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BANGKO SENTRAL NG PILIPINAS

Salaping inutang ay pagyamanin, negosyo at ekonomiya ay palaguin





#KontraRedTape remains the battlecry of the Filipino public when it comes to government frontline services. This year, the Civil Service Commission (CSC) observes the Republic Act No. 9485 or Anti-Red Tape Act's 10th year of implementation. Also known as ARTA, this law revolutionized the way government agencies deliver their frontline services. In 2016, the ARTA Caravan was officially launched at the University of the Philippines Diliman. This was part of the CSC's efforts in engaging younger generations, particularly students, in eradicating red tape in frontline services. In photo: CSC Chairperson Alicia dela Rosa-Bala (7th from R) led CSC and UP officials in the campus-based anti-red tape campaign. To her left are UP President Alfredo E. Pascual and CSC Public Assistance and Information Office and ARTA Program Management Head Maria Luisa Salonga-Agamata.

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PUBLIC DOMAIN

Hotline 8888 Helps Clients with Gov't Frontline Service Complaints

Since its first day of 24/7 operation last August 1, 2016, the National Complaints Hotline 8888 has continued to accommodate increasing number of calls from the public. As of February 28, 2017, a total of 224,286 dials were recorded. Majority of the reports were slow processing in government frontline service offices, among other violations of the provisions of the Anti-Red Tape Act (ARTA), or Republic Act No. 9485.

Below are some accounts acted upon by Hotline 8888 and the concerned agencies:

1. CONCERNED AGENCY: DEPARTMENT OF EDUCATION TICKETNO.: IRN082742

Per call received on January 11, 2017:

"Yung apo ko kasi na nag-aaral sa Perpetual University Biñan, Laguna. Hindi kinakaltas 'yung Senior High School Voucher Program. Ang sabi sa amin ng eskwelahan, wala pa daw sila natatanggap mula sa DepEd. Ang sinabi nila sa akin na pangalan ng head doon ay si Mr. Charles P."

Per call received on January 12, 2017:

"Okay na ang senior highschool ng apo ko. Ang advice sa akin ni Vanny na pumunta ako sa DepEd Biñan, Laguna. Nagpunta ako ngayong umaga sa DepEd Biñan. Ginawan nila agad ng aksyon. Si Mr. Francis Arbo ang naka-usap ko. Ako ay nagpapasalamat sa Hotline 8888 sa binigay niyong advice sa akin."



2. CONCERNED AGENCY: COMMISSION ON ELECTIONS TICKETNO.: IRN084899

Hotline 8888 received a call from Ms. Os** Ma*****:

"Regarding ito sa claim ko na terminal leave sa COMELEC. Ipinasa ko ito last January 5, 2016. Noong September 2016 ay sinabihan ako na nawawala ang papers ko. Kaya nagpasa ako ng panibago last October 2016. Last follow-up namin ay January 12, 2017, thru text ito pero wala silang reply sa akin. Ang gusto ko sanang mangyari ay makuha ko na ito, kasi gagamitin ko ito sa pagpapagamot ko. Maraming salamat."

Hotline 8888 referred the matter to Commission on Elections via email and received a letter reply from Ms. Margaret C., Director IV, Personnel Department of the Commission on Elections:

"This is to give you an update on the status of your terminal leave claim, which per our record was endorsed to the Finance Services Department on November 19, 2016 beyond the deadline for funding in 2016. Per inquiry made with the Finance Services Department, a voucher for your claim has already been released to Finance Services Department today, January 23, 2017, for process and payment of your claim."

Hotline 8888 conveyed the contents of the letter-reply from the Commission on Elections and here is the client's response:

"Nagpapasalamat kami dahil naaksyunan na ang itinawag ko sa inyo. Nakuha na namin ang writ of execution sa NLRC Pampanga. Maraming salamat dahil napakabilis ng aksyon nyo. May na-receive kaming email ngayon. Lumabas na rin ang entry of judgement mula sa NLRC Banawe. Maraming salamat sa inyo dahil napakagandang programa nito ng ating Presidente."



Hotline 8888 might sound new, but you have certainly heard of the facility that currently hosts it—CSC's Contact Center ng Bayan (CCB). CCB was established in 2012 and has since catered to citizens' concerns related to violations of the Anti-Red Tape Act.

The CSC wishes to thank the citizens for the trust and encouragement to continue providing quality public service. Without you, CCB won't acquire the necessary experiences to build itself up, and be equipped to be of greater help to the people. Now, CCB lends its service to the Office of the President to strengthen the government's thrust against red tape.

FROM THE CHAIRPERSON'S DESK

#WOMENMAKECHANGE

The country celebrated this year the National Women's Month, with the theme "We Make Change Work for Women" to emphasize that men and women should be partners of the Philippine government in the pursuit of the country's economic, social, cultural, and political development.

The Philippine Commission on Women spearheaded a lineup of activities throughout the month of March to keep on strengthening gender advocacy. The Civil Service Commission (CSC) likewise supported the same, calling for its officials and employees to continue working for a gender responsive civil service.

This issue is dedicated to said event. Aside from sharing our Gender and Development initiatives, featured in this issue is one of our 2016 Dangal ng Bayan awardees, Sonia Ipang, of the Department of Social Welfare and Development. "Mommy Sonia", as she is fondly called, exemplifies what it means to be both an empowered and an empowering woman. Read her story on page 24. There's also one of our 2015 Dangal ng Bayan awardees, Fire Officer II Trixie Dagame of the Bureau of Fire Protection, whose service during the onslaught of Typhoon Yolanda demonstrated

extraordinary sacrifice. Her story is the highlight of our feature on the National Fire Prevention Month on page 28. These honor awardees have proven that women are indeed partners for change.

Wondering what is happening to Filipino arts and culture? Read our feature on the National Arts Month (page 32) and learn about the many awards and recognitions our local filmmakers, performers, and artists have received here and abroad.

Most importantly, we also kick-start this year with the celebration of the Anti-Red Tape Act's (ARTA) 10th year of implementation. Check out our Dekada na ang ARTA series on page 6 to learn more about the evolution of public service delivery in the civil service.

Let's start the year right by making public service excellence our goal. Happy reading!


ALICIA dela ROSA-BALA
Chairperson

THE CIVIL SERVICE
REPORTER
GAWING LINGKOD BAYANI ANG BAWAT KAWANI



Editors/Writers

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

Layout/Graphic Artists

Melendriz Jane P. Teves
Mark Christopher Z. Perolino

Photography and Circulation

Jessie N. Panlilio

Advisers

Chairperson Alicia dela Rosa-Bala
Director IV Maria Luisa Salonga-Agamata, PhD
Director III Ma. Theresa C. Fernandez

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www.youtube.com/cscmedia

DEKADA NA ANG ARTA SERIES (PART I OF 4): THE FIGHT AGAINST RED TAPE THROUGH THE YEARS

The Civil Service Commission (CSC) is celebrating the Anti-Red Tape Act's (ARTA) 10th year of implementation this year. A series of activities are scheduled throughout the year to continue promoting the government's anti-red tape efforts. Although ARTA is already 10 years old, did you know that the CSC has long been implementing citizen-centered programs years before the law was enacted? In this special series, the CS Reporter takes a look at previous efforts to provide citizens with excellent public service.

The first executive order President Ramon Magsaysay issued on the day he assumed office in 1953 was the creation of a Presidential Complaints and Action Committee (PCAC). The then new body received complaints from all sources with the government defraying the cost of telegraphed complaints from indigent citizens in remote towns and barrios. The concerns were immediately processed and investigated. Results of its investigations were directed to the agencies concerned.

PCAC was a mechanism that aimed to keep the President informed on the implementation of government measures designed to improve public service and the efficiency of government personnel. It boosted the people's morale and gave them confidence in the government, thus making good President Magsaysay's promise that "those who have less in life should have more in law."

From then on, several programs were created with the intent to improve the efficiency and effectiveness in public service, and pursue innovations that bring reforms to the way the government serves the public.

CLIENT SATISFACTION: THE MAMAMAYAN MUNA, HINDI MAMAYA NA PROGRAM

Fast forward to 1994 when the *Mamamayan Muna, Hindi Mamaya Na!* (MMHMN) Program was launched. MMHMN was a nationwide client satisfaction program that attempts

to instill courteous and efficient behavior among public servants. It addressed the need for behavioral reforms in the bureaucracy, particularly in the manner by which civil servants deal with the public. It was designed to minimize, if not totally eradicate, discourtesy, arrogance, and inefficiency in the public service. It was a crusade spearheaded by the Civil Service Commission (CSC) to establish a culture in the public service that recognizes the need to serve clients courteously and efficiently at the time they come for assistance and complete the service they need at the earliest time possible with the least burden on the part of the clients.

The CSC implemented the program through a number of *Mamamayan Muna* Action Centers maintained in all of its sixteen regional offices, including one in the central office. These action centers were staffed by trained action officers, who received requests for assistance, reports of good service, and suggestions from the public. To make the program more responsive, and as a way of institutionalizing it at the agency level, counterpart action officers in every agency, called *Billis Aksyon* Partner or BAP, were identified.

Two basic components comprised the MMHMN program, which are still being used to this day. First is the *Billis Aksyon* or Quick Action component. Viewed as the program's chief component, it serves as a quick administrative justice mechanism to provide quick redress to citizens, doing away whenever possible with all the requirements and formalities

attendant to formal adjudicative process. Second is the *Gantimpala Agad*, which constitutes the reward component of the program. Its notable feature is that it immediately confers rewards and incentives to well performing employees as adjudged by the transacting public.

The subject of complaints received by the program ranged from unsatisfactory or poor service (e.g. delayed release of checks, licenses, permits, etc., slow processing of claims for benefits, delayed resolution of cases), discourtesy and arrogance of employees, irregularities in personnel actions, misconduct, harassment, dishonesty, graft and corruption in public office, and other grievances (e.g. extortion or asking for grease money, employee absenteeism, or abandonment of posts, among others).

Mamamayan Muna has successfully provided the public with a feedback mechanism for grievances against discourteous employees and red tape in government. It has generated awareness among the public that the government is seriously improving service delivery program. However, the challenge is still there: the need for a more aggressive campaign that will keep people from all sectors—the government personnel, media and the public—fully informed of and engaged in the program, its objectives, concept, and mechanics.

However, there is a need to dig deep to address the battle against red tape and inefficiency in the Philippine bureaucracy. Red tape has long been embedded in the culture, with Filipinos having to deal with voluminous requirements and seemingly endless processes to simply secure certificates or licenses.

ARTA OF 2007: IMPROVING PUBLIC SERVICE DELIVERY

In June 2, 2007, the Anti-Red Tape Act or Republic Act No. 9485 (An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof) was signed into law by then President

Gloria Macapagal Arroyo.

RA No. 9485 aims to promote efficiency and transparency in government with regard to the manner of transacting with the public. The passing of ARTA also provided the impetus for the CSC to enjoin government agencies to come up with ways to ensure its effective implementation.

For starters, each government agency is required under the law to put up a Citizen's Charter, a document to be displayed prominently showing the range of specific services provided by that office, a step-by-step guide on how to avail of these services, and standards on quality and timeliness to be expected from the agency in rendering these services. Information campaigns were undertaken to

remind government offices that ARTA requires the processing of applications within five days for simple transactions like permits and licenses and other documentation, and within 10 days for more complex transactions.

The CSC also intensified the campaign to ensure compliance with the "No Noon Break" policy, which prohibits government offices providing frontline services from suspending operations during the one-hour noon break. Agencies are advised to adopt an appropriate working schedule to ensure uninterrupted public service delivery.

Another problem that must be addressed is the proliferation of fixers in government offices. Delays in official transactions are breeding grounds for corruption. Fixers "grease" their way to smoothen a client's papers, most likely by bribing an insider to prioritize the transaction. This system trips a long line of red tape, which often rolls up to the top of the organization.

