

THE CIVIL SERVICE REPORTER

GAWING L. LACOR *RAWAT KAWANI*

Volume 62 No.1

1st Quarter 2021 Issue

Preparing for a post-pandemic world:

Gov't agencies
need recovery
strategy

How the **EMLL** helps **mothers**

CSC Call Center
Contributions to
Anti-Corruption
Initiatives Cited

What You
Should
Know About
**Public Sector
Unionism**

LOVELLA G. VELASCO

Associate Professor V
Nueva Vizcaya State University
2019 CSC Pagasa Awardee

SPRING OF STORIES:

RECAPTURING THE PAGES OF PHILIPPINE LITERATURE FOR WOMEN



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- e.** Failure to render government services within the prescribed processing time on any application and/or request without due cause;
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- g.** Failure or refusal to issue official receipts; and
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The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations

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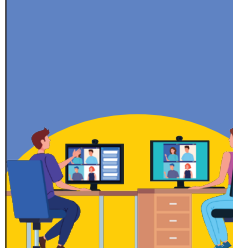
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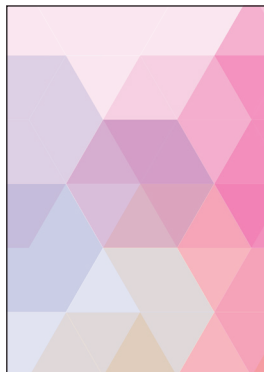
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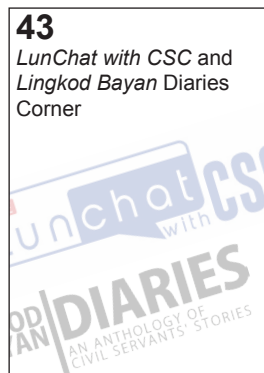


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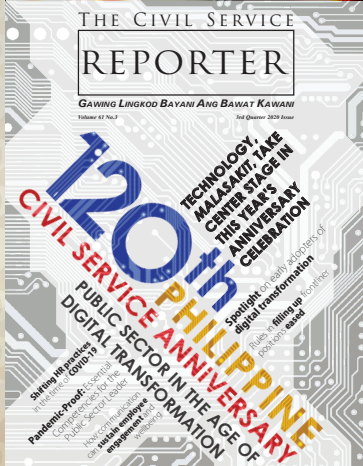
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PUBLIC DOMAIN

The Contact Center ng Bayan (CCB) continues to serve as a public feedback mechanism for government service delivery. Amid the global pandemic, the CCB has remained fully operational, posting a 97.91% resolution rate in 2020. It acted on 96,613 out of 98,675 received tickets requiring action.

Below are some commendations received by the CCB from January 2021.

IRN0249793

Thank you so much! I'm so grateful that we have this kind of means or medium of addressing concerns with regards to government transactions. Very much satisfied! Words are not enough to explain how happy I am.

IRN0250098

Good morning po. Nag-email na po sa akin ang SSS Tuguegarao, for review na po ang benefits ko. Thank you very much po, malaking tulong po ang ginawa niyo. Ipagpatuloy niyo lang pong tulongan ang mga kagaya ko. Thank you and God bless po.

IRN0250149

Thank you so much, CCB. Nang dahil sa programa niyo napadali ang maternity benefits ko napakalaking tulong talaga. CCB, kayo po ang tulay sa ahensya na mabagal ang sistema maraming salamat po. Settled claim na po ako sa maternity ko.

IRN0250630

Thank you, Contact Center ng Bayan. Almost 2 years na problema, you acted on it straight away. Saludo po ako sa inyo. Let me know if I can provide a review. Excellent service!

IRN0250709

Very good. May action agad. Pati development ini-inform pa pala mga client. Sana tuloy-tuloy ito kahit magbago administration. Mabuhay!

IRN0250743

Very responsive all members of CCB, mas napabilis ang pag process ng aking benefits. Sana wag po kayong magsawang tumulong sa mga katulad ko na nangailangan ng aksyon para mas mapabilis. Ang pag-proseso ng aming mga benefits, malaking tulong po sa amin na maaksyonan agad ang aming hinaing dahil matagal ng naka-tengga ang aming mga benefits. Sobrang malaking pasasalamat ko po sa inyo, God bless you all, keep safe and thanks. Saludo po ako sa inyo.

IRN0250752

Thank you for your assistance. Pumasok na po sa ATM ko thank you po laking tulong po ng nagawa niyo sa aking maternity benefits napabilis ang pag-aasikaso dahil sa inyo. Kaya po kagabi pagcheck ko ng ATM ko sa cellphone meron na pa lang laman. Yes, thank you, Lord! 'Di niyo ako pinabaya sa aking paglalakad ng mga papel. Thank you, CCB!

IRN0251361

Thank you so much, CCB sa walang sawang pagtulong sa mga kagaya naming walang kakayahan para mai-follow up namin ang aming mga concern. Sana madami kayong matulungan and patnubayan kayo ng Poong Maykapal. Maraming salamat po! God bless all CCB members.

Did you know that you may send complaints, commendations, or suggestions to the CSC and other government agencies? Just call 1-6565 (PLDT) to reach the Contact Center ng Bayan. You may also text CCB at 0908-8816565, or send an email to email@contactcenterngbayan.gov.ph.



FROM THE CHAIRPERSON'S DESK

In line with the celebration of Women's Month in March, women take centerstage in our first quarter issue of the Civil Service Reporter magazine for this year. This is to recognize the critical roles and contributions of women in the society, and give light to other emerging and more challenging roles that they take in the midst of a pandemic.

As the premiere human resource institution of the Philippine government, the Civil Service Commission cannot overemphasize the importance of every effort aimed at giving equal opportunities to all. For women, it is crucial for every sector to provide the support that they need to take on multiple roles and responsibilities especially in these unprecedented times, and let them reach their full potential and fulfillment. As Kofi Atta Annan—a Ghanaian diplomat who served as the 7th Secretary General of the United Nations—said, "When women thrive, all of society benefits, and succeeding generations are given a better start in life."

Hence, we dedicate this issue to all women, people, and institutions who strive to advance gender equality and equity in our society.

On the cover is Ms. Lovella G. Velasco, one of the 2019 CSC Pagasa awardees, who was awarded for her commitment in keeping alive Ilokano literature, ensuring that stories from the region are re-told and written, and making known the literary outputs of Ilokano women writers from Nueva Vizcaya. Discover what motivated her, the struggles in her quest to find the women writers of her province, and her overall advocacy on Philippine literature. Read her story on pages 26-31.

As the 105-Day Expanded Maternity Leave Law (Republic Act No. 11210) marked its 2nd year of effectivity in March, we also feature testimonials from some female CSC employees who have experienced the benefits of this landmark policy. See the story in HR Spotlight (pages 35-37). Another exemplary woman is featured on our *Lingkod Bayani* section whose story dispels disability as a hindrance to delivering uninterrupted public service. Be inspired by the story of Ms. Jennifer Garcia from the Department of Social Welfare and Development Field Office I (page 41).

Aside from women, we also celebrate the milestones of the Contact Center ng Bayan as it has been cited in the President's Penultimate Report to the People (2016-2020) as one of the mechanisms through which the government has effectively responded to public concerns. Read the full story on Citizen's Guide (pages 18-19).

Among the highlighted topics in our News section are the call for nominations to the 2021 Search for Outstanding Government Workers, the General Guidelines on Digital/ Online Learning in the Public Sector, and the Revised Guidelines on the Conferment of HR Recognition and Award. PRIME-HRM recognition in Regions I, II, and XII are also featured in the Regional News section.

This issue also gives a bonus read for all government officials and employees about adopting eco-friendly workplace practices in view of the Earth Month in April. Check out our Health and Wellness at Work section on pages 45-47.

Enjoy the read!



ALICIA dela ROSA-BALA
Chairperson, Civil Service Commission



Tell us what you think about the Civil Service Reporter and get a chance to win a treat from the Civil Service Commission

Your comments and suggestions are valuable to us. We hope you could take time to answer this short questionnaire to help us improve our upcoming issues. If you wish to continue receiving the CS Reporter, please update our mailing list as well. After answering the questionnaire, tear this page and send via mail or fax, or snap a photo of the accomplished survey and email to csc.pmr@gmail.com.

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- Age: Gender:
- 18-24 Female
 - 25-35 Male
 - 36-45
 - 46 to 55
 - 56 to 65

I have been receiving the CS Reporter for

- Less than a year
- 1-2 years
- 3-4 years
- 5 years or more

Articles which I find most useful:

- New CSC issuances
- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Human interest
- Exemplary public servants
- HR issuances and policies
- Others: _____

You may take a photo of the accomplished survey form and email to csc.pmr@gmail.com, or send through fax (8932-0179) or snail mail. Don't forget to send your survey responses by the end of December 2020 to get a chance to win a treat from us. Thank you!

Government employee? : If a government employee:

- Yes Years of service in government:
- No 1-5 years
- 6-10 years
- 10-15
- 16-20
- 21-25
- 26-30
- 31-40
- 41 years and above

Sector:

- National Government
- Local Government Unit
- State College or University
- Government Owned and Controlled Corporation
- Government Financial Institution
- Others: _____

Level:

- First level
- Second level
- Third level

CS Reporter should feature more articles on:

- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Honor Awards Program
- HR issuances and policies
- Others: _____

Will you recommend CS Reporter to your colleagues/friends?

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- No

Why/Why not?

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Answer the survey online.

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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NOMINEES



Nominations for outstanding gov't employees sought

The Civil Service Commission (CSC) is now accepting nominations to the 2021 Search for Outstanding Government Workers.

All government workers in the career and non-career service including appointive barangay officials may be nominated. Employees who are under job order or contract of service are excluded from the coverage of the program.

The three award categories under the Search are the Presidential *Lingkod Bayan*, Outstanding Public Officials and Employees or the *Dangal ng Bayan*, and the CSC *Pagasa*. The awards are considered the highest and most coveted recognition given to individuals or group of individuals in government who have excelled or shown utmost dedication and commitment to public service.

The Presidential *Lingkod Bayan* is conferred on an individual or group for exceptional or extraordinary contributions that had nationwide impact. The roster includes University of the Philippines-Manila Research Associate Professor 7 Dr. Raul V. Destura for his innovation and breakthroughs in the field of biotechnology such as the Biotek-MTM Dengue aquakit, an affordable tool that can diagnose dengue infection in 40 minutes. Most notable of his accomplishments is leading the team of scientists from UP credited for inventing the GenAmplify COVID-19 rRT-PCR Detection Kit, which helped in the early detection and effective treatment of COVID-19.

Previous recipients of the said award include Albay Representative Clemente "Joey" Sarte Salceda, former University

of the Philippines President Alfredo E. Pascual, Deputy Executive Director IV Joselito R. Chavez of the National Kidney and Transplant Institute, the Advanced Space Technology, Research, Operations, and Services Team of the Advanced Science and Technology Institute, and the Olongapo City Disaster Risk-Reduction Management Office.

The *Dangal ng Bayan* Award is conferred on an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of adherence to the Code of Conduct and Ethical Standards for Public Officials and Employees.

Laborer Gelson A. Rili of the City Environmental Management Office in Marikina City, 2018 *Dangal ng Bayan* awardee, inspired his co-workers as he diligently performed his tasks despite dangers and risks posed by his job as a street sweeper. Rili had been hit by passing vehicles, landing him in the hospital four times.

Notable *Dangal ng Bayan* awardees in the past include Governor Edgardo M. Chatto of Bohol, Dr. Eleanor Javonillo of Antipolo City, State Auditor Concepcion M. Guanzon of the Commission on Audit Region 10, and Professor Pablo U. Amascual III of the Leyte Normal University.

The CSC *Pagasa* Award is given to an individual or group of individuals for

outstanding contributions that directly benefit more than one department of the government. Tagbilaran City Mayor John Geesnell L. Yap II, a 2019 CSC Pagasa awardee, institutionalized participatory and consultative governance as key to Tagbilaran's resilience and progress. He enabled strong partnerships that led to holistic improvements in business environment, infrastructure development, employment generation, disaster management, and social service responsiveness. He also pushed for automation of the city's business processes, which resulted in significant increase in new business applications.

Another *Pagasa* awardee, the Botanical Dewormer Team of the Capiz State University, developed an organic product using ethnobotanicals, specifically betel nut and ipil ipil seeds, to control intestinal worms in native chicken. Their innovation increased the production and profitability of native chicken-raising in Panay Island.

Nominations to the 2021 Search for Outstanding Government Workers may be submitted to CSC Regional and Field Offices until 30 April 2021.

For more details on the 2021 Search, contact the HAP Secretariat at telephone numbers (02) 8932-0381, Contact Center ng Bayan SMS 0908-88-16565, email@contactcenterngbayan.gov.ph, hapsecretariat@yahoo.com, or hapsecretariat@gmail.com. ®

CSC honors civil registrars

As the nation observed Civil Registration Month last February, the Civil Service Commission (CSC) expressed admiration for civil registrars in government who relentlessly fulfill their duties despite the challenges of public service.

Considered a critical function of government, civil registration provides the basis for individual legal identity and facilitates the identification of pressing health issues.

The CSC said that civil registrars often have to contend with issues such as lack of knowledge on or appreciation

for registration and the remote location of target populations, yet some are able to perform their duties excellently despite the odds.

One such person is Civil Registrar Belen F. Linganay of the City Government of Tangub, Misamis Occidental, who was given the Outstanding Public Officials and Employees Award, also known as the *Dangal ng Bayan*, through the CSC's Search for Outstanding Government Workers. Linganay was recognized in 2019 for her efforts to bring the services of the City Registrar's Office closer to the citizens through the Mobile Registration Program (MRP), to register and update the records of birth and marriage certificates as well inform citizens on the law and city ordinances on registry service.

In the five-year implementation of the MRP, the City Registrar's Office was able to record 96% of vital registration records of the citizens of 55 barangays, including the indigenous peoples or IPs.

"As part of the *registration program*, the Adopt a Barangay is our way of bringing government service to the Subanens, an indigenous people group inhabiting the hinterland barangay of Sicot. They have to know that they are important to the government and that we recognize their rights and their contributions," explained Ms. Linganay.

With the increased appreciation of citizens on the importance of civil registry documents is the generation of income for the city government. From PHP337,759 in 2014, registration fees doubled to PHP889,055 in 2018.

So that more deserving public servants like Linganay can be given recognition, the CSC is once again looking for nominees to the Search for Outstanding Government Workers. ®

(Read the previous article for more information about the 2021 Search for Outstanding Government Workers.)

