

2019 ANNUAL REPORT



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ABOUT THE COVER

Moving forward or *pagsulong* in Filipino. This is the theme of the cover of the Civil Service Commission's 2019 annual report.

The triangles bearing the colors of the CSC logo seemingly push forward to reflect the 119-year old institution's resolve to come up with significant human resource management and organization development policies and programs in the public sector, which will ultimately lead to a citizen-centered and innovate public service delivery.

The solid colors and lines underscores the relevance of the Philippine civil service as the backbone of good governance in the country and its contributions to the attainment of the goals of *Ambisyon Natin 2040*.

Writers

Ethel T. Montemayor
Erika Jean C. Cabanawan
Anne Giselle G. Torres
Lorraine Luna P. Danipog
Jaymee M. Mafa

Layout/Graphics

Melendriz Jane P. Teves

Cover Design/Graphics

Mark Christopher Z. Perolino

Photography and Circulation

Jessie N. Panlilio
Marlon L. Nunag

Advisers

Chairperson Alicia dela Rosa-Bala
Commissioner Leopoldo Roberto W. Valderosa Jr.
Commissioner Aileen Lourdes A. Lizada
Director IV Maria Luisa Salonga-Agamata, Ph.D.
Director III Ma. Theresa C. Fernandez

2019 ANNUAL REPORT



MESSAGE FROM THE CHAIRPERSON



Alicia
ALICIA dela ROSA-BALA
Chairperson

The 2019 CSC Annual Report encapsulates the Civil Service Commission's thrust for the year in review. These are the human resource and organization development programs implemented for the 1.7 million government workers which are aligned with the goals of the Philippine Development Plan (PDP) 2017-2022 and *Ambisyon Natin* 2040. The CSC anchored the development of its Strategy Map and Evolving Scorecard on the PDP Strategic Framework, particularly on Pillar 1 or Enhancing the social fabric (*Malasakit*) to ensure optimal contributions to national development.

The first chapter of the 2019 Annual Report focuses on how the CSC, through initiatives that include the Program to Institutionalize Merit and Excellence in Human Resource Management, equips agencies with the needed competencies to build a high-performing workforce.

The report also features HR policies which promote employee welfare, productivity, health and wellness, and qualification standards (QS) for specific positions in government. For instance, CSC Resolution No. 1901335 revised the guidelines on flexible working hours to complement the strategies of the government to ease the traffic congestion in Metro Manila and other highly urbanized cities in the country. For QS, certain amendments were made either to the training, experience, and eligibility requirements for psychologists, administrative aides, and division chiefs.

Another highlight of the report is the CSC's role in the crafting of the Implementing Rules and Regulations and effective implementation of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018. CSC embraced its capacity and actively sought for the approval of provisions that ensure efficient delivery of government services. At the same time, the Commission continues to observe respect for due process in the receipt, review, and rendering of decision on complaints brought before it.

The year 2019 presented opportunities which allowed the Commission to welcome technology-driven possibilities brought about by the Fourth Industrial Revolution. CSC looked forward to significant civic engagement with rewarding outcomes, reviewed and enhanced processes for improved productivity, and empowered stakeholders for greater participation in the fulfillment of the Commission's mandate.

Looking back to the year that was, CSC proudly presents its accomplishments. The Commission also acknowledges the contributions and commends all officials and employees for delivering beyond what was expected.

As the Commission pushes for innovations in the Philippine civil service system, it commits to persevere and remain steadfast in meeting the challenges of shifting global HR standards and rising public expectations.

MESSAGE FROM THE COMMISSIONER




LEOPOLDO ROBERTO W. VALDEROSA Jr.
Commissioner

In 2019, we were steadfast in fulfilling the Civil Service Commission's mandate while remaining resolute in upholding *pagmamahal sa Diyos at bayan, katapatan, kahusayan, at malasakit sa kapwa* for a people-centered, clean, and efficient civil service.

We revisited the provisions of the Omnibus Rules on Appointments and Other Human Resource Actions or ORAOHRA to ensure that it remains a tool to strengthen the merit system. The ORAOHRA is a consolidation of rules pertaining to any HR action in the civil service. All HR actions such as promotion, transfer, reappointment, reinstatement, reemployment, reclassification, detail, reassignment, secondment, and separation should follow ORAOHRA.

Another milestone is the promulgation of the policy which grants female public servants longer maternity leave regardless of civil status, length of service, employment status, and legitimacy of the child in granting the benefit. The expansion of maternity leave benefits under Republic Act No. 11210 is a very welcome development in promoting maternal health needs of female workers. We, in the CSC, believe that female employees can be more capable of fulfilling their multiple roles at home and in the workplace if they are given ample time to rest and recover.

These are only two pro-employee policies put in place as the CSC fulfills its role as steward of good governance, exemplar of excellence, a model of integrity in public service.

I extend my congratulations to my CSC family for the perseverance and hard work in ensuring that we reach the targets we set out for 2019 despite all that we needed to overcome.

As 2019 is my final year as a Commissioner, I would like to take the opportunity to recognize our partners through the years—the agency heads, human resource management officers and practitioners, learning and development institutions, academe, media, civil society groups, among other stakeholders who stood foursquare with us in the implementation of civil service rules, policies, programs and activities. Your valuable feedback enabled us to come up with new ways of doing things and to adopt best practices to spur efficiency in the delivery of our services.

Mabuhay ang Komisyon sa Serbisyo Sibill!

MESSAGE FROM THE COMMISSIONER




ATTY. AILEEN LOURDES A. LIZADA
Commissioner

Ayaw na pagpalinya ug mga tao at hindi pinapabalik-balik kahit kumpleto ang mga dokumento. This was the marching order of President Rodrigo Roa Duterte when he signed Republic Act No. 11032 or the EODB EGSD Act of 2018. To quote the President’s speech during its ceremonial signing, “The new law would simplify requirements and streamline procedures to finally spare our people from the intolerable waiting time and long lines in government agencies.”

I have made it my personal crusade to instill efficiency in public service delivery and give the Filipino transacting public their dignity back. Service delivery audits were made in 2019 through the conduct of spot checks whenever I go or I am invited in provinces.

These spot checks may be likened to building a structure one brick at a time. Slow but sure, and in time, I know we would have the kind of public service that is compassionate, anticipatory, and efficient. As said by Torben Rick, a change management guru, “Little victories inspire greater confidence; creates even more commitment to keep going. When it comes to change, big victories are the results of lots of little wins.” Surely, these little wins will eventually lead to tangible results.

A chapter of this year-end report is dedicated to the Commission’s stakeholders as we fulfill our social responsibility in recognizing slain government workers through the *Pamanang Lingkod Bayani* and building a gender-responsive government—initiatives I am personally passionate about. In 2019, more than 140 beneficiaries have been awarded under the *Pamana* and through the years, majority of recipients are forest rangers, police and civilian personnel who perished in rescue efforts.

Looking ahead to 2020, I am confident that with the entire CSC collaborating and in synergy, we will not just achieve but even surpass our targets. With the CSC Enterprise Scorecard as our guide, we will constantly celebrate victories, breakthroughs and milestones as we strive for good governance and ensure that the Filipino people get the kind of public service they deserve.

Mabuhay ang Komisyon sa Serbisyo Sibil at mabuhay ang serbisyo publiko!

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Governance in
the Civil Service****Part 2: Professionalized
Civil Service**

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AWARD

**NO. OF AGENCIES MEETING
PRIME-HRM MATURITY
LEVEL II IN ALL FOUR
CORE HR PROCESS AND
QUALIFYING FOR THE
BRONZE AWARD**

**TARGET
129 AGENCIES**

**ACCOMPLISHMENT
161 AGENCIES***

* TOTAL NUMBER OF AGENCIES
RECOMMENDED FOR BRONZE AWARD



RECOGNITION

**NO. OF ASSISTED
AGENCIES MEETING
PRIME-HRM MATURITY
LEVEL II IN ONE OR MORE
CORE HR PROCESSES**

**TARGET
89 AGENCIES**

**ACCOMPLISHMENT
181 AGENCIES**

RESPONSIVE HUMAN RESOURCE GOVERNANCE IN THE CIVIL SERVICE

1: PRIME-HRM: TRANSLATING HUMAN RESOURCE MANAGEMENT EFFICIENCY TO CITIZEN SATISFACTION

The Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM remains as the Civil Service Commission's foremost HR initiative to drive agencies to aim for higher HR maturity levels and meet global HR standards. The program examines an agency's capability to carry out its core HR systems in line with the Philippine government's shift from transactional to strategic HR. The four core HR systems identified are recruitment, selection, and placement; learning and development; performance management; and rewards and recognition.

Based on the assessment, agencies are then classified into four PRIME-HRM maturity levels—transactional, process-defined, integrated, and strategic—corresponding to and describing an agency's level of HR maturity. The goal is for all agencies to reach Maturity level 4 or Strategic HR.

Every year, the CSC sets goals in terms of assessing, assisting, and awarding agencies based on their HR

maturity level. In 2019, a total of 178 agencies were subjected to onsite validation, while 232 agency self-assessments were validated by the CSC Field Offices.

Also, as of December 2019, 181 assisted agencies were recognized for reaching the PRIME-HRM Maturity Level 2 or Process-defined HR system, versus the target of 89 agencies. These 181 agencies were able to meet Maturity Level 2 in one or more core HR processes. The CSC also aimed to have 129 agencies meeting Maturity Level 2 indicators in all core HR systems, to qualify for the Bronze Award. As of December 2019, a total of 161 agencies were recommended for the PRIME-HRM Bronze Award.

The CSC gave the first PRIME-HRM Gold Level Award to the Bangko Sentral ng Pilipinas (BSP) in 2019. Findings of validation processes on BSP show that its HR programs and policy development and implementation met PRIME-HRM Maturity Level 4 standards, resulting to an empowering and facilitative HR management in the organization.

Bangko Sentral ng Pilipinas strikes gold in HR

When the CSC led the transformation journey from transactional to strategic HR, it had to make sure that all government agencies were onboard. What followed was a period of challenging but collaborative partnership between CSC and agencies as both worked toward meeting PRIME-HRM Maturity Level indicators. Every year, the CSC recognizes agencies that have met higher maturity levels. This is to promote good HR practices and inspire other agencies to do the same.

In 2019, one agency stood out for being the first PRIME-HRM Gold Level awardee. This meant the agency met PRIME-HRM Maturity Level 4 or Strategic HRM in all four core HR systems.

Bangko Sentral ng Pilipinas (BSP) stands as an epitome of strong commitment to HR transformation as it was conferred the PRIME-HRM Bronze Award (Level 2) in 2017 and the first ever Gold Award (Level 4) and Seal of HR Excellence in 2019. What does Gold level look like in terms of HR systems?

For its recruitment, selection, and placement process, BSP uses e-recruitment, manpower forecasting, and close partnerships with departments on crafting annual HR plans to promote filling up of critical positions and improving the efficiency and rate of filling up vacant positions.

For its performance management process, BSP has competency-based and organizational strategy-based individual performance contracting, coaching, and evaluation or appraisal.

For its learning and development systems, BSP has foundational programs for onboarding; values formation; enforcement of targeted capacity building programs for every occupational grouping addressing the core, common, technical-functional, and managerial and leadership competencies; implementation of blended learning, local and foreign workplace development interventions, global certification and scholarship programs, and in-house world-class training facilities.

For its rewards and recognition systems, BSP implements performance-based incentivizing, continued evaluation of jobs vis-à-vis principles of internal equity and external competitiveness, adopts Total Rewards (monetary and non-monetary) system, comprehensive health-related privileges and variety of wellness facilities and programs, and regular formal and informal recognition rites and avenues.

To inspire other government agencies, BSP through Ms. Arlene Ebron, Officer-in-Charge of their Human Resource Management Department, shares the organization's journey toward achieving PRIME-HRM's coveted awards.

When did BSP embark on its journey toward achieving PRIME-HRM Awards?

Even prior to the PRIME-HRM, CSC had recognized in 1991 that the BSP's HR systems were already defined. When the PRIME-HRM was established in 2012, the BSP had also been subjected to accreditation. Thus, years later, the BSP's HR was recognized to have achieved Process-defined status—PRIME-HRM Maturity Level 2.

What was/were BSP's key motivation in improving its HR systems/processes in line with the PRIME-HRM?

The BSP is keen on maintaining its reputation as an Employer of Choice and top government agency in various aspects, including human resource management vis-à-vis Employee Engagement which has been consistently rated high by BSP employees. The BSP has long been considering human capital as its greatest asset. It was coincidental too that during the establishment of PRIME-HRM in 2012, BSP articulated in its 2012-2017 Strategy Map the role of HR under the theme of Organizational Readiness—making HR more strategic rather than support-oriented. Coming from Level 2 (Process-defined) in 2013, the BSP also saw the need to level up to at least reach Maturity Level 3 (Integrated) so it embarked on efforts, primarily the adoption of an integrated HR information system (iHRIS), leading to HR digitalization and analytics—an indicator under Level 4: Strategic.



CSC and BSP officials smile for the camera after the conferment of PRIME-HRM. L. Regalado III, BSP Human Resource Management Department Officer-in-Charge, Lim, CSC Chairperson Alicia dela Rosa-Bala, BSP Governor Benjamin E. Diokno, of the Governor Chief of Staff and Managing Director Amenah F. Pangandaman,

What were the challenges faced by BSP's HR leaders in implementing these changes? How did you overcome these?

The transformation of BSP's HR entailed reorganizations, new systems in place, new leadership incumbents, new skill sets, and new directions. But BSP's HR leaders consistently communicated down the line with rhyme and reason. The Management's support was a major help in the implementation. HR also found significant assistance from the administrative officers of the different units of BSP to help in the transition stages. HR also announced open communication lines and reached out even as far as the regional offices and branches from Luzon to Mindanao to cultivate readiness and commitment to change.

What are your current plans in continuously improving your HR practices?

The BSP HR continuously audits its policies and programs based on data gathered from the employees in consultation with the Management,

from best practices in the private and public sectors even from counterpart central banks, and from local and international studies and reports. We are looking into harmonizing more our corporate brand with our employer brand, exploring social media platforms to optimize talent acquisition, partnering with academic institutions for scholarship grants as part of recruitment, and streamlining our processes to improve even further our efficiency fill rate. We are also reviewing our Performance Management System to make it even much simpler and practicable, and more cultivating of a coaching culture.

Do you have any message for other government agencies vying for a PRIME-HRM Award?

We have learned so much from the process and it united our people even more, so we wish you a fruitful journey in your quest for progress toward sustained HR service excellence. Our humble doors are also open for knowledge-sharing and mutual learning and cooperation. •



1 Gold Award to BSP. In photo (from left to right) CSC Human Resource Policies and Standards Office Director IV Rodolfo B. Encajonado, BSP Institute Director Inigo Arlene N. Ebron, Human Resource Sub-sector Acting Managing Director Jayzle D. Ravelo, Currency Production Sub-sector Acting Managing Director Mary Anne P. CSC Executive Director Arthur Luis Florentin, Health and Wellness Department Senior Director Susan Y. Sison, CSC NCR Director IV Judith Dongallo Chicano, Office Data Management and Analytics Group Acting Deputy Director Angeline B. Narvaez, and BSPI Acting Bank Officer V John Raymund S. Almada.

2: TOWARD IMPROVED CUSTOMER MANAGEMENT

Serbisyo publikong mabilis, walang pila, at walang korapsyon. This was the marching order of President Rodrigo Roa Duterte when he signed Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018. The new law would simplify requirements and streamline procedures to finally spare the Filipino people from intolerable waiting time and long lines in government agencies.

As the lead agency in the implementation of ARTA, the Civil Service Commission welcomed the passage of R.A. No. 11032, especially since the expansion of the ARTA law runs parallel to its effort in providing citizens with quicker, efficient, and more responsive service. The new law

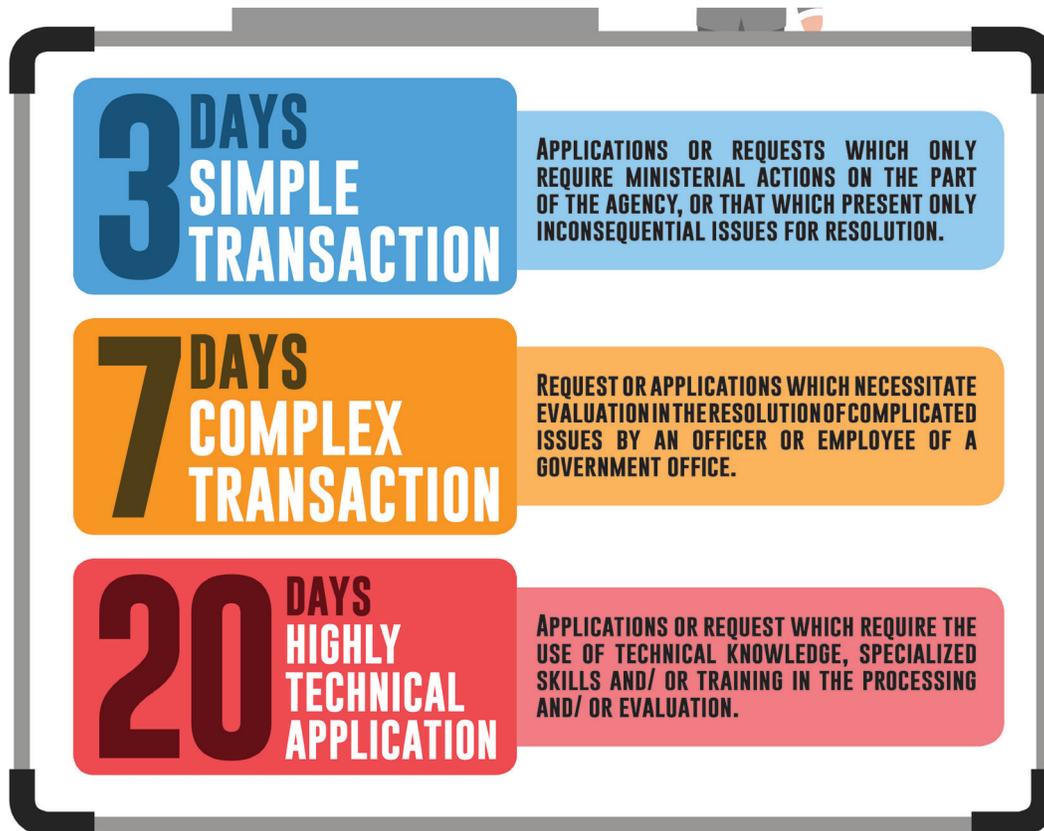
presents challenges and opportunities for state workers to better serve the people through the implementation of purposive and integrated HR management and development programs that improve public sector capacity and competence.

Republic Act No. 11032 Implementing Rules and Regulations

(CSC) Chairperson Alicia dela Rosa-Bala, Department of Trade and Industry (DTI) Secretary Ramon M. Lopez, and Anti-Red Tape Authority (ARTA) Director General Jeremiah Belgica signed the Implementing Rules and Regulations (IRR) of R.A. No 11032 in 17 July 2019.



(Seated from L-R) Anti-Red Tape Authority Director General Jeremiah Belgica, CSC Chairperson Alicia dela Rosa-Bala, and Department of Trade and Industry Secretary Ramon M. Lopez during the ceremonial signing of the implementing rules of Republic Act No. 11032 or the EODB-EGSD Act of 2018. Joining them were the principal sponsors of the law, Representative Bernadette Herrera Dy (standing, 3rd from left) Senator Juan Miguel Zubiri (standing, 4th from left).



The IRR aims to fastrack reforms in government transactions and processes by mandating agencies to set evidence-based public service standard guidelines as well as ensure that regulatory reforms translate into concrete action beneficial to the people transacting with the government.

Among the salient provisions of the law and the IRR is the prescription of the “3-7-20 day” rule. All government offices and agencies in the Executive Department including local government units, as well as government-owned and controlled corporations (GOCCs) and other government instrumentalities, have to abide by the rules on the processing of transactions: simple transactions are to be done within three days; complex transactions are given seven days to be completed; and highly technical transactions, a maximum of 20 days.

Section 27 of R.A. No. 11032 mandates that, “The Authority, in coordination with CSC and the Ease of Doing Business Advisory Council, shall conduct an information dissemination campaign in all NGAs and LGUs to inform them of this Act amending Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007.”

Since the law’s effectivity on 17 June 2018, R.A. No. 11032 has been a regular topic in the subsequent conduct of annual symposium of Human Resource Practitioners organized by the CSC. In response to

invitations, CSC has also made the rounds of government agencies nationwide to discuss the salient points of R.A. No. 11032 to their officials and frontline and technical staff. For 2019, a total of 19 requests for the conduct of information dissemination as provided under the Transitory Provision of R.A. No. 11032 were acted upon by the CSC’s Public Assistance and Information Office. Feedback generated from the information dissemination sessions yielded positive comments with 98.12% of the participants giving a very satisfactory rating.

A one-page infographic was developed for CSC Central and Regional Offices; significant provisions of the law were discussed in the 2nd quarter issue of the *CS Reporter* which was distributed to all heads of offices.

The Contact Center ng Bayan as primary feedback facility

R.A. No. 11032 institutionalized the setting of the Contact Center ng Bayan (CCB) as the law prescribed that CSC’s feedback facility be included in the Citizen’s Charter and be the complaints mechanism for every government agency. Through the law, CCB’s role in promoting accountability among government agencies was strengthened. In 2019, CCB continually provided citizens with tools to give feedback on government frontline services through short messaging service (SMS) 09088816565, hotline 1-6565, email address email@contactcenterngbayan.gov.ph, and CCB website www.contactcenterngbayan.gov.ph.



CCCB CONTACT CENTER ng BAYAN

Your direct line to efficient public service

Report the following acts under
Section 21 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

a.

Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;

b.

Imposition of additional requirements other than those listed in the Citizen's Charter;

c.

Imposition of additional costs not reflected in the Citizen's Charter;

d.

Failure to give applicant or requesting party a written notice on the disapproval of an application or request;

e.

Failure to render government services within the prescribed processing time on any application and/or request without due cause;

f.

Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;

g.

Failure or refusal to issue official receipts; and

h.

Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Text
0908 881-6565
Call
1-6565*

*5.00 + VAT per call anywhere in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

Log-on to

www.contactcenterngbayan.gov.ph
www.facebook.com/civilservicegovph

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

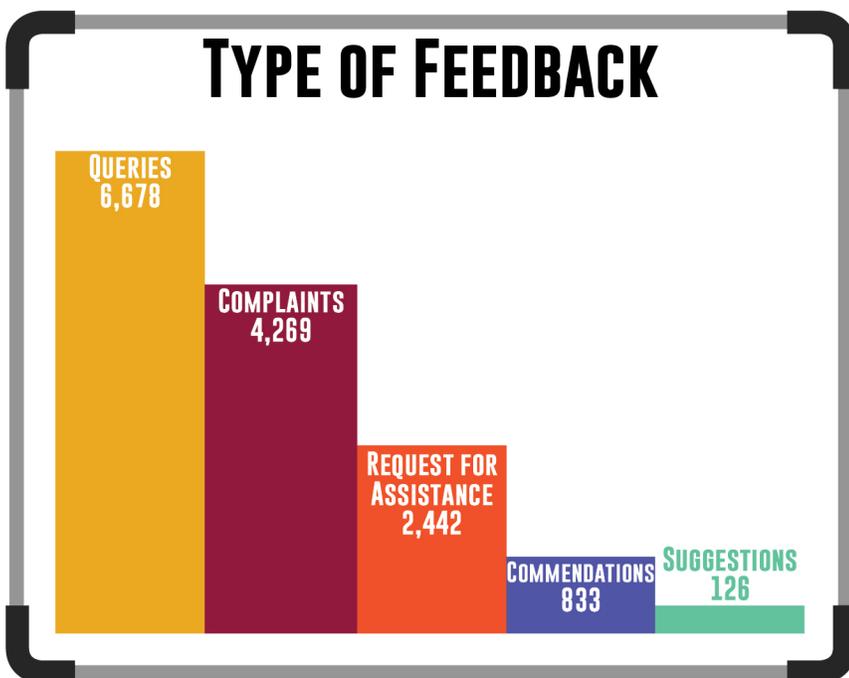
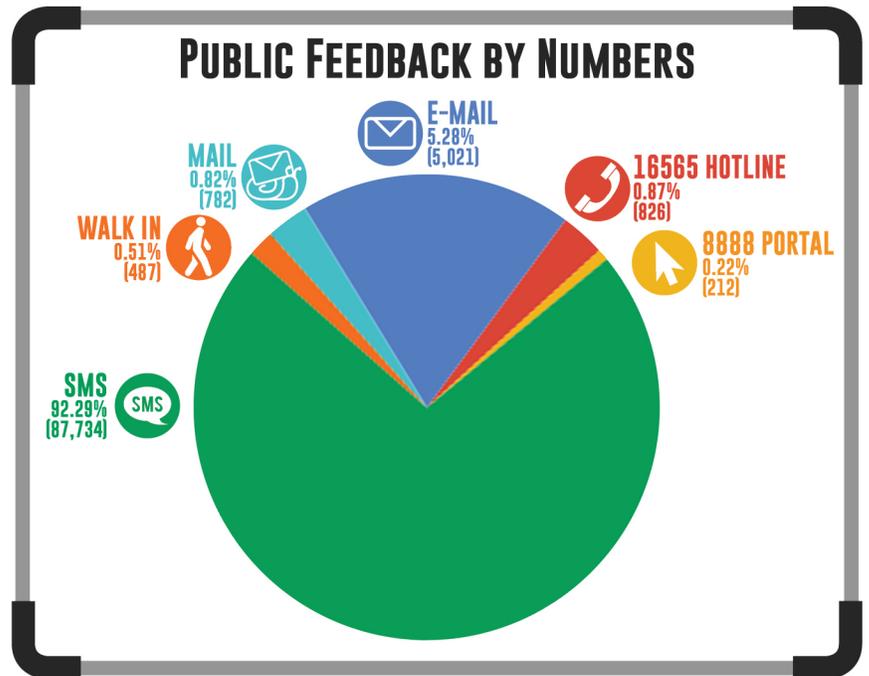
Public Feedback by the Numbers

The Contact Center ng Bayan’s operations provided a rich source of information on client feedback.

