

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

*Volume 56 No.4*

*4th Quarter 2015 Issue*



***CSC welcomes Alicia dela Rosa-Bala  
as new chair***

***18-Day Campaign  
to End VAWC Observed at CSC***

***President Aquino  
honors 30 servant-heroes***

**ASEAN**  
***Civil Service Officials'  
Meet Begins***

**ON THE COVER:**  
**CSC named**  
***'Employer of the Year'***

***CSC recognized anew  
for good people management practices***

***Feature:***  
**Pinoy for Pinay: Men as partners in gender advocacy**

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# Sa GSIS, karagdagang benepisyo, maaasahan mo!

## GSIS ENHANCED BENEFITS

1. Increased **FUNERAL BENEFIT** to **Php30,000** (from Php20,000)
2. One-time **ONE MONTH PENSION** or **Php10,000** \* for old-age and disability pensioners as of 31 December 2014

*\*Whichever is lower*

3. **MILESTONE BENEFIT** for old-age and disability pensioners as of 1 September 2015:

Age	Benefit
90-94	Php20,000
95-99	Php50,000
100 and above	Php100,000

4. Starting 2 September 2015, **MILESTONE YEAR BENEFIT** for pensioners who will turn:

Age	Benefit
90	Php20,000
95	Php30,000
100	Php50,000



**GSIS**

Maaasahan  
ng Lingkod-Bayan





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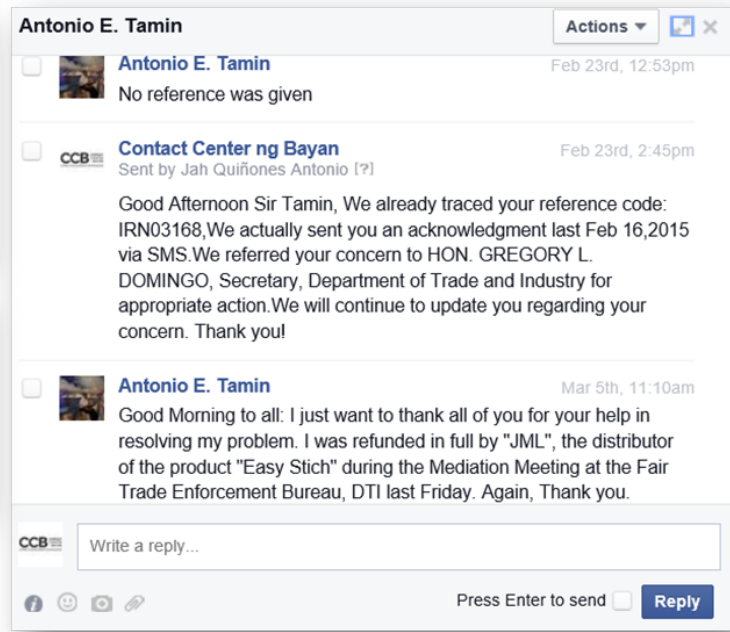
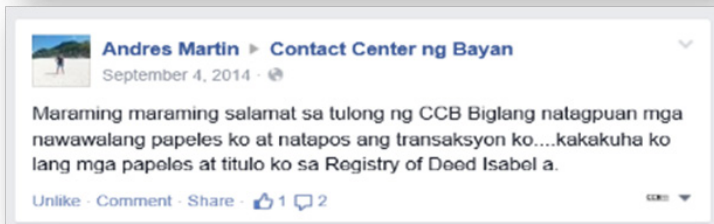
# PUBLIC DOMAIN

The Civil Service Commission has earned a Quill Award for its Contact Center ng Bayan (CCB) Communication Strategies. This is one of the results of 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.

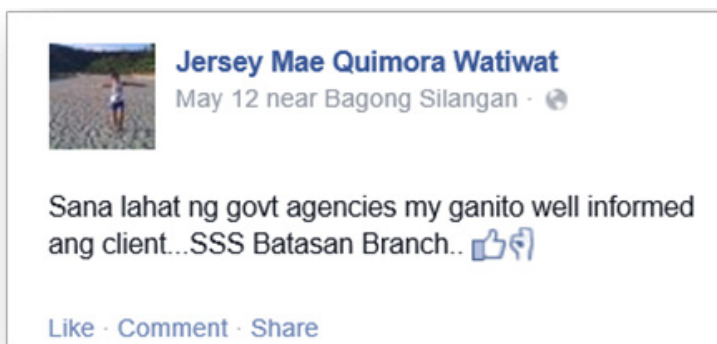
CSC has continuously improved its feedback arm over the years. The Commission sees to it that it can effectively cater to the needs of its clients in accommodating their concerns. CCB is one of the breakthrough innovations of CSC in customer relations. Since its establishment in September 2012, CCB has faithfully accommodated voluminous reports from the public regarding agencies violating the ARTA. These reports, positive and negative, are lodged through the CCB hotlines (1-6565, 0908-8816565, and [contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)).

To cater to the changing demands of clients, CCB has devised ways to improve its systems. With the strong influence of social media today, 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.

For this issue, we have compiled some of the successful transaction snippets taken from the CCB Facebook page.



A recipient of the 2014 Philippine Quill Award under the Customer Relations category, from the International Association of Business Communicators (IABC), the Contact Center ng Bayan (CCB) caters to public concerns on the quality of government frontline service delivery as provided for under the Anti-Red Tape Act (ARTA) of 2007.



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.

**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)**



As the Civil Service Commission (CSC) wraps up another fruitful year in human resource management and organization development, I am just positioning myself at the starting line. I was recently appointed as the CSC Chairperson and I am honored to be at the helm of this esteemed institution. Even before I officially became a part of the CSC family, I have been aware of the developments at the Commission. In my almost forty-year stint at the Department of Social Welfare and Development (DSWD) and having previously served as the Deputy Secretary General of the Association of Southeast Asian Nations or ASEAN Socio-Cultural Community (ASCC) stationed in Jakarta, Indonesia, I have worked with the CSC many times prior to becoming its Chairperson it is only fitting that I continue to work with ASEAN-related matters as the Philippines, through the CSC, hosts a series of meetings this year and next.

This issue of the *CS Reporter* features the Senior Officials Meeting of the 18<sup>th</sup> ASEAN Conference on Civil Service Matters or ACCSM held in Cebu this October. This second meeting tackled civil service issues and concerns toward building regional commitments in establishing good governance practices across Southeast Asia. The two-day event proved to be helpful in gearing up for the ACCSM+3 Joint Technical Working Group Meeting and the ASEAN Heads of Civil Service Meeting scheduled next year. See full story on page 8.

As we broaden our horizons in networking with our ASEAN neighbors, we also continue to focus on improving HR in our own country. Rewards and recognition is an important HR practice, and the CSC once again held the awards rites for this year's search for outstanding public officials and employees. Thirty (30) Presidential *Lingkod Bayan*, *Dangal ng Bayan*, and CSC Pagasa awardees received their trophies, plaques, and incentives at the Malacañan Palace in November. We share with you our servant-heroes' inspiring stories on page 27.

The CSC also expressed its support to the 18-Day Campaign to End Violence Against Women or VAW. I am proud to be with an institution that is at the forefront of gender advocacy. In this issue, we share CSC's initiatives to curb sexual harassment and gender-based discrimination in the workplace. We also interviewed members of the Men Opposed Against Violence Everywhere or MOVE Philippines to talk about their participation in gender advocacies, especially the United Nation's HeforShe Campaign.

We have a lot going on and more to look forward to next year. Merry Christmas and Happy New Year to all servant heroes! Let us continue working together for public service excellence. Happy reading!

  
ALICIA dela ROSA-BALA  
Chairperson

## THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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GSIS PGM Robert G. Vergara (2nd from R) smiles as he receives a plaque and cash prize during the Seal of Excellence awards, while Commissioners Robert S. Martinez and Nieves L. Osorio (4th and 5th from L, respectively), along with CSC officials, cheer him on.

## YEAR-ROUND SURVEY

### performance of government service offices nationwide

**A**s the Civil Service Commission (CSC) caps its fifth year of implementing the Report Card Survey or RCS, it continues to check the performance of government service offices (SOs) nationwide.

RCS is the monitoring mechanism designed to gauge government service offices' level of implementation of Republic Act No. 9485 or the Anti-Red Tape Act (ARTA). Undercover agents are sent out to priority agencies nationwide to check actual front line transactions in government service offices. They look for the presence of a Public Assistance and Complaints Desk (PACD), the posting of Anti-Fixer Campaign materials, and the implementation of the "No Noon Break" policy. They also check the facilities available for clients such as clean restrooms, well-lit and well-ventilated waiting areas, and special lanes for senior citizens, pregnant women, and persons with disabilities.

Agencies that are considered high impact and high density, i.e. Bureau of Customs (BOC), Department of Foreign Affairs (DFA), Department of Health (DOH), Department of Social Welfare and Development (DSWD), Government Service Insurance System (GSIS), Land Registration Authority (LRA), Land Transportation Franchising and Regulatory Board (LTFRB), Land Transportation Office (LTO), National Bureau of Investigation (NBI), National Statistics Office (NSO), Philippine Charity Sweepstakes Office (PCSO), Philippine Overseas Employment Administration (POEA), and Professional Regulation Commission (PRC) have been prioritized for the RCS over the years.

Those who fail the RCS were subjected to the Service Delivery Excellence Program or SDEP to help them improve the quality of their services. As a result, agencies that have failed the RCS are now getting better, if not, top ratings.

Agencies that have performed well and received excellent ratings were duly recognized for their achievements. The CSC hands out the Citizen's Satisfaction Center Seal of Excellence (CSC-SEA) to deserving and high-rating government SOs, highlighting their innovations and initiatives. They serve as examples for other service offices to emulate.

### Success Story

CSC's clients are also reporting the changes they have noted in the organizations since these started observing ARTA guidelines. One of them is the Government Service Insurance System (GSIS), which was subjected to the Report Card Survey from 2011 to 2012. In 2012, 27 of their service offices nationwide failed, and not one GSIS service office got an Excellent rating. Their overall adjectival rating was also **Failed**. Despite the results, GSIS, led by its President and General Manager Robert G. Vergara, took the initiative to meet with the CSC to discuss the next steps they should take. GSIS rose to the challenge and was clearly motivated to improve the quality of its services. They underwent the Service Delivery Excellence Program or SDEP and took the challenge seriously.



In 2014, CSC reported that GSIS did not receive any Failed rating for any of its service offices. Not only that, 38 of its service offices received an **Excellent** rating, while 36 received the Citizen's Satisfaction Center Seal of Excellence in 2013 and 2014. Beyond the statistics, GSIS officials and employees experienced transformation in their organization as well. PGM Vergara himself, during one of the CSC Seal of Excellence awards ceremony, shared with the CSC how GSIS underwent this transformation and resolved to achieve improved ratings come next survey. They were successful in their efforts, and are now proud Seal of Excellence awardees.

## Marching On

This year, the CSC surveyed 1,114 offices nationwide. Three hundred fifty three (353) of those agencies got a rating of **Excellent**, six (6) **Outstanding**, 697 **Good**, and 43 **Acceptable**. This year, only 15 agencies **failed** the survey, reflecting high customer satisfaction for government SOs.

Meanwhile, the Contact Center ng Bayan (CCB) also monitors ARTA-related complaints and commendations. It has recorded 4,141 ARTA-related concerns that were escalated to the ARTA Team for action. This reflects high participation of the public in ensuring that government SOs are doing their duties.

The CSC also walks its talk. It does not just police the performance of other government agencies; it also subjects itself to third party assessments to gauge its public service capabilities. The CSC had a rating of **Good** in three Report Card Surveys done by Pulse Asia in 2011, 2013, and 2014. Its highest score in Pulse Asia's Awareness, Availment, and Satisfaction Ratings of Selected Government Agencies survey was noted in 2012, with a rating of 98%.

