RECOGNIZING OUTSTANDING PUBLIC SERVICE AMID PANDEMIC

CONTACT CENTER NG BAYAN TO CELEBRATE DECADE OF SERVICE

ABSENCES DUE TO COVID-19 VACCINATION MAY BE EXCUSED—CSC

INCLUSIVITY, HUMAN RIGHTS, AND THE FUTURE OF WORK
The BSP will validate what other countries -- such as the United Kingdom, Australia, and Canada -- have reported regarding the public benefits of polymer banknotes:

- More hygienic and sanitary;
- More secure;
- More durable and cost-effective; and
- More environmentally friendly.

Polymer banknotes are more hygienic and sanitary than paper banknotes.

The chemical component of a polymer banknote makes its surface smooth and resistant to dirt, bacteria, and viruses.

Polymer banknotes can also be wiped clean and sanitized without damage, unlike paper bills.

Polymer banknotes are more durable, and thus more cost-effective than paper banknotes.

With a lifespan of at least 2.5 times longer than paper banknotes, polymer banknotes need to be replaced less frequently, reducing the overall cost of banknote production, even when accounting for higher production cost.

Polymer banknotes are more environmentally friendly than paper banknotes.

Polymer banknotes have a smaller ecological footprint than paper banknotes.

Moreover, when no longer usable due to wear and tear, polymer banknotes can be recycled into various products, such as building materials and outdoor furniture.
The Contact Center ng Bayan (CCB) wishes you a Healthy and Happy New Year!

As we bid 2021 ‘goodbye’ and welcome another year, we thank you for your continued trust to CCB, the government’s main helpdesk where citizens can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback.

The support both from our transacting public and agency partners have brought us to where we are now since we have been established in 2012. Discover our story on Citizen’s Guide (pp. 20).

The CCB continues to provide uninterrupted service even amid the pandemic. At the comfort of your own home, you may reach us through SMS (0908-8816565), email (email@contactcenterngbayan.gov.ph), hotline via PLDT (1-6565), and Facebook Messenger (fb.me/civilservicegovph).

Aside from requests for assistance and complaints related to government transactions, the CCB continues to receive commendations and messages of gratitude from clients who experienced successful transactions with our intervention. These positive feedback fuel our agents to do better and better each time. Below are some of the commendations we received during the last quarter of 2021.

Reference number: IRN0256939
I’m sending this email with joy in my heart. You have moved mountains and made my 4-year-old case look so simple. Ever since I emailed your good office, my case kept on moving forward until today, I finally got the result out of it. You really showed me a good side of the Philippines. Thanks and God bless all of you. •

Reference number: IRN0257151

Reference number: IRN0256684
I am very thankful that you have diligently addressed my concern that benefited not only me but also my fellow grantees-students from Bulacan State University. Also, I am very glad that you have this platform intended to assist us, common citizens, with regard to government transactions. More power to you and wishing you safe all the time. •

Reference number: IRN0256616
To the Contact Center ng Bayan, thank you so much for your immediate assistance on this concern. This has been my third time to bring a concern to your office, and each time, I was able to receive an immediate response. I am very grateful for the assistance you have rendered. You have indeed helped a lot of people by doing this program. I wish and pray that you continue this program and may God bless you and all the staff doing their work in the background. Kudos to you and more power. •

Reference number: IRN0256824
Well-deserved commendations for your integrity and honesty! My concerns were easily resolved with your help. More power. •
FROM THE CHAIRPERSON’S DESK

Warm greetings to all public servants in this Yuletide season!

Let us face it—it has not been an easy year for all of us as it was in 2020. We all thought that COVID-19 would pass by swiftly and that we would regain our normal lives back in 2021. Yet, despite the challenges and losses, we remain steadfast to our calling as civil servants while we also try our best to remain strong for ourselves and loved ones.

For this and for every small and big victory, we should approach this season with grateful hearts. As for the Civil Service Commission, we are grateful for every dedicated civil servant who tirelessly respond to the needs of the Filipino people during the pandemic. Through this Civil Service Reporter magazine issue, we highlight the contributions of outstanding public servants who were recognized as the 2020 and 2021 Presidential Lingkod Bayan, Dangal ng Bayan, and CSC Pagasa awardees. Their complete citations are on pp. 26-29.

We also look back at the achievements of the Contact Center ng Bayan as it approaches its 10th year in the public service in 2022.

Moreover, we continue to promote existing advocacies that the CSC supports such as human rights, gender equality, disability, and social inclusion, and future-proofing the civil service, and explain their links to CSC’s mandate as the central HR institution of the Philippine government. Read the feature article on p. 36.

Other latest news and updates on CSC’s programs and services are featured on the News and Regional News sections (p. 10). More contributions from civil servants are highlighted on this issue’s Lingkod Bayani and Health and Wellness at Work sections (pp. 44 and 45 respectively).

We hope that you enjoy this year’s last quarter issue of the Civil Service Reporter magazine.

Let us all welcome 2022 with a renewed sense of hope and commitment to a better public service.

(Sgd.) ALICIA dela ROSA-BALA Chairperson
Tell us what you think about the Civil Service Reporter and get a chance to win a treat from the Civil Service Commission

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

Name:

Agency:

Address where you wish the CS Reporter to be mailed to:

Where do you usually get a copy of the CS Reporter?
- Mail subscription
- Online (csc.gov.ph)
- Others: _______________________________

How do you dispose old copies of CS Reporter?
- Throw in a bin
- Add to the piles of old magazines & newspapers and sell to recycling centers/junk shops
- Give old copies to friends
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- Donate
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Reader’s Profile:

Gender:
- Male
- Female

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

I have been receiving the CS Reporter for
- Less than a year
- 1-2 years
- 3-4 years
- 5 years or more

Articles which I find most useful:
- New CSC issuances
- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Honor Awards Program
- HR issuances and policies
- Others: _______________________________

Will you recommend CS Reporter to your colleagues/friends?
- Yes
- No
- Why/Why not?

Government employee?
- Yes
- No

Years of service in government:
- 1-5 years
- 6-10 years
- 11-15
- 16-20
- 21-25
- 26-30
- 31-40
- 41 years and above

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

Level:
- First level
- Second level
- Third level

CS Reporter should feature more articles on:
- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Honor Awards Program
- HR issuances and policies
- Others: _______________________________

Will you recommend CS Reporter to your colleagues/friends?
- Yes
- No
- Why/Why not?

Other comments:

You may take a photo of the accomplished survey form and email to csc.pmrd@gmail.com, or send through fax (8932-0179) or snail mail. Thank you!
Absences due to COVID-19 vaccination may be excused - CSC

Absences of government workers due to COVID-19 vaccination may be considered as excused absence.

This is pursuant to the interim guidelines issued by the Civil Service Commission (CSC) through CSC Memorandum Circular No. 16, s. 2021 or the “Interim Guidelines on Absences of Government Officials and Employees Due to COVID-19 Vaccination and/or Adverse Events Following Immunization (AEFI) of COVID-19 Vaccine”.

The issuance provides for the treatment of absences incurred by government officials and employees during the day of the inoculation of COVID-19 vaccine and/or the required treatment or recuperation period from any AEFI of COVID-19 vaccine. The guidelines define AEFI as “any untoward medical occurrence which follows immunization and may include tenderness, pain, warmth, redness, itching or swelling on the arm where one got the injection; generally feeling unwell; feeling tired (fatigue); chills or feeling feverish; headache; and joint pain or muscle ache. The employee must submit a medical certificate signed by an attending physician at the vaccination center or medical facility where s/he underwent observation due to AEFI.”

EXCUSED ABSENCE

CSC MC No. 16, s. 2021 provides the following conditions where excused absence may be considered:

- Absence from work during the day of inoculation of the first and second doses of COVID-19 vaccine, including future booster shots. Required documents include proof of vaccination schedule (e.g. vaccination card) and the application of leave of absence; and

- Absence from work due to the required treatment/recuperation period from AEFI of the first and second doses of COVID-19 vaccine, including future booster shots.

A maximum of 15 calendar days may be allowed for cases of serious AEFIs which may include hospitalization, persistent or significant disability or incapacity, and life threatening or medically important event or reaction. In addition to the application of leave of absence and copy of vaccination card, the employee must also submit a medical certificate and/or clinical abstract indicating the diagnosis, management done, and number of days of recuperation needed, signed by the attending physician. On the other hand, a maximum of three (3) calendar days may be allowed for non-serious AEFIs which may include tenderness, pain, warmth, redness, itching or swelling on the arm where one got the injection; generally feeling unwell; feeling tired (fatigue); chills or feeling feverish; headache; and joint pain or muscle ache. The employee may apply for sick leave of absence without pay.

LEAVE CREDITS

Absences due to AEFI of COVID-19 vaccine may be charged against the employee’s sick leave credits when the period of treatment/recuperation exceeds the maximum allowable period of absences for the abovementioned conditions.

If the employee has exhausted his/her sick leave credits, Section 56 of the Omnibus Rules on Leave allows for the use of vacation leave credits in lieu of sick leave credits. In case the vacation leave credits have been exhausted, the employee may apply for sick leave of absence without pay.

Government workers who have incurred absences due to COVID-19 vaccination and/or have undergone treatment from AEFI prior to the issuance of CSC MC No. 16, s. 2021 may request for the restoration of the deducted leave credits through the agency’s Human Resource unit.

