

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 58 No.4

4th Quarter 2017 Issue

CSC Welcomes  
**ASEAN Heads**  
of **Civil Service**

**ASEAN 50**  
**PHILIPPINES 2017**  
\*\*\*\*\*  
PARTNERING FOR CHANGE,  
ENGAGING THE WORLD

**2<sup>ND</sup> ASEAN HEADS OF CIVIL SERVICE  
(AHOCS) RETREAT**

2 NOVEMBER 2017 | PASAY CITY, PHILIPPINES



**DEKADA NA ANGA ARTA SERIES:**  
Toward a citizen-centric  
public service delivery

SEARCH FOR 2018  
**OUTSTANDING  
GOVERNMENT  
WORKERS**  
NOW OPEN

*Feature*  
**Regaining Power for Women:  
The Quest to End Violence**







## 2<sup>nd</sup> ASEAN HEADS OF CIVIL SERVICE RETREAT WELCOME DINNER

02 NOVEMBER 2017  
THE BLUE LEAF FILIPINAS



*CSC Chairperson Alicia dela Rosa-Bala (middle) joins other ASEAN member-states' heads of civil service during the 2nd ASEAN Heads of Civil Service Retreat held November 2-3, 2017 in Manila, Philippines.*

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# **DIAL 1-6565**

**R**emember the days when you wanted government to do something for you and you don't even know where to go?

Those days are long gone. Not only do we have efficient government service offices nationwide since the implementation of the Anti-Red Tape Act (ARTA) in 2007, we also have one number to dial. And that's 1-6565.

The Contact Center ng Bayan (CCB) is the bridge between the Philippine government and its citizenry.

Through the joint efforts of the Civil Service Commission and Department of Information and Communications Technology, the CCB was established in 2012 to promote efficiency and transparency by providing an avenue for the public to air concerns on the quality of government frontline service delivery as provided for under ARTA. It was conceived to be the Philippine Government's helpdesk where citizens, civil society organizations, and other entities can voice out their concerns with government services and gain access to information on procedures, requirements, turn-around time and applicable fees for government frontline services. The CCB is also aligned with President Rodrigo Roa Duterte's 10-point agenda, specifically on increasing competitiveness and ease of doing business.

The CCB provides the public four (4) access modes: Hotline 1-6565 (available thru PLDT, SMART, and Digitel landlines nationwide at P5 plus VAT charges per call); SMS 09088816565 (regular SMS rates/charges apply), email address [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph) and the complaint portal available at [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph).

Since its establishment in September 2012, the CCB has spurred institutional and individual efficiency as government offices are forced to check their responsiveness levels and factor in the capability of their personnel to perform their functions.

In 2016, the CCB met its biggest challenge yet. The facility hosted the President's National Complaints Hotline 8888, a 24/7 hotline catering to all kinds of complaints and suggestions for government. From ARTA-related complaints, the facility began accommodating more varied ones ranging from simple to complex issues.

The facility was expanded from a 15-member team working eight hours a day to a 45-member contact center operating 24/7. From 2016-2017, the hotline received 2,111,926 calls. Across sectors, national government agencies posted a 90.07% resolution rate acting on 12,983 out of the 14,415 reports referred, while government owned and controlled corporations, 84.28% for resolving 12,301 out of the 14,595 reports elevated. Constitutional Commissions posted a 77.53% resolution rate, while state universities and colleges reached 75.20%.



# CCCB CONTACT CENTER ng BAYAN

From the initial call handling rate of 1.22% in the first months of operation in 2016, Hotline 8888 steadily improved and was able to lower the number of abandoned calls from 193,768 in 2016 to just 31,725 in 2017.

Since November 2017, CCB is back to focusing on ARTA-related complaints. It remains to be the public's foremost go-to hotline when it comes to submitting complaints on bureaucratic red tape and service inefficiency. The CSC continues to partner with the Filipino people in monitoring ARTA implementation and improving the quality of public service. ®



**There are other ways to reach CCB:**

**0908 881-6565**

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

**[www.facebook.com/contactcenterngbayan](http://www.facebook.com/contactcenterngbayan)**

**NO TO**



The Anti-Red Tape Act of 2007 (RA 9485) imposes stiff penalty on fixers: imprisonment not exceeding six years or a fine of not more than Two Hundred Thousand Pesos (P200,000.00), or both fine and imprisonment at the discretion of the court.

Report the name of fixer, name and location of government office, date and time of transaction to the following:

**CSC**  
0917 - TEXT CSC  
839 8 272  
(02) 932-01111  
CIVIL SERVICE COMMISSION

**OFFICE OF THE OMBUDSMAN**  
0926 - 6994703  
(02) 927-4102; (02) 927-2404

Mag-text sa  
0908 8816565  
Tumawag sa  
1-6565\*

Mag log-on sa  
[www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)  
www.facebook.com/contactcenterngbayan



The "NO NOON BREAK" policy is prescribed under Republic Act No. 9485 or the Anti-Red Tape Act of 2007. Section 8 (e) of the law states that "agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break." Government officers are advised to adopt an appropriate working schedule to ensure uninterrupted public service delivery.

Text  
Call  
**0908 881-6565**  
**1-6565\***

Log-on to  
[www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)  
www.facebook.com/contactcenterngbayan

**Ang RED TAPE ay SALOT**

**Ang FIXER ay MANDURUGAS**



**Sa RED TAPE, BAYAN ang TALO**

I-report ang mga paglabag sa Republic Act No. 9485 o Anti-Red Tape Act of 2007 sa:

**CSC**  
0917 - TEXT CSC  
839 8 272  
(02) 932-01111  
CIVIL SERVICE COMMISSION

**OFFICE OF THE OMBUDSMAN**  
0926 - 6994703  
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www.facebook.com/contactcenterngbayan



# A GOOD START AND A BETTER ENDING

**W**hen watching movies or reading books, we always await the ending—the satisfying culmination of everything that has happened. After all, isn't that what we always look forward to—happy endings?

As 2017 draws to a close, the Civil Service Commission (CSC) is grateful to have its own handful of happy endings. The CSC started this year with lofty goals, but with the support of partners and stakeholders, it has achieved all the big things it has set out to do.

We launched the 2017 Search for Outstanding Government Workers, and President Rodrigo Roa Duterte conferred the awards last September 20 to the newest roster of *lingkod bayani*. The 2017 Public Sector HR Symposium was held at the Philippine International Convention Center last July 4 to 6, which gathered around 2,000 HR practitioners from all over the country to focus on the latest global HR trends. The 117th Philippine Civil Service Anniversary brought together government workers to commemorate the establishment of the civil service in 1900, focusing on the theme “*Tugon sa Hamon ng Pagbabago: Malasakit ng Lingkod Bayani*”. We also supported the 2017 ASEAN Leadership Programme and hosted the 2nd ASEAN Heads of Civil Service Retreat

last November 2 to 3. The CSC's initiative in drafting the ASEAN Declaration on the Role of Civil Service as a Catalyst in Achieving ASEAN Vision 2025 resulted to its signing by the heads of the ASEAN member-states. Finally, we have turned over the 8888 Citizen's Complaints Hotline to the Office of the President after more than a year of successfully managing it through the Contact Center ng Bayan.

This is just skimming the surface. The CSC is profoundly grateful for the support of all HR practitioners who are always ready to rock the boat and to battle complacency and mediocrity in implementing HR reforms. The CSC, as the premiere HR institution of the Philippine government, continues to motivate and encourage HR managers to lead and shape change in their respective organizations. This way, the momentum is kept at a steady pace.

We had a good start this year, and as captured in the fourth quarter issue of the Civil Service Reporter, we certainly had an even better ending. On behalf of the Commission, I would like to greet you all a Merry Christmas and a Happy New Year!

  
**ALICIA dela ROSA-BALA**  
Chairperson

THE CIVIL SERVICE  
**REPORTER**  
GAWING LINGKOD BAYANI ANG BAWAT KAWANI



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Comments and suggestions on the newsletter as well as articles and other manuscripts for consideration in future publications are welcome.

Contributions must be submitted to the *CS Reporter*, Civil Service Commission, Constitution Hills, Diliman, Quezon City, with telephone number 931-4180, email address: [csc.pmr@gmail.com](mailto:csc.pmr@gmail.com).

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[www.facebook.com/PhilippineCivilServiceCommission](https://www.facebook.com/PhilippineCivilServiceCommission)  
[www.youtube.com/cscmedia](https://www.youtube.com/cscmedia)



# DEKADA NA ANG ARTA SERIES: TOWARD A CITIZEN-CENTRIC PUBLIC SERVICE DELIVERY

SERIES (PART 4 OF 4)

The third issue of the *Dekada na ang ARTA* series went over stories and actual testimonies crediting the Anti-Red Tape Act or ARTA for improvements in the responsiveness of frontline service providers, improvements in the facilities of different government offices, and reduction of red tape in transactions.

According to the study, *Enhancing the ARTA Report Card Survey (RCS)* commissioned by USAID-Integrity for Investments Initiative (i3), behavioral changes are observed in government workers because knowledge of ARTA keep them on their toes and they do their best to comply with posted service standards. Components of the Integrated ARTA Program, the RCS and the Contact Center ng Bayan (CCB) were cited for being effective tools in urging government offices to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems, and re-engineer the same if deemed necessary to reduce processing time. The Social Security System (SSS), for instance, has included ARTA metrics in its internal performance management systems, which in turn have become the basis for the grant of bonuses and promotion.

For the last part of the *Dekada na ang ARTA* series, we look at the initiatives that aim to further boost the government's fight against red tape and promote efficiency and transparency in public transactions.

## ADMINISTRATIVE CASES AWAIT VIOLATORS

The CSC has recently issued a directive which draws attention to ARTA violations. These have been integrated in the 2017 Rules on Administrative Cases in the Civil Service or the 2017 RACCS.

Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage is categorized as a grave offense is now penalized by dismissal and perpetual disqualification from public service.

The following light offenses are punishable by thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program for the first offense; three months suspension without pay for repeaters; and dismissal and perpetual disqualification from public service for the third violation under the following circumstances:

- a. Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- b. Failure to act on an application and/or request or failure to refer back to the client a request that cannot be acted upon due to lack of requirements within the prescribed period;
- c. Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- d. Failure to render frontline services within the prescribed period on any application and/or request without due cause;
- e. Failure to give the client a written notice on the disapproval of an application or request; and
- f. Imposition of additional irrelevant requirements other than those listed in the first notice.

However, treatment of a complaint as failure of an employee to properly address the client's concern should be in harmony with the administrative rules on complaint. For instance, reports received through CCB may only be acted upon if there is a particular employee identified to be held responsible for failure to timely act on the request or concern. Under the 2017 RACCS, complaint is subjected to formal requirements and a particular party can be held accountable, not the agency itself.

If the "complaint" lacks the requirements or the complainant is not willing to formalize it, the CSC can call the attention of the person concerned or the agency head through a warning that failure to act on the request may make them liable for violation of R.A. 9485 or any administrative offenses.

## EXPANDED ARTA OF 2017

In response to the clamor of the business sector and government agencies to improve ease of doing business in the country and make it competitive and compliant with global business practices and standards, Senate Bill (SB) 1311 or the Expanded Anti-Red Tape Act, was crafted.

The SB 1311 prescribes a shortened processing period under which both national and local government offices should work to complete a transaction to within three working days for simple transactions and seven working days for complex transactions from the time the application was received.