In 2019, a total of 95,062 transactions were received and acted upon by the CCB facility from January to December.

Short messaging service or text is still the top choice of citizens in providing feedback on agency services.

Of the total transactions, 87,734 (92.29%) were received through SMS 0908-8816565 and 0917-8398272; 5,021 (5.28%) from email@contactcenterngbayan.gov.ph; 826 (0.87%) from hotline 1-6565; 782 (0.82%) from registered mail; 487 (0.51%) from walk-in clients; and 212 (0.22%) endorsed by 8888 Citizens’ Complaint Hotline.



Public feedback are classified according to the type of the concern: complaint, request for assistance, commendation/ appreciation, query, and suggestion. In 2019, 6,678 (46.54%) were queries; 4,269 (29.75%) were complaints; 2,442 (17.02%) were requests for assistance; 833 (5.81%) were commendations; and 126 (0.88%) were suggestions.

The most common reason for public disaffection on frontline service is slow processes/transactions.

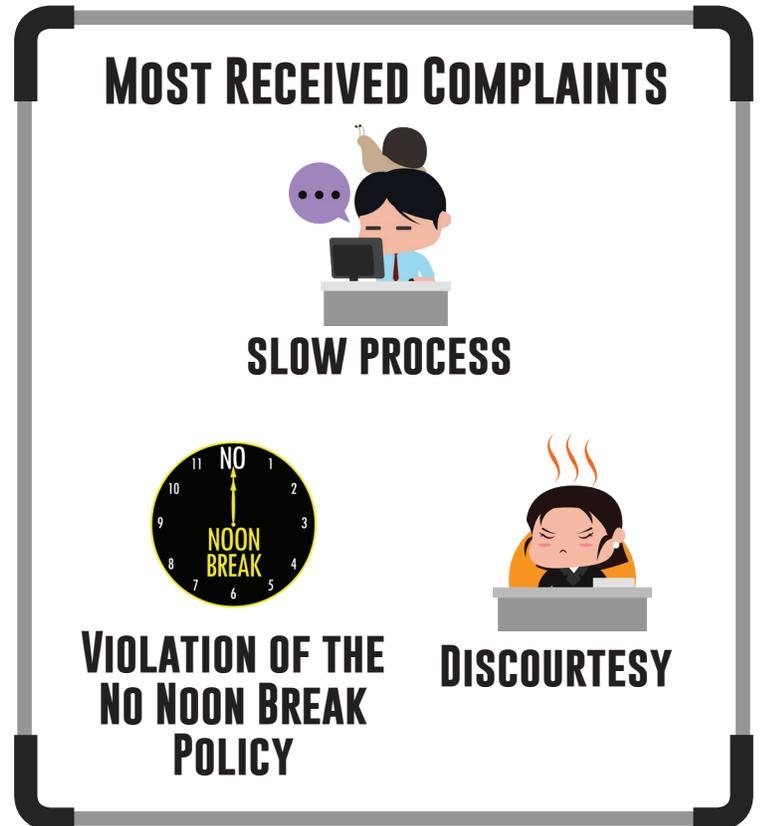
Rounding up the top complaints are discourtesy of frontliners; non-observance of the “No Noon Break” policy; poor service delivery/poor facility; and failure to attend to clients during office hours. The 3,113 other complaints were on personnel actions, graft and corrupt practices, and imposition of administrative discipline.

The CCB also ensured that transactions were resolved as quickly as possible. Resolution rate of concerns was at 98.91% by end of FY 2019. While CCB requests for assistance was high on the list, the facility also received commendations or words of appreciation from clients with 833 or 5.81% of the ticketed transactions commending CCB's services.

The CSC also checked the pulse of the transacting public on the quality of the services it delivers. Out of the 95,062 transactions, 580 or 0.61% were CSC-related reports received through different channels of the CCB and endorsed by the 8888 Citizens' Complaint Hotline. These reports were referred to concerned CSC offices for appropriate action. CSC posted a 98.01% resolution rate.

Support to Hotline 8888

Feedback and complaints on CSC services received through Hotline 8888 were all resolved. It may be recalled that the Office of the President issued Executive Order No. 6, series of 2016 entitled "Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaints Center" which provides the citizens a mechanism to report complaints and grievances on acts of red tape and corruption of any instrumentality in the government.



3: HARNESSING RESPONSIBLE PUBLIC SECTOR UNIONISM

The Civil Service Commission (CSC) assumes a critical role in promoting responsible public sector unionism (PSU) which covers employee's right to form, join, or assist unions, organizations, or associations for purposes of collective negotiation and for mutual aid and protection; to engage in peaceful concerted activities; and to participate in policy and decision-making processes affecting their rights and benefits.

Among the rights enshrined in the Philippine Constitution is the right of state workers to organize. A registered employees' organization is vested with legal personality on the date of the issuance of its certificate of registration while accreditation determines the sole and exclusive collective negotiating agent of the agency.

Accredited employees' organizations enter into a collective negotiation agreement (CNA) with management. The CNA is a contract negotiated between an accredited employees' organization and management on the terms and conditions of employment including improvements that are not fixed by law.



SECTION 8, ARTICLE III-BILL OF RIGHTS

"THE RIGHT OF THE PEOPLE, INCLUDING THOSE EMPLOYED IN THE PUBLIC AND PRIVATE SECTORS TO FORM UNIONS, ASSOCIATIONS OR SOCIETIES FOR PURPOSES NOT CONTRARY TO LAW SHALL NOT BE ABRIDGED."

SECTION 2 (5), ARTICLE IX-B – CONSTITUTIONAL COMMISSION

"THE RIGHT TO SELF-ORGANIZATION SHALL NOT BE DENIED TO GOVERNMENT EMPLOYEES."

SECTION 3 (PARAGRAPH 2), ARTICLE XIII – SOCIAL JUSTICE AND HUMAN RIGHTS

"IT SHALL GUARANTEE THE RIGHT OF ALL WORKERS TO SELF-ORGANIZATION, COLLECTIVE BARGAINING AND NEGOTIATIONS, AND PEACEFUL CONCERTED ACTIVITIES INCLUDING THE RIGHT TO STRIKE IN ACCORDANCE WITH LAW. THEY SHALL BE ENTITLED TO SECURITY OF TENURE, HUMANE CONDITIONS OF WORK, AND A LIVING WAGE. THEY SHALL ALSO PARTICIPATE IN POLICY AND DECISION –MAKING PROCESSES AFFECTING THEIR RIGHTS AND BENEFITS AS MAY BE PROVIDED BY LAW."

SECTION 28 [C], REPUBLIC ACT NO. 2260

"CIVIL SERVICE EMPLOYEES MAY BELONG TO ANY LABOR ORGANIZATION WHICH DOES NOT IMPOSE THE OBLIGATION TO STRIKE OR TO JOIN STRIKE."

EXECUTIVE ORDER 180 DATED 1 JUNE 1987

"PROVIDES GUIDELINES FOR THE EXERCISE OF THE RIGHT TO SELF-ORGANIZATION BY GOVERNMENT EMPLOYEES."

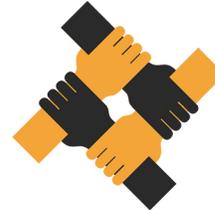
NUMBER OF REGISTERED AND ACCREDITED EMPLOYEES' ORGANIZATIONS AND REGISTERED CNAS



NO OF REGISTERED EO: 137



NO. OF ACCREDITED EO: 146



EOs WITH REGISTERED CNAs: 285

Source: Human Resource Relations Office

The CSC evaluates policies relating to the establishment and maintenance of harmonious working relations in the public sector. It also serves as the Secretariat to the Public Sector Labor-Management Council (PSLMC), an inter-agency body composed of five agency heads, namely: Chairperson of the Civil Service Commission as the Chairperson of the PSLMC, Secretary of the Department of Labor and Employment as Vice-Chairperson, and Secretaries of the Department of Finance, Department of Justice, and Department of Budget and Management as Members.

The PSLMC renders decisions on intra-union and inter-union disputes. In 2019, it issued two policies to strengthen labor-management relationship in the bureaucracy: PSLMC Resolution No. 1, s. 2019 dated 1 April 2019 to clarify the collection of agency fees from management; and PSLMC Resolution No. 5, s. 2019 dated 10 December requiring the attendance of Sectoral Representatives during PSLMC meetings.

The CSC, through the Human Resource Relations Office HRRO facilitated the resolution of six PSU-related cases: two were complaints for unfair labor-management practice; three on election-related petitions; and one petition for the cancellation of the registration of an employees' organization.

CSC also crafted the National Mental Health Program in the Public Sector (CSC Resolution No. 1901265 dated 23 October 2019) in compliance with Section 36 of Republic Act No. 11036 or the Mental Health Act.

Special Feature: Highlights of the National Mental Health Program in the Public Sector

The National Mental Health Program in the Public Sector aims to promote inclusive and evidence-based mental health programs in the workplace which will focus on, but not limited to, advocacy, education and training, mental health services, among others. Moreover, the program promotes mental health in the workplace and addresses stigma and discrimination suffered by people with mental health conditions. It provides guidelines for national government agencies, local government units, state and local universities and colleges, and government owned and controlled corporations (GOCCs) in establishing comprehensive mental health programs for the workplace as prescribed by R.A. No. 11036.

AT A GLANCE: THE NATIONAL MENTAL HEALTH PROGRAM IN THE PUBLIC SECTOR

MENTAL HEALTH PROGRAMS

- ✓ Psychological assessment
- ✓ Information-education on Mental Health
- ✓ Mental Health Wellness
- ✓ Referral system
- ✓ Review of working conditions

STRATEGIES



PROTOCOLS

NON-DISCRIMINATORY

An employee at risk shall not be discriminated in any form. Any employee at risk or identified to have a mental health condition shall not be discriminated in terms of hiring, promotion, and termination. They shall not be discriminated nor prevented to receive benefits as government employees because of their condition.

Employees identified to have mental condition and have undergone treatment and rehabilitation shall not be prevented from returning to work provided an accredited physician certifies that he/she is fit to work.

RETURN TO WORK

CONFIDENTIALITY

All information and medical records, including those submitted during the recruitment process shall be protected and treated with confidentiality, as provided with rules, laws, and the Data Privacy Act.

Employees at risk or identified with mental condition shall not be deprived of the opportunity to work, participate in policy making and program implementation relating to mental health. Employees at risk or identified with mental health shall not be prevented to exercise inherent civil, political, economic, social, religion, and cultural rights. Employees at risk or identified with mental health shall have access to affordable evidence-based treatment and medical services and participate in mental health advocacy, policy planning, legislation, service provision, monitoring, research, and evaluation.

RIGHTS-BASED

4: EFFECTIVE POLICY FORMULATION

Among the Civil Service Commission's primary functions is to "prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws; promulgate policies, standards, and guidelines for the Civil Service." In 2019, CSC reviewed existing policies and crafted new ones to address concerns in public sector administration.

Settlement of cash advances

CSC Resolution No. 1900929 on the Revised Guidelines on the Settlement of Cash Advances presented new protocols on the settlement or liquidation of cash advances, setting varying penalties based on the nature of offense and existing circumstances. It provides that an Accountable Officer who, after formal demand by the Resident Commission on Audit (COA) Auditor, fully liquidates, settles, or pays the CA within the period stated in the demand letter, with a valid justification and no aggravating circumstances present, shall be absolved of any administrative liability. If no valid justification is presented, the Accountable Officer shall be liable for Simple Neglect of Duty with the penalty of suspension from the government service for one month and one day. If, aside from having no valid justification, there are aggravating circumstances present and no mitigating circumstances that can offset the former, the penalty of three months shall be imposed.

Amendments to the Omnibus Rules on Appointments and Other HR Actions

CSC Resolution No. 1900898 dated 6 August 2019 amended the rules issued in 2017 which provides that, "Agencies shall not fill up vacancies resulting from promotion until the promotional appointments have been approved/validated by the CSC, except in meritorious cases, as may be authorized by the Commission."

The amended rules now require agencies, except those conferred with PRIME-HRM Bronze/Silver/Gold Award not to fill up vacancies resulting from promotion until the promotional appointments have been approved or validated by the CSC; it is the CSC which grants exemption to agencies based on meritorious cases.

Qualification Standard Amendments

The CSC continues to strengthen and uphold the merit system by refining rules on qualification standards (QS), ultimately ensuring that the country's civil servants have adequate capacity to perform the responsibilities of their position. From the 3,900 QS which have been in use for the past decades, the Commission has, in 2019, supplemented the roster with revised set requirements in eligibility, experience, training, and education for psychologists, administrative aides, dental hygienist, public employment service officers, and division chiefs, among others.

Mandatory drug testing

The policy on mandatory random drug testing in the civil service was also amended in 2019 to specify exemptions. The Guidelines in the Mandatory Random Drug Test for Public Officials and Employees and for Other Purposes, issued via CSC Resolution No. 1700653 which took effect on 18 April 2017, provides that any public official or employee found positive for drug use at the first instance shall be required to undergo a mandatory rehabilitation or counseling program depending on the severity of drug use. Those who refuse to undergo such or fail to complete the rehabilitation program shall be formally charged with the administrative offense of Grave Misconduct.

Meanwhile, the Dangerous Drugs Board (DDB) issued DDB Regulation No. 13, s. 2018 on 30 August 2018, which provides that public officials and employees found positive for drug use at first instance shall be subjected to disciplinary/administrative proceedings with a penalty of dismissal from the service.

To ensure proper implementation, CSC Resolution No. 1700653 remains as the general policy on the conduct of mandatory random drug testing for public officials and employees, while DDB Resolution No. 13, s. 2018 shall only be adopted by government agencies which were exempted from the coverage of CSC Resolution No. 1700653.

Officers and members of the military, police, and other law enforcement agencies are exempted from CSC's policy and shall be subjected to DDB Regulation No. 13, s. 2018.

Female public servants to enjoy longer maternity leave

Female public servants who gave birth from 11 March 2019 onwards can now enjoy the 105-day expanded maternity leave with full pay, or the 60-day maternity leave with full pay in case of miscarriage or emergency termination of pregnancy.

The CSC, together with the Department of Labor and Employment and Social Security System, issued the Implementing Rules and Regulations (IRR) of Republic Act No. 11210 or the Expanded Maternity Leave Law on 1 May 2019. The IRR defines the rules for availing of the expanded maternity leave.

R.A. No. 11210 grants 105 days of paid maternity leave for live childbirth, regardless of the mode of delivery, and an additional 15 days if the female worker qualifies as a solo parent under Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000; and 60 days of paid leave in case of miscarriage or emergency termination of pregnancy. It applies in all instances of pregnancy, miscarriage, or emergency termination of pregnancy regardless of frequency.

The law does not distinguish civil status, length of service, employment status, and legitimacy of the child in granting the benefit.

Maternity leave under R.A. No. 11210 shall be availed of in a continuous and uninterrupted manner. Hence, the previous rule giving the female workers an option to return to work earlier than the prescribed period has been superseded.

Elective officials and presidential appointees are also exempted from CSC's policy on mandatory random drug testing.

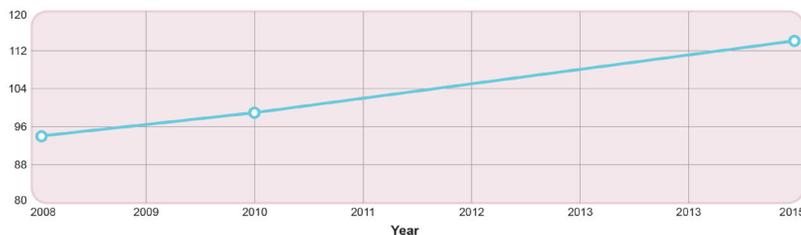
Law enforcement agencies, with respect to their non-uniformed personnel, and other government agencies mandated by law to lead in the implementation of the anti-drug campaign and programs of the government may file a petition with the CSC for exemption from the provisions of CSC Resolution No. 1700653 and to adopt DDB Regulation No. 13, s. 2018.

Flexible working hours

CSC Resolution No. 1901335 revised the guidelines on flexible working hours to complement the strategies of the government to ease the traffic congestion in Metro Manila and other highly urbanized cities in the country.

The policy authorizes agency heads to approve working hours provided that officials and employees shall not render less than 40 hours a week for five days, exclusive of time for lunch; that core hours will not start earlier than 7:00 in the morning and end not later than 7:00 in the evening; and in the exigency of the service, working hours may be altered to include Saturdays and Sundays. Agencies must ensure that the public is assured of continuous services from 8:00 a.m. to 5:00 p.m. and uninterrupted public service delivery even during lunch break in the implementation of flexible working hours.

MATERNAL MORTALITY RATE IN THE PHILIPPINES (DEATHS/100,000 LIVE BIRTHS)



MATERNITY LEAVE IN ASEAN COUNTRIES

BEFORE		NOW	
Vietnam	180 Days	Vietnam	180 Days
Singapore	112 Days	Singapore	112 Days
Brunei	105 Days	Philippines	105 Days
Laos	105 Days	Brunei	105 Days
Myanmar	98 Days	Laos	105 Days
Thailand	98 Days	Myanmar	98 Days
Cambodia	90 Days	Thailand	98 Days
Malaysia	90 Days	Cambodia	90 Days
Indonesia	90 Days	Malaysia	90 Days
Philippines	60-78 Days	Indonesia	90 Days

source: <https://piacayetano.ph/expanded-maternity-leave-puts-ph-at-par-with-asean-ilo-standards/>

5: BUILDING AN INCLUSIVE CIVIL SERVICE

The Civil Service Commission (CSC) in 2019 continued to promote gender equality and social inclusion in the bureaucracy. As the central HR institution of the Philippine Government, the CSC commits to mold a bureaucracy that respects the rights of and encourages greater societal participation of individuals with special needs.

Transition to GEDSI

In a bid to expand its focus beyond gender-based issues, the CSC began to introduce Gender Equality, Disability, and Social Inclusion (GEDSI) concepts and principles among its workforce.

The first training on GEDSI was conducted in March 2019 to build a common understanding on Gender and Development (GAD) and Equal Opportunity Principle (EOP) among CSC officials and employees. Participants learned the current GEDSI mainstreaming tools for application in Commission policies, programs, and activities.

As a follow-up, the “GEDSI in HR” Forum was held on 30 August 2019. Former Department of Social Welfare and Development (DSWD) Secretary Judy Taguiwalo discussed the basic concepts of GEDSI and how government agencies can translate them into programs and policies especially in the context of HR systems. The UP Gender Office provided a fact-based theatrical performance showcasing gender issues in the bureaucracy.

As a result of the discussions on GEDSI, the CSC promulgated Resolution No. 1901506 dated 9 December 2019 (circularized via Office Memorandum No. 49, s. 2019 dated 12 December 2019), or the Internal Guidelines in the Implementation of the Equal Opportunity Principle in the Four Areas of Human Resource Management in the Civil Service Commission. The four areas are Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition.

The policy details the rules to ensure a safe and inclusive work environment at the CSC by preventing discrimination and harassment in any of the processes and procedures related to the four HRM areas. It aims to give equal opportunity to all employees including those in the specialized or vulnerable group of individuals such as, but not limited to, pregnant women, solo parents, senior citizens, persons with disabilities, indigenous people, people with different religious affiliations and denominations, and people from any sexual orientation and gender identity and expression.

Gender-sensitive policies and programs

The CSC worked closely with the Department of Labor and Employment and Social Security System for the crafting of the implementing rules and regulations of Republic Act No. 11210 (Expanded Maternity Leave Law). Said IRR was jointly issued by the three agencies on 1 May 2019. (see related story on page 13)

As part of continuing GAD-related initiatives, the Commission began the process of reviewing the Enhancement of Official Dress Code Policy with the assistance of the Rainbow Rights Movement, and of revising the Personal Data Sheet to ensure gender perspectives are incorporated therein. Progress in GAD mainstreaming can also be seen in the internal audit reports of the 16 CSC Regional Offices, as well as the Inventory of Government Human Resources (IGHR), both of which ensure that gender-based data are available at the regional level.

The CSC continued to monitor administrative cases on sexual harassment. In 2019, the CSC received five cases, leading to one resolved case in favor of the complainant. Since 1994, the CSC has recorded a total of 185 sexual harassment cases, 131 of which have been resolved.

STATISTICAL REPORT ON SEXUAL HARASSMENT (RESOLVED CASES)

Decision in Favor of			Complainant/Victim				Respondent		
Respondent	Year	Complainant	Year	Male	Female	Both	Male	Year	Female
4	1994	6	1994		10		10	1994	
4	1995	3	1995	1	6		7	1995	
2	1996*	7	1996*	2	7		9	1996*	
2	1997	3	1997		5		5	1997	
0	1998	8	1998	1	7		8	1998	
2	1999	3	1999		5		5	1999	
0	2000	6	2000		6		6	2000	
0	2001	0	2001					2001	
1	2002	1	2002		2		2	2002	
1	2003	5	2003	2	4		6	2003	
1	2004	4	2004		5		5	2004	
4	2005	5	2005		9		9	2005	
1	2006	5	2006		4		6	2006	
0	2007	4	2007		4		4	2007	
2	2008	5	2008	1	6		7	2008	
4	2009	3	2009		7		7	2009	
3	2010	2	2010		5		5	2010	
1	2011	1	2011		2		2	2011	
3	2012	0	2012		2	1	3	2012	
1	2013	2	2013		3		3	2013	
0	2014	7	2014	1	6		7	2014	
0	2015	4	2015		4		4	2015	
0	2016	3	2016	2	1		3	2016	
	2017	4	2017	1	3		4	2017	
2	2018	1	2018	1	2		2	2018	1
	2019	1	2019		1		1	2019	
38	Total	93	Total	14	116	1	130	Total	1

*1 case resolved by Office of the Ombudsman

Source: Office for Legal Affairs



Offices in the CSC present their commitment to fight all forms of discrimination and injustice and to maintain a socially-inclusive public institution.

Active participation

CSC's commitment to GAD was evident in its engagement in GAD-related activities. Key officials, GAD Focal Point System (GFPS) members, and staff members participated in various advocacy initiatives, such as representing the CSC in bodies like the Inter-Agency Council on Violence against Women and their Children (IACVAWC) and Regional Development Councils in the regions.

Moreover, CSC Regional Offices continued to facilitate the Gender Sensitivity Seminar (GSS) and other GAD-related trainings and workshops in various government agencies to increase awareness on related policies.