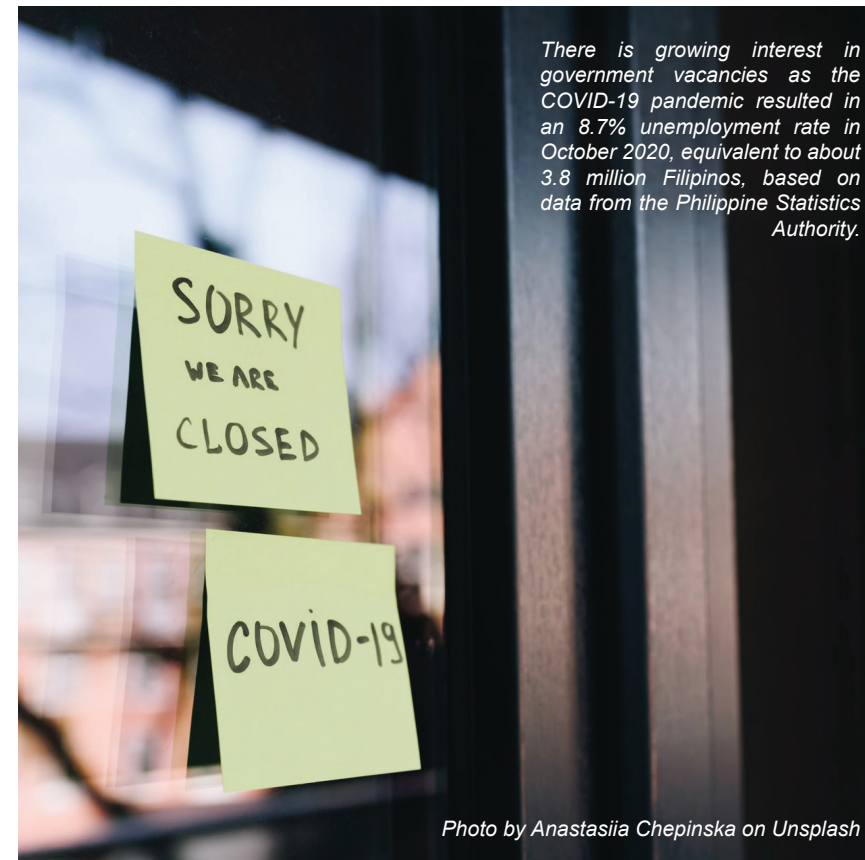


Photo by Anastasiia Chepinska on Unsplash

There is growing interest in government vacancies as the COVID-19 pandemic resulted in an 8.7% unemployment rate in October 2020, equivalent to about 3.8 million Filipinos, based on data from the Philippine Statistics Authority.

Online portal makes job hunting easier

Individuals who are interested to work in government may search for vacancies using the Civil Service Commission (CSC) Job Portal at www.csc.gov.ph/career.

Vacancies are also posted at CSC Field Offices (CSC FO), the CSC said, adding it has more than a hundred field offices nationwide.

Besides the position title and place of assignment, the job postings contain the salary grade and monthly salary, the qualification standards that need to be met by the applicant, documents to be submitted, and instructions on how to apply. ®

In using the CSC Job Portal, jobseekers can customize their search by filtering the list by position title, agency name, and region. For example, those who wish to teach may type “Teacher” under position title or choose “Department of Education” under agency name, then choose the region where they wish to be assigned.

Centralized

In CSC Resolution No. 2000221, circularized via Memorandum Circular No. 25, s. 2020, the Commission adopted a unified platform for the

publication of vacant positions in the government. It has instructed all government agencies to submit their list of vacant positions in the career service that are authorized to be filled, in electronic and printed copies, to the CSC FO concerned. The printed copy shall be posted by the CSC FO in its bulletin board, while the electronic copy shall be forwarded to the CSC Regional Office, which shall publish the vacancies in the CSC Job Portal.

Vacancies to be posted shall include first level, second level, and third level career positions.

First level positions include clerical, trades, crafts, and custodial service positions which involve non-professional or subprofessional work in a non-supervisory or supervisory capacity requiring less than four years of collegiate studies. The second level includes professional, technical, and scientific positions that involve professional, technical, or scientific work in a non-supervisory or supervisory capacity requiring at least four years of college work. The third level covers positions in the Career Executive Service, all of whom are appointed by the President. [®]

Take advantage of online learning during the COVID-19 pandemic to improve your work competencies.

(L&D) program that would address competency gaps in the workforce.

As a training institution for the public sector, the CSC has seen the need to fast-track the introduction of its e-learning program due to the consequences of the COVID-19 pandemic. In fact, it has been offering online courses since June 2020. Its Civil Service Institute (CSI) and Regional Offices are now using videoconferencing apps and social media to give webinars on civil service policies for government agencies, some of which are even free of charge.

Civil servants can also take relevant courses outside what the CSC offers. As of 25 March 2021, there are 37 private learning and development institutions (ALDI) accredited by the CSI to complement the CSC’s L&D interventions for the bureaucracy.

To give civil servants a wider range of options, the CSC also recognizes government L&D institutions, non-accredited private institutions offering highly technical/specialized training, internationally-acclaimed local institutions, those recognized by the Commission on Higher Education as a Center of Excellence or Center of Development, foreign institutions that offer L&D for scholarship purposes or for personal advancement, and others that partner with the CSC in building capabilities of civil servants.

The CSI regularly updates its list of ALDIs, which may be accessed from its website at csi.csc.gov.ph. [®]

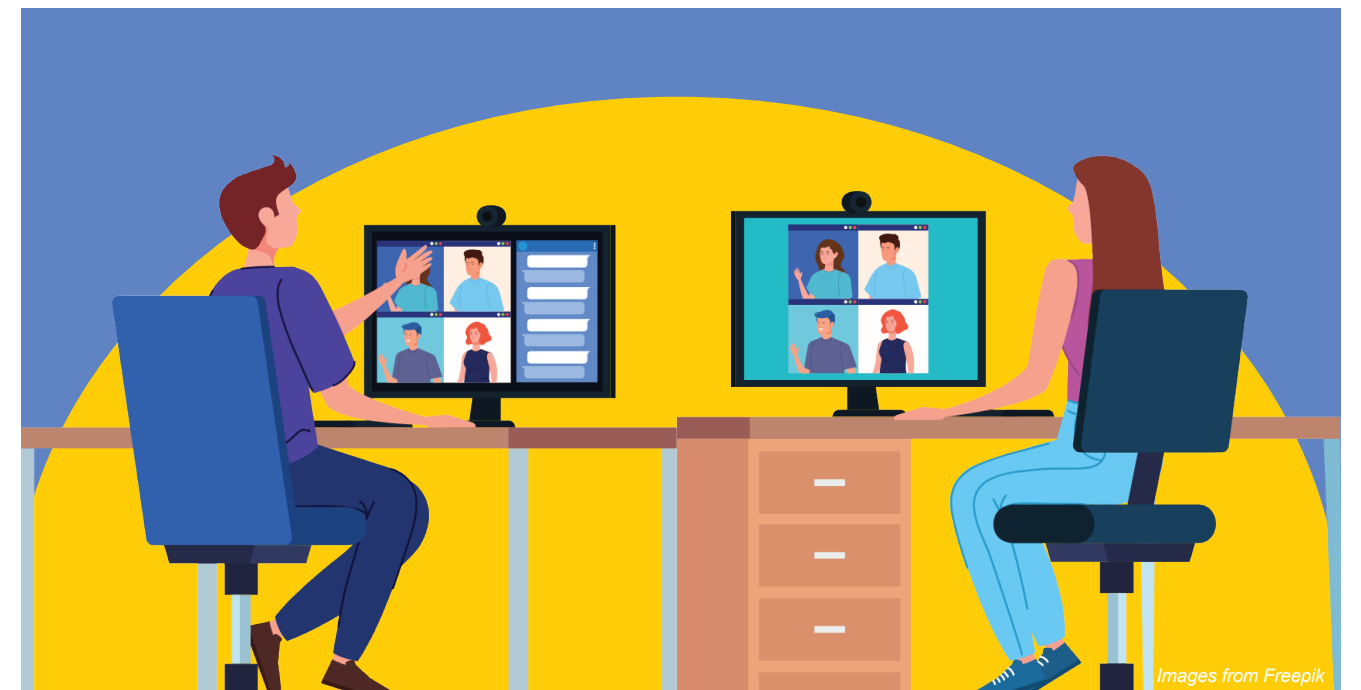
Civil servants told to improve competencies thru online learning

This was expressed by the Civil Service Commission (CSC), adding that the pandemic has driven many organizations to offer webinars and online training courses, making learning relatively more accessible, convenient, and affordable.

It is said that it is important for civil servants to regularly enrich their knowledge or upgrade their competencies in order to meet expected performance levels and to continue delivering effective public service. Agencies are also responsible for establishing a learning and development



Go to csi.csc.gov.ph/training-calendar to view the Civil Service Institute’s list of courses. You may also contact the CSC Regional Office nearest you for information on trainings and webinars it offers. Access the directory of CSC Regional Offices at www.csc.gov.ph/cscrod.



Images from Freepik

Training hours earned online may be credited, says CSC

Training hours earned from participating in online courses 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.

Under Civil Service Commission (CSC) Resolution No. 2100190 promulgated on 17 February 2021 or the General Guidelines on Digital/Online Learning in the Public Sector, agency heads may implement, adopt, or avail of any or a combination of four digital/online learning modalities:

- *Webinars and other synchronous learning approaches* refer to virtual, instructor-led, same time learning. This means the course is availed of by the participants at the same time based on a specified schedule.
- *eLearning* refers to a learner-centered asynchronous approach where participants access online multi-modal learning resources to learn at their own pace, anytime, anywhere.
- *Microlearning Modules* are asynchronous, bite-sized, stand-alone learning modules that usually span not more than ten minutes but comprehensively address one learning objective.
- *Blended Learning* refers to a combination of synchronous, asynchronous, virtual, and face-to-face formats. This approach is flexible and can easily address any learning objective

The policy allows face-to-face classroom training, provided that the quarantine classification in the area allows mass gathering, or the quarantine has been totally lifted, and that health and safety protocols are observed.

In crediting training hours for webinars and other synchronous learning approaches, the learner must obtain a Certificate of Attendance or Completion from any of the prescribed learning providers.

For asynchronous eLearning and microlearning modules, training hours shall be measured based on the actual duration of the module and evidenced by the tracking system of the learning platform implemented by any of the prescribed learning providers.

For blended learning, training hours shall be measured based on the duration of course including total learning hours for synchronous, asynchronous learning, and preparation of course requirements/ outputs. Outputs may also earn training hours, the duration of which is dependent on the type of output.

CSC Resolution No. 2100190 took effect on 10 March 2021, but can be applied retroactively to online learning attended since 16 March 2020, provided that guidelines are met. [®]

Preparing for a post-pandemic world: Gov't agencies need recovery strategy

The Civil Service Commission (CSC) called on heads of agencies and human resource (HR) management practitioners in the public sector to look into HR's post-pandemic role and to prepare for the challenges of recovery.

CSC Chairperson Alicia dela Rosa-Bala said that the country's transition to a post-pandemic world brings to fore the compelling role of HR in preparing government agencies and civil servants for changes in the workplace.

"We should now start planning for a recovery strategy. How will the workplace look like after the pandemic? What will public service delivery look like? What policies and programs do we need to review or to introduce to better adapt to a better normal?" the CSC chief said.

Chairperson Bala pointed out that in coming up with strategies, HR managers can take off from the four core human resource management (HRM) systems—Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition.


"For example, the pandemic has stressed the importance of flexibility and agility. What does this mean in terms of hiring new employees? What types of training will our workers need to catch up with technology? How will remote work continue to alter the way we manage performance? Now that the pandemic has accelerated innovation in the workplace, how can we use rewards to generate new ideas for better public service delivery?" she illustrated.

She said that the pandemic can be viewed as an opportunity for HR to look beyond its transactional, paper-pushing

functions and assert a more strategic role in the organization.

The CSC chief further explained that the shift to strategic HR would entail a change management intervention that would engage the entire organization toward translating HR excellence to public service excellence. This organizational change process may be achieved through the adoption of the PRIME-HRM (Program to Institutionalize Meritocracy and Excellence in Human Resource Management).

She said that the CSC, through its PRIME-HRM, continues to assess the HR systems and competencies of government agencies to determine their current HR Maturity Level. It also assists them in addressing gaps and meeting desired outcomes.

Chairperson Bala added that agencies excelling in HRM can vie for awards and recognition. Based on the Revised Guidelines on the Conferment of HR Recognition and Award through CSC Resolution No. 2000359 promulgated on 17 February 2020, agencies can vie for special recognition depending on the maturity levels of their HR systems. 



CSC confers PRIME-HRM Bronze Award to DSWD FO I

The Civil Service Commission Regional Office I (CSC RO I) conferred the PRIME-HRM Bronze Award on the Department of Social Welfare and Development Field Office 1 (DSWD FO1) on 11 February 2021 in an event that coincided with the latter's 70th Founding Anniversary celebration.

The PRIME-HRM Bronze Award is given to a government agency/office that has effectively managed and implemented its human resource management (HRM) systems, resulting in Process-Defined HRM in all four core HRM systems, namely, Recruitment, Selection, and Placement, Learning and Development, Performance Management, and Rewards and Recognition.


The awarding was done under the CSC's Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM. Through the said program, the CSC continues to assess the HR systems and competencies of government agencies to determine their current HR Maturity Level. It also assists them in addressing gaps and meeting desired outcomes.

DSWD Secretary Rolando Joselito D. Bautista and Director IV Marcelo Nicomedes J. Castillo received the award from the CSC delegation composed of CSC RO I Director IV Hedy Jose B. Lardizabal, CSC Field Office-La Union Director II Edgar F. Asuncion, Chief Human Resource Specialist Marina G. Cabañero, and Supervising Human Resource Specialist Walfredo C. Laudencia, Jr.

With the conferment of the PRIME-HRM Bronze Award (Maturity Level II), DSWD FO1 shall now enjoy the following privileges:

- Authority to approve appointments, subject to post audit;
- Exemption from Section 96 of the 2017 ORAOHRA, as amended;

- 20% discount for the HRMO head or one (1) agency representative for trainings/conferences conducted by the CSC-Civil Service Institute;
- 20% discount for the HRMO head or one (1) agency representative in CSC ROs' trainings/conferences;
- Exclusive membership to a Community of Learners who shall have access to digital learning resources and other developmental opportunities subject to CSC guidelines;
- Announcement of bureaucracy-wide agency programs/projects through the CSC website; and
- Such other benefits that the Commission may approve in the future.

On the other hand, as a PRIME-HRM Bronze awardee, the DSWD FO1 is expected to continue improving its HRM systems, competencies, and practices, as well as to comply with CSC issuances on appointments and other HR actions. 