FIX THE FIXERS

In 2008, the CSC and the Office of the Ombudsman joined forces in the war on fixers. The Fix the Fixers Campaign sought to solicit information on fixers from their victims as well as upright civil servants.



Public Service Excellence. Even before the implementation of the Anti-Red Tape Act, the CSC has been upping its game in terms of client satisfaction. The CSC has facilities that are inclusive and comfortable for client transaction.

In the Fix the Fixers Campaign, citizens can report fixers by text or phone to the CSC or to the Office of the Ombudsman, which shall investigate and prosecute the offenders. The key details needed are 1) the fixer's name, 2) the name and location of the government office where he operates, 3) the date and type of transactions he offers to 'fix.'

ARTA imposes stiff penalties on fixers: imprisonment of as long as six years, or a fine of up to PHP200,000, or both. Government employees who engage in fixing or collusion with fixers are subject to dismissal and perpetual disqualification from public service, on top of the criminal penalties. Let the fixers be warned: don't risk years of prison time and big fines just to skim a few hundred pesos.

...the CSC is serious in pushing for quality government services.

In recent years, the CSC adopted a transformational approach to ARTA by focusing on developmental concerns and veering away from the tradition of over-regulation.

THROWBACK: OTHER PROGRAM COMPONENTS

Starting July 2010, the CSC has administered the Report Card Survey (RCS), a mechanism provided in the ARTA that rates agency performance and client satisfaction in terms of frontline service delivery.

Agencies are rated in terms of compliance with the requirements of ARTA (presence of Citizen's Charter, anti-fixer campaign materials, help desk) and implementation of the "No Noon Break" policy. Client satisfaction is also measured based on

the quality of service rendered, the time it took to complete the transaction, the physical set-up of the agency (e.g. presence of signages and directions, accessibility, cleanliness, and ventilation), and the availability of basic facilities (e.g. comfort room, canteen, and waiting areas).

What does the CSC do with the survey results? There are two (2) tracks following the conduct of the RCS—recognition and assistance. High flyers are awarded the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA), symbolized by a wall-mountable glass seal, and given a cash reward that awardees can use to further improve their delivery of frontline services.

Agencies that received a failed rating in the RCS are recommended for the Service Delivery Excellence Program (SDEP*). Under the SDEP, CSC staff are fielded to assist agencies by reviewing and improving service delivery systems and procedures, aligning the agency and its people with customers' needs, and reinforcing a process of continuous improvement in customer service, among other means.

Going hand in hand with the RCS is the ARTA Watch where CSC officials make a surprise visit to different government offices to check their compliance with the provisions of ARTA. Rounds are made during lunch time to see if the "No Noon Break" policy is being observed. The ARTA Watch is also communication strategy to raise awareness on the law and to bring the message that the CSC is serious in pushing for quality government services.

** now Service Delivery Excellence Initiative*

THROUGH THE YEARS

Photos show the CSC's Action Center as the institution's main frontline facility for client transactions. From action officers attending to clients personally and through phone, the CSC's Action Center was already in operation way before the implementation of the Anti-RedTape Act of 2007.



DEKADA NA ANG ARTA TRIVIA

What is the constitutional basis of the Anti-Red Tape Act of 2007?

As stated in Article II, Section 27 of the 1987 Constitution, the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption.

What bills constituted the Anti-Red Tape Act of 2007?

ARTA is a consolidation of Senate Bill No. 2589 and House Bill No. 3776. The bills were passed by the Senate and House of Representatives on February 8, 2007 and February 20, 2007, respectively.

Who authored Senate Bill No. 2589?

Senators Juan M. Flavio, Edgardo J. Angara, Aquilino Q. Pimentel Jr., and Panfilo M. Lacson

Who authored Senate Bill No. 2589 and House Bill No. 3776?

Representative Jose de Venecia, Rodriguez Dadvivas, Ace Barbers, Eduardo Zialcita, Rey Aquino, Edgar Chatto, and Florencio G. Noel

Which agencies are responsible for implementing ARTA and its Implementing Rules and Regulations (IRR)?

An oversight committee composed of Civil Service Commission (CSC) as head and Office of the Ombudsman (OMB), Presidential Anti-Graft Commission (PAGC) and Development Academy of the Philippines (DAP), as members, shall ensure the effective implementation of this Act.

DEKADA NA ANG ARTA

UP NEXT in the Dekada na ang ARTA Series: What is the Integrated Anti-Red Tape Act (iARTA) Program? And what are its components? Find out in the next issue of the CS Reporter.

CSC Joins Nation in Celebrating Women

The Civil Service Commission (CSC) joined the nation in the National Women's Month Celebration (NWMC) throughout the month of March.

In Memorandum Circular No. 3, s. 2017, the CSC urged government agencies to take part in the activities lined up to celebrate women as partners for change. This year's theme, "WE Make Change Work for Women", emphasizes that women should be active drivers in bringing about positive changes, and that they should reap from development efforts.

The Philippine Commission on Women leads the NWMC. Activities included a social media advocacy enjoining women to share how they can contribute to change using the hashtags #BilangBabae and #PartnerForChange; a series of fora on "Women Inspiring Women", and the 2017 Cine Juana Film Festival; among others.

Chairperson Alicia dela Rosa-Bala urged government agencies to take an active part not only in women empowerment but in total mainstreaming of gender and development (GAD) in the bureaucracy. "I encourage you to wear your gender lens when crafting or revising any program or work plan. We must aim to make our government gender-responsive so we could set an example for other countries and organizations in terms of protecting the dignity of and providing equal opportunities for all members of society," she added.

Global Change

In recent years, the Philippines has topped the list of countries closing their gender gap. This was reflected in the World Economic Forum's Annual Global Gender Gap report, in which the Philippines ranked 9th out of 142 countries in 2014, 7th out of 142 countries in 2015, and 7th out of 144 countries in 2016. The Philippines also maintains its position as Asia and Asia Pacific's best performing country in closing gender disparity.

This perhaps reflects the global economic climate in terms of gender relations and participation. In 2017, Bloomberg released its 2017 Financial Services Gender Equality Index or BFGEI, providing investors and organizations with unique insight into the statistics, policies, product offerings, and external engagement driving 52 firms' commitment to building gender-equal workplaces.



Bloomberg revealed that all around the world, "the demand for data around gender equality and other social and governance metrics continues to grow", particularly in financial firms that drive economies. The report looked at data across areas such as gender-equal compensation, supplier diversity programs, and retention rates of female clients among firms in 17 countries around the world.

The report reveals that 73% of firms require a gender-diverse slate of candidates for management roles, 83% offer or sponsor financial education programs for women in their communities, and 75% provide return to work programs for women. The percentage of female executives at these firms also increased by 25.2% between fiscal year 2014 and 2015.

Women's Welfare

As the central HR agency of the Philippine government, the CSC remains active in advancing the welfare of female government workers.

"Women make up approximately half of the entire public sector workforce. They should be able to work in an environment that is safe and that recognizes their specific needs so they will be motivated to effectively serve the public," Bala said.

The CSC reminded government agencies that sex or gender should not be used to bar someone from being employed in government or from enjoying employees' benefits and career opportunities.

It also urged agencies to grant female workers their full benefits under the law, as applicable, such as maternity leave, two-month special leave for those who underwent surgery due to gynecological disorders, solo parent's leave, and ten-day leave for victims of violence against women and their children (VAWC).

CSC Confers Seal of Excellence Award to 5 LHIOS



The Civil Service Commission confers the Seal of Excellence Award on PhilHealth Local Health Insurance Offices in (front row, from 5th from L-R) Quezon City, Rizal, Mandaluyong City, Caloocan City, and Manila. CSC officials in photo: (2nd row, from L-R) CSC Regional Directors Karin Litz Zerna (Region IV) and Judith Dongallo-Chicano (NCR), Executive Director Arthur Luis Florentin, Assistant Commissioner Ariel G. Ronquillo, ARTA Program Management Head Director Maria Luisa Salonga-Agamata, Commissioner Robert S. Martinez, and Chairperson Alicia dela Rosa-Bala, joined by PhilHealth President and CEO Dr. Hildegardes C. Dineros and other top PhilHealth officials.

The Civil Service Commission (CSC) lauded five Philippine Health Insurance Corporation (PhilHealth) Local Health Insurance Offices (LHIO) for earning Excellent ratings in the 2015 Anti-Red Tape Act Report Card Survey (ARTA RCS), and for passing the first and second phase validation of the Citizen's Satisfaction Center Seal of Excellence Award (CSC-SEA). CSC-SEA was conferred on the LHIOs on March 29 after the CSC Central Office flag raising ceremony.

LHIOs Caloocan City, Quezon City, and Rizal obtained "four-star CSC SEA" and received P25,000 cash prize each; while LHIOs Mandaluyong and Manila earned "five-star CSC SEA" and took home P100,000 each.

"The CSC-SEA symbolizes the commitment of government offices in providing exemplary service to the citizenry. *Piling-pili ang nagagawaran ng CSC-SEA*. The CSC made sure that only the best will be given due recognition," CSC Commissioner Robert Martinez said in his opening message.

"We recognize the PhilHealth branches in the National Capital Region and Region 4 for having garnered the CSC-SEA. Their outstanding contribution to public service excellence is a testament to our collective efforts of cutting red tape and fixing in government culture," said CSC Chairperson Alicia dela Rosa-Bala.

The conferment of the CSC-SEA is in accordance with CSC Memorandum Circular No. 11, s. 2016, which provided more stringent guidelines for the said recognition. Aside from those who garner a score of 90-100%, which are awarded the "five-star CSC-SEA" and PHP100,000 cash prize, CSC is also recognizing

those who got a score of 80-89% or the "four star CSC-SEA", and those with a score of 70-79% or the "three star CSC-SEA".

Newly appointed PhilHealth President and CEO Dr. Hildegardes C. Dineros also gave his congratulatory message to the awardees and reminded them to continue their pursuit of excellent public service. He also shared with officials and employees present the meaning of ARTA for PhilHealth to encourage more positive behavior toward ARTA compliance: Actions that are based on Righteousness, are Timely, and Appropriate.

With Dr. Dineros, representing PhilHealth were Vice President for Corporate Affairs Group Dr. Israel Francis Pargas, and NCR Vice President Dennis S. Mas.

CSC Regional Directors Judith Dongallo-Chicano (NCR) and Karin Litz-Zerna (Region IV), and Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata joined the Commission in the conferment of awards.

In her closing message, Chairperson Bala also highlighted the 10th year of implementation of the ARTA—*Dekada na ang ARTA*. She also mentioned 10 things to celebrate in ARTA's 10 years: government agencies with Citizen's Charter; No Noon Break policy; special lanes for the elderly, pregnant women, and PWDs; shorter processing time; fewer documentary requirements; ease of doing business; establishment of the Contact Center ng Bayan; Public Assistance and Complaints Desks; Anti-Fixer Campaign; and participatory crafting of the Citizen's Charter. She enjoined officials and employees to continuously provide Filipinos with excellent public service. 

SALNs should be filed not later than April 30 – CSC

The Civil Service Commission (CSC) reminds all public officials and employees to file their sworn Statement of Assets, Liabilities, and Net Worth (SALN) for 2016 by April 30, 2017.

The SALN should contain the true, detailed, and sworn declaration of one's assets, liabilities, networth, business interests and financial connections, as well as relatives in government service within the fourth degree of consanguinity or affinity as of the end of the preceding year.

The annual filing of SALN is required under the 1987 Philippine Constitution and under Republic Act No. 6713, also known as the Code of Conduct and Ethical Standards for Public Officials and Employees.

Aside from the annual submission, the SALN is also required to be filed within 30 days from the date of one's assumption of office, as well as within 30 days after separation from the service, the CSC said.

