

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

*Volume 56 No.3*

*3rd Quarter 2015 Issue*

**ARTA WATCH:** FRONTLINE SERVICE  
OFFICES SHARE TIPS ON  
HOW TO GET HIGH RATING

**CCB CONTINUES  
FIGHT VS RED TAPE**

*Gov't agencies told:  
Aim for total client  
satisfaction*

***Kayang Kaya Mo,  
Lingkod Bayani:***

CSC leads 115th Philippine Civil Service Anniversary celebration  
Winners for Fun Run and Choral Competition Announced

**HR CORNER:**

PRIME-HRM Maturity Level 3:  
Integrated HRM

**PLAYING IT SAFE:  
STATE EMPLOYEES LEAD THE WAY IN**

**DISASTER**

RISK MANAGEMENT AND CLIMATE CHANGE ADOPTATION

# Demonetization Schedule



# Important Reminders

A message from the Bangko Sentral ng Pilipinas

## OLD BANKNOTE SERIES

Launched in 1985



Can still be used for daily transactions  
January - December 2015

**2015**

Can only be exchanged in banks and BSP offices  
January - December 2016

**2016**

Demonetized, no more monetary value starting January 1, 2017

**2017**

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Launched in 2010



Has been in use for daily transactions since December 2010

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# PUBLIC DOMAIN

As the **Contact Center ng Bayan (CCB)** celebrates its anniversary this September 2015, the Civil Service Commission (CSC) continues to improve the facility and do its best in catering to clients' needs.

Recording more than 120,000 transactions through various modes of communication since its establishment in September 2012, the CCB had a lot of growing up to do in just a span of two years. In April 2015, CCB's generalist functions were turned over from the Polytechnic University of the Philippines (which previously housed the human resource and technology to run the center) to the CSC. This paved the way for full operations of an on-site premise CCB facility at the CSC.

Despite being relatively young, the CCB already gained attention from local and international advocates of good governance. Senator Bam Aquino partnered with the CCB in supporting his project, *Walang Asenso sa Kotong* or WASAK. CCB now accommodates complaints on extortion (*kotong*) and bribery (*suhol*) from micro, small, and medium entrepreneurs (MSMEs) through its text messaging hotline 0908-881-6565. This is also part of the implementation of the Anti-Red Tape Act (ARTA), of which CSC serves as lead implementor.

The Integrated ARTA Program, which includes the CCB, was also shortlisted as a possible nominee of the Philippine government in the 2015 Open Government Awards (OGA).

This issue, the *CS Reporter* shares some of the commendations and comments from CCB clients in their varying transactions with government offices:

I want to congratulate Ms. Lorin Vargas of Makati 1 Members Contribution Accounting Department for being a good example of a government employee who is approachable and prompt to give immediate action on the request of their client/member of Pag-ibig Fund, even though we know how pressured this kind of work everyday. And also to Mr. Arnel Duroy of Pag-ibig Cubao Branch for patiently and respectfully attending to all queries of Pag-ibig members. I could say they are asset of Pag-ibig Fund for performing their job accordingly.

Reference Code: IRN05693



Good day. I would like to say that I am truly impressed by the system and values of employees working at DFA Lipa, especially their management office. They have the deepest consideration to all people, regardless of their rank and status. They do not just do their work because it's their job but because they are concerned to the people. The employees are willing to extend to work to accommodate the need of people and even postpone their lunch if needed. I would like to express my deepest gratitude also to their Director, Ms. Garcia, for an excellent management system. I hope this type of system can be applied to the entire DFA. Kudos to DFA Lipa!

Reference Code: IRN07346



*Sa nangyari sa akin nung pagpunta ko sa SSS, si Ms. Salve Bombita ang nag-accomodate sa akin ng maayos, kahit sabay silang mag-lulunch nung inirereklamo ko, inasikaso pa rin niya (ako), ico-commend ko sya dahil sa maayos na serbisyo at pagbibigay konsiderasyon sa nangyari sa akin. Nagpapasalamat ako sa kanya dahil tinapos niya talaga ang aking transaction.*

Reference Code: IRN07079



Philhealth Las Piñas Cashier Department is very efficient (and delivers) good and fast service. They are very accomodating to assist all members concerns, especially Ms. Lennie Glory. I paid mine and my husband's semi-annual contributions and it's very easy and convenient. We need employees like them in our government. Thank you! More Power.

Reference Code: IRN07937



*Magandang gabi po sa inyo. Ako po si Catalino Collado Jr., isang retired faculty member ng UP Los Banos. Gusto ko lang po magpasalamat sa assistance na ibinigay ng Contact Center ng Bayan sa idinulog kong problema kamakailan tungkol sa napakatagal na pag-release ng aking titulo ng lupa bilang collateral sa aking housing loan. June 2009 ay fully paid na ang aking housing loan at last week lang po naibalik sa amin ang titulo (abot ng halos 6 years). Kung hindi ako dumulog sa inyo at tuwirang kinalampag ang pamunuan ng GSIS ay baka hanggang sa ngaun ay hindi pa naibalik ang titulo ng lupa na kinatirikan ng aking bahay. Mabuhay po ang Contact Center ng Bayan! Sana patuloy po kayong tutulong sa mga problema ng mga tulad kong ordinaryong kawani laban sa matinding RED TAPE ng ilang sangay ng ating gobyerno!*

Reference Code: IRN07346



The CCB continues accepting feedback through Facebook ([www.facebook.com/contactcenterngbayan](http://www.facebook.com/contactcenterngbayan)). It strongly urges the transacting public to take part in the improvement of the country's government frontline service delivery by accessing CCB through any available platforms.

## CSC thanks servant-heroes for successful anniversary celebration

The Civil Service Commission (CSC) takes pride in spearheading the Philippine Civil Service Anniversary every September. For this year's 115th anniversary celebration, we are guided by the theme "Kayang Kaya Mo, Lingkod Bayani", which encourages all civil servants or "servant-heroes" to continue building a culture of excellence in public service.

For the past five years, we have been doing the R.A.C.E. to Serve Fun Run to formally open the month-long PCSA celebration. We started out with only about 3,000 runners back in 2011. Every year, the Fun Run attracts more and more runners from government agencies and universities. This year, we had more than 21,000 runners who participated in the run (see story on page 8). CSC Regional Offices in Regions 1, 2, 6, 7, 8, 10, 11, and CSC Field Office-North Cotabato also held their local fun runs. Proceeds from the Fun Run go to the CSC Pamanang Lingkod Bayani program or PLBi, which honors civil servants who died in line of duty. The CSC recognizes their selfless acts of heroism through a posthumous awarding ceremony. A one-time financial assistance is also provided for the loved ones they left behind, as well as scholarship opportunities for three members of their immediate family. The Fun Run is not only an energizing activity that promotes camaraderie and healthy competition among civil servants, but it also serves as a meaningful event that ultimately benefits the families of our servant-heroes. Last year alone, we were able to raise P3,875,250 for the PLBi from the 25,835 runners who participated. We are expecting another increase in the funds with the proceeds collected from this year's fun run.

The PCSA also featured the 5th Government Choral Competition Grand Finals held at the Cultural Center of the Philippines, where eight (8) of the best government choral groups nationwide vied for the top prize. We congratulate this year's winners (see story on page 10).

Government workers also enjoyed special discounts and promos from our partners and sponsors, namely: Manila Ocean Park, Star City, Executive Optical, SM Department Store, SM Supermarket, SM Hypermart, SM Appliance Center, National Museum, Chowking, and Red Ribbon. We are happy to provide these perks to our hardworking civil servants.

We thank all state workers who participated in PCSA activities nationwide. You keep the anniversary celebration meaningful and memorable. We hope to feature more about the anniversary on the next issue. Meanwhile, we give you our special issue on disaster preparedness, featuring the inspiring stories of our honor awardees who are involved in disaster risk management (see story on page 28). A good HR practice is getting our people prepared for whatever may strike.

Once again, happy 115th Philippine Civil Service Anniversary to all and happy reading!

  
ROBERT S. MARTINEZ  
Acting Chairperson

### THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI



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The CS Reporter is produced by the Publications and Media Relations Division - Public Assistance and Information Office of the Civil Service Commission.

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

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## Frontline Service Offices Share Tips for Getting High Rating

**A**s the Civil Service Commission (CSC) continues the annual conduct of the Anti-Red Tape Act Report Card Survey (ARTA RCS), more agencies add to the list of 'Excellent' frontline service offices, serving as examples for others to follow.

Service offices that are rated 'Excellent' in the ARTA RCS are those that garnered numerical scores between 90 and 100, based on their compliance with the ARTA provisions and overall client satisfaction. Below are the top 10 government frontline service offices rated in the 2015 1st Semester ARTA RCS and some of their best practices and clients' commendations:

### **Landbank of the Philippines Santiago, Isabela Score: 96.35**

- The Citizen's Charter and Anti-Fixer campaign are included in the loop of its LED TV display in front of the waiting area
- Security staff and utility personnel are ready to assist in the Public Assistance and Complaints Desk (PACD) especially when there is a high density of clients

### **Bureau of Internal Revenue District Office No. 13, Tuguegarao, Cagayan Score: 95.62**

- Suggestion box and feedback forms are placed at the main entrance with a signage that explains the importance of clients' feedback on their service.
- Client feedback: "Maganda at wala akong problema sa serbisyo nila dito. Ang employees ang nagli- lead sa clients para mapabilis *yung transactions namin.*"

### **Social Security System Cabanatuan, Nueva Ecija Score: 95.47**

- The office has well-organized queues. Queues are classified by transaction (e.g. new application, loans, claims, verification of SSS number, etc.). Aside from these queues, there is also a special lane for persons with disabilities (PWD), senior citizens, and pregnant women. This kind of arrangement helps in a systematic flow of customer service.

### **Philippine Health Insurance Corporation Local Health Insurance Office Marawi City Score: 95.39**

- The office is lauded for its comfortable environment and well-maintained facilities. This is evidenced by clients' commendations.
- Client feedback: "Napakalinis ang CR. Sila lang ang napuntahan kong opisina na binibigyang halaga ang maayos at maginhawang kalagayan ng mga taong pumupunta sa kanila."
- Client feedback: "Lahat ng pasilidad ay maganda. Wala akong mareklamo...Talagang totally satisfied ako."
- Client feedback: "Ang waiting area ay maluwag at malamig. Ang CR ay *superlinis!*"

### **Philippine Health Insurance Corporation Business Center, Calbayog, Samar Score: 95.37**

- The agency has printed booklets of the Citizen's Charter placed on the chairs in the waiting area for the clients to read. The security personnel encourages the clients to

# ARTAWATCH

read the service office's Charter. Also, the service office posted a print-out, "Ano ang Citizen's Charter?", behind their computer desktops.

- Client feedback: "They are good in accommodating clients. They give immediate attention."

**Land Transportation Office  
Aritao Extension Office  
Nueva Vizcaya  
Score: 95.35**

- The Citizen's Charter is located at the main entrance while other frontline services procedure was seen posted in front of the waiting area. Updated billboards were appropriately displayed in a conspicuous place along with the agency's Vision and Mission, list of frontline services and feedback and redress mechanism.
- The PACD in-charge and the security personnel encourage their clients to read and countercheck their transactions with their Citizen's Charter.

**Government Service and Insurance System  
Butuan Branch Office  
Score: 95.32**

- The service office provides awareness to clients about Citizens Charter and other information about GSIS services and benefits. They also provide free drinking water, coffee and biscuits for the clients.
- The PACD is always attended by a knowledgeable personnel

**Land Transportation Office  
Lingayen District Office, Pangasinan  
Score: 95.16**

- Aside from wearing large ID/nameplates, frontline personnel also post a copy of their ID at the window as well. The PACD and customer service are also manned properly by two (2) employees. Whenever one of them leaves the table, the other person would act as a reliever.