To make the application process for business permits and other documents faster and more convenient, the bill requires national and local agencies to set up an electronic "Business One-Stop Shop (BOSS)" business permit and licensing system in cities and municipalities nationwide. Through the BOSS, people who wish to apply for their businesses could avail of online mechanisms for submission and processing of license, clearance, and/or permit applications.

A single or unified business application form shall be used in processing new applications for business permits and business renewals. In the long term, the design of the form facilitates the consolidation of all the information of the applicant by various local government departments, such as but not limited to the local taxes and clearances, building clearance, sanitary permit, zoning clearance, and other specific local government unit requirements as the case may be, including the fire clearance from the Bureau of Fire Protection," the bill said.

The unified application form, as well as comprehensive checklist of requirements, step-by-step procedures, and schedule of fees, will be made available online in the cities/municipalities' websites.

For highly technical applications or such cases where extraordinary due diligence in reviewing the qualifications and merits of an application for clearances, accreditation and/or licenses issued by government agencies, the bill prescribes a processing time of no longer than 20 working days.

If the national or local government agency fails to act on the application for license, clearance or permit after the prescribed processing period has lapsed, then the application "shall be deemed approved" provided that the application has lapsed "without informing the applicant of the error, omissions and/or additional documents required for submission," and that the applicant has complied with all required documents and fees.

Stiffer penalties were also included in the bill for any individual found violating the provisions of the law. For the first offense, the bill provides for the imposition of 30 days suspension without pay for the erring personnel.

For the second offense, the penalty is six months suspension without pay and for the third offense, one to six years imprisonment, dismissal and perpetual disqualification from public service, and forfeiture of retirement benefits.

## SIMPLER, FASTER DELIVERY OF SERVICES


Aside from observed improvements in the responsiveness of frontline service providers, better facilities, and reduction of red tape, the implementation of ARTA in the past decade ultimately helped regain the trust of the transacting public in the government.

With frontline service improvements, more people are inclined to provide positive feedback on the quality of service delivery they received after their transaction with government offices. These are the reasons given as culled from actual RCS feedback:

- Citizen's charters are now available in government offices;
- The "No noon break" policy is in effect;
- Special lanes for the elderly, pregnant women, and differently abled persons are in place;
- Queuing system in government offices are now organized;
- Processing time is shorter;
- Documentary requirements are reduced;
- Conduct of the Report Card Survey promotes ease of doing business;
- CCB as an effective feedback mechanism is operational;
- Fixing as a crime is emphasized; and
- Public Assistance and Complaints Desks are institutionalized in all government offices.

Also, data and information generated from RCS and CCB has provided empirical basis for gauging the performance of government agencies—the quality of service they render and their responsiveness to the people's needs. The data obtained can also serve as take-off points for studies on government processes and systems and possibly correlate these with measures to mitigate graft and corruption.

Going toward the achievement of an ASEAN citizen-centric civil service, citizens and state workers alike are called to support good governance and anti-corruption efforts and one of these is ARTA. Its backbone—the Citizen's Charter, RCS, CCB, Service Delivery Excellence Initiative, and the Citizen's Satisfaction Center Seal of Excellence—have been integrated in a closed-loop model composed of client experience, feedback, improvement, and reward.

For the past ten years, ARTA has provided both a macro and micro view on government service delivery, as well as perspectives essential in making government service truly efficient and effective. 



**Solidarity and cooperation.** Serving as representatives of each ASEAN member-state, Heads of Civil Service gather in Manila for the 2nd AHOCS Retreat held in November 2-3, 2017.

# CSC hosts retreat for ASEAN Heads of Civil Service

*“It is an honor to host our colleagues from the ASEAN Member States where an exchange of perspectives, constructive inputs, and world view shall ensue and take us to our vision of a stronger and more resilient ASEAN civil service.”*

This was stressed by Philippine Civil Service Commission (PCSC) Chairperson Alicia dela Rosa-Bala as the country hosted the 2nd ASEAN Heads of Civil Service (AHOCS) Retreat held November 2, 2017.

The AHOCS Retreat is part of the major events organized by the ASEAN National Organizing Council in line with the country's chairmanship of ASEAN 2017. The Retreat aims to strengthen the institutional arrangement of the ASEAN Cooperation on Civil Service Matters (ACCSM).

The discussion of the heads of civil service of ASEAN Member States (AMS) and their delegations focused on the implementation of the ASEAN Declaration on the Role of Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025.

The said Declaration stipulates concrete actions to be taken by ASEAN Member States collectively and individually including strengthening good governance and cooperation

in civil service, capacity building, prioritizing good regulatory practices (GRP), and promoting the highest standards of professionalism, transparency, and accountability in the civil service.

PCSC Chairperson Alicia dela Rosa-Bala pointed out that the agreement places premium on the role of the civil service in enhancing cross-sectoral and cross-pillar cooperation in ASEAN Community Building. She added that the agreement sets specific areas of collaboration. These include progressive people management, organizational performance, skills building, environment promotion, health management and disaster management.

Under the agreement, ASEAN civil service institutions will work together in developing and implementing capacity-building programs, in enhancing the professional standards and capability of civil servants in the region and in upholding and protecting their welfare.





Photo on left: As part of the Philippine delegation, CSI Executive Director Arthur Luis P. Florentin (rightmost) and CSC-PAIO Director IV Maria Luisa Salonga-Agamata (leftmost) play host to ASEAN representatives. Photo on right: Delegates from ASEAN member-states participate in the 4th CSI Leadership Series.



The agreement also ensures collaboration toward ensuring that the civil service of ASEAN would embrace good governance principles.

Representing the AMS in the meeting were: Director-General of the Public Service Department Awang Hj Abdul Manap Bin Othman, Brunei Darussalam; Undersecretary of State of the Ministry of Civil Service Chhoeun Bunnarath, Cambodia; Principal Secretary of the National Civil Service Agency Usman Gumanti, Indonesia; Director-General of the Ministry of Home Affairs Rattanavong Souvanny, Lao PDR; Director-General of Public Service Tan Sri Zainal Rahim bin Seman of the Public Service Department, Malaysia; Chairman/Minister of the Union Civil Service Board Win Thein, Myanmar; Chairperson Alicia dela Rosa-Bala of the Civil Service Commission, Philippines; Permanent Secretary Yong Ying-I of the Public Service Division of the Prime Minister’s Office, Singapore; Secretary-General Methini Thepmani of the Office of the Civil Service Commission, Thailand; and Head of Delegation Pham Thu Hang of the Ministry of Home Affairs, Vietnam.

A major outcome of the 2nd AHOCS Retreat was the agreement of AMS to intensify awareness campaigns on the ASEAN Declaration and for the ASEAN Secretariat to reach out to all ASEAN Sectoral Bodies under the ASEAN Socio-Cultural Community on exploring areas of collaboration particularly in areas of competencies and capacity building of civil servants.

### **ASEAN heads of civil service join CSC’s Leadership Series**

More than 300 participants including heads and senior officials of civil service from AMS attended the ASEAN Forum on Innovative Leadership held on November 3, 2017 at Conrad Manila. The forum is the 4th quarter offering of the PCSC’s Leadership Series, and is part of the activities of the 2nd AHOCS Retreat.


Innovative Leadership focuses on synthesizing different leadership styles in the organization to facilitate creative

ideas, outputs, services and solutions. It underscores that innovation is a collaborative affair that springs from an idea and the process involves people with various expertise. As a take away, organization leaders are encouraged to think out of the box and foster an environment where new ideas and methodologies are applied to achieve organizational growth and development.

The line-up of speakers and topics include: Phil Smithson, owner of the On-Off Group, “Harness the Power of Design Thinking for Innovative Leadership”; Dr. Maria Corazon A. De Ungria, University Researcher V of the Natural Sciences Research Institute, University of the Philippines (UP), “Science in the Service of Society”; Executive Director Diane Angella Eustaquio of Idea Space Foundation, “The Importance of Public-Private Partnership in Innovation”; and Dr. Kenneth Hartigan-Go of the Zuellig Graduate School of Development Management, Asian Institute of Management, “The Dilemma and Opportunities of the Innovative Leader”.

The diverse topics emphasize that an innovative leader need not be the person who creates the idea behind an innovation, that an innovative leader is one who recognizes a great idea—perhaps drawn up by a subordinate—and envisions the path that leads to the idea to become a reality. Once the vision is formed, an innovative leader shares that vision to employees, partners and colleagues and infects them with enthusiasm to turn that vision into a reality.

The CSI Leadership Series is a learning and networking event held on a quarterly basis designed to inspire government executives, directors, and managers to continually enhance their leadership effectiveness. It showcases the emerging trends and best practices of successful leaders and managers in both the government and the private sectors, and has attracted more than 2,500 leaders since 2014.

Themes for the previous quarters offered in 2017 were Diversity and Leadership (March), Visionary Leadership (June), and Leading Smart Organizations (September). 

# Search for 2018 Outstanding Government Workers now open




2017 Presidential Lingkod Bayan awardee Rose Mary G. Aquino, Agricultural Center Chief III at the Department of Agriculture Regional Office II (rightmost), receives her plaque from President Rodrigo Duterte and CSC Chairperson Alicia dela Rosa-Bala.

A public school teacher shared his talent for construction work by building a classroom, a concrete footbridge leading to the school, and a hand washing facility to address the accessibility, security and sanitation problems that have long hounded the learning center. With his contributions, he was conferred with the highest honor a government worker can receive in his or her lifetime—the Presidential *Lingkod Bayan* Award.

This is the inspiring story of Teacher I Jeovanne M. Cagoscoc from Col. Antonio C. Lanzar Elementary School in Digos City, Davao del Sur. The Civil Service Commission (CSC) continues to search for public servants like him in its annual Search for Outstanding Government Workers.

Moving toward its 59th year of honoring public servant heroes, the CSC is again inviting everyone to nominate deserving government officials and employees to the Search for 2018 Outstanding Government Workers. The deadline of nomination is on March 30, 2018.

There are three award categories—the Presidential *Lingkod Bayan* (PLB) Award, which is conferred to an individual or group of individuals for exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security and patrimony; the Civil Service Commission *Pagasa* Award, which is conferred to an individual or group of individuals for outstanding contributions resulting from an idea or performance that directly benefited more than one department of the government; and the Outstanding Public Officials and Employees or *Dangal ng Bayan* Award, which is conferred to an individual for performance of an extraordinary act or public service and consistent demonstration of exemplary ethical behavior as provided under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.

For more details, contact the Honor Awards Program Secretariat at 931-7993 or 932-0381; email [paio.hap@csc.gov.ph](mailto:paio.hap@csc.gov.ph), [hapsecretariat@gmail.com](mailto:hapsecretariat@gmail.com), [hapsecretariat@yahoo.com](mailto:hapsecretariat@yahoo.com); or visit the nearest CSC Regional or Field Office. 



# CSC warns against unauthorized use of logo



The Civil Service Commission (CSC) recently warned against the unauthorized use of its logo, stating that the act may be subjected to criminal prosecution and result in jail time.

The CSC said its logo has appeared in several civil service examination review materials and that this was done without its express authority.

“The CSC wishes to inform the general public that it has not given permission to any individual or entity to use its logo in such materials,” the CSC said in its advisory.

“It also does not sell reviewers or conduct review classes or give permission to any person or entity to undertake the same,” it added.