The Commission also took part in the Second Meeting of the Task Force on Gender Mainstreaming into Labor & Employment Policies to Promote Decent Work for All held September 2019 in Da Nang City, Vietnam, as well as the Asia-Pacific Ministerial Conference on Beijing+25 held in November 2019 in Bangkok, Thailand.

Advocacy and promotion

The CSC Human Resource Knowledge Center, located at the Central Office, has served as repository of GAD-related materials for use by researchers. The CSC has also promoted gender-sensitive language in all official communications. A chapter on gender-sensitive language was included in the CSC Stylebook 2nd edition distributed to CSC offices in January 2019.

CSC Regional Offices participated in various GAD-related activities including Women's Month in March, LGBT Pride Month in June, 18-Day Campaign to End Violence Against Women from 25 November to 12 December, consultative meetings and planning sessions of CSC GADvocates, and capacity-building activities of the CSC GAD Technical Working Group.

GAD-related topics were also a staple in various information channels maintained by the CSC, including regular publications, billboards, traditional media, and social media.

PROFESSIONALIZED CIVIL SERVICE

1: BUILDING A PROFESSIONAL BUREAUCRACY

The Civil Service Commission (CSC) continued to preserve meritocracy in the civil service through the administration of civil service examinations, conferment of eligibilities, and attestation of appointments.

Exam administration

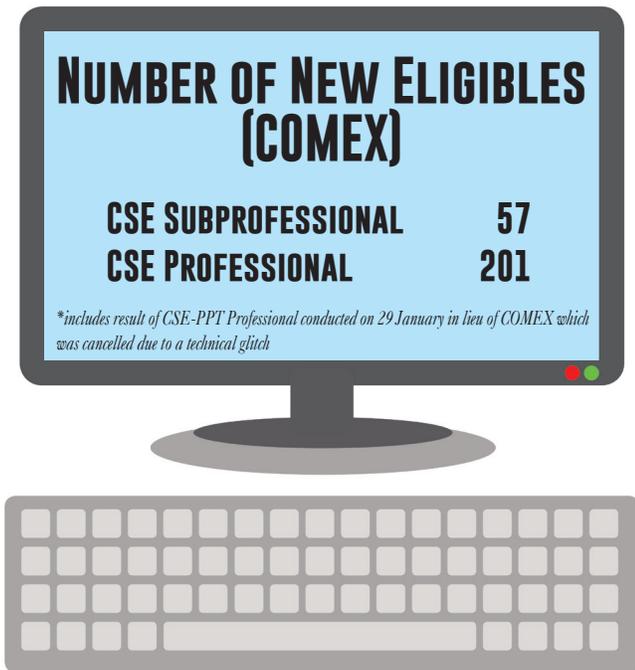
In 2019, the CSC administered eight Pen and Paper Tests that led to the conferment of civil service eligibility, including two regular schedules of Career Service Examination (CSE) Professional and Subprofessional levels which posted the highest number of examinees.





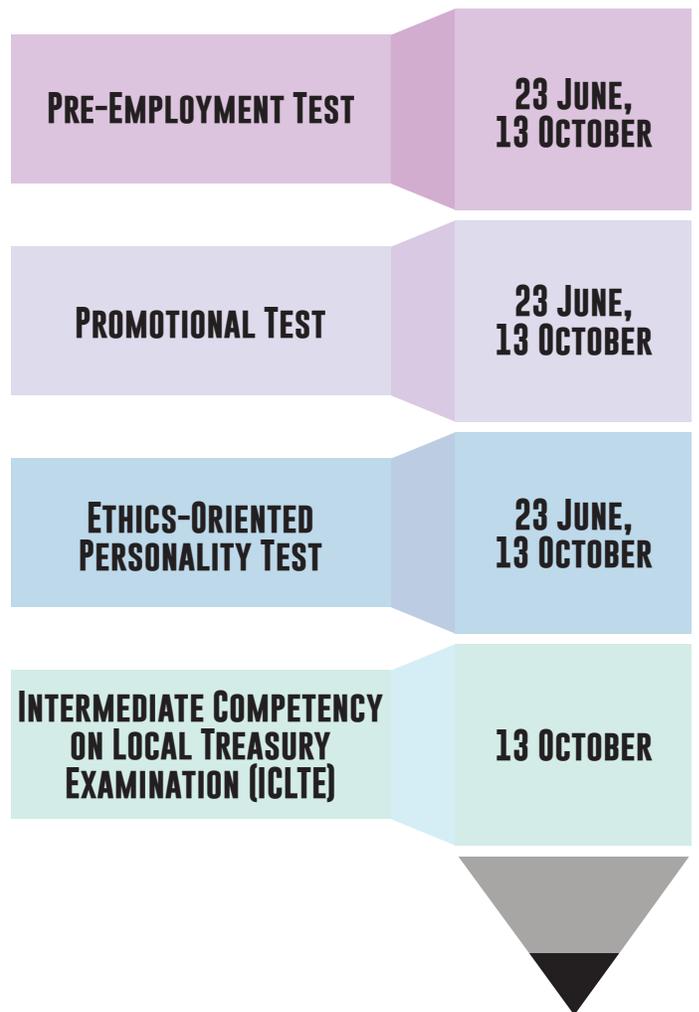
All in all, these tests resulted in the conferment of appropriate eligibility to a total of 58,961 passers. They have been included in the roster of eligibles qualified for entrance in government service, provided they meet the other qualifications of the position such as education, training, experience, and competency requirements.

STENOGRAPHER	3
BCLTE	1,204
CSE SUBPROFESSIONAL	7,163
CSE PROFESSIONAL	50,514
CSE-FSO	77



Ninety-one (91) Computerized Examinations (COMEX) for CSE Professional level were conducted by CSC Regional Offices (RO) II, IV, VI, VII, VIII, XI, and Caraga for 1,249 examinees. On the other hand, 14 COMEX schedules for CSE Subprofessional were conducted by CSC ROs II, IV, VII, VIII, and XI for 160 examinees. COMEX yielded a total of 258 new eligibles.

Moreover, the Commission administered seven other examinations that do not lead to the conferment of eligibility, but measure readiness and specific competencies. These are the Pre-Employment Test, Promotional Test, Ethics-Oriented Personality Test (EOPT), and the Intermediate Competency on Local Treasury Eligibility (ICLTE).



How does one civil service examination differ from another?

Career Service Examination - Professional and Subprofessional Levels

- These are general ability tests designed to measure an individual's preparedness to enter government service. Passing the test would result in the conferment of either Professional or Subprofessional eligibility that is needed, among others, for permanent appointment to corresponding career service positions in the government except those that involve the practice of profession or are covered by special laws.

Career Service Examination for Foreign Service Officer (CSE-FSO)

- Conducted in collaboration with the Department of Foreign Affairs (DFA), the CSE-FSO serves both as a qualifying test and an eligibility examination. As a qualifying test, it forms the first part of the five-part Foreign Service Officer Examination (FSOE). Thus, passing the CSE-FSO is a requisite to be able to proceed to the succeeding parts of the FSOE, which are the Preliminary Interview, Written Test, Psychological Test, and Oral Test, all administered by the DFA. The FSOE is being done to recruit candidates for the Foreign Service Officer, Class IV position.

As an eligibility examination, passers of the CSE-FSO shall simultaneously be conferred the Career FSO Eligibility. This eligibility is appropriate to first level (clerical) and second level (technical) positions in the government that do not involve practice of profession and are not covered by Bar, board and other laws.

Basic Competency on Local Treasury Examination (BCLTE)

- The BCLTE is part of the Standardized Examination and Assessment for Local Treasury Service (SEAL) Program of the Department of Finance (DOF). The civil service eligibility resulting from passing the BCLTE shall be called Local Treasurer Eligibility, a second level eligibility only appropriate for appointment to Local Treasurer and Assistant Local Treasurer positions, and to positions under the Financial Services that do not require practice of profession and are not covered by Bar/Board or special laws.

Intermediate Competency on Local Treasury Examination (ICLTE)

- The ICLTE is also part of the SEAL Program. It forms part of the assessment of the DOF in the selection, appointment, designation, and promotion to higher positions in the local treasury service that do not require practice of profession and are not covered by Bar/Board and special laws. An applicant must be a holder of the Local Treasurer Eligibility and must possess a bachelor's degree on the date/time of filing of application.

Pre-employment Test, Promotional Test, and Ethics-Oriented Personality Test

- These tests are adopted by government agencies as part of their screening process on recruitment, placement, and promotion. The Pre-Employment Test serves as a mechanism to filter applicants; the Promotional Test allows objective evaluation of applicants' readiness and competencies for promotion purposes; and the EOPT determines behavioral tendencies and personality profile of applicants.

Since October 2017, the CSC has been implementing guidelines to effectively accommodate individuals with special needs who wish to take the CSE-PPT, as part of measures to promote equal employment opportunity in government. This initiative has encouraged persons with disabilities (PWDs) and pregnant women to take their chance in obtaining civil service eligibility.

In 2019, a total of 2,143 PWDs and 2,721 pregnant women registered to take the CSE-PPT.

Grant of special eligibilities

Apart from passing civil service examinations, individuals may obtain eligibilities on the basis of special laws and relevant CSC issuances. A total of 20,033 individuals were granted these special eligibilities, with the most availed of types being the Honor Graduate Eligibility, Barangay Official Eligibility, and Skills Eligibility - Category II.

The number of individuals conferred special eligibilities in 2019 are broken down as follows:

NUMBER OF SPECIAL ELIGIBILITIES GRANTED	
0 VETERAN PREFERENCE RATING ELIGIBILITY	0 FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY
31 BARANGAY NUTRITION SCHOLAR ELIGIBILITY	29 SCIENTIFIC & TECHNOLOGICAL SPECIALIST ELIGIBILITY
75 BARANGAY HEALTH WORKER ELIGIBILITY	99 ELECTRONIC DATA PROCESSING SPECIALIST ELIGIBILITY
167 SANGGUNIAN MEMBER ELIGIBILITY	2,077 SKILLS ELIGIBILITY - CATEGORY II
4,204 BARANGAY OFFICIAL ELIGIBILITY	13,351 HONOR GRADUATE ELIGIBILITY

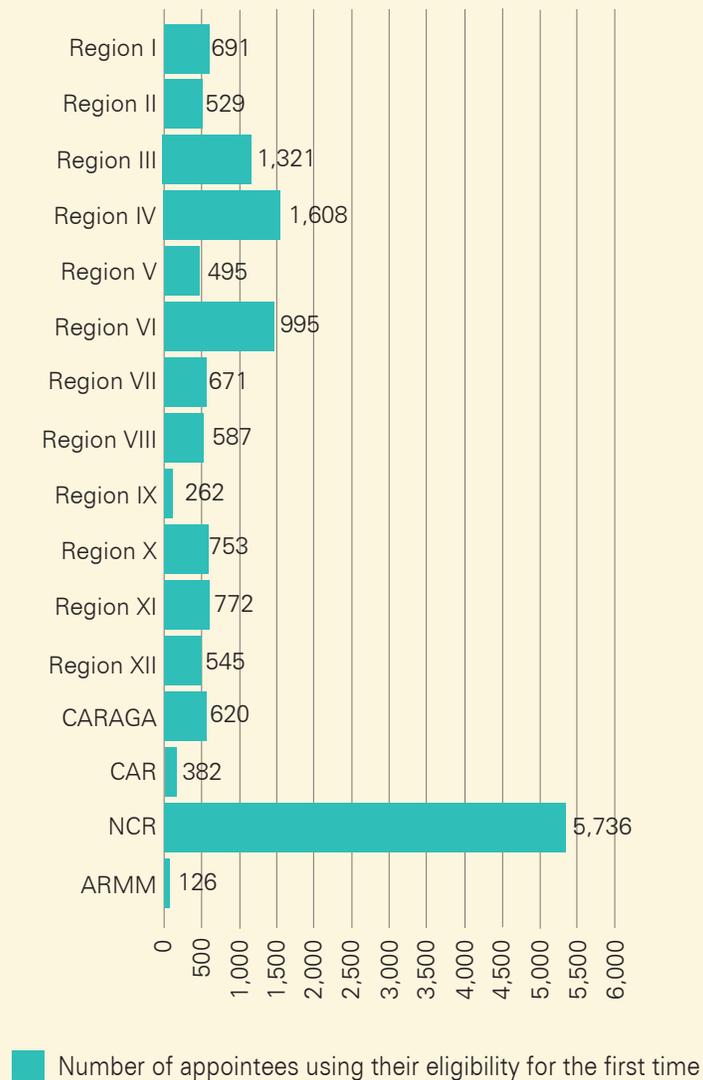
Absorption rate of eligibles

One of the ways for the CSC to measure the outcome of its exam administration mandate is to monitor the number of eligibles absorbed in the government using their Certificate of Eligibility for the first time.

In 2019, there were 16,093 individuals appointed to various government positions who were able to use their eligibility for the first time. This was 25.25% higher than the accomplishment of 12,849 appointees registered in the previous year. Most of the eligibles absorbed in the civil service came from NCR, Region III, and Region IV.

The number of eligibles absorbed in the government using their Certificate of Eligibility for the first time is detailed per region in the graph below:

NUMBER OF APPOINTEES USING THEIR ELIGIBILITY FOR THE FIRST TIME



Source: CSC Examination, Recruitment and Placement Office

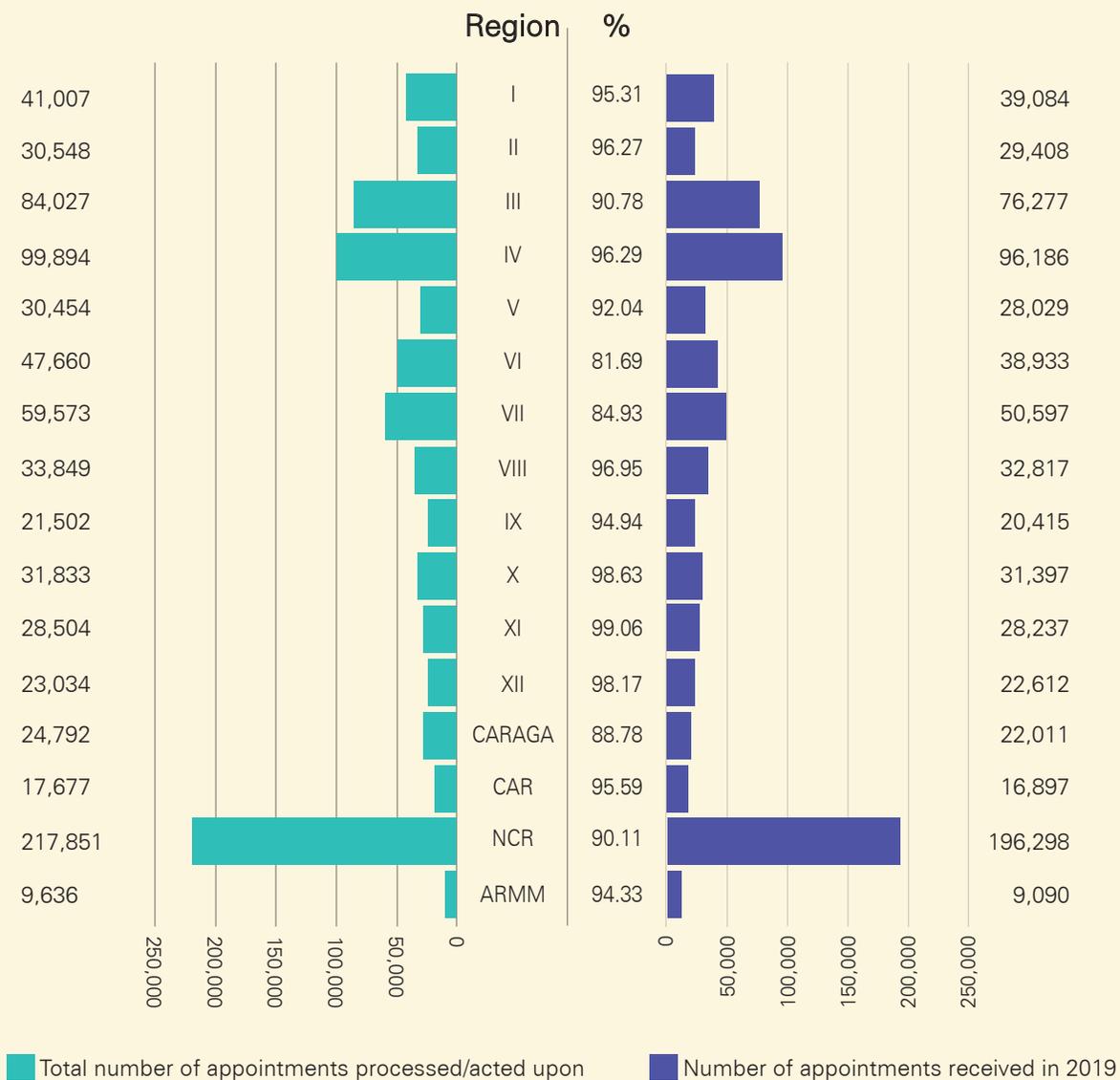
Appointments Processing

As the central human resource agency of the Philippine government, one of the core mandates of the Commission is to take action on appointments. While the issuance of appointment is delegated upon the appointing authority of a government agency, the CSC evaluates the appointment and has the power to approve or disapprove it based on compliance or non-compliance with relevant civil service rules and regulations.

Appointments processing is no easy task as it requires verification of the appointee’s credentials vis-à-vis the qualification standards of the position. On the average, each CSC Regional Office had a running appointments inventory of 50,115 appointments in 2019.

From January to December 2019, the CSC had a total inventory of 801,841 appointments, around 12% (99,371) of which have been pending from previous years. In the same year, it acted upon 738,288 appointments or 92.07% of this inventory; the target was at 50%, leading to a variance of 42.07%. Notably, 99.999% of the pending appointments from previous years have been acted upon.

NUMBER/PERCENTAGE OF APPOINTMENTS ACTED UPON





International expert KC Lee introduces HR leaders to the disruptive world of technology and globalization, dubbed the Fourth Industrial Revolution or FIRe.



Mayor Rex Gatchalian shares with the audience his experience of championing innovation at the Valenzuela City Government's frontline services.



Emovation, Inc. Head Ruby Mañalac (rightmost) initiates audience participation during her talk on emotional intelligence and its value in leadership today.



ARTA Director General Jeremiah Belgica emphasizes the need for disruption and modernization for government to meet the standards set by the EODB EGSD Act of 2018.

2: LEARNING AND DEVELOPMENT

The Civil Service Commission (CSC) continues to strengthen its capability to enhance the government workforce's competency. This is done through the CSC's learning and development (L&D) plan implemented by the Civil Service Institute (CSI). Primarily designed to help employees and managers to meet required competencies, CSI's L&D programs traverse a wide range of topics for a variety of training needs.

In 2019, CSC ran 186 L&D courses, translated to 22,965 participant days. Thus, CSC exceeded its annual target of 19,640 participant days by 17%. A total of 10,268 government workers underwent the courses and trainings offered.



CSC also identified the top ten courses availed of by participants. The list includes the Public Sector HR Symposium; Mentoring and Coaching for Leaders; Leadership and Management Certification Program (CPro); Ethical Leadership; Seven Habits of Highly Effective Government Leaders; Strategic Performance Management System; Leadership Series; Recruitment, Selection, and Placement System; Gender, Diversity, and Inclusiveness; and Competency-Based HR.

Aside from its regular courses, CSC introduced a new program called *HR Conversations*. The one-day learning event aimed to strengthen the role of human resource management officers (HRMOs) as they perform a host of HR functions in the areas of recruitment, selection, and placement; learning and development; performance management; and rewards and recognition. The program served as a venue for HR practitioners to share trends, best practices, common concerns, and potential collaboration in meeting higher PRIME-HRM Maturity Levels. Having a program designed specifically for HRMOs drives the idea that they are the strategic partners of agency heads in leading their organizations toward strategic HR.

CSC held one *HR Conversations* program per semester in 2019, attracting 363 HR practitioners from all over the country.

Impact of L&D

To assess and improve its L&D courses, the CSC conducts evaluation surveys. A 98.76% running average rating for all L&D courses implemented within 2019 was achieved. This indicates that the CSC's L&D courses respond to the needs of participants, ultimately influencing the capabilities and capacities of civil servants toward public service excellence.

Oracle's Cloud Platform Group Senior Sales Director Alexander Jenewein discusses disruptive leadership and its effect in organizations.



Inspirational speaker and columnist Francis Kong discusses employee productivity and engagement through a session on People-Centric Leadership during the 3rd Quarter Leadership Series.

The CSC also conducted an impact evaluation study among participants from 20 agencies on specific courses conducted for the past three years, including the Competency-Based HR courses, Strategic Performance Management System or SPMS, Learning Measurement and Evaluation, and Public Service Values Program or PSVP.

For Competency-Based HR courses, agencies reported better understanding and appreciation on competencies and competency-based HR among participants. This resulted in more employees contributing to work efficiency and having better understanding of the work environment and work flow in the organization. Agencies also reported improvements in their HR processes, which were manifested in the hiring of more competent employees, and a more objective assessment of individual performance of employees and their areas for improvement. Agencies also started developing their competency manual and competency assessment survey to further promote competency-based HR processes. Improvement in relationships within teams was also observed.

For the SPMS course, agencies reported better understanding of how to craft their Individual Performance Commitment Review (IPCR) and Office Performance Commitment Review (OPCR) forms, and use the forms to support performance management. This resulted to easier verification and evaluation of employee performance and fairer computation of ratings, which enhanced employees' self-worth and determination in accomplishing their

tasks. Aside from gaining a better understanding of the SPMS, agencies also reported that they are now using coaching and mentoring as an approach to performance management. There is also now clarity of roles among the Performance Management Team (PMT) members. Agencies confirmed that there was improved harmony in the workplace as well.

For the Learning Measurement and Evaluation, agencies reported positive effects in the individual, divisional, and organizational levels. One individual reported gaining confidence in performing the role of training specialist because of the knowledge gained from the course. A division noticed improved understanding among team members because they now use the same standards and language in designing trainings. A manager also reported having gained insight from the course, allowing her to skillfully assess a training proposal by studying the potential impact against the budget. This saved the agency from spending too much money on a training program that was not poised to generate the results they wanted.

For the Public Service Values Program, agencies reported better relationships and camaraderie because of shared values, improvement in work attitude and ethics, better performance, and strengthened faith. Respondents also noted an improvement in the way their agencies accomplished plans and met targets, as well as decreased number of unsatisfied clients.

The evaluation of L&D courses helped the CSC gain insight into the actual effects of HR programs in the workplace and in the careers of government workers as well.

Empowering HR practitioners and government leaders

Leadership Series

The CSI Leadership Series is a learning and networking event held quarterly by the CSC. It is designed to inspire government executives, directors, and managers to continually enhance their leadership effectiveness by learning from HR experts and being exposed to emerging trends and best practices of successful leaders and managers in both the public and private sectors.

The 2019 Leadership Series featured international leaders in governance, business, leadership, people management, technology, and customer innovation such as World Bank Lead Governance Specialist Lewis Hawke, Trident Integrity Solutions Principal Consultant and CEO Dr. Mark Lovatt, inspirational speaker and columnist Francis Kong, Asia Pacific telecoms and IT industry expert KC Lee, and Oracle's Cloud Platform Group Senior Sales Director Alexander Jenewein. The

Series also featured talks from government managers, professors, business leaders, and local experts, including Department of Budget and Management Undersecretary Lilia C. Guillermo, National Mapping and Resource Information Authority Dr. Peter N. Tiangco, Parole and Probation Administration Administrator Dr. Manuel Co, former Presidential Communications Operations Office Secretary Herminio B. Coloma Jr., Investors in People Chief Executive Gerardo A. Plana, and Ateneo de Manila University Lecturer Dr. Jose N. Cuenco, among others.

HR Symposium

The HR Symposium was first conducted in 2013 with the objective of exposing public sector HRMOs to best practices in the field of HR management and organization development both in the public and private sectors. International speakers were invited to lead discussions on emerging HR trends, while local HR practitioners were invited to share leadership directions for HR practitioners. The Symposium conducted in Cebu initially

2019 CSI Leadership Series

1 LEADERSHIP: THE HEARTWARE OF MANAGING PROJECTS

(20 March)

Emphasizes the need for leaders to have a clear vision and a strong sense of accountability and integrity to successfully manage projects.