In photo (from left): [CSC officials] Mr. Walfredo C. Laudencia Jr., Ms. Marina G. Cabañero, Director II Edgar F. Asuncion; Director IV Hedy Jose B. Lardizabal; [DSWD officials] Ms. Clarivel Bansuela, Social Worker Officer V; Director IV Marcelo Nicomedes J. Castillo; Secretary Rolando Joselito D. Bautista; Ms. Marlene Febes D. Peralta, Assistant Regional Director for Operations; Ms. Anniely J. Ferrer, OIC Assistant Regional Director for Administration.

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 in Cotabato City 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



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.

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. [®]

Cagayan Valley Region boasts 12 PRIME-HRM awardees in 2020

Despite the limited mobility caused by the COVID-19 pandemic in 2020, a total of 12 agencies in Region II were conferred the PRIME-HRM Bronze Award for excellent human resource management (HRM) systems.

These agencies are the Department of Interior and Local Government RO2, Department of Social Welfare and Development FO 2, Isabela State University, Nueva Vizcaya State University, Quirino State University, Department of Education (DepEd) Regional Office 02, and the DepEd Division Offices of Cauayan City, Ilagan City, Isabela, Nueva Vizcaya, Quirino, and Santiago City.

The award, given under the CSC's PRIME-HRM or Program to Institutionalize Meritocracy and Excellence in Human Resource Management, recognizes agencies that meet all the requirements of

the Maturity Level II indicators in all four (4) core HRM systems, namely, Recruitment Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition.

The number of awardees for year 2020 can be attributed to the strategies adopted by CSC Regional Office (CSC RO) II by creating a team of assistors in 2019, composed of CSC RO II Field Directors and assistors from the different divisions in the regional office. They were capacitated to assist agencies across provinces even outside of the field directors' area of jurisdiction.

Moreover, the conduct of six batches of PRIME-HRM Summits in 2019 strengthened the PRIME-HRM assistance for the different agencies, as the events served as a platform for learning and benchmarking. [®]

IP educator named CSC Pagasa Award semi-finalist

Civil Service Commission Regional Office (CSC RO) VI conferred the CSC Pagasa Award on Dr. Jesus Catigan Insilada, Principal I of Canning National High School, Canning, Lambunao, Iloilo, as a semi-finalist of the 2020 Search for Outstanding Government Workers.

In a simple ceremony held 9 February 2021, Dr. Insilada received a Certificate of Recognition and cash reward of PHP20,000 from CSC RO VI Director IV Nelson G. Sarmiento, together with CSC Field Office-Iloilo Director II John Esar T. David and Public Assistance and Liaison Division Chief Maria Theresa J. Aguirre.

Department of Education (DepEd) Division Superintendent Roel F. Bermejo lauded Dr. Insilada as a

source of inspiration for DepEd officials and employees due to his feats and triumphs in the field of education, particularly for indigenous peoples (IP).

In his acceptance speech, Dr. Insilada echoed the plight of the indigenous peoples whom he believes deserve equal opportunity to education, support, and development. He said that winning awards is not for the purpose of advertising one's Accomplishments, rather it is a way of inspiring others.

CSC Director Sarmiento apprised that, out of 20 regional winners, only Dr. Insilada made it in the national screening and evaluation. Thus, he encouraged DepEd Region 6 to strengthen the Agency's PRAISE mechanism as it is a very viable way of identifying potential nominees. [®]



The Civil Service Commission's Contact Center ng Bayan (CCB) has been cited in the President's Penultimate Report to the People (2016-2020) as one of the mechanisms through which the government has effectively responded to public concerns.

The report commended the CSC's CCB for working closely with the Anti-Red Tape Authority (ARTA) "to ensure that mounting public complaints on unsatisfactory government services are properly and expeditiously addressed and resolved, including initiating investigation and filing of cases against violators. Our people are afforded with various channels for them to easily relay their feedback on the quality of government services they receive."

CCB posts 97.91% resolution rate in 2020

In support to President Rodrigo Roa Duterte's call for government agencies to be responsive in the midst of the COVID-19 pandemic, the CCB has remained fully operational, posting a 97.91% resolution rate in 2020.

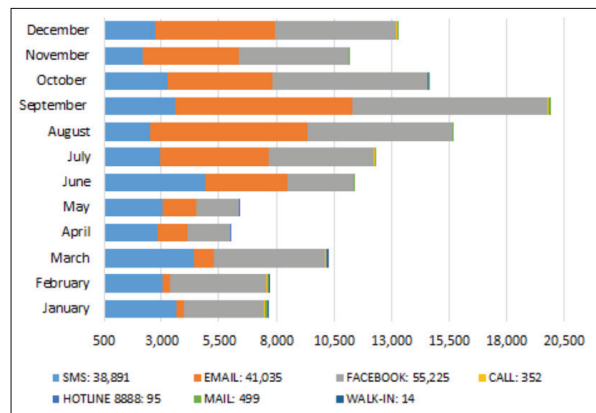
As a public feedback facility, the CSC CCB acted on 96,613 out of 98,675 tickets requiring action received in 2020. The CCB receives and acts on public feedback sent thru its text messaging service, email, website, and CSC Facebook page. The CCB Hotline 1-6565 was made temporarily unavailable from 16 March to 31 December 2020 due to the varying degrees of community quarantines implemented in the National Capital Region.

Majority or 91.78% of the transactions were queries from clients with a total of 90,563; requests for assistance with 4,813 or 4.88%; 2,462 or 2.50% were complaints; 711 or 0.72% were commendations; and 126 translating to 0.13% were suggestions.

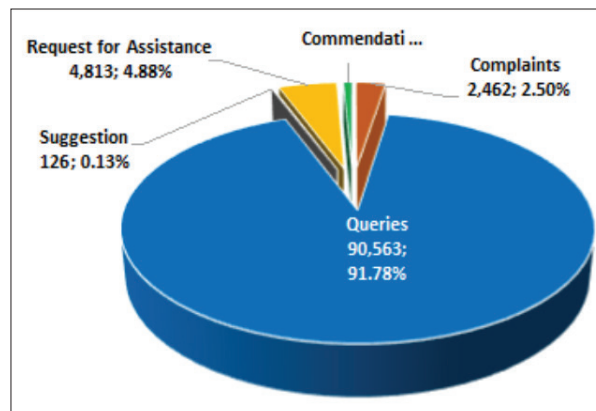
During the implementation of the Enhanced Community Quarantine (ECQ) from 17 March to 31 May 2020, the CCB received more than 15,000 transactions. Of these transactions, 1,166 were referred to other government agencies for resolution. Of the referred concerns, 11.73% pertained to the distribution of the Social Amelioration Program (SAP);

Citizen's Guide

CSC Call Center Contributions to Anti-Corruption Initiatives Cited



Number of feedback received per month, per access modes



Nature of transactions received, January to December 2020

Type of Feedback Referred	Total Feedback	Percentage
Concern on Social Amelioration Program	137	11.73%
Report against government official/employee/s	112	9.59%
Concern on the distribution of relief goods/assistance	78	6.68%
Report against government office/agency	77	6.59%
Repatriation of OFWs/seafarers	74	6.34%
Request for financial assistance	48	4.11%
Report against local/barangay official/s	46	3.94%
Suggested actions during COVID-19 outbreak	44	3.77%
Report against private establishment/individual	36	3.08%
Concern on loan application	31	2.65%
Concern on travel ban	27	2.31%
Request for extension of service	23	1.97%
Appreciation for quality service	22	1.88%
Concern on the implementation of IATF guidelines	22	1.88%
Concern on SBWS Program	16	1.37%
Concern on alternative work arrangement during ECQ	15	1.28%
Non-compliance with the ECQ guidelines	15	1.28%
Concern on leave credits	14	1.20%
Report against local/barangay official/s in connection with the ECQ	14	1.20%
Concern on DOLE Camp Assistance	13	1.11%

Feedback received during the ECQ

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

In 2020, "slow process" and "discourteous frontliners" ranked first and second, respectively, in the nature of complaints received by the CCB, accounting for 53.39%. Majority of the complaints are attributed to the dissatisfaction of customers on the way government agencies handled the distribution of SAP or cash aid during the pandemic.

The CCB is also tasked to handle tickets or complaints referred by the Hotline 8888. The Office of the President's 8888 Citizen's Complaint Center Strategic Action and Response Office has reported that CSC's resolution rate is at 100%.

Government agencies have credited CCB data as basis for improving the quality of service delivered to their clients. For instance, the Social Security Service (SSS), due to perennial ranking as one of the most complained agencies, has pushed for the "digitalization and the process of acquiring new digital infrastructure for the improvement of its services to its members and pensioners".

Since its establishment in 2012 through the joint initiatives of the CSC and the then National Computer Center (now Department of Information and Communications Technology), the CCB has received and acted on a total of 797,621 transactions. It has been tapped in 2016 to handle the initial operation of the Citizen's Complaint Hotline 8888 before it was turned over to the Office of the President on 4 November 2017. In his 2019 State of the Nation Address (SONA), the President cited CCB data in naming the top five most complained agencies with the challenge to "drastically" improve services. The statement of the President encouraged the public to use the CCB facility to report their concerns in transacting with government offices.

For feedback on the delivery of government frontline services, the public may contact the CCB through: the CSC Official Facebook page, email@contactcenterngbayan.gov.ph, SMS 0908-8816565; or call hotline 1-6565 via PLDT landline.



WHO RUNS THE WORLD?

The Civil Service Commission (CSC) remains one with the nation in celebrating women's participation in governance and contributions to nation-building.

Kofi Atta Annan, the 7th Secretary General of the United Nations once said, "When women thrive, all of society benefits, and succeeding generations are given a better start in life." This statement essentially captures the importance of giving equal opportunities and participation to women in the social, political and economic spheres of a nation. A woman is considered as the architect of society, as she lays the foundation for future generations through her sublime power to build a home and nurture her family, influence and mold the mind of her children to make them good citizens. Her fortitude contributes to the making of an ideal family, an ideal society and eventually an ideal state.

Here are some of the women laureates of the annual Search for Outstanding Government Workers which is administered by the CSC through its Honor Awards Program.

WOMEN AWARDEES OF THE SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

OUTLOOK

Human rights advocate Balakrishnan Rajagopal, in an article entitled "The Violence of Development" for the Washington Post, wrote, "Like becoming a refugee, being forcibly ousted from one's land and habitat by a dam, reservoir or highway is not only immediately disruptive and painful, it is also fraught with serious long-term risks of becoming poorer than before displacement, more vulnerable economically, and disintegrated socially."

2012 CSC PAGASA MARILOU G. DUNGOG

PUBLIC RELATIONS OFFICER II
SUBIC BAY METROPOLITAN AUTHORITY

This was the problem that Community Relations Officer Marilou G. Dungog of the Subic Bay Metropolitan Authority (SBMA) raced to address as the developments in the area threatened to jeopardize fisherfolk's homes, livelihood, health, and even their children's future. Ms. Dungog served as mediator to the communities and initiated the conduct of Social Economic Profiling of citizens affected by the displacement.

Dungog was instrumental in the forging of a Memorandum of Agreement between SBMA and the Subic Bay Integrated Fisheries and Aquatic Resources Management Council (SBIFARMC). The agreement covered the release of a P4 million which will fund the P2.3 million Concrete Artificial Reefs which would take the place of former fishing areas declared as reclaimed, shoulder the P700,000 operating expenses of SBIFARMC, set-up of a P500,000 scholarship fund and P500,000 for livelihood programs of members and their families.



2012 PRESIDENTIAL LINGKOD BAYAN REPRESENTATIVE VILMA SANTOS-RECTO FORMER GOVERNOR, NOW REPRESENTATIVE OF BATANGAS CITY

Star of Batangas

Coming from a luminous acting career, Gov. Vi entered politics in 1998 and became the first female mayor of Lipa city, winning three consecutive times in the next elections. During her stint as a local chief executive, she zoomed in on public health, education, and environment programs. This evolved into her flagship integrated program, H.E.A.R.T.S., which stands for Health, Education and Environment, Agriculture, Roads and Infrastructure, Tourism and Security.

But she was mostly cited for daring to fight the toughest battles of the Province of Batangas as she addressed the persistent overcrowding in Taal Lake to improve water quality and prevent fish kills. She ordered the dismantling of hundreds of illegal fish pens and other structures on and within the vicinity of the lake. She admitted that this move almost cost her her re-election in 2010 as moneyed interests ganged up on and campaigned against her. But she prevailed. Many residents and tourists of Batangas have complimented her because now they can sail along and appreciate the beauty of the lake.



Dr. Eva Maria C. Cutiongco-de la Paz is one of the few geneticists in the country who opted to return to the Philippines despite receiving lucrative offers from international medical and research institutions. She firmly believes that for the Philippines to prosper, its extremely bright and talented human resources must show *malasakit*—Filipino scientists setting up their own research labs, teaching and mentoring students and younger faculty members of universities, as well as bringing research expertise back home to solve the country's most pressing problems.

She received the *Dangal ng Bayan* award for her significant and sustained contributions in the field of genetics in the country. She is part of a team of doctors and scientists from around the world involved on research efforts on a uniquely Filipino disease, the Dystonia of Panay, a neurodegenerative disorder affecting male adults whose ancestries can be traced to Panay Island.

With her expertise as geneticist and her practical approach in all her research projects, she and her team was able to convince the Department of Health (DOH), and Department of Science and Technology- Philippine Council for Health Research and Development (PCHRD) that the medicines for Filipinos with cardio-vascular diseases should be customized since not all medicines abroad are appropriate for Pinoyos. From 2015 to 2017, DOH used to spend around PHP375 million for cardiovascular drugs that were not at all effective to Filipinos, hence, such research urged the government to formulate drugs that are customized to Filipinos in consideration of their genetic condition. This increased the rate of saving patients with cardiovascular diseases by giving them medicines suited to them.

2018 DANGAL NG BAYAN
DR. EVA MARIA C. CUTIONGCO DE LA PAZ
 RESEARCH PROFESSOR 7
 NATIONAL INSTITUTES OF HEALTH
 UNIVERSITY OF THE PHILIPPINES MANILA, MANILA

2013 PRESIDENTIAL LINGKOD BAYAN
ANABEL P. UNGCAD
 ALS MOBILE TEACHER
 STA. CRUZ NORTH DISTRICT
 DIVISION OF DAVAO DEL SUR
 DEPARTMENT OF EDUCATION REGION XI

Teacher Anabel P. Ungcad built hopes and dreams by building learning centers.

The Department of Education's Alternative Learning System or ALS guidelines provide that classes may be held in any available space, such as under the shade of trees or waiting sheds. Teacher Anabel was not content and wanted a conducive place for learning. To address this, she put up learning centers to create an environment fit for learning. One was in Barangay Inawayan with an area of 100 sqm. As she was able to secure a donation of a two-classroom building built on a site by Therma South Inc. of the Aboitiz Power Corporation. She also built learning centers in Purok Cagas, Purok Landig 1, and Purok Landig 2 in *Barangay* Simbulan through the help of donations.