Unauthorized use of the CSC logo may be a violation of applicable laws, including Article 177 of the Revised Penal Code. The said provision reads:

“Article 177. Usurpation of authority or official functions. – Any person who shall knowingly and falsely represent himself to be an officer, agent or representative of any department or agency of the Philippine Government or of any foreign government, or who, under pretense of official position, shall perform any act pertaining to any person in authority or public

officer of the Philippine Government, or any agency thereof, without being lawfully entitled to do so, shall suffer the penalty of prison correccional in its minimum and medium periods.”

The CSC added that Republic Act No. 9416\*, also known as the Anti-Cheating Law, prohibits the unauthorized possession, use, reproduction, and any form of dissemination of examination materials, in whole or in part, by an individual, group, or review center, from an unauthorized source.

This means copying of examination questions, tearing any page of the test booklet, bringing home the test booklet or any of its pages, and other similar instances such as possession of test booklets by review centers, are not allowed.

The CSC said that these are considered acts of cheating punishable by imprisonment of not less than six years and one day but not more than 12 years, and a fine of not less than Php50,000.00. ®

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\*An Act Declaring as Unlawful Any Form of Cheating in Civil Service Examinations, Unauthorized Use and Possession of Civil Service Commission Examination-Related Materials, and Granting the CSC Exclusive Jurisdiction Over These Cases Including Those Committed by Private Individuals, approved March 25, 2017 by President Gloria Macapagal-Arroyo.



*Hard at work. Potential eligibles tackle the paper-and-pen Civil Service Examinations.*

# January 31 deadline set for filing for CS Exams

**T**he Civil Service Commission Regional and Field Offices are now accepting applications for the March 18, 2018 Career Service Examination-Pen and Paper Test (CSE-PPT). The deadline for submission of application is on January 31, 2018. The CSC reminds interested individuals however to file their applications early because acceptance of application is on a first-come, first-served basis and shall be closed any time before the deadline if the CSC Regional/Field Office has already reached the target number of applicants.


The CS examinations are open to Filipino citizens, regardless of educational attainment, who are at least 18 years old at the time of filing of application, and have not taken the same level of examination within three months before the date of examination.

Interested applicants must complete the following requirements: (1) Properly accomplished Application Form (CS Form No. 100, Revised September 2016, available at any CSC Regional/Field Office, and downloadable from the CSC website [www.csc.gov.ph](http://www.csc.gov.ph)); (2) Four pieces of recently taken (not more than three months ago) passport sized (4.5 cm x 3.5 cm) I.D. pictures in white background, showing the applicant's bare face (without eye glasses or any accessory that may cover facial features), and with hand-held and written name

tag legibly showing the applicant's signature over printed full name; (3) Original and photocopy of any of the following I.D. cards which must be valid (not expired): Driver's License, Passport, PRC License, SSS I.D., GSIS I.D. (UMID), current Company/Office I.D., current School I.D., Postal I.D., BIR I.D., PhilHealth I.D., Barangay I.D., Voter's I.D., Police Clearance/Police Clearance Certificate, or NBI Clearance; and (4) If the I.D. card has no indicated date of birth, original and photocopy of birth certificate issued by the Philippine Statistics Authority (formerly National Statistics Office), or the Local Civil Registry printed on security paper.

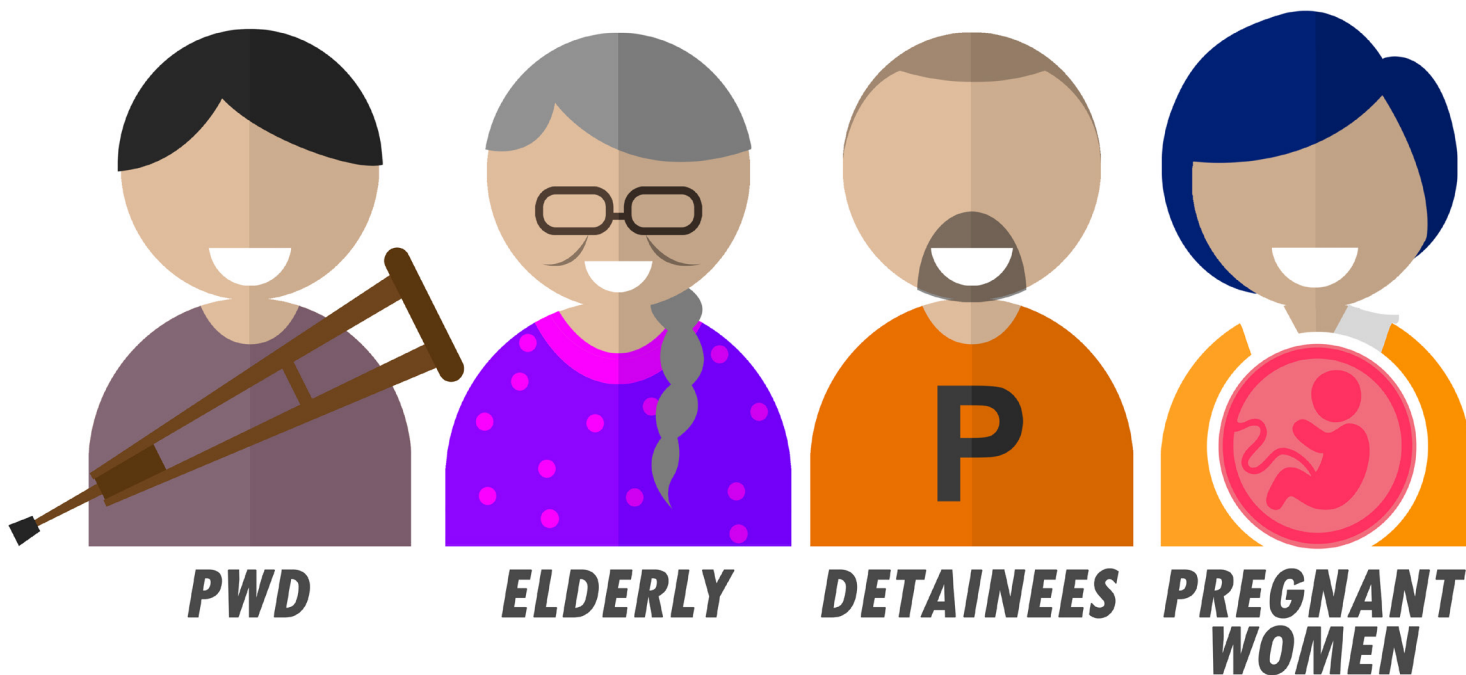
The CSC stressed that applicants must personally submit their applications at the CSC Regional Office (CSC RO), or at any of the CSC RO's Field Offices where they intend to take the examination. Examination fee for both levels of examination is PHP500.

The second conduct of CSE-PPT next year is slated August 12, 2018. Application period shall run from April 10-June 22, 2018.

For further inquiries or updates on the CSE-PPT, visit CSC's website at [csc.gov.ph](http://csc.gov.ph), or follow its Facebook page, [fb.com/PhilippineCivilServiceCommission](https://www.facebook.com/PhilippineCivilServiceCommission). 



# CSC sets exam guidelines for PWDs, pregnant, seniors



As part of measures to promote equal employment opportunity in government, the Civil Service Commission (CSC) has released guidelines on the administration of the Career Service Examination-Pen and Paper Test (CSE-PPT) to persons with disabilities (PWDs), pregnant women, and senior citizens.

Under CSC Resolution No. 1701159 issued July 31, 2017 and circularized through CSC Memorandum Circular No. 31, s. 2017 dated October 6, 2017, partially and totally blind examinees can take the examination using either the Dictation or the Braille system, with the help of a suitable room examiner and proctor. Those with low vision will be assigned test materials with increased font size.

The deaf or hard of hearing will be guided by a room examiner and proctor with knowledge on sign language or by certified sign language interpreters.

The CSC said that examinees who are PWDs, pregnant women, and senior citizens will be assigned to take the examination in a room located on the ground floor of the testing building for ease of movement.

The time limit for the examination shall be extended for one hour for the visually impaired and the deaf or hard of hearing, thus, 4 hours and 10 minutes for the CSE-PPT Professional Level, and 3 hours and 40 minutes for the Sub-Professional Level.

However, the CSC stressed that the time limit for other PWDs covering examinees with both apparent and non-apparent physical disability, pregnant women, senior citizens, and the rest of individuals classified as regular examinees will remain at 3 hours and 10 minutes for the Professional Level, and 2 hours and 40 minutes for the Sub-Professional Level.

The complete text of the guidelines is available from the CSC website, [www.csc.gov.ph](http://www.csc.gov.ph).

Meanwhile, the CSC informs the public that the next CSE-PPT is scheduled on March 18, 2018. Filing of application is ongoing until January 31, 2018 at the CSC Regional Office (CSC RO), or at any of the CSC RO's Field Offices, covering the area where applicants intend to take the examination. Interested individuals are advised to access CSC Exam Announcement No. 04, s. 2017, which contains the application requirements and procedures. ®

## L&D in gov't

# Local executives to undergo HR training



*Continuing education. The CSC's Civil Service Institute continues to provide relevant and customized trainings for aspiring government leaders.*

**T**he Civil Service Commission (CSC) and the Department of the Interior and Local Government (DILG) has embarked on a program to train local government officials on human resource (HR) management and organization development.

The CSC and the DILG issued Joint Circular No. 1, s. 2107 to launch the Local Executives Program (LEP) which aims to enable local executives to appreciate the value of HR in achieving their local government agenda.


Target participants of the LEP are governors, mayors, vice governors, vice mayors, sanggunian members, and administrators of the 1,715 provinces, cities, and municipalities nationwide.

The one-day training course features globally-accepted concepts on leadership and strategic HR, and provides an


opportunity to further understand Civil Service law and rules in the context of local governance.

It will be administered by the CSC, through its 16 Regional Offices (CSC RO) nationwide. The schedule of the LEP will be included in the CSC ROs' annual training calendar, but local government units may also request for in-house training.

The CSC-Civil Service Institute will handle the monitoring and evaluation of the program, while the DILG's Local Government Academy will support the evaluation of program content and delivery and encourage the participation of the local executives.

Interested individuals may inquire with the CSC RO concerned. A complete directory of CSC ROs is available at [www.csc.gov.ph](http://www.csc.gov.ph). 





*At the onset, allow me to thank AHA for giving me the opportunity to join this gathering of health administrators who are also engaged in human resource management (HRM). It is highly commendable that despite the myriad of tasks and responsibilities in your respective organizations, you managed to hold this convention to further equip our health administrators with relative knowledge on HRM and organization development. Participation to this convention proves that you are not content in staying in your comfort zone but rather, welcome challenges so you would remain competitive, keep tab of new trends, and be ahead of the race.*

# MANAGING PUBLIC HOSPITALS: FOCUSING ON THEIR WORKFORCE\*

An extensive discussion on the Program to Institutionalize Merit and Excellence in Human Resource Management or PRIME HRM, one of the Commission's HR transformation tool comes after my talk. We encourage agencies to be "PRIMED" as the process of assessment, assistance and award can change the HR process of an agency—from process improvements to the implementation of a new service delivery model. Allow me to instead focus on the need for innovative interventions to enhance the quality of civil service, especially one that meets the challenges of regional integration and community building posed by ASEAN 2025. The CSC's vision to be globally recognized as a center of excellence in strategic human resource and organization development is in support of positioning ASEAN as a force that can influence civil service policies and programs not just in the region, but in the world. I will discuss current CSC initiatives that bear directly on the public sector workforce, including our health workers.

