness in the public sector based on the evaluation of its campaign strategies.

On 19-31 October 2021, the CSC conducted a post-event survey from designed to gauge target audience's level of participation, level of understanding of the anniversary theme, and level of behavioral change resulting from PCSA advocacies. A separate post-event survey was also run for the private sector, which was accessible to the public. Both surveys were posted on the CSC Facebook Page and CSC website, and coursed through the CSC Regional Offices.

## FEEDBACK FROM AND IMPACT ON THE PUBLIC SECTOR

The post-event survey among government workers garnered 7,590 responses.

Majority (52.8%) said they were satisfied with the conduct of the PCSA this year, with 30.3% saying they were very satisfied. Majority (57%) also said they participated in the events, and that they were most

satisfied with the conduct of the Official Agency Family Day and the Online Zumba and Film Showing. The satisfaction rating for each activity is list below, from highest to lowest:

Majority (56.2% agreed and 29.8% strongly agreed) that the PCSA made a positive impact among civil servants during these difficult times.

For the anniversary theme, majority (73.9%) said they were familiar with the theme, and majority (55.8% agreed and 34.8% strongly agreed) said the theme represents or captures the civil service's situation and direction.

Majority (53.1%) said they were able to learn about agility and future-readiness during the anniversary month, while 35.6% qualified their learning as "a lot". Majority (56.3% agreed and 30.4% strongly agreed) said the anniversary celebration was effective in promoting the concepts of agility and future-readiness in government, and majority (54.9% agreed and 32.6% strongly agreed) said that the anniversary celebration helped them understand said concepts better.

Meanwhile, 57% agreed and 32.2% strongly agreed that after learning about said concepts during the anniversary celebration, they would likely adopt digital transformation initiatives and practices in their work as civil servants.

Agency announcements, CSC Facebook Page, and CSC website emerged as the top three sources of PCSA-related information, gaining (45.5%, 44.8%, and 40.67% votes from respondents, respectively). Other sources of information included the CSC memorandum circular (21.6%), online news channels (8.7%), CSC Youtube Channel (6.7%), newspapers (4.5%), and CSC eNewsletter (4.1%). Respondents also cited shared posts and agency or HR groups chats as sources of information as well.

Comments and suggestions were also positive, with some saying they looked forward to the PCSA, learned a lot, and that the activities were innovatively and creatively done during a pandemic.



## PANUNUMPA NG LINGKOD BAYAN (2021)

Ako ay isang lingkod bayan.

Pangangalagaan ko ang tiwalang ipinagkaloob ng mamamayan.

Maglilingkod ako nang may malasakit, katapatan, at kahusayan na walang kinikilingan.

Magiging mabuting halimbawa ako, at magbibigay ng pag-asa at inspirasyon sa aking kapwa lingkod bayan.

Lilinangin ko ang aking sariling kakayahan upang sa lahat ng panahon ay mapaglingkuran ko nang buong kahusayan ang sambayanan.

Hindi ako makikibahagi sa mga katiwalian sa pamahalaan.

Pipigilan at isisiwalat ko ito sa pamamagitan ng tama at angkop na pamamaraan.

Isasabuhay ko ang isang lingkod bayang maka-Diyos, maka-tao, makakalikasan at makabansa.

Tutugon ako sa mga hamon ng makabagong panahon tungo sa adhikain ng matatag, maginhawa, at panatag na buhay.

Sa mga tungkulin at hangaring ito, kasihan nawa ako ng Maykapal.

### CSC LAUNCHES NEW PANUNUMPA NG LINGKOD BAYAN

As part of the 121<sup>st</sup> Philippine Civil Service Anniversary, the CSC launched the new *Panunumpa ng Lingkod Bayan*, an oath that is regularly recited by civil servants during flag raising ceremonies.

The launch coincided with the Virtual Awards Rites of the 2020 or 2021 Outstanding Government Workers, which aired live on 15 November 2021 on the CSC and Radio Television Malacañang's official Facebook Pages and YouTube channels.