From 2010 to 2013, she has handled three *Barangay* Literacy Program (BLP) classes composed of 50 learners and four Accreditation and Equivalency Program (A&EP) classes composed of 100 learners in the elementary level and 200 learners in the secondary, considerably a high rate of enrollees when compared with other learning groups in similar economic, social, and geographic conditions.

Teacher Anabel was also instrumental in alleviating economic conditions of the *barangay*, as well as assisting in social programs. She initiated livelihood trainings to teach residents sources of income. She also assisted in community activities such as feeding programs. She does not think twice in sharing money from her own pocket if it would contribute to the betterment of the *barangay* and her students.



From a non-dairy community to a prime dairy hub—this was the major transformation that the Science City of Muñoz, Nueva Ecija went through in the past few years. Thanks to the zealous public service delivery of Wilma T. Del Rosario who has fixed her eyes on helping the carabao farmers in her community improve their livelihood.

Driven by her *malasakit* and desire to alleviate poverty among the local farmers, Wilma leveraged her influence in the city to expand the farmers' income from raising and milking carabaos and diversifying their products from meat-only production to dairy production. As the Unit Head of the Dairy Herd Improvement Program and Enterprise Development in the National Impact Zone (NIZ) of the Philippine Carabao Center (PCC), Wilma proved the viability of a buffalo-based dairy enterprise by mobilizing and strengthening the membership of existing farmer cooperatives in Nueva Ecija, and helping form new cooperatives and associations totaling to 50. She also assisted in the establishment of the Nueva Ecija Federation of Dairy Carabao Cooperatives (NEFEDCCO), the umbrella organization of the dairy cooperatives.

The large-scale impact of Wilma's efforts in boosting the buffalo-based dairy enterprise in Nueva Ecija was the generation of revenue and jobs among farmers. PHP187 million-revenue was recorded from 2016 to 2018, and 1,553 jobs were created which include the people hired as milk collectors, quality control officers, drivers, processors, and office staff in the different partner-cooperatives and milk collection centers.



2019 CSC PAGASA
WILMA T. DEL ROSARIO
 SENIOR SCIENCE RESEARCH SPECIALIST
 PHILIPPINE CARABAO CENTER
 SCIENCE CITY OF MUNOZ, NUEVA ECIJIA



According to the World Health Organization, countries need to know how many people are born and die each year—and the main causes of their deaths—in order to have well-functioning health systems. The only way to track all births and deaths is through civil registration. Civil registration provides the basis for individual legal identity as well as facilitate the identification of pressing health issues.

Birth, marriage, death, identity—City Civil Registrar Belen Linganay's life revolve around these operative words as she initiated programs which significantly helped increase the civil registration rate of Tangub City.

She brought the services of the City Registrar's Office closer to the citizens through the innovative Mobile Registration Program (MRP). In the five year implementation of the MRP, the City Registrar's Office was able to record 96% of vital registration records of the citizens of the 55 barangays in Tangub. More important is the registration of Indigenous People (IP). "As part of the registration program, the Adopt a Barangay is our way of bringing government service to the Subanens, an indigenous people group inhabiting the hinterland barangay of Sicot. They have to know that they are important to the government and that we recognize their rights and their contributions," explained Ms. Linganay. ®

2019 DANGAL NG BAYAN
BELEN F. LINGANAY
 CITY CIVIL REGISTRAR
 CITY GOVERNMENT OF TANGUB
 MISAMIS OCCIDENTAL

SPRING OF STORIES:

RECAPTURING THE PAGES OF PHILIPPINE LITERATURE FOR WOMEN



"We write from life and call it literature, and literature lives because we are in it," says famous Filipino writer, F. Sionil José.

It matters, however, who's doing the writing. They say history is "his story"—when male writers dominate the page, the stories are about the men as well. But how about the women?

As we celebrate Women's Month this month of March, the *CS Reporter* shares the story of a 2019 Civil Service Commission *Pagasa* awardee and her success in plucking out stories of women from obscurity and letting them shine.

REMEMBERING THE FORGOTTEN

In Nueva Vizcaya, it took one woman's initiative to dig into the depths of Ilokano literature and unveil treasures that have never been seen before.

Lovella G. Velasco, Associate Professor V of the Nueva Vizcaya State University (NVSU), discovered female Ilokano writers whose life stories and literary works have not been made known to people. She then used the Nueva Vizcayan tale of *Ubbog ti Asin* (Salt Spring) as an allegory to describe the situation of these writers.

Ubbog ti Asin tells of the legend of the Salinas Salt Spring in Bambang, Nueva Vizcaya, originating from the life of a fictional character named Yumina. When her husband Gumined, was treacherously killed, she was in deep anguish. Before taking her own life, she prayed to the gods to cover the bodies of her husband's murderers with salt. Ever since, the water flowing through the Salinas Salt Spring were believed to be Yumina's tears. People would go to the Salinas Salt

Spring to admire its beauty, but now it is considered a forgotten natural attraction.

SPRINGING FORTH

Lovella used this story to present the struggles of female writers who wish to express their voice through writing but had little to no recognition. Her dissertation entitled *"Ubbog ti Asin: Kwentu at Kwenta ng mga Babaeng Mannurat"* (Salt Spring: Stories and Worth of Female Writers) exposed the marginalization of female Ilokano writers in the Philippine literature. Out of 128 men and women writers in Region II, only four (4) are from the province of Nueva Vizcaya—Ruperta Ramos Asuncion, Cristina Gervacio Gallato, Sherma Espino Benosa, and Michel Eugenio Suguitan. Their names, however, are missing from the anthologies or compendiums in Philippine literature books; their literary contributions and personal stories were never recognized in the male-dominated industry.

By presenting her research study and other findings to local, national, and international conferences, Lovella was able to capture global attention to the richness of Nueva Vizcaya's language and literature, culture, and history. In 2017, the *Komisyon sa Wikang Filipino* (KWF) conferred her the highest *Gawad Julian Balmaseda* for her research.

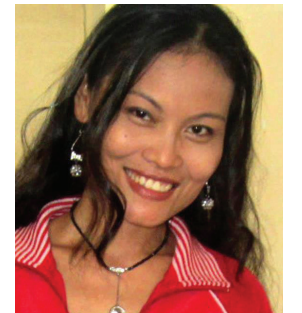
Her work was also featured in the Philippine Information Agency Region II website and in *Northern Digest* in 2018, which created further awareness on female Ilokano writers in Nueva Vizcaya. "Our female writers and their stories will now be known and they will not be any more invisible in Philippine Literature," Lovella said.



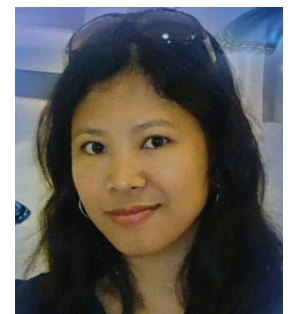
RUPERTA RAMOS ASUNCION



CRISTINA GERVACIO GALLATO



SHERMA E. BENOSA



MARICHEL E. SUGUITAN



Prof. Lovella Velasco interviews Johnny B. Buhay, an Ilokano writer from Nueva Vizcaya.



Prof. Lovella Velasco interviews Melanie Binlinan, an Ilokano poet from Nueva Vizcaya.

“Our female writers and their stories will now be known and they will not be any more invisible in Philippine Literature.”

The impact of her work spills over to the production of instructional materials in school with distinct Ilokano terminologies, vocabulary, and unique lessons to deepen student understanding and appreciation of Ilokano. It is proved to be timely as mother tongue is prescribed as medium of instruction in the primary education levels.

Lovella’s work has not only brought female Ilokano writers from the peripheries to the limelight, but has also immortalized their stories and ensured that their literary contributions are retold to the next generations.

HER STORY

Aside from being Associate Professor V at the NVSU, Lovella is also Program Chair of the university’s College of Teacher Education Graduate School Program. She teaches Survey of Philippine Literature, Mythology and Folklore, The Child and Adolescent Literature, Teaching English in the Elementary Grades Through Literature, Principles and Theories of Language Acquisition and Learning, Language, and Culture and Society. Just from the lineup of courses she teaches, one can already see how passionate she is about literature.

“My love for Philippine literature started during my doctorate years at the University of Sto. Tomas when I was taking up doctor of Philosophy in Literature,” Lovella

shared. “My professors in literature, Dr. Florentino H. Hornedo, Dr. Rebecca T. Añonuevo, and Dr. Michael Coroza greatly influenced me because of their personal and professional manifestations of love for Philippine Literature. I eventually imbibed it.”

Her journey in unearthing stories by women and about women was not easy. One of her requirements in the subject Regional Literatures under Dr. Hornedo was to come up with list of authors and their writings from our region. But in the course of her research, Lovella was not able to see anthologies of Ilokano authors coming from her very own Region II. In some of the anthologies, there were only a few male Ilokano authors from Nueva Vizcaya. “What saddened me was the absence of female Ilokano writers of the

province,” Lovella said. “I felt sorrow in my heart as I wondered if there are female writers from my very own province.”

Lovella then concluded that most recent researches and studies in literature are focused on well-known female authors in the country whose literary works are written either in English or in the Filipino language. Noticeably, only these literatures written in Filipino and English were anthologized and published, while those in the local vernacular such as regional literature were not as organized and properly promoted.

Ilokano literature, however, has produced a plethora of Ilokano writings that have been anthologized in GUMIL, an Ilokano publication of Ilokano literature. The writers of such anthologies were

predominantly male. It has also been surveyed that most Ilokano writers apparently came from Region I or the Ilocos region, and only a few are writers from Region II, in which Nueva Vizcaya is one of its provinces. From the small number of writers from Region II, only very few are female. These circumstances characterize the Ilokano literature in general as an all-male territory.

Through this study, Lovella saw the need to strengthen the representation of women in literature. Underrepresentation, or rendering women as invisible, is a form of oppression. Such is the case about ordinary female writers who were silenced because they were unaccounted for and thus missing in Philippine literature.

Surveys revealed the dearth for the documentation, study, scholarly preservation, and appreciation of the life and writings of regional female writers particularly, in Nueva Vizcaya, a province which is not so well-known, too. “Being an Ilokano and a daughter of Nueva Vizcaya, I attempted to empower the female writers of Nueva Vizcaya: introduce them, tell their short stories written in the vernacular, and their impact on language, literature, culture, and women in general,” Lovella said.

“Being an Ilokano and a daughter of Nueva Vizcaya, I attempted to empower the female writers of Nueva Vizcaya: introduce them, tell their short stories written in the vernacular, and their impact on language, literature, culture, and women in general.”



Prof. Lovella Velasco interviews Ms. Cristina Gervacio Gallato about her short stories



Prof. Lovella Velasco interviews Dr. Bonifacio Ramos, an Ilokano writer from Nueva Vizcaya and the brother of Ruperta Ramos Asuncion, one of the female writers.

FROM INVISIBLE TO VISIBLE

The hunt for the unaccounted Ilokano female writers was already a struggle; the search for their stories was even more difficult and the translation of these Ilokano short stories to Filipino proved to be Lovella's most challenging task.

"I started searching for the female writers of Nueva Vizcaya who remain missing in male-dominated Philippine literature," Lovella shared. "Inspired by their life stories, I crafted a bibliographic building of them and retrieved and culled their Ilokano short stories from the '70s to early 2000s from Bannawag magazine at the National Museum and in the libraries of

different universities. I translated their short stories written in the vernacular into Filipino language for wider readership, understanding, and appreciation."

Lovella's efforts to make these women visible were rewarded by further exposure through local and international conferences. She was able to present her dissertation results to the Asian Conference on Literature and Librarianship; International Conference on Education, Psychology, and Social Sciences; Nueva Vizcaya Historical Congress; Nakem International Conference; and the General Assembly of Lady Local Legislators' League of the Philippines Nueva Vizcaya Chapter.

In the course of sharing her research, Lovella was able to touch other women's lives. She shared: "During an international research presentation, one of the female participants from Lebanon approached me telling me she was inspired by my research and she promised that she would also do the same kind of research in her place because she believed that her regional language and female writers in their place are not also recognized due to patriarchy."

She is also often invited to speak in Gender and Development-related activities where she would share her research and passion for women empowerment.

NEXT STEPS

So what's in store of Nueva Vizcayan literature and female authorship?

As a researcher, Lovella's astute observations led her to explore the intersection of gender and race/ethnicity in articulating issues in literature. She believes that there is no better avenue for women to be more visible in the field of literature than in the academe. "Through education, students, particularly young women, will be exposed to the significance of women and female writers and their written work, which could influence and inspire them to be one," she explained. "In fact, when I introduced the female Ilokano writers and their stories in my classes, my students said they feel proud of

them, and appreciated and loved their Ilokano short stories as they can fully relate to the plot of the stories."

Another way to do this, Lovella says, is to encourage female students to engage in research activities about regional literature, female authorship, and feminism.

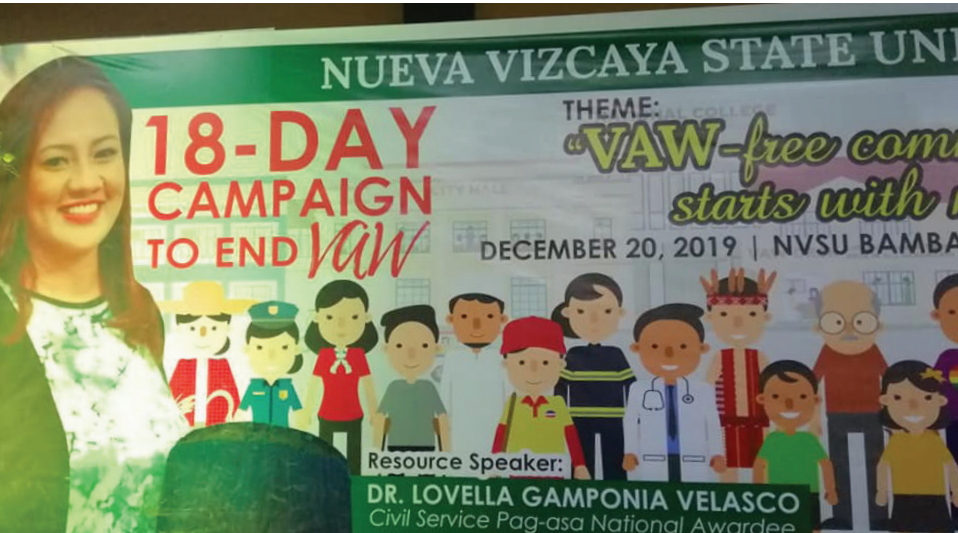
"While almost all of my students are very vocal that they enjoy and love literature, and others even ventured to do research on literature and regional literature, there are still people from the academe who perceive regional literature to be run-of-the-mill and less significant than that of the English literature," she explained. "This perception is the biggest roadblock to achieving visibility of women in literature."