## **FOCUSING ON HR MANAGEMENT IN THE PUBLIC SECTOR**

Early this month, the Philippine Civil Service Commission in cooperation with the ASEAN National Organizing Council hosted the 2nd ASEAN Heads of Civil Service (AHOCS) Retreat which aims to strengthen the institutional arrangement of the ASEAN Cooperation on Civil Service Matters (ACCSM). The ACCSM is a forum established as part of the ASEAN Socio-Cultural Community in recognition of the important role of civil service in governance.

But why focus on the civil service or in human resource management in the public sector? A critical component in improving a country's system

of governance is its human resources. The United Nations Committee of Experts on Public Administration released The World Public Sector Report 2015 which analyzed trust in government and a rule and value-based, professional, efficient, effective, transparent, ethical, accountable and responsive civil service. It was observed that when the behavior of public servants contradicts these parameters, there is a lowering of trust in government.

The ASEAN Cooperation on Civil Service Matters or ACCSM has remained consistent in underscoring the need to focus on the region's human resources, on the importance of professionalizing our ASEAN's corps of public servants. As a means to address socio-economic ills and sustain regional development, the need for competent, motivated, efficient and ethical civil service becomes pressing.

The discussion of the heads of civil service of ASEAN Member States (AMS) and the respective members of the delegation during the AHOCS Retreat focused on the implementation of the ASEAN Declaration on the Role of Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025. The said declaration underscores the significance of the civil service as the backbone of good governance in the region, its contributions essential in the attainment of the sustainable development goals. The agreement also stresses the role of the civil service as driver of national and regional development toward the achievement of ASEAN goals and aspirations for a "politically cohesive, economically integrated, and socially responsible" community, as articulated under the ASEAN Community Vision 2025.

\* Keynote speech delivered by CSC Chairperson Alicia dela Rosa-Bala for the Annual Convention of the Association of Health Administrators in the Philippine Government Service, November 21, 2017, Manila



## CAPACITY BUILDING PROGRAMS

The implementation of capacity building programs in the ASEAN is anchored on the Putrajaya Joint Declaration on ASEAN Post-2015 Priorities towards an ASEAN Citizen-Centric Civil Service. It documents AMS' shared commitment of aligning efforts to develop workforce competencies and institutional capacities, and strengthening leadership resulting to a high performing and dynamic civil service.

Our Civil Service Institute (CSI) is offering L&D programs specifically designed to enrich the knowledge, skills, and attitudes of state workers in line with the CSC's mandate of transforming every civil servant into a *lingkod bayani* or servant hero such as effective leadership, human resource and organizational development, public service reforms, and public service values culture.

We encourage you to take a look at the calendar of our L&D programs for 2018 so you can participate in the various interventions, the quarterly Leadership Series, course offering through the Leadership and Management Certification Program or CPro, and the annual Public Sector Human Resource Symposium (HR Symposium), to name a few.

The ASEAN Forum on Innovative Leadership simultaneously held with the AHOCS Retreat was the 4th quarter offering of the PCSC's Leadership Series, a learning and networking event showcasing the best practices of successful leaders and managers in both the government and the private sectors. Participants are expected to take away effective management practices as well as emerging trends from exemplary leaders, mentors, and leadership gurus.

The Leadership and Management Certification Program or CPro offers an alternative scheme to meet the qualification standards for education for division chief or equivalent positions. It offers fundamental leadership training to middle managers who want

***"The CSC has been a hub of relevant and responsive learning and development interventions to make our state workers more competent in the performance of their functions."***

to advance to higher posts and integrates competency-based learning with non-traditional management and leadership development approaches. The CPro assessment framework aims to assess a candidate's demonstration of skills and application of knowledge in real-time, real-world scenarios. This leads to accurately determining whether the candidate possesses the competence needed for successful real-world execution especially in the

areas of Building Collaborative,

Inclusive Working Relationships; Managing Performance and Coaching for Results; Leading Change; Thinking Strategically and Creatively; and Creating and Nurturing a High Performing Organization.

Amidst the need to maintain a healthy balance between continuity and change toward further enhancing public service, the CSC offers the annual Public Sector HR Symposium. It essentially aims to help participants proactively manage transitions brought in by new leaders and by the changing human resource management landscape.

### **A CITIZEN-CENTRIC ASEAN CIVIL SERVICE**

The Putrajaya Joint Declaration also underscores the institutionalization of a citizen-centric public service delivery.

The Declaration embodies ASEAN's recognition of the need for civil service reform and greater engagement to meet citizen's needs, welfare, and expectations as a people-oriented and people-centered ASEAN Community, as well as the importance of good governance in promoting sustainable development in ASEAN.

For us, a solid commitment to being a citizen-centric civil service is strengthening our good governance and anti-corruption efforts through implementation of Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA).

Major strides have been made in the implementation of ARTA through its various components. According to the study, Enhancing the Anti-Red Tape Act Report Card Survey commissioned by USAID-Integrity for Investments Initiative (i3), ARTA has spurred behavioral changes among government workers; knowledge of ARTA keep them on their toes and they do their best to comply with posted service standards. Tools

and mechanisms like the Report Card Survey (RCS) and the Contact Center ng Bayan (CCB) have urged government offices to regularly undertake time and motion studies, undergo evaluate and improve their systems and procedures, and re-engineer the same if deemed necessary to reduce processing time.

### **HIGHEST PROFESSIONAL STANDARDS**

Personal and professional development guru Brian Tracy said and I quote, "We are now in the age of excellence. Excellence is the commitment to doing work of the highest quality in the service of other people, both inside and outside of the organization. On the other hand, integrity underlies all the other qualities. Integrity is complete, unflinching honesty with regard to everything that you say and do. It means that you deal straightforwardly with people and situations and that you do not compromise what you believe to be true. Your measure of integrity is determined by how honest you are in the critical areas of your life."

We acknowledge the need to go back to our values, focusing on the basic foundation of public service under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, which espouses commitment to public interest, professionalism, justness and sincerity, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, and simple living. It is unfortunate that some public servants nowadays are caught in the culture of flawed values, where materialism takes precedence over honor, over respect for human dignity. Whenever we need to make difficult decisions, we always go



back to our values, we think about the honorable thing to do. Self-interest should not prevail over public good.

The CSC's Public Service Values Program for executives, middle managers and employees basically brings state workers back to the basic tenets of public service. For those who chose to serve especially those assigned in the frontline, *ang tanong ay hindi dapat, 'ano ang sa akin o ano ang mapapala ko?' Dapat laging isaisip ang paggawa ng tama at makabubuti sa nakararami, nang walang kapalit na pera o pabuya; panindigan lagi ang prinsipyo at pagpanig sa gawang mabuti.*

I would like to take the opportunity to invite the Association of Health Administrators in the Philippine Government Service to nominate the *lingkod bayani* in your midst to the 2018 Search for Outstanding Government Workers. The annual Search is administered by the CSC to recognize and reward government officials and employees for their outstanding contributions and achievements in the delivery of public service.

The roster of Presidential *Lingkod Bayan*, *Dangal ng Bayan* and *Pagasa* awardees showcase integrity, accountability and excellence in their respective fields. We have had awardees

***We need to provide competent civil servants with security from political machinations within the institution so they can focus on the work at hand and not worry about having to get the good graces of superiors and even politicians.***

who were chief of hospitals, nurses, and midwives who remained steadfast in living these values even in the face of disability, temptation, extreme challenges, and even death.

## **WELFARE OF CIVIL SERVANTS**

We are now working toward implementing a competency-based qualification standards in the Philippine bureaucracy. CSC has come up with the Generic Competency Dictionary, which lists competencies required of positions to enable them to satisfactorily perform tasks and responsibilities. With the competency-based qualification standards in place, the civil service hopes to ensure a highly-competent workforce.

As the ASEAN Resource Center on Examination and Testing, the Philippines has hosted study visits from ASEAN Member Countries and has continuously made headway in test administration, the grant of civil service eligibilities and test development. For the past six years, passing average for the civil service exam was at 10 to 15 percent, lower than the passing average of board exams given to professionals. CSC has set such standards so that we can command above average performance to entrants to government service. Two breakthrough projects were also implemented in the administration of CS exams: the inclusion of Gender and Development (GAD) Perspective in Government Examination"

and “Computer-Assisted Test for Visually Impaired Person”. The Strategic Performance Management System or SPMS was put in place to address the problem issues on security of tenure. At one end of the spectrum is the need to ensure security of tenure to combat the politization of the bureaucracy. At the other end of the equation are those who use security of tenure as a shield. An effective performance management system will be the antidote to unfit, unqualified, and inefficient public servants who invoke security of tenure to cling to their posts. SPMS is a system that links performance management with other human resource systems using one platform, specifically incentives and awards, HR movements, training and development, administrative discipline, and other personnel actions. Through the SPMS, those who are incompetent and who thrive in mediocrity will no longer be protected as tenure in government is based purely on satisfactory performance.


## THE FUTURE OF HR IN THE PUBLIC SECTOR

Another major outcome of the 2nd AHOCS Retreat was the agreement of AMS to intensify awareness campaigns on the ASEAN Declaration on the Role of Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025. Being given the privilege to share the CSC’s initiatives with you forms part of my crusade to fulfill our commitment to create mainstream awareness of the relevance of the ASEAN Declaration. The key to the future of HR in the public sector is aligning our efforts to the initiatives of our counterparts in the ASEAN region so collectively, we can be a force that can influence civil service policies and programs, and ultimately bring about transformation in the region.

As said by HR for Public Sector consultant David Robinson, and I quote, “We will continue to witness the conundrum HR faces in the public sector unless transformation is initiated – via a recognition of the need to manage change, deploy new technology, and adopt alternative service delivery models – HR professionals will continue to spend most of their time handling non-strategic, transaction-processing work. And unless they are viewed as a strategic asset to the organization, they will never command the respect and resources they need to undertake transformation.”

## CONCLUSION

On behalf of the Civil Service Commission, I would like to thank and congratulate the organizers of this convention. This networking opportunity will be very helpful in constructing responses to various challenges public sector HR face. Let us continue being partners in building a Philippine civil service that is responsive, compassionate, transparent, and accountable.

I conclude this message by commending our health administrators in government service, who, despite the enticing opportunities in foreign shores, have chosen to stay and dedicate their service in the country. May you continue to uphold your commitment of providing health care service at its best and show the world that we Filipinos, are indeed globally competitive. I want to assure each and every one that the CSC will always value the work that you are doing for your respective agencies, for the people and for us. *Maraming salamat at mabuhay ang serbisyo publiko!* 



## SPOT THE DIFFERENCE:

# CSC launches Rules on Administrative Cases in the Civil Service and Other HR Actions

**T**he Civil Service Commission (CSC), as the premiere human resource (HR) institution of the Philippine government, is a policy-making and quasi-judicial body. As such, it regularly issues rules and amends rules that govern the civil service, as well as case resolutions for administrative and disciplinary cases decided by the Commission.

*These rules and policies shape and guide the practice of HR in the public sector.*

*Let's spot the difference between the old version and new version of two important issuances—the Rules on Administrative Cases in the Civil Service (RACCS) and the Omnibus Rules on Appointments and Other HR Actions (ORAOHRA).*

### **The Omnibus Rules on Appointments and Other HR Actions (ORAOHRA)**

An important set of guidelines in the civil service is the Omnibus Rules on Appointments and Other HR Actions. Back in 1998, the Commission issued CSC Memorandum Circular No. 40, s. 1998 on December 14 to prescribe the Revised Omnibus Rules on Appointments and Other Personnel Actions. From 1998 to present, around fifty (50) policies related to appointments were issued by the Commission. That number still excludes those issuances that refer to qualification standards, merit system, and performance evaluation, which are related to recruitment or promotion and eventually to processing and issuance of appointments.