The new version of the *Panunumpa ng Lingkod Bayan* was produced through a nationwide consultation survey among 4,600 government workers and human resource practitioners conducted on June-July 2021, as well as consultations with the Komisyon sa Wikang Filipino and University of the Philippines Diliman. The oath aims to better reflect the situation and aspirations of the government workforce.

The recitation of the oath was first institutionalized in 1995 as the *Panunumpa ng Kawani ng Gobyerno* via CSC Memorandum Circular No. 2 to "reorient the work attitude of government workers by constantly reminding them of how they must conduct themselves as public servants to bring about a more responsive, efficient, and committed public service."

In 2000, the CSC issued the *Panunumpa ng Lingkod Bayan sa Bagong Milenyo* or Reaffirmation of the Oath of Office, in line with Presidential Proclamation No. 313 dated 22 May 2000 declaring 19 September 2000 as the "Centennial Day of the Philippine Civil Service." In 2003, the *Panunumpa ng Lingkod Bayan* was issued as part of the 103<sup>rd</sup> Philippine Civil Service Anniversary mass oath-taking with the President of the Republic. The oath has not been revised since then.

The initiative to revise the oath was part of the recently concluded 121<sup>st</sup> Philippine Civil Service Anniversary, through which the CSC introduced a 10-year theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes.* •



The family of Fishing Regulations Officer I Henry Kelly R. Villarao receives the Pamanang Lingkod Bayani which includes a one-time financial assistance amounting PHP100,000.00.

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# Pamana honors public service heroes

**B**ased on the data of the Civil Service Commission (CSC), the number of government employees with confirmed COVID-19 cases as of 20 April 2021 has reached 95,569, with 84,043 recovered and 1,388 fatalities.

“Many of these civil servants remained on the frontline until they contracted the virus and died in the service of our fellow Filipinos. Given 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,” this was said by CSC Commissioner Aileen Lourdes A. Lizada during the kick-off ceremony of the 121<sup>st</sup> Philippine Civil Service Anniversary (PCSA) as she called for nominations to the CSC’s *Pamanang Lingkod Bayani* (PLBi) Program.

One of the main event of the PCSA is the annual R.A.C.E to Serve Fun Run, but because of the pandemic it had to be put on hold. This year, the CSC led by the National Capital Region held a nationwide virtual Zumba participated by more than 13,000 government workers.

“This initiative has deeper, more noble goal as the proceeds will be used to fund the PLBi. *Hindi naman*

*po lingid na ang Komisyon, bilang bahagi ng ating social responsibility, ay nagbibigay ng pagkilala at pinansiyal na tulong sa mga natatanging lingkod bayani na nagbuwis ng buhay upang makapaghatid ng serbisyo publiko,”* explained the Commissioner.

## BAYANING NARS

Nurses became the parents and guardians of the children who were admitted to the COVID-19 wards, which is something very unique to Philippine Children’s Medical Center (PCMC). The nurses did not falter in the performance of their duties with added responsibilities and challenges, and one of these is Nurse II Ian Anthony Vilog who died on 26 July 2020.

The PCMC described Nurse Ian as the embodiment of a health worker—compassionate, competent, diligent, and strives for excellence. During his years of service, he demonstrated professionalism and utmost dedication. Even during the height of the pandemic, he never took a leave of absence from work. He continued to serve despite being assigned on cases with high risk of infection with the virus. Even with fears and anxiety over his own health, he vowed to continue to care for sick children admitted in the PCMC. Most of the patients under his care became his friend because of his pleasant demeanor and kindness.

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**Many of these civil servants remained on the frontline until they contracted the virus and died in the service of our fellow Filipinos.**

**- CSC Commissioner Aileen Lourdes A. Lizada**



He reported for his last duty on the night of 2 July 2020 and finished his work efficiently, business as usual. The next day, he manifested symptoms, cough and fever. Despite diligently observing precautions, he got ill and he immediately got himself tested for COVID-19 as it is the responsible thing to do, the result was positive.

His health rapidly deteriorated and he was admitted on 10 July at the Lung Center of the Philippines. The following day, he was intubated, but he continued to fight valiantly. Two weeks after, he succumbed to the infection.