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 to engage in Open Data for increased transparency in government

**T**he Civil Service Commission (CSC), through the Anti-Red Tape Act Program Management Team (ARTA-PMT) led by Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata, recently participated in a briefing for Open Data Philippines, a project led by the Department of Budget and Management (DBM) to fulfill the Philippines' social contract with the Open Government Partnership (OPG).

The Philippines is one of the eight founding members of the OPG, including Brazil, Indonesia, Mexico, Norway, South Africa, the United Kingdom, and the United States. The Open Data Partnership now has 69 member-countries.

During the briefing, DBM Undersecretary Richard E. Moya and Bantay.ph Founder and CEO Happy Feraren led the briefing and presented the basic principles governing the Open Data project, which will serve as the national data portal of the Philippine government. By facilitating searchable, understandable, and accessible data,

government will break down barriers and promote transparency among its constituents.

Transparency is key to implementing the ARTA. To eliminate red tape, the Philippine government is pursuing initiatives to create an environment conducive to transparency and accountability. ♦



*DBM Undersecretary Richard E. Moya leads the Open Data briefing for CSC officials and employees.*



## 18th ASEAN Conference on Civil Service Matters (ACCSM) Senior Officials Meeting

October 6-7, 2015  
Mövenpick Hotel, Mactan Island, Cebu, Philippines



Heads of delegations of the 18th ASEAN Conference on Civil Service Matters (ACCSM) Senior Officials Meeting pose for an official photo on the first day of the meeting held in Lapu-Lapu City, Mactan Island, Cebu, Philippines.

(L-R) Mr. Jaini Haji Abdullah, Brunei Darussalam; His Excellency, Youk Bunna, Cambodia; Mr. Iwan Hermanto, Indonesia; Mr. Souvanny Rattanaavong, Lao PDR; Dr. Ahmad Jailani Muhamed Yunus, Malaysia; Mr. Zaw Moe Win, Myanmar; Mr. Arthur Luis P. Florentin, Philippines; Mr. James Wong, Singapore; Mr. Piyawat Sivaraks, Thailand; Mr. Tu Tuan Chu, Vietnam; Ms. Mega Irena, ASEAN Secretariat

## CSC hosts ASEAN meet on civil service

**LAPU-LAPU CITY, Cebu – A two-day gathering of 40 senior officials from the Association of Southeast Asian Nations' (ASEAN) civil service bodies kicked off last October 6 in Lapu-Lapu City, Mactan Island, Cebu.**

The Senior Officials Meeting (SOM) was held as part of the 18th ASEAN Conference on Civil Service Matters (ACCSM) hosted by the Philippines, through the Civil Service Commission (CSC).

Delegates discussed the status of current regional commitments, post-2015 priorities, updates on public service management, as well preparations for the Meeting of ASEAN Heads of Civil Service in 2016.

The event is the second in a series of meetings of the ACCSM scheduled this year until 2016. A Preparatory Meeting was held last April in Tagaytay City.

The 18th ACCSM theme, "Building ASEAN Civil Service Community: Assessing Progress and Charting Next Steps", highlights a time of reflection and visioning on the state of regional cooperation for effective and efficient civil service systems and good governance.

The CSC stressed that the Philippines' hosting of the ACCSM comes at an interesting time, as the year 2015 marks a milestone

in the journey to achieve an ASEAN Community. It is a time wherein community blueprints and work plans will be drawing to a close, as well as a time for introspection on accomplishments and future action.

The Philippines has taken on the chairmanship of the 18th ACCSM, succeeding Myanmar which hosted the previous ACCSM through its Union Civil Service Board (UCSB). An official turnover between UCSB Chairman H.E.U. Kyaw Thu and former CSC Chair Francisco T. Duque III was conducted last September 26, 2014 in Yangon, Myanmar. Hosting of the ACCSM is rotated among ASEAN Member States in alphabetical order with a term of two years.

Upcoming events for the 18th ACCSM include the ACCSM+3 Joint Technical Working Group meeting, the Meeting of ASEAN Heads of Civil Service, the Meeting of ASEAN Heads of Civil Service Plus Three, and a Forum on Good Governance all scheduled in 2016 in Metro Manila.

The ACCSM was established in 1981 to serve as a platform for the exchange of information, ideas, and best practices in public service management in the ASEAN. ◆



## CSC recognized anew for good people management practices



*In photo: (L-R) CSC National Capital Region Director II Noel V. Salumbides; CSC Office for Strategy Management Director IV Helene Grace T. Ramos; IIP Philippines Company Secretary Chit Ventura; CSC RO12 Director IV Grace R. Belgado-Saqueton; CSC RO11 Director IV Annabelle B. Rosell; CSC RO9 Director IV Macybel Alfaro-Sahi; CSC RO8 Director IV Victoria F. Esber; IIP Philippines Chief Executive Officer Gerry Plana; CSC Commissioner Nieves L. Osorio; CSC Chairperson Alicia dela Rosa-Bala; IIP Philippines Chairman Janet Webster; CSC RO1 Director IV Nelson G. Sarmiento; CSC RO2 Director IV Neil S. Agustin; CSC RO3 Director IV Myrna V. Macatangay; CSC RO4 Director IV Judith D. Chicano; CSC Cordillera Administrative Region Director IV Marilyn E. Taldo; CSC RO5 Director IV Cecilia R. Nieto; CSC RO6 Director IV Rodolfo B. Encajonado; CSC RO7 Director IV Karin Litz P. Zerna; CSC RO10 Director IV Adams D. Torres; and CSC Caraga Director IV Resurreccion P. Pueyo.*

**THE CIVIL Service Commission (CSC) has recently achieved organization-wide Bronze level accreditation to the global Investors in People (IIP) Standard for its excellent people management practices.**

CSC officials, including regional directors from all 16 regions, received the plaques of Bronze level accreditation from IIP Philippines Chief Executive Officer Gerry Plana and Chair Janet Webster-Watson at the IIP 5th Concourse held November 27 in Taguig City.

To achieve Bronze accreditation, CSC offices underwent assessment to show that they adhere to 65 good people management practices or criteria based on the global IIP Framework. These criteria relate to the areas of organizational alignment, empowerment, learning and development, leadership, and continuous improvement.

This latest achievement is a step higher from the Standard Level accreditation the CSC obtained in November 2014 for its Central Office and six regional offices (ROs), and in June 2015 for the remaining 10 ROs.

CSC Chairperson Alicia dela Rosa-Bala said this international accreditation shows that the CSC is on-track toward achieving its vision of becoming Asia's leading center of excellence in strategic human resource (HR) and organization development (OD) by 2030.

"Subjecting ourselves to third-party audit is our way of assessing progress and we're glad that we are able to meet such high standards set by IIP. This goes to show that we can walk our talk when it comes to excellent HR practice," Bala said.

She went on to explain that the CSC holds the unique role as "people manager" or the central HR institution of the Philippine bureaucracy. "This is why we make sure we take care of our own people first, because they are the ones implementing the HR programs that would benefit other civil servants," she said.

The CSC is the first government agency in the country and in Southeast Asia to be IIP-accredited. ♦



CSC Commissioner Robert S. Martinez presents the symbolic key of the CSC to the newly-appointed chairperson, Alicia dela Rosa-Bala.



## CSC welcomes Alicia dela Rosa-Bala as new chair

**AFTER ALMOST eight months following the completion of the term of former Civil Service Commission (CSC) Chairperson Francisco T. Duque III, CSC officials and employees warmly welcomed their new leader.**

Chairperson Alicia dela Rosa-Bala, former Deputy Secretary General of the Association of Southeast Asian Nations (ASEAN) Secretariat and Department of Social Welfare and Development (DSWD) Undersecretary, assumed the top post of the CSC on October 12 following a short welcome program at the Bulwagang Serbisyo Sibil, CSC Central Office.

The program was marked by the ceremonial turnover of the symbolic key of responsibility and torch of wisdom. Commissioner Robert S. Martinez handed over the key while Commissioner Nieves L. Osorio gave the torch

of wisdom as she read a prayer from the Book of King Solomon.

Chairperson Bala identifies herself a social worker who started her stint in public service at the DSWD, and eventually rose from the ranks. She left DSWD with the position of Undersecretary for Policy and Plans. She was also designated as the Deputy Secretary-General for the ASEAN Socio-Cultural Community.

“As someone who came from social work, I admit that this is a brand new journey for me as a public servant. As I assume this new role and responsibility in the Civil Service Commission, I would go for people engagement because that’s what good governance is all about. It is about participation and collaborative effort,” she said. ◆



## CSC named 'Employer of the Year'

**THE CIVIL Service Commission (CSC) has been named Employer of the Year (EOY) in Public Sector by the People Management Association of the Philippines (PMAP) for its exemplary people management practices.**

During the 39th PMAP Awards Night held October 13 in Pasay City, CSC Commissioners Robert S. Martinez and Nieves L. Osorio, joined by newly-appointed Chairperson Alicia dela Rosa-Bala and former Chair Francisco T. Duque III, received the EOY award from PMAP officers led by their president, Mr. Roberto M. Policarpio.

The CSC was recognized for its gains in strategic human resources (HR) inside the organization, and in the whole of the bureaucracy being the government's central HR agency which caters to approximately 1.4 million civil servants.

The implementation of a long-term strategic HR roadmap, competency-based recruitment and employee development programs, and strategic performance management scorecards are among the CSC's initiatives cited by PMAP.

In his acceptance message, Commissioner Martinez said, "This award validates that we are, indeed, effectively fulfilling our people management mandate, that we are making a difference in the field of public sector governance, and that we, as an organization now deserves to reap the rewards of all our sacrifices."

He also said that the EOY is a major indicator that the CSC has achieved its 2015 vision basecamp to be the Philippines' center of excellence on strategic HR and organizational development.

According to PMAP, the EOY recognizes an organization "that best fulfills its people management responsibilities, as demonstrated by its leadership, dynamism, professionalism, strategic thinking and implementation, continuous improvement in HR processes and programs, linkage of HR to business objectives, and employee focus."

Past awardees include CEMEX Philippines, Meralco, Toyota Motors Philippines, Glaxosmithkline (GSK) Philippines, PLDT, and Petron Corporation.

The EOY is the latest in a string of awards and recognition garnered by the CSC. From 2010 to 2014, it has received four Governance Trailblazer Awards from the Institute for Solidarity in Asia (ISA).



*(L-R) CSC Chairperson Alicia dela Rosa-Bala, Commissioners Robert S. Martinez and Nieves L. Osorio give a thumbs up for bagging the PMAP Employer of the Year in the Public Sector award.*

In last year's PMAP Awards, former CSC Chair Francisco T. Duque III was also awarded the "People Manager of the Year in Public Sector".

In 2015, the CSC became the first government agency in Southeast Asia to obtain organization-wide Investors in People (IIP) standard level accreditation on good people management practices by IIP Philippines. The IIP is an international quality standard for excellence in people management.

The CSC also received the International Association of Business Communicators (IABC) Philippines' Quill Award for 2014 for its entry, "Contact Center ng Bayan: Ang Sumbungan ng Bayan – Communication Strategies for Customer Relations." The Philippine Quill Award is given to organizations that have achieved the highest global standard for business communication practices.

In the Makati Business Club's Executive Outlook Survey, the CSC jumped from the 30th spot in 2012 and 19th in 2014 to 10th spot this year, reflecting senior business executives' approval of the agency's efforts to promote good governance.