The law requires that all public officials and employees file their SALN, except those serving in honorary capacity (persons who are working in the government without service credit and without pay); those with position title of laborer (persons whose work depends on mere physical power to perform ordinary manual labor, and not one engaged in services consisting mainly of work requiring mental skill or business capacity, and involving the exercise of intellectual faculties); and casual or temporary workers (persons hired to do work outside what is considered necessary for the usual operations of the employer's business).

The CSC stressed that those holding career positions under temporary status are required to file their SALN.

CSC Chairperson Alicia dela Rosa-Bala said that the filing of the SALN is a sworn duty of every government worker and is in line with the principle that public office is a public trust. "As public servants, it is our way of signifying that we are in government only to serve the public and not to use our positions to enrich ourselves or our families," she said.

Failure to file a sworn SALN and disclosure of business interests and financial connections shall be a ground for administrative disciplinary action, without prejudice to criminal and civil liabilities as may be provided in the law. Under Section 46 (D) (8) of Rule X of the Revised Rules on Administrative



Cases in the Civil Service, such failure shall be punishable with suspension of one month and one day to six (6) months for the first offense and dismissal from the service for the second offense.

Chairperson Bala said that in order to ensure the completeness of declarations in the SALN as well as the use of the proper form, each government agency needs to have its own Review and Compliance Committee (RCC) as required in CSC Resolution No. 1300455 dated March 4, 2013.

The RCC is authorized by the head of agency to receive the SALN, and to evaluate if it is complete and if it was submitted on time using the proper form.

The RCC shall also prepare a list of employees who filed their SALN with complete data, those who filed their SALN but with incomplete data, and those who did not file their SALN. Said list shall be submitted to the head of agency, copy furnished the CSC, on or before May 15 of every year.

Per CSC Resolution No. 1300174 dated January 24, 2013, it shall be the ministerial duty of the head of office to issue an order immediately upon receipt of the said list to require those who have incomplete data in their SALN to correct/supply the lacking information, and those who did not file their SALN to comply, within a non-extendible period of thirty (30) days from receipt of said order.

"We remind government workers to file their SALN as early as possible to give the RCC ample time to evaluate the submissions," Chairperson Bala said. 

Next Civil Service Exam Slated August 6



Exam hopefuls take the pen-and-paper test held on March 12, 2017.

The next Career Service Examination, Pen and Paper Test (CSE-PPT) for Professional and Sub-professional levels will be conducted on August 6, 2017.

This was announced by the Civil Service Commission (CSC), adding that the application period for the said exam will run from April 3 to June 2, 2017.

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

Interested applicants must complete the following requirements: (1) Properly accomplished Application Form (CS Form No. 100, Revised September 2016, available at any CSC Regional/Field Office, and downloadable from the CSC website www.csc.gov.ph); (2) Four pieces of recently taken (not more than three months ago) passport sized (4.5 cm x 3.5 cm) I.D. pictures in white background, showing the applicant's bare face (without eye glasses or any accessory that may cover facial features), and with hand-held and written name tag legibly showing the applicant's signature over printed full name; (3) Original and photocopy of any of the following I.D. cards which must be valid (not expired): Driver's License, Passport, PRC License, SSS I.D., GSIS I.D. (UMID), current Company/Office I.D., current School I.D., Postal I.D., BIR I.D., PhilHealth I.D., Barangay I.D., Voter's I.D., Police Clearance/Police Clearance Certificate, or NBI Clearance; and (4) If the I.D. card has no indicated date of birth, original and photocopy

of birth certificate issued by the Philippine Statistics Authority (formerly National Statistics Office), or the Local Civil Registry printed on security paper.

Applicants must personally submit their applications at the CSC Regional Office (CSC RO) or at any of the CSC RO's Field Offices.

Acceptance of applications may be closed at any time before the deadline on June 2, 2017 once the CSC Regional/Field Office has reached its target number of examinees.

The Career Service Examination-Professional level is a general ability test that aims to measure verbal, analytical and numerical abilities, while the Sub-professional level aims to measure verbal, numerical and clerical skills. Both Professional and Sub-professional levels have general information questions on the Philippine Constitution, government work ethics (R.A. 6713), human rights issues and concepts, and environment management and protection. The passing grade is 80.00.

Passing the Career Service Examination would result in the conferment of Career Service Sub-professional eligibility and Career Service Professional eligibility. The former is needed for permanent appointment to government-wide first level positions, consisting of clerical, trades, crafts, and custodial service positions that involve non-professional or Sub-professional work requiring less than four years of college studies. The latter, apart from first level positions, is also appropriate for second level government positions comprised of professional, technical, and scientific positions up to Division Chief level, requiring at least a bachelor's degree.

The positions, for which the Professional and Sub-professional eligibilities are considered appropriate, do not include those involving practice of profession (e.g. lawyer positions, teacher positions, engineer positions, accountant positions). Such positions, the CSC said, require appropriate license as eligibility.

The complete text of the application guidelines can be found in Examination Announcement No. 3, s. 2016 posted on the CSC website. 

Dismissal Awaits Gov't Workers Violating Work Hours - CSC

State workers should strictly observe government working hours. The CSC issued the reminder through Memorandum Circular No. 1, series of 2017 reiterating the policy on government office hours, and penalties for unauthorized absences, tardiness in reporting for duty, and loafing during office hours.

The statement came in the wake of reports on government officials and employees not observing prescribed office hours and failing to account for their attendance.

“These acts are detrimental to public service; thus we are reminding all government workers of all departments and agencies to render eight hours of work from Monday to Friday, or not less than 40 hours a week,” said CSC Chairperson Alicia dela Rosa-Bala.

The CSC Chairperson explained that even those assigned in the field have to account for their attendance by accomplishing the proper form which serves as their daily time record.

Heads of agencies, and other presidential appointees need not punch in the bundy clock, but attendance and all absences of such officers must be recorded.

The CSC warns that falsification or irregularities in the keeping of time records will render the officer or employee administratively liable without prejudice to criminal prosecution as the circumstances warrant.

Government workers were also warned that loafing during regular office hours is a grave offense and is punishable by suspension of six months to one year for the first offense, and dismissal from the service for the second offense.



The “No Noon Break” poster is prominently displayed at government service offices nationwide to remind both service provider and client that service is not to be disrupted at any time from 8:00 a.m. to 5:00 a.m. The “No Noon Break” policy is provided for under Republic Act No. 9485 or the Anti-Red Tape Act.

“Frequent unauthorized absences from duty during regular office hours constitute loafing, and it results in inefficiency and non-performance of duty which adversely affects the prompt delivery of service to the public,” the CSC Chairperson added.

Meanwhile, Section 22, Rule XIV, Omnibus Rules Implementing Book V of Executive Order No. 292 provides: “An officer or employee in the civil service shall be considered habitually absent if one incurs unauthorized absences exceeding the allowable 2.5 days monthly leave credit under the Leave Law for at least three months in a semester or at least three consecutive months.”

“It is the duty of agency heads to ensure that all officers and employees under them will strictly observe the prescribed office hours,” said CSC Chairperson Bala. She urged government offices to review their policies on the observance of government work hours and ensure that measures are in place to deter unauthorized absences, tardiness in reporting for duty, and loafing during office hours. **R**

Register Now for 2017 HR Symposium

The Civil Service Commission through the Civil Service Institute is inviting human resource practitioners to the 2017 Public Sector HR Symposium. This will be held on July 4-6, 2017 in Pasay City.

This year's symposium will focus on the concept of change in the human resource management and organizational development. With HR's transition from administrative and regulatory functionality to being an integral part of agency strategy, HR managers also need to level up their capability to actually shape change. They also need to address geo-social relations presented by ASEAN integration.

One of the main thrusts of the 2017 HR Symposium is shaping change in the context of ASEAN integration. The Philippines serves as the Chair for the ASEAN's 50th year, which will be celebrated with the theme "Partnering for Change, Engaging the World". To complement ASEAN's theme, the HR Symposium will highlight the need to shape change in various levels all the way to the ASEAN Community level.



This July, be part of a learning event that features local and international HR experts as they share concepts, perspectives, experiences and insights on change. Let us work together and enable each other to take the lead and shape change. Registration is online. Just visit the CSC website at www.csc.gov.ph. ®

CSC Offers Year-Round Learning and Development programs

Individuals entering or applying for promotion in government service have to meet civil service eligibility, educational attainment, experience, and training requirements.

To meet training requirements, the Civil Service Commission (CSC) is offering year-round learning and development programs through its training arm, the Civil Service Institute (CSI).

While there are many available trainings outside the CSC, the Commission cited that one of the benefits of attending CSC's training programs is that participants are given substantial knowledge and learnings from actual stories in the public service as they are joined by other civil servants, managers, and human resource experts during the training sessions.

CSC invites interested participants to join the training offers in May, which include: Gender Sensitivity-Training of Facilitators

(May 2-5), Competency-Based HR (May 3-4), Ethical Leadership (May 3-5), Workplace Learning and Development Program (May 15-17), Leadership and Management Certification Program (CPro) Training Track (May 15-27), Learning Measurement and Evaluation (May 18-19), Strategic Performance Management System (May 22-24), Manager's Role in Capacity Building (May 24-25), Program/Course Design and Development (May 25-26), and Competency-Based HR (May 30-31).

Other training programs are also available in the regions through CSC Regional Offices.

For other details, and training requests, interested individuals may send an email to csi.oed@csc.gov.ph, send letter via fax thru 931-4143, or call 931-4182. ®

CSC Clarifies Rules on State Workers with Dual Citizenship; Barangay Eligibility

The Civil Service Commission (CSC) announced that incumbent government employees who have dual citizenship were given until March 23, 2017 to renounce their foreign citizenship.

CSC Chairperson Alicia dela Rosa-Bala said that, per CSC Memorandum Circular (MC) No. 23, s. 2016 issued on September 15, 2016, failure to meet the deadline for renouncing foreign citizenship by employees covered by the said policy would result in the recall of the prior approval/validation of their appointments.

Recently, the Commission issued a clarification thru MC No. 8, s. 2017 which states that MC No. 23, s. 2016 covers only natural born Filipino citizens who were naturalized in another country and later on reacquired their Filipino citizenship.

“Those who were born to Filipino parents in a state which follows the principle of jus soli are not required to renounce their citizenship,” Chairperson Bala said, adding that Filipino citizens whose foreign citizenship was acquired by birth are not covered by CSC MC No. 23, s. 2016.

The CSC’s policy on employment in the government service of Filipino citizens with dual citizenship was issued pursuant to Article XI of the 1987 Constitution, Chapter 9 of Executive Order No. 292 also known as the Administrative Code of 1987, as well as Republic Act No. 9225 entitled the Citizenship Retention and Re-Acquisition Act of 2003.

Meanwhile, the CSC also recently announced through CSC Resolution No. 1700107 that Barangay Official Eligibility (BOE) may be granted to barangay officials elected or appointed during the October 28, 2013 election and were given a hold over capacity by express provision of Republic Act No. 10923 after their completion of term of office last November 30, 2016.

CSC’s guidelines on BOE state that the grant of BOE shall be based strictly on “completion of term of office” defined as: (a) “for elected barangay officials – term of office as specified by the prevailing law on term of office of elected barangay official; and (b) for appointive barangay officials – shall refer to the continuous number of years of satisfactory service rendered



Image source: <http://soccerpirrs.com>

from the time of appointment, which must correspond to the number of years covering the term of office of the appointing Punong Barangay and may include services rendered under previous appointment.”

While R.A. 9164 provides that the term of office of elective barangay officials is three (3) years, R.A. No. 10923 dated October 15, 2016 postponed the barangay and sangguniang kabataan elections on October 31, 2016 to the fourth Monday of October 2017, thus placing incumbent barangay officials on hold over capacity until their successors shall have been duly elected and qualified.