Despite this prevailing attitude, Lovella hopes to continue with her quest, and to inspire others to do the same as well. Nueva Vizcaya's once-famous Salt Spring has stopped producing salt and is now a forgotten relic. Women's works should not be so. Writing about women and for women would help the spring of stories continue to pour forth and attract readers from around the world.

"I still wish to make a sequel of my research, to search for other female writers in the province of Nueva Vizcaya, write about them, translate their Ilokano stories, and publish them," she said. "There are still female writers in the province who remain unaccounted for.



Prof. Lovella G. Velasco joins the 2015 International Academic Forum in Japan to present her research about Ilokano women writers in Nueva Vizcaya.



Prof. Lovella G. Velasco is often invited to GAD-related activities in Nueva Vizcaya to speak about women empowerment and to share her research.



Prof. Lovella G. Velasco was awarded the Gawad Julian Balmaseda in 2017 by the Komisyon sa Wikang Filipino for her research paper, "Ubbog Ti Asin: Kuwento at Kuwenta ng mga Babaeng Mannurat"



Prof. Lovella G. Velasco receives the 2019 CSC Pagasa Award from President Rodrigo Roa Duterte and CSC Chairperson Alicia dela Rosa-Bala during the 2019 Search for Outstanding Government Workers Awards Rites in Malacañang

I want to do research on regional or local literary pieces to contribute to the dearth of contextualized learning materials in the academe. I also would like to write about extraordinary women in Nueva Vizcaya if given the luxury of time."

Lovella is also determined to remain strong for other women, and to keep on telling their stories. "I am always challenged and inspired by these words of Helene Cixous in her essay, *The Laugh of the Medusa*, and this is also what I want to impart to all women—that we are all a looking glass, women mirror other women, so that we have to bring out the best and the worst in each one of us and use these as our

platforms to tell the world that we exist; we are relevant; we have power to change the world. And I quote:

"I shall speak about women's writing: about what it will do. Woman must write her self: must write about women and bring women to writing, from which they have been driven away as violently as from their bodies—for the same reasons, by the same law, with the same fatal goal. Woman must put herself into the text—as into the world and into history—by her own movement."

-Helene Cixous, *The Laugh of the Medusa*



**TEXTILES
EMPOWERING
LIVES ANEW**

**FASHIONING
PHILIPPINE
TEXTILES TOWARD
A SUSTAINABLE
CREATIVE ECONOMY***

**Message of CSC Commissioner Aileen Lourdes Lizada during the 2021 Textile Stakeholders Conference held last 27 January 2021*

On behalf of the women and men of the Civil Service Commission (CSC), I would like to extend our warmest congratulations to the Philippine Textile Research Institute of the Department of Science and Technology for organizing the TELA Conference. This event is very timely as organizations need to re-think strategies given the challenges presented by the COVID-19 pandemic. What better way to do this than by gathering stakeholders from government and the private sector to discuss and address opportunities for the transformation of the Philippine textile industry.

It has been ten months since different parts of the country were placed under varying levels of community quarantine after COVID-19 infections moved past containment. We all acknowledge that if quarantine is not in place, the infection will cause severe economic, social, and political disruption. We are not in isolation as countries deal with the second waves and mutating variants leading to cancellation of major world events, shutdown of public, commercial, and educational establishments, and stoppage of industries as part of aggressive measures to manage the spread of the virus worldwide. We collectively departed from the usual way of doing things and were forced to adapt to a new norm.

For the CSC, drastic adjustments had to be made so that the Commission can effectively and efficiently operate

in this evolving new normal. As part of the whole of government approach in managing COVID-19, the CSC as the central HR agency rolled out critical policies in recruitment and appointment, performance management, learning and development, and rewards and recognition. Also formulated were rules on the availment of leave, alternative work arrangements, and service protocols to ensure the safety and health of government workers. We thank all government offices and employees for the support given to the policies issued as we continued to carry out our respective mandates, anchored on specific laws, rules and regulations.

In compliance with the provisions of Republic Act No. 9242 or An Act Prescribing the Use of the Philippine Tropical Fabrics for Uniforms of Public Officials and Employees and for other Purposes which was passed in 2004, CSC has issued policies to promote the preferential use of tropical fabrics for the uniforms of government officials and employees. Said measure not only promotes the

use of locally-manufactured goods but also generates wider employment, making the industry competitive.

For the CSC, Lumban barang is our “go to” resource whenever we need Filipiniana-themed uniforms for Commission-hosted events such as the ASEAN Conference. *Mapa-international man po o local*, we ensure that we are able to showcase the quality and finest hand-embroidered barangs of Lumban, Laguna which is known as the Embroidery Capital of the Philippines. Their products reflect the meticulous attention given to preserve their time-honored tradition of exquisite embroidery and barang-making.

Aside from uniforms, natural fibers produced, spun, woven or knitted and finished by local producers are our preferred tokens of appreciation for our local and international partners and stakeholders. To show that we practice what we preach, we regularly procure Yakan textiles ordered from Southern Mindanao and Inabel fabrics from Northern Luzon.

These are just two of the initiatives of the CSC to display our commitment to the enactment of R.A. No. 9242. Also, part of the strategy is espousing shared values of Patriotism along with Integrity, Excellence, and Spirituality through the Public Service Values Program (PSVP). One demonstration of Patriotism under the PSVP is supporting our local industries by buying Filipino-made products.

The Commission will continue to be PTRI’s staunch partner in ensuring that the goals of R.A. No. 9242 are achieved. But we also call for your support on two things. First, is the call to implement the provisions of the Occupational Safety and Health Standard, a first for the bureaucracy, drawn up by the CSC together with the Departments of Health and Labor and Employment through Joint Memorandum Circular No. 1 issued in March 2020. This policy requires agencies to implement precautionary measures prior to resumption of normal operations, such as disinfection and decontamination

One demonstration of Patriotism under the Public Service Values Program is supporting our local industries by buying Filipino-made products.

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In this time of crisis, before we ask for people's outputs, accomplishments or innovative ideas, can we make sure to first ask how they are? How they are coping? Can we first see to it that we have adopted preventive measures against COVID-19 in the workplace so that when it's time to go back to physical reporting, our employees are assured that they are safe and that their well-being is taken cared of?



-Gary Hamel

activities, conduct of health status check among employees, and modification of workplace layout to ensure observance of physical distancing requirements.

JMC No. 1, s. 2020, also provides a list of reasonable working conditions and workplace standards that agencies must comply with such as wearing of face masks, taking of body temperature, and setting up of sanitation stations. Moreover, support mechanisms, such as provision of personal protective equipment (PPE) to employees and reasonable transportation facilities and housing quarters, should be made available to employees required to physically report for work. Furthermore, it required government agencies to establish partnership with the nearest government health facility that can respond to accidents and injuries in case of emergencies, especially in case of COVID-19 infection.

Second is our appeal to ensure that we will continue to deliver much needed services balanced with the need to prevent the spread of the coronavirus in workplaces. Allow me to share what Gary Hamel wrote in his article for the Harvard Business Review entitled, "The Why, What, and How of Management Innovation". A portion reads and I quote, "In this time of crisis, before we ask for people's outputs, accomplishments or innovative ideas, can we make sure to first ask how they are? How they are coping? Can we first see to it that we have adopted preventive measures against COVID-19 in the workplace so that when it's time to go back to physical reporting, our employees are assured that they are safe and that their well-being is taken cared of?" Let us not treat our employees as mere commodities, but as strategic partners in overcoming this crisis.

I assure everyone that much is being done to get the affairs of the civil service in order. We have to head-on meet challenges in providing needed WFH computers and internet connectivity, monitoring of compliance with existing policies especially in OSHS, and achieve work-life integration.

Congratulations to PTRI for organizing this Conference to revitalize the textile industry and empower its stakeholders. The CSC continues to look forward to a fruitful partnership with all of you toward upholding the efficiency and effectiveness of public service and in building a future that the Filipino people deserve.

Maraming salamat at mabuhay ang serbisyo publiko! 🇵🇭

How the **EMLL** helps **mothers**



It has been two years since the 105-Day Expanded Maternity Leave Law (RA No. 11210) was enacted. The law has extended paid maternity leave from 60 to 105 days, which makes it a landmark policy in advancing women's welfare.

R.A. No. 11210 grants 105 days of paid maternity leave for live childbirth, regardless of the mode of delivery, and an additional 15 days if the female worker qualifies as a solo parent under Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000; and 60 days of paid leave in case of miscarriage or emergency termination of pregnancy. It applies in all instances of pregnancy, miscarriage, or emergency termination of pregnancy regardless of frequency. It is also available to all female employees in the government service regardless of their employment/ appointment status, whether permanent, temporary, casual, contractual, provisional, substitute, coterminous, or fixed term.

Two years after its enactment, the Civil Service Reporter asks some of the CSC employees who have already availed of the 105-Day Maternity Leave to tell their experiences.

Meet Theodora Rose B. Pel-ey, Human Resource Specialist II, CSC Cordillera Administrative Region; Atty. Riceli Madrid-Agan, Attorney IV, CSC Regional Office X; and Ditta Mae Siena-De Guzman, Supervising Human Resource Specialist, CSC Office for Human Resource Management and Development.



Rose B. Pel-ey
Human Resource Specialist II
TCSC Cordillera Administrative Region



Atty. Riceli Madrid-Agan
Attorney IV
CSC Regional Office X



Ditta Mae Siena-De Guzman
Supervising Human Resource Specialist
CSC Office for Human Resource Management and Development.

What was your reaction when you learned about the Expanded Maternity Leave Law (EMLL)?

Rose: I was elated, because the increase in the number of days means mothers have longer time to take care of their newborn as well as their own well-being. We were planning to have a baby when the EML was enacted.

Atty. Riceli: I was six months pregnant that time. I was happy and at the same time, very excited considering that I will be among those who will benefit from the new law.

Ditta: I was already aware of the provisions of the Expanded Maternity Leave Law (EMLL) even before I got pregnant. In my mind, it is a very helpful reference for colleagues who might ask me about it. I was pregnant when the other side of the world has already started experiencing the adverse effects of the spread of the coronavirus (COVID-19) and when the Philippine Government imposed strict community quarantine protocols in several areas in the country, including the National Capital Region (NCR). But work in the government continued through alternative work arrangements. It is a good thing that the CSC is strictly adopting the various alternative work arrangements and online platforms to proceed with work. With this, I was able to apply for the EMLL by submitting soft copies of my documents online before giving birth.

What are the benefits of the EMLL that you experienced/are experiencing as a pregnant woman or a nursing mother?

Rose: The EMLL afforded me and my baby sufficient time to make the necessary adjustments. On my baby's part, adjusting from latch breastfeeding to bottle feeding; and on my part, preparing myself to go back to work, mentally, emotionally, and physically. There was also enough time to recuperate from post-partum. More importantly, there's longer time to provide

the necessary care to my newborn, and the much needed mother-child special bonding moments which are crucial during his first few months of life.

Atty. Riceli: The full 105 days maternity leave meant more time spent with my little one.

Ditta: Even while on work-from-home setting, the EMLL has been very helpful to me and my family as I was able to focus on taking care of my baby for 98 days. With the provision under the EMLL that I can transfer seven (7) days leave to my husband, he was also able to take a 14-day leave from work (seven days paternity leave, seven days from EMLL). The EMLL has been a great improvement from its original form, all for the welfare of mothers and their families though I cannot help but think of more enhancements to the policy especially knowing the benefits that mothers in other countries get.

How do you think this law impacts other women who are in a similar situation as yours?

Rose: The law increases women's self-esteem and sense of fulfillment especially for first-time "moms". With the 45-days added to the usual 60-days maternity leave, they are given more reasonable time to learn the rudiments of child care and other maternal roles which start as soon as the baby is born. In my case, I experienced a smoother transition time to regain my strength; and with restored health and overall wellness for myself and my baby, I am better prepared and more at peace to return to work.

Atty. Riceli: I believe this law helps promote family values and well-being. For one, the extended time allotted for the mother to stay with her child promotes stronger bond between mother and child. It gives the mother more time to focus on breastfeeding and nurturing her child. Also, first time working moms like me will have enough time to adjust and to transition

from being a full-time mom (for about three months) to going back as a working mother. Moreover, I believe that the extended time spent with the newborn child helps mothers manage and combat postnatal depression.

Ditta: My friend who lives in Melbourne gave birth just three (3) weeks ahead of me. Her maternity leave is from July 2020 until July 2021. She had enough time to prepare for her birth, for taking care of her child, and for recovering from the pains and hurdles of childbirth. While 105 days is truly not enough for preparing for and relishing this milestone, I am still thankful that the Philippine Government pursued this landmark policy. It was indeed a huge success, strongly benefitting families nationwide.

While I was able to enjoy the EMLL, I could not help but think about the experiences of mothers before the EMLL was promulgated. As my 98 days crawled by, I thought about my friends who had to literally rush their preparation to get back to work while still caring for their newborn child and their own health.

Are there any other challenges unique to women that you think need the attention of policymakers? What are these challenges?

Rose: One of the challenges that women face, especially after giving birth and during the crucial early years of child development, is leaving their children at home while they work. I hope that policy makers would consider advocating for more flexible and friendlier workplaces wherein facilities should be available in every workplace to enable mothers to bring their children at work; or for government offices to consider digitization of certain jobs to allow women-employees getting back to work from maternity leave to do their job remotely; or perhaps a work-from-home arrangement be offered as an option. I think these choices would lessen the anxieties of mothers and

I celebrate the roles that I take on as a woman. I celebrate my capability of being a wife, a mother, a daughter, a sister, a friend, a civil servant, and a servant of God all at the same time. It is amazing how women can take on all these roles and still emerge victorious each day.

Ditta Mae Siena-De Guzman

at the same time, foster a healthier bond between mother and child because there is continuity of mother-child attachment even while at work.

It may also help address some gender issues especially at this time when it is difficult to get a baby-sitter or entrust babies to a minder, such that women- mothers are often forced to give up their promising career or quit their job to take care of their young children.

Atty. Riceli: Breastfeeding in public places or establishments. I think there are laws on breastfeeding but these are not given preferential attention. There are policies on the establishment of lactation stations but the same are not strictly implemented. I believe breastfeeding stations in public places are necessary just like public toilets. Nursing mothers need accessible, clean, well-ventilated, and enough space to wash up, breastfeed, or express milk comfortably. A small space is enough as long as it is not in the toilet.