#### **HE WANTED TO SAVE LIVES, BUT LOST HIS WHILE SAVING OTHERS**

*“Tuwing may sumisigaw, sasabihin ni Kelly, ‘Sir, may nahingi ng tulong doon, puntahan natin,”* this was one of the last moments that Fisheries Resource Protection Group Officer-in-Charge Sherwin Buguina, remembered him.

Fishing Regulations Officer I Kelly Recolizado Villarao is part of the team under the Bureau of Fisheries and Aquatic Resources tasked to do law enforcement against all forms of illegal, unreported, unregulated fishing (IUUF). They also investigate underwater crime scenes as well as land, water, and fishing conflicts.

But on 13 November 2020, government agencies sought the group’s help for a rescue mission due to the sudden flooding in some areas in Cagayan Valley due to the onslaught of Typhoon Ulysses. They are, after all, trained in diving, SOLAS (safety of life at sea), and basic life support (BLS), so they can be called to respond in emergency situations, along with their floating devices. On that day, they were tasked to take care of the Northern part of Tuguegarao.

Villarao couldn’t ignore the people calling out for help on the roofs of houses, so he asked for his supervisor’s

permission if he could first rescue the people calling out to him although they are assigned to another area. Kelly was able to rescue 20 people, including children and pregnant women and brought them to the nearest evacuation center.

Unfortunately, disaster struck during the rescue mission, an electrical blast rocked their boat due to electrical wires submerged in the flood and Kelly was electrocuted. He was given CPR and when they arrived at the docking, he was immediately brought to the nearest hospital, but he was declared dead on arrival.

He was given a tribute via the PLBi on 23 August 2021 attended by his family and colleagues from BFAR RO2.

#### **NOMINATIONS TO THE PLBI**

The *Pamanang Lingkod Bayani* (PLBi) grants a one-time financial assistance of Php100,000 to the bereaved family of the deceased civil servant. Aside from the cash assistance, immediate family members of grantees may also be entitled scholarships under the Pamanang Iskolaryip component of PLBi. Up to three members of the deceased employee’s immediate family may enroll in any of the 110-member state universities and colleges of the Philippine Association of State Universities and Colleges. A certificate of recognition is also given to acknowledge the deceased employee’s sacrifice.

Under CSC Resolution No. 1401700, covered under the program are civil servants occupying permanent, elective, contractual, casual and coterminous status of employment. Likewise included are civilian or non-uniform personnel of the Armed Forces of the Philippines.

Nominations may be filed with any CSC regional or field office.



**TABLE 13. STATISTICS OF PAMANANG LINGKOD BAYANI RECIPIENTS PER AGENCIES/YEAR**

AGENCIES	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	TOTAL
BFP			3	3				1				7
BSWM				1								1
CAAP								1				1
CHED								1				1
COA				1								1
CSC						2	1		1			4
DA								1				1
DENR									1			1
DEPED				1								1
DOH/HOSP										3	6	9
DOLE						1						1
DPWH				1					1			2
DSWD				1								1
LGUs			1	4	1		2		3	2	2	15
MMDA						1						1
PAGASA				1								1
PDEA					1				5	1	1	7
PHILPOST		1										1
PNP				5	44			24	12	36	34	172
SUCs			1		1		17	2				4
FOUNDATION	1											1
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>18</b>	<b>47</b>	<b>4</b>	<b>20</b>	<b>30</b>	<b>23</b>	<b>42</b>	<b>41</b>	<b>234</b>

Part of the requirement for the selection of recipients of the *Pamana* are: Narrative of circumstance surrounding the death or the extent to which the government employee is actually performing his/her duties and responsibilities at the time of the demise; obscurity of the position, that is, the salary grade at the time of death; and the financial condition of the nominee's family given the combined salaries as against their monthly expenses.