2 VALUES-DRIVEN LEADERSHIP

(19 June)

Helping participants appreciate values-driven leadership in the workplace and its impact on decision-making and strategy formulation and implementation, be knowledgeable on core public service values for heightened individual and organizational performance, and know of best practices in values-driven leadership from different guest organizations.

3 PEOPLE-CENTRIC LEADERSHIP

(18 September)

Underpinning an oft-overlooked leadership trait—being people-centric—which means embracing and upholding the welfare of their people.

4 DISRUPTIVE LEADERSHIP

(20 November)

Discussing how disruption is now a part of today's work environment in the age of technology, and how to take advantage of it.

attracted 1,097 participants in 2013. The number progressively expanded in size through the years.

For three consecutive years now, the CSC had fully managed and administered the event on its own. The HR Symposium was initially subsidized by the Philippine Australia Human Resource and Organization Development Facility (PAHRODF), now known as the Australia Awards Alumni Engagement Program.

Government leaders and (HR) practitioners gathered for the 2019 Public Sector HR Symposium on 24 to 26 July 2019 at the Philippine International Convention Center (PICC), Pasay City to learn how to steer government agencies and build the capacities of civil servants toward realizing *Ambisyon Natin 2040*, which represents the Filipino people's collective vision and aspirations.

With the theme "Moving Together Toward *Ambisyon Natin 2040*", the symposium showcased global trends and best practices in achieving "people centered, clean, efficient, and effective governance." This is one of the desired outcomes in the Philippine Development Plan 2017-2022, which is critical to laying down the foundation for inclusive growth, a high-trust and resilient society, and a globally competitive knowledge economy.

Participants in the event were exposed to relevant topics ranging from 21st century leaders and HR's skills and competencies, intensifying Public Service Values, promoting a culture of innovation and productivity, to harnessing technology to be globally competitive in today's technology-driven and knowledge-intensive world.

The symposium also included discussions on current measures to achieve seamless public service delivery and anti-corruption drives, enhancing administrative governance, engaging and empowering citizenry, Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act, PRIME-HRM, Results-Based Performance Management, Public Finance Management, and other accountability systems.

Leaders and HR practitioners from both the public and private sectors as well as delegates from ASEAN member-states attended the event.





Participants from ASEAN countries



2019 HR Symposium Opening Ceremonies



President Rodrigo Roa Duterte with the Presidential Lingkod Bayan Awardees (top photo) and Dangal ng Bayan awardees (bottom photo).



3: REWARDS AND RECOGNITION



The country's outstanding government workers were recognized in ceremonies at the Malacañang Palace with President Rodrigo Roa Duterte conferring the special citations. The event, which highlighted the 119th anniversary of the Philippine Civil Service, was led by scientists whose initiatives spelled breakthroughs in agriculture, medicine, and space administration.

From a total of 197 regional nominees who vied for the awards, 44 semi-finalists were selected by the Committees on Awards - 16 in the *Dangal ng Bayan*, 12, the Presidential *Lingkod Bayan*, and 16, the *CSC Pagasa* categories. Going through nominee profile, majority were second level employees followed by elective and first level employees.

By the end of the stringent selection process, 24 awardees, composed of 18 individuals and six groups, were selected by the Committees on Awards. The National Capital Region had the most number of awardees with four bagging the Presidential *Lingkod Bayan* Award and one, the *CSC Pagasa* Award. *CSC* Regional Office V had four awardees in the *Dangal ng Bayan*. *CSC* ROs I, X, XI and CARAGA followed suit with two awardees each. *CSC* ROs II, III, VI, VII, VIII, XII and CAR had one awardee.



President Duterte with officials from the CSC's regional and field offices and members of the Honor Awards Program Secretariat.



President Duterte with Ombudsman Samuel R. Martires (4th from right) joined by officials from the CSC's central office led by Chairperson Alicia dela Rosa-Bala (5th from right), and Commissioners Leopoldo Roberto W. Valderosa Jr. (4th from left) and Aileen Lourdes A. Lizada (3rd from right).



CSC Commissioner Aileen Lourdes A. Lizada (3rd from left) with CSC Directors IV (from L to R) Karin Litz Zerna of CSC Regional Office IV and Victoria F. Esber of CSC RO VIII. Also with them are CSC RO VI Director III Alexis S. Palomar-Tabino and CSC employees.



CSC Chairperson Alicia dela Rosa-Bala (4th from right) and CSC Commissioner Aileen Lourdes A. Lizada (5th from left) with CSC officials from Cagayan Valley.



A tinker who thinks and works big



Scrap materials and junk transmission engine declared for disposal lay idly around the compound of the National Food Authority (NFA) in Dumangas, Iloilo. One employee saw the value of these materials, tinkered with them, and was able to assemble a utility vehicle which saved for the agency millions of pesos in handling expenses. This is the story of Pepito P. Pauchano, a mechanical plant operator in NFA.

Called "Tora-tora", the vehicle is now being used to transport NFA stocks for milling and drying within the NFA compound. It is also used to bring rice hulls from the rice mill to the dumping site inside the compound and other materials that need handling. With Pauchano's creation, the agency stopped contracting trucking services and saved more than PHP600,000 in handling expenses from 2016 to 2018 alone.

Constantly thinking of ways to improve the operations of the agency, Pauchano next built two biomass furnaces, again using junk materials, at a cost of PHP43,000 instead of purchasing a new one worth over PHP300,000. These furnaces have saved fuel costs as these use rice hulls instead of diesel to fuel the mechanical dryers. From 2016 to 2018, NFA savings in fuel reached PHP468,760.

With excellent repair skills, he was also able to fix the non-operational lister dryers, allowing the agency to dry wet palay instead of transporting it to NFA in Jaro which is 25 kilometers away from Dumangas, saving transportation expenses. This scheme also encouraged farmers to sell their wet palay to NFA Dumangas for drying and milling.

While his task is to supervise the operations of post-production equipment and facilities, Pauchano's ingenuity and dedication have enabled him to go beyond his duty and contribute greatly to his agency. "I believe if you're truly concerned with the welfare of your workplace and if you love your work, you will never get tired of thinking of ways to contribute to your agency," Pauchano exclaimed.

Pauchano practically built his life with NFA. After helping his father at the Lapaz Market as a *kargador*, he was grateful when he was able to join the agency. "I technically grew up in NFA. I was a working student back then; I had classes at night and janitorial work during the day. Without NFA, I wouldn't be able to finish my studies," said Pauchano. His work at the agency provided for his family through the years. His gratitude toward NFA inspires him to do his best in his job. His position title did not hinder him from taking the extra mile.

"For me, a servant-hero does not wear a title to show who is in-charge, rather, he acts in a way that it can be clearly seen that he cares for others, and makes the interest of the public his highest priority. Anyone can be a servant-hero as long as one puts the interest of the public above one's self," thus mirrors the sentiment of Pauchano, truly a servant-hero.

Saving the farmers



It is no secret that Filipino farmers are among the poorest classes of society. One of the reasons for their difficult situation is their reliance on lenders for the purchase of farming inputs and other necessities. Oftentimes, they are charged high interest rates for these loans, which deprives farmers of sufficient return for their labor.

So while we owe the food on our tables to farmers, who helps them put food on their families' tables?

Thankfully, the City Agriculture Office of the City Government of Tagum came up with a program to free farmers from the vicious cycle of debt and to empower them so they become financially self-sufficient. Under the Tagumpay Agrivolving Fund (TAF), farm inputs such as seeds, fertilizers, and machineries coming from the Department of Agriculture are distributed for free to TAF-registered farmer associations and cooperatives, specifically to those involved in rice, corn, and high-value commercial crops production. Members can avail of the seeds and fertilizers for about 50% lower than market price, and the machineries are rented out for a minimal service fee. The association or cooperative can then use the proceeds for an "agrivolving" fund or an in-house credit facility offering more affordable and more practical payment terms to members.

As part of the program, the group conducts capability-building sessions on crop management, as well as financial management for both the associations and the individual farmers. It also offers technical assistance wherever possible to help sustain farmer associations' operation.

Increasing farmer buy-in was initially a challenge, but now, more and more farmers are beginning to see the benefits of this initiative. The TAF started in 2013 with three registered farmer associations; this has increased to 14 associations at present, including one from the fisheries sector. A number of associations have reported an increase not only in membership but also in revenues with little to no government dole-outs. Farmers have narrated how they were able to earn extra income for home improvements or purchase of transportation for family and farm use.

The group was driven by the common goal of empowering the farming community. "I always remind my team that being a public servant is a blessing, and that it is expected of us that we become a channel of blessing," said team leader Joel Marcelo C. De Leon. "During the conduct of farmers' meetings, we see how happy and satisfied our clients are as they greet us with



a big smile, expressing their heartfelt gratitude. We feel proud seeing the associations we assisted being able to stand on their own and operate independently," he added.

The TAF has certainly proved to be an inspiration to public servants. When asked what he wants to share to the younger generation of government workers, especially those in the field of agricultural extension, De Leon said, "Put value in what you do. Your work is very crucial because you help ensure there will be affordable and available food supply for the nation."



President Rodrigo Roa Duterte with the 2019 Pagasa awardees, recognized for contributions that directly benefit more than one government agency.

Incentives for government exemplars

The 2019 awardees were handed gold-gilded medallions crafted by the Bangko Sentral ng Pilipinas (BSP). The BSP donated (54) medallions for all three award categories. All awardees were provided with a three-day/two-night hotel accommodation at the Manila Hotel from 9-11 September 2019.

For the ninth straight year, SM Investments Corporation thru Vice Chair Tessie Sy-Coson supported the Honor Awards Program (HAP) by donating SM gift cards worth (PHP100,000). The SM Investment Corporation's donation was distributed among the 2019 HAP awardees during the Awards Rites rehearsal on 9 September 2019 where they received PHP2,000 worth of SM gift cards each.

Full coverage of the awarding rites was provided without cost by Radio Television Malacañang (RTVM) and People's Television-4.

State universities were tapped to provide scholarship grants to qualified awardees. Government medical hospitals and centers sponsored the executive check-up of the 2019 awardees. The awardees were informed about the period within which they could avail of the scholarship and executive check-up. Effective 2018, availment of scholarship and free executive check-up by HAP awardees shall be on official time.

Increase in the cash reward of awardees

The CSC increased the cash reward for HAP group semi-finalists and national winners. Through CSC Resolution No. 1900345 dated 28 March 2019 and CSC Resolution No. 1900838 dated 16 July 2019, the CSC approved the increase in cash reward of group members of the Presidential *Lingkod Bayan* and CSC *Pagasa* to PHP100,000 per group member as incentive for their significant contributions to public service.

CSC's 2019 ACCOMPLISHMENTS



PRIME-HRM

181 assisted agencies recognized for reaching the Program to Institutionalize Merit and Excellence in Human Resource Management (PRIME-HRM) Maturity Level 2 or Process-defined HR system, versus the target of 89 agencies. By end of 2019, 161 agencies were recommended for the PRIME-HRM Bronze Award.



EXAM ADMINISTRATION

Aside from the CSE-PPT and the Computerized Examination or COMEX, the Commission administered seven other examinations—the Pre-Employment Test, Promotional Test, Ethics-Oriented Personality Test (EOPT), and the Intermediate Competency on Local Treasury Eligibility (ICLTE).



CONDUCT OF FUN RUN

16,679 runners participated in the 2019 CSC R.A.C.E. to Serve Fun Run in 2019. Proceeds of the Fun Run goes to the *Pamanang Lingkod Bayani* Program.

Since its implementation in 2011, the CSC has given PHP13,424,241 worth of financial assistance and scholarship opportunities to the loved ones of fallen *lingkod bayani*.



FEEDBACK RESOLUTION RATE

CCB resolution rate on client feedback was at 98.91% by end of FY 2019.

Feedback and complaints on CSC services received through Hotine 8888 posted 100% resolution rate.



CASE DISPOSITION

Recorded a 52.60% case disposition rate by promulgating 10,269 cases out of 19,522 cases received.





ELIGIBILITY

58,961 passers of various CSC-administered examination were conferred with appropriate eligibility and 20,033 individuals were granted special eligibilities.



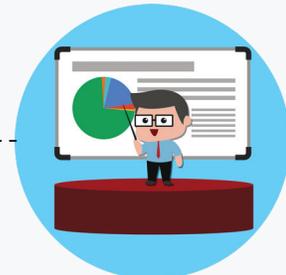
ABSORPTION OF ELIGIBLES

16,093 individuals were appointed to various government positions using their eligibility for the first time.



APPOINTMENTS PROCESSING

CSC acted on 92.07% of inventory appointments in 2019 and 99.99% of the pending appointments from previous years.



LEARNING AND DEVELOPMENT

186 L&D courses conducted, translating to 22,965 participant days and 10,268 government workers undergoing trainings.



REWARDS AND RECOGNITION

Cash reward of group members of the Presidential *Lingkod Bayan* and *CSC Pagasa* increased to PHP100,000 per group member as incentive for their significant contributions to public service.



CASE RESOLUTION

8,676 cases were resolved out of 10,269 promulgated cases leading to 84.49% resolution rate.



In the exercise of its legal functions, the Civil Service Commission (CSC) decided on administrative cases brought to it on appeal as well as cases filed under its original jurisdiction. It reviewed and amended existing policies to ensure these respond to the needs of the time. It also enforced its mandate as the central human resource agency of the Philippine government by participating in the passage and implementation of laws, and issuing comments to proposed bills, on various matters involving the civil service.

Case resolution and disposition

In monitoring its performance, the CSC uses two types of process objectives. First is the Case Resolution Rate, defined as the number of cases resolved within one year from date of filing over the number of cases promulgated within the year.

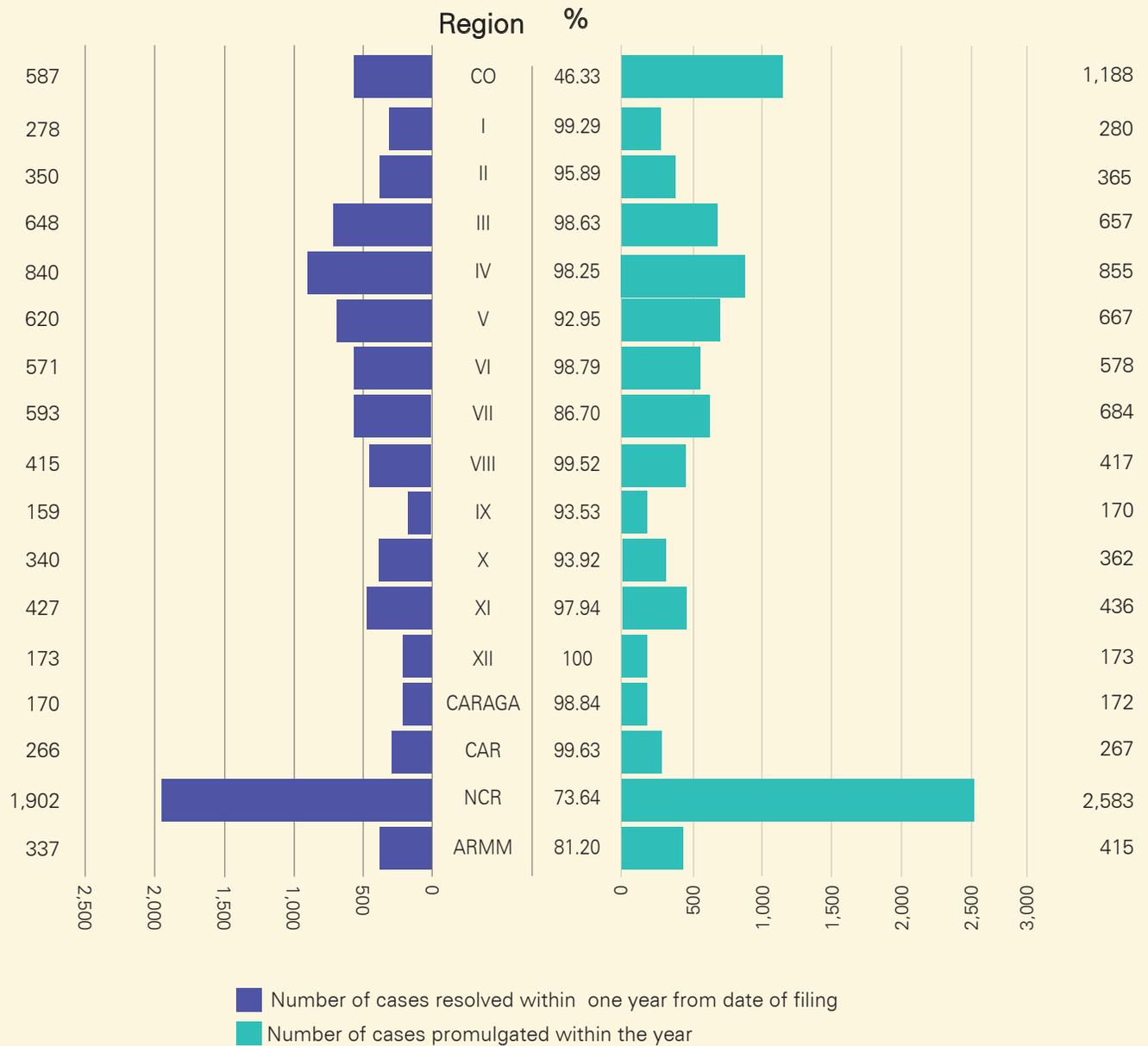
In 2019, the CSC resolved 8,676 cases out of 10,269 promulgated cases leading to an accomplishment of 84.49% resolution rate. This exceeds the targeted 73% resolution rate.

The Central Office attained a resolution rate of 49.41% (587 over 1,188). The 16 Regional Offices collectively reached a 89.08% case resolution rate (8,089 over 9,081). Almost all CSC ROs recorded a resolution rate above 90% except for CSC NCR at 73.64% (1,902 over 2,583); CSC ARMM at 81.20% (337 over 415); and CSC RO VII at 86.70% (593 over 684). The highest resolution rate was achieved by CSC RO XII at 100% (173 over 173), and the lowest, by CSC NCR.



EFFICIENT AND EFFECTIVE DISPENSATION OF ADMINISTRATIVE JUSTICE

CASE RESOLUTION (CENTRAL AND REGIONAL OFFICES)



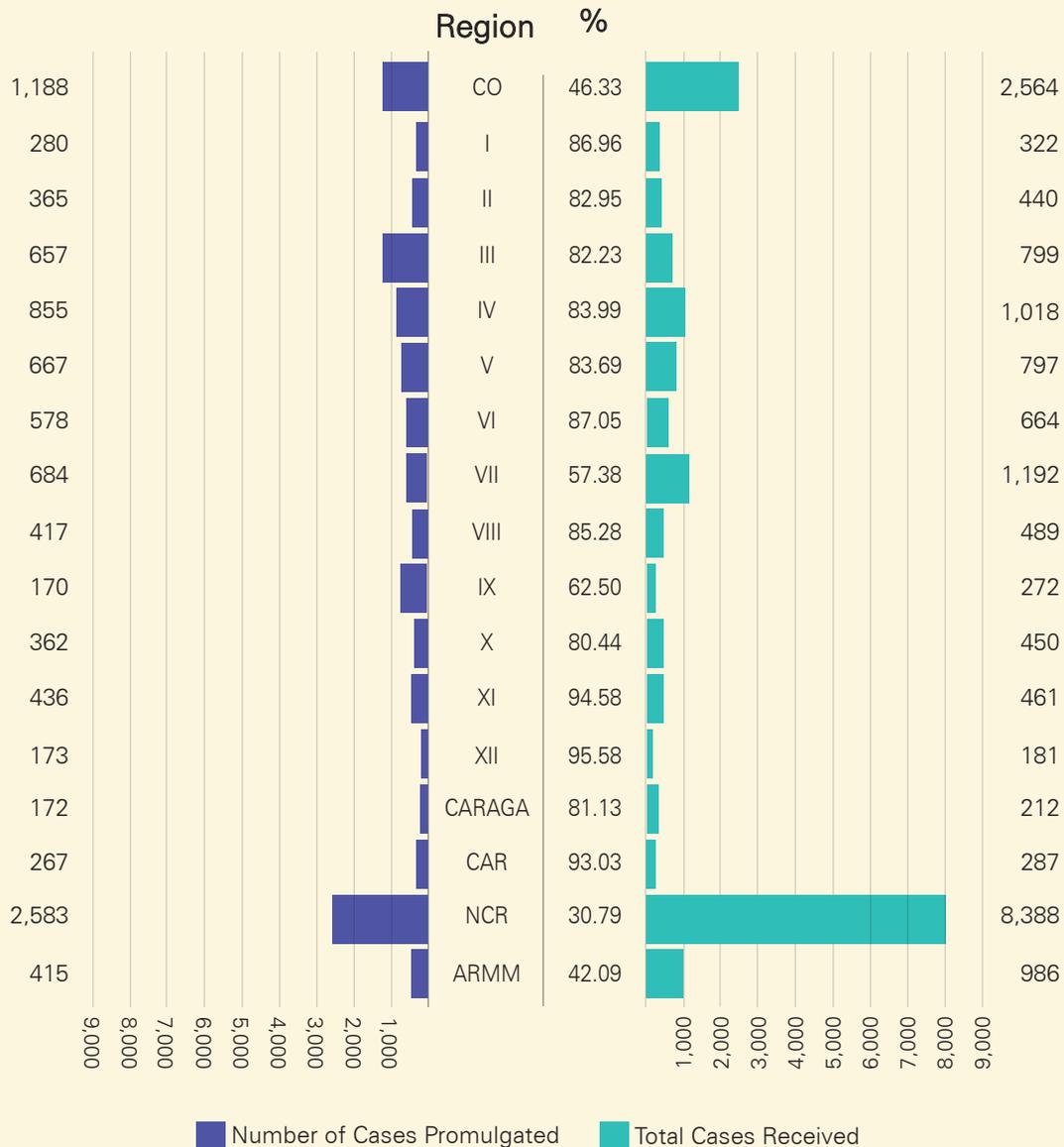
Source: CSC Office for Legal Affairs

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

The CSC recorded a 52.60% case disposition rate by promulgating 10,269 cases out of 19,522 cases received.

The Central Office achieved a disposition rate of 46.33% (1,188 over 2,564 cases). Collectively, the CSC ROs were able to achieve a 53.55% case disposition rate (9,081 over 16,958 cases). CSC RO XII achieved the highest disposition rate at 95.58% (173 over 181 cases), and the lowest, by CSC NCR at 30.79% (2,583 over 8,388 cases).

CASE DISPOSITION (CENTRAL AND REGIONAL OFFICES)



Participation in legislation

After the enactment of Republic Act No. 11054 or the Bangsamoro Organic Law on 6 July 2018, the Commission has been dynamically involved in its implementation, specifically in ensuring the smooth transition of ARMM to BARMM, including that of government offices and affected personnel.

The CSC actively participated in the crafting of the Implementing Rules and Regulations (IRR) of Republic Act No. 11313 or the Safe Spaces Act of 2019 and of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Legal assistance

To complement its legal functions, the CSC, assists stakeholders by responding to queries on Civil Service Law, rules, and regulations to walk-in or online clients.

Since the inception of the *CSC Online Forum* in 2017, the facility has generated a total of 1,733 messages from 4,334 users with 626 civil service-related topics. In 2019, the Online Forum accumulated 521,069 page views, with the topmost concerns being a) query on five-day forced leave and three-day special leave; b) resignation; c) 2017 Rules on Administrative Cases in the Civil Service; d) step increment; and e) appointments issued during election period.

Moreover, OLA regularly conducts the CSC Legal Mission to bring its services closer to stakeholders. Legal officers provide direct consultation on CSC-related matters. For the last two consecutive years, the CSC Legal Mission has been a hit among participants and guests of the Public Sector Human Resource Symposium, held in July 2018 in Davao City and July 2019 in Manila, respectively.

The CSC, through the Office for Legal Affairs, also responded to requests for comments to a total of 97 bills.