Ditta: I believe that there are still areas for improvement in terms of policy development and implementation. I hear stories from friends whose employers—mostly in the private sector—are not aware of the EMLL and its provisions. I hear queries in relation to its proper implementation. I believe that employers and human resource officers need to be fully educated about the law, moreso, its positive impact to employee welfare and motivation. I hear realizations from other mothers that there is still discrimination when it comes to placing women, especially mothers, to technical positions and positions of authority because "manganganak yan, mawawala siya ng 105 days".

I believe that the EMLL does not stop with its implementation. A change of employer perception and attitude towards the implementation of relevant human resource policies such as recruitment and promotion, learning and development, and rewards and recognition, is the best follow-through to the implementation of the law. We celebrate the EMLL's implementation but I still look forward to the day that positive changes in attitudes and behaviour of employers will be achieved.

What do you celebrate about being a woman?

Rose: What I celebrate about being a woman is our God-given and natural instinct to mother or nurture a child who may or may not have come out from our wombs. And we have this immense capacity to stay strong amidst adversities, and to love beyond ourselves if only to brighten the lives of those whom we love and those around us.

Atty. Riceli: As a woman, I am not below or above any man. I am his co-equal being and I am capable of doing what a man can do. I love being a woman because I am an instrument in giving life to God's children. As a woman and a wife, I am my husband's partner, supporter and co-manager of our family. As a mother, I embrace my duty and capability to nurture my child physically, emotionally, and spiritually.

Ditta: I celebrate the roles that I take on as a woman. I celebrate my capability of being a wife, a mother, a daughter, a sister, a friend, a civil servant, and a servant of God all at the same time. It is amazing how women can take on all these roles and still emerge victorious each day.

If you are given the chance to have a coffee and chat with an influential woman, who would it be? What do you admire about this woman?

Rose: If given the chance, I would love to have a chat with New Zealand's Prime Minister Jacinda Arden. I admire her both as a leader and mother. She consistently advocates a kind government and that accordingly, her being a mother has amplified her desire to be a leader driven by kindness and empathy. She has shown the world that mother-hood should not be a hindrance to play dual or multiple roles. She sends a clear message that working motherhood is and should be welcomed in every workplace.

Atty. Riceli: If given a chance, I would love to meet Mother Teresa. She lived a life of love, humility, and service. She worked hand-in-hand with the poor and the oppressed and is a champion of peace and justice. She also puts emphasis on the value of marriage and family life.

Ditta: I would love to have a chat over tea with Queen Elizabeth II. At 94 years old, she was able to withstand the test of time and character through her commitment to her duty and devotion to her family. I admire her for her resilience because she lost her father at a relatively young age and yet she had to take on bigger responsibilities in a snap. Her ability to focus on more pressing matters as well as her ability to delegate duties to other members of her family is truly admirable as a leader and as a woman, a global citizen. 🌐

I believe this law helps promote family values and well-being. For one, the extended time allotted for the mother to stay with her child promotes stronger bond between mother and child.

Atty. Riceli Madrid-Agan

Did You Know?

What You Should Know About Public Sector Unionism

Did you know that unionism has been evident in the Philippines as far back as the 1900s? Yes, there were already acts of grouping of workers fighting for their rights but it was not yet called “unionism” back then. It was in 1937 that public sector unionism (PSU) or the organization of government workers was legalized. This was followed by the first-ever strike recorded in history by the civil servants of the Philippine National Railways. Other public organizations followed suit in forming an employee union, such as the Philippine Charity Sweepstakes Office, Manila Hotel, and National Development Company.

At present, PSU is very much alive in government. But what exactly is PSU? As defined, PSU is the act of organization of employees in government agencies, which exist in whole or in part, for the purpose of collective negotiations or mutual aid, interest, cooperation, and protection. It is legally anchored on Executive Order No. 180 promulgated by former President Corazon Aquino in 1987, after the People Power Revolution. Employees of national government agencies, local government units, government-owned and controlled corporations, and state universities and colleges have the right to form unions in their agencies under EO 180.

PSU is a vital component in every government organization as it promotes civil servants’ rights and privileges and seeks a harmonious working relationship with its management. With a successful partnership between management and workers, employees will be highly motivated, translating to high productivity at work. Since the beginning of PSU, many workers’ rights were lobbied and upheld, such as salary standardization, among others.

As of August 2020, there were 1,843 registered employee unions or organizations in the public sector of which, 1,217 are accredited by the Civil Service Commission (CSC). There are 638 accredited unions with active Collective Negotiation Agreement (CNA).

The Public Sector Labor Management Council (PSLMC) is an inter-agency body tasked to formulate PSU policies and adjudicates intra-union and inter-union disputes. It is composed of the Chairperson of the CSC as the PSLMC Chairperson, Secretary of the Department of Labor and Employment as Vice-Chair, and Secretaries of the Department of Justice, Department of Finance, and Department of Budget and Management as Members.

On the other hand, the CSC serves as the implementing arm or secretariat of the PSLMC through its Human Resource Relations Office. Its services are the registration and accreditation of employee unions, and registration of CNAs. It also extends conciliation services to prevent impending employee-management dispute or to settle an existing one. It also conducts information campaigns about PSU.

Is it enough to self-organize a workers’ organization? No, employee unions need to be registered with the Bureau of Labor Relations to acquire legal personality and to be entitled to the rights and privileges under EO 180. There may be more than one employee union in an agency; however, there should only be one employee organization, which enjoys the majority support of the agency’s rank-and-file employees, that the CSC can accredit. The accredited union is the sole and exclusive negotiating agent of employees that can enter into a CNA with the management. This agreement includes terms and conditions of employment, including improvements that are not fixed by law. [®]

CSC Champions Public Sector Unionism as it Pilots Online PSU Symposium

As a partner of management, employee organizations do their share in ensuring that civil service rules are observed in human resource systems and processes of their government agencies.

Thus underscored CSC Commissioner Aileen Lourdes Lizada as she tackled the role of public sector unions in service delivery during the Public Sector Symposium held 23-24 February via Zoom and CSC’s Facebook Page.

Conducted by the CSC through the Human Resource Relations Office, the symposium was participated in by government employees, employee unions, and human resource management practitioners from different government agencies nationwide.

During the first day, the HRRO conducted an orientation and discussion on Occupational Safety and Health Standards for the Public Sector and Mental Health Program. Department of Labor and Employment - Bureau of Labor Relations Director IV

Maria Consuelo S. Bacay discussed the services and registration of employee organizations, while the HRRO tackled the registration of Collective Negotiation Agreement (CNA). The discussions are a substantial help for public sector unions and civil servants to understand the process of union registration and accreditation. In the *LunChat with CSC* episode last 29 January 2021, HRRO Director III Krunimar D. Escudero III remarked that there is a gap in the numbers between the registered employees’ organizations and accredited

(continued on page 40)

CSC Commissioner Aileen Lourdes Lizada addresses the participants to the Online Public Sector Union Symposium in her opening message



HRRO Director III Krunimar Escudero III (center) discusses public sector unionism in LunChat with CSC January 2021 episode.





Alicia Bala

CSC Chairperson Alicia dela Rosa-Bala thanks all the participants for active participation, and the HRRO for bringing the online Symposium to the public despite the pandemic.



Resource speakers were Atty. Marjorie Cuenco, Atty. Chaucer Victoria, Atty. Sonny Gianan II, Reference and Research Bureau Executive Director Atty. Jose Noel Garong, all from the House of Representatives.

Watch the recording of the PSU Symposium here:
 Day 1 - <https://fb.watch/3To7DU9A0Z/>
 Day 2 - <https://fb.watch/3Toatp1IGd/>


employees' organizations. He said that it is crucial to close this gap and encourage employees' organizations to proceed to union accreditation so that their employees will have their sole and exclusive negotiating agent and can enter into CNA with the management.

On its second day, Director Escudero III also discussed the Republic Act. No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees. The Office also provided updates on new Public Sector Labor Management Council policies.

CSC Commissioner Aileen Lourdes A. Lizada shared her advocacies for the public sector such as better retirement program for all retiring sector of the government, better benefits for job order and contract of service employees, and institutionalization of human resource management officers in the local government units.

Meanwhile, HRRO organized a wriethop on bill drafting and legislative process for select CSC officials and employees on 17 February 2021. Resource speakers included Atty. Marjorie Cuenco, Atty.

Chaucer Victoria, and Atty. Sonny Gianan II from the House of Representatives, together with Atty. Jose Noel Garong, Executive Director of the Reference and Research Bureau of the House of Representatives.

The activity was attended by representatives from select offices in the Central Office and members of the Technical Working Group (TWG) on the Labor-Management Relations Bill in the CSC composed of officials and employees from the Central and Regional Offices. 

LINGKOD BAYANI | NO DISABILITY CAN HINDER ME

(Lifted from a "Kwentong Lingkod Bayani" entry during the 120th Philippine Civil Service Anniversary; featured in the February 2021 episode of Lingkod Bayan Diaries)

The Civil Service Commission is on a constant lookout for ordinary civil servants who can inspire others to demonstrate public service heroism. Aside from the monthly episodes of *Lingkod Bayan Diaries*, the CSC held the "Kwentong Lingkod Bayani" last September 2020 in time for the 120th Philippine Civil Service Anniversary wherein stories of heroism and volunteerism during the pandemic were solicited from public servants.

The following interview profiles one of the public servants who submitted an entry for the *Kwentong Lingkod Bayani*. She is Ms. Jennifer V. Garcia, Administrative Aide IV at the Department of Social Welfare and Development Field Office I – Area I Vocational Rehabilitation Center. Despite her mobility impairment, she succeeded in achieving her dream to become a public servant. Discover her journey from being a DSWD beneficiary to a DSWD employee, and be inspired by her extra mile to serve her community even amid the pandemic.

What is your current position at the DSWD Field Office I and what is the nature of your job?

I am Jennifer V. Garcia and I am currently an Administrative Aide IV at the DSWD Field Office I – AVRC. The nature of my work is

more on admin—I am designated as records custodian, property custodian, budget and procurement focal person.

I am also a member of our AVRC's advocacy team for the promotion of the rights of Persons with Disabilities. We also conduct sensitivity trainings and orientation on the dynamics of PWDs sa community po.

How long have you been in the public service?

I entered the public service in 2010 as a Job Order worker. My first job here in the DSWD was Computer Trainer for the visually impaired. *So nagtuturo po ako ng computer literacy sa mga taong may kapansanan sa paningin.*

I served two years as Job Order and Cost of Service worker but eventually, I applied for this plantilla position, Administrative Aide IV. I have almost nine (9) years as permanent employee.

Do you have any other job before you joined the public service?

I worked in a private company for five (5) years. It's an internet company. I was a Customer Care Specialist. We do marketing to clients via phone call, like how they do it in call center.

Why did you choose public service?

I myself was one of the beneficiaries of the DSWD services. I was once a client of the Area I Vocational Rehabilitation Center. AVRC I is one of the centers providing vocational and social skills, and training skills for Persons with Disabilities. Its main goal is to train them with skills and the end goal is to refer them for employment after one year of training.

I did not only learn vocational skills here, I was also given a chance to finish my studies in college which I think paved the way for me to get a job in a private company. AVRC I was also the one that referred me to that company.

It's heartwarming to know that the company trusts the PWDs. They look at us as people who can be entrusted with a job, and can stay in the organization. Honestly, we PWDs, if given the opportunity to have a job, treat it as our first and last. We really take care of that opportunity, and never take it for granted.

Also, when I graduated in AVRC I and finished my training course there, a big part of me really wanted to go back to AVRC I to serve...to give back to DSWD and serve my fellow PWDs. I told myself, "Someday, I will go back here to serve."



LINGKOD BAYAN | DIARIES
 AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

No Disability Can Hinder Me

feat. Jennifer V. Garcia

Administrative Aide IV
 DSWD Field Office I
 Area I Vocational Rehabilitation Center

How did you get your Civil Service Eligibility?

When I was in college, I strived to equip myself. After my 2-year course, I immediately took the Civil Service Exam SubProfessional. Fortunately, I passed it. So I already had an eligibility in case I finally decided to enter public service. Eventually, after five (5) years, I was able to use it.

What do you love most about your job?

What I love about it is DSWD's empowerment among PWDs...giving them hope, from powerless to becoming empowered. There are some AVRC PWD clients who used to beg in the streets, losing all hope in life; but when they enrolled in the AVRC program, they transform. They started to regain self-esteem and trust in themselves. They have become more productive citizens and they started to live a more meaningful life in the community.

I also love my tasks as an admin—laying the foundation or backbone of the programs and services. I love contributing my knowledge and skills particularly in ICT to hasten public service transactions. I also love learning about innovations to improve the programs and services offered to PWDs.

As a PWD, how was your experience in applying for jobs?

My first application was actually in government. Knowing that I already have my civil service eligibility, I did not hesitate to try government application first. But unfortunately, my experience with that government agency was...they just got my resume, and the person didn't even look at it and told me "We have no vacant position as of now." And instead of reading my resume, that person looked at me from head to toe.

Although not all my job application experiences were like this. I just want to share and be realistic. Very frustrating. But that was a long time ago, I think 1999. Perhaps that is why the recruitment practices were not yet that inclusive. Maybe instances like mine and other forms of discrimination were major factors for improving the recruitment and selection in the public sector.

In the private company, it was totally a different experience. When the company called me over the phone, I told them I can come to their office if they want. Then they said, (non-verbatim) "No, that's not necessary. We don't need to see you, we just want to hear your voice and see your ability to talk to clients. Yes, you're a PWD, and we do not want our decision to be influenced by

what we see in your physical condition. We want to base our decision on your competency." That, to me, was really meaningful.

But when I tried again to apply in the public sector—this time, in DSWD—it was very different from my experience in 1999. DSWD is very accommodating. Generally, the recruitment and selection process in the public sector has dramatically transformed. Everything is guided by the civil service rules. We also have Equal Employment Opportunity wherein all intersectionalities are given a chance to apply and be employed.

In DSWD, we are blessed to have a fair recruitment process. Our HR has many provisions for PWDs. From the posting of job vacancy, you can see that the agency promotes fairness. It is explicitly said that all qualified applicants are encouraged to apply, including PWDs, indigenous peoples, etc. It is very inclusive.

During the interview, they have ways of assisting the deaf—they provide sign language interpreters, and for the blind or visually impaired, they provide braille and screen readers. Our HR also provides ramps for people like me with mobility impairment. I really appreciate that kind of initiative.

DSWD Field Office I also holds orientation on the dynamics of the PWDs for new hires. With this orientation, all our employees are well-oriented and sensitive to the needs of PWD colleagues.

All these initiatives only mean that our agency promotes fair and inclusive treatment to PWDs—clients or employees.

How did you use your ICT skills during the pandemic to continuously provide frontline service to citizens?

I volunteer for *Barangay* Poblacion, Malasiqui, Pangasinan. When the lockdown was declared last March, I took advantage of social media, particularly Facebook, to provide uninterrupted service to the constituents of *Barangay* Poblacion.