## Violence against women also happens in the public sector - CSC

**AS IT joins the nation in the 18-Day Campaign to End Violence Against Women (VAW) from November 25 to December 12, the Civil Service Commission (CSC) called for the strengthening of the Committee on Decorum and Investigation (CODI) in every government agency to protect civil servants, especially women, against sexual harassment and to give adequate legal support to victims.**

The CSC has received 163 cases of sexual harassment since 1994, of which 118 cases were resolved by the Commission. Seventy (70) percent or 82 of its decisions were in favor of the complainant. Fifty-eight (58) cases resulted in dismissal and 18 led to suspension of the guilty party.

All respondents were male, but complainants were a mix of female (91%) and male (9%).

Republic Act No. 7877, otherwise known as the Anti-Sexual Harassment Act of 1995, mandates the creation of a CODI in all work, educational, or training institutions. The committee shall be tasked to increase understanding and prevent incidents of sexual harassment, as well as conduct investigation of alleged cases.

CSC Chairperson Alicia dela Rosa-Bala said that continuous effort should be done to finally put an end to sexual harassment in the workplace. "We consider 163 cases in a span of more than 20 years unacceptable because sexual harassment should have no place in government. All public servants should be assured of a safe and secure working environment so they can remain effective in their duties."

### DISMISSAL

Chair Bala said that state workers found guilty of sexual harassment may face dismissal from government service, which includes accessory penalties of cancellation of eligibility, forfeiture of retirement benefits, perpetual disqualification from holding public office, and bar from taking civil service examinations, without prejudice to criminal and civil liability.

In 2001, the CSC issued the Administrative Disciplinary Rules on Sexual Harassment or Resolution No. 01-0940 that directed all government agencies to create a CODI that will receive and investigate complaints of sexual harassment, make recommendations to the disciplining authority, and lead efforts to protect employees from sexual harassment.

The said Resolution defines sexual harassment as "an act, or a series of acts, involving any unwelcome sexual advance, request or demand for a sexual favor, or other verbal or physical behavior of a sexual nature, committed by a government employee or official in a work-related, training or education related environment of the person complained of."

The act may come in the form of malicious touching, overt sexual advances and gestures with lewd insinuation (physical); requests or demands for sexual favors and lurid remarks (verbal); and use of objects, pictures or graphics, letters or writing notes with sexual underpinnings.

### GENDER-RESPONSIVE GOVERNMENT

As the central human resource (HR) institution of the Philippine government, the CSC aims to mold a gender-responsive civil service through policy development and review.

The CSC has submitted position papers on Senate and House bills eliminating discriminatory practices based on sex or sexual orientation and gender identity. Through the years, it has also put in place policies on sexual harassment in the workplace, leave privileges for solo parents and for female employees who underwent gynecological procedures, equal representation of men and women in leadership positions in government, among others.

The CSC also continues to administer Gender Sensitivity Trainings for civil servants and integrating gender concepts into its major HR programs. 📌



## President Aquino honors 30 servant-heroes



*In photo: President Benigno S. Aquino III (back row, 4th from L) poses with the 2015 Presidential Lingkod Bayan awardees (front row, L-R) Teodora D. Balangcod (University of the Philippines Baguio), Alicia C. Dickson (Bureau of Fisheries and Aquatic Resources, Quezon City), Arsenio B. Ella (Department of Science and Technology, Laguna), Dina A. Genzola (Provincial Government of Negros Occidental, Bacolod City), Roberto C. Guarte (Visayas State University, Leyte), Julius A. Leccionos (Philippine Children's Medical Center, Quezon City), Lilibeth B. Martin (Provincial Government of Abra), Amer A. Saber (Amay Pakpak Medical Center, Marawi City), Gilbert C. Sosa (Philippine National Police, Quezon City), Cecilia B. Vidoy (Rabat-Rocamora Mati Central School, Davao Oriental), Jomar I. Yago (Nueva Vizcaya State University, Nueva Vizcaya). Also in photo are (back row, L-R) Ambassador Celia Anna M. Fera, former Philippine Commission on Women Chairperson Myrna T. Yao, CSC Chairperson Alicia dela Rosa-Bala, Commissioner Nieves L. Osorio, and GMA Network Assistant Vice President for Corporate Affairs Teresa Pacis.*

**MANILA – TWENTY-eight (28) individuals and two groups were given the highest honors during the awards rites for the 2015 Search for Outstanding Public Officials and Employees at the Malacañan Palace on November 29, 2015.**

The Civil Service Commission (CSC) led the rites, with President Benigno S. Aquino III conferring the Presidential *Lingkod Bayan*, *CSC Pagasa*, and *Dangal ng Bayan* awards to this year's finalists.

CSC Chairperson Alicia dela Rosa-Bala and Commissioner Nieves L. Osorio also graced the event, along with committee members Chief Protocol Officer Ambassador Celia Anna M. Fera, former Philippine Commission on Women Chairperson Myrna T. Yao, GMA Network Assistant Vice President for Corporate Affairs

Teresa Pacis, Assistant Ombudsman Evelyn A. Baliton (representing Ombudsman Conchita Carpio-Morales), and Office of the Executive Secretary's Undersecretary for Special Concerns Michael Frederick Musngi.

President Aquino expressed his joy in recognizing this year's honor awardees. "...*Ikinalulugod ko ang maging bahagi ng ganitong pagtitipon—ang pagkilala naman sa mga huwaring kawani ng ating pamahalaan,*" he said. "*Sa ngalan po ng sambayanan, taos-puso akong nagpapasalamat sa dedikasyon at propesyonalismo ng ating awardees; sa pagsisilbi ninyong dangal ng gobyerno, at sa pagiging katuwang sa pagbabago.*"

The CSC also hosted a testimonial lunch for the awardees as a tribute to their achievements.



CSC Chairperson Bala was likewise thrilled to lead the awards rites and testimonial lunch as the new chairperson of the CSC. "It is indeed quite overwhelming for a first timer like me to witness the awarding ceremony of the country's outstanding public officials and employees," she expressed. *"Hindi matatawaran ang kagalakan sa aking puso na makita at makasama ko nang personal ang mga makabagong bayani o mga lingkod bayani ng pamahalaan."*

Aside from congratulating the awardees, Chairperson Bala challenged them to remain an inspiration for other civil

servants. *"Ang mga lingkod bayani na kasama natin ngayon at tayo mismo na public servants ang huwaran na dapat tularan,"* she said.

On its 56<sup>th</sup> year, the CSC's Honor Awards Program (HAP) continues to be the Philippine government's awards and incentives arm that celebrates the achievements and contributions of public service exemplars to national development. 📌



*In photo: President Benigno S. Aquino III (back row, 4th from L) with the 2015 Dangal ng Bayan awardees (front row, L-R): Menia S. Alvidera (Department of Education, Capiz), Maria Daisy O. Bercede (Commission on Audit Regional Office No. 7), Vivencio B. Claros (Bureau of Jail Management and Penology, Rizal), Trixie M. Dagame (Bureau of Fire Protection Regional Office No. 8), Roy A. Esteron (National Food Authority, Quirino), Juvy S. Gatón (Department of Agriculture Regional Field Office No. 6), Jo Ann D. Haber (Office of the President, Manila), and Mario V. Navasero (University of the Philippines, Los Baños). Also in photo are the 2015 Dangal ng Bayan committee members (back row, L-R) Ambassador Celia Anna M. Feria, former Philippine Commission on Women Chairperson Myrna T. Yao, CSC Chairperson Alicia dela Rosa-Bala, Commissioner Nieves L. Osorio, Assistant Ombudsman Evelyn I. Baliton, and Office of the Executive Secretary's Undersecretary for Special Concerns Michael Frederick Musngi.*

*In photo: President Benigno S. Aquino III (back row, 4th from L) with the 2015 CSC Presidential Lingkod Bayan/CSC Pagasa committee members, and the CSC 2015 Pagasa awardees (front row, L-R) Ernesto F. Rivera (Philippine Health Insurance, Pasig City), Danny C. Cachola (Matucay Elementary School, Cagayan), Jeannie V. Flororita (team leader, Commission on Election iRehistro Team, Manila), Mary Ann T. Timbreza (Municipal Government of Tayum, Abra), Albert G. Ramos (Plaridel Water District, Bulacan), Eunice A. Layugan (Cagayan State University, Cagayan), Luz R. Marcelino (Department of Agriculture Regional Office No. 5), Gloria M. Dela Cruz (Philippine Carabao Center, La Union), Jose R. Casibang (team leader, Office for Agricultural Services, Abra), Virgilio M. Fuertes (Department of Science and Technology Regional Office No. 10), and Jinglebert P. Collado (Department of Education, Davao del Norte).*



*CSC Chairperson Alicia dela Rosa-Bala and Commissioner Nieves L. Osorio (first row, 5th and 7th from L, respectively), along with CSC officials, pose with President Benigno S. Aquino III (first row, 6th from L) after the award ceremonies.*





**1** (from l-r) Asst. Ombudsman Evelyn A. Baliton with CSC Commissioner Osorio, President Aquino, and CSC Chairperson Bala pose with Dangal ng Bayan awardee, Fire Officer II Trixie M. Dagame of the Bureau of Fire Protection, Tacloban City. **2** (from l-r) Ms. Ma. Teresa L. Pacis with CSC Commissioner Osorio, President Aquino, and CSC Chairperson Bala pose with CSC Pagasa awardee, Danny C. Cachola, School Principal of Matucay Elementary School, Allacapan, Cagayan. **3** (from l-r) Ms. Ma. Teresa L. Pacis, CSC Commissioner Osorio, and CSC Chairperson Bala assist His Excellency, Benigno S. Aquino III in awarding the Presidential medal to Dr. Amer A. Saber, Medical Center Chief I of the Amai Pakpak Medical Center, Datu Saber, Marawi City. **4** (from l-r) Asst. Ombudsman Evelyn A. Baliton with CSC Commissioner Osorio, President Aquino, and CSC Chairperson Bala pose with Dangal ng Bayan awardee, Fire Officer II Trixie M. Dagame of the Bureau of Fire Protection, Tacloban City. **5** President Aquino and the Committee on Awards to include OP Undersecretary Musngi with officials of the CSC and the Honor Awards Program (HAP) Secretariat. **6-8** President Aquino and CSC Chairperson Bala deliver their messages to the awardees and seen in conversation. **9** CSC Director IV and HAP Secretariat head, Maria Luisa Salonga-Agamata as the master of ceremonies.



## Applications open for 2016 career Service written exams

**THE CIVIL Service Commission (CSC) is now accepting applications for next year's Career Service Professional and SubProfessional written examinations slated April 17, 2016. Application period started on November 9, 2015 and ends on February 25, 2016 on a first-come, first-served basis.**

The Career Service Examinations – Paper-and-Pencil Test (CSE-PPT) are open to individuals who are Filipino citizens including those holding dual citizenship under R.A. 9225, at least 18 years old at the time of filing of application, and have not taken the same level of examination in less than three months. Applicants who meet these qualifications may apply for and take the CSE-PPT regardless of their educational attainment.

Application requirements include properly accomplished Application Form (CS Form No. 100, Revised 2015), four pieces of recently taken passport size I.D. pictures, and original and photocopy of a valid I.D. card with date of birth. In case the I.D. card has no date of birth, original and photocopy of birth certificate issued by the National Statistics Office should be submitted. Applicants holding dual citizenship should also submit the original and a photocopy of their Certification of Retention/Re-acquisition of Philippine Citizenship issued by the Bureau of Immigration. Examination fee for both levels of examination is PhP500.

Applications should be filed personally at the CSC Regional Office (CSCRO), or at any of the concerned CSCRO's Field Offices, where they intend to take the examination. Application forms are available at any CSC Regional or Field Office, or may be downloaded from the CSC website.

Interested applicants are advised to access CSC Examination Announcement No. 07, s. 2015 posted in the CSC website [www.csc.gov.ph](http://www.csc.gov.ph) for detailed information on the specifications of the I.D. pictures, the list of accepted I.D. cards, and other information including testing centers.