SB No. 2031/HB No. 5236 – An Act Providing for the Rank Classification in the Philippine National Police, Amending for the Purpose Sec. 28 of R.A. 6975 as Amended, Otherwise Known as the Department of the Interior and Local Government Act of 1990



HB No. 8734/SB No. 1534 – An Act Increasing the Benefits Granted to Science and Technology (S&T) Personnel of the Government, Amending for the Purpose Republic Act No. 8439, Otherwise Known as the 'Magna Carta for Scientists, Engineers, Researchers, and Other S&T Personnel in the Government'



HB No. 9011 – An Act Granting Substitute Civil Service Eligibility to Regular Employees Who Rendered At Least Six Continuous Months of Meritorious Government Service



HB No. 8683 – An Act Lowering the Optional Retirement Age of Government Workers from Sixty (60) Years to Fifty-Six (56) Years, Amending for the Purpose Section 13-A of Republic Act No. 8291, Otherwise Known as 'The Government Service Insurance System Act of 1997'



SB No. 244 – Rightsizing the National Government Act

TOWARD EXCELLENCE AND ORGANIZATIONAL GROWTH

1: AN EFFECTIVE CIVIL SERVICE COMMISSION

Conduct of internal audit

Internal audit helps ensure the organization's compliance with its mandate, policies, regulations, and systems. When compliance is assured, the organization is able to operate in line with global standards, and that its primary stakeholders are provided with only quality public service.

Regular and continuing audits have been part of Civil Service Commission operations. Conducted through the Internal Audit Service (IAS), these initiatives have been pivotal in the CSC's attainment of its strategic objective, "Improved Customer Management, Innovation, Social, and Regulatory Processes." These audits also aim to monitor and sustain CSC's Quality Management System (QMS), and its re-certification to ISO 9001:2015.

After a successful re-certification audit conducted in 2018, CSC earned a re-certification to ISO 9001:2015 in January 2019. The five CSC core process under the re-certification are Cases Adjudication, Examination, Appointments Processing, Provision for External Learning and Development Service, and Accreditation and Registration Services for Employees' Organization. Also included in the certification are CSC's support processes consisting of Customer Feedback; Performance

Monitoring and Evaluation; Procurement, Preventive Maintenance of Equipment, and Transport Service; Qualification Standards Formulation and Evaluation; Recruitment; Communications Management with ICT Maintenance; Internal Audit; and Documents, Records, References, and Forms Control. The certification is valid until 13 February 2022.

Skills and competencies of the members of the Internal Audit Team were enhanced through internal and external training interventions.

One way that IAS has developed and expanded its role was through its assistance to the Commission in updating the organization's Citizen's Charter through the conduct together with the Public Assistance and Information Office of workshops and series of dialogues with CSC's internal and external stakeholders in June 2019. The updating of Citizen's Charter is required of every government agency under Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act. The inputs collected from the series of dialogues served as guide to the crafting of the updated CSC Citizen's Charter which was submitted to the Anti-Red Tape Authority on 6 December 2019.

Stakeholders rate CSC services

At its core, the CSC is an institution that banks on customer or stakeholder satisfaction. This is the indicator by which the CSC measures its effectiveness as the premier HR institution of the Philippine government and its efforts in building responsive governance in the civil service.

To do this, CSC measured the satisfaction rating of stakeholders on HR policies. CSC, through its Office for Strategy Management, developed an online rating tool to measure the overall satisfaction level of the stakeholders on different CSC policies in terms of four criteria: awareness, relevance, effectiveness, and efficiency. The respondents came from national government agencies, government-owned and controlled corporations, state universities and colleges, local government units, and the private sector.

For 2020, CSC identified three policies to be rated:

- Accreditation of learning and development (L&D) institutions (CSC Resolution No. 1600770, s. 2016);
- Leadership and Management Certification Program or CPro (CSC Resolution No. 1500616, s. 2015); and
- Collective Negotiation Agreement (CNA) Registration and Effectivity (PSLMC Resolution No. 2, s. 2007).

As a result, 75.86% of the respondents rated the three identified policies as satisfactory. This shows that CSC's stakeholders were mostly agreeable with the indicators for awareness, relevance, effectivity, and efficiency of the policies from which HR programs are designed and implemented.

For the accreditation of learning and development institutions, 72.73% of respondents said they were satisfied. One institution commented that "being involved

in government L&D deepened (their) knowledge and experience on how to build competencies, capabilities, and capacities of agencies." It has also given them "a sense of fulfillment in being part of nation-building" through L&D.

For the policies on CPro, 71.43% of respondents were satisfied. Based on the feedback gathered, respondents expressed appreciation for CSC in leading the shift from "heavy education-based hiring systems to the implementation of competency-based qualification standards." The policy was cited for uplifting the morale of employees who do not have the opportunity or time for formal schooling but desired to qualify for promotion. Respondents also commended CPro for preparing and equipping them with competencies that are readily applicable to actual day-to-day government work.

Lastly, 90% of respondents said they were satisfied with the Public Sector Employees' Association, though some respondents suggested the need for better awareness on the salient provisions of the policy.

All the policies rated well in the area of awareness, but most respondents said they were not properly disseminated to their intended stakeholders. One factor that may be attributed to this is that the knowledge of the respondents on the policies may not have directly come from the CSC but from other sources.

The CSC also took note of responses and comments that need action, and have lodged this with the appropriate process owners for study. CSC also plans to increase the number of respondents for the next round of survey by conducting it during CSC events as well.

Public information

The CSC acknowledges the importance of communication in creating an informed Filipino citizenry, shaping as well their perceptions and perspectives. Through its Public Assistance and Information Office (PAIO), the CSC strives to constantly engage its internal and external stakeholders using different communication platforms: traditional media which cover print, television, and radio; and new media, which pertain to social media. Through these channels, important, relevant, and timely information reach the eyes and ears of its stakeholders.

2019 witnessed the continuing shift from traditional to new media. While communication through traditional media was continued, the CSC explored the immediacy and reach offered by new media.

Information on civil service policies and issuances were disseminated through media news feed or news releases and Facebook posts. CSC’s regular Wednesday radio program over the Philippine Broadcast Service’s Radyo Pilipinas 2 (918 Khz) served as sounding board for CSC programs and services. Fifty (50) episodes of the “Serbisyong Todo-todo” were aired in 2019. CSC officials also engaged in media interviews to address civil

service-related concerns. TV and radio guestings were successfully coordinated with ABS-CBN, GMA, UNTV, PTV4, DZMM Teleradyo, DZAR, DZRH, DZXL, Radyo Pilipinas, Net 25, Bombo Radyo, and DZBB. CSC Regional Offices had their share of media appearances.

Communication campaigns were developed and implemented for specific programs and initiatives: the 2019 Search for Outstanding Government Workers, Philippine Civil Service Anniversary (PCSA), the new law on Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD), and the conduct of Career Service Exams.

The production and distribution of CSC’s quarterly publication for state employees, the Civil Service Reporter, continued to highlight civil service programs, policies and issuances. Four issues of the magazine featured important updates from the Commission like the EODB-EGSD Act, Expanded Maternity Leave Law, examination tips, accomplishments of government employees, CSC’s thrust toward gender and development, and PCSA, among others.

Page	Total Page Likes	From last week	Posts This Week	Engagement This Week
1 Philippine Civil Service ...	709K	▲ 0.2%	7	67.1K
2 MMDA	645.3K	▲ 0.5%	92	131.6K
3 COMELEC	542.4K	0%	9	7.9K
4 Department of Labor an...	382.5K	▲ 0.6%	4	9.4K
5 NDRRMC	250.5K	▲ 0.1%	77	7.9K
6 Commission on Human ...	157.7K	▲ 7.4%	22	43.8K

The CSC main Facebook Page has been operational since 4 April 2016 and has garnered more than 700,000 Likes as of 31 December 2019. Currently, the Page continues to build a growing online community by using the Facebook as a platform for information dissemination and engagement with its stakeholders. Follow and Like the page now at www.facebook.com/civilservicegovph!

LIVE LunChat with CSC



The Civil Service Commission invites the public to watch and engage in its weekly Facebook Live Program, “LunChat with CSC”, which started airing on its Facebook page on 12 July 2018 at 12 noon. “LunChat with CSC” features talks on CSC’s programs, services, issuances, and other initiatives, and also answers live questions from the netizens during the program.

LunChat with CSC airs every Thursday, 12 noon via Philippine Civil Service Commission Facebook Page. To get the latest updates and information about the CSC, Follow and Like the page now at www.facebook.com/civilservicegovph!

Tapping new media, CSC came out with CSC eNewsletter, a monthly electronic newsletter distributed to external stakeholders through Mailchimp. It also contains important updates on the Commission’s activities and issuances. In 2019, the CSC has released (13) eNewsletters.

Since 2016, CSC has explored Facebook as a communication and engagement platform for its stakeholders. Not only does it use the platform for information dissemination, but also as an extension of public assistance through answering queries sent via Messenger. The success of CSC’s Facebook Page is evident in its increasing number of Likes (from 616 Likes in 2016 to 699,341 in 2019) and Followers (from 302,195 when Facebook introduced ‘Followers’ in 2018 to 710,678 in 2019). The Page’s reach has swollen to 5.9 Million in 2017, and 1.2 Million in 2019 with exam-related posts. The figures also show that CSC was agile in adapting

to social media trends and responsiveness to the online community.

The latest addition to Facebook content following the monthly Facebook Live Program, LunChat with CSC, is the *Lingkod Bayan Diaries* which features stories, opinions, perspectives, and motivations of ordinary civil servants. It is featured at least once a month on CSC Facebook Page starting December 2019. In total, CSC has published 392 posts, including 28 LunChat episodes.

Looking forward, the CSC aims to strengthen its communication initiatives to promote the organization as the government’s central human resource institution focusing on its HR policies and programs like the PRIME-HRM, corporate social responsibility to civil servants (e.g. *Pamanang Lingkod Bayani*), and promoting CSC as a training institution.

2: ENHANCED HR AND OD WORKFORCE COMPETENCIES

Enhanced HR and OD workforce competencies

The Civil Service Commission (CSC) took on fresh perspectives in recruitment, learning and development, and employee welfare for its own workforce. Policies such as the Equal Opportunity Principle (EOP) took effect in the latter half of 2019. New learning and development initiatives such as the Financial Education for Civil Servants and relevant short courses under the Australia Awards Alumni Engagement Program–Philippines (AAAEP-P) were offered to CSC officials and employees. The CSC also mainstreamed Gender Equality, Disability, and Social Inclusion or GEDSI; workforce engagement and satisfaction; and green Human Resource Management.

Equal employment opportunity

In line with the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Level II implementation, the CSC crafted internal

guidelines for the implementation of Equal Opportunity Principle in four areas of human resource management namely recruitment, selection, and placement, learning and development, performance management, and rewards and recognition.

Guided by legal imperatives, the guidelines feature provisions on safe and inclusive workplace free from all forms of discrimination and harassment, and detailed procedure in the implementation of four areas of HRM. The use of appropriate language in all forms of communication is also emphasized. The guidelines cover all employees including those in the specialized or vulnerable group of individuals who require special need or consideration, such as but not limited to pregnant women, solo parents, senior citizens, persons with disabilities, indigenous peoples, people with different religious affiliations and denominations, and people from any sexual orientation and gender identity and expression.

(From L to R) Career Executive Service Board Executive Director Atty. Maria Anthonette C. Velasco-Allones, Commission on Human Rights Spokesperson Atty. Jacqueline Ann de Guia, and Philippine Commission on Women former Executive Director Emmeline L. Verzosa during the Women for Leadership Roles Forum. Facilitating the panel discussion is CSC Office for Legal Affairs Director IV Atty. Alma Flores-Foronda.



2019 NATIONAL WOMEN'S MONTH





BSP Corporate Services Sector Deputy Governor Maria Almasara Cyd N. Tuaño-Amador, CSC Chairperson Alicia dela Rosa-Bala, BDO Foundation President Mario Deriquito (from left to right) during the Memorandum of Agreement signing on Financial Education for Civil Servants last 19 July 2019 at the CSC Resource Center, Quezon City.

Purposive learning and development

To be able to deliver excellent service to its stakeholders, the CSC provided its workforce opportunities to improve and expand its capabilities. Purposive internal and external learning and development programs were drawn up. Through the implementation of Individual Development Plan, each employee undergoes L&D interventions such as coaching, trainings, and workshops to address competency gaps.

In 2019, a total of 1,149 or 94% of CSC officials and employees were provided with various learning and development programs from internal and external learning service providers. Aside from local trainings, the CSC sent 25 officials to foreign seminars and conferences on ASEAN civil service matters, governance, public administration, human resource planning, digital HR and analytics, and gender mainstreaming. To ensure the application of lessons from said courses and training, participants conducted echo sessions as part of the Continuing Learning Education program.

Select employees from target CSC offices underwent short courses on technical writing, policy research and development, project management, and strategic workforce and succession planning. These training programs were also offered by the Australia Awards and Alumni Engagement Program-Philippines (AAAEP-P). Six employees were granted scholarship by the AAAEP-P.

The CSC has partnered with BDO Foundation Inc. and Bangko Sentral ng Pilipinas (BSP) for the Financial Education Program for Civil Servants, which aims to include financial literacy in the learning and development

programs of the Commission and later, in the entire bureaucracy.

Meanwhile, the CSC-wide HR Forum, focused on “green” and “smart” HRM principles and practices such as the transition to paperless transactions, electronic facilitation of administrative tasks for the conduct of L&D sessions, and promoting use of recycled materials.

Organizational communication and workforce engagement/satisfaction

Communication is an integral component of an organization’s success. With effective organizational communication, employees are engaged and empowered, translating to higher work productivity, and ultimately resulting to the achievement of institutional goals. To determine the effectiveness of CSC’s current organizational communication strategies, a nationwide quantitative survey was conducted. Results showed that CSC employees are abreast with important information about their organization, resulting to their satisfaction with the communication strategies in place. However, further improvement of channel and delivery of information is needed.

The CSC began work on measuring the level of engagement and satisfaction among CSC workforce. Initially, an assessment tool was designed and pilot-run in November 2019 which then generated baseline data. Once approved by the Commission, the tool will be used annually.



Players of the Luzon Friendship Games unitedly pose for a picture during the awarding ceremony last 21 February 2019 in Ilocos Sur.

Promoting health and wellness

CSC's Health and Wellness and Employee Engagement Program continued to be carried out to improve and sustain the overall health and well-being of CSC employees. The program consisted of coordinated and focused physical, mental, spiritual, and socio-cultural and activities.

In 2019, monthly health fora on nutrition, obesity, stress management, and mental health were conducted. In partnership with the Department of Health, a Health Club for employees with hypertension and diabetes

was formed to help manage the illness and provide a support system. CSC BARMM partnered with the region's Ministry of Health for the conduct of a seminar on non-communicable diseases.

Lenten activities organized for central office employees aimed to spur spiritual growth and wellness. A *Visita Iglesia* of churches in the Intramuros area was held in partnership with the Intramuros Administration. Also, masses every first Friday of the month and showing of Christian films provided employees spiritual respite.



To encourage physical fitness and foster camaraderie, sports activities were encouraged. The Luzon Friendship Games, Visayas-wide Sportsfest, mini sports festivals at the Central and Regional Offices (RO), as well as fitness sessions after office were organized.

In CSC RO V, different health and wellness themes were conducted for its staff such as the Poetry Café, Gratitude Day, Employee Appreciation Day, Tell a Joke Day, I.T. Day, and Friendship Day.

Gathering of CSC employees for the monthly health fora.



The Commission receives the ISO 9001:2015 re-certification award from TÜV Rheinland Philippines, Inc. Managing Director Tristan Arwen Loveres on 21 January 2019 at the CSC Resource Center Auditorium in Quezon City.

3: EXCELLENT OPERATIONS MANAGEMENT PROCESSES

The Civil Service Commission Quality Management System (CSC QMS) maintained its ISO certification to 9001:2015 by TÜV Rheinland Philippines, Inc., after a successful Surveillance Audit.

The core functions certified were Cases Adjudication, Examination, Appointments Processing, Provision for External Learning and Development Service, Accreditation and Registration Services for Employees' Organization, and Qualification Standards Formulation and Evaluation. The certification is valid until 13 February 2022.

CSC's support processes have also been certified namely Customer Feedback; Performance Monitoring and Evaluation; Procurement, ACUs, and Transport Service to Clients; Recruitment; Communications Management with ICT Maintenance; and Internal Audit.

As part of CSC QMS continual improvement, additional CSC Regional and Field Offices were enrolled under appointments processing: Regional Office (RO) II and VII, Field Offices in UP, Bohol, Cagayan/Batanes, Isabela, Nueva Vizcaya, and Quirino; and RO IV-Examination Services Division for examination process (COMEX). To create room for expansion and growth, additional regional and field offices will be integrated into the system in 2020.

The ISO certification is in line with the CSC's vision of being globally recognized as a center of excellence in strategic Human Resource and Organizational Development.

The CSC QMS was originally certified to ISO 9001:2015 in November 2017 and re-certified in October 2018. The next surveillance audit will be in October 2020.

4: STRENGTHENED HR-OD KNOWLEDGE MANAGEMENT AND ICT

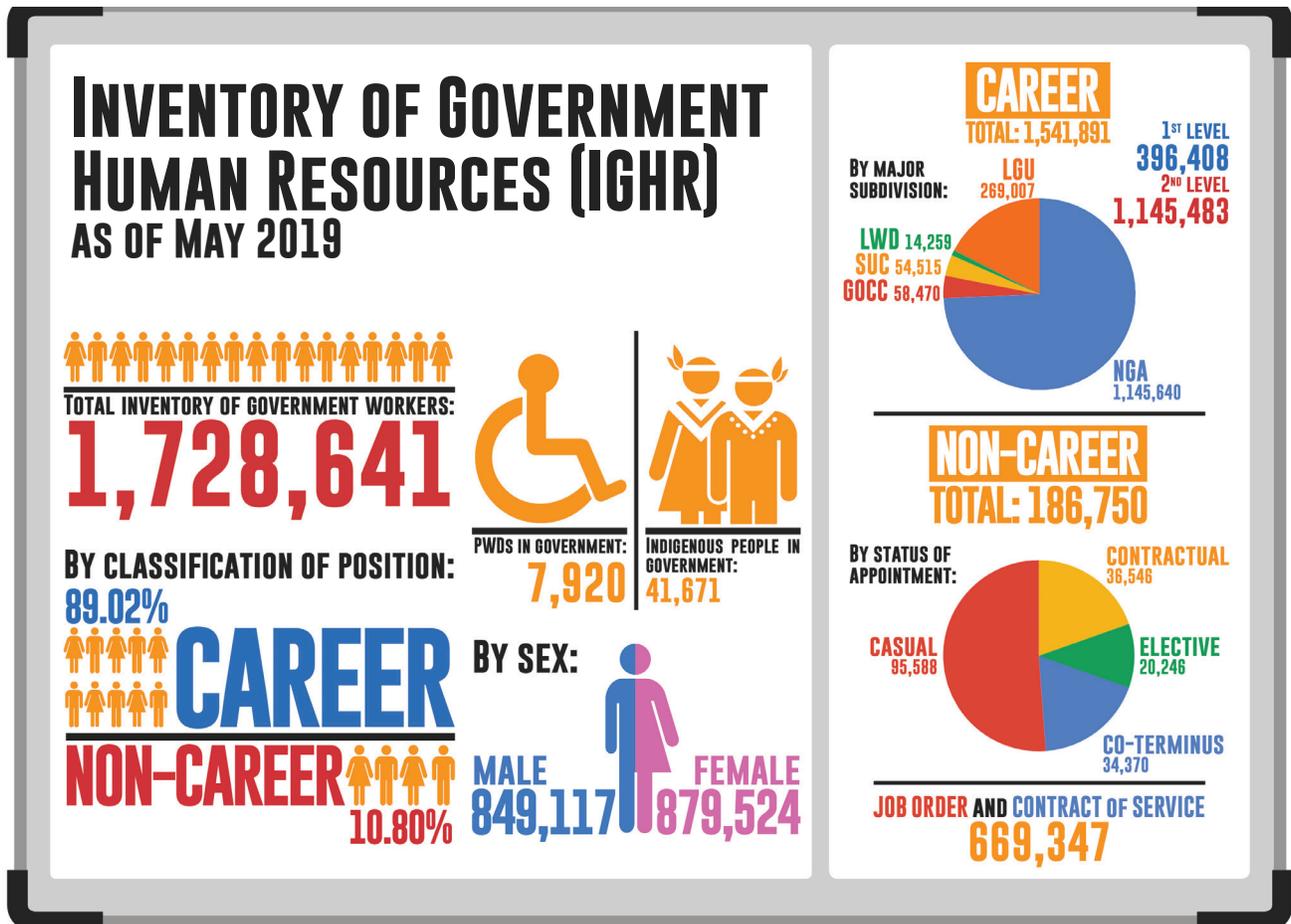
The Civil Service Commission took on the challenges of the digital age, harnessing information and communications technology (ICT) for better, faster, and more responsive services.

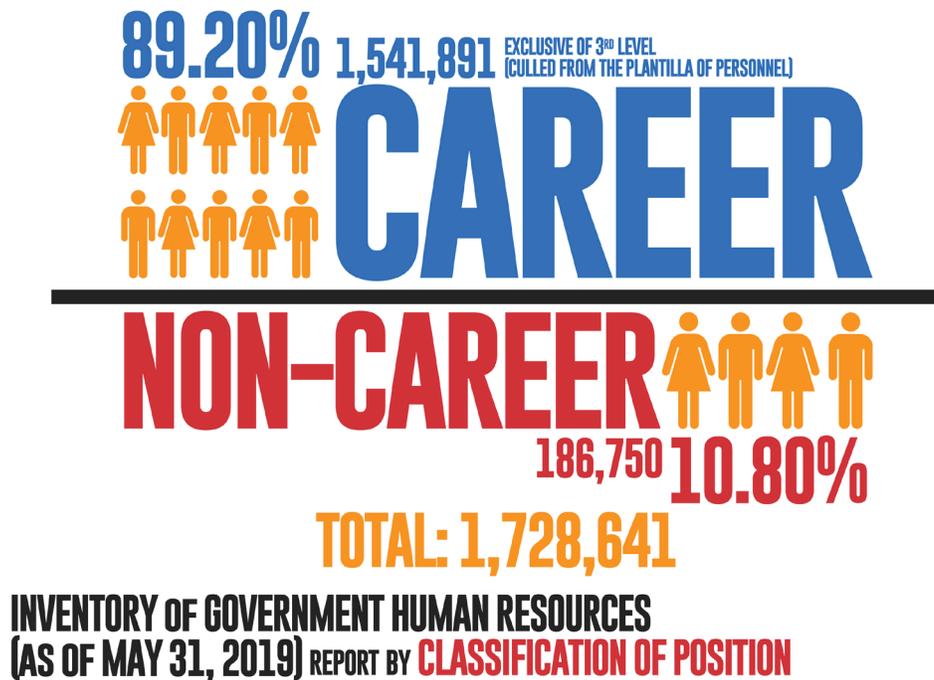
Inventory of Government Human Resources System (IGHRS)

The IGHRS is the CSC’s online data-gathering mechanism for statistics on government human resources. The size, distribution, and general profile of government are given in statistical data derived from its yearly inventory of government personnel. The inventory is based on actual

occupancy of positions at the end of each year. Statistical reports generated from the system also include critical classifications such as sex, disability, and indigenous group affiliation, in line with studying inclusivity and diversity in the workplace.

As of 31 May 2019, there are 1,728,641 workers in the Philippine government holding career and non-career positions in national government agencies, local government units, state universities and colleges, government-owned and controlled corporations, and local water districts. The total is lower by 110,391 or 6% from last year’s total, which was 1,839,032.