I observed that since the declaration of community quarantine, messages and queries flood the Facebook Page of *Barangay* Poblacion. There were numerous concerns regarding the Social Amelioration Program of DSWD. Since I am an employee of the DSWD Field Office I and I am guided by our program mechanics and other rules, I offered to answer those queries. With the approval of the *Barangay* Captain, I was given access to their Facebook Page and I started addressing queries.

Not only that, I suggested to post the donation drives of the *barangay* to spread positivity and hope among the citizens. It is also to inspire citizens to donate to others. This is "*Barangay ko, Aroen Ko, Tulungan Ko*". That is the idea of the Good Samaritan of Brgy. Poblacion.

Another challenge that we tried to address with our ICT skills is the claiming of travel pass, certificates, enrolment for the Day Care pupils, etc. To observe physical distancing, I suggested to adopt online forms. Again, with the approval of the *Barangay*. Captain, they are now using the online forms and their constituents are happy about it.

What is your message to your fellow PWDs and fellow public servants?

Unahin ko po sa mga kapwa ko may kapansanan na currently nagwo-work sa government, kaisa niyo ako kung anuman po yung mga adhikain nating mga empleyadong may kapansanan. Nakakatuwa po na nakapasok tayo sa government service...lahat naman po tayo nabibigyan ng pagkakataon, it's just that kailangan din kasi natin na i-equip yung sarili po natin sa mga qualification standards na sine-set din ng ating pamahalaan para sa mga government officials or government workers. So sa mga nag-aaspire po na pumasok sa government service, na PWDs, unang-una po, i-equip po natin ang ating sarili. Kung nandoon po ang puso natin sa paglilingkod, talagang hindi yan mapipigilan. If it's really our fate to work in the government, the Lord will make a way but also, we have to do our best para talagang makapasok tayo sa government service. Equal Opportunity nga po, although meron tayong rights and privileges, but we have to compete din po.

Minsan kasi battle cry natin na hindi tayo nae-employ or hindi tayo nabibigyan ng pagkakataon without asking ourselves ano pa ba yung kulang? And then i-fulfill natin yun and then let us try. Let us try to apply and what matters is yung puso po natin para sa paglilingkod. Huwag po tayo mawawalan ng pagasa, sa aking mga kapwa may kapansanan. Hindi dahil may kapansanan tayo, ay wala na tayong kakayahan na pumasok sa government service. Meron po, marami po tayong kasamahan na nasa government service, and the only way is yung courage and determination din para makapaglingkod sa ating kapwa sa pamamagitan ng government service.

To my fellow public servants, *walang anumang bagyo, walang anumang kapansanan o kahit pa ang pandemyang ito ang makakahadlang sa ating paglilingkod hangga't nandyan po yung puso natin na tapat na naglilingkod sa ating bayan.*



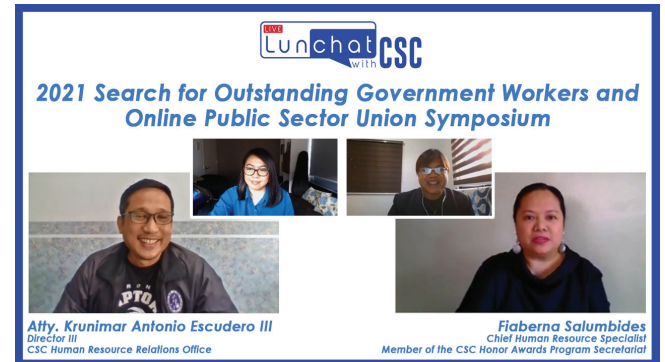
January

This episode discusses the call for nominations to the 2021 Search for Outstanding Government Workers, and call for participants to the Online Public Sector Union Symposium.

Guests: Ms. Flaberna Salumbides, Chief Human Resource Specialist and Member of the CSC Honor Awards Program Secretariat, and Atty. Krunimar Antonio Escudero III, Director III, CSC Human Resource Relations Office

Short URL: <http://bit.ly/LunChatwithCSCJanuary2021>

Watch Now!



February

All government workers are required to file their Statement of Assets, Liabilities, and Net Worth (SALN) on or before 30 April every year. In this episode, CSC Assistant Commissioner Ariel G. Ronquillo discussed everything about SALN and answered some live questions.

Short URL: <http://bit.ly/LunChatwithCSCFebruary2021>

Watch Now!



March

This LunChat with CSC episode puts spotlight on Women's Month and Gender Equality, Disability, and Social Inclusion (GEDSI) with CSC Office for Human Resource Management and Development Director III Rosalita "Sally" B. Rances-Petaca.

Short URL: <http://bit.ly/LunChatwithCSCMarch2021>

Watch Now!



LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES



AN ECO-FRIENDLY WORKPLACE: What You and Your Organization Can Do for the Environment



JANUARY

After 16 years of teaching in the private sector, she made a career jump to public sector HR, and considers it as one of the best decisions she ever made. Learn about her reasons, inspiration, and motivation at work. She also tells the story of her voluntary work, Spark of Hope, to help typhoon victims in the Bicol region rebuild their lives.

This is *Lingkod Bayan Diaries* feat. Zarah Zamora-Arroyo of CSC Regional Office V.

Short URL: <http://bit.ly/LBDJanuary2021>



FEBRUARY

Know the story of Jennifer Garcia. Despite her mobility impairment, she succeeded in achieving her dream to become a public servant. Discover her journey from being a DSWD beneficiary to a DSWD employee, and be inspired by how she goes the extra mile to serve her community. In this interview, you can also discover best practices in recruitment and onboarding PWDs.

Her story was an entry for the *Kwentong Lingkod Bayani* held last September 2020 in time for the 120th Philippine Civil Service Anniversary.

Short URL: <http://bit.ly/LBDFebruary2021>



MARCH

This Women's Month, we bring you the story of Ms. Lovella G. Velasco, a 2019 CSC Pagasa Awardee. She was awarded for her commitment in keeping alive Ilokano literature, ensuring that stories from the region are retold and written, and making known the literary outputs of Ilokano-women writers from Nueva Vizcaya.

Discover in this *Lingkod Bayan Diaries* episode what motivated her, the struggles in her quest to find the women writers of Nueva Vizcaya, her overall advocacy on Philippine literature, and her message of inspiration for all Juanas.

Short URL: <http://bit.ly/LBDMarch2021>



In a 2015 plastic pollution report by Ocean Conservancy and McKinsey Center for Business and Environment, the Philippines ranked as the third-largest ocean polluter worldwide. Together with China, Indonesia, Thailand, and Vietnam, the Philippines contributes to more than 60% of plastics that end up in the ocean. Global Alliance for Incinerator Alternatives (GAIA) also reported that "Filipinos use more than 163 million plastic sachet packets, 48 million shopping bags, and 45 million thin-film bags daily." This is the problem that our country is currently facing, which calls for everyone's participation to mitigate the environmental and health risks posed by plastic pollution.

In the public sector, one of the policies that addresses the worsening plastic pollution problem in the country is the recent resolution

from the National Solid Waste Management Commission (NSWMC). It bans the use of "unnecessary" single-use plastic products by national government agencies, local government units (LGUs), and all other government-controlled offices. These are plastic cup, drinking straw, coffee stirrer, spoon, fork, knife, plastic 'labo', and thin-filed sando bags.

Aside from implementing the ban of single-use plastic in our agencies and organizations, what can we do individually and collectively to limit our waste? And more than decreasing our waste generation, how can we make our workplaces environmentally friendly or eco-friendly to lessen our impact on the environment? As we celebrate Earth Month this April, let us show and renew our commitment to protecting Mother Earth by adding 'eco-friendly workplace environment' as one of your agency's goals.

Some organizations and people may say that being eco-friendly and sustainable require a lot of cost and resources. However, even the small steps, when done regularly, can make an impact. In the long run, it will save money for your organization. In fact, we are now starting to see organizations that are pledging and doing their part by introducing eco-friendly and sustainable policies and practices.

Reading this feature may count as the first step in your journey as government workers and agencies in helping solve the plastic pollution in the country and create a model office that is eco-friendly and sustainable. Read on to know some of the important ways and tips that you as an individual and your organizations can do to achieve your greening goal:

You can be our next featured civil servant in the *Lingkod Bayan Diaries*! Why did you choose public service? What do you love most about your job? What are your dreams for the Philippine public service?

Inspire others by telling your story. Send your video to csc.pmr@gmail.com with the subject: For *Lingkod Bayan Diaries*.



Images from Freepik

For employees:

Segregate or sort your waste

Segregating waste is one of the most important practices to reduce waste, unfortunately, it is the most overlooked one. But it is never too late to start or re-learn and practice proper waste disposal. Segregation simply means that you have to sort and separate different kinds of waste such as recyclable, biodegradable or food/organic waste, and non-biodegradable into corresponding trash cans. By practicing correct waste segregation and making it a habit, you can help your office lessen the waste gathered by garbage collectors ending up in a landfill. However, to effectively do this, color-coded trash bins should be available in your office, not just one bin for all office waste. This is necessary for employees to practice segregation properly. Read more on this in the tips for organizations on the next page.

Learn and religiously practice the 3Rs+1

We're sure that we all know about Reduce, Reuse, and Recycle or 3Rs. It may have even been taught to us as early as primary school. However, admittedly, many of us are still not yet practicing 3Rs even though we know its benefits. Let's get into this habit so that we can minimize the waste that we generate and contribute less to the waste being brought to the landfills. How do we practice the 3Rs?

Reduce – As much as possible, lessen the things or materials you buy that you know can add up to your waste. Choose products that have less packaging. Instead of buying, you can either borrow or rent items that you don't use that frequently. Buying in bulks instead of *tingi-tingi* can also reduce packaging. Be conscious of what you buy, use or consume, and dispose of.

Recycle – Do not throw away items that can be recycled, such as papers, newspapers, plastic, glass, or aluminum containers (e.g., soft drinks in bottle or can, bottled water), and batteries. You can also buy products made from recycled materials.

Reuse – Choose reusable over disposable products or materials. Bring your own mug or tumbler, cutlery, plates, and other containers. When buying food from the canteen, bring your food container. If you can't carry or store any of these reusable in the office, you may use compostable or recyclable dishware. When it comes to office items, reuse envelopes or file folders by putting a new label. Don't throw anything that can still be fixed or used by others. As the saying goes, your trash can be someone's treasure. Don't be quick to replace things unless it is unrepairable. Do not just dump stuff in the bin. You can also donate items that you don't use or need anymore.

Another R has been added to the 3Rs in recent years, and that is 'Refuse'. We should opt not to purchase items that we know can be instantly disposed of. Do not buy single-use plastics; instead, invest in reusable alternatives. Bring bags to avoid plastic or paper packaging offered by retailers. Say no to plastic bottles. By refusing, manufacturers and retailers may rethink their packaging and adapt less wasteful materials.

Conserve energy

It's not only following proper waste management practices that contribute to taking care of the environment; conserving energy can also help decrease carbon emissions harmful to the atmosphere. Science fact: excessive carbon dioxide prevents heat from escaping the atmosphere, resulting in higher global temperature, disrupted weather patterns, and other climate changes. We can reduce our carbon

footprint by making sure to turn off lights, computers, printers, photocopiers, and other electrical equipment when not in use. If your office can use natural light instead of indoor light, then better. It not only avoids carbon emission and saves costs, it is also proven to help employees increase their productivity. Also, always choose to use the stairs instead of the elevator. Setting the air conditioner's thermostat just one or two degrees higher can also reduce electricity usage. It may not be noticeable, but the little adjustment can save the organization a lot on utility bills.

Lessen paper use

Mountain of papers can be seen in any government office—on file cabinets, desks, and storage rooms. There is so much paper use in the entire public sector; however, the pandemic has taught us that going paperless is possible and can actually be done. Due to the alternative working arrangements, we are now embracing digitization of documents, using electronic signature, sharing files on cloud services, editing online documents real-time. This has reduced the number of papers we use in the office daily. However, some information sometimes still needs to be printed. In this case, we should be diligent in using paper by using both sides. Instead of throwing paper documents, shred and use it as an alternative to bubble wrap. Also, when printing, use less ink by choosing 'fast draft' or 'EconoMode' option.

Use alternative modes of transportation

To reduce your carbon emissions, using public transport is still the best option. For those with own vehicles, you can carpool with colleagues going to the office but make sure that physical distancing is maintained at all times. When you live near your office, and it is entirely walkable, it is best to walk than ride a tricycle or other transportation modes. You can also ride a bicycle to work when you have one.

Put indoor plants

Introduce green in your office or desk by putting indoor plants. As plants produce more oxygen, this will help improve the air quality and enhance the atmosphere in the office. As plants produce more oxygen, they can offset the chemical released into the air. It can also soften the office's look and help make the office space more comfortable, relaxing, and pleasing to the eye.

Switch search engines

Do you know that you can help save the environment by switching to other search engines other than your usual go-to search sites on the internet? Yes! Many search engines run on renewable energy, help plant trees with every search, save rainforest, or help collect plastic from oceans. Just by searching the web at work through these search engines, you can do an eco-friendly work practice.

For organization and its leaders:

Provide segregation bins

Having trash bins is one, but providing color-coded trash bins with a guide or signage is better. This way, employees do not just randomly put all kinds of trash in one big bin. Office garbage can be sorted into three categories—biodegradable, recyclables, and non-biodegradable. Biodegradable waste can be food waste such as leftover food, fruit peeling or seeds, paper towels, and tissues; recyclables are paper, carton, plastic, and aluminum cans; and non-biodegradable are snack or candy wrappers, soiled plastic bag, and styrofoam. Providing this kind of environment to your office can encourage employees to keep their end of the bargain.

Promote an eco-friendly canteen

To comply with NSWMC's policy banning single-use plastic (SUPs) in government offices, the management should direct its canteen operators and vendors to stop the use of SUPs and use alternative packaging such as paper containers, cups, and metal cutleries. They may also provide reusable packaging. As the best option, they may also require employees to bring their reusable containers.

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Conduct a seminar for all employees

You cannot expect all employees are practicing eco-conscious living. Thus, it is crucial to educate them on the benefits of this kind of lifestyle, not just for your workplace but also for their homes. Hopefully, they will be converted and start their journey through eco-friendly and sustainable practices. Your office can conduct a seminar discussing the provisions of the Republic Act No. 9003 or the Solid Waste Management Act, benefits of proper waste management and hazards of poor waste management, and ways to be eco-friendly in the workplace.

Buy environmentally-friendly office supplies

When choosing office equipment or suppliers, choose sustainable products such as more electricity-efficient electronics, cleaning products that are not harmful to the environment, or batteries that are rechargeable instead of disposable. It may be costlier at first but more cost-saving in the long run. These also have lesser impact on the environment.