The CSC launched PLBi in 2008 providing scholarships to the family of deceased state employees. The program was expanded in 2011 to what it is now. Since 2011, there have been 234 beneficiaries awarded under the program. Majority of recipients are uniformed law enforcers and fire fighters, civilian personnel who perished in rescue efforts during super typhoon Yolanda, and environment warriors. •

## Safe Places Pledge



*Wearing orange shirts in observance of the 18-Day Campaign to End Violence Against Women, CSC officials and employees gave their Safe Spaces Pledge.*



# Safe Spaces in the CSC

The Civil Service Commission's (CSC) officials and employees made a pledge to ensure safe spaces during the virtual kick-off program for the 18-Day Campaign to End Violence Against Women on 25 November 2021.

Wearing their orange shirt in observance of the said campaign, CSC Central and Regional Offices vowed to raise awareness on Republic Act No. 11313 or the Safe Spaces Act, strengthen its Committee on Decorum and Investigation, and work with other government agencies and private stakeholders to make all spaces safe for all.

"Our pledge will show our continued commitment toward building a safe space free from gender-based sexual harassment for women, men, and members of the LGBTQIA+. May our pledge turn into concrete actions starting from our relationship with our families, to colleagues and stakeholders, and the public," CSC Chairperson Alicia dela Rosa-Bala underscored in her message.

Apart from the Safe Spaces pledge, select employees from the Central Office paid tribute to all Juanas through a dance performance of the song Bangon Babae Bangon. A photo contest was also conducted to



VAW-free community starts with me.



VAW-free community starts with me.



promote the Safe Spaces Act. The Office for Financial and Assets Management's photo entry won the contest by best depicting the theme, "Filipino Marespeto, Safe Spaces Kasali Tayo."

CSC Commissioner Aileen Lourdes A. Lizada thanked everyone for "championing equality in governance and ensuring the elimination of VAW in the workplace." She highlighted that "while we stand proud of what we have accomplished, we should not rest on our laurels and continue to personally and collectively engage in upholding women's rights not just during the commemoration of the 18-day campaign to end VAW, but throughout our lifetime." •





The CSC as it vows to maintain safe spaces not only for women, but for members of the LBGQTIA+ throughout the Philippine civil service.



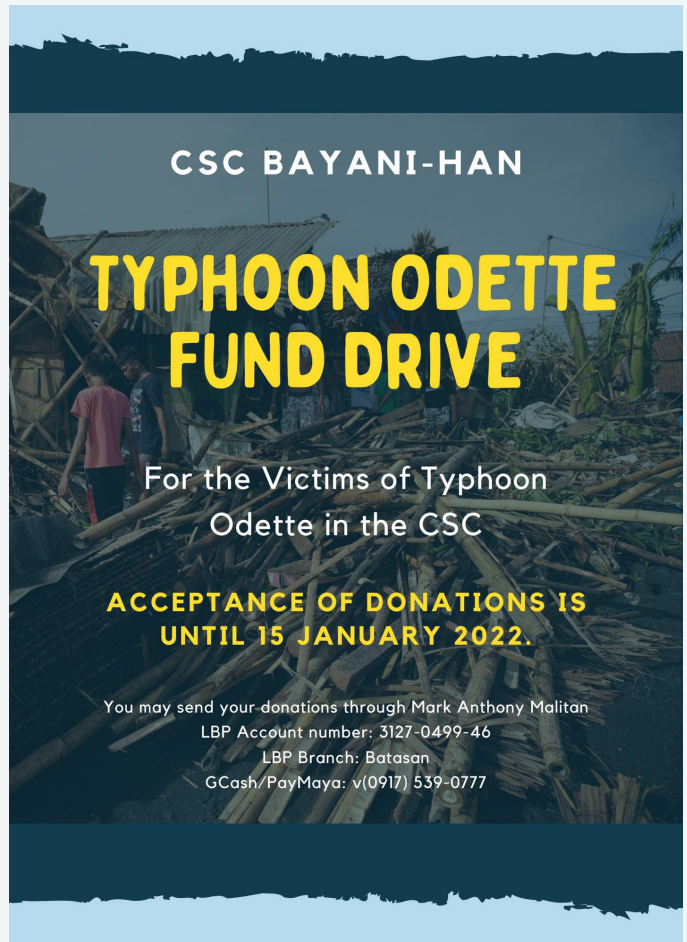
# CSC Western Visayas brand of *Malasakit*

**O**n 16 December at 1:30 in the afternoon, Typhoon Odette (internationally known as Super Typhoon Rai) made landfall on Siargao Island. The typhoon made nine landfalls within the Philippine Area of Responsibility and was said to be the strongest among the 15 storms that hit the country in 2021<sup>1</sup>. Odette disrupted the lives of millions of Filipinos, damaged their homes and livelihood, and cut-off electricity and communication with its heavy rains, violent winds, floods and storm surges similar to those of Typhoon Yolanda.