With the issuance of the 2017 Omnibus Rules on Appointments, all existing policy issuances related to appointments are incorporated in this single policy, which the CSC hopes would simplify the processing of appointments, not only by the CSC, but more importantly other government agencies.

The 2017 Omnibus Rules on Appointments also addresses pressing issues, problems, and changing needs on policies and procedures on appointment and other HR actions. Through the years, human resource management has been evolving. There are several external and internal factors that affect the way we look at our systems and procedures. Organization structures change. Organization cultures change. Technologies change. Appointments processing, which is one of the core function of CSC, is not spared from the changes brought about by the progression in HR management and the technologies that may support it.

The 2017 Omnibus Rules on Appointments journey started in 2012. Led by the Human Resource Policies and Standards Office (HRPSO), it went through an intensive and comprehensive review and consultations with CSC Regional Offices. Based on the solicited comments and suggestions gathered from the consultations, as well as a review of existing related jurisprudence, laws, and recent Commission decisions on appointment cases, some more revisions were introduced on the rules.

Finally, after five years of policy review, stakeholders consultations and presentations to the Commission, the 2017 Omnibus Rules was approved and promulgated on June 16, 2017 through CSC Resolution No. 1701009, series of 2017.

### **What's new in the 2017 version of the Omnibus?**

The 1998 Revised Omnibus Rules on Appointments features 14 rules, which include the appointment form, common and additional requirements, effectivity of appointment, actions on appointments, responsibilities of the agency human resource management officers, documents to be retained in the agency, publication of vacant positions, qualification standards, contract, of service and job orders, modes of separation and its documentary requirements, prohibitions, and a repealing clause.

The 2017 Omnibus Rules, on the other hand, features 17 rules.

Rule I provides for the General Policies on Appointments. The common and additional requirements for appointments plus the documents to be retained in the agency are consolidated in Rule II.



Rule III lays down the procedures in the preparation of plantilla, contractual, and casual appointments.

The employment status, nature of appointment and other HR actions which was previously included in Rule II now forms a separate rule, that is, Rule IV.

A rule covering the policies on probationary period was added, which is contained in Rule V.

**The 2017 Omnibus Rules enhances old forms and introduces new forms. All throughout the rules are illustrative examples provided for clarity and consistency in policy interpretation and implementation.**

The provisions on the effectivity and submission of appointments are also consolidated in Rule VI of the 2017 Omnibus Rules. Previously, these are Rule IV and Rule VI of the 1998 Revised Omnibus Rules.

Rule VII is about the publication and posting of vacant positions.

Rule VIII is on qualification standards which includes 45 provisions taken from the existing and prevailing policies on education, experience, training, and eligibility requirements for positions.

Rule IX is another new rule which provides policies on agency merit selection plan and the promotion and selection board. This is also a consolidation of all prevailing policies from 1998 to present on merit systems and promotion and selection board.

Rule X (Certain Modes of Separation-Documents Required for Record Purposes) does not cover anymore the provision on Dropping from the Rolls as the same is already included in the 2017 Rules on Administrative Cases in the Civil Service (RACCS).

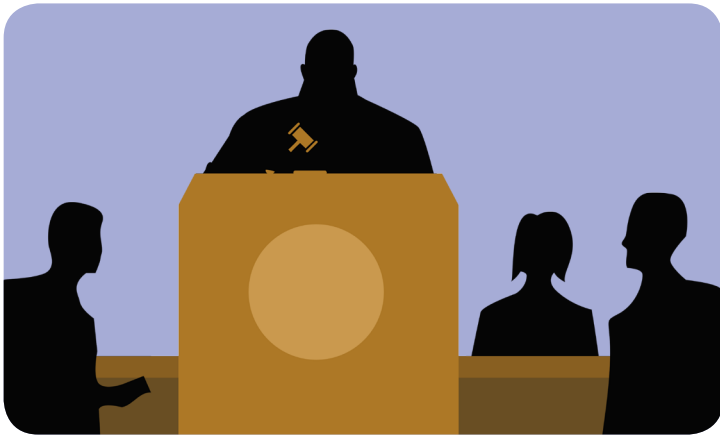




The rule on Contract of Service and Job Orders, which is Rule XI of the previous omnibus rules is deleted considering that these are not submitted to the CSC and are not covered by Civil Service law and rules. Rule XI now provides policies on disapproval/invalidation and recall of approval/validation of appointments.

The rules on the prohibitions, responsibilities of the agency HRMOs and repealing clause are retained but are updated based on comments, suggestions, and decisions on cases.

Rules XIV, XVI, and XVII on transitory provisions, separability clause, and effectivity was added.



### **The Rules on Administrative Cases in the Civil Service (RACCS)**

The CSC, through the Office for Legal Affairs, also launched the Rules on Administrative Cases in the Civil Service or RACCS. This is an update of the 2011 version, containing procedural guidelines for the disposition of disciplinary and non-disciplinary cases. It ensures a certain degree of consistency, predictability, and stability—values that are

integral in upholding the rule of law. It also affords government workers fair treatment and protects them from being victimized by political biases, persecution, and personal whims.

The formulation of the 2017 RACCS was done in consultation with various stakeholders, and involved a thorough review of existing rules and current situations in order to come up with a more responsive, comprehensive, and reliable set of rules for case adjudication and HR actions in the civil service.

### **What's new in the 2017 version of the Omnibus?**

The 2017 RACCS provides a definition for new terms such as back wages, developmental interventions, employee, *ex-parte*, fixer, human resource, *motu proprio*, official, *prima facie*, protest, psychological intervention, sexual harassment, and show-cause order. It redefines the terms agency and probationary employee, and renames personnel actions as HR actions.

Requests for correction of personal information are removed from the list of non-disciplinary cases under the jurisdiction of the Commission.

Added under those cases cognizable by the Commission are complaints against officials who are not elective officials.

The 2017 RACCS adds provisions on handling sexual harassment cases, e.g., complaints on sexual harassment shall be filed with the Committee on Decorum and Investigation (CODI) of the agency where the alleged offender is employed.

The following options for conducting a preliminary investigation are provided: (a) requiring the submission of counter affidavit or comment and/or other documents from the person complained of within five (5) days from receipt of the complaint which is sufficient in form and substance; (b) *ex-parte* evaluation of the records; or (c) conduct of clarificatory meeting with the parties to discuss the merits of the case.



A new provision states that if the CSC places the respondent under preventive suspension, it shall be executory unless a Temporary Restraining Order is issued by the Court of Appeals or the Supreme Court.

A new provision states that, during hearings, a Judicial Affidavit may be accepted in place of the direct testimonies of the witnesses. This is without prejudice to clarificatory questions that may be asked during the hearing.

The 2017 RACCS includes the list of violations and penalties under Republic Act No. 9485 or the Anti-Red Tape Act of 2007.

**A new provision states that the penalty of suspension may be converted to payment of fine when the respondent has already retired or otherwise separated from the government service.**



In such cases, the fine may be sourced from the accumulated leave credits or whatever benefits the respondent is supposed to claim.

The 2017 RACCS adds a set of guidelines on the payment of back wages and other similar benefits to an illegally dismissed/suspended official or employee.

### **Where to read or access the issuances?**

Both the 2017 Omnibus Rules on Appointments and RACCS were published in *The Philippine Star* on August 2, 2017 and took effect on August 17, 2017.

Both issuances are available in book form for sale at the CSC offices. 📖

# Regaining Power for Women: The Quest to End Violence

In the discourse of gender and development or GAD, most scholars and international organizations agree that violence is an issue of power relations.

Well-known French philosopher and author Michel Foucault identifies power relations as fundamental to social relations, including gender relations. He attributes power to “a complex strategic situation in a particular society” where one group is dominant and the other is repressed. Feminist author and theorist Gayatri Chakravorty Spivak similarly frames most of her arguments in the context of power relations. She says this ongoing struggle defines the kind of relations men have with women. When men abuse their power and women are repressed, violence occurs.

Diana Koester, author of *Gender and Power*, says, “One of the most persistent patterns in the distribution of power is that of inequalities between women and men...mechanism(s) of power relations (are evident) from the intimate sphere of the household to the highest levels of political decision-making. Wider structures and institutions can also shape the distribution of power by reinforcing and relying on gender roles.”

Sure enough, we see power relations at play in different spheres of society. Just recently, the Harvey Weinstein scandal that rocked Hollywood revealed and affirmed the existence and persistence of the culture of violence based on power relations. We have the rich and powerful male abusing his status as an executive producer, and the lowly actresses dependent on slim chances and questionable favors for a shot at being an A-list celebrity. It is already 2017, yet this sounds like a campy story from the 50s. If this is still happening in Hollywood, in a country that claims to be at the forefront of empowering women, we can only assume what else is happening in the same field in other parts of the world. What was kept hidden by a “culture of secrecy” was finally

exposed—the “untouchable” Harvey Weinstein was revealed to be a power tripping sex offender. An even worse realization is that this “culture of secrecy” was fueled by women and men themselves. Women who were too scared to speak up or thought that tolerating bad behavior from men is normal. Men who, instead of standing up, looked the other way.

This only proves Koester’s statement that power relations and therefore violence can happen anywhere.

In the Philippines, violence against women (VAW) is similarly a persistent problem. During its colonial years, power relations were also evident. The rape of the colonized female by the colonizer male is a wartime reality that shows how power relations becomes a feeding ground for violence.

In modern times, the Philippine government monitors VAW incidences. This has been a practice borne out of the introduction of GAD and the creation of anti-VAW mechanisms across law implementing agencies. The country also has landmark policies issued since the 1990s for the protection of women and their children. These include the Anti-Sexual Harassment Act of 1995 (Republic Act No. 7877), the Anti-Rape Law of 1997 (Republic Act No. 8353), the Special Protection of Children Against Child Abuse, Exploitation, and Discrimination Act (Republic Act No. 7610), the Anti-Violence against Women and their Children Act of 2004 (Republic Act No. 9262), and the Magna Carta of Women (Republic Act No. 9710).

Despite legislation and support mechanisms, VAWC is still a reality in Philippine society. One in five women aged 15-49 has experienced physical violence since age 15, and 6% experienced physical violence. Where are these instances of violence happening? And what are the power relations at work?



## Safeguarding the Home

The history of sexual violence shows that perpetrators are often men in close relation to the women they victimized. Violence in the home is painful as it breaks down the very core of society. The shame associated with it has forced thousands of abused women into denial or hiding. Rape in the context of marriage, for example, was not recognized until the 19th century, as sexual intercourse has always been perceived as a conjugal right. But what if it was done without consent? What if it was forced?

In the West, marital rape was finally recognized in the 1980s as a criminal act under domestic violence. And domestic violence has many forms. UN Women reports that an “estimated that 35% of women worldwide have experienced either physical and/or sexual intimate partner violence or sexual violence by a non-partner at some point in their lives. However, some national studies show that up to 70% of women have experienced physical and/or sexual violence from an intimate partner in their lifetime.”

In the Philippines, spousal rape and domestic abuse are also illegal. However, one-fourth of ever-married women age 15-49 reported having experienced emotional, physical, and/or sexual violence from their husbands, and 7% reported having experienced physical or sexual violence. This shows that power relations are present in intimate and familial relationships.