ADDITIONAL GUIDELINES

The guidelines also enumerate the responsibilities of the heads of agencies through their respective HR units.

These responsibilities include maintaining a database of workers inoculated with COVID-19 vaccine; establishing or designating a unit that will perform the functions of a Workplace Epidemiology Surveillance Unit (as stated under the 2020 Revised IRR of R.A. 11332); monitoring the treatment of absences due to COVID-19 vaccination and/or the required treatment/recuperation from AEFI; ensuring that efficiency and productivity work standards are met; submitting a report to the CSC or Field Office concerned on the number of workers who availed of excused absences; and ensuring that the agency has contingency plans in case large number of employees suffer AEFI of COVID-19 vaccine and other similar incidents.

These guidelines shall apply to all government officials and employees regardless of status of appointment (permanent, temporary, provisional, substitute, coterminous, casual, contractual or fixed term) including local elective officials.

It shall take effect retroactively on 1 March 2021, the official rollout of the vaccination drive in the Philippines. It shall remain in full force and effect during the period of state of calamity as declared under Proclamation No. 1218 dated 10 September 2021 issued by the President of the Philippines, or one (1) year after the government has declared the completion of the COVID19 Vaccination Program.

The Civil Service Commission (CSC) launched the new Panunumpa ng Lingkod Bayan, an oath that is regularly recited by civil servants during flag raising ceremonies in November 2021.

The launch coincided with the Virtual Awards Rites of the 2020 and 2021 Outstanding Government Workers, which aired live on 15 November 2021 at 2 p.m. via the CSC and Radio Televisión Malacañang’s official Facebook Pages and YouTube channels.

The new version of the Panunumpa ng Lingkod Bayan was produced through nationwide consultation survey among 4,600 government workers and human resource practitioners conducted on June-July 2021, as well as consultations with the Komisyon sa Wikang Filipino and University of the Philippines Diliman. The oath aims to better reflect the situation and (continued on page 12)
The Civil Service Commission (CSC) grants the BNSE to qualified individuals by virtue of Presidential Decree No. 1569, which mandates the deployment of one barangay nutrition scholar (BNS) in every barangay who shall be trained and shall perform volunteer nutrition and related services to help strengthen the barangay nutrition program.

Qualified to apply for BNSE are barangay-based volunteer workers who have rendered at least two years of continuous and satisfactory nutrition services and other related activities.

Those who have been hired by agencies under Job Order status and/or Contract of Service may still qualify for the grant of BNSE.

The BNSE is a first level eligibility, which may be considered for appointment to clerical positions and other first level positions in the career service requiring a general first level CS eligibility, provided the appointee meets the education, training, experience, and other requirements of the position.

The CSC also reminded local government officials of the special eligibilities that they may apply for.

The Barangay Official Eligibility (BOE) is granted by the CSC pursuant to Republic Act No. 7160 or the “Local Government Code of 1991” to elective and appointive barangay officials based on completion of their term of office. The elective barangay officials are Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairpersons; while the appointive barangay officials include Barangay Treasurers and Barangay Secretaries who were appointed by the duly elected Punong Barangay.

Completion of term of office is defined as follows:

- For elected barangay officials, it shall refer to the term of office as specified by the prevailing law on term of office of elected barangay officials.
- For appointive barangay officials, it shall refer to the continuous number of years of satisfactory service rendered from the time of appointment, which must correspond to the number of years covering the term of office of the appointing Punong Barangay and may include services rendered under previous appointment.

Only the abovementioned barangay officials who completed their term of office on 1 August 2012 (the effectivity date of the related CSC policy) and onwards may qualify for the BOE. Those who completed their term of office before the said date may no longer apply.

The BOE is considered appropriate for appointment to first level positions in the career service, except for those that require qualifications in skills or trade test and/or requiring passing the Board or Bar examinations, or requiring eligibilities provided under special laws.

Meanwhile, Sangguniang Members may apply for the Sanggunian Member Eligibility (SME).

Specifically covered by the grant of SME are the Vice Mayor, as presiding officer for the Sangguniang Bayan or Sangguniang Panlalawigan; Vice Governor, as presiding officer for the Sangguniang Panlalawigan; and regular Sangguniang Members of the Sangguniang Bayan, Sangguniang Panlungsod, and Sangguniang Panlalawigan.

The CSC grants the SME pursuant to Republic Act No. 10156 or “An Act Conferring upon Members of the Sangguniang Bayan, Sangguniang Panlungsod, and Sangguniang Panlalawigan the Appropriate Civil Service Eligibility under Certain Circumstances, and for Other Purposes.”

To apply for the Sanggunian Member First Level Eligibility, the Sanggunian Member must have served for an aggregate period of six (6) years and have completed at least 72 units leading to a baccalaureate or bachelor’s degree.

For the Sanggunian Member Second Level Eligibility, the applicant must have served for an aggregate period of nine (9) years and have completed a baccalaureate or bachelor’s degree.

The applicant’s name must also be included in the corresponding Master List issued by the concerned Department of the Interior and Local Government (DILG) office.

For Sanggunian Members who were elected in the May 2013 elections and thereafter, the period of application shall be within two (2) years upon
CSC reminds govt employees on stricter sexual harassment policy

The Civil Service Commission (CSC) urged government employees to be mindful about their behavior as it reminded them on the stricter rules governing sexual harassment in the workplace.

Sexual harassment in the workplace covers not only physical or verbal acts but also those done using technology. This may include unwanted sexual qualifications in skills or trade test and/or requiring passing the Board or Bar examinations, or requiring eligibilities provided under special laws. Moreover, the Sanggunian Member First Level Eligibility shall be applicable for entrance and promotion to first level career service positions only, while the Sanggunian Member Second Level Eligibility shall be applicable for entrance and promotion to first level and second level career service positions.

Complete details on how to apply for these eligibilities are found on the CSC website at www.csc.gov.ph.

meeting the required number of years of service. Those who completed the six- or nine-year service requirement prior to May 2013 may no longer apply for the SME.

The SME is considered appropriate for appointment to second and first level positions in the career service, except those that require

Nutrition workers ... from page 13
Search for Outstanding Gov’t Workers regional winners recognized

Various offices of the Civil Service Commission (CSC) held online recognition programs for the regional winners of the Search for Outstanding Government Workers.

The CSC Regional Office (CSC RO) XII culminated the celebration of the 121st Philippine Civil Service Anniversary (PCSA) on 29 September with a virtual program for the 2021 Regional Awardees for the Dangal ng Bayan Award, which was streamed live via the CSC RO XII Official Facebook Page at https://www.facebook.com/cscregion12.

The awardees were Giovanni D. Deles, M.D., City Health Officer, City Government of Tacurong; Michael Jesus N. Esponilla, Teacher I, Department of Education, Division of General Santos City; Jocelyn S. Facurib, Master Teacher I, Department of Education, Division of General Santos City; Hon. Vic Paul M. Salarda, Municipal Mayor, LGU Alabel, Sarangani; Leah Y. Tolimao, City Government Department Head II, LGU General Santos City; and Grace L. Maniego, Llb, Internal Auditor IV, Provincial Government of South Cotabato.

Director IV Resurreccion P. Pueyo gave the welcome remarks by highlighting the birth of the Honor Awards Program (HAP) on 19 June 1959 with the passage of Republic Act No. 2269 or the Civil Service Act, which established the Employee Suggestion and Incentive Awards System. He also challenged every government worker in Region XII to emulate the good deeds shown by the regional awardees.

CSC Chairperson Alicia dela Rosa-Bala gave the keynote address, while CSC RO XII Director II Venus B. Bumanlag delivered the closing remarks where she thanked all who took part in the successful conduct of the culmination activity of the 121st PCSA.

CSC RO III also aired a virtual program honoring the Central Luzon awardees on 30 September, which streamed via its Facebook page at https://www.facebook.com/cscregion3.

The awardees are:

**Presidential Lingkod Bayan Award (Individual Category)**
- Dr. Claro N. Mingala, Scientist IV and Executive Director for Research, Philippine Carabao Center;
- Hon. Mario O. Salvador, City Mayor, San Jose City, Nueva Ecija; and
- Hon. Edwin D. Santiago, City Mayor, City of San Fernando, Pampanga.

**Presidential Lingkod Bayan Award (Group Category)**
- Hope Behind Bars Project, Bataan Peninsula State University

(CSC Field Office Bataan Director II Edgardo C. Cruz confers Presidential Lingkod Bayan Award, Semi-finalist (Group Category) to Bataan Peninsula State University-Hope Behind Bars Project during the Regional HAP awarding ceremonies held on 27 October 2021 at the Conference Room of the BPSU Administration Building.)

**CSC Pagasa Award (Individual Category)**
- Hon. Shierwin H. Taay, Municipal Mayor, LGU Dingalan, Aurora; and
- Hon. Arturo B. Robes, City Mayor, City of San Jose Del Monte, Bulacan;
- Dr. Myrna Q. Mallari, University President, Tarlac State University;

(CSC Field Office Nueva Ecija Director II Eleanor M. Prado confers CSC Pagasa Award, Semi-finalist (Individual Category) to Dr. Ester B. Flores – Philippine Carabao Center Nueva Ecija during the HAP awarding ceremonies held on 12 November at the PCC National Headquarters and Gene Pool, Science City of Muñoz Nueva Ecija.)