**Social Security System  
Camiguin Branch  
Score: 95.15**

- The PACD is installed near the entrance door of the office and is properly labelled. It is also designated as Counter 1 for general information and forms. It also serves as the express lane for senior citizens, pregnant women, persons with disability and pensioners in addition to Counter 5 as the designated courtesy lane.

**Government Service Insurance System  
Pagadian Branch Office, Zamboanga del Sur  
Score: 95.04**

- The agency's Citizen's Charter is placed in front of the parking area beside the main entrance of the office and also at the back of waiting area inside the office. GSIS employees are distributing Citizen's Charter brochure to their clients who are still waiting for their turn so as to increase clients' awareness of the Charter and their functions as service providers. 📌

## More than 21,000 support the Pama CSC Opens Anniversary celebration with



(L-R) CSC-NCR Director IV Lydia A. Castillo, CSC Acting Chairperson Robert S. Martinez, Manila Vice Mayor Isko Moreno, CSC Commissioner Nieves L. Osorio, and GSIS President and General Manager Robert G. Vergara join the runners during the singing of the national anthem.



CSC Acting Chairperson Robert S. Martinez (2nd from L) poses with (L-R) CSC-NCR Director IV Lydia A. Castillo, celebrity fitness instructor Regine Tolentino, and GSIS President and General Manager Robert G. Vergara during the morning activities.

**R**un for the lingkod bayani.

This was the battle cry for the 5th R.A.C.E. to Serve Fun Run held on September 12, 2015 at the Quirino Grandstand, Manila.

Led by Civil Service Commission (CSC) Acting Chairperson Robert S. Martinez, Commissioner Nieves L. Osorio, and CSC National Capital Region (CSC-NCR) Director IV Lydia A. Castillo as the lead coordinator, more than 21,000 runners participated in the event. Government Service Insurance System (GSIS) President and General Manager Robert G. Vergara, National Youth Commission Commissioner Jose "Dingdong" Dantes III, and Manila Vice Mayor Isko Moreno also graced the event.

Celebrity and licensed Zumba fitness instructor Regine Tolentino, along with PhilHealth's, fitness group led the warm-up exercises that morning.

Rene Herrera (Philippine Navy) emerged as the first place winner of the 10K Male Category, followed by Alley Quisay



A crowd of servant heroes. More than 21,000 runners joined this year's fun run, photographed here passing through Roxas Boulevard.

# Pamanang Lingkod Bayani Anniversary Fun Run

Celebrity and licensed Zumba fitness instructor Regine Tolentino (rightmost) in action with her dance troupe, leading the runners for a dynamic warm-up exercise.



National Youth Commission (NYC) Commissioner Jose "Dingdong" Dantes III (2nd row, middle) is flanked by Manila Vice Mayor Isko Moreno and CSC-NCR Director IV Lydia A. Castillo as he poses for a "groupie" with CSC-NCR officials and staff, and some participants.

Using party poppers, National Youth Commission (NYC) Commissioner Jose "Dingdong" Dantes III joined CSC and GSIS officials during the gun start for the 3K Category.

(Philippine Army), and John Philip Dueñas (Marilao Municipal Office) as second and third placers, respectively.

For the 5K Male Category, the first, second, and third placers were Frank Readel Indapan (Philippine Army), Rico Refia (Local Government Unit of Navotas), and Welfred Esporma (Banko Sentral ng Pilipinas), respectively.

Dominic Camada (Philippine Army) dominated the 3K Male Category, while Rostum Nava (private) and Nicko Cortez (private) finished second and third, respectively.

For the 10K Female Category, Mary Joy Tabal (private) was declared first place, followed by Crislyn Jaro (private) and Cinderella Lorenzo (private) at second and third place, respectively.

Lany Cardona (private) ranked first in the 5K Female Category, while Macrose Dichoso (University of the East) and Feiza Jane Lenton (private) were announced second and third placers.

Lastly, Sarah Lei Estimada (Philippine Army) emerged as the winner of the 3K Female Category, with Louilyn Pamatian (private) and Richie Dala (University of Sto. Tomas) in second and third place, respectively.

Proceeds from the Fun Run go to the *Pamanang Lingkod Bayani* program or PLBi, which honors civil servants who died in line of duty. The CSC recognizes their selfless acts of heroism through a posthumous awarding ceremony. A one-time financial assistance is also provided for the loved ones they left behind, as well as scholarship opportunities for three members of their immediate family.

For the past five years that the CSC has been conducting the Fun Run, government officials and celebrities have been generous with their time and partnership in making the event meaningful. The 3,000 runners that joined the very first run are now a full-blown 21,000 crowd, all eager to support the PLBi and to celebrate the civil service anniversary. ◆

# Tagum City Chamber Choral is 2015 Government

The *lingkod bayani* sings.

This was proven once again when the Tagum City Chamber Choral emerged as the grand champion of the 2015 Government Choral Competition held on September 15, 2015 at the Cultural Center of the Philippines. A first time winner, they bagged a P200,000 cash prize and a trophy.

The National Power Chorale, Supreme Court Choir, and Dipolog City Teachers' Choir were announced as the first, second, and third runners-up, winning P150,000, P100,000, and P75,000 and plaques, respectively.

The Civil Service Commission (CSC) also handed out special awards during the event. The Supreme Court Choir won the Best Regional Entry in the National Capital Region, while the Naga City Hall Chorale and the Democrito Otaza Plaza Choral Ensemble were the best entries from Luzon and Mindanao, respectively.

Jose Aquino of the Supreme Court Choir won Best Conductor, while the Tagum City Chamber Choral won Best Arrangement of the Competition Song.

The Mandaluyong City Hall Employees' Choir of the National Capital Region, the Naga City Hall Choral, and DepEd Catanduanes Division Chorale of Luzon also performed as finalists and received P50,000.00.

Popular comedian and Film Academy of the Philippines Director General Leo Martinez together with veteran actress and entertainer Mitch Valdez were the night's hosts, adding a flair of celebrity to the program.

The night was capped with special performance by the Grand Choral composed of all eight (8) finalists. They sang "Tisang Bangka" by multi-awarded Filipino band The Dawn. Arwin Q. Tan, Cultural Center of the Philippines' resident conductor, led the performance.

"I hope that as we watch and listen to the choral groups, we will be reminded of how good the sound we can produce if we exemplify harmonious working relationship in the public service," CSC Commissioner Nieves L. Osorio said. "Just like choristers and choir conductors, we should always put great importance on each of our colleague because each is



The Tagum City Chamber Choral celebrated their big win and received a trophy from Director General Leo Martinez (1st row, 5th from L) and CSC Commissioner Nieves L. Osorio (1st row, 6th from L).



All the finalists joined together to form a grand choral and performed "Tisang Bangka" by The Dawn.

# Member Choral

## ent Choral Competition

# Grand Champion



phy and cheque worth P200,000.00 from CSC Acting Chairperson Robert S. (row, 4th from L).



Award-winning actors and performers Leo Martinez (left) and Mitch Valdez (right) served as the night's hosts.

able to build the character of a *lingkod bayani*; each is an important part of nation building."

Meanwhile, CSC Acting Chairperson Robert S. Martinez congratulated Civil Service Commission Regional Office No. 4 (CSC RO4) headed by Director IV Judith Dongallo-Chicano for once again successfully spearheading the event. "This yearly competition proves that our *lingkod bayani* have amazing talent not only in the office but also in the performing arts," he added.

The competition is part of the 115th Philippine Civil Service Anniversary celebration in September. Now running for five years, it remains to be the biggest competition among government choral groups, gathering participants nationwide. The Civil Service Commission (CSC) spearheads the event in partnership with the CCP and the National Commission on Culture and the Arts (NCCA). The Filipino Society of Composers, Authors, and Publishers or FILSCAP also generously provided the rights for the GCC to hold a performance of The Dawn's "Iisang Bangka". Each choral group performed Noel Cabangon's "Ako Ay Isang Mabuting Pilipino" during the competition, in addition to two other Filipino works chosen by the group.

CSC RO4, the coordinator of the event, received a total of 22 entries for this year's competition. ◆



ed "Iisang Bangka" by The Dawn.

## Phivolcs chief orient CSC on earthquake preparedness



CSC Acting Chairperson Robert S. Martinez (left), assisted by Commissioner Nieves L. Osorio (right), hands a token of appreciation to Phivolcs' Dr. Renato U. Solidum Jr.

**E**stablishing evacuation procedures and conducting drills are essential in earthquake preparedness.

This was stressed by Dr. Renato Solidum Jr. who heads the Philippine Institute of Volcanology and Seismology (Phivolcs) of the Department of Science and Technology, in his talk on earthquake preparedness at the Civil Service Commission-Central Office (CSC-CO).

Following the Metro Manila-wide shake drill held July 30, the CSC, through the Examination, Recruitment, and Placement Office (ERPO), invited Dr. Solidum to shed light on the possible hazards and effects resulting from a movement in the West Valley Fault. This is a fault system running 100 kilometers across several cities and locations in Luzon. The CSC-CO building is located approximately 600 to 700 meters away from the fault zone.

Dr. Solidum said that should the West Valley Fault move, a very strong magnitude 7.2 earthquake could ensue and cause ground rupture and shaking. These could further lead to building collapse, falling objects, landslides, sinking of buildings or bridge columns, fissuring of roads, and damage to buried pipes or tanks (such as in gasoline stations).

Dr. Solidum said that a major earthquake could have a tremendous impact on government services, transportation, public utilities, and the economy. Thus, he emphasized that government agencies should prepare for such disasters so they can mitigate losses and immediately focus on recovery. "If government is earthquake-resistant, *mas madaling makakabalik sa normal ang ating serbisyo,*" he said.

According to the Phivolcs chief, earthquake preparedness in the organizational level includes:

- Forming, training, and equipping disaster response teams
- Conducting awareness and education activities
- Evaluating site and building safety
- Implementing building code and proper land use
- Establishing evacuation procedures and refuge sites and conducting drills; and
- Developing an efficient and effective response plan (e.g., standard operating procedures, contingency plans)

He reminded employees of the proper response during an earthquake. "If inside a structurally-sound building, one must DROP or DUCK, COVER, and HOLD while protecting the head and neck. If outside, one must move to an open area or move quickly to higher ground if staying near the shore," he said.

Dr. Solidum stressed that one can manage his or her fear of earthquakes by having the right mindset. He asked employees to make a promise and altogether state: "I can live with this fault because I am aware and prepared." 🌟

## IDENTIFY SAFE AND DANGEROUS AREAS

### SAFE ZONES

- UNDER STURDY TABLES
  - INSIDE CORNER OF ROOMS
  - COLUMNS AND BEAMS
  - LOAD-BEARING DOORWAY OR WALL
  - OUTSIDE ELEVATOR SHAFTS
- 

### DANGER ZONE ZONES

- WINDOWS AND GLASS
  - BOOK SHELVES
  - CABINETS AND FURNITURE THAT MAY TOPPLE OR SLIDE
  - HANGING OBJECTS
  - INSIDE ELEVATORS
  - POWERLINES; POLES; TREES; NARROW ALLEYS BETWEEN TALL BUILDINGS
  - BRIDGES AND FLYOVER
- 



## PREPARE AN EMERGENCY KIT/EARTHQUAKE SURVIVAL KIT

FIRST AID KIT	MEDICINE	IMPORTANT DOCUMENTS, HEALTH INFO, MONEY	WATER PURIFICATION TABLETS	WATER & HIGH-ENERGY FOOD	TOOLS & ROPES	CANDLES & FLASHLIGHTS
BLANKETS/ EXTRA CLOTHES	HYGIENE KIT (SOAP, TOOTH PASTE, TOOTHBRUSH, NAPKIN)	TISSUE PAPER & WASTE BAG	AM/FM RADIO	PENCIL & PAPER	WHISTLE	



This infographic serves as a snapshot of all the reminders Phivolcs holds most important. Dr. Solidum encourages government employees to lead the way in public service safety.

## CSC bares finalists to 2015 search for outstanding gov't workers

The Civil Service Commission (CSC) has released the names of finalists to the 2015 Search for Outstanding Public Officials and Employees and is asking the public to have a say in the judging.