Over the years, women’s help desks across police stations and *barangays* have served to receive complaints of domestic abuse and counsel victim-survivors. Concerned organizations have also done their share to renounce domestic violence and to provide victim-survivors with legal counseling, medical support, health care, and shelters. Discourse over social media has also helped break the silence on domestic abuse. Indeed, safeguarding the home is an urgent concern as this organically addresses VAWC and ensures that the next generation is not influenced by perverse power relations.

*“If we are to fight discrimination and injustice against women, we must start from the home. For if a woman cannot be safe in her own house then she cannot be expected to feel safe anywhere.”*

*- Arab editor Aysha Taryam*

## Making Men Partners

It took time before gender advocacy realized it has been preaching to the choir, so to speak. Scholars and advocates began agreeing that it was not enough to educate and empower women, it was also crucial to pay attention to the men who are also victims of gender-based biases and discrimination. While the effect of power relations to women was to repress and victimize them, its effect to men was the inculcation of wrong ideas of machismo and authority.

*“There are two kinds of males  
- men who stand up for women’s  
rights and men who are cowards.  
The choice is yours.”*

*- Pakistani education advocate  
Abaida Mahmood*

It took a female celebrity in the person of British actress Emma Watson to get the world focusing on men. Through her 2014 privilege speech at the UN Women, Watson launched the HeForShe international campaign, acknowledging men as partners in turning dominant power relations on its head.

In the Philippines, there is an organization called Men Opposed to Violence Against Women Everywhere or MOVE Philippines, Inc., composed of men from government agencies and civil society who support gender equity. MOVE Philippines, Inc. was launched in 2006 and preceded the HeforShe campaign by eight (8) years.

*“Huwag mo na antayin ang Women’s Month o ang 18-Day Campaign to End Violence Against Women and their Children. Ang gender advocacy ay isang daily concern,”* says Ricky Bunao, interim president of MOVE Philippines, Inc. and Social Welfare Officer V at the Department of Social Welfare and Development (DSWD). Bunao also serves as Center Head of the Haven for the Elderly, DSWD’s accredited center of excellence that provides care and refuge for the elderly.

*“As long as there are victims, there are perpetrators,”* Bunao says in a 2015 interview with the *CS Reporter*. *“There are already many interventions available for the victim-survivors, but what about the perpetrators? It is truly a challenge to engage them in discussion, especially since we employ a clinical approach. But once we did it, we saw how they were reformed.”*

Bunao also discovered how the cycle of violence works even for men. “In our numerous community-based activities, we learned that perpetrators of violence started out as victims of violence themselves,” he explained. “We needed to deal with that finding, especially since the violence may have started when they were still very young. These men needed to heal so that they could stop the cycle of violence.”

MOVE Philippines, Inc. remains to be at the forefront of turning men into partners in gender advocacy and in saying no to VAW.

## Stopping the Blame Game

While the act of violence is an issue of power relations, what happens after also breeds issues that deserve further analysis.

Victim blaming is an attempt to maintain dominance in the struggle for power. Psychologist William Ryan says blaming the victim is an ideology used to justify social injustice. Shifting the blame to the victim asserts the position of the dominant party and promotes further silence to the repressed victim.

This phenomenon, while initially identified in studies about social injustice, is commonly associated with rape victims. The idea that rape victims invited harm upon themselves by their appearance or action takes away the burden from the perpetrator. Deep-seated cultural biases are also at play here.

*“Perpetrators of abuse often make their victims believe that they are somehow responsible for their own abuse. Such misplaced notions shift the blame of the abuse from the abuser to the abusee.”*

- Indian professor and writer  
Mallika Nawal

In the discourse of victim blaming, a victim may be identified as “high risk” or “likely to be victimized” because of his or her behavior and lifestyle. This person is differentiated from the “ideal” victim, who is perceived to have done the right things to avoid being victimized.

This kind of thinking trivializes the complexity of an abuse. Abuse is not about appearance, but about power relations. As an abuser exerts power over the victim and plays the blame game, acts of violence are expected to occur.

Chicago’s Women’s Health Research Institute says there is a need to change the culture of victim blaming: “Within this culture of victim blaming, women are told to change their own behavior in order to avoid being assaulted or raped. Women are told repeatedly to dress less provocatively, drink less alcohol, and not put themselves in risky situations. This proliferates the belief that women are at fault when they are attacked, and leads to a lack of accountability for men.” The organization adds, “While it’s important that women continue to be empowered and educated on how to prevent rape, this education needs to be extended to men as well. Men and women need to work together to change the culture of victim blaming, and help reduce violence against women.”

## Ending VAWC Everywhere, Including the Workplace

The workplace is another site for power relations, and thus presents opportunities for abuse and violence.

CSC Resolution No. 010940 or the Administrative Disciplinary Rules on Sexual Harassment Cases defines sexual harassment or SH as an act or series of acts involving any unwelcome sexual advance, request or demand for a sexual favor, or other verbal or physical behavior of a sexual nature, committed by a government employee or official in a work-related, training or education-related environment of the person complained of.

Drawing from RA 6713 and the Administrative Code of 1987, the CSC determined administrative disciplinary actions against officials or employees who committed SH. These were categorized under the offense of Grave Misconduct, Conduct Prejudicial to the Best Interest of the Service, or Simple Misconduct [Sec. 46(b), Chapter 6, Title I(A), Book V, Administrative Code of 1987].

This policy covers all officials and employees in government, career or non-career, under permanent or temporary status in the national or local government, government-owned and controlled corporations with original charters, and state colleges and universities, including applications for employment after the application has been received by the agency.

Sexual harassment may take place:

- while on official business outside the office or school or training institution or during work or school or training-related travel
- at official conferences, fora, symposia or training sessions
- by telephone, cellular phone, fax machine or electronic mail

*As a center of excellence for human resource and organizational development, the CSC has the responsibility to stop VAWC in all government offices, and to provide survivors with the necessary assistance and support that they need. Let us continue empowering each other, protecting the vulnerable from injustice and inequality, and upholding fairness and a VAWC-free workplace.*

*- Philippine Civil Service  
Commission Chairperson  
Alicia dela Rosa-Bala*

Since 1994 up to 2017, the CSC has received 170 SH cases, 122 of which are already resolved. This has resulted to the dismissal of 59 offenders, suspension of 18, and preventive suspension of 4.

Despite the strides we have made, SH still occurs in the workplace. That is why we should never stop speaking out about this issue. As a center of excellence for human resource and organizational development, the CSC has the responsibility to stop VAWC in all government offices, and to provide survivors with the necessary assistance and support that they need.


## Shifting Power Relations

When power relations always exist in different spheres of society, trying to ignite a shift seems to be a daunting task. But world history has already been witness to changes in power relations. We have seen dominant groups rise and fall. We have seen the repressed gain voice and status. It is an ever-changing culture, and this should be capitalized for society's gain. Who wouldn't want to live in an egalitarian society where men and women are protected and can live productive, healthy lives?

*"The greater the power, the more dangerous the abuse."*

*- Irish statesman  
Edmund Burke*

This is not only a concern of women, because this affects both women and men. There is a need for men and women to understand power relations, and to initiate a shift by empowering each other, protecting the vulnerable from injustice and inequality, and upholding fairness and a VAWC-free workplace.

Pakistani activist and Nobel Prize laureate Malala Yousafzai says, "We realize the importance of our voice only when we are silenced." It is high time to speak against VAWC, break down destructive power relations, and regain power for women. 



# Weaving Indige

*The Dayaw Festival celebrates unity and diversity in Filipino culture.*



**T**o present with pride, to show one's best with pride and dignity coupled with excitement, and to honor—these are the meanings of “dayaw” in various Philippine languages. This word aptly describes the annual celebration of National Indigenous Peoples Month (NIPM) through a festival called “Dayaw”. In honor of this celebration, the CS Reporter features the NIPM in this quarter's issue, as well as some of our 2017 honor awardees whose careers are related to indigenous peoples' advocacy.

## **NATIONAL INDIGENOUS PEOPLES MONTH**

Dayaw Festival is considered as the biggest gathering of indigenous ethnic groups in the country. It is spearheaded by the National Commission on Culture and the Arts (NCCA), led by its chairperson, National Artist Virgilio S. Almario, Executive Director Rico S. Pableo Jr., and Deputy Executive Director Marichu G. Tellano. The yearly event aims to highlight the importance and richness of indigenous cultures, to discuss issues indigenous peoples face today and facilitate interactions with other ethnic groups. The festival features performances, rituals, forums, traditional cuisine demos, traditional games, arts and crafts exhibit, and cultural exchanges among others. This year's festival, themed “Weaving Cultures”, took place last October 8 to 10 at the Rizal Park in Manila and in other areas of Metro Manila. It was the flagship event of NCCA's Subcommittee on Cultural Communities and Traditional Arts (SCCTA), headed by Alphonsus Tesoro.

“Binibigyang diin ng selebrasyong ito ang kultura ng mga indigenous peoples. Dito natin nalalaman ang yaman ng kanilang kultura. Dito natin higit na nauunawan na mayaman tayo sa iba't ibang kultura. “Weaving Cultures” ang tema ng pagdiriwang dahil halos lahat ng katutubo natin ay may tradisyon ng pananahi gamit ang iba't ibang klase ng tela,” as explained by NCCA's Cultural Heritage Unit Head, Lawrence Charles E. Salazar in an interview.

More than 40 indigenous peoples (IPs) group from Luzon, Visayas, and Mindanao joined the gathering. These include Ifugao Kalanguya, Bontoc, Balangao, Applai, Manobos, Matigsalugs, Maranaos, T'bolis, Atis, Sama Bangingi, Bajau, Dilaut, and Jama Mapun clusters.

The event kicked off at the Rizal Park's Open Air Auditorium with a ritual prayer from the Maguindanaoans and Atis and a mini-parade onstage where different indigenous

# Indigenous Peoples Culture



groups showcased their traditional attires, with some of them dancing. After the ritual, native wine was shared with the audience. The festival officially opened with the ringing of the ceremonial gong.

Several dance performances were conducted by Ilonggo, Hiligaynon, Kinaray-a, and Aklanon, Bontoc, Balangao, and Applai clusters. The Maranaos performed a traditional royal dance called singkil. The Subanens from Zamboanga del Sur performed one of their ritual dances for healing.

Aside from the local IPs, groups from neighboring countries such as Indonesia, South Korea, Laos, Malaysia, Thailand, and Vietnam performed their own traditional dances and showed their traditional attires.

The second day was intended for outreach activities where IPs visited schools in Metro Manila such as the Marikina High School to share their culture with the students. The Sama Bangingi, Bajau, Dilaut, and Jama Mapun clusters performed a dance with balancing acts. A cultural masters' exhibit was also held where works by the Philippine's National Living Treasures or Gawad Manlilikha ng Bayan (GAMABA) were displayed at the SM Mall of Asia.

On the last day, IPs shared their success stories and best practices in preserving their culture and teaching indigenous traditions to the youth. The NCCA also conferred the Gawad Gabay award to select indigenous peoples who were instrumental in preserving their communities' culture and skills. The festival ended with community dance around a bonfire.