(CSC Field Office Nueva Ecija Director II Eleanor M. Prado confers CSC Pagasa Award, Semi-finalist (Group Category) to Dr. Ester B. Flores – Philippine Carabao Center Nueva Ecija during the HAP awarding ceremonies held on 12 November at the PCC National Headquarters and Gene Pool, Science City of Muñoz Nueva Ecija.)
**REGIONAL NEWS**

- Efren E. Abion, Municipal Civil Registrar, LGU Baler, Aurora;
- Dr. Eric P. Palacpac, Information Officer V, Philippine Carabao Center; and
- Dr. Esther B. Flores, Supervising Science Research Specialist, Philippine Carabao Center.

**CSC Pagasa Award (Group Category)**

- Physical Therapy and Rehabilitation Unit, City Health Office, City of San Jose Del Monte, Bulacan;
- REHOBOTH Children’s Home Inc. Team, Tarlac Agricultural University;
- Municipal Agricultural Office, LGU Dingalan Aurora; and
- Smart Mango Team, Bataan Peninsula State University.

**Dangal ng Bayan Award**

- Arnie G. Gabriel, Professor VI, Nueva Ecija University of Science and Technology; and
- Don Sean Arvie V. Buenacano, Instructor I, Aurora State College of Technology.

In her video message, CSC Chairperson Alicia dela Rosa-Bala said, “To emerge as the exemplars of your region in the midst of crisis is already a big achievement. We all know the extreme challenges faced by our education systems, our local government, and our agencies. You have continued to serve your clients well, and found ways to make the impossible possible. For that, we are all grateful.”

CORDILLERAN winners were officially recognized by the CSC Cordillera Administrative Region (CAR) in simple virtual regional awards rites, which streamed live on 27 September via its Facebook page at https://www.facebook.com/cscordillera.

All the winners were awarded a Certificate of Recognition and a Wooden Medal of Honor. Their respective nominators were likewise recognized and given a Certificate of Appreciation.

For 2021, the CSC CAR received 27 nominations for the Search for Outstanding Government Workers from the different government offices in the region for the different award categories, as follows: for the Presidential Lingkod Bayan Award, nine individual and seven group nominations; for the Dangal ng Bayan Award, five nominations; and for the CSC Pagasa Award, four individual and two group nominations. The Regional Committee on Awards declared 20 regional winners during their final meeting on 25 June. The winning entries were forwarded to the National HAP Secretariat as entries for the national level screening.

**CSC RO VII joins Simultaneous Earthquake Drill**

The Civil Service Commission Regional Office (CSC RO) VII and its Field Offices (FO) in Cebu, Bohol, Negros Oriental, and Siquijor participated in the 4th Quarter Nationwide Simultaneous Earthquake Drill on 11 November.

The drill started with an alarm at exactly 8:00 in the morning. This prompted all the officials, employees, special assistants, contract of service employees, and the transacting customers of the regional and field offices to execute the “duck, cover, and hold” safety procedures during an earthquake.

At the second alarm was the evacuation. Personnel from 5th to 2nd floor of the regional office and CSC FO-Cebu North took the stairs, while the rest of the personnel from the ground floor including the transacting customers immediately went out of the building to the open area outside.

As part of the drill, the heads of the field/division offices took the responsibility to account all their onsite personnel. A final inspection of the entire building was done to ensure that no one was left unattended inside. Regional Director Carlos A. Evangelista then provided the go signal to go back to the respective offices and resume office transactions.

Throughout the earthquake drill, everyone was reminded to observe proper distancing and to wear their face masks and face shields.

The activity was conducted in support of the Office of the Civil Defense 7 through the Regional Disaster Risk Reduction and Management Council (RDRRMC), and to enhance preparedness of employees against earthquakes through regular conduct of drills/exercises.
O ne of the most pervasive challenges being faced in the delivery of government services is red tape, a term used to describe burdensome and unnecessary rules, procedures, and regulations. Red tape has led to a bigger economic and societal issues such as reduced productivity and competitiveness and low public trust on the government. The Philippines placed 136 out of 183 countries in the Doing Business Survey conducted by the World Bank in 2012.

As a response, the government implemented programs and mechanisms to address red tape and inefficiencies in public service delivery. Established on 27 September 2012 by the Civil Service Commission (CSC) and the then National Computer Center (NCC), the Contact Center ng Bayan (CCB) was designed to manage public feedback on government services and build excellent client experience. It aims to ultimately improve the relationship between government and its stakeholders. Clients may access CCB through several modes: call hotline 1-6565 (via PLDT landline); send an SMS to 0908-881-6565; send an email to email@contactcenterngbayan.gov.ph; or visit www.contactcenterngbayan.gov.ph.

Through the facility, the CSC accepts inquiries, complaints, commendations, suggestions, and requests for assistance and provides direct, immediate action on simple concerns, while more complex concerns are referred to the appropriate agency or office through its network of Bills Aksyon Partners nationwide. CCB tracks the progress from referral until resolution to ensure that no concern is left hanging or unattended.

In almost one decade of its operations, the CCB has handled 770,182 transactions. The past five years are broken down as follows:
Contact Center ng Bayan

Through the reports received from the public through CCB, government agencies, particularly the heads of agencies, are informed of the need to improve and/or sustain the delivery of quality service. Agency heads are provided with updated data on the number of reports elevated, nature of the reports, resolution rate, and recommended course of action.

As of August 2021, the CCB recorded 99.58% in terms of resolution of reports received. Below are the list of agencies with the most number of resolved reports from 2014-2020:

The data generated reports made and action on referrals 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 gathered by CCB is now among the good governance condition in the grant of the Performance-Based Bonus or PBB as mandated by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, a body created by virtue of Administrative Order No. 25. The data obtained also served as take-off points for studies on government processes and systems and possibly correlate these with measures to mitigate graft and corruption.

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

The CSC will be releasing a commemorative coffee table book in 2022 documenting the ten-year anniversary of the establishment of the CCB. Entitled, “CCB: Isang Dekada ng Paglilingkod”, it will feature the beginning, highlights of operations, accomplishments, and milestones of the facility.

No. 25. The data obtained also served as take-off points for studies on government processes and systems and possibly correlate these with measures to mitigate graft and corruption.

The winners came from three (3) award categories. The Presidential Lingkod Bayan Award recognizes exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security, and patrimony.
The NRPS Core Team was recognized for creating a platform that allowed interoperability of all payment systems, resulting in better services for consumers. It spurred the use of payment platforms such as PESONet and InstaPay, which hastened platforms such as PESONet to better services for consumers.

The recipients of the 2020 Dangal ng Bayan Award are Principal III Jeremy Atun Cruz of Pagasa, Manila-Philippine General Hospital and Medical Center; Supervising Tourism Operations Officer Carmel Bonifacio Garcia, of the Provincial Government of Catanduanes; Master Teacher I Hadijura Cornelio Gonzales of Tagabakid Elementary School in Mait City, Davao Oriental; the COVID-19 Crisis Management Team of Davao del Norte; and Technology Commercialization Team of the Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development.

Meanwhile, the 2021 recipients of the Presidential Lingkod Bayan Award are University Researcher II/Scientist I Nelly Siababa Aggangan of the University of the Philippines Los Baños; Deputy Executive Director IV Flordeliza Hidalgo Bordey of the Philippine Rice Research Institute; Director III Rey Manzeca Cueva of the Technical Education and Skills Development Authority; Aguas del Norte Provincial Office; Police Chief PCEnG Guillermo Lorenzo Tolentino Eleazar of the Philippine National Police; Agricultural Center Specialist III Dr. Ester Suero of the Schools Division Office of DepEd, Vigan City; Medical Specialist III Dr. Joseph Jonas Dihan del Rosario of the University of the Philippines-Philippine General Hospital; Teacher II Sherwyne Tubal Batino of Baguio General Hospital and Medical Center; Daycare Worker Dina Entendez Diaz of the Local Government of Surigao City; and Supervisor I Angel Balisi Encarnacion of the Department of Agriculture’s Bureau of Fisheries and Aquatic Resources-Tuguegarao City, Cagayan; Director IV Dr. Gerardo Dizon Legaspi of the University of the Philippines Manila-Philippine General Hospital; Executive Director IV Dr. Rose Marie Roxete Liqueute of the National Kidney and Transplant Institute, Quezon City; the Hope Behind Bars Project of the Bataan Peninsula State University; and the Outpatient Drug Treatment and Rehabilitation Center of the Baguio General Hospital and Medical Center.

The annual Search for Outstanding Government Workers is administered by the Civil Service Commission’s Honor Awards Program (HAP). For more information on the Search and the awardees, contact the HAP Secretariat, Public Assistance and Information Office through email address: hapsecretariat@csc.gov.ph; Contact Center ng Bayan email address: email@contactcenterngbayan.gov.ph; and via the CSC Facebook page.
the setting-up of agri-tourism villages.

For his immense contribution in alleviating the plight of women and children, he was named one of the Ten Most Valuable Persons of the Year (2006) by the Women in the Philippines. He has been instrumental in the implementation of projects geared toward women empowerment in Negros Oriental. They also provided bicycles to students so that they can still continue their education even if they are poor.

