

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 61 No.4

4th Quarter 2020 Issue

**Kuwentong Lingkod
Bayani Series:**
Transforming the *kawani* to
lingkod bayani

CSC revises interim guidelines on
alternative work arrangements in gov't

Filipino values: The pursuit of
values-driven service
Practicing **gratitude**
at work

**Pandemic and
public service**

SALAMAT, LINGKOD BAYANI!



ANG WIFI NATIN



Malaki ang papel na ginagampanan ng Internet sa buhay ng modernong Pilipino, ngunit sa kabila nito may mga kababayan tayong nanatiling hindi konektado. Dahil dito, at alinsunod na rin sa Republic Act 10929, o ang “Free Internet Access in Public Places Act”, ang Department of Information and Communications Technology ay may Free Wi-Fi for All Program. Layon nitong magbigay ng free Internet sa pamamagitan ng pagtatayo ng Free Wi-Fi live sites sa mga pampublikong lugar kung saan bawat Pilipino ay maaaring makakonekta sa libre at maaasahang Internet connection — kung saan bawat Pilipino ay maaaring sumalo sa mga benepisyo ng digital na mundo. Dahil ang Internet na hatid ng Free Wi-Fi for All ay para sa ating lahat — ito ang Wi-Fi natin!

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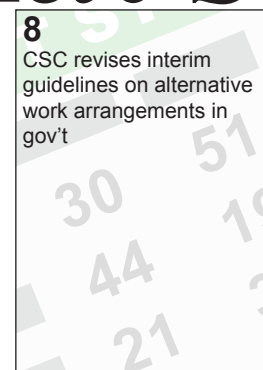
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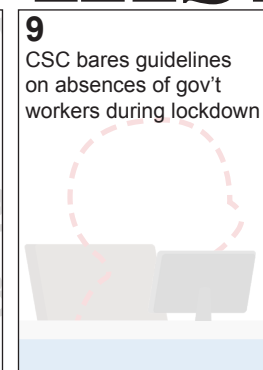
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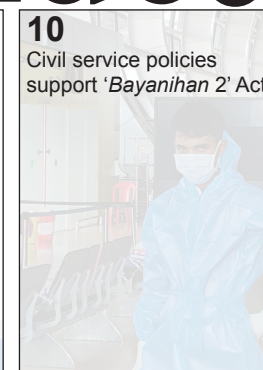
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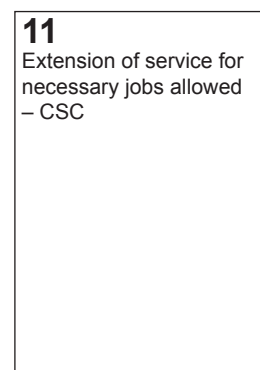


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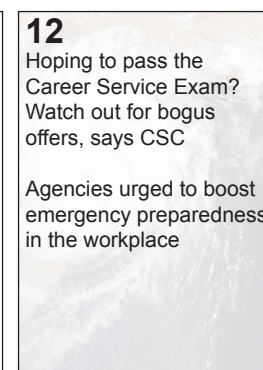


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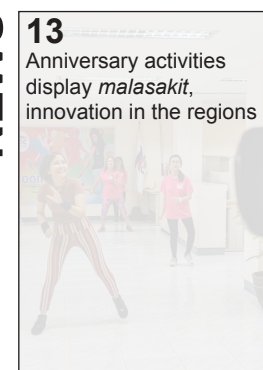


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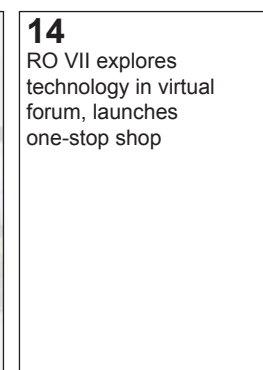


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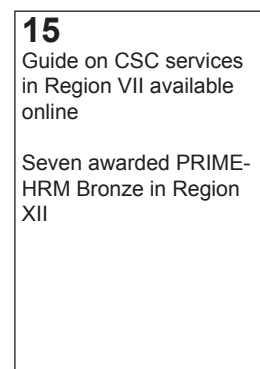