The CSC reiterates that it neither holds any review class nor publishes and distributes any review material for the career service examinations. Also, the CSC has not accredited any review center for the purpose of offering and holding review classes to prospective career service examinees.

Passing the Career Service examinations results in the conferment of either Career Service Professional eligibility or Career Service SubProfessional eligibility needed, the minimum requirement for permanent appointment to corresponding positions in the government that do not involve practice of profession and are not covered by other/special laws. 🟡

## Application for the Fire and Penology officer exams on-going

**THE CIVIL Service Commission (CSC) announced that interested individuals and incumbents of positions in the fire and penology services may still file their applications until January 22, 2016 for next year's Fire Officer and Penology Officer examinations.**

The CSC, in collaboration with the Bureau of Fire Protection (BFP) and the Bureau of Jail Management and Penology (BJMP), will simultaneously administer the examinations on March 13, 2016.

The exams are open to incumbent and former personnel of the BFP and BJMP, respectively, including Bureau of Corrections and all provincial and sub-provincial jails for the latter.

Applicants must be Filipino citizens; holding a bachelor's degree from a recognized institution of learning; physically and mentally fit; of good moral character; have not been convicted of an offense involving moral turpitude; and have not been dishonorably discharged from military service or dismissed for cause from any civilian position in the government. Applicants with pending administrative and/or criminal cases may take the examinations without prejudice to forfeiture of the eligibility if later convicted.

For private individuals interested to take either of the examinations, the CSC clarified that age and height requirements shall also apply. For the Fire Officer exam, applicants must be 21 to 35 years old at the time of filing of applications; there is no height requirement. For the Penology Officer exam, applicants must be 21 to 30 years old and at least 5'4" in height for male and 5'2" for female.

Applications should be filed in person at the CSC Regional Office (CSCRO), or at any of the concerned CSCRO's Field Offices, where the applicant intends to take the examination. Examination fee is PhP700.

Exam passers shall be granted the Fire Officer Eligibility and the Penology Officer Eligibility, which are both second level eligibilities. The former is specific and appropriate to second level ranks in the fire protection service and functionally related positions; the latter to second level ranks under the uniformed service in the jail management, penology, and functionally related services. However, the CSC stressed that ranks under the Philippine National Police are not covered by the eligibilities.

CSC advises interested applicants to access CSC Examination Announcement No. 08, s. 2015 at the CSC website [www.csc.gov.ph](http://www.csc.gov.ph) for more details. 🟡



CSC Commissioner Robert S. Martinez (center) and CSI Executive Director Arthur Luis Florentin (right) hand over a plaque to Investors in People Chairperson Janet Webster.



## CIVIL SERVICE INSTITUTE holds Leadership Series

**THE CIVIL Service Institute (CSI) has successfully rolled out its Leadership Series this year, targeting public sector executives, managers, directors, and division chiefs forming the leadership bracket of the government.**

The CSI Leadership Series is a learning and networking event held on a quarterly basis designed to inspire government leaders to continually enhance their leadership effectiveness. The series also showcases the best practices of successful leaders and managers in both the government and the private sectors. The series is based on the premise that an executive or manager has the power of influence and the capability to bring about significant impact on people and organizations especially on those they work with or serve.

The learning objectives of the series include inspiring the leadership style and accomplishments of exemplary leaders, explaining the latest management and leadership concepts, establishing and building networks and partners among fellow participants, and getting the participants to commit to practice effective leadership styles to drive organizational excellence.

Local and international experts served as the speakers, including Investors in People Philippines Chairperson Janet Webster Watson, International Work Communities Inc. Co-Founder and CEO Reuben Chaumont, Office of the Ombudsman Overall Deputy

Ombudsman and Acting Special Prosecutor Hon. Melchor Arthur H. Carandang, Department of Transportation and Communication Undersecretary Anneli R. Lontoc, Investors in People Philippines CEO Gerardo A. Plana, Presidential Communications Operations Office Secretary Hon. Herminio B. Coloma Jr., and Human Capital Development Asia-Pacific President Manuel G. Tan, among others.

CSI Executive Director Arthur Luis P. Florentin facilitated the integration process of each session, drawing from participants their insights and lessons learned. The series attracted a total of 846 participants for all the quarterly sessions, showing that there is great interest among government officials and employees to learn about leadership.

To meet this demand, the Civil Service Commission (CSC) is focusing on promoting transformation leadership, or the kind of leadership that successfully mobilizes people to turn a vision into reality. Transformational leaders are able to create an inspiring vision of the future, motivate people to buy into and deliver the vision, manage delivery of the vision, and build a strong, trust-based relationship with their people.

The CSC through the CSI looks forward to continuing the Leadership Series to assist current and emerging leaders in government and help them reach their full potential. 🌟



# Masbate mayor guilty of indirect contempt

**THE CIVIL Service Commission (CSC) found Mayor Joshur Judd S. Lanete II of Placer, Masbate guilty of indirect contempt for his failure and refusal to implement the CSC decision to reinstate a municipal treasurer who was illegally dismissed from service.**

CSC Regional Office No. 5, through Decision No. 110082 dated October 4, 2011', directed the reinstatement of Local Revenue Collection Officer II Janneth M. Lopez to her original workstation at the Municipal Treasurer's Office of Placer, Masbate and directed payment of her back salaries.

Lopez filed an appeal before the CSC RO5 when Mayor Lanete terminated her services on July 20, 2010, in connection with her application for leave dated May 17, 2010.

On May 17, 2010, Lopez applied for a twin request: first, a leave of absence to be credited from her accumulated leave benefits; and second, an irrevocable resignation upon exhaustion of said leave credits. She was explicit in her intention that only upon the approval of her leave application and exhaustion of her leave credits that she be considered resigned. However, her application for leave was denied, and thus the Mayor's acceptance of her irrevocable resignation was premature and not reflective of her true intention.

CSC RO5 declared Lopez's resignation inoperative and ineffective on Oct. 4, 2011.

In the CSC decision, Mayor Lanete was directed to reinstate Lopez to her original workstation at the Municipal Treasurer's Office of Placer, with payment of salaries for the period she was illegally removed from the service until her reinstatement. However, CSC discovered that Mayor Lanete failed to implement the decision.

On Oct. 9, 2012, the CSC asked Mayor Lanete to explain within five days from receipt of the CSC resolution why he should not be cited for indirect contempt for his failure to fully implement the CSC decision.

Mayor Lanete failed to justify his failure to implement the decision prompting the Commission to formally charge him with indirect contempt.

The Commission set the formal investigation for the case but Mayor Lanete or his counsel repeatedly failed to appear in the scheduled hearings which led to the termination of the investigation.

According to Section 119 of the Revised Rules on Administrative Cases in the Civil Service (RRACCS), CSC decisions shall be immediately executory after 15 days from receipt of the decision, unless a motion for reconsideration is seasonably filed.

The Commission found Mayor Lanete guilty of indirect contempt for his unjust refusal to comply with the Commission's directive to reinstate Lopez.

Under RRACCS, an official or employee, or any person found guilty of, disobedience of, or resistance to a lawful writ, process, order, decision, resolution, ruling, summons, subpoena, command, or injunction of the Commission may be punished for indirect contempt.

Section 76, Rule 15 of the RRACCS states that any person found guilty of indirect contempt may be punished by a fine of PHP1,000 per day for every act of indirect contempt, and may also be held liable for damages.

From Nov. 15, 2012 to Jan. 14, 2015, the fine amounted to PHP790,000 without prejudice to additional imposable penalty after Jan. 14, 2015 until actual compliance by Mayor Lanete with the Commission's directive.

The CSC, as the central human resource institution of the bureaucracy, performs quasi-judicial functions on administrative cases against civil servants, and has the power to cite public officials for indirect contempt in case of the latter's defiance to the Commission's lawful order, resolution, or decision. ◆



# Double groundbreaking rites for CSC RO1's new field offices

**NOT ONE, but two.**

The Civil Service Commission Regional Office No. 1 (CSC RO1) recently held groundbreaking ceremonies for the two new CSC Field Office (FO) buildings in Lingayen and Urdaneta.

The 500 square meter lot for CSC FO-Lingayen was provided by LGU-Lingayen, Pangasinan through a usufruct for a period of 50 years. The site is located at Palaris Street, Poblacion, Lingayen, Pangasinan. The Deed of Usufruct was signed last year by Mayor Josefina V. Castañeda of LGU-Lingayen and then CSC Chairperson Francisco T. Duque III.

Meanwhile, CSC FO-Urdaneta's 200 square meter lot at Gracia Village, Barangay Nancayasan in Urdaneta City, Pangasinan was provided by the City Government of Urdaneta for a 50-year lease. The Contract of Lease was signed by Mayor Amadeo Gregorio E. Perez IV of LGU-Urdaneta City and Commissioner Robert S. Martinez on April 30, 2015.

Commissioner Martinez and CSC RO1 officials led by Director IV Nelson G. Sarmiento attended the two separate groundbreaking ceremonies. Mayor Castañeda and Mayor Perez also graced the ceremonies.

In his message, Commissioner Martinez expressed gratitude to Mayor Castañeda and Mayor Perez for partnering with the Commission in its thrust towards the continuous delivery of excellent public service through the provision of spaces for CSC field office buildings in Eastern and Western Pangasinan, separately.

On behalf of CSC Region 1, Director Sarmiento also thanked Commissioner Martinez for his support to the Regional Office in its goal to let all field offices have their own office buildings. With the eventual construction of the new CSC field office buildings, clients in Western and Eastern Pangasinan will be better served in a more conducive workplace. Expected to be constructed and completed in 2016, the two FO buildings will mark a milestone for CSC RO1 as the first RO to have provided buildings for all its FOs. ◆



Urdaneta field office groundbreaking.



Lingayen field office groundbreaking.

## Civil service examinees support social responsibility program

**EXAMINEES ARE also giving back.**

A total of 8,692 pencils, 1,784 ballpens, 482 erasers and 1,045 sharpeners were received from examinees in the four testing centers under Civil Service Commission Regional Office No. 12 (CSC RO12) including Cotabato City, Koronadal City, General Santos City, and Kidapawan City after the October 18, 2015 Career Service Examination-Pencil and Paper Test.

CSC RO12 is grateful to the October 18 examinees for their generosity and overwhelming support to the Commission's Social Responsibility Program.

These writing materials will be given to school children.

At the Koronadal City Testing Center, a total of 3,161 pencils, 519 ball pens, 160 erasers, and 308 sharpeners were collected while in General Santos City Testing Center,

a total of 2,214 pencils, 529 ball pens, 168 erasers, and 308 sharpeners were gathered.

On the other hand, a total of 2,033 Pencils, 490 ball pens, 116 erasers and 303 sharpeners were gathered from Kidapawan City and 1,284 pencils; 246 ball pens; 38 erasers; and 126 sharpeners from Cotabato City Testing Center. ◆

**Ready for school**—CSC RO12 is thankful to the October 18 CSE-PPT examinees for their active participation in the CSC's Social Responsibility Program.





# 12th RCPO focuses on ASEAN Integration

AROUND 300 human resource management practitioners (HRMPs) attended the 12th Regional Council of Personnel Officers (RCPO) Annual Conference held October 27-29, 2015 at South Seas Complex, Cotabato City, with the theme, "Strategic HRM: Pursuing the Opportunities and Challenges of ASEAN Integration."

The Council of Personnel Officers (CPO) Cotabato City Chapter hosted the event, with HRMPs from the provinces of North Cotabato, South Cotabato, Sultan Kudarat and Sarangani as well as from the cities of Cotabato, Kidapawan, Koronadal, and General Santos attending.