CSC concluded that barangay officials whose tenure was extended by the provision of R.A. 10923 on hold over capacity are considered to have completed their term of office as of November 30, 2016 and may be granted BOE.

BOE is considered for appointment to first level positions in the career service, except positions covered by board laws and/or those that require other special eligibilities as determined by the Commission, or those that require licenses such as those positions listed under Category IV of CSC MC No. 11, s. 1996, as amended.

For more information on the grant of BOE, interested individuals may visit CSC website (www.csc.gov.ph) or call 951-2578/931-8163. 

CSC Releases Guidelines for a Drug-free Workplace

The Civil Service Commission (CSC) has recently issued guidelines to ensure that government agencies remain drug-free for the effective and efficient delivery of public services.

In Resolution No. 1700653 dated March 15, 2017, the CSC stated that drug testing shall remain a requirement for initial entry to government service and those found positive for drug use shall not be hired or appointed.

The CSC also said that, as a condition for retention in service, incumbent public officials and employees shall be subjected to a mandatory random drug testing within six months from the effectivity of the guidelines. Subsequently, government agencies must conduct periodic drug testing in an interval not to exceed two years.

Formulated in consultation with various concerned government agencies, CSC Resolution No. 1700653 covers all government officials and employees, excluding officers and members of the military, police, and other law enforcement agencies who are subjected to a different set of rules. For job order and contract of service hirees, a drug use policy clause must be included in their contracts.

In conducting the mandatory drug test, government agencies must observe the procedures prescribed by the Dangerous Drugs Board (DDB), which shall include but are not limited to the following:

- a. The drug test shall only be conducted by a government drug testing laboratory or by a drug testing laboratory duly authorized and accredited by the DOH;
- b. The randomly selected public officials and employees will fill up and sign a chain of custody form issued to them;
- c. The specimen bottles must be properly labelled and taking of specimen samples for screening test must be done in an area where manipulation (e.g. adding of water) is not possible; and
- d. Specimen samples found positive in the screening test shall be submitted for confirmatory testing within the same day.

The head of office/agency or his/her designated person shall notify the official or employee of the positive result from the confirmatory test, and the latter has 15 days from receipt of notice to challenge the result. Failure to file a challenge within



the prescribed period shall make the positive drug test result from the confirmatory test final. A positive result from the challenge test is likewise deemed final.

Any government official or employee who tested positive shall undergo a Drug Dependency Examination to be conducted by the Department of Health (DOH) or by any of its accredited medical practitioners to determine whether he/she falls under the category of Experimenter, Occasional User, or Chronic User/Drug Dependent.

An Experimenter shall be required to undergo guidance counselling for six months, while an Occasional User must undergo guidance counselling and monthly drug testing for six months. The official or employee concerned shall shoulder the expenses, and if such activities were done during office hours, the time spent shall be charged against his/her leave credits.

The official or employee must secure a certificate of completion from the attending guidance counsellor which will serve as proof of successful completion of the intervention program.

Within 15 days from receipt of the Drug Dependency Exam results, a Chronic User/Drug Dependent shall undergo mandatory continuous treatment and rehabilitation for at least six months in a government rehabilitation center, a

DOH-accredited private rehabilitation center, or through a community rehabilitation program sanctioned under DDB rules. The official or employee concerned shall shoulder the expenses and time spent for the treatment shall be charged against his/her leave credits.

Such official or employee shall not be allowed to return to work without securing first a certificate of completion of his/her rehabilitation program and clearance from the attending physician.

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

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

Likewise, those found to have used dangerous drugs during the prescribed period of intervention or treatment shall be charged with Grave Misconduct.

Also liable for Grave Misconduct are officials or employees who have tested positive in a random drug test for the second

time after completion of treatment or rehabilitation, and those found to have tampered with the result of a drug test, or have interfered in the conduct of a drug test or in the release of results.

Any government official or employee caught using or peddling drugs at any time shall be charged with Grave Misconduct and may also be charged criminally under Republic Act No. 9165 (Dangerous Drugs Act) and other pertinent laws.

CSC Chairperson Alicia dela Rosa-Bala said that these guidelines support the government's campaign against illegal drugs by ensuring that civil servants are free from the hazards of drug use and are physically and psychologically fit to render public service.

"This policy seeks to achieve a balance between imposing stricter rules on public servants and regarding drug use as a condition that can be treated or recovered from. On one hand, there will be rigid and more frequent drug testing in government as well as additional grounds for administrative liability. On the other, public servants are afforded a chance at reformation so they can become more productive human resources of the government and the nation," Chairperson Bala said.

The complete text of CSC Resolution No. 1700653 can be accessed from the CSC website at www.csc.gov.ph.[®]

PLBi Scholar Graduates Cum Laude



PLBi scholar RL Easter Lardera (in blue polo) was present during the recognition ceremony for her late father, Rogelio P. Lardera Jr., who died in line of duty.

A beneficiary of the *Pamanang Lingkod Bayani* (PLBi) scholarship recently graduated *cum laude* from college. Ms. RL Easter Lardera received her Bachelor of Science degree in Hotel and Restaurant Management last April 1, 2016, after being a PLBi scholar since 2014.

Her father was Rogelio P. Lardera Jr., a Teacher II at the Concepcion Central School in Iloilo at the time of his death. At the onslaught of Typhoon Yolanda in 2014, Mr. Lardera was hit by a broken tree branch, causing him to fall off the truck carrying volunteers and rescued residents.

Prior to the incident, Mr. Lardera left his family after evacuating and securing them in his parent's house to fulfill his obligations as a Manaphag Quick Response team volunteer. His strong desire to help others cost him his life, demonstrating the essence of true public service.

Under the Honor Awards Program or HAP, the PLBi serves to honor public servants who died in line of duty by giving the loved ones they left behind a one-time financial assistance of PHP100,000 as well as scholarship opportunities from Philippine Association of State Colleges and Universities members. [®]

18 Agencies Pass ARTA-RCS 2nd Phase Validation in Eastern Visayas

The Civil Service Commission (CSC) Regional Office VIII congratulates 13 local government units (LGUs), four state universities and colleges, and one local water district for passing the second Anti-Red Tape Act Report Card Survey (ARTA-RCS).

The 18 agencies are: Calbayog City Water District, Eastern Visayas State University (main campus), Southern Leyte State University, Eastern Samar State University (main campus), Naval State University, Local Government Unit or LGU-Isabel, LGU-Borongan City, LGU-Abuyog, LGU-Baybay City, LGU-Sogod, LGU-Naval, LGU-Palompon, LGU-Carigara, LGU-Alangalang, LGU-Guiuan, LGU-Llorente, LGU-Catubig, and LGU-Las Navas. It may be recalled that these agencies obtained

low ratings in the first ARTA-RCS. Afterwards, these agencies underwent the CSC's Service Delivery Excellence Initiative (SDEI), a program that provides agencies with appropriate interventions in implementing the Anti-Red Tape Act (ARTA) and are likewise monitored by the Commission.

Through the SDEP, technical assistance was provided by the CSC Provincial Directors with the agencies doing their own action plans to ensure better frontline service delivery. The intervention paid off as these agencies passed the second ARTA-RCS.

This clarifies a recent publication on January 30, 2017, which showcased the results of the first ARTA-RCS conducted in 2016. 

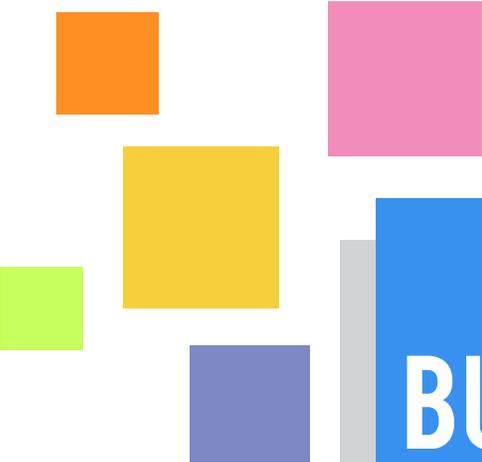
Occidental Mindoro State College Earns Maturity Level 2 in PRIME-HRM

The Civil Service Commission (CSC) through the Field Office-Occidental Mindoro awarded the Occidental Mindoro State College (OMSC) for meeting Maturity Level 2 indicators in Human Resource Management in the areas of Recruitment, Selection, and Placement, Performance Management, Learning and Development, and Rewards and Recognition. This is under the CSC's Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM.

In the photo, President Dr. Arnold N. Venturina (2nd from left) receives four (4) Certificates of Recognition from CSC RO IV Field Office-Occidental Mindoro Caretaker Rene L. Lustania during the agency's 51st Founding Anniversary held on February 9, 2017 at the OMSC Labangan Gymnasium. OMSC is the first recipient of the award in the Province of Occidental Mindoro. Also in photo are (L-R) OMSC



Human Resource Management Officer-Designate Mr. Allan Paul F. Catena, Ms. Ma. Paz Fatima Palmares (middle), and Dr. Marlyn G. Nielo. 



BUILDING A HIGH-TRUST SOCIETY THROUGH CITIZEN-CENTERED HR*

INTRODUCTION

Officials and staff of the Philippine Association for Government Budget and Administration (PAGBA), Inc., fellow *lingkod bayani*, good morning to all of you!

Thank you for the privilege you have given to the Civil Service Commission (CSC) to talk about building a high-trust society. Most importantly, I also want to talk to you about trust, as this is the essential human value underlying sound and proper management of public funds.

THE ROLE OF TRUST

Trust is basically confidence, the reliance on the integrity, strength, ability, or surety of a person or a thing. In the context of public service, trust is built between the government and its people. If there is trust, the people believe that government programs are done for their benefit, and that they can rely on these programs and the people implementing them.

Trust is an important value exercised in any society. If there is no trust, it would be difficult to build and unite a society under common goals.

In fact, trust is so important that prominent political scientist and economist Francis Fukuyama was prompted to write a whole manifesto about it. In his bestselling book *Trust: The Social Virtues and the Creation of Prosperity*, he argued how trust is directly correlated to both Western and Eastern economic and social history. A culture of trust is highly required if an organization wants success or if a society wants economic prosperity.¹

Just as trust is what it takes to build human relationships, it is also the building block of societal relationships—that between the government and its people. Without trust, any kind of relationship is “encumbered by legalistic contracts and processes”, all of which entail “additional transactional costs that prevent flexibility and rapid growth”². Does this sound familiar?

*Speech delivered by Chairperson Alicia dela Rosa-Bala before the Philippine Association for Government Budget Administration, Inc. on April 5, 2017, in Baguio City.

These principles were proven true in the mid-nineties, when Fukuyama was observing and experiencing the dawn of a “technology-powered” new economy. But I say this is highly applicable and observable even today—many government programs still fail if trust is breached. We have seen how the reputation of powerful people is broken down in public if trust is betrayed.

That is why at the CSC, we always emphasize that public office is public trust. Without the public’s trust, we work in vain.

When trust is betrayed, the “legalistic processes” that Fukuyama has been describing will ensue. This takes up time and energy, and eventually veers us away from our focus on public service excellence.

We work hard to earn that trust and to sustain it, because so little is required to break the trust that we may have been carefully building for years.

HIGH TRUST VS. LOW TRUST

Let us now take a look at the difference between a high trust and a low trust society.

A society is “high trust” if citizens’ and organizations’ behavior toward each other is predictable. In such a society, actors follow broadly understood norms of behavior, supported by the rule of law. This is fundamental to the accumulation of social capital and economic growth.³

In contrast, citizens in a “low-trust” society are challenged by divergent or opaque behavioral norms. This makes behavior of others unpredictable, impairing social capital and economic activity. These societies may experience high levels of corruption and inequality.⁴

We see how these modern definitions reflect the patterns Fukuyama has identified about trust and societal relationships. It is easy to assume that we have a low-trust society, since we observe corruption and inequality in our country.