Form a sustainability team

To ensure active participation among all employees, a sustainability team or champions may be formed. Their function is to create awareness of the agency's initiatives related to waste management or eco-friendly practices. With advocates per office, they can easily inform and engage colleagues as well as check their participation. Management should also be represented to send a message across that it is everyone's task and not just the rank-and-file employees.

Volunteer on green causes

Your organization can support or volunteer for green initiatives or causes and conservation campaigns such as tree planting, beach clean-up, donation drives, etc., to educate and influence employees that eco-friendly practices will help our planet.

Establish rewards and recognition

Transforming your workplace into an eco-friendly space should never be boring. Your HR can create "go green" games or challenges such as a month-long no single-use plastic streak, highest number of recyclables saved or put in the recycling bin, or quizzes on eco-friendly practices. You can also use mobile applications with 'greening' games or challenges for your team. HR can also recognize and give cash incentives to best performing offices or individuals to encourage everyone to participate.

Make it a part of organizational culture

Intensify information, education, and communication campaign on eco-friendly workplace practices to ensure that every employee is engaged and actively participating in achieving your greening goal. Your organization can have a regular session or event related to your environmental sustainability goals, such as sharing ideas and best practices, viewing environmental documentaries, discussing ecological issues, drawing inspiration from eco-friendly sites, etc. By getting everyone engaged and involved, we can have a collective pursuit in changing our old ways and creating a culture that promotes and embraces sustainability.

One example is CSC Cordillera Administrative Region's "Bamboo Eco-Walk" experience, where all employees had a tour of the Baguio Bamboo Sanctuary. This experience reminded them of their responsibility as public servants and duty bearers of government to protect and preserve the environment and create and pursue programs toward long-term ecological sustainability.

These are the ways that you as an employee and your organization can do to achieve an eco-friendly workplace. Having this kind of workplace also means a healthy office environment. This can have a positive effect on employees' health and productivity. Employees will feel happier and healthier, which will result in sustained and even higher productivity rates. More importantly, you and your organization can make a positive impact on our planet. 🌱

MEMORANDUM CIRCULAR

TO :
ALL HEADS OF
CONSTITUTIONAL BODIES;
DEPARTMENTS,
BUREAUS, AND AGENCIES
OF THE NATIONAL
GOVERNMENT;
LOCAL GOVERNMENT UNITS;
GOVERNMENT-OWNED OR
CONTROLLED
CORPORATIONS WITH
ORIGINAL CHARTERS; AND
STATE UNIVERSITIES AND
COLLEGES

SUBJECT :
GENERAL GUIDELINES ON
DIGITAL/ONLINE LEARNING
IN THE PUBLIC SECTOR

Pursuant to CSC Resolution No. 2100190 promulgated on February 17, 2021, the Commission has adopted the General Guidelines on Digital/Online Learning in the Public Sector. This is one of CSC's initiatives in promoting digital transformation in the bureaucracy in the light of the 4th Industrial Revolution characterized by internet of things (IoT), robotics and artificial intelligence. This will also enable the use of technology to enhance the delivery of services specifically in the area of learning and development.

The digital/online learning will be an alternative mode to continuously provide learning and development for government employees considering that in-person trainings may not be possible during this time of COVID-19 pandemic wherein physical distancing, health and safety protocols are strictly observed.

The guidelines aims to facilitate the smooth transition from the face-to-face classroom training to online learning as we adopt to the new normal.

1.0. Purpose
This General Guidelines shall provide for the process of implementing and availing of digital/online learning in the bureaucracy. It shall specify the procedures in identifying credible providers, recognizing participation of government employees and crediting training hours.

2.0. Scope and Coverage
These guidelines shall apply to all public sector officials and employees regardless of status of appointment (permanent, temporary, provisional, substitute, coterminous, casual, contractual or fixed term).

3.0 Digital/Online Learning Modalities
The Agency Heads may implement, adopt and/or avail of any or a combination of the following digital/online learning modalities for their respective employees. Participation of government employees to these learning approaches may be considered to satisfy the training requirements in the qualification standards subject to the conditions prescribed in Section 4.0:

3.1. Webinars and other synchronous learning approaches – refers to virtual, instructor-led, same time learning. This means the course is availed by the participants at the same time based on a specified schedule.

3.2. eLearning – refers to a learner-centered asynchronous approach

where participants access online multi-modal learning resources to learn at their own pace, anytime, anywhere.

3.3 Microlearning Modules are asynchronous, bite-sized, stand-alone learning modules that usually span not more than ten minutes but comprehensively address one learning objective.

3.4. Blended Learning – refers to a combination of synchronous, asynchronous, virtual and face-to-face formats. This approach is flexible and can easily address any learning objective.

The face-to-face classroom training may still be implemented, provided that the quarantine classification in the area allows mass gathering or quarantine has been totally lifted. This is also subject to health and safety protocols especially physical distancing.

4.0. Procedures in recognizing participation of government employees, crediting training hours and identifying learning providers.

The following shall be observed in recognizing participation to programs/courses, crediting training hours and identifying learning providers:

4.1. Webinars and other synchronous learning approaches

a. The Training hours shall be measured

based on actual duration of course as implemented by the learning provider.

b. Training hours shall be evidenced by a Certificate of Attendance or Completion issued by any of the following learning providers:

i. Civil Service Commission (CSC);

ii. Agency providing its own, in-house or in-service programs/ courses;

iii. CSC Accredited Learning and Development Institutions (ALDIs); and,

iv. Other learning institutions which may be government, corporations, partnerships, associations including foreign/ international institutions that are recognized by an international certifying body or are universally recognized as evidenced by a website, portal or digital platform that displays:

- Professionally designed layout with high traffic;
- High quality programs and courses heavily patronized by members and/or clients; and,
- Association with highly credible and well-known personalities.

4.2. Asynchronous eLearning and Microlearning Modules

a. Training hours shall be measured based on actual duration of the module as indicated in the Learning Portal or Platform.

b. Training hours shall be evidenced by the tracking system of the Learning Portal or Platform provided that it is operated by:

i. Civil Service Commission (CSC);

ii. Agency providing its own, in-house or in-service programs/ courses;

iii. CSC Accredited Learning and Development Institutions (ALDIs); and,

iv. Other learning institutions as defined above in 4.1.b.iv.

4.3. Blended Learning

a. Training hours for blended learning shall be measured based on the duration specified in the course design which includes total learning hours for synchronous, asynchronous learning and preparation of course requirements/outputs.

b. For purposes of determining the number of hours that may be allocated for the outputs, the following standard may be used:

OUTPUTS	DURATION
Simple Outputs such as insights, planned applications of learning or those using templates that are fill-in the blanks	30 minutes
Outputs requiring analysis, synthesis or integration of outputs from previous modules	1 hour
Outputs requiring additional information or research	2 hours or more

c. Course designs with outputs in which number of hours are difficult to determine and will not fall within the above category, may be submitted for determination, validation and certification by CSI.

d. The course design for Blended Learning must indicate:

i. Sufficient and validated time allocation for the different modules/ methodologies;

ii. Expected outputs; and,

iii. Valid and reliable level 2 learning evaluation.

Training acquired must be relevant to the position to be filled for purposes of meeting the training requirements in the Qualification Standards as certified by the Agency HRMO.

5.0. Transitory Provision

The training hours of online learning availed since March 16, 2020 shall be recognized provided that the requirements of this Guidelines are met.

6.0. Repealing Clause

All other existing Civil Service Commission issuances which are inconsistent herewith are deemed repealed or amended.

7.0. Effectivity

This Memorandum Circular shall take effect fifteen (15) days after the publication of the said CSC Resolution in a newspaper of general circulation.

ALICIA dela ROSA-BALA
Chairperson, Civil Service Commission

*CSC Resolution No. 2100190 dated February 17, 2021 was published on February 23, 2021 in the Philippine Star and will take effect on March 11, 2021

PCW promoting Gender and Development in the new normal

The Philippine Commission on Women (PCW) remains steadfast in its efforts to promote gender equality and women's empowerment amidst the continuing health crisis.

Keeping up with the new normal, the PCW introduced Gender and Development (GAD) Webinars among its Technical Assistance interventions in year 2020, and has announced its Second GAD Webinar Series this 2021. This year's series aims to provide members of GAD Focal Point System (GFPS) and other government staff members the opportunity to be levelled-off on GAD related concepts, mandates, framework, tools and procedures, based on the modules designed by PCW

Through its Technical Services and Regional Coordination Division (TSRCD), the PCW is conducting six webinars from March to November, through the Zoom webinar platform. This is open to all members of the GAD Focal Point System of Executive Departments, National Line Agencies, Central Offices of Bureaus, Attached Agencies, and Government Owned and/or Controlled Corporations (GOCCs), Legislative, Judiciary Branches, Constitutional Bodies and State Universities and Colleges (SUCs), Local Government Units, and Water Districts.

For each webinar, a thousand participants can join, identified through a pre-event registration on a first come first served basis. An e-Certificate will be issued only to participants who have completed at least 2.5 hours of aggregate training time per session and have accomplished the Post Test and Evaluation Survey thru a Google Survey that will be shared to participants.

The sessions include the following:

GAD Webinar 1: Introduction to GAD Concepts and SOGIESC (March 18, 2021). This aims to describe basic gender-related concepts and identify how social institutions contribute to the perpetuation of gender issues/biases. The session also aims to differentiate sexual orientations, gender identities, and gender expressions, and appreciate the importance of SOGIESC in our GAD work and advocacy.

GAD Webinar 2: Fundamentals of Gender Mainstreaming: Review of Policy Imperatives on GAD and GM Concepts (May 13, 2021; 1:00-5:00 pm). This session focuses on gender mainstreaming as a strategy to implement the gender equality policies and make it a fundamental value in development choices and institutional practice. The session will also review GAD-related mandates that are essential in fully understanding the basis and history of Gender and Development Approach in the country.

GAD Webinar 3: Gender Analysis: Tools and Praxis (June 23, 2021; 1:00-5:00 pm). This session will discuss gender analysis as a practical process in asking key questions and understanding the differences of men and women in terms of needs and capabilities, roles and responsibilities, and access and control to resources, among others.

GAD Webinar 4: Beyond Attribution: Use of the HGDG to mainstream GAD elements in the Project Development Cycle (September 2, 2021; 1:00-5:00 pm) The Harmonized GAD Guidelines (HGDG), a tool co-developed by the Philippine Commission on Women and the National Economic and Development Authority, is used to ensure that programs and projects undertaken by the government in their various stages are gender responsive. This learning session will focus on the use of HGDG to integrate GAD elements in the programs and projects of government agencies. It will also highlight how the results of HGDG are applied in preparing the GAD Plan and Budget and GAD Accomplishment Report, and in identifying strategies to address the gaps or missing elements.

GAD Webinar 5: GAD Planning and Budgeting: From Preparation to GAD Funds Audit (October 7, 2021; 1:00-5:00 pm). This learning session is clustered into three important portions of GAD Planning and Budgeting. The first part will focus on the steps and procedure in preparing a GAD Plan and Budget. The second part will highlight the elements, processes and procedures for submission, review and endorsement of GAD Plan and Budget and GAD Accomplishment Report of National Government Agencies based on the Circulars issued by PCW such as the GAD Budget Call and PCW-NEDA-DBM JC 2012-01. While the last part will discuss the comprehensive audit of a government agency's policies, funds,

programs, projects, and activities focusing on the area of GAD to determine economy, efficiency, and effectiveness of interventions in addressing gender issues.

GAD Webinar 6: The GAD Agenda: Formulating the GAD Strategic Framework and GAD Strategic Plan (November 18, 2021; 1:00-5:00 pm). This session will provide the step-by-step guide in formulation the agency's GAD strategic framework and plan to achieve gender equality and women's empowerment. Part of the session is to apply gender analysis in identifying issues, goals and strategies to mainstream gender perspective in the plans, projects, and programs of the agency.

Interested participants can check the complete details at <https://pcw.gov.ph/2021-gad-webinar-series/>. For inquiries and concerns, agencies may get in touch with PCW-TSRCD through e-mail gadtraining@pcw.gov.ph.

PCW's GAD Webinar Initiative

The GAD webinar initiative was born out of necessity during the pandemic, with government agencies including the PCW adapting to the circumstances and ensuring that despite the health crisis, government services are still accessible.

During the early months of the lockdown, the PCW received a number of requests for GAD-technical assistance (TA), in line with its mandate under RA 9710 or the Magna Carta of Women Act of 2009 to ensure that government agencies are capacitated on gender and development mainstreaming to promote and fulfill the rights of women and girls and achieve gender equality. Specifically, the PCW is expected to provide technical services and ensure the development of institutional capabilities for GAD mainstreaming of government agencies and other stakeholders.

In order to fulfill its mandate and provide GAD-TA even in times of pandemic, the PCW launched and organized the first ladder GAD webinar series in 2020. A total of 2,367 participants (1878 are female and 489 are male) attended the sessions which were shared in the official PCW Facebook page so that other stakeholders and members of the GFPS can re-watch the said webinars. As of December 2020, the entire GAD webinar series recorded a total of 116,300 views.



GAD Webinar Series 2021



Join us on the following dates:

MAR
18
2021

Introduction to GAD Concepts and SOGIESC

1:00 - 5:00 pm

Opening of Registration: March 9, 2021; 2:00 pm

MAY
13
2021

Fundamentals of Gender Mainstreaming: Review of Policy Imperatives on GAD and GM Concepts

1:00 - 5:00 pm

Opening of Registration: May 4, 2021; 2:00 pm

JUNE
23
2021

Gender Analysis: Tools and Praxis

1:00 - 5:00 pm

Opening of Registration: June 15, 2021; 2:00 pm

SEPT
02
2021

Beyond Attribution: Use of the HGDG to Mainstream GAD elements in the Project Development Cycle

1:00 - 5:00 pm

Opening of Registration: August 24, 2021; 2:00 pm

OCT
07
2021

GAD Planning and Budgeting: From Preparation to GAD Funds Audit

1:00 - 5:00 pm

Opening of Registration: September 28, 2021; 2:00 pm

NOV
18
2021

The GAD Agenda: Formulating the GAD Strategic Framework and GAD Strategic Plan

1:00 - 5:00 pm

Opening of Registration: November 9, 2021; 2:00 pm



Join the

SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

2021

For nomination procedures,
contact the Honor Awards Program (HAP) Secretariat
at telephone numbers
(02) 89317993 and (02) 89320381,
email addresses
hapsecretariat@csc.gov.ph, hapsecretariat@gmail.com
or hapsecretariat@yahoo.com;
Contact Center ng Bayan (CCB) through
SMS 09088816565 or email@contactcenterngbayan.gov.ph;
or contact the nearest CSC Regional or Field Office.

Extended deadline: 30 April 2021