For providing customized learning and addressing the learning needs of a teacher assigned in far-flung areas. He has introduced a culture-based approach in community. He ensured quality education for tribes. He introduced a culture-based approach to maintain the environment for the Mamanwa and Manobo tribes.

For having improved the competitiveness and income of fish farmers through the training and effective processing of seaweeds into noodles and chips, production technologies and livelihood opportunities that include deep-sea ranching technologies and livelihood opportunities that include deep-sea ranching.
For his exemplary performance and immense contribution to the development of Education - School Division of Cavite, Trece Martires City, Cavite.

MA. THERESE HENRIQUES CRISTE
Master Teacher
Department of Education - School Division of Cavite
Trece Martires City, Cavite
For her exemplary performance and immense contribution to the development of Education - School Division of Cavite, Trece Martires City, Cavite.

ANA LYNNE HURLBUT
Administrative Aide I (Utility Worker I)
Municipal Government of Nancruz Mayor
For his dedication and outstanding performance as the Administrative Aide I (Utility Worker I) of the Municipal Government of Nancruz, he has been instrumental in the smooth operation of the office and has contributed to the overall efficiency and productivity of the organization.

JOSHUA DE LA ROSA
Administrative Aide I
Commission on Audit Regional Office I
San Fernando City, La Union
For his exemplary performance in public service, dedication to duty, and commitment to excellence.

ANTHONY DURANTE ATAS
Administrative Aide VI
Commission on Audit Regional Office I
San Fernando City, La Union
For his dedication and outstanding performance as the Administrative Aide VI of the Commission on Audit Regional Office I, he has been instrumental in the smooth operation of the office and has contributed to the overall efficiency and productivity of the organization.

LUCIA JACINTA SANTIAGO BENTER
Medical Technologist I
Municipal Government of La Trinidad Benguet
For her dedication and outstanding performance as the Medical Technologist I of the Municipal Government of La Trinidad Benguet, she has been instrumental in the smooth operation of the laboratory services and has contributed to the overall efficiency and productivity of the organization.

DOÑA MARIA V. VALDEZ GUERRERO
Instructor
University of the Philippines Diliman
For her dedication and outstanding performance as the Instructor of the University of the Philippines Diliman, she has been instrumental in the smooth operation of the university and has contributed to the overall efficiency and productivity of the organization.

MARISSA BORDUILLI DE AGUNA
Education Program Specialist II
Department of Education - School Division of Sorsogon City
Sorsogon
For her dedication and outstanding performance as the Education Program Specialist II of the Department of Education - School Division of Sorsogon City, she has been instrumental in the smooth operation of the department and has contributed to the overall efficiency and productivity of the organization.

ANALYN CHEREZ YACINO
Head Teacher III
Dante Elementary School
Department of Education - Albay
For her dedication and outstanding performance as the Head Teacher III of Dante Elementary School, she has been instrumental in the smooth operation of the school and has contributed to the overall efficiency and productivity of the organization.

DR. JOSÉ JONAS DÍNOS DEL ROSARIO
Medical Specialist III
Philippine General Hospital
University of the Philippines Manila
For his dedication and outstanding performance as the Medical Specialist III of Philippine General Hospital, University of the Philippines Manila, he has been instrumental in the smooth operation of the hospital and has contributed to the overall efficiency and productivity of the organization.

LUCAS LAVADERA IBARRA
Teaching Staff
National Kidney and Transplant Institute
For his dedication and outstanding performance as a Teaching Staff of the National Kidney and Transplant Institute, he has been instrumental in the smooth operation of the institution and has contributed to the overall efficiency and productivity of the organization.

DR. ESTER BATOD FLORES
Supervising Science Research Specialist/Scientist I
Philippine Coconut Authority
Department of Science and Technology
For her dedication and outstanding performance as the Supervising Science Research Specialist/Scientist I of the Philippine Coconut Authority, she has been instrumental in the smooth operation of the agency and has contributed to the overall efficiency and productivity of the organization.

DEAN CANTOR NLASIO
Principal II
COA Regional Office I
For his dedication and outstanding performance as the Principal II of the COA Regional Office I, he has been instrumental in the smooth operation of the office and has contributed to the overall efficiency and productivity of the organization.

GERARD MARTA LAVADIA
Medical Specialist II
Department of Education - School Division of Sorsogon City
For his dedication and outstanding performance as the Medical Specialist II of the Department of Education - School Division of Sorsogon City, he has been instrumental in the smooth operation of the department and has contributed to the overall efficiency and productivity of the organization.
EXECUTIVE LETTER

BEYOND THE PANDEMIC: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance*

I would like to thank the PSPA for coming up with this year’s theme, Beyond the Pandemic: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance. There could not be a more suitable time than this pandemic for the Philippine government to undergo all these processes. This pandemic exposed the strengths and weaknesses of the government, making us realize what needs to be developed, changed, or completely eradicated for us to move forward and thrive in this so-called new normal.

The Philippine Civil Service Commission (CSC) underwent its own transformation journey since the start of the pandemic. Like other organizations here and abroad, the health crisis forced us to cope with unprecedented challenges in the workplace and turned the spotlight on governance and human resource issues that may have been overlooked or taken for granted in the past. Day by day, the CSC adapted to these new ways of working. And now, we are facing the reality that more people are being vaccinated, which means that more people will soon be going back to the office. As the central human resource or HR agency of the Philippine government, the CSC is on a mission to help the civil service prepare for this transition and for even greater changes in the workplace that a post-pandemic world could bring.

CSC Chairperson Alicia dela Rosa-Bala spoke during the 2021 Philippine Society for Public Administration Virtual International Conference themed “Beyond the Pandemic: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance” last 23 October 2021 via Zoom.

ALTERNATIVE WORK ARRANGEMENTS

We have often heard of the term VUCA—which stands for Volatility, Uncertainty, Complexity, and Ambiguity—used to describe the situation of constant, unpredictable change that is being experienced in business and the whole of society. Management experts say that one of the attributes needed by organizations to effectively function amid this environment is agility—the ability to think, understand, and move quickly and easily in response to change. Supporting the whole-of-government approach to managing this pandemic, the CSC moved quickly to revisit and revise HR policies for the bureaucracy, with the end to ensure public service continuity without compromising the health, safety, and general welfare of our civil servants.

As the central human resource or HR agency of the Philippine government, the CSC is on a mission to help the civil service prepare for this transition and for even greater changes in the workplace that a post-pandemic world could bring.

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Government agencies may arrange work-from-home setup, skeleton workforce, four-day compressed workweek, work shifting or staggered working hours, or a combination of these depending on the applicability to the prevailing community quarantine level in their area. They are also required to conduct disinfection and decontamination activities, perform health status check among employees, and modify workplace layout to ensure observance of physical distancing requirements. Offices are directed to implement minimum health standards at all times such as wearing of face masks, face shields, and other appropriate personal protective equipment (PPE), taking of body temperature, and setup of sanitation stations. Moreover, support mechanisms such as health and psychosocial interventions, appropriate PPEs, and reasonable transportation facilities and housing quarters should be made available to government workers, subject to budgeting, accounting, and auditing rules and regulations.

When employees feel safe and secure at the workplace, they can focus more on performance and are able to support others who need help coping. Even before COVID-19 became a national health emergency, the CSC had started developing a policy to promote mental health in the public sector (Reference: CSC MC 4, s. 2020). In February 2020, we issued the memorandum directing agencies to establish a Mental Health Program or MHP that will promote mental health in the workplace and address stigma and discrimination endured by people with mental health conditions. The said policy provides a model Agency MHP that agencies may use or customize based on their unique needs or requirements, provided that the stated components in the guidelines are present.

Joint Circular No. 1, s. 2020 issued by the CSC with the Department of Labor and Employment requires all government agencies to develop and implement an occupational safety and health or OSH program to protect government employees from the dangers of injury, sickness, or death in the workplace. The policy provides a comprehensive list of reasonable working conditions. Workplace standards that agencies must comply with include installation of adequate fire, emergency, or danger signs, facilities for persons with disabilities, and health clinic or treatment room; regular practice of good housekeeping such as eradication of stagnant water and proper waste disposal; OSH Standard-compliant building design, construction, and maintenance; and provision of OSH Standard-compliant personal protective equipment and devices.

DIGITAL REFORMS
We have also used the crisis as an opportunity to modernize HR processes.

We have relaxed traditional procedures and allowed use of digital tools for recruitment and selection of appointments, ensuring continuity in personnel movements despite the pandemic (Reference: CSC MC 14, s. 2020). Guidelines were issued to allow online oath taking, filing, and submission of the Statement of Assets, Liabilities, and Net Worth of government employees (Reference: CSC MC 6, s. 2021). And just a few months ago, we also promulgated guidelines on the use of a videoconferencing platform for hearings and pre-hearing conferences before the CSC and its regional offices (Reference: CSC Resolution No. 2100420). The move would allow speedy disposition of administrative cases despite the pandemic crisis situation. The guidelines provide technical and operational standards to ensure that the proceedings in the virtual pre-hearing conferences and hearings would closely resemble in-person proceedings, including maintaining fairness, order, and confidentiality.

The CSC issued a policy on digital learning and development, which formally recognizes trainings acquired by employees through synchronous and asynchronous digital learning modes (Reference: CSC MC 3, s. 2021).