The Philippines is the 101st least corrupt nation out of 175 countries, according to the 2016 Corruption Perceptions Index reported by Transparency International. The Philippines’ corruption rank averaged 92.09 from 1995 until 2016, reaching an all time high of 141 in 2008 and a record low of 36 in 1995.⁵ The Corruption Perceptions Index ranks countries and territories based on how corrupt their public sector is perceived to be. This “perception” is very much an issue of trust. If the public does not trust its government, then its perception of it is also affected.

For years, our country has suffered from “trust issues”. Our history is marked with breaches of trust between government and the people, especially when stories of corruption are laid out in the open. But the clamor for efficient public service remains strong—despite having their trust betrayed, our people remain dependent on the services and benefits that only the government may provide.

It is this clamor for efficient public service that catapulted us into what I call a transition stage. Why do I say this?

We are moving from being a “low-trust” society toward being a “high-trust” society—but we are not quite there yet. What may possibly help complete the transition?

BUILDING TRUST THROUGH ARTA

For the past ten years, the CSC has taken the lead in implementing Republic Act No. 9485 or the Anti-Red Tape Act (ARTA). This law provides for the streamlining of processes and cutting of red tape in all government frontline transactions to ensure fast and efficient service.

ARTA also directs government offices to publish their Citizen’s Charters; set up a Public Assistance and Complaints Desk; implement the “No Noon Break” policy and anti-fixer campaign; and provide special lanes for pregnant women, differently abled persons, and the elderly.

To monitor its implementation, the CSC conducts the ARTA Report Card Survey (ARTA-RCS), which rates the quality of service in frontline offices. Agencies are rated *Excellent*, *Outstanding*, *Good*, *Acceptable*, or *Failed*; and survey results are published in a major broadsheet for the public to see. The transparency in reporting agency performance has since then prompted agencies to improve their services. This also

showed the public that their government is committed to being honest with about how it is doing. That is building trust.

We are also not afraid to hear from the public. To complement ARTA implementation, we have opened up a feedback mechanism that allows clients to air their complaints regarding their frontline experience. The Contact Center ng Bayan or CCB has been in operation since 2012, and it has been receiving calls, emails, and SMS from clients who would like to complain, suggest, or commend. The CCB has also been hosting the National Complaints Hotline 8888 since August 2016. The deluge of calls we get from concerned clients is proof enough that the public still trusts its government to respond to their needs and grievances.

ARTA is a groundbreaking law in that it has compelled both government and the public to contribute to its success. While the CSC guides agencies to improve their services, it also encourages citizen's participation and calls for the public to serve as watchdog for public service excellence. After all, trust is a two-way street. Both parties have to work together to build on trust.

On ARTA's 10th year of implementation, the CSC has launched *Dekada na ang ARTA* to celebrate our milestones in trust-building. This is a year-long celebration featuring a series of activities to strengthen anti-red tape efforts across the country. PAGBA would do well to support this year-long celebration, especially since public fund management traverses anti-corruption and anti-red tape efforts of the Philippine government.

BUILDING TRUST THROUGH PUBLIC SERVICE VALUES

While we can build trust through policy implementation, we cannot sustain it if we do not build our values as well.

In the context of the Philippine government, our values are embodied in Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.

RA 6713 also bears the eight (8) norms of conduct—commitment to public interest, professionalism, justness and sincerity, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, and simple living.

Trust is built by people who know their values and who exercise it. Who else will model the way but us public servants who are in public service?

These norms of conduct govern the principle of ethics for the *lingkod bayani* who works in an environment where corruption thrives. The same norms promote the idea that even in the smallest of matters, a *lingkod bayani* should be able to withstand temptation, reject mediocrity, and protect his or her integrity.

The CSC through the Civil Service Institute also runs the Public Service Values Program to instill the values of love of God and country, excellence, and integrity among civil servants.

If our clients can see that we have certain values that we uphold, they would be able to put their trust in us.

TOWARD A HIGH-TRUST SOCIETY

As budget officers and finance personnel, I am sure you know how big a role trust plays in your career. You will not be able to perform your functions properly if there is no trust between you and your supervisors, or between your agency and your clients.

Financial management is always a testing ground for trust. I challenge you to hold fast to the public service values we espouse. Always remember that trust takes so long to build but takes only an instant to be destroyed.

As you progress in your careers, may you be partners in financial reforms that would benefit the public, and partners as well in building a high-trust society.

Thank you very much.

¹David W. Gill (1995), *Trust: The Social Virtues and the Creation of Prosperity* by Francis Fukuyama, New York: New York Free Press.

²Ibid.

³Brett Whyse (2017), *What is meant by a "high-trust" or "low-trust" society?*, <https://www.quora.com/What-is-meant-by-a-high-trust-or-low-trust-society>

⁴Ibid.

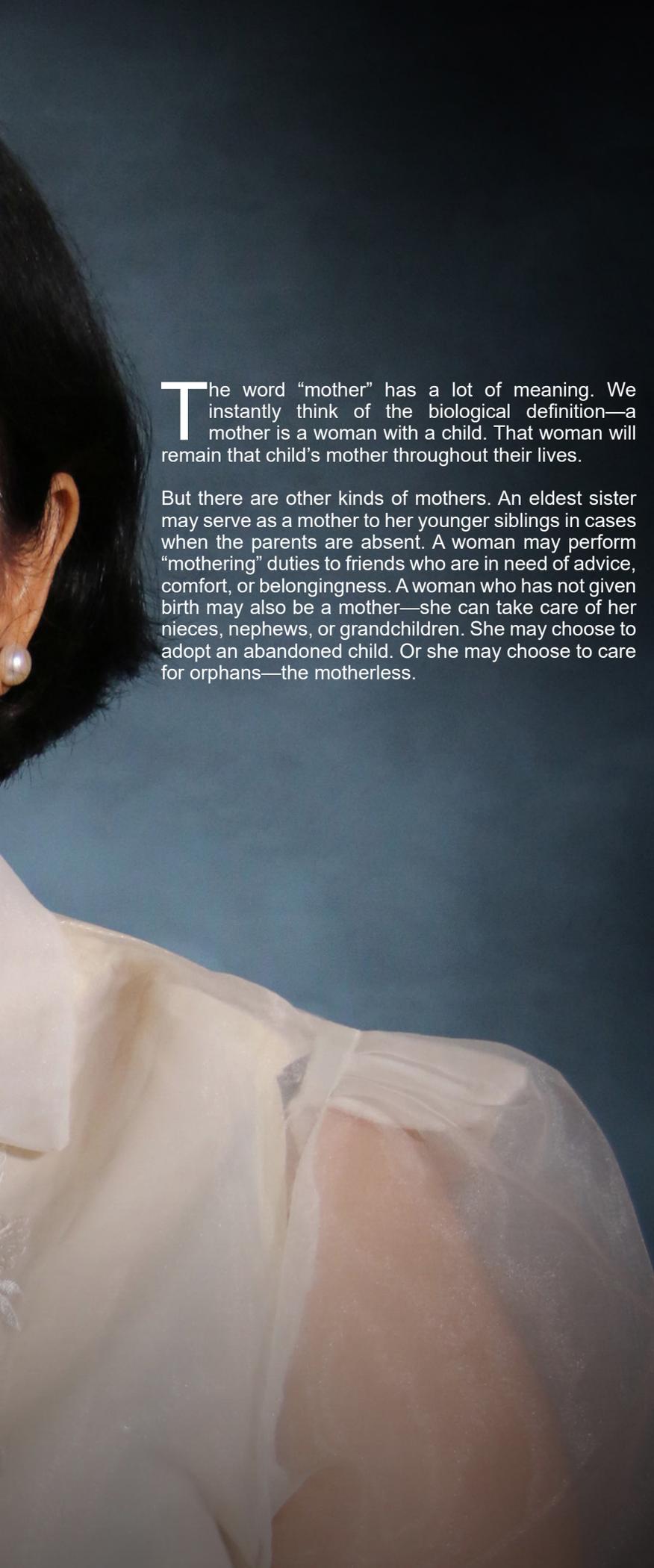
⁵Philippines Corruption Rank 1995-2017, accessed via <http://www.tradingeconomics.com/philippines/corruption-rank>

FEATURE

MOTHERING THE MOTHERLESS:

SONIA IPANG
AND **SOCIALWORK**





The word “mother” has a lot of meaning. We instantly think of the biological definition—a mother is a woman with a child. That woman will remain that child’s mother throughout their lives.

But there are other kinds of mothers. An eldest sister may serve as a mother to her younger siblings in cases when the parents are absent. A woman may perform “mothering” duties to friends who are in need of advice, comfort, or belongingness. A woman who has not given birth may also be a mother—she can take care of her nieces, nephews, or grandchildren. She may choose to adopt an abandoned child. Or she may choose to care for orphans—the motherless.

GLOBAL ORPHAN CRISIS

Pro-adoption writer Carrie Leary says, “The word *orphan* can be so emotionally charged. A child growing up without the safety net of a family, alone, hungry, vulnerable—isn’t that what we think when we hear the word? Orphan is also an immigration term that is used in international adoption. Orphan status is achieved even if a child has a living parent, but that parent is unable to care for them. And what about our foster care? These children are orphaned into a government system but may have a biological family unable to care for them safely. But there is a family nonetheless.”

A group of advocates called The Purpose Collective has posited that there is a “global orphan crisis.” In their research, they revealed that there are currently around 150 million orphaned children across the globe, including 1.2 million trafficked children and tens of thousands of child soldiers in areas of conflict. Nations with the largest number of orphans are all in Sub-Saharan Africa—Botswana, Lesotho, Malawi, Mozambique, South Africa, Swaziland, Zambia, and Zimbabwe.

The world’s leading development agencies such as UNICEF and Oxfam agree that “Orphaned children are often ‘unreachable’ because they fall ‘outside’ the relatively stable and defined structures of ‘family’ and ‘community’ that most development efforts target with the added necessary requirements of being able to ensure ongoing training, capacity-building, and follow-up monitoring and evaluation.”

Orphans are considered vulnerable children. They are living in the streets, and dealing with an environment of poverty, health problems, and violence.

According to The Purpose Collective, there are three strategies in the hierarchy of orphan care. First is family preservation, which is the preventive measure to avoid children being separated from their families at all. This is done via sustainable community development targeting health standards, food security, and livelihood. When tragedy results to loss of parents, surviving parents and extended family should be able care for the children left behind.

Second is family reunification. This is focused on funding to locate, identify and return children back to families. The organization emphasizes that “when separation has occurred as a result of trafficking or



exploitation, efforts must be made to ensure that children are properly rehabilitated and

that their transition back into their community is safe and carried out with ongoing supervision.”

The third strategy is adoption. This should be characterized by a well-regulated system of re-integrating orphaned children into mainstream society. When children are not adopted into a “safe, permanent, and loving family”, they remain in the orphanage.

ORPHANS IN THE PHILIPPINES

In a 2016 LA Time report by Jonathan Kaiman and Sunshine de Leon, research shows that the Philippines has 1.8 million abandoned children.

According to the United Nations’ Children’s Rights & Emergency Relief Organization, “the Philippines has an abandoned children problem. More than 1% of its entire population are ‘abandoned or neglected’. Some are victims of extreme poverty; others of natural disasters and armed conflicts in the country’s riven south.”

A person living in the Philippines would not have to turn to official statistics to verify this report. One may readily observe wandering street kids in the polluted streets of the metropolis day in and day out, scavenging or knocking on car doors for food. This has become familiar reality to the point that most people are not even bothered anymore—orphans have faded into the backdrop of the daily grind.

The Department of Social Welfare and Development or DSWD, however, cannot turn a blind eye. This is the government agency mainly responsible for helping orphans find homes. But orphanages in the Philippines face many challenges. In number, orphanages are not complementary to the rising number of street kids and abandoned children nationwide. Orphanages are also usually understaffed, and there are many day-to-day aspects of social work that need to be tended to.