Out of a total of 604 nominations nationwide, 33 went on to vie for the final round of screening, with those working in the fields of education and sciences dominating the slots.

The CSC has also urged the public to provide valuable information on any of the finalists through the Honor Awards Program Secretariat. Feedback gathered, whether positive or negative, will be used by the Search Committees in reevaluating the finalists' nominations to determine who will be given the awards.

There are three award categories. The Presidential *Lingkod Bayan* Award is conferred to an individual or group for exceptional or extraordinary contributions that had nationwide impact.

The finalists for the Presidential *Lingkod Bayan* Award are:

Teodora D. Balangcod  
Professor III  
University of the Philippines  
Baguio  
Baguio City

Alma C. Dickson  
Agricultural Center Chief IV  
Bureau of Fisheries and Aquatic  
Resources  
Diliman, Quezon City

Arsenio B. Ella  
Forest Products Research and  
Development Institute  
Department of Science and  
Technology  
Los Baños, Laguna

Dina A. Genzola  
Senior Agriculturist  
Office of the Provincial  
Agriculturist  
Provincial Government of Negros  
Occidental  
Bacolod City

Lilibeth B. Martin  
Medical Technologist II  
Provincial Health Office  
Provincial Government of Abra  
Bangued, Abra

Amer A. Saber  
Medical Center Chief I  
Amal Pakpak Medical Center  
Datu Saber, Marawi City

Gilbert C. Sosa  
Police Senior Superintendent  
Philippine National Police  
Quezon City

Cecilia B. Vidoy  
Special Education Teacher I  
Special Education Center  
Rabat-Rocamora Mati Central  
School  
Mati City, Davao Oriental

Roberto C. Guarte  
Professor IV  
Visayas State University  
Baybay City, Leyte

Julius A. Lecciones  
Executive Director III  
Philippine Children's Medical  
Center  
Quezon City

Jonar I. Yago  
Professor IV  
Nueva Vizcaya State University  
Bayombong, Nueva Vizcaya

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

The *Dangal ng Bayan* Award semi-finalists are:

Menia S. Alvidera  
Education Program Supervisor  
Department of Education  
Division of Roxas City  
City of Roxas, Capiz

Maria Daisy O. Bercede  
State Auditor IV  
Commission on Audit Regional  
Office No. 7  
Cebu City

Vivencio B. Claros  
Jail Officer II  
Bureau of Jail Management and  
Penology  
Rodriguez, Rizal

Trixie M. Dagame  
Fire Officer II  
Bureau of Fire Protection Regional  
Office No. 8  
Tacloban City

John Ian Vic R. Guarino  
Administrative Aide IV  
Department of the Interior and  
Local Government Regional Office  
No. 6  
Kalibo, Aklan

Jo Anne D. Haber  
Director IV  
Office the President  
Manila

Arturo T. Juanico  
Municipal Agriculturist  
Municipal Government of  
Tabontabon  
Leyte

Jhon D. Montero  
Chief Inspector  
Bureau of Jail Management and  
Penology Regional Office No. 6  
Iloilo City

Roy A. Esteron  
Truck Driver  
National Food Authority  
Quirino Provincial Office  
Cabarroguis, Quirino

Mario V. Navasero  
Scientist I  
University of the Philippines Los  
Baños  
Los Baños, Laguna

Virgilio M. Fuertes  
Senior Science Research Specialist  
Department of Science and  
Technology Regional Office No. 10  
Carmen, Cagayan de Oro City

COMELEC – ITD iREHISTRO Team  
Commission on Elections  
Intramuros, Manila

Juvy S. Gatón  
Information Officer II  
Department of Agriculture Regional  
Field Office No. 6  
Iloilo City

Eunice A. Layugan  
Associate Professor V  
Cagayan State University – Aparri  
Aparri, Cagayan

Office for Agricultural Services  
Provincial Government of Kalinga  
Tabuk City, Kalinga

The CSC *Pagasa* Award is given to an individual or group of individuals for outstanding contributions that directly benefited more than one department of the government.

Luz R. Marcelino  
Chief Science Research Specialist  
Department of Agriculture Regional  
Office No. 5  
Pili, Camarines Sur

Vying for the CSC *Pagasa* Award are:

Danny C. Cachola  
Principal II  
Matucay Elementary School  
Allacapan, Cagayan

Albert G. Ramos  
Senior Water Resources Facility  
Technician  
Plaridel Water District  
Plaridel, Bulacan

Jinglebert P. Collado  
Teacher II  
Department of Education  
Division of Davao del Norte  
Tagum City, Davao del Norte

Ernesto F. Rivera  
Information Technology Officer II  
Philippine Health Insurance  
Corporation  
Pasig City

Gloria M. De La Cruz  
Agricultural Center Chief IV  
Philippine Carabao Center  
Rosario, La Union

Mary Anne T. Timbreza  
Municipal Civil Registrar  
Municipal Government of Tayum  
Tayum, Abra

Aside from receiving cash prize, special citations, and other incentives, the awardees will serve as exemplars of excellence and integrity to other state workers.

As the central human resource institution of the Philippine government, CSC conducts the annual search as part of the Honor Awards Program (HAP), which aims to motivate and inspire civil servants to improve the quality of their performance and instill deeper involvement in public service. The CSC believes that it is important to pay tribute to exemplary state workers to recognize hard work and selfless service, boost morale, and inspire government employees. 📌

# Special anniversary treats offered to government employees

Special discount packages await government employees as the entire bureaucracy celebrates the 115th Philippine Civil Service Anniversary (PCSA), the Civil Service Commission (CSC) announced.

From September 1 to December 31, 2015, Executive Optical branches are offering up to 20% discount on exclusive frames and sunglasses, up to 10% discount on signature frames and sunglasses except for select brands, and free services. State workers only need to present their official government office ID and/or GSIS ID to qualify for the benefit, which is transferable to the employee's dependents.

Red Ribbon is also offering a 10% discount for a minimum purchase of PHP350 from September 15 to November 15, 2015. Government employees will also get a free 12 oz. iced tea for every PHP200 purchase at any Chowking store from September 15 to October 15, 2015.

The Manila Ocean Park is offering discounted packages for entrance to its attractions. Government employees

may purchase a maximum of 10 tickets for their family and friends. Schedule of ticket reservations at the Manila Ocean Park Reservation Office is from Monday-Friday 10 a.m. to 6 p.m., Saturday to Sunday 9 a.m. to 3 p.m. Ticket validity is from September 1 to December 31, 2015.

Star City is also offering a PHP280/Ride-All-You-Can (RAYC) ticket (discounted from PHP420) to government employees and three (3) of their family members. This treat is available from September 4-6, 2015 and September 11-30, 2015; Monday to Thursday (4 p.m. onwards) and Friday, Saturday, Sunday (2 p.m. onwards).

To avail of the museum and theme park promos, government employees must present their office ID or GSIS ID card at the reservation or ticketing booths and the service gates.

Civil servants are urged to read the announcements at [www.csc.gov.ph](http://www.csc.gov.ph) for more details on the PCSA promotions. 📌

## Gov't agencies told: *Aim for total client satisfaction*

**T**he Civil Service Commission (CSC) urged government agencies nationwide to focus on continuous streamlining and improvement of frontline service delivery, following the release of Report Card Survey (RCS) results for the first half of 2015 where majority of surveyed frontline service offices were rated as "Good".

As of June 30 this year, 63.10% or 460 out of 729 surveyed frontline service offices nationwide obtained a numerical score between 80 and 89.99 equivalent to a Good rating.

Some 226 offices (31%) received an Excellent rating; six offices (0.82%) got Outstanding; 30 offices (4.12%) were Acceptable; and seven offices (0.96%) incurred a Failed rating.

The service offices subjected to the RCS came from 10 agencies, namely, Land Transportation Office (LTO), Bureau of Internal Revenue (BIR), Government Service Insurance System (GSIS), Social Security System (SSS), Professional Regulation Commission (PRC), Land Registration Authority (LRA), Home Development Mutual Fund (HDMF), Philippine Statistics Authority-National Statistics Office (PSA-NSO), Philippine Health Insurance Corporation (Philhealth), and Land Bank of the Philippines (LBP).

The RCS provides a quantitative measure of client perceptions on the quality, efficiency, and adequacy of public services. The CSC runs the survey as the lead implementer of Republic Act No. 9485 or the Anti-Red Tape Act of 2007 (ARTA).

"It is not enough to just tick all the boxes. Our aim should be total client satisfaction, not just basic compliance with the provisions of the law," said CSC Acting Chairperson Robert S. Martinez.

The RCS criteria is composed of Core Area 1 or Compliance with ARTA Provisions, and Core Area 2 or Overall Client Satisfaction.

Under Core Area 1, the CSC checks if the service office has a Citizen's Charter that contains detailed commitments on transaction steps, cost, and time. It also checks if anti-fixing measures are implemented, if frontline staff wear identification cards, if there are no hidden transaction costs, if there is a functional Public Assistance and Complaints Desk, and if the No Noon Break policy is observed.

Under Core Area 2, the CSC looks into the effectiveness of

frontline service providers, service quality (overall transaction time and outcome), physical setup of the office, availability of basic facilities for pregnant women, senior citizens and persons with disability, as well as client feedback or satisfaction.

Service offices which obtain a score of 90 to 100 with no failed/delinquent rating in any sub-area are rated Excellent. Those with scores of 90 to 100 but have a failing mark in any sub-area are rated Outstanding. Scores of 80 to 89.99 are rated Good; 70 to 79.99 are Acceptable; and 69.99 and below are Failed. Offices that fail in any of the two core areas, regardless of the final numerical rating, also incur a Failed rating.

All surveyed agencies had a full passing rate with all of their service offices obtaining scores not lower than 70, except for BIR with three Failed offices out of 119 surveyed, and LTO with four Failed offices out of 226 surveyed.

GSIS and Philhealth had the highest proportion of offices that got Excellent rating, numbering 39 out of 47 surveyed offices (82.98%) for GSIS, and 41 out of 60 surveyed offices (68.33%) for Philhealth. ◆

*The Integrated ARTA Program has the dual role of implementing and monitoring ARTA implementation in government service offices (SOs) nationwide. One component, the ARTA-RCS, continues to engage SOs in levelling up the quality of their public service.*

### ANTI-RED TAPE ACT

*Republic Act No. 9485*

## Citizens to check government frontline service

The Civil Service Commission (CSC) recently partnered with Bantay.ph to encourage more citizens to join the movement in cutting red tape in government frontline service offices.

CSC signed recently a Memorandum of Agreement with Bantay.ph, a non-government organization that aims to reduce corruption in the Philippines through educational campaigns, volunteer programs and a strong online presence.

The MOA empowers Bantay.ph's volunteers to visit government agencies/offices, conduct ARTA monitoring, and document these visits through the use of photos and videos.

Bantay.ph volunteers may consist of individuals from different organizations, including university students.

Non-volunteers may report ARTA-related complaints or commendations directly to CSC's Contact Center ng Bayan via hotline (1-6565), SMS (0908-8816565), or email portal ([www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)).

As the country's lead implementer of the Anti-Red Tape Act (ARTA), the CSC spearheads various programs and initiatives to stop red tape in government frontline transactions. One of these is the ARTA Watch where CSC officials and staff spot-check government frontline services, keeping an eye on fixers and ensuring observance of the No Noon Break Policy. Another tool is the ARTA Report Card Survey (ARTA RCS). Conducted annually, the ARTA RCS is a more comprehensive measurement tool of ARTA compliance which checks observance of the Citizen's Charter, no additional fees, basic public facilities, and special lane for the elderly, pregnant women, and persons with disability, among others.

CSC has tapped Bantay.ph in its continuing effort to curb red tape in government. Bantay.ph works closely with Contact Center ng Bayan through knowledge sharing, generating reports from volunteers, and conduct of data management seminars, including open data visualization. These activities help CSC generate more comprehensive data for public domain. 📌

## Application for CSC clearance goes online

As part of efforts to improve its services, the Civil Service Commission (CSC) has made the application for clearance more convenient through online application.