Among the Regional Offices in the Commission that greatly suffered from the effects of Typhoon Odette was CSC Regional Office No. VII in Cebu City. The aftermath showed the damages to the CSC RO VII building as broken glass, scattered debris, and shattered roofs and walls greeted some personnel who visited the office the day after the typhoon. It took several days for some RO VII officials and personnel to reply to messages asking about their situation, due to the absence of telecommunication signals.

Western Visayas was also not spared from the massive destruction of Odette. The day after Typhoon Odette lashed its power, messages coming from the CSC RO VI Regional Management filled the office group chat. The Regional Directors were asking the employees to check in to let them know that everyone is safe. Fortunately, not any of the 67 organic and non-organic CSC RO VI personnel was hurt. However, a number of detailees assigned in the CSC RO VI Field Offices, experienced destruction of their houses and crops. Human resource management practitioners (HRMPs) and other employees assigned in HR Offices in Negros Occidental were also badly hit by the typhoon.

True to its commitment of *Malasakit*, especially for government employees who are victims of natural calamities, CSCRO VI immediately organized fundraising



and relief operations for the typhoon victims. Regional Director Nelson G. Sarmiento and Asst. Regional Director Erna T. Elizan instructed heads of Divisions and Field Offices to coordinate with the Council of HRMPs for a donation drive. Personnel of CSC RO VI also gave their own voluntary contributions.

As a show of concern and love to our CSCRO VII family, CSCRO VI facilitated the transport of donations from CSC Chairperson Alicia dela Rosa-Bala together with donations from Director IV Nelson G. Sarmiento. The first batch of relief goods, composed of blankets,

<sup>1</sup><https://disasterphilanthropy.org/disaster/super-typhoon-odette-rai/>

solar lamps, drinking water, and candles, was sent to Cebu on 22 December 2021. A total of PHP26,500.00 from the donations of the Regional Council of HRMPs and love gifts from CSC RO VI personnel were used to purchase 140 pieces of ten-liter drinking water and 50 solar-powered lamps for the 2<sup>nd</sup> batch of relief goods for CSCRO VII, which was sent on 30 December 2021.

In addition, a total of PHP159,000.00 was given as cash assistance to nine detailed personnel of the CSCRO VI Field Offices, 46 HRMPs in Negros Occidental, and 23 Job Order personnel detailed at the HR Offices of Negros Occidental. The donations came from the Regional and Provincial Councils of HRMPs in Region VI namely, Aklan, Antique, Capiz, Iloilo (LGUs and NGAs CHRMPs), Guimaras and Negros Occidental. The Council of HRMPs in Lanao del Sur also sent PHP15,000.00 through the facilitation of Directors Elizan and Sandra Arnica Usman of CSC FO Lanao del Sur, and love gifts as well from CSC RO VI personnel.

This “malasakit” spirit of CSC RO VI is not new. Previously, the Region, again in partnership with the CHRMPs, undertook several donation drives for

calamity victims. More than PHP700,000 was donated to earthquake victims in Regions XI and XII in December 2019.

Relief assistance in the form of cash and goods were given to victims of Typhoon Ursula in Region VI in February 2020; and financial assistance to victims of floods caused by Typhoon Ulysses in Regions II and V were provided in December 2020.

There must be a reason why Typhoon Odette came the day after Christmas—when all people are in a loving and generous spirit. But the kind of loving and giving called for in this catastrophe is one that demands selflessness. It is the kind of giving that makes a person think more of the others’ needs, of the others’ pain and suffering, of the others’ happiness. It is the kind of giving that considers oneself as blessed and thankful to be able to extend help to others.