Aside from this, the process of legal adoption remains bureaucratic. It may take years before an orphan may be legally adopted, and some wait in vain in orphanages, hoping the day will come when they would belong to a family. DSWD, however, is “always working to make [the adoption process] as quick and as fast as possible...always innovating techniques or even asking suggestions or recommendations from child care agencies or [local governments] to make the system faster.”

As long as taking care of orphans in the Philippines remains a challenge, mothering the motherless remains a reality. Social workers are perhaps the only other group of people who does “mothering” work even if they are not within the circle of familial or legal relationships usually attributed to mothers. If “normal” children are usually in the home, millions of others are in orphanages, being taken cared of by “mothers” who are not their own.

MOMMY SONIA

Sonia Ipang, Social Welfare Officer III of the DSWD Region 10, Cagayan de Oro City, and 2016 *Dangal ng Bayan* awardee, is one of these mothers. She started working for the DSWD in 1988 as a social worker, and rose from the ranks until she got promoted to her current position in 2004. She is described by her boss and co-workers as an effective and efficient public servant. Her passion is taking care of children in conflict with the law (CICL). She takes her time in managing cases of children who have pending cases in court. This is considered a difficult task at DSWD centers, but “Mommy Sonia”, as the children fondly call her, remains an advocate for CICL’s rights. She focuses on helping these children change their deviant behavior through the provision of psycho-social interventions, programs, and services.

Mommy Sonia currently heads the Regional Rehabilitation Center for the Youth (RRCY) in Gingoog, a rehabilitation center for male children and young adults. The RRCY was accredited as Level 3 (Center of Excellence) by the Standards Bureau of the DSWD Central Office. This means the center has earned the highest scores based on standard tools on work areas such as administration and operations, program management, case management, helping interventions, physical structure, and safety.



All residents at RRCY are encouraged to engage in a livelihood activity—from common ones such as crafts making, to more challenging ones such as backyard gardening, livestock raising, fruit-bearing tree farming, and massaging. These income generating activities help residents build their personal savings, as proceeds collected from sold goods are placed in their individual bank accounts.

Mommy Sonia also tapped various sponsors to accept residents 18 years and above for jobs outside the center. The Local Government Unit of Gingoog City is one of the center’s partner who provides job opportunities for residents.

RRCY also offers regular classes via the Department of Education’s Alternative Learning System (ALS) for elementary and high school students, as well as a range of programs catering to non-academic facets of resident life such as sportsfests, field trips, bible studies, and observation of Muslim festivals.

As head of the RRCY, Mommy Sonia makes sure that the center treats residents with care, dignity, and understanding. Under her watch, the RRCY established a parenting environment where residents, many of whom were neglected children, get therapy by learning to express their thoughts and emotions.

“It is quite risky but we supervise them properly. Since we started doing this, not a single resident has tried escaping,” she said.

REAPING REWARDS

There was a boy from a *barrio* called Florida in Butuan City who was separated from his family and forced to live on his own means. For years, he stole for food, picked pockets, and took illegal drugs. At times, he would get caught and sent to jail only to be freed later because he was a minor. Through the help of compassionate individuals, his life eventually turned around. He got a college scholarship and, after years of juggling studies and means to earn income, he finally earned a degree. He is now helping street kids find a better life and inspires people with his remarkable story.

The boy is Rustie Quintana, who many may recall from a 2015 *Maalaala Mo Kaya* episode that featured his life.

And one of the compassionate individuals is Mommy Sonia. RRCY was where Rustie stayed for two years and Mommy Sonia was one of the people who took care of him.

Eventually, Rustie was able to finish his bachelor’s degree at Xavier University-Ateneo de Cagayan. He is now a well-known student leader in Cagayan de Oro, an advocate for marginalized youth sectors in Northern Mindanao. He was one of the recipients of the Ten Accomplished Youth Organization or TAYO Awards, and he received the award from former President Benigno S. Aquino III.

Rustie is living proof that orphans are not forever defined by their circumstances in life, and that they can also rise up to embrace all of life’s opportunities just like any other child. Rustie has also proven that having no biological mother is not a hindrance to experiencing the love of one.

Mothering the motherless became Mommy Sonia’s life mission. It was a great challenge to love and care for children who did not have the privilege to know their own parents or families. But Mommy Sonia learned that as a social worker, she also had to become a mother to young kids who were not her biological children. That was a more challenging job, but it was certainly rewarding.

Thanks to Mommy Sonia and the RRCY, many children have been rehabilitated and are now giving back to society. She feels overwhelmed whenever she sees former residents in a better situation. Mommy Sonia said, “*Nagsisilbing inspirasyon sa akin na makita ang mga kabataan na nakamit nila ang kanilang minimithi sa buhay. Kaya po nagtatrabaho ako nang maayos para sila ay mabigyan ng proteksyon at ma-develop ang kanilang mga kakayahan at talento sa abot ng aking makakaya.*” 

EXTINGUISHING THE FLAMES OF DANGER

The Philippines is a seat of natural calamities. Earthquakes, typhoons, flooding, and landslides are staple events in its calamity-ridden history.

But there is one other killer that people should watch out for—fire incidents. The country has had its share of disastrous fire incidents. There are fires that start from a single cigarette butt, but wipe out rows of houses or an entire building. There are fires sparking simply from faulty wiring, but the damage and fatalities may be devastating.

Top Three

In the Philippines, two out of the top three worst fire incidents happened in the month of March.

The third worst fire in Philippine history happened only last year, on May 13, 2015. Kentex factory in Valenzuela went up into flames, sending 74 people to their deaths. The fire was said to have started during a welding activity at the entrance of the building. Fire and black smoke rapidly spread throughout that building floor, and few workers were able to escape.

Only after five hours was the fire declared under control. The building was also considered unstable, so the retrieval of bodies was delayed. Reports revealed that people died from suffocation as well.

The Manor Hotel fire incident placed second on the list. On August 18, 2011, 172 checked in as participants to an evangelical convention sponsored by Don Clowers Ministry

from Texas, USA. Seventy five lives perished that day, and survivors cited the hotel's lack of fire exits as a hindrance to escape. Firemen also revealed that victims were trapped in their respective hotel rooms, as the exit windows were blocked by metal grills.

Considered the worst fire incident in Philippine history is the Ozone Disco fire that happened on March 18, 1996. This incident also holds the 7th position on the world's list of worst club fires. Although this occurred almost 20 years ago, it still remains a painful reminder today of how violations on building safety can threaten lives.

The Ozone Disco fire was said to have started by sparks from the disc jockey's booth. This quickly turned into a fire that spread all the way to the ceiling. When partying students realized what was happening, they rushed to the doorway only to find out it wouldn't budge. The club could only hold 100 people, but there were 300 people cramped in the venue that night due to a happy hour promo. With bodies from the



crowd pressed into the only exit door, the door could not be pulled open. One hundred sixty young people died that day.

All three incidents had one thing in common—lack of safety standards. These tragedies could have been prevented with good escape plans, proper ventilation, and easy exits. Awareness on fire safety would have also contributed valuably.

Public Fire Safety

The Bureau of Fire Protection (BFP), first referred to as the Fire Bureau, was created under Rule III, Section 49 of Republic Act 6975, otherwise known as the DILG Act of 1990. The BFP’s vision, “a modern fire service fully capable of ensuring a fire safety nation by 2034” is complemented by its mission to “commit to prevent and suppress destructive fires, investigate its causes; enforce the Fire Code and other related laws; respond to man-made and natural disasters, and other emergencies.”

The BFP spearheads the National Fire Prevention Month observed every year during March. As the lead agency, BFP runs all advocacy-related campaigns to raise the public’s level of awareness on fire prevention. This year’s theme is “Buhay at Ari-arian ay Pahalagahan, Ibayong Pag-iingat sa Sunog ay sa Sariling Pamamahay Simulan.”

The Fire Prevention Month is held specifically for raising public awareness. BFP believes that knowledge is power, and prevention is extremely crucial when it comes to deadly fires.

In an interview with Fire Chief Inspector Engr. Ian O. Manalo, Acting Chief of the BFP’s Public Information Services, he revealed that the Fire Prevention Month is divided into three “spheres of influence” to reinforce previous activities launched last year. This includes the Fire Safety Awareness Campaign and house-to-house fire safety information campaign; information drive and fire truck visibility and placement to

heightened alert status; and intensive monitoring of fire prone areas.

The Fire Safety Awareness Campaign included the Ugnayan sa Barangay and visibility image building campaign, which includes distribution of information materials, lectures on fire prevention, inspection of all establishments, familiarization of their area of responsibility or AOR, testing of fire hydrants, fire disaster emergency planning, fire drill, monitoring of all hazard operations, and identification of fire prone areas and conduct of fire pre-planning to areas identified.

“BFP personnel also broadcasted fire safety reminders to the community through our fire trucks’ built-in public address system,” Chief Manalo explained. “All BFP stations were also put on high alert status and a ‘no leave policy’ is implemented for all personnel.”

A fun run dubbed “Takbo Laban sa Sunog” was held nationwide on March 4. Berong Bumbero, the official mascot of the BFP together with other local personnel, visited elementary schools to conduct awareness campaigns through storytelling for greater appreciation. On March 10, a refresher training course was provided to all volunteer fire brigades and Barangay Disaster Control Brigade within their areas of responsibility.

A three-day open house in all fire stations was also carried out by inviting school children to experience the routines in the area of responsibility of a fire officer. Students were provided lectures and were exposed to the basic use of fire trucks, EMS vehicles, and its accessories, proper use and operation of fire extinguishers, and good observation skills during fire incidents.

BFP also held drawing contests for elementary pupils, essay writing and poster making contests for secondary students, and photo contests for all amateur photographers.

The culminating ceremony on March 31 at BFP National Headquarters and all other BFP fire stations nationwide marked the end of the month-long activity. ®



Fire Officer Trixie Dagame: **A FIERY SACRIFICE**

One of our 2015 *Dangal ng Bayan* awardees under the Honor Awards Program is Trixie M. Dagame, Fire Officer II at the Bureau of Fire Protection Regional Office No. 8 in Tacloban City. She is the only female fire officer in the CSC's roster of honor awardees.

Like other survivors, the images of the destruction wrought by Yolanda in Tacloban City still haunt Fire Officer II Dagame to this day. She lost her two children in the tsunami-like storm surges and powerful winds that wiped out nearly all infrastructure, including residential areas, in Eastern Visayas.

She knew that fire officers will be the first ones to be called on duty for rescue and recovery operations. Thus, prior to that fateful day, she made arrangements for the safety of her children, aged one and five. Her husband assured her that he will take care of them so she reported for work even if she was supposed to be off duty. Even before the water receded, she joined fire fighters already in rescue and recovery operations, comforting families who lost their loved ones.

Asked on where she draws her inner strength, what motivates her to continue with life, she has this to say: "*Kailangan kong magsikap. Kailangan kong ituloy ang buhay dahil alam kong ito ang gusto ng mga anak ko. Alam kong proud sila sa akin.*"

Fire Safety Tips

What should you do when staying at or visiting a building or establishment?

- 1** Be informed and devise escape plans. Ask building personnel of the locations of the fire exits. Familiarize oneself of the exact locations by actually locating them and check if these fire exits are readily accessible.
- 2** Check the premises. Check if the building is equipped with fire alarm and sprinkling systems. Search for nearby fire extinguisher or fire hose.
- 3** Take notes. Always keep a list of emergency numbers handy and store them in your mobile phone for quick access. It always pays to be vigilant and ready in case of unfortunate incidents such as fire.