The CSC formulated its own PSCP, which will serve as a guide for both officials and employees on the necessary actions to be taken to ensure immediate restoration and continuation of operations amid any disaster or emergency. Formulating the plan involved identification of mission-essential functions, or those that the CSC needs to perform as part of its core mandate and are considered vital even during calamities, disasters, or work disruptions; mission-deformable functions, or those that are part of the core functions of the CSC but may not be necessarily considered front line services, identify and prioritize interventions to quickly respond to urgent needs, manage crisis situations, and mitigate their impact. Pursuant to the National Disaster Risk Reduction and Management Council Memorandum No. 33 s. 2018, government agencies are enjoined to develop their own Public Service Continuity Plan or PSCP.

The CSC also issued guidelines on the use of leave credits for absences due to quarantine or treatment for COVID-19 (Reference: CSC MC 8, s. 2020). The policy provides the different categories of public officials and employees who may be required to undergo 14-day quarantine and/or treatment due to COVID-19, the applicable leave of absence, as well as the procedure to be followed upon return to work. Aside from this, the CSC recognized that some employees may be unable to report for work due to the suspension of public transportation, lockdown conditions, or lack of agency support mechanisms during the implementation of community quarantines. Thus, we issued a policy wherein these absences may be treated as excused absence or vacation or sick leave. (Reference: CSC MC 23, s. 2020)

LEAVE BENEFITS FOR AFFECTED CIVIL SERVANTS
In view of the increasing number of infections in the civil service in 2020, the CSC also issued guidelines on the use of leave credits for absences due to quarantine or treatment for COVID-19 (Reference: CSC MC 8, s. 2020). The policy provides the different categories of public officials and employees who may be required to undergo 14-day quarantine and/or treatment due to COVID-19, the applicable leave of absence, as well as the procedure to be followed upon return to work. Aside from this, the CSC recognized that some employees may be unable to report for work due to the suspension of public transportation, lockdown conditions, or lack of agency support mechanisms during the implementation of community quarantines. Thus, we issued a policy wherein these absences may be treated as excused absence or vacation or sick leave. (Reference: CSC MC 23, s. 2020)

EMPLOYEE WELFARE
During a time of crisis, looking after the welfare of civil servants should not be relegated to the back seat. When employees feel safe and secure at the workplace, they can focus more on performance and are able to support others who need help coping.

Even before COVID-19 became a national health emergency, the CSC had started developing a policy to promote mental health in the public sector (Reference: CSC MC 4, s. 2020). In February 2020, we issued the memorandum directing agencies to establish a Mental Health Program or MHP that will promote mental health in the workplace and address stigma and discrimination endured by people with mental health conditions. The said policy provides a model Agency MHP that agencies may use or customize based on their unique needs or requirements, provided that the stated components in the guidelines are present.

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INTERIM GUIDELINES ON APPOINTMENTS AND OTHER HR ACTIONS
Moreover, the CSC issued interim guidelines on appointments and other HR actions that allow reassignment, detail transfer, and designation to augment human resources involved in addressing the COVID-19 pandemic. (Reference: CSC MC 14, s. 2020)

Human Resources for Health (HRH), such as but not limited to medical and allied medical staff, may be reassigned or detailed to other government hospitals or temporary medical facilities requiring supplemental health workforce during the state of national emergency. Licensed professionals, such as, but not limited to, medical and social workers, who are holding administrative and other positions in the government, may be reassigned, detailed, transferred, or designated to perform additional duties, upon their consent, to healthcare or other government facilities in the exigency of the service.
Having an all-hazard continuity plan would allow agencies to provide uninterrupted frontline services, identify and prioritize interventions to quickly respond to urgent needs, manage crisis situations, and mitigate their impact.

Our goal is to build smart organizations, smart government agencies, which are agile and adaptive, efficient, and green among other qualities; operated by future ready leaders who are visionary, people-centric and techno-savvy; and a future-ready workforce that is analytic, innovative, and socially responsible.

VITAL OR URGENT; SUPPORT-ESSENTIAL FUNCTIONS, OR SUPPORT SERVICES THAT SHALL RESTORE AND SUSTAIN OPERATIONS NEEDED TO ENABLE CSC TO SERVE THE VITAL NEEDS OF ITS CLIENT AGENCIES; AND SUPPORT-DEFENABLE FUNCTIONS, OR THOSE THAT CAN BE TEMPORARILY DISCONTINUED.

The plan highlights eight (8) strategies deemed vital in ensuring smooth public service continuity. These include crisis communication, succession procedures, adoption of flexible work arrangements, online processing of services, manual work-around protocols in case internet connectivity gets disrupted, re-deployment of personnel, realignment of budgets and resources, and identification and setup of relocation facilities.

PHILIPPINE TALENT MANAGEMENT STRATEGY

The government has embarked on what is called the Philippine Talent Management Strategy or PTMS, a national framework with the goal of transforming the bureaucracy into a collective of smart organizations, operated by future-ready leaders and workforce.

The CSC, as the central HR agency of the Philippine government, naturally has a huge role to play in the PTMS. We develop the human resource and organizational development policies and programs that can help government agencies improve their effectiveness and manage their employees better.

The PTMS has four objectives: (1) To build the capability of government agencies to deliver public services through effective human resource management; (2) to adopt technological solutions, particularly data analytics, automation, and digitization to make HR processes more efficient; (3) to make HR practitioners in government agencies more capable and equipped to perform their role as a strategic partner of management and the workforce; and (4) to ensure that public service values are imbued across the bureaucracy.

This shows a snapshot of the envisioned Future State of the PhilippineCivil Service, which we hope to achieve through the Philippine Talent Management Strategy. Our goal is to build smart organizations, smart government agencies, which are agile and adaptive, efficient, and green among other qualities; operated by future ready leaders who are visionary, people-centric and techno-savvy; and a future-ready workforce that is analytic, innovative, and socially responsible.

As the Philippine civil service continuously evolves and anticipates imminent changes, it is moving forward, not just to a new but to a “better” normal. Critical civil service reforms will enable the Philippine government to be agile and innovative and move in sync with the rest of the world.

INTEGRATED HUMAN RESOURCES INFORMATION SYSTEM

The CSC is also working on the adoption of an Integrated Human Resources Information System for the bureaucracy. The HR4GOV would provide support in a wide range of tasks related to HR, accounting, management, and payroll. The use of an HRIS will simplify, streamline, and lessen the processing of transactional HR processes in order to provide HR officers with more time and opportunity to focus on strategic HR. At the same time, an integrated HR Information System can make HR data readily accessible for analytics that can support informed decision making and evidence-based planning.

CONCLUSION

Aside from the PTMS and HR4GOV, the CSC is working on harmonizing all initiatives related to occupational safety and health standards, including disaster risk reduction and management, pandemic response, and mental health programs. We aim to already institutionalize flexible work arrangements and HR actions in the civil service by introducing policies that would be relevant post-pandemic. We are already in the process of developing or acquiring IT systems that would enable us to provide digital modes of service delivery. For example, online civil service examinations would allow interested individuals to take the test anywhere, anytime. Digitizing and integrating data across all CSC offices would allow an eligible from Batangas City, for example, to obtain a copy of his or her Certification of Eligibility from any CSC Regional or Field office in the country through online application. We are also working toward further digitalization of our quasi-judicial functions.
The International Human Rights Day is observed every year on 10 December to mark the day the United Nations convened and adopted the Universal Declaration of Human Rights or UDHR in 1948. UN describes the UDHR as a “milestone document, which proclaims the inalienable rights that everyone is entitled to as a human being - regardless of race, color, religion, sex, language, political or other opinion, national or social origin, property, birth or other status.”

A human rights-based approach to issues such as inequality, injustice, environment and climate change, and conflict continues to shine through from generation to generation, raising important concerns that would otherwise go unnoticed. It is posited that societies that champion human rights are resilient societies, especially during unexpected crises such as pandemics.

Human rights zeroed in on equal opportunity and social protection, fair vaccine distribution, green and sustainable initiatives for a safe environment, and protection against discrimination during the COVID-19 pandemic.

In the Philippines, the Commission on Human Rights (CHR) is the independent constitutional body committed to deliver to protect and promote the rights and dignity of every human being in the country in accordance with universal human rights principles and standards. It envisions a just and humane Philippine society of persons equal in opportunity, living a life of dignity, and forever vigilant against abuses and oppression.

Republic Act No. 9201 declares 4-10 December of every year as the National Human Rights Consciousness Week, with the CHR Chairperson serving as the chairperson of the national committee, and the Civil Service Commission (CSC) Chairperson as the vice-chair.

In the World Report 2021, Human Rights Watch, an international non-governmental organization, reports that domestic violence has risen in the Philippines during lockdown restrictions. The number of reports received by local government units and help desks increased during lockdown periods and mass retrenchment. This trend was consistent with World Health Organization reports on the rise of violence against women and their children (VAWC) cases during the pandemic.

SAFE WORK SPACES

In the workplace, the number of sexual harassment (SH) cases does not necessarily have an increasing trend. The Civil Service Commission (CSC) received 198 cases since the adoption of its Policy on Sexual Harassment in the Workplace (CSC Resolution No. 94-2854 dated 31 May 1994), 26 of which were cases filed pursuant to Section 15 of the Rules on Administrative Cases in the Civil Service (RACCS) in 2017, to which the 2001 Administrative Rules on Sexual Harassment Cases has been integrated. In 1994, 12 cases were filed with the Commission, and by 2021, there were only 7.