The CSC clearance is a document certifying that an individual has no pending administrative case with the Commission and is used mostly for employment, promotion, transfer of office, or retirement.

Starting August, applicants for CSC clearance may download a digital form from the CSC website. The form should be filled out and submitted via e-mail to [cscclearance@csc.gov.ph](mailto:cscclearance@csc.gov.ph).

If the applicant prefers to receive the clearance through mail, he or she must send a Postal Money Order payable to Civil Service Commission in the amount of P100.00 together with a self-addressed and stamped envelope.

If the applicant opts to personally pick-up the clearance, he

or she must proceed to the CSC Central Office in Batasan Hills, Quezon City, pay P100.00 to the cashier, and pick up the clearance from the Public Assistance and Complaints Desk.

The shift to online application would especially benefit clients with special needs such as senior citizens, persons with disabilities, and pregnant women.

It must be emphasized that the allotted time for verification and preparation of clearance certification is 20 minutes per individual. In case of bulk applications, the processing time would be 20 minutes multiplied by the number of individuals included in the request. (Example: If five employees from the same agency filed a single request for clearance, it will take 100 minutes or 1 hour and 40 minutes to process all five applications.)

The CSC processes an average of 50 requests daily, which are received through mail or from walk-in clients. 📌

## Topnotchers in May 3 civil service exam bared

**X**ylene Angelique Azurin of the National Capital Region (NCR) and Gene Mari Dublin of Central Visayas obtained the highest scores in the written Career Service Examination held May 3 this year, the Civil Service Commission (CSC) announced.

Azurin topped the Professional Level examination with a rating of 91.39, joining 14,444 other passers in the same category nationwide. Dublin, meanwhile, got the highest rating of 88.84 among the 2,587 passers of the Sub-Professional Level.

For the Professional level, completing the list of top 10 examinees are:

2. Nikko James Nuque (NCR) with a rating of 90.81;
3. Jansar Fidel Apolonio (Cordillera Administrative Region or CAR), 90.77;
4. Jahan Elgar Castro (NCR), 90.27;
5. Randy Gilo Jr. (Western Visayas), 90.24;
6. Veincent Christian Pepito (NCR), 90.20;
7. Josiah Patrick Bagayas (Ilocos Region), 90.08;
8. Jomel Jhele Sadsad (NCR), 89.86;
9. Kliff Richmond Mejia (NCR), 89.84; and
10. Aleth Gayosa (NCR), 89.78.

For the Sub-Professional level:

2. Tracy Lynne Sadicon (Davao Region), 88.69;
3. Lethie Grace Segovia (Eastern Visayas) and Efren Medallo (Zamboanga Peninsula), 88.66;
4. Renalie Zenine Cabatu (NCR), 88.41;
5. Chris Francis Torrejos (Central Visayas), 88.05;
6. Jay Joson (Bicol Region), 87.98;
7. Marie Florence Jewel Aquino (NCR), 87.87;
8. Angela Christine De Mesa (Southern Tagalog), 87.79;
9. Melvin Yolip (NCR) and Jasper Jay Rodavia (NCR), 87.77; and
10. Dianne Mae Almazar (Southern Tagalog), 87.76.

A total of 17,032 or 9.96% of the 171,083 examinees nationwide passed the examinations, the CSC reported. Passing rate is 80.00.

The CSC said successful examinees will be conferred the corresponding civil service Professional or Sub-Professional eligibility. Professional eligibility is one of the basic requirements for permanent appointment to first level (clerical) and second level (technical) positions in the career service that do not involve practice of profession and are not covered by other special laws. The Sub-Professional eligibility is appropriate to first level positions.

In view of the transition period from the previous Certificate of Eligibility to the use of civil service eligibility I.D. card, passers shall instead be issued a Certification of Eligibility. Passers are advised to coordinate first with the CSC Regional Office (CSCRO) concerned on the availability, requirements and procedure in claiming their Certification of Eligibility.

### **Regional turnout**

The CSC said that CAR got the highest overall passing rate at 17.18% or 1,087 passers out of 6,328 examinees.

Other regions with the highest passing rates covering both levels of examination include NCR at 14.66%, Central Luzon at 11.48%, Ilocos region at 11.19%, and Cagayan Valley at 10.85%.

The CSC has posted online the complete list of successful examinees of the May 3, 2015 career service examinations. Examinees may generate their individual test results using the Online Civil Service Examination Result Generation System (OCSEGRS).

The remaining schedule of the written career service examination will be on October 18, 2015. Filing of application is ongoing until September 3. Applicants should personally file their applications at the CSCRO or Field Office covering the area where they intend to take the examination.

Details on testing centers, qualification and application requirements, where to get application forms, and other relevant information are available at [www.csc.gov.ph](http://www.csc.gov.ph). 

## Zambian Anti-Corruption Commission studies CSC's anti-corruption initiatives



CSC Commissioner Nieves Osorio (5th from left) welcomes the Republic of Zambia Anti-Corruption Commission (ACC) during its visit to the CSC to learn about the Commission's programs to curb corruption. Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata (2nd from right) and Office for Legal Affairs Director III Ariel Villanueva (right) discussed the CSC's anti-red tape initiatives. The delegation is headed by ACC Chairperson Justice Timothy Kabalata (4th from left), together with (from left) Zambia High Commission in Kuala Lumpur First Secretary Ms. Fitness Mulando, Senior Human Resource Development Officer Mrs. Rachel Chisanga Mtengo, Commissioners Pastor Mrs. Godfridah Sumaili, Mr. Julbert Sinyangwe, Mrs. Rollen Mukanda, and Secretary to the Commission Mr. Mathew Mbewe.

The Republic of Zambia Anti-Corruption Commission (ACC) paid a visit to the Civil Service Commission (CSC) on Aug. 6 to learn about the CSC's programs to combat red tape and other forms of corruption in government. The visit is part of ACC's six-day study tour in the Philippines.

CSC Commissioner Nieves L. Osorio welcomed the delegation headed by Justice Timothy Kabalata, chairperson of the Anti-Corruption Commission. Joining the delegation are Commissioners Mrs. Rollen Mukanda, Mr. Julbert Sinyangwe, Pastor Mrs. Godfridah Sumaili, Secretary to the Commission Mr. Mathew Mbewe, Senior Human Resource Development Officer Mrs. Rachel Chisanga Mtengo, and Zambia High

Commission in Kuala Lumpur First Secretary Ms. Fitness Mulando.

"This study tour is all about learning from each other as we share our country's best social accountability practices or how the Philippine Civil Service Commission makes government offices answerable to the Filipino people," Commissioner Osorio said.

Public Assistance and Information Office (PAIO) Director IV Maria Luisa Salonga-Agamata presented the CSC's Anti-Red Tape Act (ARTA) programs such as the ARTA Watch, Citizen's Charter, and the ARTA Report Card Survey. She also discussed the Contact Center ng Bayan which is the main facility where the public can send their



*The Republic of Zambia Anti-Corruption Commission (ACC) headed by Chairperson Justice Timothy Kabalata (seated) visits the Civil Service Commission Action Center on Aug. 6. ACC's study tour aims to learn about the Philippines' anti-corruption initiatives.*

questions, queries, requests for assistance, and complaints about any frontline service of the government.

Both the government and its citizens are stakeholders in the fight against corruption, thus, forging partnerships with civil society and international organizations strengthens engagement. Communication strategies are also in place to raise awareness on the different ways citizens can report fixing activities.

Office for Legal Affairs (OLA) Director III Ariel Villanueva presented CSC's legal mandate as well as the functions and responsibilities of OLA. Among the initiatives discussed were the Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Official and Employees; implementation of the Statement of Assets, Liabilities, and Networth (SALN); and membership in various inter-agency bodies on anti-corruption such as the Inter-Agency Anti-Graft Coordinating Council (IAAGCC) and the Presidential United Nations Convention Against Corruption (UNCAC) Inter-agency Committee.

"Cases and complaints are dealt with in a very transparent manner. The client knows that his or her problem will be sorted out," Judge Kabalata noted when asked what he learned about the Contact Center ng Bayan.

Judge Kabalata expressed appreciation of the efforts of the CSC to curb graft corruption in government, mentioning that the culture of red tape in Zambia is still very prevalent.

He also praised the Filipino civil servants' attitude in public service delivery. The citizen knows that the public servant will serve him or her at any given time.

The delegation said that they need their public servants to really have a heart for service, which they see in the Philippine Civil Service.

"It says it all. This slogan says it all," the ACC chairperson said in reference to CSC's slogan "*Hero Ang Public Servant.*" ♦

## *PH cited by regional body for anti-tobacco measures*

**T**he Philippines was cited by the Southeast Asia Tobacco Control Alliance (SEATCA) for leading the region in terms of instituting preventive measures to curb interaction with the tobacco industry.

Last August 18 at the World Health Organization (WHO) office in Manila, SEATCA presented its 2015 Tobacco Industry (TI) Interference Index, a report on the results of a survey among seven ASEAN countries to assess the implementation of Article 5.3 of the WHO Framework Convention on Tobacco Control. The countries surveyed include Philippines, Thailand, Brunei, Malaysia, Cambodia, Indonesia, and Lao PDR.

The country ranked first in the area of "Preventive Measures", which remained unchanged since 2014. This is notably due to the implementation of Department of Health and Civil Service Commission (CSC) Joint Memorandum Circular (JMC) No. 1 of 2010, which bans government officials and employees from interacting with the tobacco industry, unless when strictly necessary for effective regulation, supervision, or control.

The JMC aims to protect the bureaucracy against tactics and strategies used by the tobacco industry to interfere with the setting and implementing of tobacco control measures. Prohibited acts include providing preferential treatment such as incentives and exemptions to the tobacco industry, and soliciting or accepting any donation or favor from the tobacco industry in connection with any operation or transaction of the agency.

"Philippines continues to show leadership in implementing its JMC as more government departments draw up Codes of Conduct for their respective officials," the report stated.

It added that the JMC was instrumental in bringing down the incidence of government participation in TI-related corporate social responsibility (CSR) activities.

However, SEATCA lamented the lack of effort to ensure transparency in interactions with the tobacco industry. It said that, while the JMC requires government agencies to report

or disclose records of their meetings and transactions with the tobacco industry to the CSC, there is no clear system or mechanism for doing such.

The Index also noted a number of areas for improvement. In "Level of Participation in Policy Development", the Philippines ranked last in 2014 and 2015 due to the tobacco industry's persistent influence in tobacco control policymaking.

Republic Act No. 9211 or the Tobacco Regulation Act provides membership to a tobacco industry representative in the Inter-Agency Committee-Tobacco (IAC-T).

Remedy is already underway. Legislative proposals, specifically House Bill Nos. 5589 and 5630, have been submitted to Congress to strengthen the IAC-T and ensure the country's stricter compliance with Article 5.3, to which the CSC has expressed full support.

Among the important provisions in the said house bills include:

- Removal of a tobacco industry representative and the National Tobacco Administration from the IAC-T membership;
- Designation of the Department of Health (DOH) Secretary as Chairperson of the IAC-T, replacing the Department of Trade and Industry Secretary, with the Department of Education as Vice-Chairperson, replacing the DOH; and
- Renaming of the IAC-T to Inter-Agency Committee-Tobacco Control.

In terms of overall results, the study reveals that Brunei has remained a frontrunner in controlling the level of TI interference in the last two years. 

Source:

*Southeast Asia Tobacco Control Alliance. Tobacco Industry Interference Index: 2015 ASEAN Report On Implementation Of WHO Framework Convention On Tobacco Control Article 5.3. Southeast Asia Tobacco Control Alliance, 2015. Web. 11 Sept. 2015.*

# CSC RO9 holds ceremony for regional Seal of Excellence awardees



CSC Commissioner Nieves L. Osorio (1st row, 8th from L) and CSC RO9 Regional Director Macybel Alfaro-Sahi (1st row, 9th from L) pose with the team members of the GSIS Dipolog Branch.