The CSC RO VI keeps its caring and generous spirit alive, with or without a disaster to raise funds for. After all, “Nothing else in all life is such a maker of joy and cheer as the privilege of doing good.” (James Russel Miller) •



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Director III Maricar T. Aquino  
Director III Prisco S. Rivera Jr.  
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## CSC NATIONAL CAPITAL REGION FIELD OFFICES

### BANGKO SENTRAL NG PILIPINAS FIELD OFFICE

Bangko Sentral ng Pilipinas  
Bureau of Local Government Finance  
Bureau of Plant Industry  
Bureau of the Treasury  
Central Board of Assessment Appeals  
Cultural Center of the Philippines  
Department of Finance  
Department of Labor and Employment – CO  
Department of Labor and Employment – NCR  
Design Center of the Philippines (formerly PDDCP)  
Institute for Labor Studies  
Insurance Commission  
Intramuros Administration  
Land Bank of the Philippines  
Maritime Industry Authority  
National Archives of the Philippines  
National Conciliation and Mediation Board  
National Historical Commission of the Philippines  
National Parks Development Committee  
National Wages and Productivity Commission  
Overseas Workers Welfare Administration  
Philippine Charity Sweepstakes Office  
Philippine Sports Commission  
Senate Electoral Tribunal  
The National Library of the Philippines  
Tourism Promotions Board (formerly PCBC)

Director II May Antonette D. Arriola  
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### BUREAU OF INTERNAL REVENUE FIELD OFFICE

Bureau of Internal Revenue  
Dangerous Drugs Board  
National Power Corporation  
National Telecommunication Commission – CO  
National Telecommunication Commission – NCR  
National Transmission Corporation  
National Council on Disability Affairs

Occupational Safety & Health Center  
Office of the Ombudsman  
Philippine Atmospheric, Geophysical & Astronomical Services  
Administration  
Philippine Drug Enforcement Agency  
Philippine Science High School  
Philippine Children's Medical Center  
Public Private Partnership Center of the Philippines  
Power Sector Assets and Liabilities Management

Director II Dick N. Echavez  
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### CALOOCAN CITY GOVERNMENT FIELD OFFICE

CGO – Caloocan  
CGO – Malabon  
CGO – Navotas  
CGO – Valenzuela  
Division of City Schools – Caloocan City  
Division of City Schools – Malabon  
Division of City Schools – Navotas  
Division of City Schools – Valenzuela City  
Philippine National Railways  
Director II Noel V. Salumbides  
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### COMMISSION ON AUDIT FIELD OFFICE

Career Executive Service Board  
Commission on Audit  
Department of Social Welfare and Development  
House of Representative Electoral Tribunal  
Inter-Country Adoption Board

Director II Dick N. Echavez

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#### DEPARTMENT OF AGRICULTURE FIELD OFFICE

Agricultural Training Institute

Bureau of Agriculture and Fisheries Standards (formerly BAFPS)

Bureau of Agricultural Research

Bureau of Animal Industry

Bureau of Fisheries & Aquatic Resources

Bureau of Soils & Water Management

Department of Agrarian Reform

Department of Agriculture

Philippine Fiber Industry Development Authority

National Dairy Authority

National Food Authority - CO & NCR

National Meat Inspection Service

Office of Transportation Cooperatives

Fertilizer & Pesticide Authority

Philippine Carabao Center

Philippine Coconut Authority - CO & IV B

Philippine Council on Agriculture and Fisheries

Philippine Fisheries Development Authority

Philippine Rice Research Institute

Philippine Rubber Research Institute

Philippine Sugar Corporation

Quedan and Rural Credit Guarantee Corporation

Sugar Regulatory Administration

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Bureau of Broadcast Services

Department of Environment and Natural Resources - CO

Department of Environment and Natural Resources - NCR

Ecosystems Research and Development Bureau

Environmental Management Bureau - CO

Environmental Management Bureau - NCR

Forest Management Bureau

Laguna Lake Development Authority

Mines and Geosciences Bureau

National Broadcasting Network (PTV-4)

Natural Resources Development Corporation

People's Television Network Inc.