Just recently, the CSC amended the 2017 RACCS to expand the definition of SH. Sexual harassment offenders in government now include those who commit sexual harassment acts through text messaging or email, online, or in streets and public places, pursuant to CSC Resolution No. 2100064. The resolution also amends certain provisions in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), specifically those pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee. The changes in the 2017 RACCS were primarily made to further deter sexual harassment in the public sector as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.

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

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


ALTERNATIVES AND FLEXIBILITY

Perhaps the most forward-pushing HR reform that came out of the pandemic was the institutionalization of alternative work arrangements or AWA nationwide. Even before the very first community quarantine was set in place in the Philippines, the CSC has already issued guidelines on work arrangements. In the second year of implementing alternative work arrangements and in spite of experiencing a crisis, the CSC had to quickly respond by revising the guidelines on flexible working hours in government in 2019. It is only during this pandemic that government workers have experienced widespread implementation of AWA, and have seen its results. We have now proven that it is feasible and beneficial for government workers. On the other hand, this also further propelled digital transformation among agencies because it is now counter-productive not to work with technology.

AWA has also allowed many adjustments in terms of work-life integration. On the one hand, AWA has allowed family-friendly arrangements and schedule/location flexibility. On the other hand, both women and men had to reckon with their traditional/non-traditional roles while simultaneously taking care of the family and doing their jobs at home. A key finding of a 2019 Harvard University study on alternative work arrangements is “perhaps surprisingly given the emphasis of the benefits of flexible arrangements on work-life balance, there is no evidence that women are more likely to be in jobs with more scheduling or work location flexibility.”

In a survey by the Development Academy of the Philippines conducted in 2020, majority of the 2,756 respondents perceived themselves to be still productive while on alternative work arrangements and in spite of experiencing a crisis. Aside from internet connectivity problems, lack of equipment, and perceived additional personal expenses during AWA, issues of women and men in terms of gender roles or work-life balance were not included as a dimension to be further studied. Perhaps this is another angle that should be pursued in forthcoming impact studies.

It should be noted, however, that AWA policies emphasize protection of employees with comorbidities and immunodeficiencies, pregnant women, and senior citizens.

INCLUSIVE HR

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

The latest Inventory of Government Human Resource System provides a snapshot on where the Philippine government is in terms of improving representation. In terms of gender, women make up 55.4% of the government workforce, while men make up 44.6%. There are more women (908,248) than men (689,727) in career positions. For non-career positions, women are more than men (92,478) than women (64,973). While there are more women (727,135) in second level (technical/managerial) positions than men (460,726), the discrepancy in elective positions is evident, with 13,899 positions occupied by men and only 4,814 by women.

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

The number of persons with disabilities (PWDs) in government increased slightly from 7,920 in 2019, 8,176 to 2020, and 8,203 in 2021. Indigenous peoples (IPs), on the other hand, constitute 2.4% of the total government workforce, or 42,460 out of 1,755,424. While there are more men (92,478) than women (727,135) in second level (technical/managerial) positions than men (460,726), the discrepancy in elective positions is evident, with 13,899 positions occupied by men and only 4,814 by women.

The CSC continues to champion HR policies applying the Equal Opportunity Principle and competency-based HR processes to ensure that there is no discrimination based on age, gender, sexual orientation, social class, religion, ethnicity, or disability among civil servants.

With concerted efforts among agencies in encouraging inclusivity and diversity, CSC hopes to build a well-represented government that is able to respond to the different needs of both its workforce and its clients.

Under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM, the CSC has incorporated inclusivity principles in HR maturity indicators to ensure competency-based HR core processes: recruitment, selection, and placement; learning and development; performance management; and rewards and recognition. These are the crucial access points through which the civil service can pursue strategic HR.

When the pandemic hit in 2020, the CSC had to quickly respond by issuing a series of HR policies that ensured the government workforce to stay safe while promoting public service continuity.

RECRUITMENT, SELECTION, AND PLACEMENT OR RSP

The core process of recruitment, selection, and placement or RSP in the Philippine civil service has evolved over the years to address emerging issues. CSC ensures that agencies adhere to the core principle of equal opportunity in recruitment and merit-based selection and placement as enshrined in the Civil Service Law and rules. The governance framework on RSP serves as basis for talent planning, sourcing and selection, and placement in government.

The COVID-19 pandemic, while still a crisis, brought opportunities for innovation that made our HR core process even more inclusive. For example, through CSC Memorandum Circular No. 14 or the Interim Guidelines on Appointments and Other Human Resource Actions for Period of State of Calamity, the CSC laid down the guidelines for modernizing traditional HR processes in favor of online or digital means.
Processes involved in HR actions such as the publication and posting of vacant positions; recruitment and selection process; issuance of appointments; assumption to duty; probationary period; reassignment, detail, transfer, and designation; and filling up of vacant positions resulting from promotion may be done online or digitally. This promotes the safety and wellness of HR officers as well as the applicants or candidates. This also makes it more convenient for vulnerable groups such as pregnant women, persons with disabilities, or senior citizens to continue with their duties or to go through application or promotion processes during the pandemic.

PERFORMANCE MANAGEMENT SYSTEM

The performance management system (PMS) is also a tool for keeping employees engaged, no matter where they are or what mode of work they are in.

With the introduction of alternative work arrangements for government, the CSC also emphasized the establishment of monitoring schemes to ensure employee engagement and achievement of goals no matter the circumstances.

To ensure that public service delivery is not prejudiced during the implementation of AWA, a functioning performance management system is crucial. Through this system, monitoring, reporting, and incentives mechanisms are in place to ensure high employee engagement despite disruptions and major changes in the workplace. Since the Strategic Performance Management System links individual performance to organizational and societal goals, it helps keep employees anchored on what matters most—the value of what they are doing in relation to fulfilling these goals.

LEARNING AND DEVELOPMENT

We also issued the General Guidelines on Digital/Online Learning in the Public Sector issued earlier this year. The pandemic opened up a lot of opportunities for online learning, especially since we are no longer bound by geographical barriers. This way, L&D focused on convenience, cost, and coverage—implementing the most cost-effective programs with the utmost convenience for participants and widest coverage to reach new audiences that we could not reach before. This promotes a more inclusive experience and allows vulnerable groups to attend webinars and earn training hours while staying safe in their own homes.

REWARDS AND RECOGNITION

The CSC also made rewards and recognition accessible even during this pandemic crisis. Most visible of the Commission’s initiatives in this area is the Annual Search for Outstanding Government Workers, which recognize those who have made exceptional contributions which benefited their agency or the public and those who have demonstrated high ethical standards. The awards are the highest honors a government worker may receive in his or her career. The awards also knows no age, gender, sexual orientation, ethnicity, or disability. Awarded are from all levels of positions, from indigenous groups, from different fields of work—all kinds of government workers whose common achievement is outstanding contribution and behavior. This shows that diversity and inclusivity in government fuel better achievements, wider perspectives, and strategic collaboration that help us move together toward national goals.

HEALTH AND WELLNESS

While working toward public service continuity during exceptional circumstances, the CSC also puts premium on ensuring the health and safety of state workers, and on helping them achieve work-life balance in the midst of a pandemic. But even before the first enhanced community quarantine was implemented, the CSC already issued MC No. 4 or the Mental Health Program in the Public Sector. This policy promotes overall mental wellness and provides an inclusive, supportive, and healthy work environment for all public servants. This proved necessary to help employees cope during the new normal.

The CSC worked with Department of Health and the Department of Labor and Employment to institutionalize comprehensive occupational safety and health standards. These aim to protect all government employees from the dangers of injury, sickness, or death in the workplace through the adoption of safe and healthy working conditions to ensure the preservation of human lives and resources and prevent loss/damage of properties.

We also emphasized support mechanisms during the implementation of AWA, such as health/psychosocial interventions like stress debriefing; provision of appropriate personal protective equipment (PPE) to frontline service providers and employees; reasonable transportation facilities and housing quarters whenever practicable; and other incentives.

This is part of malasakit or empathy-driven governance. Through these guidelines, the CSC takes care of men and women in the workforce, and establishes a safe working environment for our vulnerable employees.

Indeed, gender equality, disability, and social inclusion are key principles in building a responsive government that encourages diversity. By considering everyone’s special and unique needs, we are able to cope with the impact of the pandemic crisis. We can be confident that we will continue to hone a competent workforce that is able to deal with fast changes, technological advancement, and evolving public service demands.

FUTURE-READINESS

As mentioned earlier, a society that champions human rights is resilient. Similarly, an inclusive civil service is future-ready.

The CSC spearheads the Philippine Civil Service Anniversary celebration to commemorate the establishment of the Philippine civil service in 19 September 1900 by virtue of Public Act No. 5. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month.

This year, the CSC maximized the event as a platform to promote digital transformation, introducing a 10-year theme, Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes.

Captured in this theme is the progress of the civil service’s journey toward strategic HR, and the path of recovery that it has to take to ensure public service continuity during these challenging times.

Underscored in this theme are the concepts of agility and future-readiness, which are important competencies necessary to remain relevant and responsive for years to come.