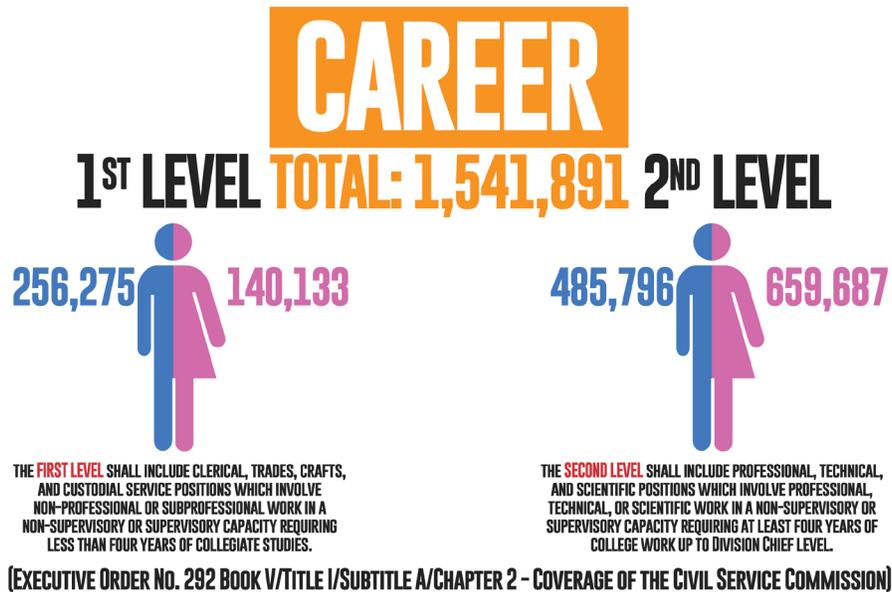
Career vs. non-career positions

Career employees now comprise 89.02% of the total population. Out of 1,541,891 career employees, 1,145,483 are second level positions, also known as technical and managerial positions. Meanwhile, 396,408 are occupying first level positions (clerical, administrative, and trades and crafts).

Career employees occupy the largest number of positions in national government agencies (NGA) with a total of 1,145,640, followed by local government units (LGUs) at 269,007, government-owned and controlled corporations at 58,470, state universities and colleges at 54,515, and local water districts at 14,259.

In terms of geographical distribution, the National Capital Region has the largest number of career employees at 230,092, while the Cordillera Administrative Region has the lowest at 26,098.

Meanwhile, non-career employees are at 10.80% of the total population. Out of 186,750 non-career employees, 95,588 have casual appointments; 36,546 have contractual appointments; 34,370 are coterminous; and 20,246 are elective. They occupy mostly LGU positions at 120,360 and NGA positions at 47,959.



INVENTORY OF GOVERNMENT HUMAN RESOURCES (AS OF MAY 31, 2019) REPORT BY SEX (CAREER)

Gender

Currently, there are slightly more women than men in the civil service. Out of 1,728,641 government workers, 50.88% are female while 49.12% are male. There are also more women (799,820) occupying career positions than men (742,071); while there are more men (107,046) in non-career positions than women (79,704). Complementing this trend is the fact that there are more women occupying technical and managerial positions than men, with 659,687 female civil servants and only 485,796 males in second level positions. There are also more males in clerical and administrative positions, trades, and crafts. Statistics show that women are not confined to first level positions and have ventured into technical and leadership positions over the years.

For non-career positions, data shows that there are more males in coterminous, casual, and elective positions, while there are more females with contractual appointments. Interestingly, males remain dominant in politics despite women actively participating as voters or candidates. In the House of Representatives, there are 208 male members as compared to only 87 female members. In the Senate, there are 19 male senators while there are only 6 female senators. This shows that despite women dominating technical and managerial positions in government, there are still a number of strategic positions that may be occupied by women as well, especially political positions with policy-making influence.

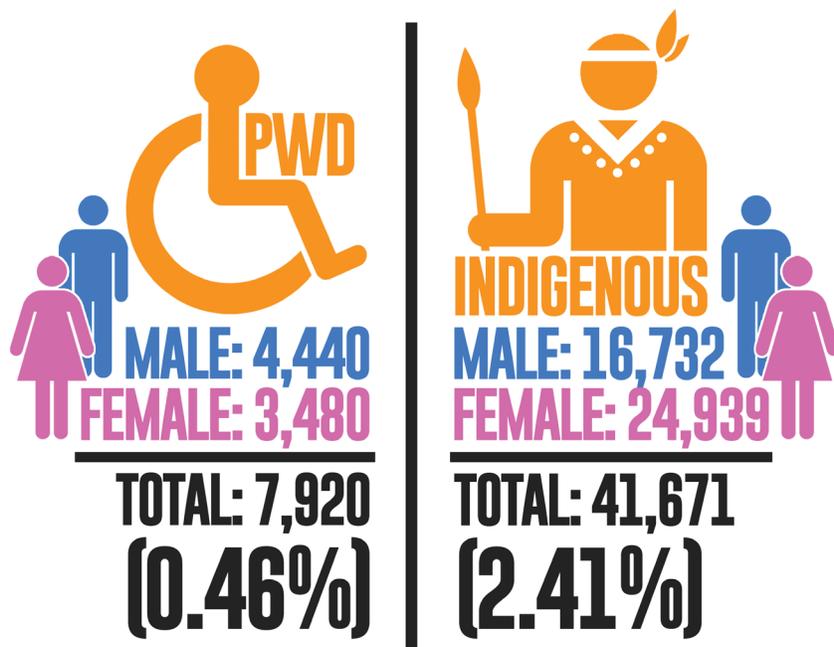
Inclusivity and diversity

Over the years, CSC crafted policies that provided equal opportunity employment in the public sector. These include policies that pushed for competency-based HR processes to avoid discrimination on account of gender, disability, age, civil status, religion, ethnicity, social status, or political affiliation, among others. These initiatives are in line with upholding principles of merit and fitness for equal employment as part of measuring the HR maturity levels of government agencies.

Thus, the IGHRs also takes into account the number of persons with disabilities (PWDs) and members of indigenous peoples (IP) working in government. In 2019, there were 7,920 PWDs in government, up by 1.90% from the previous year's 7,769. The number of male PWDs is 21% more than female PWDs. As in 2018, Region VI holds the highest number of PWDs across regions.

Meanwhile, IPs constituted 2.41% of the total government workforce population. There were more female IPs compared to males, with 24,939 female IPs working in government as opposed to 16,732 male IPs. Same as last year, the Cordillera Administrative Region recorded the most number of IPs in the civil service at 15,091.

Despite recording only slight increases since starting to account for PWDs and IPs in government in 2016, the CSC continues to advocate for equal opportunity principles in HR policies and guidelines to allow for equal employment to make the Philippine government a fair, progressive, and diverse workplace.



**INVENTORY OF GOVERNMENT HUMAN RESOURCES
(AS OF MAY 31, 2019) REPORT BY SEX (PWD AND INDIGENOUS GROUP)**

Knowledge management

In the organizational assessment of the CSC a few years back, knowledge management (KM) was one of the strategies identified to address the organizational gaps in delivering efficient and effective service and in influencing other government agencies in pursuing sustainable practices in human resource and organization development (HROD) and increasing the maturity level of its HR and OD systems.

The initiative to build CSC's KM framework and system was driven by the vision to make CSC a knowledge-driven, knowledge-sharing, and collaborative organization. KM is also envisioned to support cohesive and informed decision-making, develop organizational efficiency, improve client support and care, promote innovation and collaborative problem-solving, and encourage culture change.

As early as 2017, institutionalizing KM at the CSC was included as one of its PREXC indicators. Thus, preliminary activities were already conducted to establish a baseline data on KM at the CSC. An inventory of existing KM products was built from inputs of different CSC offices. An online forum was also created to encourage discussions on KM. These initial activities brought out the need for an organizational definition of KM in order to identify what is KM specifically for the CSC.

To build CSC's KM definition and framework, a core group consisting of representatives from different offices was formed in 2019. The core group underwent focus group discussions (FGDs) to agree on a CSC-specific definition of KM as well as a set of objectives to be proposed to the Commission.

A series of benchmarking activities was also conducted in 2019 with local and international organizations, including the Asian Development Bank, Bangko Sentral ng Pilipinas, Department of Health, Department of Science and Technology, Department of Social Welfare and Development, Department of Trade and Industry, House of Representatives, Local Government Academy, Philippine Statistics Authority, and the World Bank. Dialogue with these organizations enriched CSC's research on KM and helped map out the scope of work that CSC needs to do in building KM.

Aside from FGDs, core group members also underwent formal introductory training for KM to refine the KM definition and framework, as well as the CSC's baseline data on KM. These outputs served as support to the study and proposal presented to the Commission. The next phase of the project is to operationalize KM within CSC, which is set to start in 2020.

5: WELL-MANAGED STEWARDSHIP OF FINANCIAL RESOURCES

APPROPRIATIONS IN THE GENERAL APPROPRIATIONS ACT=
1.70 BILLION



PERSONNEL SERVICES:
1.16 BILLION



MAINTENANCE AND OTHER
OPERATING EXPENSES (MOOE):
317 MILLION



CAPITAL OUTLAYS:
223 MILLION

One of Civil Service Commission's Strategic Objectives is to ensure well-managed stewardship of financial resources, which fuels the organization's effective and efficient dispensation of its core functions and other mandated roles in the bureaucracy.

In 2019, the CSC had an approved appropriation in the General Appropriations Act (GAA) amounting to PHP1.703 billion, inclusive of budget for Personnel Services of PHP1.16 billion, Maintenance and Other Operating Expenses (MOOE) amounting to PHP317 million, and Capital Outlay of PHP223 million.

To ensure accessibility of its programs and services, the CSC commits to building and maintaining its physical structures and improving its facilities. For the past years, the CSC has undertaken both rehabilitation and construction of office buildings and training facilities to address the needs of its growing clientele. In 2019, the CSC Cordillera Administrative Region's Learning and Development Building, Baguio Field Office, and Agusan del Norte Field Office were inaugurated. A series of construction projects were also completed, namely, the Guimaras Field Office Phase 1 construction, the Davao del Sur Field Office in Digos City, and the three-storey Human Resource Center in the CSC RO VIII grounds. In the early stages of construction are the North Cotabato Field Office and the Leyte Field Office in Tacloban City, which started in June 2019 and September 2019 respectively.



CSC RO XII Director IV Resurreccion P. Pueyo and North Cotabao Governor Emmylou Taliño-Mendoza (6th and 4th from right, respectively) lead the groundbreaking ceremony for the construction of the North Cotabato Field Office.

There were also several construction projects in the pipeline as deeds of donation/usufructs were processed for 11 CSC Field Offices in Laguna, Sarangani, Sorsogon, Capiz, Aklan, Leyte, Mt. Province, Pampanga, Nueva Vizcaya, Oriental Mindoro, and Tarlac; plus two more in Regional Office XI. The CSC Central Office's second floor, which houses the executive offices of the Commission, was also renovated.

The CSC scored a significant accomplishment in its accounting processes, having received the eNGAS Pioneer Award for adopting the Electronic New Government Accounting System (eNGAS). eNGAS is an accounting software developed by the Commission on Audit in 2001 for standardization of government financial transactions and reporting. The CSC is the only agency that has cascaded and rolled out the system to its 16 regional offices nationwide. It has also upgraded the

system in 2015. Further, property and equipment records were included in the eNGAs.

In compliance with the rules of the Department of Budget and Management, the CSC submitted within the prescribed deadlines the following: FY 2019 Annual Procurement Plan (APP), indicative FY 2020 APP, results of FY 2018 Agency Procurement Compliance and Performance Indicators System, and FY 2019 Procurement Monitoring Report. These reports are posted on the Transparency Seal webpage of the CSC's website.

To properly dispose unserviceable properties/equipment (UPE) or those that are no longer needed but were still usable, CSC donated these properties to other government agencies. For 2019, a total of PHP1.28 million worth of UPE were donated.

6: A HIGH-PERFORMING AND LEARNING CSC

In its journey toward becoming globally recognized as a center of excellence for strategic human resource and organization development, the Civil Service Commission (CSC) subjects itself to audits and assessments that expose its strengths and weaknesses as an HR institution.

Investors in People accreditation

One of these assessments is conducted by the Investors in People (IiP), an international accreditation body that helps organizations improve and transform their leadership and people management practices through the Investors in People Framework. By undergoing the IiP accreditation, the CSC gains in-depth knowledge on its internal HR and OD practices and is able to get insights and recommendations for further improvement.

Since 2014, CSC has earned three accreditations from the IiP, with Standard and Bronze Level Accreditations awarded in 2015, and Silver Level Accreditation in 2018. In its goal to achieve the Gold Level Accreditation in 2021, the CSC reviewed the 2018 assessment and recommendations, and decided to address some gaps to improve its leadership and management practices. Among the actions taken in 2019 were: creation of the IiP Technical Working Group (IiP TWG) that monitors and implements HR and OD interventions necessary in any IiP accreditation; development of values assessment to

help people consciously apply values in decision making; and the pilot run of the Workforce Engagement Survey to measure the level of engagement and satisfaction of the CSC workforce.

The IiP TWG conducted the IiP Action Planning on 23 October 2019 to plot the necessary steps and developments in preparation for the accreditation in 2021.

The IiP Standard Level Accreditation earned by the CSC in 2014 made it the first government agency in the country and in Southeast Asia to receive such recognition. In 2015, the CSC received organization-wide IiP Bronze accreditation for adherence to 65 good people management practices or criteria that relate to the areas of organizational alignment, empowerment, learning and development, leadership, and continuous improvement. The CSC became a Finalist in the Excellence in Social Responsibility Category in the annual IiP Awards in 2016. The CSC's entry was shortlisted among 300 entries received from across 20 countries, all of which were recognized in an awards ceremony held on 29 June 2016 at Old Billingsgate, London. In 2018, CSC was awarded with the Silver Level Accreditation and placed 6th out of 530 IiP organizations globally subjected to the online assessment, in the size range of organizations with 250 to 4999 employees. CSC was also ranked first among 42 public sector organizations which went through the online assessment.

EROPA 2019 CONFERENCE MANILA, PHILIPPINES 65th EXECUTIVE COUNCIL MEETING

SEDA HOTEL VERTIS NORTH
September 2019



CSC Chairperson Alicia dela Rosa-Bala (seated, 7th from left) joins the Eastern Regional Organization for Public Administration (EROPA) during the 65th Executive Council Meeting and working dinner hosted by the CSC. Photo credit: EROPA Philippines.



CSC Chairperson Alicia dela Rosa-Bala (rightmost) during the Executive Council Meeting.

COLLABORATIVE PARTNERSHIPS



As a center of human resource and organization development excellence, the Civil Service Commission has taken an active stance on improving international and regional relations as well as in building local partnerships to pursue various programs and activities that benefit the society.

Maintaining international ties

Exchange of information, experiences, and best practices with neighbors in ASEAN and the rest of the world remains a priority of the CSC as it continues efforts to enhance civil service capability in an increasingly complex and digital environment.

In addition to the participation in various programs under the ASEAN Cooperation on Civil Service Matters (ACCSM)

Workplan 2016-2020, the CSC also led ASEAN Member States (AMS) to a three-day Public Service Modernization Study Tour in Ottawa, Canada in March 2019 as part of ACCSM efforts to expand external relations with other ASEAN Dialogue Partners. The Philippines, through CSC, joined AMS in crafting the ASEAN Guidelines on Public Service Delivery held in Siem Reap, Cambodia in July and November 2019.

The CSC also hosted a working dinner for the Eastern Regional Organization for Public Administration (EROPA) Executive Council in support of the Philippines' hosting of the EROPA Conference in September 2019. With the election of Chairperson Alicia dela Rosa-Bala as EROPA Executive Council Chairperson, the CSC is expected to take on a more active role in determining the direction of the EROPA in the next two years.

Social responsibility initiatives

The month-long celebration of the Philippine Civil Service Anniversary in September has become the perfect opportunity for civil servants across the nation to show solidarity and engage themselves in various advocacies.

Pamanang Lingkod Bayani Program

Since 2008, the CSC has been recognizing “servant heroes”, or public servants who were killed in the line of duty or died while performing their duty, by providing assistance to the families left behind. The issuance of CSC Resolution No. 1302553 in November 2013 put in place implementing guidelines and rationalized the program, dubbed the *Pamanang Lingkod Bayani* or PLBi.

PLBi has three (3) components, namely, *Pamanang Parangal sa Lingkod Bayani*, *Pamanang Lingkod Bayani Iskolarsyip*, and *Pondong Pamanang Lingkod Bayani*. In *Parangal*, the deceased public official or employee is conferred a posthumous award/citation in the form of plaque signed by the CSC Chairperson and PLBi Executive Committee Chair. In *Iskolarsyip*, the CSC grants a discount on tuition and school fees to three immediate family members of the beneficiary for bachelor’s or master’s degree in any of the 110-member institutions of the Philippine Association of State Universities and Colleges (PASUC), and for courses offered by the Technical Education and Skills Development Authority (TESDA). In *Pamana*, a one-time financial assistance is given to the bereaved family of the deceased public official or employee.

A total of 149 recipients nationwide have already benefited from the program.

For 2019, the CSC received 54 PLBi nominations, 42 of which or 77.77% were from the Philippine National Police (PNP). Out of 54 nominations, 23 nominees were approved by the Commission en banc for the grant of one-time financial assistance worth PHP100,000. No report on availment of scholarship from any PASUC member institution or TESDA was received in the same year.

The funds for the program are sustained by the proceeds from the annual conduct of the R.A.C.E. to Serve Fun Run, which began in 2011. The event is held in different parts of the country in September as part of the month-long celebration of the Philippine Civil Service Anniversary. As of December 2019, total PLBi funding is placed at PHP20,127,529.60.

The 2019 R.A.C.E. to Serve Fun Run, held 1 September 2019 in Quirino Grandstand, Manila, drew around 17,000 runners, mostly government workers.







2019-R.A.C.E.-TO-SERVE-FUN-RUN



REMEMBERING THE GEMS OF PUBLIC SERVICE

Get to know some of the PLBi recipients in 2019:

Forest Ranger Marcial L. Pattaguan

Department of Environment and Natural Resources
Regional Office 2

- Sadly, many who commit their lives to service are gone to soon. Such is the case for Pattaguan, whose passion for protecting the country's natural resources cost him his life. He was shot and killed by unidentified armed men after conducting delineation of boundaries of the Northern Sierra Madre Natural Park on 8 October 2018 in Dinapigue, Isabela.

Supervising Administrative Officer Ariel K. Cabingas

City Government of Valencia, Bukidnon

- Working with integrity means making no compromises when it comes to implementing rules and regulations. Cabingas held on to integrity despite the risky circumstances. He was shot and killed by unknown motorcycle-riding assailants on 8 February 2019 at Pepito Street, Valencia City, Bukidnon. Prior to the incident, reports revealed that he discovered anomalies in the selling of market stalls and thus became strict in the implementation of policies in the central market. It was also reported that he has been receiving death threats.

Livestock Inspector II Frederick D. Latosa

City Government of Sorsogon

- Agricultural workers are admirable for ensuring adequate food supply for Filipinos. However, unfortunate incidents can occur and put the lives of these workers on the line. One of them was Latosa, who contracted severe leptospirosis during rescue activities to save the drowning pigs of the city government's Livestock and Poultry Multiplier Farm Project. He died on 10 February 2019.



2019 GOVERNMENT JOB FAIR



CSC holds government job fair⁷

The CSC through the CSC National Capital Region held the 2019 Government Job Fair on 12 September 2019 at the GT-Toyota Asian Center Auditorium, Magsaysay Avenue, University of the Philippines Diliman, Quezon City. The activity was part of the 2019 Philippine Civil Service Anniversary (PCSA) celebration with the theme “CSC at 119: Upholding Integrity and Building a High-Trust Society.”

Twenty four (24) agencies participated, including: Bureau of Customs, Bureau of Internal Revenue, Department of Education National Capital Region and Schools Division Offices, Department of Science and Technology, Department of Trade and Industry, Department of Transportation, Development Bank of the Philippines, Metro Manila Development Authority, Philippine Air Force, Philippine Deposit Insurance Corporation, Philippine Health Insurance Corporation, Securities and Exchange Commission, University of the Philippines System, University of the Philippines Diliman, Department of Health Central Office, Quirino Memorial Medical Center, Dr. Jose Fabella Memorial Hospital, National Children’s Hospital, Philippine Orthopedic Center, East Avenue Medical Center, National Center for Mental Health, Rizal Medical Center, Research Institute for Tropical Medicine, and Tondo Medical Center.

A total of 2,730 applications were received during the job fair out of the 3,107 job opportunities offered. Also 978 applicants successfully submitted their documentary requirements; of this number 666 were walk-in applicants while the rest (312) pre-registered online.

Online job fair

The CSC, in partnership with JobStreet.com, also held the Government Online Career Fair (GOCF) on 21 to 25 October 2019.

This online event aimed to gather government agencies and job seekers in a virtual environment to exchange information about job openings.

Job seekers from anywhere in the country were invited to file their applications online. To participate, they must create an account with JobStreet.com.ph. Once they have an account, they will be able to view job vacancies and select which ones to apply for. They must also download the Personal Data Sheet or PDS from the CSC website, www.csc.gov.ph, so they could upload the same to their e-resume at their JobStreet.com account.

Participating government agencies conducted initial assessment of applications received through the online event. Then, they notified applicants through email or SMS on the status of their application and additional instructions and requirements, if any.

As the event partner, Jobstreet.com prepared participating government agencies through a webinar training series on managing online applications.

CSC regional offices give back

Building *malasakit* in governance is central to the CSC’s role as an HR institution and its regional offices exercise social responsibility as evident in the projects implemented in 2019. These projects included bloodletting, community outreach, tree planting and mangrove conservation, and health and wellness-oriented events.



School outreach activities

As part of the 119th Philippine Civil Service Anniversary, CSC RO V conducted a gift-giving activity at Rawis Elementary School in Legazpi City. Learning sessions on health and hygiene and environmental awareness were provided to grade six pupils. They were also given kits with educational and hygiene supplies.

Meanwhile, CSC RO X through the CSC's employees' association PINTIG, donated school supplies and drawing materials to physically and mentally-challenged students in Valencia City Central School-Special Education Program in Bukidnon.

Tabang Mindanao

The CSC Regional Office No. VI and the Council of Human Resource Management Practitioners-Western Visayas (CHRMP-WV) came up with "Tabang Mindanao" in November 2019.

In the spirit of *malasakit* for co-government workers in Mindanao, CSC RO VI and RCHRMP-WV successfully mobilized resources to solicit donations to victims of successive earthquakes. The recipients of the donations were government employees occupying SG-10 positions and below.

Within two weeks, the project was able to raise PHP759,338 which came from civil servants from six provinces in Western Visayas, personnel of CSC RO VI and the Regional Council of HRMPs. Php700,000 was turned over to Director IV Resurrecion Pueyo of CSC RO XII in General Santos City on 17 December 2019 while the remaining donations amounting to PHP59,338 was used to assist victims of typhoon Ursula which made landfall in Visayas on Christmas Day.

CSC BARMM grows trees

"He that plants trees loves others besides himself." This famous proverb by Thomas Fuller accentuates the mission of the CSC Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) to help in ensuring a balanced and sustainable ecology in the region

Through the Pinag-isang Tinig, Isip at Gawa (PINTIG), CSC BARMM partnered with the Ministry of Environment and Natural Resources, and other regional ministries, agencies, and offices within BARMM as well as with local private universities, for a Tree Growing Activity in a one-hectare land parcel in Datu Odin Sinsuat, Maguindanao.

Also, as their means to give back, CSC BARMM collaborated with the Ministry of Health and the Cotabato Regional Medical Center for the conduct of a bloodletting activity participated by various government employees in the region, as well as the holding of a seminar on the Philippine Package of Essential Non-Communicable Diseases among CSC BARMM employees, including job orders and contract of service workers.

COMMISSION PROPER

OFFICE OF THE CHAIRPERSON

Alicia dela Rosa-Bala

Chairperson

Director IV Carlo D. Bala

Head Executive Asst. Bernard G. Jimenez

arbala@csc.gov.ph; och-bala@csc.gov.ph

(02) 8931-7913; (02) 8931-8197; (02) 8931-7997

OFFICE OF THE COMMISSIONERS

Leopoldo Roberto W. Valderosa, Jr.