"We should all dream big but act bigger and bolder", Civil Service Commission (CSC) Assistant Commissioner Atty. Ariel G. Ronquillo said in his keynote message. He emphasized the need to institutionalize effective human resource (HR) systems in Local Government Units (LGUs) as well as in the national line agencies to ensure that civil service rules are being strictly observed.

Ronquillo also discussed HR in the context of ASEAN Integration, saying the Philippine government has the potential to keep up with its ASEAN neighbors. "We must continue to believe in our capabilities and in the best practices that we have," he stressed. He also challenged the participants to keep on upholding public service excellence. "I hope we will keep the fire of public service burning without end until the time comes when everyone can all truly say that Philippine civil servants are true servant heroes and God's gift to mankind," he added.

During his welcome message, Cotabato City Mayor Japal J. Guiani thanked the RCPO for choosing Cotabato as the venue of the conference. He also stressed the importance of having human resource managers in every organization.

Meanwhile, outgoing RCPO President Johnny G. Balawag expressed his gratitude to all guests, members, and participants for the support that was given to him during his term. "What we are enjoying now are the fruits of the labor and what our predecessors have planted in the RCPO," he said.

The conference featured speakers from esteemed institutions who discussed HR issues and concerns. Department of Trade and Industry



*CSC Assistant Commissioner Atty. Ariel G. Ronquillo served as the keynote speaker during the 12th Regional Council of Personnel Officers Annual Conference in Cotabato City.*

Assistant Secretary Ceferino S. Rodolfo gave updates on the recent developments on Trade and Negotiation in the context of ASEAN Integration. Supervising Professional Regulations Officer Sheriel E. Loloy of the Professional Regulation Commission gave an overview of human resource development, capacity building, and professional recognition in the ASEAN Integration. Notre Dame University President Fr. Charlie M. Inzon, OMI, on the other hand, discussed cultural diversity in light of ASEAN Integration and the challenges it poses to Filipinos.

The participants were also treated to a cultural night, a musical night, and a city tour around Cotabato City, with major stops at its most iconic landmarks.

The conference ended with the election of new set of RCPO Officers with Hazel Lebanan of LGU Koronadal City as its new President. Lalaine M. Sajelan of National Economic and Development Authority Regional Office No. 12 as the Vice-President, Anna Alovera of the Polomolok Water District as Secretary; Sittiehawa Marohomsalic of Provincial Government of Alabel, Sarangani as the Secretary, Jimmy Casimero of LGU-Makilala as Treasurer; and Elsa Indanao of LGU-Tacurong City as Auditor.

Hosting next year's RCPO conference is the Council of Personnel Officers of Sultan Kudarat Province. 📍



# CSC RO6 holds HRMP Congress, conducts ARTA Report Card Survey

**HUMAN RESOURCE management practitioners (HRMPs) from Western Visayas gathered last September 21-23 for its 5th Regional Congress.**

The Congress, organized together with the Regional Council of HRMPs- Western Visayas, is part of the CSC Regional Office No. 6's (CSC RO6) Golden Jubilee Celebration.

This year's theme is "Celebrating Golden Moments with CSC RO6 Empowering HRMPs through Strategic HR," focusing on the partnership of CSC and the HRMPs in the implementation of plans and programs for the achievement of public service excellence through the enhancement of competencies of human resources.

Administrative officers, personnel officers, human resource management officers (HRMOs), HR directors, planning and development directors/officers, and executive/administrative assistants involved in HR management and development from various government offices in Region 6 attended the Congress.

Among the speakers during the three-day Regional Congress were former CSC Chairperson Francisco T. Duque III (now chairperson of the Institution for Solidarity in Asia or ISA); CSC Commissioner Robert S. Martinez; Civil Service Institute Executive Director IV Arthur Luis P. Florentin, and Human Resource Policies and Standards Office Director IV Azucena P. Esleta.

The CSC RO6 Story Book, which is one of the mementos for the CSC RO6 Golden Jubilee celebration, was also launched on the second day of the Congress.



Source: [cscro5.wordpress.com/2015/01/27/2014-anti-red-tape-act-report-card-survey-result/](http://cscro5.wordpress.com/2015/01/27/2014-anti-red-tape-act-report-card-survey-result/)

Meanwhile, CSC RO6 also conducted the first Supervised HRMO Self-Assessment in Jordan, Guimaras on October 9 and 16, 2015, and in Iloilo City on October 21-22, 2015. The said activity aims to find out the Maturity Level of government offices on the Online Self-Assessment conducted during the 4th quarter of 2014 and 1st quarter of 2015. There were 103 HR practitioners who took part in the supervised self-assessment.

CSCRO 6 has also completed surveying 82 service offices under the Anti-Red Tape Act Report Card Survey (ARTA RCS) as of October 28, 2015. Out of this number, 43 service offices (52.44%) obtained a **Good** rating, 35 agencies (42.68%) received an **Excellent** rating, 2 service offices obtained an **Acceptable** rating, and 2 agencies failed the survey. The two agencies that earlier failed the survey obtained a Good rating in the second round of the ARTA-RCS. ◆



THE PHILIPPINES  
STRUCTURAL REFORMS FOR SUSTAINABLE GROWTH  
SEPTEMBER 2015

**REFORMING THE  
BUREAUCRACY:**  
Perspectives  
**from KEY**  
Government Institutions\*



# **CSC EXECUTIVE LETTER**

**F**irst, allow me to thank Philippine Economic Society for extending this invitation to the CSC, coursed through the Office of the Ombudsman. This is a great opportunity for us to share what is being done in getting the affairs of the civil service in order as we work through rational and realistic parameters. Just to inform you, I assumed stewardship of the CSC last October 12 and today is November 10, I am two-days shy of my “first monthsary”, as our young ones like to call it nowadays. As soon as I went in, I hit the ground running, began my duties as chairperson by learning the rigors of the job, and tried to absorb as much as I can about the esteemed institution entrusted to me to lead.

## **1. Overview of the CSC Focusing on its HR Function**

To better understand the function of the CSC, think of the government as a company with CSC as its human resource arm handling recruitment, selection/placement, employee discipline, workplace learning, performance management, compensation and benefits, and career/talent management. In a nutshell, the heart of the CSC's work is human resource management. It is constitutionally mandated under Executive Order 292 “to establish a career service, adopt measures to promote morale, efficiency, integrity, responsiveness, and courtesy in the civil service, strengthen the merit and rewards system, integrate all human resource development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability.”

The CSC is currently undergoing a transformation journey so it can go back to its *raison d'être* (reason for existence) which is HR management. And from what I have learned, it was a grueling and challenging

period of change management implementation as it simultaneously worked to be institutionalized under the Performance Governance System, a performance management and measurement tool developed at the Harvard Business School. These internal reform tools enabled the Commission to identify clear and defined vision basecamps: to be the leading center of excellence in strategic human resource and organization development in the country by 2015, in Southeast Asia by 2022, and in Asia by 2030.

These vision basecamps and all the targets are enshrined in the CSC Enterprise Scorecard, which maps out our course and direction. Most of the measures committed there are designed to drive the CSC in upgrading the quality of HR management in the public sector. The CSC made the shift from being regulatory to assistorial, which means that it has gone beyond transactional and paper pushing endeavors towards proactively offering HR interventions to agencies for identified anticipated needs, as well as targeted areas of reform. These HR initiatives that are being rolled out to government agencies are helping them reach their own goals in HR and OD. Allow me to share them with you.

## **2. Reforms in the Bureaucracy's HR Management System**

A definitive marker is the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM.) PRIME-HRM is a mechanism designed to help elevate human resource management or HRM in the public sector to a level of excellence for good governance and efficient public service.

PRIME-HRM is a result of a study conducted by CSC in 2014 on the state of HRM in the public sector. The study involved on-site assessment of the HR systems



initially of the Department of Education Regional and Division offices and two online self-assessment which began with 346 agencies then was later expanded to 3,126 agencies. The study provided a reading of the state of HRM in public sector agencies targeted for assessment by the CSC. Being the first comprehensive assessment of its kind, it provided a picture of the Maturity Level of HRM systems in the bureaucracy. Study result indicate that HR systems are in Maturity Level 1 or Transactional Level. This means partial readiness to exercise HR functions (e.g., there is no established Selection Committee but only *ad hoc* group, there is no recruitment manual in place and no database of shortlisted candidates, among others.) The agencies' HR systems, practices, and competencies still need to be subjected to regular monitoring or assistance by the CSC.

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**The CSC made the shift from being regulatory to assistorial which means that it has gone beyond transactional and paper pushing endeavors towards proactively offering HR interventions to agencies for identified anticipated needs, as well as targeted areas of reform.**

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The study also revealed that the overall competency level of Human Resource Management Officers or HRMOs is at Competency Level 1 or at the Basic Level, which means the HRMOs subjected to the survey understand only basic principles (i.e. implementation of the staffing plan and recruitment guidelines, evaluation of candidates' qualifications against qualification standards and performing secretariat functions to an *ad hoc* selection committee). At this level, HRMOs still need assistance or direction in performing their tasks.

The assessment pointed where we were, thus we had clear directions on where we want to go.

Through PRIME-HRM, we were able to come up with measures to develop and empower agencies, and engage not only the HRM Officers but also the agency heads, the supervisors/managers, and the rank

and file employees of the agency. Through PRIME-HRM, we assess, assist, and award the HR systems, competencies, and practices of government agencies.

In the Assessment Phase, PRIME-HRM helps agencies look into current practices and do a reality check on the maturity level of four HRM systems, namely, Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition. Aside from checking what the agency is capable of in terms of human development, the CSC through PRIME-HRM also helps plan the next steps to address gaps and inadequacies.

In the Assist Phase, CSC guides agencies in developing their action plan and connects them to proper subject matter experts to help achieve target maturity levels. Regular monitoring is also key in this phase so agencies can track their progress. Agencies are given autonomy in determining the maturity level they desire to achieve.

CSC through PRIME-HRM also recognizes agencies that have worked on improving their HRM systems and strived to attain higher HR maturity levels. Agencies found to excel in crafting and implementing HR systems may be conferred the Center of HR Excellence or the Seal of HR Excellence Award. Even small wins are recognized. For instance, if the agency already has an approved and functional performance management system like the SPMS, and thus meets one of the Maturity Level 2 indicators, then the agency may be given a certificate of recognition.

But what does PRIME-HRM bring to the reform agenda? PRIME-HRM is anchored on the principle that meeting government employees' needs through the provision of quality HR systems and policies would translate to better service to clients, the Filipino people. *Ang lingkod bayan na kuntento at masaya ay magsisilbi nang magiliw at mahusay. Dahil maganda na ang polisiya at programa para sa mga kawani, wala nang dahilan upang hindi magbigay ng mahusay na serbisyo sa mamamayang Pilipino.*

### 3. Reforms in Performance Management: From individual effort to teamwork

In human resource management, the area of performance appraisal is often tricky, if not controversial. It has been said that a “perfect” performance evaluation system does not exist, yet the CSC, in its pursuit of a civil service governed purely by meritocracy, continues to seek one that would be perfect for the public sector. Through the years, it has implemented several performance evaluation systems. These systems, however, focus only on individual appraisals.

To address this issue, the CSC developed and implemented the Strategic Performance Management System (SPMS) which has three main features: one, the SPMS links individual performance vis-à-vis the agency’s performance goals that are aligned to national development plans, agency mandate and strategic priorities, and/or organizational performance. For example, employees will perform better if they feel responsible for something—even if it is only a small piece of the overall puzzle. This situation illustrates the alignment of individual performance in the achievement of an organization’s vision, mission, and strategic goals.

Two, the SPMS puts premium on major final outputs that contribute to the realization of organizational mandate, vision/mission, and outputs and outcomes. So rather than reporting on the number of activities implemented as an accomplishment, the target now is how those activities contributed to the overall goal of the organization.