The Civil Service Commission Regional Office No. 9 (CSC RO9) in Zamboanga City hosted the Citizen's Satisfaction Center Seal of Excellence Award ceremony for the top-ranking frontline service offices in Region 9. CSC Commissioner Nieves L. Osorio was present to give the awards.

The awardees were the following: the Pag-IBIG Fund-Zamboanga Branch; PhilHealth Local Health Insurance

Office, Zamboanga City; Government Service Insurance System (GSIS)-Dipolog Branch; and Land Transportation Office-Ipil District Office, Zamboanga Sibugay.

CSC Regional Office No. 9 Regional Director Macybel Alfaro-Sahi disclosed that the result of the 2014 Anti-Red Tape Act or ARTA Survey in Region 9 reveal that these four offices bested all the others in the region. ◆

## CSC RO12 hosts "Let's Talk" forum series

Civil Service Commission Regional Office No. 12 (CSC RO12) conducted its second "Let's Talk" series last June to July 2015 for agencies under the CSC Field Offices in South Cotabato, Sultan Kudarat, Cotabato City, North Cotabato, and Sarangani.

More than a hundred Human Resource Management Officers (HRMOs) and heads of Performance Management Teams were in attendance during the said activity. They were given assistance in achieving Maturity Level II of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIIME-HRM), particularly in the area of Performance Management System (PMS).

Agencies were clustered according to the CSC Field Offices' jurisdiction in order to comprehensively discuss the PMS Maturity Level Indicators. CSC RO12 Regional Director Grace R. Belgado-Saqueton helped thresh out issues raised by the participating agencies during the series of fora. Other activities included the validation of the agencies' On-Line Assessment results as well

as the preparation of their action plans. The action plan indicates the activities, timelines, as well as the evidentiary requirements that each agency needs to do in order to fully comply with at least Maturity Level II of the PMS.

Assisting the agencies during the workshop were CSC RO12's Field Directors, as well as trained assistants from the Policies and Systems Evaluation Division and Legal Services Division. The workshop includes the presentation of the outputs made by the different agencies. At the end of the sessions, the agencies were asked to submit the final copies of the agencies' action plans duly approved by their respective agency heads.

The series of fora proved to be helpful in guiding agencies in their own change journeys, as well as in addressing emerging issues in the field. As CSC Regional and Field Directors hold continuous dialogue with agencies, CSC's HR Initiatives will develop along the way. ◆

# HR practitioners in Region 4 gather for Annual Conference



(L\_R) CSC Acting Chairperson Robert S. Martinez, Batangas Governor Vilmas Santos-Recto, Senator Ralph Recto, and CSC RO4 Director IV Judith Dongallo-Chicano lead the series of fora to address concerns among HRMPs in the region.

The Civil Service Commission Regional Office No. 4 (CSC RO4) and the Regional Council of Human Resource Management Practitioners (RCHRMPs) held the 22nd Annual Conference of the Regional Council of Human Resource Management Practitioners in Region 4 at Talisay, Batangas on May 13-15, 2015. The event's theme, "Shaping the Human Resource Management Practitioners Toward Public Service Excellence", highlights the role of HR practitioners in improving the performance of the government workforce.

The three-day event gathered 567 participants from the provinces of Region 4 (both from 4-A CALABARZON and 4-B MIMAROPA), with the biggest delegation coming from the host, the Batangas Council of Human Resource Management Practitioners (BCHRMP).

CSC RO4 Regional Director Atty. Judith A. Dongallo-Chicano said that HRMPs serve as partners in the implementation of the programs of the CSC to support the 1.4 million-strong workforce of the bureaucracy. The event focused not only on capacitating and developing the participants' knowledge and skills, but also served as venue for sharing best HR practices with each other.

Leading the roster of Learning Service Providers (LSPs) were Philippine Star columnist and business expert Francis J. Kong, HR consultant Susie Amistoso, and CSC Executive Director Arthur Luis P. Florentin, who talked about the Competency-Based Recruitment and Selection Process. Regional Director Chicano also served as an LSP and talked about updates on the

Strategic Performance Management System or SPMS.

The highlight of the event is the 2015 Search for the Best HRMP Region 4. Engr. Proserpina C. Abrea, HR Management Officer of the Municipal Government of Brooke's Point Palawan, was declared the winner and received the PhP 30,000 cash reward, a plaque of recognition, and a certificate of entitlement to attend the next conference free of charge (exclusive of traveling allowance). On the other hand, 1st Runner-Up Ms. Vickyflor P. Catapusan of the Municipal Government of Tanay, Rizal received PhP 20,000.00 cash reward, a certificate of recognition and entitlement to attend any one (1) CSC RO4 training/ seminar for free (exclusive of traveling expenses).

Senator Ralph G. Recto, Batangas Governor Vilma Santos-Recto, and Talisay Mayor Gerry D. Natanauan also graced the event.

CSC Commissioner Nieves L. Osorio in her message said that the HRMPs are the agents of change in any agency or in any organization. She emphasized that HRMPs nowadays are very fortunate to have their SPMS fully functional as it connects the mission and vision of their respective organization. She also said that HRMPs could always rely on the CSC, through its officers in Regional and Field Offices, to help and guide them. She also shared the importance of building and creating a network among fellow public servants.

The 23rd Annual Conference of the RCHRMPs will be hosted by the Palawan Council of Personnel Administrative Officers (PCPAO) next year. 🌟

# CSC RO6 awards *HAP regional winners, CSC Seal of Excellence*



CSC Commissioner Nieves L. Osorio (10th from R) together with the 2015 HAP Regional Winners from Western Visayas and CSC RO6 officials.

**T**he Civil Service Commission Regional Office No. 6 (CSC RO6) held the recognition rites for the 2015 Search for Outstanding Public Officials and Employees regional winners and the Citizen's Satisfaction Center Seal of Excellence (CSC-SEA) awardees on September 10, 2015 in Mandurriao, Iloilo City.

This year, five out of 44 nominees from Western Visayas were chosen as finalists in the Search. Pursuant to CSC Resolution No. 1302208 promulgated on September 24, 2013, HAP finalists are automatically considered as regional winners.

The annual Search under the Honor Awards Program (HAP) has three categories, Presidential Lingkod Bayan, CSC Pagasa, and Dangal ng Bayan awards. Dina A. Genzola, Senior Agriculturist of the Provincial Government of Negros Occidental is the region's Presidential Lingkod Bayan finalist, while Menia S. Alvidera, Education Program Supervisor, Department of Education Division of Roxas City; Juvy S. Gaton, Information Officer II, Department of Agriculture Regional Office No. 6; John Ian Vic R. Guarino, Administrative Aide IV, Department of the Interior and Local Government Regional Office No. 6; and Chief Inspector Jhon D. Montero, Bureau of Jail Management and Penology Regional Office No. 6 as *Dangal ng Bayan* finalists.

Commissioner Nieves L. Osorio, assisted by Director IV Rodolfo B. Encajonado, Director III Raymund F. Gonzales, and Field Directors gave the Certificate of Recognition and cash prize of P20,000 to the HAP regional winners.

The Land Registration Authority- Registry of Deeds, Cadiz City was also conferred the Citizen's Satisfaction Center Seal of Excellence Award. The award is given to government offices for their excellent performance in providing services to the public and adherence to the requirements prescribed by Republic Act No. 9485 or Anti-Red Tape Act of 2007.

On the other hand, LRA-Cadiz City received a glass seal and cash prize of PHP 100,000, which will be used to purchase materials and equipment to improve their frontline services. The Recognition Rites is one of the activities lined up for the 115th Philippine Civil Service Anniversary celebration with the theme "Kayang Kaya Mo, Lingkod Bayani." The event is also one of the highlights of the CSC RO6 Golden Jubilee celebration.

Aside from the said Recognition Rites, the CSC RO6 also organized "Government Express at the Mall," which ran from September 7-11, 2015 at SM City Iloilo. Around 27 government offices, including the CSC RO6 and the Regional Association of Government Retirees, Inc. joined the service fair. Participating government agencies provided frontline services and served as an action and information center to the public.

The CSC RO6 also organized the R.A.C.E. To Serve V Fun Run on September 5, 2015 in Iloilo City. Around 2,000 students, government officials and employees, as well as private individuals participated in the 3K and 5K categories. Proceeds of the Fun Run will go to the Pondong Pamanang Lingkod Bayan for the benefit of families of civil servants who risked their lives and were killed while performing their duties. ◆

## *From Transactional to Strategic:*

# *CSC's Road to Becoming an HR and OD Center of Excellence\**

**T**his September, the Philippine Civil Service celebrates its 115th anniversary. With the theme *Kayang Kaya Mo, Lingkod Bayani*, this year's celebration highlights the achievements and contributions of our civil servants, who are also servant-heroes or *lingkod bayani*.

Public Law No. 5, "An Act for the Establishment and Maintenance of Our Efficient and Honest Civil Service in the Philippine Islands," was enacted on September 19, 1900 by the Second Philippine Commission. A Civil Service Board was created composed of a Chairperson, a Secretary and a Chief Examiner. From a Bureau in 1905 to a Commission in 1959 with the enactment of the Civil Service Law (Republic Act No. 2260), the CSC now stands as the premiere human resource management and organizational development (HR and OD) institution of the Philippine government.

Through the years, the CSC has endeavored to build a competent and credible workforce that will uphold public service excellence. It has also endeavored to develop as an HR institution, changing from within so that it could also implement change across government agencies.

### *CSC's Transformation Journey*

How can a 115-year old institution still be subject to change? By that stage, its culture and ways of doing things may already be cast in stone. But not in the case of the CSC. Having led HR reforms for so many years, CSC knows that change is crucial to responding to the needs of the time and in findings ways to improve public service.

But in any organization's journey, there can be what we call a bump in the road.

In 2011, the CSC thought it was already at its peak in terms of performance. Then came the wake up call. A third party organizational assessment revealed less than acceptable results, and the organization scrambled for answers. The CSC identified itself as the central personnel agency of the Philippine government, yet it did not know exactly where it wants to go, much less how to get there.

## ***CSC EXECUTIVE LETTER***

The CSC is the fulcrum of public sector HR. It sets the direction of Philippine HR, and its programs and policies directly bear on 1.4 million state employees. To perform its functions, the CSC has to model the way for the rest of the bureaucracy. To transform the public sector workforce, the CSC had to transform itself.

The transformation started by identifying clear and defined vision basecamps:

- By 2022, CSC will be Southeast Asia's leading center of excellence for strategic human resources and organization development.
- By 2015, CSC will be the strategic human resource center for the Philippine bureaucracy.

CSC's mission is *Gawing Lingkod Bayani ang Bawat Kawani* (To make every civil servant a servant hero). The core purpose of the CSC aptly defines its role in the whole bureaucracy: that of ensuring the moral character and excellence of every government employee.

*\*Presentation delivered by Office for Human Resource Management and Development Director IV Editha M. De La Peña during the People Management of the Year (PMAP) Employer of the Year Award panel assessment at the CSC Central Office on September 1, 2015.*

The organization's core values are:

- *Pagmamahal sa Diyos at Bayan* (Love of God and country) – top attributes are service stewardship, respect, and common good
- *Kahusayan* (Excellence) – characterized by professionalism, efficiency/effectiveness, and competence
- *Katapatan* (Integrity) – described as honesty, accountability, and transparency

These vision basecamps and all the targets translated from it are enshrined in the CSC Enterprise Scorecard, the main guiding document and the organization's action plan for the next identified years.

The CSC focused on leadership in order to have all officials and employees embrace CSC's mission, vision, values, and strategic priorities. It was necessary to foster understanding of these goals across all groups and levels.

To be able to cascade the targets and engage employees with the short and long-term goals of CSC, its leaders continuously communicate and cascade the vision to the members of the organization.

The CSC also developed five leadership competencies required of every leader in the organization. These competencies are: Thinking Strategically and Creatively; Building Collaborative, Inclusive Working Relationships; Leading Change; Creating and Nurturing a High Performing Organization; and Managing Performance and Coaching for Results.