Philippine Information Agency

Biodiversity Management Bureau (formerly Protected Areas & Wildlife Bureau)

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#### DEPARTMENT OF HEALTH FIELD OFFICE

Amang Rodriguez Memorial Medical Center

Center for Health Development (DOH-NCR)

Department of Health - CO

Dr. Jose Fabella Memorial Hospital

East Avenue Medical Center

Jose N. Rodriguez Memorial Hospital

Jose R. Reyes Memorial Medical Center

Las Piñas General Hospital and Satellite Trauma Center

National Children's Hospital

National Center for Mental Health

Philippine Institute for Traditional & Alternative Healthcare

Philippine Orthopedic Center

Quirino Memorial Medical Center

Rizal Medical Center

San Lazaro Hospital

San Lorenzo Ruiz Women's Hospital

Tondo Medical Center

Valenzuela Medical Center

Director II Noel V. Salumbides

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Aurora Pacific Economic Zone Authority

Bureau of Fire Protection - NHQ

Bureau of Fire Protection - NCR

Bureau of Jail Management & Penology - NHQ

Bureau of Jail Management & Penology - NCR

Department of the Interior & Local Government - CO

Department of the Interior & Local Government - NCR

Local Government Academy

National Police Commission - NCR

Office of the Vice-President

Philippine Public Safety College

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#### DEPARTMENT OF NATIONAL DEFENSE FIELD OFFICE

AFP General Headquarters

AFP Medical Center

AFP Philippine Air Force

AFP Philippine Army

AFP Philippine Military Academy

AFP Philippine Navy

Agricultural Credit Policy Council

CGO - San Juan

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

Philippine Competition Commission

Philippine Coast Guard - Civilian

Philippine Overseas Employment Administration

Philippine Veterans Affairs Office

Presidential Commission on Good Government

Securities and Exchange Commission  
The Government Arsenal  
Toll Regulatory Board  
Veterans Memorial Medical Center

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Bureau of Corrections  
CGO – Taguig  
Department of Science & Technology – CO  
Department of Science & Technology – NCR  
Division of City Schools – Taguig & Pateros  
Food & Nutrition Research Institute  
Forest Products Research and Development Institute  
Industrial Technology Development Institute  
Metal Industry Research and Development Center  
Municipal Government of Pateros  
National Academy of Science and Technology  
National Nutrition Council  
National Research Council of the Philippines  
Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development  
Philippine Council for Health Research & Development  
Philippine Council for Industry, Energy and Emerging Technology Research and Development  
PNP NCRPO  
PNP Special Action Force (SAF)  
Philippine Textile Research Institute  
Science & Technology Information Institute  
Science Education Institute  
Technology Application & Promotion Institute

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#### **DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS FIELD OFFICE**

Bureau of Customs  
Bureau of Quarantine  
Commission on Elections – CO  
Commission on Elections – NCR  
Department of Public Works and Highways – CO  
Department of Public Works and Highways – NCR  
Department of Public Works and Highways – Road Board  
Lands Management Bureau  
National Tax Research Center  
Philippine Normal University  
Philippine Ports Authority  
Technological University of the Philippines

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#### **DEVELOPMENT BANK OF THE PHILIPPINES FIELD OFFICE**

Al-Amanah Islamic Investment Bank of the Philippines  
Bases Conversion Development Authority  
Board of Investments  
Cagayan Economic Zone Authority  
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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#### **DUTY FREE PHILIPPINES CORPORATION FIELD OFFICE**

City Government of Parañaque  
Civil Aeronautics Board (CAB)  
Civil Aviation Authority of the Philippines (CAAP) (formerly ATO)  
Division of City Schools – Las Piñas  
Division of City Schools – Parañaque  
Duty Free Philippines  
Food and Drugs Administration (FDA)  
Manila International Airport Authority (MIAA)  
Philippine Aerospace Development Corporation  
Research Institute for Tropical Medicine (RITM)