Through a post-event survey, the CSC asked around 7,000 government workers about their thoughts on the 10-year theme.
Majority, or 51.2% agreed and 42.2% strongly agreed that the theme represents or captures the situation and direction of the Civil service for the next few years.

Also, 57% agreed and 32.2% strongly agreed that after learning about agility and future-readiness, they would likely adopt digital transformation initiatives and practices in their work as civil servants.

This shows that government workers are already on board and ready for digital transformation. Fueling this momentum, the CSC has also crafted the Philippine Talent Management Strategy or PTMS framework, which aims to develop future-ready leaders who are visionary, collaborative, culturally intelligent, with strategic foresight, among others; toward building a people-centered, technology-enabled, efficient, clean, efficient, effective and green government. This has been changed to public offices as being “people-centered, technology-enabled, clean, efficient, effective and green.”

The strategy specified in Chapter 5 of the Philippine Development Plan, which previously envisioned public offices as being “people-centered, technology-enabled, clean, efficient, effective and green” has been changed to public offices “Ensuring Responsive, People-Oriented, Technology-Enabled and Clean Governance.”

The strategy specified in Chapter 5 of the PDP on which the PTMS is anchored on has been changed from “Strengthening the Civil Service” to “Developing Smart and Resilient Public Organizations and Future-Ready Public Servants.” Under the PTMS, the Envisioned Future State of the Philippine Civil Service includes:

- Smart Organizations that are agile, strategic, forward-looking, and resilient.
- Future-Ready Workforce that is involved and engaged; socially responsible; performance-oriented; assertive, analytic, creative and innovative; and, tech-savvy;
- Future-Ready Leaders who are visionary; people-centric; connected; collaborative and culturally intelligent; analytic, creative and innovative; and, tech-savvy;
- Human Resource Management Officers who are capable of transforming respective agencies/organizational units by developing HR strategies using HR analytics; engaging employees to focus on organizational strategic objectives; and, strengthening organizational culture by applying organization development principles and practices.

Global advisory and solutions company Willis Towers Watson says: “Like any culture change, creating an inclusive culture requires sustained effort that meets employees where they are, in the tasks they already do. Inclusion and diversity must be more than an HR initiative, check-the-box exercise and a lunch-and-learn topic. It requires sustained effort that meets employees where they are, in the tasks they already do. Inclusion and diversity must be more than an HR initiative, check-the-box exercise and a lunch-and-learn topic. It must be embedded throughout the entire employee experience.”

Despite the crisis, it is an exciting and opportune time for HR to implement long lasting reforms that would change the workplace and create positive impact in the lives of government workers. HR has the ability to shape the future of work, champion employee welfare, and promote inclusivity. •

OCTOBER

Bakit nga ba piniling maging agriculturist ni Rico Galinato? Ano ang naghatag sa kanya upang patulog na tulungan ang mga Dinagatnon farmer?


“Kahit gaano kababa o kataas yung position, as long as ginagawa namin yung trabaho niyong makatulong sa ating kababaihan, it could affect their physical and mental health, and para sa akin this is very unacceptable.”

In view of the celebration of the 18-Day Campaign to End Violence Against Women, we are sharing some words from one of the 2014 Dangal ng Bayan Awardees, PCPT Rhia B. Sotomil (Ret.) who worked at the Pavia Municipal Police Station, Iloilo.

She was awarded for putting the interest of the public above her own. Despite being diagnosed with lupus, she continued to excel in her performance as a police officer, focusing on issues such as violence against women and their children, and health advocacy.

Learn more about her advocacy and accomplishments in the public service through her HAP Story: https://bit.ly/HAPStoryNovember2021

Short URL: https://bit.ly/LBDDecember2021

NOVEMBER

What brings you joy as a public servant? What motivates you to go the extra mile? To cap the year, we would like to share with you the inspiring story of Allan S. Freno.

Despite the lack of opportunity for promotion during his early years in the public service, he kept on putting his best foot forward and rendered excellent public service to the people of Tacurong, Sultan Kudarat. Eventually, he realized the impact of his work in his community and this has made him choose public service over and over again.

“Kahit gaano kababa o kataas yo yung position, as long as ginagawa natin rang tama yung trabaho niyong makatulong sa atin, we can contribute to make the whole system work. It’s about going the extra mile.” — Allan S. Freno, Supervising Administrative Officer, Lokal na Pamahalaan ng Tacurong (2019 Dangal ng Bayan Awardee)

Learn more about his accomplishments in the public service through his HAP Story: https://bit.ly/HAPStoryDecember2021

Short URL: https://bit.ly/LBDDecember2021

DECEMBER

Medical workers on the frontline of the fight against COVID-19 as well as other healthcare workers were among the civil servants who received the most coveted title of Outstanding Government Workers in the recently concluded 2020 and 2021 Search of the Civil Service Commission’s (CSC) Honor Awards Program (HAP).

The HAP seeks to recognize and reward state officials and employees for their outstanding contributions and achievements in the delivery of public service. It awards the Presidential Lingkod Bayan, CSC Pagasa, and Dangal ng Bayan awards.

For the 2020 and 2021 Search, five individuals and three groups in the medical field were hailed as servant-heroes or lingkod bayani due to their significant accomplishments in their respective government agencies. This feat proved that programs and services aimed toward health and wellness are highly regarded as undertakings worthy of reward and recognition in the Philippine government.
COVID-19 PANDEMIC SERVANT-HEROES

In the wake of the COVID-19 pandemic, healthcare workers were recognized and appreciated for their hard work, perseverance, and resilience. Two individuals, considered at the forefront of the nation’s battle against the pandemic, were hailed as this year’s outstanding government workers.

One such is the highly regarded head of the Philippine General Hospital (PGH), Director IV Dr. Gerardo D. Legazpi. He was awarded the 2021 Presidential Lingkod Bayan for leading PGH in the fight against COVID-19. He was at the helm when PGH took the challenge of becoming a COVID referral facility when the pandemic started in 2020. Through his effective leadership, he successfully empowered and encouraged the doctors, nurses, midwives, and other healthcare workers through a weekly webinar series entitled “Stop COVID Deaths.” To boost vaccination confidence, Dr. Legazpi became the first Filipino medical professional to publicly get vaccinated against COVID-19. Dr. Legazpi was educating doctors, nurses, midwives, and other healthcare workers on the importance of getting vaccinated.

Dr. Legazpi created a team to handle cases efficiently and deliver the highest level of service. PGH allocated 204 beds for COVID-19 patients, the highest number nationwide. Moreover, he made sure to also protect the welfare of medical and non-medical staff by establishing new protocols and guidelines. Healthcare institutions in other countries adopted the guidelines. He also formed the Hospital Infection Control Unit to keep the workspaces of health workers safe. Apart from patient care, one of the initiatives of Dr. Legazpi was educating doctors, nurses, midwives, and other healthcare workers through a weekly webinar series entitled “Stop COVID Deaths.” To boost vaccination confidence, Dr. Legazpi became the first Filipino medical professional to publicly get vaccinated against COVID-19. Dr. Legazpi was educating doctors, nurses, midwives, and other healthcare workers on the importance of getting vaccinated.

Aside from PGH, another government hospital stepped up its game to fully cater to COVID-19 patients. The National Kidney and Transplant Institute formed its COVID-19 Crisis Management Team composed of Deputy Executive Director III Dr. Romina A. Danguilan (team leader), Deputy Executive Director III Nerissa M. Gerial, Department Manager III Dr. Joseph Michael A. Jaro, and Medical Specialist III Dr. Glenda Eleanor P. Pamugas. With the various units handled by each team member, the team institutionalized a “whole of institution” approach in preparing the hospital’s COVID response management. They crafted NKTI’s COVID-19 Manual of Operations, which laid down necessary guidelines for screening, diagnosing, and treating infected patients. The team also established the NKTI COVID-19 Complex, where makeshift tents are solely dedicated to COVID-19 patients who need to undergo dialysis treatment. Emergency Room personnel were trained to strictly follow the protocols at every stage of patient care, leading to more accurate diagnosis, faster and more responsive patient care.

One of the team’s best practices replicated by other hospitals was the administration of hemoperfusion as a treatment for patients with severe to critical COVID-19 infection. This treatment decreased patients’ mortality rate and increased survival chances from 32% to 54%. As such, the Lung Center of the Philippines and Southern Philippines Medical Center adopted this life-saving medical strategy.

In taking care of its healthcare workers, the team coordinated with various government agencies to provide quarantine and isolation facilities and transportation services. “Letters of Hope” were also sent to the staff to boost morale and provide comfort and hope to those COVID-19 infected staff.

In terms of engineering, the team realigned and retrofitted the hospital infrastructure into a COVID-19 responsive, prepared, and ready facility. They improved the airflow dynamics and ventilation of all rooms since it plays a vital role in maintaining and sustaining a clean and uncompromising hospital atmosphere, given that COVID-19 spreads rapidly through droplets. These significant accomplishments earned them the Civil Service Commission Pagasa Award this year.

Another COVID-19 pandemic hero is a medical technologist from the Municipal Government of La Trinidad, Benguet, Ms. Lucia Jacinta S. Benter. She was hailed as a Dangal ng Bayan awardee in 2021. As such, the Lunge Center of the Philippines and Southern Philippines Medical Center adopted this life-saving medical strategy.