As a result of the third party organizational assessment in 2011, CSC delved deeper into HR principles and benchmarked HR standards with other countries such as Australia and Singapore. It started moving toward strategic and development HR management and organization development.

Through the assistance of Philippines-Australia Human Resource and Organisational Development Facility or PAHRODF, the CSC started its change management journey. This laid the groundwork for identifying CSC's needs as well as crafting and implementing the corresponding intervention for it.

The Change Management process initiated at the CSC with the assistance of the PAHRODF adhered to the Four Cs Change Management Framework: Committing to Change, Capacitating for Change, Contributing & Collaborating, and Celebrating & Continuing Change. This became CSC's journey markers toward transformation.

**“ To be able to cascade the targets and engage employees with the short and long-term goals of CSC, its leaders continuously communicate and cascade the vision to the members of the organization. ”**

Perhaps the most concrete product of the Change Management journey is the CSC HR Initiatives composed of HR programs to

be used internally and externally.

It is now focusing on five HR initiatives: the Program to Institutionalize Meritocracy in Human Resource Management or PRIME-HRM, the Strategic Performance Management System or SPMS, the Competency-Based Recruitment and Qualification System or CBRQS, the Competency-Based Leadership and Development Program or CBLDP, and the Leadership and Coaching Program or LCP. These six HR initiatives will not only support CSC's goal of becoming Asia's center of excellence for HR and OD by 2030, they will also change the landscape of HR in the Philippines.

The CSC has never focused this strongly on being an HR institution. By integrating the various HR Initiatives, the CSC shifted from transactional HR (traditional, piecemeal, and disengaged) to Strategic HR (cutting edge, integrated, and integral in the agency strategy). These HR initiatives are vertically and horizontally aligned, and not separate islands by themselves. Together, all of the HR Initiatives will better enable CSC to achieve its vision and mission.

Hand in hand with these HR reforms are the CSC's initiatives to take care of its employees. It has strived to implement an inclusive, gender sensitive, and diverse work environment. CSC also looks after both the financial and physical wellness of its employees.

Employees are likewise motivated to excel in their work performance, pursue their own career development or expect recognition of their long and dedicated service to the Commission. Awards and incentives are given through recognition programs, including awards for outstanding contributions, innovations, gender initiatives, and retirement.

After two years of implementing HR interventions across the CSC, the 2013 results showed remarkable improvement

in all areas. For example, in the area of organizational capacities, using an 8-point scale, the CSC went from a rating of 2 to 2.2, to a range of 4.9 to 5.9. A rating of 5 means that capacity rated is fully functional, mechanisms, and process consistently implemented and most outputs and outcomes are already evident.

Another OA is slated in 2015 to gauge CSC's progress.

Through its internal HR reforms, the CSC was able to meet global standards in HR and OD. By improving its HR systems within, the CSC was able to secure ISO 9001:2008 certifications for its core processes, namely: Cases Adjudication, Examination, Appointments Processing, Provision for External Training Service, and Accreditation and Registration Services for Employees' Organizations.

CSC is also the first government agency given the Investors in People (IiP) Standard accreditation. It is the first government agency in Southeast Asia to be IiP-accredited.

This feat affords CSC the moral ascendancy to implement its HR programs and pursue public service excellence by implementing policies nationwide.

These people management programs have positively influenced CSC's overall business competitiveness as evidenced by its ability to meet and exceed annual targets, and the quality of HR interventions it provides government agencies.

Aside from meeting and even exceeding its targets, the CSC also successfully rolled out the HR Initiatives within the organization and to government agencies as well.

The CSC has also continued to implement the Anti-Red Tape Act or ARTA nationwide to eradicate red tape and ensure government service offices are giving excellent service to clientele. The ARTA program was also shortlisted as a possible nominee in the Open Government Awards, which aims to showcase how government initiatives have resulted in concrete improvements in the delivery of public services.

CSC consistently got a rating of "Good" in the Report Card Survey (RCS) done by Pulse Asia in 2011, 2013, and 2014.

CSC also got the top score in the 2012 Awareness, Availment and Satisfaction Ratings of Selected Government Agencies survey conducted by Pulse Asia Survey. The CSC got the highest rating, with 98% of clients saying they were satisfied with the services they availed from the agency.

CSC was also named one of the "most improved" agencies according to the Makati Business Club. In the 2014 Executive Outlook Survey conducted by the MBC among senior business executives, the CSC's net performance ranking jumped from 30th in 2012 to 19th in 2014.\*

“*Through its internal HR reforms, the CSC was able to meet global standards in HR and OD.*”

Since starting the Performance Governance System (PGS) journey in 2010, the CSC has garnered four (4) silver governance trailblazer awards, conferred by the Institute for Solidarity in Asia. The People Management Association of the Philippines also named Chairperson Francisco T. Duque III "People Manager of the Year in Public Sector" in 2014. Recently, the CSC has also joined the ranks of international and local organizations with the best business communication practices after it recently bagged the prestigious Philippine Quill Award for 2014 for its entry, Contact Center ng Bayan: *Ang Sumbungan ng Bayan—Communication Strategies for Customer Relations*. All of these awards and recognition—a feat never before achieved by the CSC—serve as a testament to the kind of transformation the CSC underwent.

Despite the numerous awards and validations the CSC has received over the years, it does not rest on its laurels. It continues to challenge itself by strategic planning, targeting, and monitoring. It also has a number of monitoring systems in place.

At the beginning of our journey, the CSC did not quite know what direction to pursue, especially since it has both internal and external HR to think about. Through the transformation process, and with the help of various funding partners and stakeholders, the CSC managed to craft a direction for itself that would also mean a better direction for the rest of the Philippine government. ◆

\*The Second Semester 2015 Makati Business Club survey cited the Civil Service Commission in the top 10 best performing agencies.

# PLAYING IT SAFE:

## *State Employees Lead in Disaster Risk Management and Climate Change*

**D**isaster risk reduction is crucial in the Philippines given the country's susceptibility to natural disasters. Geographically located along the Pacific "Ring of Fire", the Philippines is frequently visited by typhoons and earthquakes year-round. With natural disasters come the adverse effects—extreme flooding, landslides, and damage to infrastructure and agriculture, among others.

To survive, the Philippines must always plan ahead and play it safe. Guided by policy frameworks stipulated in the Climate Change Act of 2009 (Republic Act No. 9729), the Philippine Disaster Risk Reduction and Management Act (Republic Act No. 10121) and other state policies, the Philippines is forging ahead with initiatives in disaster risk reduction.

Supporting this major thrust of the Philippine government are agencies dedicated to ensure the public's safety in times of natural disasters and climate change effects. We have the Office for Civil Defense (OCD), National Disaster Risk Reduction and Management Council (NDRRMC), the Philippine Atmospheric, Geophysical, and Astronomical Service Administration (PAGASA), and the Philippine Institute of Volcanology and Seismology (PHIVOLCS), among others, which are directly involved in disaster risk management.

In July, the Philippine government also

observed the National Disaster Consciousness Month in an effort to strengthen public awareness on natural disasters. In times of danger, it helps that the public knows what to do. Last July 30, the Metropolitan Manila Development Authority (MMDA) staged the Shake Drill, the largest earthquake drill to be held metrowide. Complete with simulated conditions, the activity proved effective in drilling disaster preparedness into public consciousness, especially with an impending high magnitude quake that may hit the metro.

However, one can never be prepared enough. Disaster risk reduction efforts are done continuously nationwide, and the *CS Reporter* picks up the stories of experts as well best practices in the Philippine government to improve public safety. We also salute the heroic efforts of our civil servants who help save lives and risk their own. It is in trying times like the onslaught of Typhoon Yolanda that their heroism comes to fore.

# Lead the Way in Disaster Risk Climate Change Adaptation

## Teamwork for Public Safety



The Albay Public Safety and Emergency Management Office or APSEMO received the 2013 CSC Pagasa Award for their outstanding contribution to Albay's disaster risk reduction initiatives.

**D**isaster Risk Reduction and Management (DRRM) is crucial in disaster-prone regions such as Southeast Asia and the Philippines. With natural disasters visiting the country at least 20 to 30 times a year, DRRM efforts are always being undertaken in one way or another. It does not help that the country's geographic and geologic location places it on the pathway of earthquakes, typhoons, and tsunamis. That is why it is necessary to have efficient and sustainable DRRM programs in place.

In 2006, Super Typhoon Reming ravaged Albay Province and left behind an unprecedented amount of damages and number of casualties. Daraga and Legazpi were paralyzed in the wake of the typhoon, and had a slow journey towards recovery. It was simply not ready for such massive damage, not to mention the emotional and mental stress that the province experienced as a whole.

The horror of typhoons did not remain a distant memory. Instead, the local government of Albay took action upon it, resolving to educate its citizens in DRRM and to be ready when disaster strikes. The creation of the Albay Public Safety and Emergency Management Office or APSEMO under the leadership of its Governor, Jose Ma. Celementa Salceda [see related story] is a testament to this goal. As the first Local Disaster Risk Management Office in the country, team members Ma. Christina S. Ador, Rey M. Anonuevo, Francisco G. Banua, Romeo R. Belgica, , Roslyn M. Dineros, John Eugene Vincent N. Escobar, Abundio V. Nunez Jr., Johanne D. Silerio, and Ma. Joan M. Villanueva, with their team leader Cedric A. Daep, set out to establish good DRRM practices in the province. They established and institutionalized an early warning system, a communication protocol, pre-emptive evacuation procedures, and post-disaster damage assessment and needs analysis in order to protect and

empower the people of Albay in times of disaster. They also addressed related concerns such as health and resource management, and extended technical and humanitarian assistance to areas as far as Davao Oriental, Cagayan and Isabela province, and Metro Manila during calamities. They were also among the first to respond during the recent devastation in the Visayas region from the wrath of Super Typhoon Yolanda, and offered much-needed advice and expertise coming from Albay's experience of Super Typhoon Reming. For the impact of their achievements, they became an award-winning team and a model for best practices in disaster risk management among LGUs nationwide.

They have so far achieved zero casualty in disasters related to typhoons and volcano eruptions. Before that, however, the office had to surpass lots of challenges in order to become a reliable DRRM team. "Our team reminds us of musical blending—we have excellent coordination, and we have defined responsibilities within the team," team leader Cedric Daep says. "The dedication and sincerity we have in the delivery of service is always done in the interest of public

safety. We are ready to serve even beyond the prescribed office hours, or during non-working days and holidays." The team also recognizes that DRRM can be tricky—one has to deal with the economic and socio-political climate of affected areas as well. In times like these, Daep says the team must stick to its job and maintain professionalism. He also advises the same to other DRRM efforts in the public sector: "Instead of competing, you should complement the efforts of other groups. Instead of being personality-oriented, you should be institution-oriented. Be objective, and not subjective. In DRRM, we count the number of survivors, not the number of voters."

The team's outstanding performance in protecting and empowering the citizens of Albay has certainly made the province resilient against the effects of natural calamities. "We realized that joining and delivering public service in the government contribute to tangible accomplishments that directly address people's needs," Daep explains. "That is what being a *lingkod bayani* is all about—dedication and honest public service."

## The Green Economist

**A**lbay Governor Jose Ma. Clemente Sarte Salceda or Gov. Joey as he is fondly called, is certainly an interesting character. With a notable following on social media and a streak to be candid when speaking his mind, he is best described as a polarizing fellow. He took advantage of this effect he has on people to unify the citizens of Albay to share his vision of making it the most livable province in the country.

The Governor's goal may be summarized in 5E's—better Economy, quality and competitive Educational system, improved Environment, modernized HEalth facilities and Equity in provision or inclusive wealth.