Commissioner

Director III Christian Dawn G. Molina

ocom-valderosa@csc.gov.ph

(02) 8931-7943; (02) 8931-4625; (02) 8931-7967

Atty. Aileen Lourdes A. Lizada

Commissioner

Director III Carl Shah Jemimah F. Marbella

csc.ocl.alal@gmail.com

(02) 8931-8026; (02) 8931-7996

(02) 8931-4145 (telefax)

CSC CENTRAL OFFICE

PUBLIC ASSISTANCE AND INFORMATION OFFICE

Director IV Maria Luisa Salonga-Agamata

Director III Ma. Theresa C. Fernandez

paio@csc.gov.ph

(02) 8931-7993; (02) 8932-0381

(02) 8932-0179 (telefax)

CIVIL SERVICE INSTITUTE

Executive Director IV Arthur Luis P. Florentin

oed-florentin@csc.gov.ph

(02) 8931-7971; (02) 8931-4143

Director III Lucina Flor B. Ramos

csi@csc.gov.ph

(02) 8931-4182

(02) 8931-8019 (telefax)

COMMISSION SECRETARIAT AND LIAISON OFFICE

Director IV Dolores B. Bonifacio

Director III Katherine Limare-Delmorro

cslo@csc.gov.ph

(02) 8951-4627

(02) 8931-7947 (telefax)

HUMAN RESOURCE POLICIES AND STANDARDS OFFICE

Director IV Rodolfo B. Encajonado

Director III Jennifer L. Timbol

hrpso@csc.gov.ph

(02) 8951-4629; (02) 8931-4144

HUMAN RESOURCE RELATIONS OFFICE

Director IV Cecilia C. dela Fuente

hrro@csc.gov.ph

(02) 8931-8039; (02) 8931-4149

INTEGRATED RECORDS MANAGEMENT OFFICE

Director IV Maria Leticia G. Reyna

Director III Noreen Boots Gocon-Gragasin

irmo@csc.gov.ph

(02) 8951-4628; (02) 8932-2293

(02) 8931-7981 (telefax)

EXAMINATION, RECRUITMENT AND PLACEMENT OFFICE

Director IV Editha M. Dela Peña

Director III Lorelei Querido-Cabatu

erpo@csc.gov.ph; erpo.ead@csc.gov.ph

(02) 8951-2578 ; (02) 8931-8163

(02) 8931-4138 (telefax)

OFFICE FOR LEGAL AFFAIRS

Asst. Commissioner Ariel G. Ronquillo

ola@csc.gov.ph

oac-ronquillo@csc.gov.ph

(02) 8932-3781; (02) 8931-8016

Director IV Alma F. Foronda

Director III Ariel V. Villanueva

(02) 8932-3781; (02) 8951-2630

(02) 8931-8016 (telefax)

OFFICE FOR HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

Director IV Fernando M. Porio

Director III Rosalita B. Rances-Petaca

ohrmd@csc.gov.ph

(02) 8932-0181; (02) 8951-2639

(02) 8951-2637 (telefax)

OFFICE FOR STRATEGY MANAGEMENT

Director IV Helene Grace T. Ramos

Director III Lida C. Ayon

osm@csc.gov.ph

(02) 8932-0236; (02) 8932-3939; (02) 8931-7931

INTERNAL AUDIT SERVICE

Director IV Alan F. Alegria

Director III Elnora B. Gotis

ias@csc.gov.ph

(02) 8951-2645

(02) 8931-8029 (telefax); (02) 8931-4135 (telefax)

OFFICE FOR FINANCIAL AND ASSETS MANAGEMENT

Acting Director IV Maria Victoria M. Salazar

Director III Rafael R. Marco

✉ ofam@csc.gov.ph

☎ (02) 8931-7990; (02) 8931-7984

📠 (02) 8931-8029 (telefax)

CSC REGIONAL OFFICES

CSC REGIONAL OFFICE I

Director IV Hedy Jose B. Lardizabal

Director III Josephine R. Altura

📍 Quezon Avenue, San Fernando City,
2500 La Union

☎ (072) 700-5639; (072) 205-0081

📠 (072) 700-5626

✉ ro01@csc.gov.ph; csc_reg1@yahoo.com.ph

CSC REGIONAL OFFICE II

Director IV Nerissa B. Canguilan

Director III Marites M. Lappay

📍 San Gabriel, Tuguegarao, 3500 Cagayan

☎ (078) 844-3605; (078) 844-5352

📠 (078) 396-1321

✉ ro02@csc.gov.ph; cscreg2@yahoo.com

CSC REGIONAL OFFICE III

Acting Director IV Rosalinda A. Tanaliga-Oliva

📍 Diosdado Macapagal Government Center, Maimpis
City of San Fernando, 2000 Pampanga

☎ (045) 455-3242

📠 (045) 455-3241

✉ ro03@csc.gov.ph; cscro3pald@yahoo.com

CSC REGIONAL OFFICE IV

Director IV Karin Litz P. Zerna

Director III Fernando O. Mendoza

Director III Radne B. Jomud

📍 139 Panay Ave., Barangay South Triangle
1103 Quezon City

☎ (02) 927-1830; (02) 920-9987; (02) 927-1809

✉ ro04@csc.gov.ph

CSC REGIONAL OFFICE V

Director IV Cecilia R. Nieto

Director III Daisy P. Bragais

📍 Rawis, Legazpi City

☎ (052) 482-0699; (052) 482-0314

📠 (052) 482-0695

✉ ro05@csc.gov.ph; cscro5@yahoo.com; cscrov@gmail.com

CSC REGIONAL OFFICE VI

Director IV Nelson G. Sarmiento

Director III Alexis S. Palomar-Tabino

📍 No. 7 Oñate Street, Manduriao, 5000 Iloilo City

☎ (033) 321-2668 to 69; (033) 321-1253
(ARTA related concerns)

✉ ro06@csc.gov.ph; cscregion6@gmail.com

CSC REGIONAL OFFICE VII

Director IV Carlos A. Evangelista

Director III Ariel B. Bacatan

📍 Sudlon, Lahug, 6000 Cebu City

☎ (032) 414-7676; (032) 414-7488

📠 (032) 253-9050

✉ ro07@csc.gov.ph

CSC REGIONAL OFFICE VIII

Director IV Victoria F. Esber

Director III Rowin P. Riños

📍 Government Center, Palo, 6501 Leyte

☎ (053) 323-2962; (053) 323-2857

📠 (053) 323-2967

✉ cscro8@gmail.com

CSC REGIONAL OFFICE IX

Director IV Alvin R. Araneta

Director III Mario Jose T. Cunting

📍 Cabatangan, 7000 Zamboanga City

☎ (062) 955-1643; (062) 955-5946

📠 (062) 955-2765; (062) 955-1642

✉ ro09@csc.gov.ph; csro9@yahoo.com;

csczambo@smarbro.net

CSC REGIONAL OFFICE X

Director IV Grace R. Belgado-Saqueton

Director III Noemi Rabe-Torres

📍 Vamenta Blvd. Carmen, 9000 Cagayan de Oro City

☎ (088) 858-7563

✉ ro10@csc.gov.ph; csc10ord@gmail.com;

pald_csc10@yahoo.com.ph

CSC REGIONAL OFFICE XI

Director IV Adams D. Torres

Director III Cyril-Nathan SM. Eamiguel

📍 Ecoland Drive, Matina, 8000 Davao City

☎ (082) 299-1727; (082) 299-1724; (082) 299-1725

📠 (082) 299-3118

✉ ro11@csc.gov.ph; cscro11@yahoo.com

CSC REGIONAL OFFICE XII

Director IV Resurreccion P. Pueyo

Director III Venus D. Ondoy

Gov. Gutierrez Avenue, 9600 Cotabato City

(064) 552-1911; (064) 552-1383; (064) 552-1118

ro12@csc.gov.ph; csccotabato@yahoo.com

CSC CORDILLERA ADMINISTRATIVE REGION

Director IV Marilyn E. Taldo

Director III Cornelia M. Rillera

No. 116 Wagner Road, Military Cut Off, 2600 Baguio City

(074) 443-5981; (074) 442-0367; (074) 443-0366

rocar@csc.gov.ph; cscro14@yahoo.com

CSC CARAGA

Director IV Annabelle B. Rosell

Director III Winston L. Plaza

Doongan Road, 8600 Butuan City

(085) 342-6089

(085) 815-3370

+63918-5134278 (Txt CSCCaraga)

rocaraga@csc.gov.ph; cscpaldcaraga@yahoo.com;

cscpaldcaraga@gmail.com

CSC AUTONOMOUS REGION IN MUSLIM MINDANAO

Acting Director IV Maribel Sixto-Alejo

OIC-Director III Dominador E. Gonzales, Jr.

ARMM Complex, 9600 Cotabato City

(064) 552-0512; (064) 552-0327

(064) 552-1855

0995-581182 (Text CSCARMM)

roarmm@csc.gov.ph; civilservicecommission16@gmail.com

CSC NATIONAL CAPITAL REGION

Director IV Judith Dongallo-Chicano

Director III Prisco S. Rivera Jr.

Director III Maricar T. Aquino

No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City

(02) 740-8412; (02) 749-0980; (02) 781-5864;

(02) 781-5886; (02) 741-6097

ncr.csc.gov.ph; roncr@csc.gov.ph; cscncr2015@gmail.com

CSC NATIONAL CAPITAL REGION FIELD OFFICES

BANGKO SENTRAL NG PILIPINAS FIELD OFFICE

Bangko Sentral ng Pilipinas

Bureau of Local Government Finance

Bureau of Plant Industry

Bureau of the Treasury

Central Board of Assessment Appeals

Cultural Center of the Philippines

Department of Finance

Department of Labor and Employment – CO

Department of Labor and Employment – NCR

Institute for Labor Studies

Insurance Commission

Intramuros Administration

Land Bank of the Philippines

Maritime Industry Authority

National Archives of the Philippines

National Conciliation and Mediation Board

National Historical Commission of the Philippines

National Parks Development Committee

National Wages and Productivity Commission

Overseas Workers Welfare Administration

Philippine Charity Sweepstakes Office

Philippine Sports Commission

Design Center of the Philippines (formerly PDDCP)

The National Library of the Philippines

Tourism Promotions Board (formerly PCBC)

Director II May Antonette D. Arriola

Rm. 605 EDPC Bldg., BSP Complex, F. B. Harrison St.,
Roxas Blvd., Manila

(02) 708-7347

roncr.fo_bsp@csc.gov.ph; bsp_fo@yahoo.com

BUREAU OF INTERNAL REVENUE FIELD OFFICE

Bureau of Internal Revenue

Dangerous Drugs Board

National Power Corporation

National Telecommunication Commission – CO

National Telecommunication Commission – NCR

National Transmission Corporation

National Council on Disability Affairs

Occupational Safety & Health Center

Office of the Ombudsman

Philippine Atmospheric, Geophysical & Astronomical Services
Administration

Philippine Drug Enforcement Agency

Philippine Science High School

Philippine Children's Medical Center

Public Private Partnership Center of the Philippines

Power Sector Assets and Liabilities Management

Director II Dick N. Echavez

CSC Field Office – BIR

Rm. 210, BIR Bldg., Agham Road, Diliman, Quezon City

(02) 929-5568; (02) 929-7515

roncr.fo_bircoahor@csc.gov.ph

CALOOCAN CITY GOVERNMENT FIELD OFFICE

CGO – Caloocan

CGO – Malabon

CGO – Navotas

CGO – Valenzuela

Division of City Schools – Caloocan City

Division of City Schools – Malabon
Division of City Schools - Navotas
Division of City Schools - Valenzuela City
Philippine National Railways

Director II Noel V. Salumbides

3/F Caloocan City Hall, A. Mabini St., Caloocan City
(02) 288-8811 to 14 loc. 2257
(02) 323-5349
roncr.fo_cal@csc.gov.ph

COMMISSION ON AUDIT FIELD OFFICE

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

Director II Dick N. Echavez

2/F COA Bldg., Commonwealth Avenue, Quezon City
(02) 932-7136
roncr.fo_bircoahor@csc.gov.ph

DEPARTMENT OF AGRICULTURE FIELD OFFICE

Agricultural Training Institute
Bureau of Agriculture and Fisheries Standards (formerly BAFPS)
Bureau of Agricultural Research
Bureau of Animal Industry
Bureau of Fisheries & Aquatic Resources
Bureau of Soils & Water Management
Department of Agrarian Reform
Department of Agriculture
Philippine Fiber Industry Development Authority
National Dairy Authority
National Food Authority - CO & NCR
National Meat Inspection Service
Office of Transportation Cooperatives
Fertilizer & Pesticide Authority
Philippine Carabao Center
Philippine Coconut Authority - CO & IV B
Philippine Council on Agriculture and Fisheries
Philippine Fisheries Development Authority
Philippine Rice Research Institute
Philippine Sugar Corporation
Quedan and Rural Credit Guarantee Corporation
Sugar Regulatory Administration

Director II Fe P. Lacaba

G/F DA Bldg., Elliptical Road, Diliman, Quezon City
(02) 920-1814; (02) 928-8741; (02) 928-8758
(02) 637-3451; (02) 920-4359
roncr.fo_da@csc.gov.ph

DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
FIELD OFFICE

Bureau of Broadcast Services
Department of Environment and Natural Resources - CO
Department of Environment and Natural Resources - NCR
Ecosystems Research and Development Bureau
Environmental Management Bureau - CO
Environmental Management Bureau - NCR
Forest Management Bureau
Laguna Lake Development Authority
Mines and Geosciences Bureau

National Broadcasting Network (PTV-4)
Natural Resources Development Corporation
Philippine Information Agency
Biodiversity Management Bureau (formerly Protected Areas &
Wildlife Bureau)

Director II Fe P. Lacaba

DENR Annex Bldg., Visayas Avenue, Diliman, Quezon City
(02) 929-6626 loc. 2079
(02) 928-6190
roncr.fo_denr@csc.gov.ph

DEPARTMENT OF FOREIGN AFFAIRS FIELD OFFICE

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

Director II Henry B. Pelino

3/F DFA Bldg., Roxas Blvd., Pasay City
(02) 834-3381; (02) 834-4809
(02) 834-4455
roncr.fo_dfa@csc.gov.ph

DEPARTMENT OF HEALTH FIELD OFFICE

Amang Rodriguez Memorial Medical Center
Center for Health Development (DOH-NCR)
Department of Health - CO
Dr. Jose Fabella Memorial Hospital
East Avenue Medical Center
Jose N. Rodriguez Memorial Hospital
Jose R. Reyes Memorial Medical Center
Las Piñas General Hospital and Satellite Trauma Center
National Children's Hospital
Philippine Institute for Traditional & Alternative Healthcare
Philippine Orthopedic Center
Quirino Memorial Medical Center
Rizal Medical Center
San Lazaro Hospital
San Lorenzo Ruiz Women's Hospital
Tondo Medical Center
Valenzuela Medical Center

Director II Noel V. Salumbides

G/F Building 12, San Lazaro Compound,
Rizal Avenue, Sta. Cruz, Manila
(02) 781-4329; (02) 651-7800 loc. 2252
roncr.fo_doh@csc.gov.ph

DEPARTMENT OF THE INTERIOR AND
LOCAL GOVERNMENT FIELD OFFICE

Bureau of Fire Protection - NHQ
Bureau of Fire Protection - NCR
Bureau of Jail Management & Penology - NHQ
Bureau of Jail Management & Penology - NCR

Department of the Interior & Local Government - CO
Department of the Interior & Local Government – NCR
Local Government Academy
National Police Commission – NCR
Philippine Public Safety College

Director II Eva F. Olmedillo

23/F DILG-NAPOLCOM Center Bldg.,
EDSA cor. Quezon Avenue, Quezon City
(02) 929-9622; (02) 925-9113
roncr.fo_dilg@csc.gov.ph

DEPARTMENT OF NATIONAL DEFENSE FIELD OFFICE

AFP General Headquarters
AFP Medical Center
AFP Philippine Air Force
AFP Philippine Army
AFP Philippine Military Academy
AFP Philippine Navy
Agricultural Credit Policy Council
CGO - San Juan
Department of National Defense
Department of Transportation
Development Academy of the Philippines
Division of City Schools - San Juan
Energy Regulatory Commission
Metro Rail Transit III
National Defense College of the Philippines
National Economic and Development Authority
Office for Civil Defense
Office for Transportation Security
Office of the Presidential Adviser on the Peace Process
Philippine Competition Commission
Philippine Coast Guard – Civilian
Philippine Overseas Employment Administration
Philippine Veterans Affairs Office
Presidential Commission on Good Government
Securities and Exchange Commission
The Government Arsenal
Toll Regulatory Board
Veterans Memorial Medical Center

Director II Cecilia C. Villafuerte

Camp Gen. Aguinaldo, Boni Serrano St., Quezon City
(02) 982-5673; (02) 982-5600 loc. 5673
roncr.fo_dnd@csc.gov.ph

DEPARTMENT OF SCIENCE AND TECHNOLOGY FIELD OFFICE

Bureau of Corrections
CGO – Taguig
Department of Science & Technology – CO
Department of Science & Technology – NCR
Division of City Schools - Taguig & Pateros
Food & Nutrition Research Institute
Forest Products Research and Development Institute
Industrial Technology Development Institute
Metal Industry Research and Development Center
Municipal Government of Pateros
National Academy of Science and Technology
National Nutrition Council
National Research Council of the Philippines
Philippine Council for Agriculture, Aquatic and Natural Resources
Research and Development
Philippine Council for Health Research & Development
Philippine Council for Industry, Energy and Emerging Technology
Research and Development

PNP NCRPO
PNP Special Action Force (SAF)
Philippine Textile Research Institute
Science & Technology Information Institute
Science Education Institute
Technology Application & Promotion Institute

Director II Imelda R. Banzon

4/F Philippine Textile Research Institute Building
PITRI Compound, Gen. Santos Avenue,
Bicutan, Taguig City
(02) 837-2071 loc. 2278/2279
roncr.fo_dost@csc.gov.ph

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS FIELD OFFICE

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

Director II Evelyn N. Enrique-Viernes

Mezzanine Floor, DPWH Bldg., Bonifacio Drive,
Port Area, Manila
(02) 304-3292; (02) 304-3549
(02) 304-35491
roncr.fo_dpwh@csc.gov.ph

DEVELOPMENT BANK OF THE PHILIPPINES FIELD OFFICE

Al-Amanah Islamic Investment Bank of the Philippines
Aurora Pacific Economic Zone Authority
Bases Conversion Development Authority
Board of Investments
Cagayan Economic Zone Authority
Credit Information Corporation
Construction Industry Authority of the Philippines
Construction Manpower Development Foundation
Department of Energy
Department of Tourism – CO & NCR
Department of Trade and Industry – CO
Department of Trade and Industry – NCR
Development Bank of the Philippines
Employees Compensation Commission
Film Development Council of the Philippines
Games and Amusement Board
Governance Commission for GOCC (GCG)
Home Development Mutual Fund
Home Guaranty Corporation
Housing & Urban Development Coordinating Council (HUDCC)
Intellectual Property Office
National Development Company
National Home Mortgage Finance Corporation
National Livelihood Development Corporation
National Mapping and Resource Information Authority
National Police Commission – CO
Office of the Solicitor General
Philippine Deposit Insurance Corporation
Philippine Institute for Development Studies
Philippine International Trading Corporation

Philippine Merchant Marine Academy
Philippine National Oil Company
Philippine Racing Commission
Philippine Reclamation Authority
Philippine Retirement Authority
Privatization Management Office
Small Business Corporation (formerly SBCFC)
Trade and Investment Development Corp of the Philippines (PhilExim)
Tourism Infrastructure and Enterprise Zone Authority

Director II Jocelyn Patrice L. Deco

4/F DBP Bldg., Gil Puyat Ave., cor Makati Avenue
Makati City
(02) 818-9511 loc. 3404
(02) 812-6371
roncr.fo_dbp@csc.gov.ph

HOR FIELD OFFICE
House of Representatives

Director II Dick N. Echavez

Basement, South Wing,
House of Representatives,
Constitution Hills, Quezon City
(02) 932-6221
roncr.fo_bircoahor@csc.gov.ph

MAKATI FIELD OFFICE

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

Director II Nel Sherwin A. Carnetes

7/F Building 2, Makati City Hall, Poblacion, Makati City
870-1794
roncr.fo_makati@csc.gov.ph

MANILA FIELD OFFICE

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

Director II Claudia A. Tan

Lions Drive, Arroceros St., Ermita, Manila
(02) 310-5289
roncr.fo_manila@csc.gov.ph

OFFICE OF THE PRESIDENT FIELD OFFICE

Bureau of Communications Services
Climate Change Commission
Commission on the Filipino Language
Cooperative Development Authority
Council for the Welfare of Children
DBM – Procurement Service
Department of Budget and Management – CO
Department of Budget and Management – NCR
Department of Social Welfare and Development – NCR
Eulogio “Amang” Rodriguez Institute of Science & Technology
Movie and TV Review and Classification Board
National Anti-Poverty Commission
National Commission for Culture and the Arts
National Labor Relations Commission
National Printing Office
National Tobacco Administration
National Youth Commission
News and Information Bureau
Office of the President
Optical Media Board
Pasig River Rehabilitation Commission
Philippine Commission on Women
Polytechnic University of the Philippines
Presidential Broadcast Staff (RTVM)
Presidential Commission for the Urban Poor
National Privacy Commission
Presidential Communications Operations Office
Presidential Legislative Liaison Office
Presidential Management Staff
Professional Regulation Commission
Philippine Statistical Authority
Bureau of Agricultural Statistics
National Statistics Office
National Statistical Coordination Board

Director II Roderick Romualdo

Room 476 Mabini Bldg., Malacañang, Manila
(02) 736-1032; (02) 735-6201 loc. 6382/6472
roncr.fo_op@csc.gov.ph

PHILIPPINE NATIONAL POLICE FIELD OFFICE

Philippine National Police

Director II Velda E. Cornelio

2/F DPRM Annex Bldg., Camp Crame, Quezon City
(02) 723-0401 loc. 3662
(02) 723-0401 loc. 3662, 4431
roncr.fo_pnp@csc.gov.ph

PHILSCA FIELD OFFICE

CGO – Las Piñas
CGO – Muntinlupa
CGO – Parañaque
Civil Aeronautics Board
Civil Aviation Authority of the Philippines (formerly ATO)
Division of City Schools – Las Piñas
Division of City Schools – Muntinlupa
Division of City Schools – Parañaque
Duty Free Philippines
Food and Drugs Administration
Manila International Airport Authority
Philippine Aerospace Development Corporation
Philippine State College of Aeronautics
PNP Aviation Security Group (AVSEGROUP)

Research Institute for Tropical Medicine
Technical Education & Skills Development Authority - CO

Director II Laura D. Mangorangca

☎ Bldg. 7 TESDA Complex, East Service Road
South Super Highway, 1600 Taguig City
✉ roncr.fo_philsca@csc.gov.ph

Duty Free Philippines Corporation

☎ Duty Free Philippines, 3/F EHA Building, Ninoy Aquino Ave.,
Parañaque City
☎ (02) 552-4391
✉ cscfo_philsca@yahoo.com

NATIONAL IRRIGATION FIELD OFFICE

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

Director II Hans R. Alcantara

CSC Field Office - National Irrigation Administration (CSCFO-NIA)
4/F IEC Bldg., NIA Compound
National Irrigation Administration
☎ EDSA, Diliman, Quezon City
☎ (02) 8926-1727; 8929-6071 to 79 loc. 304
✉ roncrfo_nia@csc.gov.ph; cscfo_nia@yahoo.com

SOCIAL SECURITY SYSTEM FIELD OFFICE

Land Registration Authority
Land Transportation Franchising and Regulatory Board - CO
Land Transportation Franchising and Regulatory Board - NCR
Land Transportation Office
Lung Center of the Philippines
National Commission on Muslims Filipino
National Electrification Administration
National Irrigation Administration
National Kidney & Transplant Institute
National Security Council
National Water Resources Board
Office of the Government Corporate Counsel
Parole & Probation Administration - CO

Parole & Probation Administration - NCR
Philippine Crop Insurance Corporation
Philippine Heart Center
Philippine National Volunteer Service Coordinating Agency
Public Attorney's Office - CO & NCR
Social Security System
Tariff Commission
National Intelligence Coordinating Agency

Director II Eva F. Olmedillo

☎ 10/F SSS Bldg., East Avenue, Diliman, Quezon City
☎ (02) 924-7826; (02) 920-6401 loc. 5959
✉ roncr.fo_sss@csc.gov.ph

UNIVERSITY OF THE PHILIPPINES FIELD OFFICE

Advanced Science & Technology Institute
CGO - Marikina
Pamantasan ng Lungsod ng Marikina
Commission on Higher Education - CO
Commission on Higher Education-NCR
Commission on Human Rights
Division of City Schools - Marikina
Department of Information and Communication Technology
Local Water Utilities Administration
Marikina Polytechnic College
Metropolitan Waterworks & Sewerage System - Corporate Office
Metropolitan Waterworks & Sewerage System - Regulatory Office
National Book Development Board
Philippine Center for Economic Development
Philippine Institute of Volcanology and Seismology
Philippine Nuclear Research Institute
University of the Philippines - Diliman