## PRESERVING INDIGENOUS PEOPLES' CULTURE

In an interview, NCCA's Cultural Heritage Unit Head, Lawrence Charles E. Salazar, shared some ways on how the Commission is conserving, promoting, and preserving IPs culture:

### How does NCCA help indigenous artists transfer their knowledge and skills to their communities?

*Mula pa noong 1994 ay mayroong programa ang NCCA na tinatawag na Schools of Living Tradition. Ito ay informal education system sa mga community centers sa mga liblib na bahagi ng Pilipinas kung saan may mga cultural masters na itinuturo ang kanilang kaalaman sa paggawa ng traditional arts and crafts sa mga estudyante na kabilang rin sa parehas na ethnic group.*



**Sangkula G. Laja**  
**Provincial Health Officer II**  
**Integrated Provincial Health Office Compound**  
**Bongao, Tawi-tawi**



*Mayroon din tayong tinatawag na Gawad Manlilikha ng Bayan or Order of National Living Treasures kung saan binibigyan ng pagkilala ang mga folk and traditional artists. Ilan sa mga nagawaran ng parangal na ito ay sina Federico Caballero, isang Panay-Bukidnon epic chanter; Alonzo Saclag, isang musician at dancer mula sa Kalinga; Magdalena Gamayo, isang textile weaver sa Ilocos Norte na nagtuturo ng tradisyonal pamamaraan ng pagtahi ng abel. Lahat sila ay patuloy na itinuturo ang kanilang kaalaman sa mga miyembro ng kanilang indigenous community.*

### **How can the Filipino children absorb the diverse culture of the IPs?**

*Sinisikap ng NCCA na maging bahagi ng curriculum ang traditional na kaalaman patungkol sa kultura ng ating mga katutubo. May mga balakid sa kasalukuyan dahil sa pormal na sistema, hindi naman nabibigyan ng diploma ang nasabing klase ng kaalaman. Nakikipag-ugnayan kami sa TESDA upang magkaroon ng certificate program ang tungkol sa mga traditional na kaalaman katulad ng paghahabi ng tela. Sa ganitong paraan mahihikayat na matututo ang mga estudyante dahil may kaakibat na certificate.*

### **SERVANT HEROES AS INDIGENOUS PEOPLES' ADVOCATES**

The indigenous peoples are among the poorest and most disadvantaged social group in the country. Since they mostly live in the uplands and remote areas, access to basic services such as health and education are limited to none. As a result, high incidence of morbidity, malnutrition and mortality, and illiteracy, unemployment, and poverty are common.

Two of the 2017 Outstanding Government Workers—Dr. Sangkula Laja, Provincial Health Officer II of Integrated Provincial Health Office of Bongao, Tawi Tawi and Teacher Margarita Silang of Casillon Elementary School, Baco, Oriental Mindoro have been serving and helping indigenous communities in their respective areas for a long time.

### **PRO-BADJAO HEALTH WORKER**

Situated in the southernmost part of the Philippines, Tawi-Tawi is one of the poorest and underdeveloped provinces in the country. One of its inhabitants, the Badjaos, is a marginalized and underprivileged indigenous Muslim tribe residing in the coastal areas of the province.

As a pro-poor health worker, Dr. Laja has helped and continuously helping the Badjaos in their medical needs. When he was appointed as the Provincial Health Officer, he ordered for all hospital services and medicines to be free of charge for the Badjaos and other indigents. They were also enrolled in the PhilHealth program.

He also established the first and only community hospital in Sitangkai, a remote area where the underprivileged, including Badjaos reside. Beforehand, Sitangkai residents still have to cross the sea to reach Bongao where all the hospitals are



located. Thus, the community hospital was a big help for them. On one occasion, he performed an emergency surgery to a Badjao who was pierced by a swordfish in the chest. He also spent his own money for the operation and shouldered the transportation expenses of the patient from Sitangkai to Bongao.

Helping the Badjaos is just one the many initiatives of Dr. Laja in his pursuit of transforming the health services of the province into a people-centered health system.


When asked why he chose to stay in Tawi-Tawi instead of taking lucrative offers abroad, he said, "It is my desire to help the sick and save them from their suffering. Serving our people is a joy for me which money cannot buy. I chose to be with my fellow Moros to serve them with sincerity, passion, dedication and unconditional commitment. Being a public servant is my commitment and duty to Allah and my country."

## SECOND MOTHER OF THE MANGYANS

In a small town in Baco, Oriental Mindoro, Margarita Silang works as a teacher in Casillon Elementary School, a learning center exclusive for indigenous peoples. When she started in 2011, she was confronted with the school's problems—no enough classrooms and inadequate teaching devices. The Mangyan students, due to poverty, do not have the basic needs nor the school supplies.

Equipped with compassion, perseverance, resilience, and commitment, Teacher Marge, as she is called, exhausted all possible resources to improve the school facilities and provide the basic needs of her pupils. She reached out to her friends, former classmates and mentors to ask for assistance. She led "Oplan Silid Aralan" with the help of her former classmates to collect *pawid* that will be used for the roofing of two new classrooms. Through her connections, school uniform and supplies, electric fans, and other basic needs such as toothpaste, toothbrushes, and slippers were donated. She asked for the help of Father Fabella, a family friend and former President of Divine Word College of Calapan, for the construction of a canteen.

Beyond the duty of teaching, Teacher Marge has taught her Mangyan pupils a much more valuable lesson, "*Hindi lang 'yong pagpapatuto sa pagbasa, pagkwenta, at iba pa, kundi matuto rin sila ng tamang pakikisalamuha sa kapwa. Dati ang mga mag-aaral naming Mangyan ay takot sa mga Tagalog o sinumang dayuhan na pumupunta sa aming paaralan. 'Di sila nakikipagusap, takot humarap sa camera at takot makipagkaibigan. Sa ngayon, sila ay marunong nang humarap sa bisita, 'di na takot at makikita niyo na marunong na silang ngumiti. 'Yun po 'yong masarap na pakiramdam na nakikita ko silang masaya at marunong na magpasalamat sa kung anumang binigay mo sa kanila. Nagsisikap sila na matuto bagamat marami pa ring kulang sa buhay nila.*"

With all the positive changes that Teacher Marge has made to the school, especially to the lives of her Mangyan pupils, she earned their love and respect, considering her as their second mother. 

**Margarita M. Silang**  
**Teacher I**  
**Casillon Elementary School**  
**Division of Oriental Mindoro**  
**Baco, Oriental Mindoro**



# 'CLEANING' PUBLIC SERVICE: FIGHTING DRUG USE IN THE GOVERNMENT WORKPLACE

## HR CORNER

On the morning of August 12, 2015, a Valisno passenger bus crashed into a concrete boundary marker along Quirino Highway in Quezon City, leaving four of its passengers dead and 18 others injured. The driver tested positive for the illegal substance methamphetamine hydrochloride, also known as shabu.

In Alberta, Canada, a major accident occurred on October 18, 2005 when an Elk Valley Coal truck collided with another truck. After the incident, the driver tested positive for cocaine. He admitted to consuming cocaine the night before and a medical report confirmed that the drug affected his ability to operate heavy equipment.

Drug abuse can impair a person's cognitive functions and there is no doubt that drug use in the workplace could lead to injuries and death. This fact is especially alarming for "safety-sensitive" sectors such as transportation and construction, where employees are responsible for other people's safety.

Drug use should also be a concern in government service. Not only are public servants responsible for delivering vital programs and services to citizens, they are also expected to uphold the highest standards of ethical conduct. According to the Philippine Drug Enforcement Agency (PDEA), a total of 784 government officials and employees have been arrested for drug-related cases from CY 2011 to May 23, 2017.

### GOVERNMENT APPROACH TO A DRUG-FREE BUREAUCRACY?

As the central human resource institution of the Philippine government, the Civil Service Commission (CSC) believes that regular drug testing and imposition of additional grounds for administrative liability, combined with opportunities for treatment, make for a balanced approach to the campaign against illicit drugs in the public sector.



### RANDOM DRUG TEST

In Memorandum Circular (MC) No. 13, s. 2017 issued on April 19, 2017, the CSC directed all government agencies – including national government agencies, local government units, constitutional bodies, government owned and controlled corporations, and state colleges and universities – to conduct a "mandatory, random and suspicionless" drug test for their incumbent public officials and employees as a condition for retention in service.

The policy excludes officers and members of the military, police, and other law enforcement agencies who are subjected to a different set of rules. For job order and contract of service hires, a drug use policy clause must be included in their contracts.

The drug test should be conducted within six months from the effectivity of the said policy or until October 18, 2017. Subsequent random drug tests should be arranged every two years or less.

In conducting the drug test, government agencies should observe the procedures prescribed by the Dangerous Drugs Board (DDB).

## WHAT EMPLOYEES SHOULD KNOW:

The Screening Test should be conducted by a government drug testing laboratory or by a drug testing laboratory duly authorized and accredited by the Department of Health (DOH).

Government workers to be subjected to the drug test should be randomly selected. Under the guidelines, “random testing” is defined as a method of drug testing where the selection process results in equal probability that any employee from a group of employees will be tested, and without any prior notice of the date and venue.

Those who were randomly selected will be issued a chain of custody forms which they have to accomplish and sign.

The specimen bottles must be properly labelled and taking of specimen samples for screening test must be done in an area where manipulation (such as adding of water) is not possible.

Specimen samples found positive in the screening test shall be submitted for confirmatory testing within the same day.

The head of office/agency or his/her designated person shall notify the employee of the positive result from the Confirmatory Test, and the employee has 15 days from receiving the notice to challenge the result. Failure to file a challenge within the prescribed period shall make the positive drug test result from the Confirmatory Test final.

### A positive result from the Challenge Test is deemed final.

Any public official or employee confirmed positive for drug use shall undergo a Drug Dependency Examination to be conducted by the DOH or any of its accredited medical practitioners to determine whether he or she falls under the category of Experimenter, Occasional User, or Chronic User/ Drug Dependent.

The employee shall be required to undergo the intervention program for the category to which he or she is classified:

Government workers who refuse, without any valid reason, to submit themselves to drug testing shall be charged with the administrative offense of Gross Insubordination, which could lead to suspension from the service on the first offense and dismissal on the second offense.

Those who tested positive and refuse to undergo treatment or fail to complete their intervention program shall be charged with Grave Misconduct, which could result in dismissal on the first offense.

CSC MC No. 13, s. 2017 lists other instances leading to administrative liability. The full text of the policy can be accessed from the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph).

<b>X</b> <b>EXPERIMENTER</b>	<b>XX</b> <b>OCCASIONAL USER</b>	<b>XXX</b> <b>CHRONIC USER OR DRUG DEPENDANT</b>
<ul style="list-style-type: none"> <li>☒ Guidance counseling for six (6) months</li> <li>☒ Employee shoulders the expenses.</li> <li>☒ If the activity is done during office hours, the time spent shall be charged against his/her leave credits.</li> <li>☒ If leave credits are exhausted, absence shall be on leave without pay.</li> <li>☒ Employee must secure proof of successful completion of the program by securing a certificate of completion from the attending guidance counselor.</li> </ul>	<ul style="list-style-type: none"> <li>☒ Guidance counseling and monthly drug testing for six (6) months</li> <li>☒ Employee shoulders the expenses.</li> <li>☒ If the activity is done during office hours, the time spent shall be charged against his/her leave credits.</li> <li>☒ If leave credits are exhausted, absence shall be on leave without pay.</li> <li>☒ Employee must secure proof of successful completion of the program by securing a certificate of completion from the attending guidance counselor.</li> </ul>	<ul style="list-style-type: none"> <li>☒ Mandatory rehabilitation program for a minimum of six (6) months, which should start within 15 days from receiving the Drug Dependency Examination results</li> <li>☒ Employee shall undertake the processing of his/her admission to a rehabilitation center and shoulders the expenses.</li> <li>☒ Employee will be considered on sick leave during the rehabilitation period.</li> <li>☒ When sick leave credits have been utilized, vacation leave credits may be used. When all leave credits are exhausted, absence shall be on leave without pay.</li> <li>☒ Employee must secure a certificate of completion of his/her rehabilitation program and a clearance from the attending physician that he/she is fit to return to work.</li> <li>☒ Employee shall not be allowed to return to work without presenting such certificate and clearance.</li> </ul>

## REFORMS

A number of government agencies have already taken a more active stance in the campaign against illegal drugs. In Cebu City, for example, a total of 1,890 employees from 58 barangays have been subjected to drug tests. As of May 10, 2017, the number of employees who tested positive has reached 111, according to the Cebu City Office for Substance Abuse Prevention.