Three, under the SPMS, accountabilities and individual roles in the achievement of goals are clearly defined to give way to collective goal setting and performance rating. The commitments indicated establish clear linkage between organizational performance and individual performance.

SPMS also paved the way for the purposive grant of incentives. Seeing the need to harmonize the policies on performance management, His Excellency, President Benigno S. Aquino III signed Executive

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Through PRIME-HRM, we were able to come up with measures to develop and empower agencies.

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Order No. 80 directing the adoption of a performance-based incentive system for government employees. The SPMS is one of the prerequisites to qualify for the Performance-Based Bonus or PBB. To quote the words of President Aquino, “*Ang hangad natin ay maengganyong magdoble-kayod pa sa trabaho, at magkaroon ng higit pang pananagutan ang mga kawani ng pampublikong sektor. Sa bagong sistema, kung magpapakitang-gilas, garantisadong may bonus ka. Kung magbulakbol ka, sorry ka...*”

As of September, 71 percent of 2,604 government agencies have functional SPMS in place, while 93 percent of 2,604 already have their approved agency SPMS.

### 4. Competency in the Bureaucracy

While the introduction of a modern civil service system by American colonizers attempted to reverse the culture of political horse-trading prominent during the Spanish era, the bureaucracy today still reels from a culture of patronage and spoils system. To address this, the CSC has joined the competency bandwagon. Internally, the CSC developed its competency model and we hope to integrate competencies into the various HROD sub-systems of the Philippine bureaucracy to stem if not eliminate altogether “MBA” appointees, applicants who mouth “*may backer ako*” in applying for government posts.

The CSC is now working to integrate competencies in HROD systems in the public sector. Competency-Based HR has long been practiced in the private sector and we believe it is high time we do the same in government. Good governance begins with good people on board who will lay the foundation for a highly competent, credible, and high-performing civil service.



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### **The CSC is now working to integrate competencies in HROD systems in the public sector.**

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One of the new HR initiatives is Competency-Based Recruitment and Qualification Standards (CBRQS) which aims to expand the existing Qualification Standards—a set of minimum requirements in terms of eligibility, education, experience, and training required for every position—to include competencies to better assess a candidate's fitness not only for the job, but also to the organization and work unit. This is already in place in the CSC and, hopefully, with some more refinements to the program, we can soon cascade this to the entire bureaucracy.

Also, with the introduction of the Competency-Based Learning and Development System, the identification of participants, programs and mode of intervention has become more purposive, as they are anchored on competency assessment results. The competency assessment system was further enhanced from a manual assessment, to an online competency assessment and from 180-degree assessment to 360-degree. This program directly helps employees address their competency gaps and meet their development needs.

### **5. Reforms in Administrative Justice**

The CSC has achieved significant victories in the performance of its quasi-judicial functions as it has reduced the number of days in resolving cases ripe for resolution to 40 days, well ahead of the 60-day resolution period required under the law.

This year, CSC resolved 91.66 percent or 7,639 cases within 40 days out of 8,334 cases ripe for resolution. At this point, on behalf of the CSC, we would like to convey our appreciation to the Office of the Ombudsman headed by Tanodbayan Conchita Carpio-

Morales for the dismissal of local chief executives who refused to comply with CSC orders. This is a big push in our fight against graft and corruption and our campaign for good governance.

### **6. Reforms in Public Service Delivery through ARTA**

The CSC plays a significant role in the good governance and anti-corruption efforts of the government as the lead implementor of Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA).

The year 2014 marked several milestones in the implementation of the ARTA law as various programs were integrated into a closed-loop linkage, thus the Integrated ARTA Program. For instance, data from the Contact Center ng Bayan was used to determine agencies which needed frontline service diagnosis, assessment, and assistance. The selected agencies were subjected to the Report Card Survey. From the pool of surveyed offices, the best performers were recognized through the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA) while those with poor performance were assisted through the Service Delivery Excellence Program (SDEP). ARTA Watch, in partnership with the media, have been conducted to show both the public and government agencies CSC's determination in pushing for service excellence, efficiency, and counter red tape endeavors.

However, let us focus our lens on the two major tools of the Integrated ARTA Program: the Contact Center ng Bayan (CCB) and the Report Card Survey (RCS).

The CCB is a unified facility that addresses the needs of citizens ranging from request for information to complex government support services. Through CCB's helpline (1-6565) and short messaging system (0908-881-6565), the public can report the presence of fixers in service offices, disruption of service during lunch break, absence of Public Assistance and Complaints Desk, imposition of additional fees, discourteous frontline service staff, among others. The one-year data of the CCB (September 2012 to September

2013) revealed the nine agencies needing utmost attention in terms of frontline service improvement, given the high volume of clients and reports received: 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), and the Philippine Health Insurance Corporation (Philhealth). Thus, these agencies underwent the RCS to help them identify and assess the areas for improvement.

The RCS, on the other hand, is a mechanism used to measure client satisfaction and get feedback on government frontline services. Section 10 of the ARTA of 2007 states that: “All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Civil Service Commission, which shall be used to obtain feedback on how provisions in the Citizen’s Charter are being followed and how the agency is performing.”

In 2014, a total of 1,023 service offices from nine agencies were subjected to the RCS. Of the total number surveyed, 96.19 percent or 984 offices passed, incurring scores of at least 70, while 25.51 percent obtained “Excellent” marks or scores of at least 90. Only 4 percent earned a “Failed” rating.

As a way to revalidate the result of the 2014 RCS, the CSC covered the same agencies for 2015 and added 50 first class cities, as well as 51 branches of the Land Bank of the Philippines. As of September this year, we were able to subject 1,101 service offices to the RCS out of the 1,114 target. 63 percent posted “Good” rating, 32 percent got “Excellent” marks and 1 percent failed the RCS.

To make sure that we have the moral and technical ascendancy to implement the ARTA law, CSC also subjects itself annually to third-party audit. In Pulse Asia’s Awareness, Availment, and Satisfaction Ratings of selected government agencies surveyed, the CSC got a rating of 98 percent from 2011 and 2013 and

97 percent in 2014. Improving frontline services should definitely be our expertise. I hope one day our government will be known for its reputable and excellent frontline services. *Dapat dumating yung araw na tayo na ang ginagawang benchmark ng ibang bansa, lalo na sa mga paraan ng ating paglilingkod sa mamamayan.*

We at the CSC believe that key to transforming the Philippine bureaucracy starts with the reforms implemented within the Commission as we set the direction of Philippine HR. Our programs and policies directly bear on 1.4 million state employees. From focusing on the conduct of examination, policing and regulation, rationalization and reorganization, and upholding the autonomy of the career service, we shifted our perspectives in order to make HR management more attuned to the needs of the *lingkod bayan*—from giving fair chances starting in recruitment and selection, to the continuous professionalization and capacity upgrade through learning and development opportunities, giving out performance-based incentives and rewards, to weeding out bad eggs through administrative discipline. *Ang pagbabago ay kailangang magmula sa amin. Kung kami ay nasa tuwid na daan, ito na rin ang magiging landasin ng mga ahensiya at naglilingkod sa pamahalaan.*

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**We at the CSC believe that key to transforming the Philippine bureaucracy starts with the reforms implemented within the Commission as we set the direction of Philippine HR.**

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Congratulations to the Philippine Economic Society for the successful holding of your 53rd annual meeting. The CSC continues to look forward to a more fruitful partnership with you as we continue to strive for good governance, and ensure that the Filipino people get the kind of public service they deserve.

*Maraming salamat at mabuhay!* ◆



# 2015 PRESIDENTIAL *Lingkod Bayan* AWARDEES



**TEODORA D. BALANGCOD**

Professor III  
Department of Biology  
College of Science  
University of the Philippines –  
Baguio  
Baguio City

For being an outstanding educator, demonstrating exemplary performance in teaching, research, and extension services at the University of the Philippines Baguio. Her major accomplishments in botany contributed to the Green Policy Program of UP Baguio, and also to the National Greening Program of the government. She developed research projects for indigenous communities in Benguet. The lack of laboratory resources did not hinder her from doing research but instead led her to improvise ways to augment the lack of equipment. Her passion to teach—advising and mentoring students—continuously inspires new generations of scientists.



**ALMA C. DICKSON**

Agricultural Center Chief IV  
Bureau of Fisheries and Aquatic  
Resources  
Quezon City

For making the Philippines at par with regional standards in fisheries observer programs. Through the Philippine Fisheries Observer Program, she was able to gain full authority from the Western and Central Pacific Fisheries Commission to allow Philippine fisheries observers to be deployed in the Philippine flagged vessels operating in the high seas. Not only did the program benefit the commercial fishing industry, it also generated employment for fisheries or marine biology graduates, as well as provided incentives for BFAR personnel. Her skillful operation, management, monitoring, and patrol of vessels, coupled with her expertise in personnel development, make her a multi-faceted leader.



**ARSENIO B. ELLA**

Scientist III  
Forest Products Research and  
Development Institute  
Department of Science and  
Technology  
Los Baños, Laguna

For his outstanding works in science and technology. As the leading scientist in non-timber forest products research and development, he developed and utilized technologies to sustain and maximize resin production; generated scientific knowledge; and transferred technical skills to the indigenous peoples and local communities in different parts of the country, which brought them alternative sources of livelihood. His expertise in wood anatomy and non-timber forest products contributed greatly to environmental protection, preservation of culture, and sustainable development.

# 2015 PRESIDENTIAL *Lingkod Bayan* AWARDEES



**DINA A. GENZOLA**  
Senior Agriculturist  
Office of the Provincial  
Agriculturist  
Provincial Government of  
Negros Occidental  
Bacolod City

For championing Philippine agriculture through high impact programs in farming and fisheries. Her creative and resourceful management of the Negros First Universal Crop Insurance Program (NFUCIP) protected farmers from the devastating effects of crop damage during natural calamities. Her passionate and collaborative leadership brought out the full potential of the program, benefiting more than 11,000 farmers in the province and generating a return valued at PHP23 million pesos in the form of claims, indemnity, government share, and benefits. Her dedication in agri-fishery development and farm management promoted food security, productivity, and reduced poverty in the province.



**ROBERTO C. GUARTE, PH.D.**  
Professor VI  
Visayas State University  
Baybay City, Leyte

For his versatility and dedication in implementing extension projects and developing agri-industrial equipment for the benefit of various communities. He contributed immensely to the rehabilitation of areas hit by Super Typhoon Yolanda through the restoration of at least 30 school buildings, installation of 456 solar streetlights, and electrification of 766 households through solar home system units. As a researcher, he developed abaca stripping machines and the technology and equipment for small-scale biodiesel production that can be used to improve farming efficiency and productivity.



**JULIUS A. LECCIONES, M.D.**  
Executive Director III  
Philippine Children's  
Medical Center  
Quezon City

For his leadership and dedication to transform the Philippine Children's Medical Center (PCMC) into a responsive and accessible pediatric healthcare facility. He secured the ownership of PCMC's 3.7-hectare lot after a 35-year dispute, and sought partnerships and funding for the modernization of the hospital's infrastructure and critical equipment to ensure quality patient services. He also organized a national childhood cancer program that increased access to medical services and treatment, especially among indigent patients.



**LILIBETH B. MARTIN**  
Medical Technologist II  
Provincial Health Office  
Provincial Government of Abra  
Bangued, Abra

For her unwavering dedication to public health service. She established the first Provincial Malaria Elimination Hub in the country which employed a one-stop-shop strategy in malaria treatment, making Abra a malaria-free province. She organized a support group for former leprosy patients dubbed the Hansenites' Gathering to reduce the stigma and assist them in going back to mainstream society. She initiated the training of rural health midwives and barangay health workers to combat tuberculosis. Rainy days, mountainous terrains, rivers and even insurgency did not deter her to reach out to the poor and provide them health services.