Source: www.psst.ph

BFP'S CONSOLIDATED FIRE INCIDENT REPORT

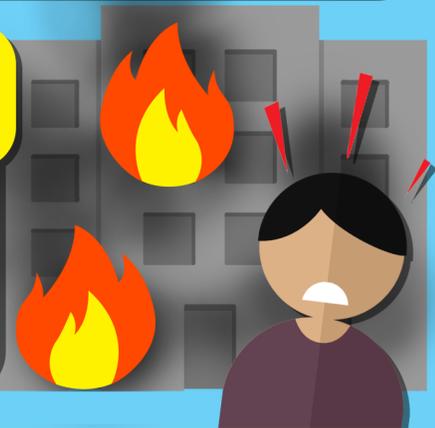


CAUSES OF FIRE INCIDENTS

	2015	2016
TOP 1: ELECTRICAL CONNECTIONS	4,011	4,947
TOP 2: UNDER INVESTIGATION	3,567	4,102
TOP 3: OPEN FLAME DUE TO TORCH OR SULO	1,440	1,119
TOP 4: LIGHTED CIGARETTE BUTT	1,180	1,571

STRUCTURAL SOURCES OR OCCUPANCY OF FIRE

	2015	2016
TOP 1: RESIDENTIAL	6,109	6,305
TOP 2: MERCANTILE	536	591
TOP 3: INDUSTRIAL	377	394



NON-STRUCTURAL SOURCES OR OCCUPANCY OF FIRE

	2015	2016
TOP 1: GRASS	4,981	5,595
TOP 2: RUBBISH	841	990
TOP 3: FOREST	176	177
TOTAL AMOUNT OF AFFECTED STRUCTURES	16,664	17,202
ESTIMATED AMOUNT OF DAMAGE OF PROPERTY IN BILLION	PHP3.61	PHP3.07

TOTAL NUMBER OF CASUALTIES

	2015	2016
INJURED CIVILIANS	725	894
FATALITIES IN CIVILIANS	356	285
INJURED FIREFIGHTERS	113	93



NURTURING

Culture AND THE Arts

“The arts, it has been said, cannot change the world, but they can change human beings who might change the world.” ~ Maxine Greene

Art, like love, is defined in thousands of ways. It is its abstractness and intimacy with life that make it difficult for one to capture arts in a single definition. One can only put meaning and value to it by recognizing how it impacts an individual, a group of people, or even a nation.

In observation of the National Arts Month celebrated every February, the *CS Reporter* features art’s harvest—the best artistic products of the year representing Filipino culture and talent.

Malikhain, Mapagbago, Filipino. This line lifted from the National Commission for Culture and the Arts’ (NCCA) hymn spells the theme for this year’s National Arts Month. The theme underscores the creative power of the arts and its role as a catalyst for change. It also highlights arts as a reflection of the nation’s soul, and from it our pride of being Filipino.

In an interview with Commissioner Teddy Co of the NCCA’s Subcommission on the Arts, he expounded on the theme saying, *“Malikhain dahil pagdating sa sining, naipapakita natin ang pagiging malikhain ng Pinoy, maging sa pang-araw araw na ating ginagawa. Nakakaisip tayo ng mga bagong ideya, nakakagawa tayo ng mga malikhaing bagay. Nagiging sining ang mga ito kapag nagkakaroon ng hubog at naibabahagi sa ibang mga tao. Mapagbago dahil ang sining ay nagbibigay sa atin ng bagong klaseng pananaw at bagong pagtingin sa mundo. Ang paghubog ng mga bagong obra halimbawa, diyan tayo nagkakaroon ng mga bagong pananaw.”*

As the nation’s frontrunner in the promotion of culture and arts, the NCCA, headed by National Artist Virgilio Almario and OIC-Executive Director Marichu Tellano, lined up nationwide activities for the National Arts Month to enjoin Filipinos to support and to celebrate *sining na sariling atin*.

Opening Ceremonies

The NCCA kicked-started the celebration of the National Arts Month in Rizal Park, Manila with performances from the 4th Impact, Next to Innocence, Halili-Cruz Ballet Company, Junior New System, Sinukwan Kapampangan, PNU Kislap Sining, Benny Sokkong, and Dr. Luna Sicat-Cleto.

People also joined workshops on the seven fields of the arts: dance, dramatic arts, literary arts, music, visual arts, cinema, and architecture and allied arts.

Commissioner Co stressed the importance of encouraging children and helping them find which form of arts they would be most interested in.

“Noong bata pa tayo, malikhain tayong lahat, kasi bukas pa ang isip ng bata. Minsan, habang lumalaki, nawawala iyon. Mahalaga na matulungan natin silang linangin ang kanilang interes sa sining.”



Ani ng Dangal winners proudly hold their trophies at the NCCA ceremonies.

Photo courtesy of NCCA.

Sining sa Luz Vi Minda

Various sectors of the society expressed support for the National Arts Month.

The University of the Philippines praised arts in its various campuses throughout the month of February. In Diliman, “Kwentong Bayan, Kaalamang Bayan” featured an art installation exhibition by five visual artists from UP, a night of music, *Si Faust at ang Dalumant ng Kasamaan* (Dulaang UP), *Ang Unang Aswang* (UPDC), and a conference on kwentong bayan.

In UP Los Baños, cinema took center stage as UPLB’s Department of Humanities held Philippine Cinema Centennial Lecture-Screening Series in Luzon, Visayas, and Mindanao. “Cinema Rehiyon 8 Reloaded” was also held at the Rizal Hall, UP Manila, and at Sentro Oftalmogico Jose Rizal, Philippine General Hospital.

As the Arts Month also coincided with the Love Season, a free Valentine musical festival dubbed “Lovers of Music” was held last February 12 featuring Guitar Paladins and Friends, Inc. at the Amoranto Theater, Quezon City.

On literature, the Katig Writers Network Inc. held “Pagparibhong Magsusurat sa Leyte ug Samar,” a celebration that included poetry reading, lecture-forum on Ninorte-Samarnon writings, book launching, and poetry reading on air in Samar and Leyte.

The province of Bohol also celebrated Arts Month with different activities to promote Boholano artists including a theater

festival, drama workshops, an exhibit on industrial design and visual arts, an art fair, a film screening and forum, printmaking workshop, and a musical tertulla.

In Negros Occidental, Syano Artlink held Nature Encounter IV in Sagay City, with workshops on paper art, photography, mud house making, community children’s theater and dance for children.

The Bicol Arts Festival 2017 in Albay had a three-day theater workshop and a three-day international seminar workshop/training on dance pedagogy for teachers at the Bicol University College of Education Training Hall.

The Cebuano Artists Center held “Mamugnaon, Mabagohon, Sugboano” at Robinsons Galleria, Cebu (February 11) which presented different events to promote the seven arts. Dumaguete City held *Kisaw* which included *Huni sa Kampanaryo* at the Bell Tower, “*Balitaw sa Tempurahan*” at the Rizal Boulevard, “*Teatro Kilat sa Tiangge*” at the Public Market, “*Putting Tabing sa Terminal*” at the Ceres Bus Terminal, the Daguit Arts and Crafts Trade Fair at the Robinsons Mall, and *Tayada sa Parke*.

Theater group Sipat Lawin held “*Bantayog: Bata, Banta, Bantay, Tayo, Tayog*” at the Bulwagang Sarimanok of the National Arts Center on Mount Makiling, Laguna.

Hubon Manunulat and Kasingkasing Press held *Magsugilanonay Kita: Second Western Visayas Mother Tongue Books Summit* (February 18-19) at Robinsons Place Iloilo to heighten awareness of parents and teachers on the importance of children’s literature, and expose them to



The National Arts Month saw many Filipino artists from all parts of the Philippines coming together to promote a range of artistic endeavours—from film, to performance arts, to visual arts. (L-R) Kammerchor Manila performs at the Concert at the Park, the Negros Arts Festival gathers young people for a series of art activities, and popular folk artist Joey Ayala renders his popular songs during one of NCCA's events. Photos courtesy of NCCA.

the wealth of children's books in Hiligaynon, Kinaray-a and Aklanon.

Several other arts fair were held in Camarines Sur, Bacolod City, Negros Occidental and Oriental, and Bataan, among others.

John Lloyd Cruz is the first Filipino and Southeast Asian actor to win the Star Asia award for Honor Thy Father by the 15th New York Asian Film Festival, which ran from June 22 to July 25, 2016. He was one of three recipients of the award together with Hong Kong's Miriam Yeung and South Korea's Lee Byung-hun.

On the other hand, Jaclyn Jose was honored for her Best Actress win at the Cannes Film Festival in France for her performance in the Brillante Mendoza film Ma' Rosa. She was feted in an awarding ceremony on May 22, 2016.

Aside from Cruz and Jose, many Filipino filmmakers, films and actors were also recognized for bringing honor to the Philippines in the field of cinema.

Aside from film, awardees for dance, dramatic arts, literary arts, music, and visual arts were also honored.

Arts and Life

Commissioner Teddy Co shares his vision on culture and the arts.

How does one cultivate appreciation and skills for the arts?

"Nag-uumpisa iyan sa mga tahanan natin—yung mga napapanood natin sa telebisyon, sa internet, at kung saan pa. Kapag nakita ng magulang ang pagiging malikhain ng kanyang anak, hindi dapat ito pinipigilan, bagkus dapat ay tinutulungan pa ang bata na malinang ang kanyang kasanayan

at appreciation sa sining. Importante rin na ang mga paaralan ay tinuturuan ang mga bata tungkol sa sining."

How valuable is the arts in the development of an individual as a productive citizen?

"Imbis na mapunta sa bisyo ang buhay mo, dito ka na lang sa sining. Mapapakinabangan mo pa iyan. May mga kababayan tayo kahit nasa loob ng preso o orphanage, nakakalikha ng artwok, at naibebenta pa nila ito. At isa pa, sa artists' community, mapayapa ang mga tao. Walang gera, walang away. Binubuhos nila sa artwork ang kanilang emotions, expressions, at kung anu-ano pang mga naiisip nila."

What do you think are the challenges in promoting national arts appreciation among Filipinos?

"Mall culture kasi ang kultura natin ngayon. Napaka-commercialized; consumerist society. Pero ang hindi alam ng karamihan ay marami tayong mapupuntahang lugar na libre ang sining. Katulad na lang ng National Museum. Libre ang entrance. Doon mo makikita ang Spolarium ni Juan Luna at iba pa. Kung Modern Art naman ang habol ng ating mga mamamayan, mayroon doon sa Metropolitan Theater, tuwing Martes, libre ang entrance diyan. Sa Cultural Center of the Philippines, libre rin. Yung ibang tao, sinasabi pang-mayaman lang ang sining, pero hindi. Nais natin na maramdaman at ma-appreciate ng bawat Filipino ang sarili nating sining. Maraming libreng paraan para magawa ito."

The NCCA continues to call on every Filipino to support national arts. For the calendar of events, activities, and other arts-related programs, check out NCCA's website (www.ncca.gov.ph) and other related organizations: National Historical Commission of the Philippines (www.nhcp.gov.ph), Cultural Center of the Philippines (www.culturalcenter.gov.ph), and Komisyon sa Wikang Filipino (www.kwf.gov.ph). 