Director II Phillip C. Apostol

Civil Service Commission-National Capital Region
FIELD OPERATIONS AND STRATEGY IMPLEMENTATION CENTER
(FOSIC)
☎ No. 25 Kaliraya St., Brgy. Doña Josefa, 1113 Quezon City
☎ (02) 740-8412 loc. 209; (02) 381-7681;
(02) 494-3984
✉ cscncr_fosic@yahoo.com.sg

Director II Hans R. Alcantara

☎ G/F NEC Bldg., UP Campus, Diliman, Quezon City
☎ (02) 981-8500 loc. 3022
✉ roncr.fo_up@csc.gov.ph

CSC FIELD OFFICES

CSC RO I

Director II Romulo V. Nabua

CSC Field Office - Ilocos Sur
☎ Zone 5, Bantay, 2727 Ilocos Sur
☎ (077) 722-2380
✉ ro01.fo_ilocossur@csc.gov.ph; cscisfo@yahoo.com

Director II Rex R. Ami

CSC Field Office - Ilocos Norte
☎ No. 7 Giron St. Laoag City, 2900 Ilocos Norte
☎ (077) 670-0357
✉ ro01.fo_ilocosnorte@csc.gov.ph; cscfo_ilocosnorte@yahoo.com

Director II Edgar F. Asuncion

CSC Field Office - La Union
☎ Aguila Road, City of San Fernando, 2500 La Union
☎ (072) 700-5763
✉ ro01.fo_launion@csc.gov.ph; csclaunionfo@yahoo.com.ph

Director II Flordeliza C. Bugtong

CSC Field Office - Western Pangasinan
☎ Provincial Capitol Compound, Lingayen, 2401 Pangasinan
☎ (075) 529-9394
✉ csc_lingayenfo@yahoo.com

Director II Rogelio T. Del Rosario
CSC Field Office - Eastern Pangasinan
✉ Alexander St., Urdaneta City, 2428 Pangasinan
☎ (075) 204-0143
✉ csc_urdaneta@yahoo.com.ph

CSC RO II

Director II Maria Noemi S. Bustamante
CSC Field Office Cagayan - Batanes
✉ Regional Government Center, Carig, Tuguegarao City
☎ (078) 396-0654
✉ ro02.fo_cagayanbatanes@csc.gov.ph; cscsb_fo@yahoo.com

Director II Rewina D. Arugay
CSC Field Office - Isabela
✉ Alibagu, Ilagan, Isabela
☎ (078) 323-0575
✉ ro02.fo_isabela@csc.gov.ph; cscreg2isa@gmail.com;
cscfo_isabela@yahoo.com.ph

Director II Elpidio S. Bunagan, Jr.
CSC Field Office Nueva Vizcaya - Quirino
✉ Quirino Capitol Site, Bayombong, Nueva Vizcaya
☎ (078) 392-0270
✉ ro02.fo_quirinonuevaviscaya@csc.gov.ph;
leaeugenio@yahoo.com; cscreg2nvq@gmail.com

Supervising PS Francis P. Acosta
CSC Field Office - Quirino
✉ Quirino State University Campus, Diffun, Quirino
☎ (078) 694-7060
✉ ro02.fo_quirinonuevaviscaya@csc.gov.ph; acostamarj@yahoo.com

CSC RO III

Director II Seymour R. Pajares
CSC Field Office - Aurora
✉ Barangay Buhangin, Baler, 3200 Aurora
✉ ro03.fo_aurora@csc.gov.ph; cscro3fo_aurora@yahoo.com.ph

Director II Edgardo C. Cruz
CSC Field Office - Bataan
✉ Provincial Capitol Compound, Balanga City, 2100 Bataan
☎ (047) 791-4707
✉ ro03.fo_bataan@csc.gov.ph; cscro3fo_bataan@yahoo.com.ph

Director II Dulce J. Cochon
CSC Field Office - Bulacan
✉ Provincial Capitol Compound, City of Malolos, 3000 Bulacan
☎ (044) 791-4940
✉ ro03.fo_bulacan@csc.gov.ph; cscro3fo_bulacan@yahoo.com.ph

Director II Eleanor M. Prado
CSC Field Office - Nueva Ecija
✉ Old Provincial Capitol Compound, Cabanatuan City
3100 Nueva Ecija
☎ (044) 463-4666
✉ ro03.fo_nuevaecija@csc.gov.ph; cscro3fo_nuevaecija@yahoo.com.ph

Director II Emily R. Reyes
CSC Field Office - Pampanga
✉ Provincial Capitol Compound, Sto. Niño, City of San Fernando
2000 Pampanga
☎ (045) 961-3741; (045) 966-0126
✉ ro03.fo_pampanga@csc.gov.ph; cscro3fopampanga@yahoo.com

Director II Maria Cristina R. Gonzales
CSC Field Office - Tarlac
✉ Romulo Blvd., San Vicente, 2300 Tarlac City
☎ (045) 982-0455
✉ ro03.fo_tarlac@csc.gov.ph; cscro3fo_tarlac@yahoo.com.ph

Acting Director II Randy C. Tababa
CSC Field Office - Zambales
✉ Palanginan, Iba, 2201 Zambales
☎ (047) 307-2447
✉ ro03.fo_zambales@csc.gov.ph;
cscro3fo_zambales@yahoo.com.ph

CSC RO IV

Director II Lily Beth L. Majomot
CSC Field Office - Batangas
✉ Provincial Capitol Compound, 4200 Batangas City
☎ (043) 425-4326; (043) 726-2894
✉ ro04.fo_batangas@csc.gov.ph; cscro4_batangas@yahoo.com

Director II Maria Theresa R. Poblador
CSC Field Office - Cavite
✉ Provincial Capitol Compound, Trece Martires City, 4109 Cavite
☎ (046) 471-9288 (Imus)
☎ (046) 419-2534 (Trece Martires City)
✉ ro04.fo_cavite@csc.gov.ph; cscro4_cavite@yahoo.com

Director II Charity F. Arevalo
CSC Field Office - Laguna
✉ Provincial Capitol Compound, Sta. Cruz, 4009 Laguna
☎ (049) 501-3324
✉ ro04.fo_laguna@csc.gov.ph; cscro4_laguna@yahoo.com

Director II Jacinto C. Mateo III
CSC Field Office - Marinduque
✉ Provincial Government Compound, Boac, 4900 Marinduque
☎ (042) 332-2539
✉ ro04.fo_marinduque@csc.gov.ph; cscro4_marinduque@yahoo.com

Director II Marietta P. Santos
CSC Field Office - Occidental Mindoro
✉ Hidalgo Street, Brgy. 7, San Jose, 5100 Occidental Mindoro
☎ (043) 711-7957
✉ ro04.fo_occidentalmindoro@csc.gov.ph;
cscro4_occmindoro@yahoo.com

Director II Nancy B. Asilo
CSC Field Office - Oriental Mindoro
✉ Provincial Capitol Compound, 5200 Calapan City
☎ (043) 441-6032
✉ ro04.fo_orientalmindoro@csc.gov.ph;
cscro4_ormindoro@yahoo.com

Director II Marissa C. Barba
CSC Field Office - Palawan
✉ SPS Government Center, Banca-Bancao
5300 Puerto Princesa City
☎ (048) 434-6344
✉ ro04.fo_palawan@csc.gov.ph; cscro4_palawan@yahoo.com

Director II Jacinto C. Mateo III
CSC Field Office - Quezon
✉ Provincial Capitol Compound, Lucena City, 1103 Quezon
☎ (042) 797-0923
✉ ro04.fo_quezon@csc.gov.ph; cscro4_quezon@yahoo.com

Director II Allan Poe M. Carmona
CSC Field Office - Rizal
4/F General Services Office (GSO) Bldg.
Municipal Government of Cainta Compound
A. Bonifacio Avenue, 1800 Cainta, Rizal
☎ (02) 696-2596; (02) 535-5171
✉ ro04.fo_rizal@csc.gov.ph; cscro4_rizal@yahoo.com

Caretaker Rowena M. Cunanan
CSC Field Office - Romblon
4/F Romblon Provincial Capitol Bldg.
Capaclan, Romblon, 5500 Romblon
✉ ro04.fo_romblon@csc.gov.ph; cscro4_romblon@yahoo.com

CSC RO V

Director II Sharon Farida A. Flores
CSC Field Office - Albay
IBP Road, Bitano, Legazpi City 4500
☎ (052) 480-2332
✉ ro05.fo_albay@csc.gov.ph; cscro5afb@yahoo.com

Director II Rosalinni V. Moneda
CSC Field Office - Camarines Norte
Daet, Camarines Norte 4600
☎ (054) 440-0695
✉ qro05.fo_camarinesnorte@csc.gov.ph; cscro5df@yahoo.com

Director II Maria Dolores D. Salud
CSC Field Office - Camarines Sur
Capitol Complex, Pili, 4418 Camarines Sur
☎ (054) 475-3429
✉ ro05.fo_camarinessur@csc.gov.ph; cscro5nfo@yahoo.com

Director II Jocelyn L. Marifosque
CSC Field Office - Masbate
Masbate City, 5400 Masbate
☎ (056) 333-4141
✉ ro05.fo_masbate@csc.gov.ph; cscro5mfo@yahoo.com

Acting Director II Emylin O. Severo
CSC Field Office - Sorsogon
Flores Street, 4700 Sorsogon City
☎ (056) 421-5845
✉ ro05.fo_sorsogon@csc.gov.ph; cscro5sfo@yahoo.com

Acting Director II Enida B. Abordo
CSC Field Office - Catanduanes
Virac, Catanduanes 4800
✉ ro05.fo_catanduanes@csc.gov.ph; cscro5cfo@yahoo.com

CSC RO VI

OIC Director II Leo F. Jamorin
CSC Field Office - Aklan
3/F Administration Building, College of Administration Industrial
Technology, Aklan State University, Roxas Ave. Ext.,
Kalibo, 5600 Aklan
☎ (036) 268-5797
✉ ro06.fo_aklan@csc.gov.ph; cscaklan@yahoo.com;
enejar@csc.gov.ph

Concurrent OIC-Director II Phillip Bernard H. Capadosa
CSC Field Office - Antique
Sibalom, 5713 Antique
☎ (036) 543-8073
✉ ro06.fo_antique@csc.gov.ph; cscantique@yahoo.com;
vcgaitano@csc.gov.ph

Director II Rufino G. Leonoras
CSC Field Office - Capiz
Capiz Provincial Capitol, 5800 Roxas City
☎ (036) 621-4989
✉ ro06.fo_capiz@csc.gov.ph; cscapiz@yahoo.com;
rbjomuad@csc.gov.ph

Director II Vizur-Ty C. Gaitano
CSC Field Office - Guimaras
Guimaras Provincial Capitol, Jordan, 5045 Guimaras
✉ ro06.fo_guimaras@csc.gov.ph; cscguimaras@yahoo.com;
rgleonoras@csc.gov.ph

Director II John Esar T. David
CSC Field Office - Iloilo
Pepita Aquino Avenue, 5000 Iloilo City
☎ (033) 337-3337; (033) 509-0557
✉ ro06.fo_iloilo@csc.gov.ph; csciloilo@yahoo.com; jtdavid@csc.gov.ph

Director II Erna T. Elizan
CSC Field Office - Negros Occidental
Provincial Administrative Center, Aguinaldo St. Bacolod City,
6100 Negros Occidental
☎ (034) 708-8184
🌐 cscnegrosoccidental.webs.com
✉ ro06.fo_negrosoccidental@csc.gov.ph;
cscnegrosoccidental@gmail.com; etilizan@csc.gov.ph

CSC RO VII

Director II Merlinda F. Quillano
CSC Field Office - Cebu North
5/F, CSC RO 7 Building Sudlon, Lahug, 6000 Cebu City
☎ (032) 414-0769
✉ ro07.fo_cebunorth@csc.gov.ph

Director II Ma. Victoria R. Gabud
CSC Field Office - Cebu South
G/F, CSC RO 7 Building, Sudlon, Lahug, 6000 Cebu City
☎ (032) 414-0839
✉ ro07.fo_cebusouth@csc.gov.ph

Director II Elizabeth B. Mateo
CSC Field Office - Bohol
Circumferential Road, Dampas District, 6300 Tagbilaran City
☎ (035) 501-7046
✉ ro07.fo_bohol@csc.gov.ph

Director II Gina A. Crucio
CSC Field Office - Negros Oriental
Daro St., 6200 Dumaguete City
☎ (035) 420-5002
✉ r07.fo_negrosoriental@csc.gov.ph

Director II Alice May S. Parcon
CSC Field Office - Siquijor
Old Capitol Building, Larena, 6226 Siquijor
☎ (035) 377-2080
✉ ro07.fo_siquijor@csc.gov.ph

CSC RO VIII

Director II Emmanuel L. Fuentes
CSC Field Office - Leyte
2/F Leyte Academic Center, Palo, 6501 Leyte
☎ (053) 323-4136
✉ ro08.fo_leyte@csc.gov.ph; cscleytefield@gmail.com

Director II Pharida Q. Aurelia
CSC Field Office - Biliran
✉ Capitol Grounds, Brgy. Calumpang
Naval, 6543 Biliran
☎ (053) 500-9220
📧 ro08.fo_biliran@csc.gov.ph; cscbiliran@yahoo.com

Director II Pharida Q. Aurelia
CSC Field Office - Western Leyte Satellite Office
✉ Aunubing Street, New Ormoc City Hall, 6541 Ormoc City
☎ (053) 560-8172
📧 cscwesternleyte@gmail.com

Director II Michael M. dela Cruz
CSC Field Office - Southern Leyte
✉ Brgy. Asuncion Capitol Site, Maasin, 6600 Southern Leyte
☎ (053) 570-9085
📧 ro08.fo_southernleyte@csc.gov.ph; cscmaasin@yahoo.com

Director II Rey Albert B. Uy
CSC Field Office - Samar
✉ Arteche Boulevard, Catbalogan City, 6700 Western Samar
☎ (055) 543-9380
📧 ro08.fo_westernsamar@csc.gov.ph; cscwsamar@gmail.com

Director II Lysander G. Navales
CSC Field Office - Eastern Samar
✉ Brgy. Alang-Alang, Borongan, 6800 Eastern Samar
☎ (055) 560-9290
📧 ro08.fo_easternsamar@csc.gov.ph; csपो_esar@yahoo.com

Director II Ma. Natividad L. Costibolo
CSC Field Office - Northern Samar
✉ UEP Town, Catarman, 6400 Northern Samar
☎ (055) 251-7288
📧 ro08.fo_northernsamar@csc.gov.ph; cs_nsamar@yahoo.com

CSC RO IX

Director II Faida Aisha A. Calapardo
CSC Field Office - Zamboanga City
✉ 2/F BPI Bldg., Port Area, 7000 Zamboanga City
☎ (062) 993-2942
📧 ro09.fo_zamboangacity@csc.gov.ph; cscro9_zcfo@yahoo.com

Director II Sarah L. Amores-Batoy
CSC Field Office - Zamboanga Del Sur
✉ Provincial Capitol Compound, 7016 Pagadian City
☎ (062) 215-3017
📧 ro09.fo_zamboangadelsur@csc.gov.ph; csczambosur@gmail.com

Director II Jerry N. Mayormita
CSC Field Office - Zamboanga Del Norte
✉ ZDN Sports Complex Tower, Estaka, 7100 Dipolog City
☎ (065) 212-3762
📧 ro09.fo_zamboangadelnorte@csc.gov.ph; znfo9@yahoo.com

Director III Mario Jose T. Cunting (concurrent capacity)
CSC Satellite Office - Zamboanga Sibugay
✉ Municipal Hall, Ipil, Zamboanga Sibugay
📧 mfcunting@csc.gov.ph

CSC RO X

Acting Director II Cosette Maglasang-Mundo
CSC Field Office - Misamis Oriental
✉ 2/F of CSCRO 10, Vamenta Blvd. Carmen
9000 Cagayan de Oro City
📧 ro10.fo_misamisoriental@csc.gov.ph; csfomisor@gmail.com

Director II Abdulla M. Datu-Dacula
CSC Field Office - Misamis Occidental
✉ Provincial Capitol Compound, 7207 Oroquieta City
☎ (088) 531-1280
📧 ro10.fo_misamisoccidental@csc.gov.ph; csc_misocc@yahoo.com

Director II Lourdes B. Pelaez
CSC Field Office - Bukidnon
✉ San Victores St., Brgy. 9, Malaybalay City, 8700 Bukidnon
☎ (088) 813-2520
📧 ro10.fo_bukidnon@csc.gov.ph; csc10_buk@yahoo.com.ph

Director II Mary Ann H. Borres
CSC Field Office - Camiguin
✉ CPSC Compound, Balbagon, Mambajao, 9100 Camiguin
☎ (088) 387-2100
📧 ro10.fo_camiguin@csc.gov.ph; csc_cam@yahoo.com

Director II Alona B. Carumba
CSC Field Office - Lanao del Norte
✉ DepEd City Division, Aguinaldo St., 9200 Iligan City
☎ (063) 221-4065
📧 ro10.fo_lanaodelnorte@csc.gov.ph; csc_lanao@yahoo.com

CSC RO XI

Director II Minda G. Ostique
CSC Field Office - Davao City
✉ DPWH Compound, Guerrero St., Davao City
☎ (082) 221-5551
📧 ro11.fo_davaocity@csc.gov.ph; cscdcfo11@yahoo.com

Director II Richard T. Ortiz
CSC Field Office - Davao del Sur
✉ DPWH Compound, Lapu-Lapu St., Digos City
☎ (082) 553-4671
📧 ro11.fo_davaodelsur@csc.gov.ph; csc11ddsfo@yahoo.com

Director II Nelly L. Esperanza
CSC Field Office - Davao del Norte
✉ Government Center, Mankilam, Tagum City
☎ (084) 216-3674
📧 ro11.fo_davaodelnorte@csc.gov.ph; davaodelnortefieldoffice@yahoo.com

Director II Nancy A. Tuason
CSC Field Office - Compostela Valley
✉ Nabunturan, Compostela Valley Province
📧 ro11.fo_compostela@csc.gov.ph; csc.comval@yahoo.com.ph

Director II Marilyn M. Dujali
CSC Field Office - Davao Oriental
✉ Dahican, Davao Oriental
☎ (087) 388-4681
📧 ro11.fo_davaooriental@csc.gov.ph; cscdavaooriental@yahoo.com

CSC RO XII

Director II Angelica C. Capao-an
CSC Field Office - Cotabato City
📧 DPWH Cotabato City, DEO Compound
Ramon Rabago St., Motorpool, Access Road, Cotabato City
☎ (064) 421-1915
📧 ro12.fo_cotabatocity@csc.gov.ph; csfo_cotabatocity@yahoo.com

Director II Ma. Josefina G. Buenbrazo
CSC Field Office - North Cotabato
📧 Provincial Capitol, Amas, Kidapawan City
☎ (064) 572-8028
📧 ro12.fo_northcotabato@csc.gov.ph; cscfo_northcot@yahoo.com

Director II Glenda I. Foronda-Lasaga
CSC Field Office - Sarangani
📧 Provincial Capitol Compound, Alabel, Sarangani Province
☎ (083) 508-2034
📧 ro12.fo_sarangani@csc.gov.ph; cscfo_sargen@yahoo.com

Director II Teresita R. Antolin
CSC Field Office - South Cotabato
📧 Alunan Avenue, Koronadal City
☎ (083) 228-1283
📧 ro12.fo_southcotabato@csc.gov.ph; cscsouthcot@yahoo.com

Director II Edna C. Nebrija-Mahinay
CSC Field Office - Sultan Kudarat
📧 Old Capitol Compound, Isulan, Sultan Kudarat
☎ (064) 201-4141
📧 ro12.fo_sultankudarat@csc.gov.ph; cscskfo@yahoo.com

CSC CAR

Director II Perfecto B. Cardenas
CSC Field Office - Abra
📧 Provincial Capitol Compound, Bangued, 2800 Abra
📧 rocar.fo_abra@csc.gov.ph; cscfoabra@yahoo.com

Director II Ruben U. Wacas
CSC Field Office - Apayao
📧 Apayao Provincial Office, Luna, 3813 Apayao
📧 rocar.fo_apayao@csc.gov.ph; csc_kal_ap@yahoo.com

Director II Allyson M. Locano
CSC Field Office - Baguio City
📧 Jose Abad Santos Drive, Burnham Park, 2600 Baguio City
☎ (074) 424-2659
📧 rocar.fo_baguio@csc.gov.ph; cscbaguio@yahoo.com.ph

Director II Cornelia S. Padinay
CSC Field Office - Benguet
📧 BSU Cmpd. Km. 5, La Trinidad, 2601 Benguet
☎ (074) 422-6208
📧 rocar.fo_benguet@csc.gov.ph; csc14befo@yahoo.com.ph

Director II Anita Verina T. Paredes
CSC Field Office - Ifugao
📧 Provincial Capitol, Lagawe, 3600 Ifugao
📧 rocar.fo_ifugao@csc.gov.ph; cscifugao@yahoo.com

Director II Ruben U. Wacas
CSC Field Office - Kalinga
📧 Government Center, Bulanao, Tabuk City, 3800 Kalinga
📧 rocar.fo_kalinga@csc.gov.ph; csc_kal_ap@yahoo.com

Director II Anita Verina T. Paredes
CSC Field Office - Mt. Province
📧 Barangay Calutit, Bontoc, 2616 Mt. Province
📧 rocar.fo_mt.province@csc.gov.ph; csc_mpfo@yahoo.com

CSC CARAGA

Director II Meshach D. Dinmayan
CSC Field Office - Agusan del Norte
📧 DepEd Butuan City Division
Compound, Rosal Street, Butuan City
☎ (085) 342-7071
📧 rocaraga.fo_agusandelnorte@csc.gov.ph; csadnfo@yahoo.com

Director II Christopher C. Mabale
CSC Field Office - Agusan del Sur
📧 Government D.O. Plaza Gov't. Center
Patin-ay, Agusan del Sur
☎ (085) 343-7309
📧 rocaraga.fo_agusandelsur@csc.gov.ph; cscxilagusanfo@gmail.com

Director II Harold P. Pareja
CSC Field Office - Surigao del Norte
📧 2/F Surigao Integrated Bus Terminal
Bldg. Brgy. Luna, Surigao City
☎ (086) 826-8560
📧 rocaraga.fo_surigaodelnorte@csc.gov.ph; mdinmayan@yahoo.com

Director II Alan B. Besario
CSC Field Office - Surigao del Sur
📧 Capitol Hills, Telaje, Tandag City
☎ (086) 211-3052
📧 rocaraga.fo_agusandelsur@csc.gov.ph; caraga_sdsfo@yahoo.com

CSC ARMM

Director II Dominador E. Gonzales, Jr.
CSC Field Office - Cotabato City
📧 ARMM Compound, Cotabato City 9600
☎ (064) 552-0512
📧 cscfocotabato.armm@gmail.com; roarmm.fo_cotabatocity@csc.gov.ph

Director II Sandrah Arnica M. Usman
CSC Field Office - Lanao del Sur
📧 MSU E-Library, Mindanao State University Main Campus
Marawi City, 9700
📧 csfolanaosur@yahoo.com

Director II Gil D. Caburnay
CSC Field Office - Basilan/Sulu
📧 City Hall of Lamitan, Lamitan City, Basilan, 7300
Municipal Hall of Jolo, Jolo, Sulu, 7400
☎ (0998) 274-3619; (0916) 691-8886
📧 csc.basilan@gmail.com; csc.sulu@gmail.com

Director II Shastri S. Buddin
CSC Field Office - Tawi-tawi
📧 Provincial Capitol Compound, Bongao, Tawi-Tawi, 7500
☎ (068) 268-1543
📧 cscfo_tawitawi@yahoo.com.ph

Director II Arnold V. Juloya
CSC Field Office - Maguindanao
Provincial Government Center, Buluan, Maguindanao 9616
Mobile # (0949) 456-5118
fo.maguindanao@gmail.com

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