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## GOVERNMENT SERVICE INSURANCE SYSTEM FIELD OFFICE

Center for International Trade Exposition and Mission  
CGO – Pasay City  
Commission on Appointments  
Commission on Filipino Overseas  
Department of Foreign Affairs  
Division of City Schools – Pasay City  
Foreign Service Institute  
Government Service Insurance System  
Light Rail Transit Authority  
Philippine Economic Zone Authority  
Philippine Trade Training Center  
Senate of the Philippines  
Tourism Infrastructure and Enterprise Zone Authority  
UNESCO National Commission of the Philippines

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## MAKATI FIELD OFFICE

CGO-Mandaluyong  
CGO-Pasig  
CGO-Makati  
Commission on Population  
Department of Education – CO  
Division of City Schools – Mandaluyong  
Division of City Schools – Makati  
Division of City Schools – Pasig  
Land Transportation Office – NCR  
Metropolitan Manila Development Authority  
Philippine Health Insurance Corporation  
Rizal Technological University

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## MANILA FIELD OFFICE

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CGO – Manila  
Court of Appeals  
Court of Tax Appeals  
Department of Justice  
Division of City Schools – Manila  
National Bureau of Investigation  
Pamantasan ng Lungsod ng Maynila  
Philippine Postal Corporation – CO  
Sandiganbayan  
Supreme Court of the Philippines  
National Museum

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## NATIONAL IRRIGATION FIELD OFFICE

CGO – Quezon City  
Department of Education – NCR  
Division of City Schools – QC  
Housing and Land Use Regulatory Board  
National Commission on Indigenous People  
National Housing Authority  
National Irrigation Administration  
Philippine Crop Insurance Corporation  
Philippine Statistical Training Institute (formerly SRTI)

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## OFFICE OF THE PRESIDENT FIELD OFFICE

Bureau of Communications Services  
Climate Change Commission  
Commission on the Filipino Language  
Cooperative Development Authority  
Council for the Welfare of Children  
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  
Presidential Legislative Liaison Office  
Presidential Management Staff  
Professional Regulation Commission  
Philippine Statistical Authority  
Bureau of Agricultural Statistics  
National Statistics Office  
National Statistical Coordination Board

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## SOCIAL SECURITY SYSTEM FIELD OFFICE

Land Registration Authority

Land Transportation Franchising and Regulatory Board - CO

Land Transportation Franchising and Regulatory Board - NCR

Land Transportation Office

Lung Center of the Philippines

National Commission on Muslims Filipino

National Electrification 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

Philippine Heart Center

Philippine National Volunteer Service Coordinating Agency

Public Attorney's Office - CO & NCR

Social Security System

Tariff Commission

National Intelligence Coordinating Agency

Director II Evelyn E. Viernes

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## TESDA FIELD OFFICE

City Government of Las Piñas

City Government of Muntinlupa

CGO - Parañaque

Civil Aeronautics Board

Civil Aviation Authority of the Philippines (formerly ATO)

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

Philippine Aerospace Development Corporation

Philippine State College of Aeronautics  
PNP Aviation Security Group (AVSEGROUP)

Research Institute for Tropical Medicine

Technical Education & Skills Development Authority - CO

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## UNIVERSITY OF THE PHILIPPINES FIELD OFFICE

Advanced Science & Technology Institute

CGO - Marikina

Pamantasan ng Lungsod ng Marikina

Commission on Higher Education - CO

Commission on Higher Education - NCR

Commission on Human Rights

Division of City Schools - Marikina

Department of Information and Communication Technology

Human Rights Violations Victims Memorial Commission

Local Water Utilities Administration

Marikina Polytechnic College

Metropolitan Waterworks & Sewerage System - Corporate Office

Metropolitan Waterworks & Sewerage System - Regulatory Office

National Book Development Board

Philippine Center for Economic Development

Philippine Institute of Volcanology and Seismology

Philippine Nuclear Research Institute

University of the Philippines - Diliman

University of the Philippines - Los Baños

University of the Philippines - Manila

University of the Philippines - Open University

University of the Philippines - System (new)

University of the Philippines - PGH

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