Gov. Joey is a top caliber economist, voted by foreign fund managers in Asiamoney's annual survey as Best Analyst in 1995 and Best Economist for four consecutive years from 1993 to 1996. He applied his wealth of experience in steering the economy of Albay starting with the advancement of infrastructure as seen in the ongoing construction of the Bicol International Airport, the Albay-Donsol access road, completion of the Pantao Regional Port and PNR Southrail line, and set up of the Guinobatan-Camalig-Daraga-Legazpi City business platform, to name a few. He also initiated the forging of a tourism alliance between the provinces of Albay, Masbate and Sorsogon, strategically placing Albay as a gateway of tourism, a travel and trade hub and investment zone.



*Albay Governor Joey Salceda (right) receives the 2013 Presidential Lingkod Bayan plaque from Executive Secretary Paquito N. Ochoa, former CSC Chairperson Francisco T. Duque III, and Committee Member Tina Monzon-Palma.*

To improve the quality of education in the province, Gov. Joey put in place a specialized program office called EQUAL or Education Quality for Albayanos which was tasked to ensure the provision of scholarships in community and satellite campuses for all students in the province. Complementing EQUAL is the set-up of a special education fund used as incentive for excellence in classroom performance. He also piloted the Albay Higher Education Contribution Scheme which grants concessional loan of P5,000 per semester to students for the duration of their tertiary education. Students will pay upon employment and for a fixed rate of 7% of the monthly salary until fully paid. If the student does not get a job or earns nothing, then payment of the student loan is also put on hold.

During his second term, he piloted the governance platform of "Albay Rising" which articulates his vision of making the province the "California" of the Philippines in 30 years. His plan begins with climate change adaptation and disaster risk reduction to assure investors that Albay is prepared to manage disaster risks.

In previous speaking engagements, Gov. Salceda often referred to the Philippines as the "Vatican of Disasters" and this cannot be helped because the country happens to be astride the typhoon belt, situated within the active volcanic region or the "Pacific Ring of Fire," and in the geologically unstable region between the Pacific and Eurasian tectonic plates. He stands firm in the belief that "knee-jerk" reaction to disasters are the worst kind of response. Thus, he has worked for the integration of climate change adaptation

to basic education to achieve behavioral change towards environment conservation and protection as a way of life starting with the youth. He has mobilized a community-based network of volunteers specializing in emergency, health disaster management and institutionalized capability building programs by forming partnerships with local and international institutions. [See story on the Albay Public Safety and Emergency Management Office]

He also championed the modernization of health facilities, assured his people of access to healthcare, medicines and universal health insurance coverage, and because of these initiatives, there is now a reduction of maternal mortality ratio, infant mortality rate, tuberculosis mortality, incidence of sexually transmitted disease, dengue prevalence, lifestyle-related diseases, elimination of filariasis, rabies and leprosy, and reduced death incidences in hospitals.

In making sure that growth remains inclusive, he encourages the putting up of livelihood programs for employment and income generation. He ensures that low income families are the true beneficiaries of cash grants and that the amount is enough to at least buy them 50kg. of rice per month.

It is not only the people of Albay who are fortunate to have someone of Gov. Salceda's caliber, but the Philippines and the Filipino people. He provided a hallmark of good governance through Albay that other local chief executives may replicate in their own constituency.

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## City Watch

**A**t the forefront of disaster risk reduction and management is the Olongapo City Disaster Risk Reduction and Management Office (OCDRRMO) under the City Government of Olongapo. Team leader Glency C. Monje along with Prudencio S. AVECILLA, Robin Carlos M. ELOPONGGA, Joel DL. HIMALIN, Jeffrey C. LAPID, Tizianna P. LORENZANA, Tracy Mae LORENZANA, Manuel A. PINEDA, Marcini DC. RAMILO, and Ferdinand C. SITCHON, are united in promoting disaster risk preparedness in their city. Their systematic way of making the citizenry understand the rationale for disaster risk reduction has gradually paid off.

Believing that it is best to start them young, the OCDRRMO regularly conducts fire, earthquake and evacuation drills in schools and barangays. The said activities instilled the culture of disaster awareness and preparedness among children teaching them how to react before, during and after emergencies.

The team also operationalized a Family Disaster Preparedness Plan that equipped and empowered families residing in disaster-prone barangays to set-up and devise an action plan that details what to prepare, things to leave behind, and meeting place for family members in the case of disasters. The OCDRRMO made sure that these plans are aligned with the city's comprehensive disaster management plans.

As the next step, they institutionalized the formation of Barangay Fire and Rescue Teams to inculcate the value of disaster preparedness to the community. Complementing the involvement of the barangay is the installation of Flood Early Warning System which aims to measure the amount of rainfall in various observation points. The information gathered enables community leaders and the Sanggunian to formulate plans in case of severe rains.

Despite the number of programs implemented and being inducted into the hall of fame of the Gawad Kalasag Award, the team does not rest on their laurels and continuously ups the ante of its DRR programs such as maintaining well-trained frontline service providers and rescuers, upgrading supplies and equipment and devising creative strategies to inculcate among city residents the importance of disaster preparedness.

The OCDRRMO team's display of distinction in disaster risk-reduction management through its steadfast partnership



*The Olongapo City Disaster Risk Reduction and Management Office (OCDRRMO) under the City Government of Olongapo proudly holds their 2013 Presidential Lingkod Bayan plaque.*

with stakeholders was truly instrumental in elevating the level of disaster preparedness not just in the City of Olongapo, but for the entire country. They are deserving of the recognition as one of the recipients of the Presidential Lingkod Bayan as other local governments are learning

from their best practices in terms of reducing exposure to hazards, lessening vulnerability of people and property, wise management of resources, and improving preparedness and early warning for adverse events.

## One Call Away



*Partners in risk reduction: Together, Marcelino P. Escalada Jr. and Emmanuel R. Jaldon form the Davao City Central 911. They are also recipients of the 2014 CSC Pagasa Award.*

Davao City has a lot to be proud of. Aside from having the best view of Mount Apo, the tallest mountain in the country, the city serves as the main trade, commerce, and industry hub of Mindanao. It is home to the country's national bird, the Philippine eagle, and is famous for the abundance of mangosteen, durian, pomelo, and banana. It has also been ranked as the fourth safest city in the world in 2013 based on a survey by website Numbeo.com.

Dabawenyos also take pride in the responsiveness of their local government, thanks to the Central Communications and Emergency Response Center, also called "Central 911". Established in 2002, it provides citizens a reliable link to the emergency resources of government (medical, rescue, fire, K9, and police) which operates 24/7 and covers all locations within Davao City.

Adapted from a similar system used in USA and Canada, Central 911 enables public safety agencies to respond quickly to emergency cases, as well as empower Dabawenyos to actively participate in governance, particularly in maintaining peace and order in the city. Citizens only need to dial "911" via landline or mobile phones and help will be on the way.

At present, concerns related to law enforcement support takes the bulk of Central 911's operations. These include such concerns as vehicular accidents, public disturbance, domestic problems, bomb threat, burglary, suicide, kidnapping, and smoking and traffic violations. Their efficiency in responding

to citizen reports earned Davao City the Hall of Fame in the Best Police Office Award (Highly Urbanized City category). Here is where Central 911's potential to become a rescue hotline during times of disaster is truly apparent. Since it is already an efficient program and quite well-known locally, survivors of natural disasters can still lean on one number to access their local government's support. Add to that a dedicated team of servant-heroes, and you have an effective government hotline.

The people mainly responsible for the program's success are Marcelino P. Escalada Jr., who acts as the team leader, and Emmanuel R. Jaldon. Escalada, the man behind the concept of Central 911, provides technical support in the conduct of management trainings and skills enhancement for Central 911 personnel.

Jaldon handles the operations of Central 911 and ensures that all calls are responded to with utmost excellence, discipline, and integrity. He also conceptualized

"ASAP3", which stands for Availability, Safety, Accountability, Proactiveness, Proficiency, and Professionalism. These are the core values that responders observe as they carry out their duties.

One of the things Jaldon loves about his work is seeing the dedication of his staff. "They have willingness to learn and to enhance their skills so they can better serve the people. We constantly seek ways to adopt new techniques and purchase new equipment and tools for us to be more effective in saving lives. It encourages me, it motivates me as chief operating officer to also give my best effort in managing the team," he said.

Escalada cherishes the everyday opportunities to make a difference in people's lives. "What I love about this project and our team is not only the presence of camaraderie but also the spirit of volunteerism. Every life that we save is the greatest value I think every one of us share and appreciate the most," he said.

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## Show Me A Hero

**T**he Philippines was not fully prepared to face Super Typhoon Yolanda's fury. The devastation was just too much to bear and conquer. Thousands of our countrymen lost their lives; millions worth of property were destroyed. Nothing could be more devastating than losing a loved one; some lost a brother, a parent, a child. Undoubtedly, it was one of life's greatest disasters.

However, amidst the typhoon's wrath were tragedies forestalled because of heroism and selfless public service.

Luisito Tizon, a Senior Fire Officer in Tanauan, Leyte, was one such hero. He courageously saved the lives of eight children in Barangay Licod and Barangay Calogcog who would have otherwise perished. By risking his life, responding to the emergency call and bringing them to safety in the evacuation center, Tizon was able to give these children the chance to live a life of hope and promise.

Luisito revealed that as a child, he wanted to be a soldier. Even though his dream was not actually achieved, his deeds reveal the genuine soldier in him—a brave, resilient, and faithful defender, a warrior who fought for the lives of others even while fighting for his own—a true servant hero.

When asked what a "lingkod bayani" (servant hero) is, he said, "Ang paglilingkod sa bayan na hindi mo iniisip ang iyong pansariling kapakanan" (serving the country without considering one's personal interest).



2014 Dangal ng Bayan awardee Senior Fire Officer Luisito Tizon is a lingkod bayani.

When he entered public service, he realized that a public servant is truly accountable to his/her fellows. He has stood by this principle as he performs his duties as a Senior Fire Officer. His story of selfless service continues to inspire his fellow workers and townsfolk.

## Braving the Storm

**D**uring typhoons, most people are forced to stay indoors or to seek refuge to keep safe from floods, landslides, and destructive winds. For others, however, typhoons mean going out of the comfort zone to the danger zone, directly facing and defying the wrath of nature. Fire Officer 3 Oscar Ma. S. Guarda Jr. is one of these select men and women dedicated to ensuring the safety of citizens. This time, though, he was not to face any ordinary typhoon. He was to go against Typhoon Haiyan, known locally as Typhoon Yolanda, the strongest recorded tropical storm in recent history.

Yolanda packed the strongest winds ever recorded by meteorological agencies in Hong Kong, Japan, and China before it made landfall in the Philippines. This caused unprecedented destruction especially in the Visayas area, where an estimated 11 million people were affected. On November 8, 2013, Guarda was stationed at the Bureau of Fire Protection (BFP) on full alert status. He responded to a call to rescue children at Barangay Licod, Tanauan, and he braved winds strong enough to topple down houses. After that ordeal, he received another distress call to rescue children at three more barangays in the area. That second rescue attempt proved to be dangerous as 10 feet—high waves hit the firetruck Guarda and his team was using. Guarda tried his best to rescue his teammates, swimming around the area for three hours. Tired and trapped in the danger zone, he finally found his senior officer and brought him to safety.

Guarda's act of bravery during one of the worst storms in Philippine history placed him among the ranks of heroes who were willing to risk their own lives to save others. Even before Yolanda, however, Guarda has already consistently displayed exemplary behavior throughout his career as a fire officer, reflected in the quality of public service he renders.

For this, he became a Dangal ng Bayan awardee. Despite the recognition, however, he remains humble and maintains

an admirable perspective about being a *lingkod bayani*. "I think there was nothing extraordinary or exemplary in what I did," he explained. "I only did what I had to do in obedience and compliance to the call of duty as a fire officer."



*Fire Officer 3 Oscar Ma. S. Guarda Jr. is a 2014 Dangal ng Bayan awardee.*

His commitment to service can be traced back to his family. Growing up, he admired his father who was working as a fire officer. Guarda actually thought of becoming a disc jockey at one point in his life, but he claims that the idea of serving the country as a fire officer would not get out of his head. He thought being a fire officer was a noble service, and so he pursued a government career.