# 2015 PRESIDENTIAL *Lingkod Bayan* AWARDEES



**AMER A. SABER, M.D.**  
Medical Center Chief I  
Amai Pakpak Medical  
Center  
Datu Saber, Marawi City

For transforming a government-run medical center into a modern, state-of-the-art medical facility meeting international standards. As medical chief, he understands that excellent health care rests on having the best health practitioners and facilities possible, and he was able to provide all these for the people of Marawi City. His innovative strategies in securing funding, developing human resource, and improving public service created a model medical center that provides quality and inclusive health care to clients regardless of their religion, ethnicity, gender, and class.



**GILBERT C. SOSA**  
Police Chief Superintendent  
Philippine National Police –  
National Headquarters  
Quezon City

For his efforts to create a more secured and productive cyber environment for Filipinos. He started the Cyber-Crime Section under the Criminal Investigation and Detection Group and worked to upgrade the organization into the current Anti-Cybercrime Group with autonomous structure. He created the country's first-ever team of Cyber Cops, and the first batch of certified Digital and Mobile (Devices) Forensic Examiners to serve as expert witnesses in court. He also led the crackdown on major cybercrime activities and promoted greater advocacy by initiating the yearly National Summit on Cybercrime.



**CECILIA B. VIDOY**  
Teacher I  
Rabat Rocamora Mati  
Central School SPED Center  
School Division of Mati City  
Department of Education  
Mati City, Davao Oriental

For her tenacity in serving learners with disabilities despite her own visual impairment. As a Special Education Teacher at Rabat Rocamora Mati Central School SPED Center in Davao, she has been the light of inspiration that illuminates the path of students toward their bright future. Her persistent efforts in teaching helped specially abled students achieve academic excellence and guided them in finding their place in the society.



**JONAR I. YAGO**  
Professor IV  
College of Agriculture  
Nueva Vizcaya State  
University  
Bayombong, Nueva Viscaya

For his outstanding contribution in the field of agriculture, particularly in fungal physiology and mycology, which brought pride to the country. By identifying fungal disease that caused the 90 percent decline in citrus plantations yield in 2000, he also successfully identified the correct pesticide to counter it. He led information dissemination campaigns among farmers and developed a DNA-based indexing laboratory in the university, a first of its kind among the country's state universities and colleges.

# 2015 *Dangal ng Bayan* AWARDEES



**MENIA S. ALVIDERA**  
Education Program  
Supervisor  
Department of Education  
Division of Roxas City  
City of Roxas, Capiz

For being an epitome of an outstanding teacher, guidance counselor, and school administrator, performing her duties as a committed Girl Scout, a civic and church worker, and a role model of honesty and integrity. With meager resources, she established the first special education school in Capiz which opened doors and many opportunities to families who have children with disabilities. She devised an assessment tool for children with special needs, found donors for the construction of a two-classroom building for children with autism spectrum disorder and designed remedial classes during her off hours for children who have difficulty catching up with the lessons. She believes that formation comes within and outside the four walls of the classroom, and dedicated her profession to make future leaders out of simple children.



**MARIA DAISY O. BERCEDE**  
State Auditor IV  
Commission on Audit  
Regional Office No. 7  
Cebu City

For her laudable courage and integrity to stand for the truth as she fulfilled her duties as a State Auditor IV of the Commission on Audit in Cebu. She fearlessly led investigations against suspicious spending of government funds evidenced by unaccounted collections, irregular conduct of canvass or bidding, and falsified documents. Her persistence in identifying and confronting corruption inspired her Audit Team to render truthful and excellent public service amidst threats and difficult situations.



**VIVENCIO B. CLAROS**  
Jail Officer II  
Bureau of Jail Management  
and Penology  
Rodriguez Municipal Jail  
Rodriguez, Rizal

For his justness and sincerity in promoting the welfare of inmates in Rodriguez Municipal Jail through implementation of holistic development programs and activities that include the Alternative Learning System (ALS), feeding program, and volunteer activities. He forged partnerships with local government units and various institutions to help sustain the inmates' needs. His willingness to put his life on the line in order to save families affected by strong monsoon rains in August 2012 reflects his selfless service.



**TRIXIE M. DAGAME**  
Fire Officer II  
Bureau of Fire Protection  
Regional Office No. 8  
Tacloban City

For demonstrating utmost commitment to public interest and responsiveness during the height of Typhoon Yolanda in 2013. Despite being off-duty on that fateful day, she insisted to be part of the Tacloban City Fire Station team ready to respond to whatever disaster the storm brought. However, the storm surge took the lives of her own children aged 1 and 5 years old and wrecked her house. Despite the unimaginable loss, she reported back to duty the next day and responded to a fire that broke out in the area. Choosing to honor her sworn duties as a fire officer, she sacrificed her own welfare for the sake of the public's safety.



# *Dangal ng Bayan* 2015 AWARDEES



**ROY A. ESTERON**

Truck Driver  
National Food Authority  
Quirino Provincial Office  
Cabarroguis, Quirino

For his utmost dedication in public service as a Truck Driver of the National Food Authority (NFA) – Quirino Provincial Office. He went over and beyond his job description and expected nothing in return. His resourcefulness and innovation generated savings in vehicle and equipment repair and maintenance expenditures. He initiated segregation of waste materials and maintenance of the agency's Material Recovery Facilities. In all these things, he exemplified commitment to public interest, justness and sincerity.



**JUVY S. GATON**

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

For her strict adherence to the norms of conduct of a public servant and her tenacity in communicating government programs. She has been instrumental in the information dissemination and technology transfer through her radio show aired daily at 3 a.m., which she has hosted for more than two decades without overtime pay and remuneration. "Agri-Pinoy School on the Air" broadcasts lessons on agri-technology and good agricultural practices. Despite suffering a mild stroke which paralyzed half her body, she remained committed to her duty as a public servant, notwithstanding the therapy sessions she had to undergo to recover and improve her dexterity. Her show empowered agriculture graduates to become local farmer technicians, and continues to inspire and educate farmers, students, and practitioners of the field.



**JO ANNE D. HABER**

Director IV  
Office of the President  
San Miguel, Manila

For her dedication and commitment in attending to the rigors of her post at the Office of the President. Steadfast and dependable, she efficiently attends to documents that require the attention of the President, thus ensuring productive use of the valuable time of the country's highest official. Despite the sensitivity of her post, she did not take advantage of her position to gain or oblige favors.



**MARIO V. NAVASERO**

Scientist I  
University of the Philippines -  
Los Baños  
Laguna

For his utmost commitment to public interest that led him to address an outbreak of "cocolisap" or coconut scale insect that significantly affected the coconut industry. He co-discovered and introduced a biological control solution that was safer and more effective than chemicals in abating infestation. His invention and numerous researches on crop protection, some of them self-funded, saved the livelihood of thousands of local farmers and one of the country's highest-earning export industries. He continues to share his expertise to fellow Filipinos despite the lure of greener pastures abroad.

# 2015 CIVIL SERVICE COMMISSION *Pagasa* AWARDEES



**DANNY C. CACHOLA**  
Elementary School Principal II  
Matucay Elementary School  
Allacapan, Cagayan

For his enterprising approach to school management that led him to introduce innovative projects that addressed nutritional needs of pupils and improved school facilities. He led the setting up of a 1.5-hectare rice field and tilapia pond and a vegetable farm. Earnings from the harvests are used to supplement funding for the schools' feeding program and physical development.



**JINGLEBERT P. COLLADO**  
Teacher I  
Division of Davao del Norte  
Department of Education  
Tagum City, Davao del Norte

For dramatically improving the literacy rate among communities of the Ata Manobo and Dibabawun tribes in Davao del Norte. Collado took to heart his teaching responsibilities as an Alternative Learning System (ALS) mobile teacher, bringing education to the hinterlands of the Kupalong municipality. His labor was not in vain as 80 percent of his illiterate students were eventually promoted to literate status after strict monitoring and evaluation. He also initiated programs that provided basic food and school supplies to the indigenous communities.



**GLORIA M. DE LA CRUZ**  
Agricultural Center Chief IV  
Philippine Carabao Center  
DMMMSU Campus  
Rosario, La Union

For exemplifying resourceful and creative leadership that brought the Philippine Carabao Center to new heights of public service excellence. She introduced innovative strategies in carabao herd management that regulated the slaughter of stock and allowed more diverse products to be introduced to the local market. Her networking skills gained her organization the support needed to implement massive educational and information campaigns to get farmers on board. As a result, dairy milk outlets sprouted in Rosario, La Union; dairy carabaos increased in number; and farmers reaped the financial gains of efficient resource management.



**VIRGILIO M. FUERTES**  
Senior Science Research  
Specialist  
Department of Science and  
Technology  
Regional Office No. 10  
Cagayan de Oro City

For exemplifying service and honor in his work as both leader and researcher. He was able to apply and share his expertise in science research to practical projects and programs that benefitted micro, small and medium enterprises (MSMEs) as well as communities in Bukidnon. Banking on the principle of inclusive growth, he led his organization to support entrepreneurs in introducing local, natural, and healthy products in the market. In the process, they were able to boost local economy, facilitate technology transfer for chemical-free production that adhered to global standards, and move commodities to better market opportunities.



# 2015 CIVIL SERVICE COMMISSION *Pagasa* AWARDEES



**EUNICE A. LAYUGAN**  
Associate Professor V  
Cagayan State University –  
Aparri  
Aparri, Cagayan

For her unparalleled contribution to marine life research that helped conserve freshwater clam or “cabibi” in Cagayan River. Her diligent efforts in understanding the ecology, taxonomy, reproductive capacity, and habitat of the species raised awareness among farmers and other researchers about the value of the organism and the livelihood opportunities it can offer. Her researches, which have been presented in international fora, have brought pride to the country. Her dedication has inspired others to uphold good stewardship of marine life.



**LUZ R. MARCELINO**  
Chief Science Research  
Specialist  
Department of Agriculture  
Regional Field Office No. 5  
Pili, Camarines Sur

For her outstanding research and development activities on the production and promotion of quality seeds for rice, vegetables, and legumes, and planting materials of pili, mango, and other fruit bearing trees. Her collaborations with PhilRice, state universities, and various groups and non-government organizations resulted in the increase in the income of her agency, as well as wide dissemination of matured agricultural technologies. She created an agricultural model to encourage the youth to pursue agriculture courses, and was instrumental in the eradication of informal settlers to expand areas for research. Her innovation, persistence, and creativity is manifested in her efforts to mitigate climate change and adapt cutting-edge technologies to achieve food security.



**ALBERT G. RAMOS**  
Senior Water Resources  
Facility Technician  
Plaridel Water District  
Plaridel, Bulacan

For impressively speeding up operations at the Plaridel Water District (PWD) with his innovative inventions like the Pump Operation Device, Water Level Indicator Device, and Water Sample Collector. Aside from generating savings, these devices have made service more efficient and benefitted the municipality and nearby areas. His dedication to work inspired his colleagues to always exemplify excellence and integrity in performing their duties.



**ERNESTO F. RIVERA**  
Information Technology  
Officer II  
Philippine Health Insurance  
Corporation  
Pasig City

For his pioneering information technology solutions that enabled his agency to significantly improve its operational efficiency and deliver better services to members. His Online Inquiry System now allows members to view premium contributions, claims status, and pay online, while his Customer Service Inquiry System integrates operational data needed by the agency’s call center and Member’s Assistance Center. His development of these systems generated savings for the agency as well as improved the efficiency of the government’s social health insurance program.