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Another COVID-19 pandemic hero is a medical technologist from the Municipal Government of La Trinidad, Benguet, Ms. Lucia Jacinta S. Benter. She was hailed as a Dangal ng Bayan awardee in 2021. As the lone medical technologist in her municipality, she was solely in charge of swabbing suspected COVID-19 patients and even cadavers. From February to August 2020 alone, she swabbed 2,018 people. She was on-call to conduct swab tests regardless of weather conditions and terrain and render overtime work even during holidays and weekends. Her dedication to work ensured that the growing number of infected were well-managed, specifically with the extensive contact tracing activities. Benter also initiated a partnership with the Department of Health and other suppliers to provide medical workers in their municipality with enough personal protective equipment to ensure their safety.

Aside from swabbing and contract tracing activities, her primary duty is to extract specimens from patients who avail of the medical laboratory services of the Municipal Health Office. She is also the one who conducts the corresponding laboratory examination and releases results. Municipal doctors then use the lab tests results to recommend management to improve the health and wellness of their constituents.

Before the pandemic, Benter conducted Project Baranggay. It was her initiative to bring laboratory services near La Trinidad’s people. She offered microbiological, chemical, hematological, biophysical, and pathological services. Project Baranggay served the 16 communities of La Trinidad, focusing on the remote and poorest of rural barangays.
Lingkod Bayan, was awarded for their contributions in their respective areas of medical expertise.

Medical Specialist III Dr. Elizabeth J. Batino, Head of Women and Children Protection Unit (WCPU) of BGHMC, was conferred the 2020 Dangal ng Bayan Award for creating a safe haven for women and children victims of violence and abuse. Batino organized a multi-disciplinary team composed of social workers, police, mental health professionals, and legal to provide essential bio-medical, psychosocial, and legal assistance to facilitate the recovery of abused women and children from trauma and stigma.

Through her exceptional leadership, the WCPU became the benchmark of other hospitals due to its capabilities such as the practice of chain of custody, 24/7 availability of medical social welfare assistance, provision of a sexual assault investigation kit, and a full-time detail of a police officer. WCPU was also recognized as a Regional Training Center in Luzon, the first training center to be accorded the Certificate for Women and Children Protection Specialty Training Course.

Apart from the achievements of Dr. Elizabeth Batino’s Women and Children Protection Unit, another department of their hospital achieved significant strides in elevating the hospital’s patient care by providing comprehensive social work services responsive to the needs of patients and their families, thus ensuring optimal recovery. This is the work of the Medical Social Welfare Department composed of Social Welfare Officer IV Nora B. Mangusan (team leader), Social Welfare Officer III Lorna M. Bagaw, Social Welfare Officer III Apryl Gretchen P. Cofin, Social Welfare Officer III Lina W. Pascaden, and Social Welfare Officer III Rhea S. Tabor. The team offers holistic services such as psychosocial assessment and counseling, PhilHealth enrollment, and emotional and mental support to help patients maintain, attain, and regain their ability to function socially. The team also looks after the well-being of hospital employees through personal and professional development programs, which enhanced workplace competencies. All of these earned the Medical Social Welfare Department the 2020 CSC Pagasa Award.

The BGHMC also has strong anti-drug advocacy through the operation of its Outpatient Drug Treatment and Rehabilitation Center. This Center is headed by Medical Specialist III Dr. Clairette Rosario Pano-Oy with members Health Education and Promotion Officer III Jayvee O. Moltio, and Nurse I Herwin C. Siiong. The group was awarded the Presidential Lingkod Bayan award in 2021 for their diligence and commitment in waging war against drugs through the efficient operation and adoption of a whole-of-government approach with their treatment and rehabilitation facility.

They have assessed thousands of drug dependents on the severity of their substance dependence and provided them with appropriate interventions. Most drug depends have graduated from the primary and aftercare program and have been given another chance to turn their lives around. With the Center expanding its operations to cater to patients from the regions and in nearby provinces, it has served as the benchmark for effective drug treatment and rehabilitation.

Dr. Batino, the Medical Social Welfare Department, and Outpatient Drug Treatment and Rehabilitation Center proved that they units, though not considered primary care, can be equally instrumental in the patient’s healthcare experience and overall wellness.

Another two healthcare awardees also came from the same hospitals as the COVID-19 pandemic servant-heroes. The first is Medical Specialist III Dr. Jose Jonas Diño Del Rosario from the Philippine General Hospital. He revolutionized the practice and training of pediatric cardiology with pioneering interventional cardiac procedures, which became a standard of care in the country. He introduced the non-surgical transcatheter treatment of congenital heart disease, allowing every Filipino to avail of the procedure regardless of economic status, especially indigent children.

Aside from his clinical practice, Dr. Del Rosario is PGH’s spokesperson and coordinator of public affairs since 2016. As the voice of the hospital, he shared updates on PGH’s situation as a COVID-19 referral center. Due to this credibility, he was able to educate people on COVID-19 management. He was also instrumental in bringing in donors to support PGH in treating charity patients.

Meanwhile, Executive Director IV Dr. Rose Marie R. Lique from NKTI, who was awarded the 2021 Presidential Lingkod Bayan, was instrumental in helping patients with end-stage organ failure regain quality of life through transplantation. She is the first Filipino woman transplant surgeon who pushed for creating satellite kidney centers in government and private hospitals. She has selflessly shared her expertise and expanded learning opportunities for medical professionals on kidney and organ transplantation to ensure accessible renal care and promote organ donation in the Philippines.

Dr. Lique to also worked to include transplantation and dialysis services in the country’s health insurance package to make renal care more affordable. As Executive Director of the National Kidney and Transplant Institute, she led initiatives to make the institution at par with global standards in terms of patient management, transplant success outcome, infrastructure requirements, and logistical support.

These outstanding government workers have proven that when it comes to the health and wellness of Filipino people, only the best treatments and services should be provided. They have shown the immense capacity and capability of government hospitals and public healthcare workers to provide quality healthcare to the public, especially in this time of pandemic.
RE: RESPIRATORY THERAPIST I POSITION;
AMENDMENT ON THE SALARY GRADE

Number : 2100915
Promulgated : 19 November 2021

RESOLUTION

WHEREAS, Section 3, Article IX-B of the 1987 Philippine Constitution provides that "the Civil Service Commission as the central personnel agency of the Government, shall establish a career service and adopt measures to promote morale, efficiency, integrity x x x. It shall strengthen the merit and rewards system, integrate all human resources development programs for all levels and ranks, x x x."

WHEREAS, Section 12 (2), Chapter 3 of EO No. 292, provides that the CSC is empowered to prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws;

WHEREAS, Section 4, Rule IV of the Omnibus Rules Implementing Book V of Executive Order No. 292 and other pertinent Civil Service Laws provides that the Commission shall adopt qualification standards for service-wide positions in the first and second levels and shall review the update, whenever necessary, those already established;

WHEREAS, in CSC Resolution No. 2000290 promulgated on 11 February 2020 (Amendment of the Qualification Standards for the Respiratory Therapist I, II, and III Positions), which was disseminated through CSC Memorandum Circular (MC) No. 20, s. 2020, the Commission approved the amended qualification standards for Respiratory Therapist I position, as follows:

WHEREAS, based on the Department of Budget and Management (DBM) Budget Circular No. 2018-4 dated 16 October 2018, the salary grade (SG) of the Respiratory Therapist I position is SG-10;

WHEREAS, Sec. 7 a.2, Rule III of the 2017 Omnibus Rules on Appointment and Other Human Resource Actions, as amended, provides that the position title and salary grade indicated in the appointment shall conform to the approved Plantilla of Personnel and should be found in the Index of Occupational Services, Position Titles and Salary Grades;

WHEREAS, the CSC Regional Offices reported that a total of one hundred two (102) appointments to Respiratory Therapist I position with SG-11 were received by the CSC Field Offices (CSC FOs) after the issuance of CSC Memorandum Circular No. 20, s. 2020. Of these, one hundred (100) appointments were approved/validated and two were put on hold;

WHEREAS, there is a need to rectify the salary grade of the Respiratory Therapist position as reflected in CSC Resolution No. 2000290 from SG-11 to SG-10 to conform to the Index of Occupational Services, Position Titles and Salary Grades in DBM Budget Circular No. 2018-4.

The Commission FURTHER RESOLVES that the agency head through the Human Resource Management Officer shall issue a Notice of Change of Salary Grade to affected employees, a copy of which shall be kept in their 201 files and another copy to be submitted to the CSC FO concerned for record purposes.

This Resolution shall take effect after fifteen (15) days from the date of its publication in a newspaper of general circulation or the Official Gazette.

Quezon City

ORIGINAL SIGNED
ALICIA dela ROSA-BALA
Chairperson

ORIGINAL SIGNED
Atty. aILEEN LOURDES A. LIZADA
Commissioner
Vacant
Commissioner

Attended by:
(Sgd.) KATHERINE C. LIMARE-DELMORO
Acting Director IV
Commission Secretariat and Liaison Office

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ASCI Registration No. 997-1244888
The Search is on for the 2022 Outstanding Government Workers!
For nomination inquiries, contact the
Honor Awards Program Secretariat at telephone number (02) 8932-0381,
Contact Center ng Bayan SMS 0908-8816565, or send an email to
email@contactcenterngbayan.gov.ph or hapsecretariat@csc.gov.ph.

Deadline: 31 March 2022