Adoption of the Personal Data Sheet

Number : 1700656*

Promulgated : 21 MAR 2017

RESOLUTION

WHEREAS, the Civil Service Commission (CSC), as the central human resource institution in the bureaucracy, is mandated to prescribe all forms for Civil Service examinations, appointments, reports and such other human resource matters as may be required by law, rules and regulations;

WHEREAS, the CSC has prescribed the Personal Data Sheet (PDS) or Civil Service Form No. 212 as the official information sheet for all government officials and employees and as a main supporting document for all appointments in the government service;

WHEREAS, the PDS has been periodically revised with the last revision issued under CSC Memorandum Circular No. 8, s. 2005 promulgated thru CSC Resolution No. 050233 which took effect on March 3, 2005;

WHEREAS, after more than ten (10) years of using the PDS 2005 revised form, the Commission recognizes the need to further revise the PDS to conform with the requirements on appointments and other issuances;

WHEREAS, the Commission has deemed the revision of the PDS necessary to capture relevant information regarding citizenship, for monitoring and reportorial purposes in line with the implementation of Items 3 and 5, Section 5, Republic Act No. 9225, including dual citizenship by birth;

WHEREAS, to aid the CSC Regional and Field Offices in the evaluation of appointments issued in terms of appointee's qualifications vis-à-vis the position being filled, a Work Experience Sheet is included where the actual duties of the relevant positions declared in Item V (Work Experience) of the PDS, Revised 2017 are specified for purposes of application to a vacant position;

WHEREFORE, the Commission **RESOLVES** to **APPROVE** the adoption of the Personal Data Sheet (CS Form No. 212, Revised 2017), together with the Work Experience Sheet, as attached to this Resolution.

The Commission **RESOLVES FURTHER** that the Personal Data Sheet (CS Form No. 212, Revised 2017) shall be supported by the Guide to Filling Out the PDS to guide employees and applicants in the accomplishment of the fields introduced in the PDS, Revised 2017.

Officials and employees shall submit an updated Personal Data Sheet (CS Form No. 212, Revised 2017) to the agency HRMO not later than April 30, 2017.

Any misrepresentation made in the Personal Data Sheet (CS Form No. 212, Revised 2017) and the Work Experience Sheet shall cause the filing of administrative/ criminal case/s against the person concerned.

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

Quezon City,

ALICIA dela ROSA-BALA
Chairperson

ROBERT S. MARTINEZ
Commissioner

VACANT
Commissioner

Attested by:

DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office

Clarification on the Policy on Employment in the Government Service of Filipino Citizens with Dual Citizenship

Number : *

Promulgated :

RESOLUTION

WHEREAS, Section 12 (2), Chapter 3, Subtitle A, Title I, Book V of Executive Order No. 292 conferred on the Civil Service Commission the power to “prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws”;

WHEREAS, Section 12 (14), Chapter 3, Subtitle A, Title I, Book V of Executive Order No. 292 provides that the Civil Service Commission shall take appropriate action on all appointments and other personnel matters in the Civil Service;

WHEREAS, pursuant to Section 18, Article XI of the 1987 Constitution and Section 33, Chapter 9 of Executive Order No. 292, public officers and employees owe the State and the Constitution allegiance at all times and any public officer or employee who seeks to change his/her citizenship or acquire the status of an immigrant of another country during his/her tenure shall be dealt with by law;

WHEREAS, Republic Act No. 9225, otherwise known as the “Citizenship Retention and Re-Acquisition Act of 2003” declared that former natural-born citizens of the Philippines who lost their Philippine citizenship by reason of their naturalization as citizens of a foreign country are deemed to have re-acquired Philippine citizenship;

WHEREAS, Item 3, Section 5 of Republic Act No. 9225, states that those appointed to any public office shall subscribe and swear to an oath of allegiance to the Republic of the Philippines and its duly constituted authorities prior to their assumption to office; provided that they renounce their oath of allegiance to the country where they took that oath;

WHEREAS, the Commission approved the Policy on Employment in the Government Service of Filipino Citizens with Dual Citizenship through Resolution No. 1600908 on August 11, 2016 and disseminated through CSC MC No. 23, s. 2016;

WHEREAS, the Commission, in the said policy, gave incumbent government employees who have dual citizenship six (6) months from the effectivity of the Resolution (September 24, 2016) to renounce their foreign citizenship. Otherwise the prior approval/validation of their appointment shall be recalled;

WHEREAS, following the issuance of CSC MC No. 23, s. 2016, the Commission received several queries from individuals regarding the application of the said policy to individuals who were born to Filipino parents in a state which follows the doctrine of jus soli (citizenship by birth), resulting in dual citizenship;

WHEREAS, these concerned individuals who have dual citizenship by birth seek clarification on whether they are barred from entering government service or, if already employed in government, whether they should renounce their foreign citizenship;

WHEREAS, the Commission clarifies that CSC MC No. 23, s. 2016 covers only natural born Filipino citizens who were naturalized in another country, and later on reacquired their Filipino citizenship. Those who were born to Filipino parents in another state which follows the principle of jus soli are not required to renounce their citizenship.

WHEREFORE, the Civil Service Commission RESOLVES that Filipino citizens whose foreign citizenship was acquired by birth is not covered by CSC MC No. 23, s. 2016.

This Resolution shall take effect immediately.

Quezon City,

ALICIA dela ROSA-BALA
Chairperson

ROBERT S. MARTINEZ
Commissioner

VACANT
Commissioner

Attested by:

DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office

MC No. 01, s. 2017

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : **Reiteration of the Policy on Government Office Hours; and the Administrative Offenses of Frequent Unauthorized Absences (Habitual Absenteeism); Tardiness in Reporting for Duty; and Loafing from Duty during Regular Office Hours**

The Constitution mandates that public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency, act with patriotism and lead modest lives¹. Part of this accountability is the observance of the prescribed office hours in a given working day.

It has come to the attention of the Commission that there are government officials and employees who are not observing the prescribed office hours and are not recording their daily attendance in the proper form. Likewise, unauthorized absences, tardiness and loafing from duty during regular office hours are detrimental to public service.

The Commission hereby reiterates the following policy on government office hours, including the aforementioned administrative offenses and their corresponding penalties.

1) On Government Office Hours, Sections 1 to 5, Rule XVII, Omnibus Rules Implementing Book V of Executive Order No. 292 provide:

“SECTION 1. It shall be the duty of each head of department or agency to require all officers and employees under him to strictly observe the prescribed office hours.

“SEC. 2. Each head of department or agency shall require a daily record of attendance of all the officers and employees under him including those serving in the field or on the water, to be kept on the proper form and, whenever possible, registered on the bundy clock.

“Service ‘in the field’ shall refer to service rendered outside the office proper and service ‘on the water’ shall refer to service rendered on board a vessel which is the usual place of work.

“SEC. 3. Chiefs and Assistant Chiefs of agencies who are appointed by the President, officers who rank higher than these chiefs in the three branches of the government, and other presidential appointees need not punch in the bundy clock, but attendance and all absences of such officers must be recorded.

“SEC. 4. Falsification or irregularities in the keeping of time records will render the guilty officer or employee administratively liable without prejudice to criminal prosecution as the circumstances warrant.

“SEC. 5. Officers and employees of all departments and agencies except those covered by special laws shall render not less than eight hours of work a day for five days a week or a total of forty hours a week, exclusive of time for lunch. As a general rule, such hours shall be from eight o'clock in the morning to twelve o'clock noon and from one o'clock to five o'clock in the afternoon on all days except Saturdays, Sundays and Holidays.

2) On Frequent Unauthorized Absences (Habitual Absenteeism), Tardiness in Reporting for Duty and Loafing from Duty during Regular Office Hours, Section 22, Rule XIV, Omnibus Rules Implementing Book V of Executive Order No. 292 provides:

xxx

“An officer or employee in the civil service shall be considered habitually absent if he incurs unauthorized absences exceeding the allowable 2.5 days monthly leave credit under the Leave Law for at least three (3) months in a semester or at least three (3) consecutive months during the year.

“In case of claim of ill-health, heads of departments or agencies are encouraged to verify the validity of such claim, if not satisfied with the reason given, should disapprove the application for sick leave. On the other hand, in cases where an employee absents himself from work before approval of the application, said application should be disapproved.

“In the discretion of the Head of any department, agency, or office, any government physician may be authorized to do a spot check on employees who are supposed to be on sick leave.

Further, Section 46 (B) (5), Revised Rules on Administrative Cases in the Civil Service (RRACCS) provides that Frequent Unauthorized Absences (Habitual Absenteeism), Tardiness in Reporting for Duty, and Loafing from Duty during Regular Office Hours are grave offenses punishable by suspension of six (6) months and one (1) day to one (1) year for the first offense and dismissal from the service for the second offense.

On the other hand, under Section 46 (F) (4), RRACCS, Frequent Unauthorized Tardiness (Habitual Tardiness) is a light offense punishable by reprimand for the first offense, suspension of one (1) to thirty (30) days for the second offense, and dismissal from the service for the third offense. It is committed when an official or employee incurs tardiness, regardless of the number of minutes, ten (10) times a month for at least two (2) months in a semester or at least two (2) consecutive months during the year.

The classification of Habitual Tardiness as either a grave offense or a light offense would depend on the frequency or regularity of its commission and its effects on the government service.

For strict compliance.

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

¹Section 1, Article XI, 1987 Constitution.

*MC No. 1, s. 2017 was published on Feb. 23 2017, in the Philippine Star.

Paternity Leave; Period Within Which to Avail

Number : 1501531*

Promulgated : 21 DEC 2015

RESOLUTION

WHEREAS, Section 12 (2), Chapter 3, Subtitle A, Title I, Book V of Executive Order No. 292 conferred on the Civil Service Commission the power and function to "prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws";

WHEREAS, it is the Commission's mandate to formulate rules and regulations on the entitlement to leave of officers and employees in the civil service;

WHEREAS, Republic Act No. 8187 (Paternity Leave Act of 1996) is enacted to grant paternity leave of seven (7) days with full pay to all married male employees in the private and public sectors to enable the married male employee to effectively render support, provide care and assistance to his wife in her period of recovery and/or in the nursing of their newly-born child;

WHEREAS, Section 4 of RA No. 8187 provides that the Secretary of Labor and Employment, the Chairman of the Civil Service Commission and the Secretary of Health shall issue the necessary rules and regulations for the implementation of the law;

WHEREAS, Joint CSC-DOH Memorandum Circular No. 1, s. 1996, Implementing Rules and Regulations of RA No. 8187, was issued by then CSC Chairperson Corazon Alma G. de Leon and then DOH Secretary Carmencita M. Reodica;

WHEREAS, the Commission, through Resolution No. 98-3142, adopted the amendments to Rule XVI (Leave) and the definitions of leave terms under Rule I of the Omnibus Rules Implementing Book V of the Administrative Code of 1987 (EO 292), otherwise known as the Omnibus Rules on Leave;

WHEREAS, Section 19 of the Omnibus Rules on Leave provides for the conditions for the grant of Paternity Leave;

WHEREAS, Section 20 of the same Rules provides that Paternity Leave of seven (7) days may be enjoyed either in a continuous or in an intermittent manner by the employee on the days immediately before, during and after the childbirth or miscarriage of his legitimate spouse;

WHEREAS, the said Omnibus Rules does not specify the exact period within which the said leave may be availed of;

WHEREAS, Section 5 (Availment of the Implementing Rules and Regulations of Republic Act No. 8187 for the Private Sector) provides that Paternity Leave shall be availed of not later than sixty (60) days after the date of the child's delivery;

WHEREAS, there is a need to harmonize the policy on availing of Paternity Leave in the public sector with that of the private sector;

WHEREFORE, the Commission hereby **RESOLVES** to amend Section 20 of the Omnibus Rules on Leave, to read, as follows:

"Section 20. Paternity Leave: Non-Cumulative/Non-Commutative. –

Paternity leave of seven (7) days shall be non-cumulative and strictly non-convertible to cash. The same may be enjoyed either in a continuous or in an intermittent manner by the employee on the days immediately before, during and after the childbirth or miscarriage of his legitimate spouse. Said leave shall be availed of not later than sixty (60) days after the date of the child's delivery."

All rules, regulations and issuances which are inconsistent herewith are hereby repealed, amended or modified accordingly.

This Resolution shall take effect fifteen (15) days after its publication.

Quezon City.

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

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

(Sgd.) **NIEVES L. OSORIO**
Commissioner

Attested by:

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

Commission Secretariat and Liaison Office

*CSC Resolution No. 1501530 was published on January 7, 2016, in the *Philippine Star*.

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