# 2015 CIVIL SERVICE COMMISSION *Pagasa* AWARDEES



**MARY ANNE T. TIMBREZA**

Municipal Civil Registrar  
Municipal Government of  
Tayum  
Tayum, Abra

For maximizing the use of technology in improving her organization's performance. She upgraded the civil registry of Tayum, Abra by shifting from paper-based to digital processing. This initiative promoted efficient document management, streamlined office processing, and protected the authenticity of the documents. This time-and space- efficient innovation also generated significant savings for the office. The strong impact of the new system on the performance of the organization made them a model for other local government units who eagerly expressed plans to replicate the system.



## **COMELEC – ITD iREHISTRO TEAM**

Commission on Elections  
Intramuros, Manila

*Members: Eden C. Bolo, Felimon R. Enrile III, Jeannie V. Flororita (team leader) and Reynaldo O. Loza*

For modernizing the archaic application for registration process through the iRehistro Project. The standout innovation shortened the entire application process, resulting in easier and faster filling up of application forms, improved

accessibility to persons with disabilities, and more accurate data encoding and recording. The project enabled COMELEC to save a huge amount in expenditures in procurement of paper application forms, distribution of the forms to field offices, and replenishment of stocks. The success of the project has encouraged more Filipinos both here and abroad to actively participate in elections, thus resulting to responsible citizenship.



## **OFFICE FOR AGRICULTURAL SERVICES (Rice Group)**

Provincial Government of  
Kalinga  
Tabuk City, Kalinga

*Members: Lucena B. Agurin, Jennyrose G. Bolislis, Jose R. Casibang (team leader), Rosalina G. Gapasin, Myrna G. Garao, Delia T. Gonzalo, Margarita G. Juan, Sol G. Lawagan, Veronica S. Mora, Lerma A. Nieves*

For the team's outstanding contribution to rice food security in the local and national levels. The Province of Kalinga retained its stature as the rice granary of the Cordillera Administrative Region through the group's outstanding performance in the steady growth in *palay* yield and *palay* sufficiency level. With 400 percent sufficiency level, the surplus *palay* in Kalinga contributed to food security. The group also opened the access to export market for heirloom rice and made heirloom rice production an export rice-oriented enterprise. The group also enhanced farm mechanization, facility support, infrastructures, and employed strategies that raised the technical capability and social responsibility of all stakeholders in the rice industry.



MOVE is actively seeking members and volunteers from all over the Philippine government, including the police.



# Pinoy Pinay *for* Men as partners in gender advocacy



MOVE members take a photo at the Aliw Theatre right after their motorcade to kick off the 18-Day Campaign to End VAW.



*There is a need to end the misconception that gender concerns are only women's concerns.*

**T**his was emphasized by the Civil Service Commission (CSC) as it joined the Philippine government and the rest of the world in observing the 18-Day Campaign to End Violence Against Women and their Children (VAWC).

The campaign is in line with the 16 Days of Activism Against Gender Violence organized through the first Women's Global Leadership Institute in 1991 and observed worldwide since then. The Philippines observes an extra two (2) days to include December 12, a date marking the observance of the International Day Against Trafficking.

### **HeforShe**

During the opening ceremony of the 18-Day Campaign at the CSC, Chairperson Alicia dela Rosa-Bala encouraged all CSC male officials and employees to be involved in gender advocacy. CSC's top male officials then led the pledge of support to the advocacy, citing their role in ending VAWC. This is in line with the UN Women's HeforShe international campaign launched in 2014 during British actress Emma Watson's privilege speech.

"It is important to have men as partners because we are trying to dismantle deep-seated cultural biases and discrimination," Bala said. "We are all affected by gender-based violence, and it is high time we all work together to solve these problems."

She further said the CSC also believes that men should take an active stance in addressing gender issues, especially in helping efforts to end VAWC. She cited MOVE Philippines, Inc., an organization of men from government agencies and civil society who support gender equity, as

a sample of the country's efforts in mobilizing men. MOVE Philippines, Inc. was launched in 2006 and preceded the HeforShe campaign by eight (8) years.

### **Kalalakihan para sa Kababaihan**

"Huwag mo na antayin ang Women's Month o ang 18-Day Campaign to End Violence Against Women and their Children. Ang gender advocacy ay isang daily concern."

This is the statement of Ricky Bunao, interim president of Men Opposed to Violence Against Women Everywhere or MOVE Philippines, Inc. and Social Welfare Officer V at the Department of Social Welfare and Development (DSWD). Bunao also serves as Center Head of the Haven for the Elderly, DSWD's accredited center of excellence that provides care and refuge for the elderly.

Bunao is a social worker by profession and specializes in human rights concerns. His extensive experience in counseling both victim and perpetrator has made him an exemplary gender advocate in government. Looking back on his career, he says gender advocacy has always been close to his heart. When he was just starting out, he had to deal with victim-survivors of domestic violence. Though trained to handle such situations, he felt female victims had an awkward time disclosing the details of the abuse to a male counselor such as himself. He realized, too, that the perpetrator needed as much attention as the victim-survivor.

This situation prompted him to look at the needs of men in the context of violence against women.



Now, the president of MOVE Philippines, Inc., Bunao proudly shares that individual MOVE members are actively working in their respective agencies nationwide, spreading the advocacy wherever they are, both in their professional and personal capacity.

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

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

As community-based, men-focused interventions prospered through the DSWD, the Philippine Commission on Women (PCW) called for a meeting designed to have male gender advocates work together. What resulted was the organization of MOVE Philippines, Inc., as a men's group dedicated to eradicate VAW. The goals identified by MOVE was aligned and cascaded to the respective line agencies of its members.

## Personal Advocacy

Sharing his advocacy with his own family is a must for Bunao, especially since he believes leaders should walk the talk. "How can I stand in front of people advocating for women's rights, when I do not apply this to my own life when nobody is looking?" he says. "I serve as an example to my own wife and kids. I expose my kids to gender sensitivity seminars and talks, and they in turn share what they have learned with their classmates and playmates. It's important to start them young."

He also says fathers should not neglect their parenting responsibilities, especially during their children's teenage years. He practices this at home when he engages his son in discussions. "It's easy to let his mom take care of such, but I see to it that I talk to him to let him know I also went through the same things when I was growing up," Bunao shares. "He has a girlfriend now, and I tell him he should learn how to respect women."



*Bunao poses in front of the CSC's 18-Day Campaign to End VAW exhibit.*





*CSC male officials and employees pledge their support to the Hefor She Campaign.*

## Image is Everything

Having had many experiences in the field of gender advocacy and victim/perpetrator counseling, Bunao says he has a lot of stories revolving around the image of men. Since men are subject to cultural practices, they are also victims of stereotyping and bias. “Sometimes men are also victims of physical abuse. However, they do not talk about it for fear of being called weak or “under da saya,” Bunao reveals. “It’s sad because instead of being able to address the problem, these problems are being kept secret, just for the sake of ‘image’.”

Bunao also says it is important to change the image of men as perpetrators. “I always say that if there are two out of ten men who are doers of violence, then the remaining eight should do their responsibility of educating or rebuking their fellow men,” Bunao explains. “Just because you are not involved in a certain incident or situation does not mean you should ignore the issue. As men, we should be talking to each other, we should be addressing these issues together. We should be changing the way we look at ourselves and the way people look at us.”

## CSC, Philippine Initiatives

Highlighting men’s role in gender advocacy is part of CSC’s efforts to mold a gender responsive government. This is part of its role as the Philippine government’s center of excellence for strategic human resource and organization development. Throughout the years, the CSC has been implementing policies and creating mechanisms to make the workplace gender sensitive. Using the Gender and Development or GAD framework in gender mainstreaming, the CSC formulates and implements a range of policies in human resource management such as in examinations, promotions, benefits, and discipline, under which sexual harassment is considered an offense.

This year is a milestone because it marks the 20th anniversary of the Beijing Declaration and Platform for Action that crafted the road map toward gender equality. The CSC participated in the crafting of the Philippines’ country report to UN, summarizing its efforts in the area

of women and leadership. In the Magna Carta of Women, the CSC is tasked to ensure equal representation of women in leadership positions. In the 2010 Inventory of Government Personnel, the number of female government employees reached 827,157 or 58.7% of the total number of government employees, while male employees totaled 582,503 or 41.3%.

However, women’s political participation is not as high. According to reports from the Philippine Commission on Women (PCW), during the 2013 automated national and local elections, only 19.97% of elected posts nationwide were won by women. This is slightly higher than the 2010 turnout at 18.4%. Only 17.83% of the total number of people who filed for candidacy were women. Out of 33 senatorial candidates, only eight (8) women ran for senate, four (4) of whom won seats. PCW also revealed that there are 60 female representatives in the 16th Congress, accounting for 25.6% of the total 234 seats. In the local government, PCW says there are 18 (22.5%) female provincial governors, 11 (13.8%) female vice-governors, 332 (20.9%) female city/municipal mayors, and 265 (16.7%) female vice mayors. The difference between male and female political participation shows that there is still a lot to be done in changing social conditions and encouraging women to participate in local and national leadership.

## Moving Forward

With different sectors working together to end VAW, we can look forward to concrete results and a changing culture. Republic Act No. 9262 the Anti-Violence Against Women and Their Children Act of 2004 directs government to provide services or intervention programs for victim-survivors. Now that organizations such as MOVE are also paying attention to the perpetrators, there is a lot more being done to end the cycle of violence.

“Gender advocacy is not an event. It is an everyday fight,” says Ricky Bunao. “Now more than ever, men should move and be partners of women in the fight of safety and peace in the household and community.” 📌





## CONTESTS

### LOGO MAKING CONTEST:

Logo must depict the Anti-Red Tape Acts purpose

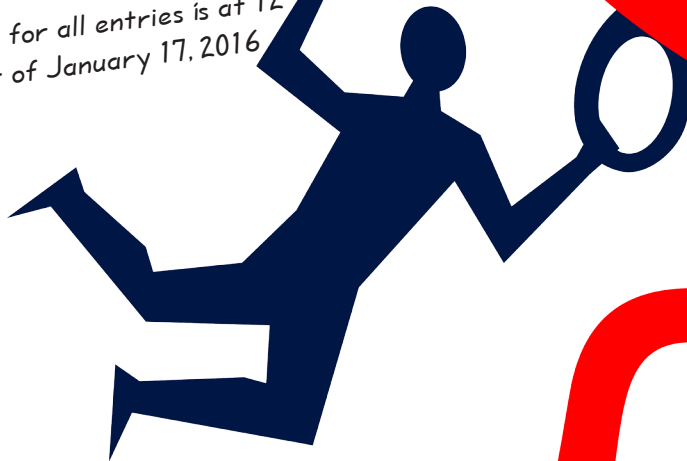
### POSTER MAKING CONTEST:

Poster should portray students as key gatekeepers of good governance

### AVP ENTRIES:

Should focus on student's role in the government and their commitment to good governance. Should answer the question, "How can I change?"

Deadline for all entries is at 12 midnight of January 17, 2016



## EVENTS

### CARAVAN OPENING

Jan. 25, 2016 with  
CSC Chairperson Alicia dela Rosa-Bala

### OPENING OF BOOTHS

Jan. 26, 2016  
with sessions to be  
facilitated by Bantay.ph

### SOCIAL ACCOUNTABILITY SESSIONS

Jan. 27, 2016  
facilitated by the  
UP Student Council

# #KontraRedTape

## Kabataan, Kaakibat sa Mahusay na Pamamahala

25-27 January 2016

Palma Hall Lobby, University of the Philippines  
Diliman, Quezon City

2 February 2016

Leyte Normal University  
Tacloban, Leyte

9 February 2016

Mindanao University of Science and Technology  
Claro M. Recto Ave, Cagayan de Oro City

For more information, log on to [www.csc.gov.ph](http://www.csc.gov.ph); [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph) or  
call Public Assistance and Information Office (02) 931-7993 and 931-4180

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