The government also established the Inter-Agency Committee on Anti-Illegal Drugs (ICAD) that will pursue a comprehensive campaign against the use of dangerous drugs. The ICAD is composed of 20 member agencies led by PDEA.

Signed by President Rodrigo Duterte on March 6, Executive Order No. 15 created the ICAD, emphasizing that it is the “priority thrust of the government to suppress the drug problem in the country by putting behind bars manufacturers, traffickers and peddlers of illegal drugs and by transforming drug users into productive members of society.”

With vigorous, concerted efforts from various government agencies, Filipinos are optimistic that the country will soon be free from the ills of dangerous substances. **®**



# CATEGORIES OF EXAMINEES AND ADMINISTRATION OF CIVIL SERVICE EXAMINATIONS ON PERSONS WITH DISABILITIES (PWDS) AND OTHERS

Number : 1701159\*

Promulgated : Jun 31, 2017

## RESOLUTION

**WHEREAS**, Article IX-B, Section 2 (2) of the 1987 Philippine Constitution provides that appointments in the civil service shall be made only according to merit and fitness to be determined, as far as practicable, and, except to positions which are policy-determining, primarily confidential or highly technical, by competitive examinations;

**WHEREAS**, Section 12 (2), Chapter 3, Subtitle A, Title I, Book V of Executive Order No. 292, otherwise known as the Administrative Code of 1987, provides that the Civil Service Commission (CSC) shall prescribe, amend, and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws;

**WHEREAS**, Section 12 (7), Chapter 3, Subtitle A, Title I, Book V of Executive Order No. 292, otherwise known as the Administrative Code of 1987, provides further that the CSC shall have the power to control, supervise, and coordinate civil service examinations;

**WHEREAS**, the CSC, through the Examination, Recruitment and Placement Office (ERPO), the CSC Regional Offices (CSC ROs), and the CSC Field Offices (CSC FOs), administers civil service examinations via pen and paper test (CSE-PPT) mode such as, but not limited to, Career Service Examination (CSE) for Professional and SubProfessional levels, Fire Officer Examination (FOE), Penology Officer Examination (POE), and Career Service Examination for Foreign Service Officer (CSE-FSO);

**WHEREAS**, the standard duration of examination is three (3) hours and 10 minutes for the CSE Professional level, FOE,

POE and CSE-FSO; two (2) hours and 40 minutes for the CSE SubProfessional level;

**WHEREAS**, the CSC administers examinations to persons with disabilities (PWDs) such as the blind or visually impaired, the deaf or hard of hearing, those with other physical defects, the pregnant and senior citizens;

**WHEREAS**, the conduct of examination for the visually impaired is either through the Braille system or the Dictation system, both requiring procedures that vary from those employed for standard examination/regular examinees;

**WHEREAS**, the deaf or hard of hearing has limited vocabulary in comparison with their full hearing counterparts which affects their comprehension and literacy skills. Such limited vocabulary adds to the difficulty in reading and understanding passages, including technical, difficult, or peculiar words. Further, they do not understand questions in Filipino and do not have an equivalent sign language for numerical formula/equations;

**WHEREAS**, there is a need for appropriate measures to address the physical conditions of PWDs, pregnant examinees and senior citizens;

**WHEREFORE**, the Commission hereby **RESOLVES** to prescribe the following general guidelines on categorizing examinees of and administering civil service examinations to persons with disabilities (PWDs) and certain regular examinees owing to their conditions:

### A. Categories of examinees

1. **PWD Examinees** – shall refer to examinees falling under any of the following sub-categories:
  - a. The visually impaired
    - a.1 Using the Dictation system – shall cover both partially and totally blind examinees who opt to take the examination through dictation
    - a.2 Using the Braille system – shall cover both partially and totally blind examinees who opt to take the examination through Braille
    - a.3 Low vision – shall cover partially blind examinees who opt to take the examination on their own the conventional way

- b. The deaf or hard of hearing – shall cover both partially and totally deaf examinees
- c. Other PWDs – shall cover examinees with both apparent and non-apparent physical disability other than the visually impaired and the deaf or hard of hearing

To be categorized as PWD examinee shall require presentation of a valid (not expired) PWD I.D. card. However, individuals with apparent physical disability but without PWD I.D. card shall be considered and categorized as PWD examinee.

- 2. **Regular Examinees** – shall refer to examinees, including the pregnant and the senior citizens, not falling under any of the PWD sub-categories. However, because of their delicate condition, pregnant and senior citizen examinees shall be assigned on the ground floor of a building in the examination venue.

**B. Time Limit**

The time limit for the examination shall be extended for one hour for the visually impaired (dictation, Braille, and low vision) and the deaf or hard of hearing. Accordingly, the duration of examination shall be, as follows:

Category of Examinee	Career Service Examination (CSE)		Examinations Other than the CSE comparable to Professional level	Examinations Other than the CSE comparable to SubProfessional level
	Professional level	SubProfessional level		
Visually impaired (Dictation system)	4 hours, 10 minutes	3 hours, 40 minutes	4 hours, 10 minutes	3 hours, 40 minutes
Visually impaired (Braille system)				
Visually impaired (low vision)				
Deaf or hard of hearing				
Other PWDs	3 hours, 10 minutes	2 hours, 40 minutes	3 hours, 10 minutes	2 hours, 40 minutes
Pregnant				
Senior Citizen				
Regular examinees				

**C. Submission of Statistics on Registered Examinees**

To facilitate the printing, preparation and packing of test materials, the CSC ROs shall submit to ERPO the statistics on registered examinees not later than the date prescribed by ERPO. The statistics should indicate the specified categories of examinees under Item A of this Resolution and by level of examination in the case of the Career Service Examination.

Attached are the prescribed forms to be used uniformly by all CSC ROS in submitting statistics on registered examinees (Annex A – original submission; and Annex B – revision).

**D. Assigning of Rooms**

- 1. Separate rooms shall be assigned for each of the categories of PWD examinees and the pregnant/senior citizen.

- 2. In consideration of their physical condition, the rooms to be assigned to PWD examinees and the pregnant/senior citizen should be located on the ground floor of a building for ease of movement.
- 3. In the case of the Career Service Examination, the assigning of separate rooms shall be done further by each level of the examination. However, for practical reasons and to maximize resources, where there are only a total of 10 examinees or less for each of the PWD categories (except the visually impaired) and of the pregnant/senior citizen, but taking different levels of the Career Service Examination, the examinees may be assigned in the same room, provided that, separate Picture-Seat Plans shall be accomplished for each level of the examination.
- 4. The CSC ROs may accommodate the visually impaired and/or the deaf or hard of hearing in their respective offices if adequate space or room is available.
- 5. For the visually impaired (Dictation and Braille systems), each examinee should be assigned in separate rooms/locations to properly facilitate actual dictation, including transcribing, procedures. The room should be conducive and receptive to their physical condition (e.g. accessible and free from objects that may cause harm to the examinee). In addition, the room for those taking the Dictation system should be free from any electronic device that may facilitate audio recording of the dictation.
- 6. For low vision examinees, a separate room should be assigned which is also located on the ground floor of a building.
- 7. For the deaf or hard of hearing, a maximum of 10 examinees shall be assigned per room to ensure proper managing by the room examiners.

**E. Randomization Procedures**

- 1. Separate randomization procedures shall be executed, as follows:
  - for Regular examinees
  - for the Visually Impaired (Dictation)
  - for the Visually Impaired (Braille)
  - for the Visually Impaired (low vision)
  - for the Deaf/hard of hearing (maximum of 10 examinees per room)
  - for Other PWDs
  - for Pregnant/Senior Citizen examinees
- 2. In case Other PWDs and Pregnant/Senior Citizen examinees be assigned in the same room, they shall be randomized as one group.
- 3. Randomization procedures shall be executed further for each level of the examination in case of the Career Service Examination.
- 4. Separate Examinee Attendance Sheets should correspondingly be generated and printed based on the groupings under Item E(1).

**F. Assigning of Room Examiners and Proctors**

1. For the visually impaired (thru Braille and Dictation systems)

The Room Examiner and the Proctor to be assigned must generally:

- Be a CSC employee;
- Be a Career Service Professional/SubProfessional eligible, as applicable;
- Not related to the examinee within the fourth degree of consanguinity or affinity;
- Be with proven integrity, especially for the Dictation system as they will have access to the test questions;
- Have high degree of accuracy as they will facilitate the dictation of test and transcribing of the examinees' answers; and
- Have attended the Training on Professionalized Corps of Test Administrators (PROCTAD).

2. The examiners for the Dictation system, in addition, should have clear, audible and pleasant voice to better facilitate the test dictation, and be capable to maintain the voice intonation so as not to give hint on the right answer to the examinee.

3. For the deaf or hard of hearing, the Room Examiner and the Proctor to be assigned should preferably be special education teachers, or employees of government agencies (e.g. Department of Education; National Council on Disability Affairs) with knowledge on sign language, or certified sign language interpreters.

**G. Preparation of Test Materials**

1. For the visually impaired (Braille system), test materials shall be prepared in Braille.
2. For the visually impaired (low vision), test materials shall be prepared with increased font size of at least 50% to facilitate reading of test items and accomplishing/shading of the answer sheet.
3. For the rest of the examinees, normal standards shall be observed in the preparation of test materials.

The Commission FURTHER RESOLVES to authorize ERPO to prepare and issue directions for administering examination for the visually impaired using the Braille system and the Dictation system.

All other rules and regulations, or any part or provision of the rules and regulations, inconsistent with these guidelines, are hereby repealed or modified accordingly.

This Resolution shall take effect fifteen (15) days after its publication in a newspaper of general circulation.

Quezon City.

(Sgd.) **ALICIA dela-ROSA-BALA**  
Chairperson

(Sgd.) **ROBERT S. MARTINEZ**  
Commissioner

(Sgd.) **LEOPOLDO ROBERTO W. VALDEROSA JR.**  
Commissioner

Attested by:

(Sgd.) **DOLORES B. BONIFACIO**  
Director IV

Commission Secretariat and Liaison Office

*\*CSC Resolution No. 1701159 was published on September 15, 2017 in the Philippine Star.*

**Erratum:**

Please be informed that in the 3rd issue of the *Civil Service Reporter*, the photos of CSC RO XII on page 13 were previously given the captions meant for CSC RO VIII's photos. We have reprinted that section below with the correct captions. The online version has also been corrected.



*(1) Hundreds of government officials and employees within Region XII participated in the Zumba Marathon on September 4, 2017 at the Cotabato City State Polytechnic College. (2) Different agencies joined the tree planting activity at Barangay Dimapatoy, Datu Odin Sinsuat, Maguindanao on September 15, 2017.*





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