He has since then embarked on an exciting but dangerous career of responding to emergency and distress calls, overcoming life threatening situations, and getting people out of harm's way. Indeed, he has embraced the servant hero's life. "A servant-hero is one who does his or her job with dignity, loyalty, and integrity, one who lives by the rule of *bayan muna bago sarili*. One who does not hesitate to place himself in the frontline to serve humanity especially in times of emergencies even when not on official call of duty," Guarda says.

He also has simple words of wisdom for his fellow civil servants: "Love your work wherever you may be so that your work will love you in return, and to stay honest even if others are not." ◆



*Guarda tries to save documents after an office building catches fire.*

# CCB continues fight against

# RED TAPE

**I**t's been two years of empowering citizens by giving them one number to call. Be it complaints or commendations, the public is just one call away from letting government agencies know what they need. A year ago, many people did not even know what to do or where to go when they need action on their transactions or need to report about violations on the Anti-Red Tape Act or ARTA. Now, they have the Contact Center ng Bayan (CCB).

Housed at and managed by the Civil Service Commission (CSC), the CCB is the ARTA-based government-wide frontline services feedback mechanism. Citizens, civil society organizations, and other entities can use this system to voice out their concerns with government services and gain access to information on procedures, requirements, turnaround time, and applicable fees for government frontline services.

Established in September 2012, the CCB is co-managed by the Civil Service Commission (CSC) and the Information and Communications Technology Office-National Computer Center (ICTO-NCC), with participation from the Bureau of Internal Revenue (BIR), Philippine Health Insurance Corporation (PHIC), Department of Health (DOH), and Department of Trade and Industry (DTI).

CCB acts as a two-way platform. It encourages transparency and accountability in day-to-day operations of government offices providing frontline services by empowering individual citizens to effectively participate in and contribute to good governance practices. The public may access CCB through three (3) easy access modes: Hotline 16565 (available thru PLDT, SMART, and Digitel landlines at a flat rate of P5.00 plus VAT charges per call anywhere in the Philippines); SMS 09088816565 (regular SMS rates/charges apply) and the complaint portal available at [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph).

#### **Numbers Talk**

The CCB is managed by the CSC Public Assistance and Information Office. The CCB team is

composed of nine (9) agents led by two (2) assistant team leaders and one (1) team leader.

The CCB recorded 128,164 transactions since it started serving clients in September 2012. The highest volume of transactions was recorded in June 2015 with 6,954 calls, SMS, and emails, followed by September 2013 with 6,148 transactions.

CCB's highest volume of clients is concentrated in the National Capital Region at 60%, followed by Region 4 at 10% and Region 3 at 6%.

Eighty six percent (86%) of CCB clients used SMS as their mode of transaction. Ten percent (10%) used the CCB landline numbers, and 4% preferred email.

From June 2014 to August 2015, majority of transactions made with the CCB are complaints, followed by queries and feedback. The highest number of complaints concerned the slow processing of papers and requirements in government service offices. The non-observance of the No Noon Break policy, discourtesy among frontline service providers, and failure to attend to clients during office hours ranked as the other most common complaints from clients.

**Mag-text sa  
0908 8816565**

**Tumawag sa  
1-6565\***

**\*5.00 + VAT per call anywhere in  
the Philippines via PLDT landlines  
Mula 8am to 5pm, Lunes hanggang Biyernes**

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



*The Contact Center ng Bayan (CCB) is now housed at the CSC Central Office and managed by the Public Assistance and Information Office.*

The Land Transportation Office (LTO) ranked as the most complained agency based on reports from January to August 2015. The Bureau of Internal Revenue (BIR) and the Social Security System (SSS) followed as second and third most complained about agencies, respectively.

The CCB's monitoring system allows the CSC to follow the progress of government service offices in terms of strictly implementing the ARTA law and improving the quality of their services and facilities. This keeps the CSC updated on the progress of ARTA implementation nationwide.

### **Recognition**

In just two years, the CCB has already earned recognition among like-minded individuals and groups who also want to make a difference in public service.

Last year, the Office of Senator Bam Aquino partnered with the CCB for the Project WASAK (Walang Asenso sa Kotong), a campaign pushing for the welfare of entrepreneurs, especially of the micro, small, and medium entrepreneurs (MSMEs).

The CSC also recently earned a Quill Award for its Contact Center ng Bayan (CCB) Communication Strategies. This recognition reflects effective cascading of CSC's initiative to help the public through the CCB, the central public feedback mechanism for Anti-Red Tape Act-related concerns among government frontline service offices.

To cater to the changing demands of the clients, CCB has devised ways to improve its systems. Given the strong influence of social media, CCB decided to put up its Facebook page ([www.facebook.com/contactcenterngbayan](http://www.facebook.com/contactcenterngbayan)) and started accepting inquiries and feedback through this medium.

The CSC is also part of the Integrated ARTA Program, which includes the Report Card Survey or RCS that checks government agencies' level of implementation of ARTA provisions nationwide. The program was shortlisted as a possible nominee of the Philippine government in the 2015 Open Government Awards (OGA). According to the OGA, this award aims to "showcase and celebrate the reformers who work so hard behind the scenes to make their governments more open and accountable... and to give these individuals well-deserved recognition on the global stage, with the goal of inspiring other reformers around the world to learn from their successes."

### **The Future of CCB**

To continue serving the public, CCB agents are looking to improve their performance and be at par with international standards of citizen contact centers. Just this August, the CCB team underwent further training to ensure they are well-equipped in the latest innovations in service provision. The CCB is also scheduled for expansion in 2016 as part of the CSC's efforts in catering to the public's various needs.

With the CCB in operation, the public can rest assured that they can lean on the CSC in getting their messages across. Gone are the days when a service office can turn its back on its clients. Now, a whole team is working together to check ARTA compliance, monitor client feedback, and alert agencies regarding their areas of improvement.

The CSC also urges the public to keep on being vigilant and asserting their rights for quality public service. This way, the CCB and the public can work together in improving the performance of government service offices. ◆

# **PRIME-HRM'S Maturity Level 3: Integrated HRM (part 3 in the PRIME-HRM series)**

*The CS Reporter is doing a series of articles introducing each Maturity Level of the CSC's PRIME-HRM. The first article on Maturity Level 1 appeared on the fourth issue of the magazine in 2014, and the second article on Maturity Level 2 was published on the first issue in 2015.*

**T**he Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM is the CSC's premiere HR initiative that helps government agencies address gaps in its HR practices.

PRIME-HRM enables agencies to achieve HR excellence through three steps—Assess, Assist, Award. The assessment checks the maturity level of each agency's HR systems. Level 1 is Transactional HRM, Level 2 is Process-Defined HRM, Level 3 is Integrated HRM, and Level 4 is Strategic HRM.

CSC's targeted agencies are currently undergoing the assessment phase. This involves assessors checking the HR management systems and standards, management of HR records, other systems and programs of an agency. The competency level of the agency's Human Resource Management Officers (HRMOs) is also gauged through self-assessment as well as a 360 degree validation. Assessors will also survey the agency's human resource management (HRM) climate, which determines the level of satisfaction of government employees with their respective agencies' HR systems.

After this phase, CS will be able to offer customized technical assistance and developmental interventions according to the determined needs of the agency. They will also review decisions made and actions taken on appointments, rewards/incentives, performance ratings, leave, employee welfare/benefits, administrative discipline, grievance and other HRM matters.

When an agency reaches Maturity Level 3, it means its HR systems are more or less integrated. Let's now take a look at Maturity Level 3 indicators:

## **What is Integrated HRM?**

At this level, the agency has already initiated innovations or enhancements in their HR systems, practices, and competencies. The agency can be granted Level III-Deregulated Status and gain not only the authority to take final action on appointments but also the privilege to establish and implement their own HR mechanisms without prior approval of the CSC.

## **Recruitment, selection, and placement (RSP)**

In terms of recruitment, selection, and placement (RSP) approaches, there are a number of system features at the Integrated Level. The staffing plan is already based on the short and medium-term needs of the agency, and not merely on the Department of Budget and Management (DBM) plantilla positions. An electronic database maintains the profiles of both candidates and applicants. There is a well-defined procedure on recruitment, selection, and placement, and a Promotion and Selection Board (PSB) is in place for specialized, highly technical, and executive managerial positions. At this level, RSP also pays attention to the percentage of women hired for male-dominated positions, and vice versa.

## **Learning and Development (L&D)**

In terms of learning and development approaches, Maturity Level 3 is more attuned to developing its workforce according to agency goals. At this level, the budget for L&D is set according to the agency's short-term goals, and is approved by agency authorities. L&D hours are defined as "minimum number of hours consistent with the approved Qualification Standards (QS), and as a result of a needs

# ASSESSMENT OF 4 HRM SYSTEMS



**Recruitment,  
Selection and  
Placement**



**Human Resources  
Development /  
Learning and  
Development**



**Performance  
Management**



**Rewards and  
Recognition**

*PRIME-HRM focuses on four “checkpoints” of HR Systems: recruitment, selection, and placement; learning and development; performance management; rewards and recognition. These four areas determine the maturity level of an agency’s HR system.*

analysis, and Individual Development Plan for supervisory and higher positions”. L&D delivery also comes in a variety of methodologies such as workplace coaching, online modes, internship practicum, immersion, and benchmarking, in addition to classroom training. Lastly, L&D evaluation is done through both qualitative and quantitative benefit cost analysis, which assess program effectiveness and relevant to agency needs in relation to the cost.

## ***Performance Management System***

In terms of performance management system, Maturity Level 3 has more systems that define the relationship between agency employees and supervisors. At this level, a Performance Management Team (PMT) is already established and fully functional. More importantly, HR is already a partner of the management in driving the performance management process. Target setting is done through Individual Key Performance Indicators or KPIs, which are interrelated and support of the division and unit goals. Core competencies are also considered for all competencies. There are regular and scheduled coaching sessions, including mid-year review and year-end evaluation, all of which are documented. Performance discussion is done on delivery of individual and team goals and competencies, and how these support organizational goals. There is also the

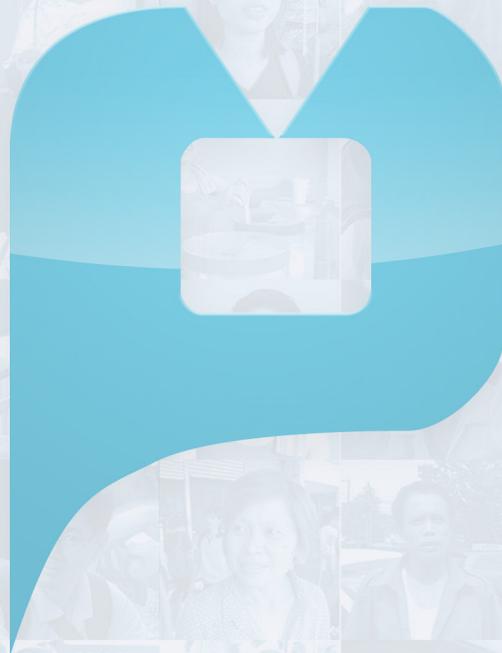
establishment of the Individual Development Plan or IDP for the developmental needs of executive/managerial positions, as well as supervisory positions.

## ***Rewards and Recognition***

In terms of rewards and recognition, Maturity Level 3 strongly links its rewards systems with performance management. In addition to performance contests and desired behavior awards, there is also the engagement award, which highlights pride in being affiliated with the organization. This time, both external and internal customer feedback are considered and will have impact on the assessment of potential awardees. Rewards also come in monetary or non-monetary forms. At this level, employees can describe how their contribution to the agency is recognized and valued.

*Maturity Level 3 has the semblance of strategic HR in that it is more successful in linking various HR systems to each other and to the organization’s short and long-term goals. But what makes a human resource management system strategic? Find out in next issue’s HR Corner. ◆*

**ANG MAGING BOSES NG MAMAMAYAN  
AY TUNAY NA KARANGALAN.**



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