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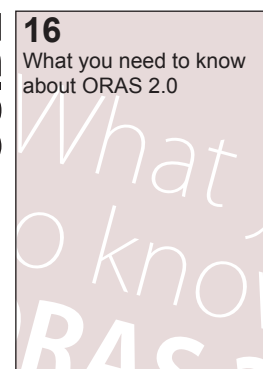
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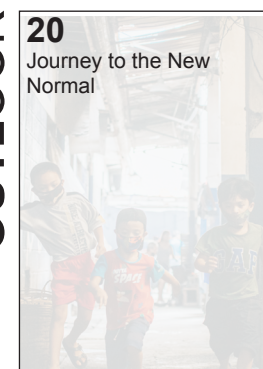
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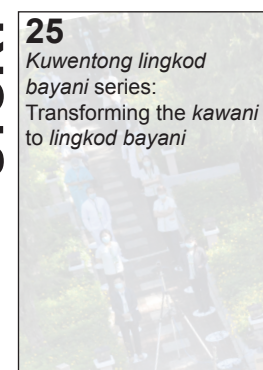
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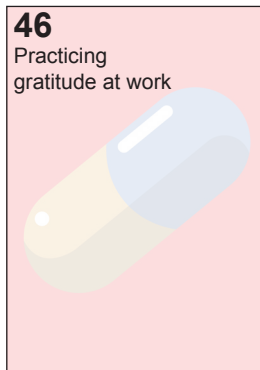
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PUBLIC DOMAIN

The 4th Quarter issue of the Civil Service Reporter magazine for this year focuses on appreciating all civil servants for their tireless work amid the COVID-19 pandemic. Even during this tough time, the public has seen dedication and selflessness among many government workers. But just like in the case of other employees who have been struggling to adjust in the new normal, work burnout is a real challenge for public servants too. In fact, many leadership and management experts have expressed their concern about the issue of work burnout due to the multiple challenges posed by COVID-19, and the difficulty of adapting to the digital disruption and work isolation.

Hence, we posted this question on the CSC Facebook Page (facebook.com/civilservicegovph) to listen to the thoughts of our civil servants:

What keeps you motivated and inspired at work?

Here are some of the most inspiring responses:



Madelyn Balisi

What keeps me motivated is when i see and feel that my superior, colleagues, and the public clientele appreciates my work, my hardwork. When they are happy and satisfied with the service i offer to them. What keeps me inspired...loving my work. I love to learn, i love to discover new ideas, new things. I love to give back God's given talent to me. In that way, I am not only serving for the public, but also serving God. ❤️



Myra R. Rocat

As a public servant, what keeps me motivated and inspired are the trust I get from my superiors, the support I get from my family and my team, the fulfillment I get from the people I served and the joy I earned from doing all of these.



Danae Cervera

My co-workers from our sub-office and Division Office are really amazing. It's really joyful to work with the same goal which is no batang isla learner will be left behind!



Cath Mercado

the best motivation- will still be the appreciation of what u contribute as a team, no matter what role u played. as long as the efforts are appreciated, u can find me serving better.. 😊



Top fan

Arman Lozano Guinto

Safe environment, friendly co-workers, motivating bosses, and challenging tasks. ❤️👍



Jd de Guzman

"Service above self....to do thy duty that is best in any pandemic or calamity and leave the rest to the Lord"



Virginia Macasero

Appreciation of work done either small or simple it is is a very effective motivation an employee would like to hear from,his boss/supervisor. Treat your staff with respect and it bounce back to you.. No matter how good you are in managing your people still have the heart to understand them. Be kind and love your work.



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Isang mapayapang pagbati mula sa Civil Service Commission!

(Year-End Message of CSC Chairperson Alicia dela Rosa-Bala)

On behalf of the CSC family, I would like to extend warm greetings to everyone, especially to all public servants as we celebrate Christmas and New Year.

2020 has been a tough year for all of us, but your unwavering dedication to serve the Filipino people amid adversities has given us inspiration, hope, and faith in God and in humanity. *Taos-puso ang pasasalamat at saludo namin sa inyo, mga lingkod bayan!*

It is heartbreaking, however, to lose many public servant heroes in the nation's fight against COVID-19, but please know that the Civil Service Commission joins the bereaved families in honoring these civil servants—they who put their lives on the line to save as many Filipinos as they can in performing their duties. *Tunay kayong mga lingkod bayani.*

To those who have exemplified excellence and integrity in helping their organizations cope with the changing demands brought by this pandemic, we are deeply grateful for having civil servants like you. Keep up the excellent work!

And to those who continue to go the extra mile and volunteer in helping the victims of the recent typhoons, your passion and dedication are a true inspiration to all of us.

This Christmas, we remember your extraordinary service to the Filipino people. It reminds us that the greatest gift we can ever give to one another is love and compassion, just like what Christ gave us.

And as the year ends, we continue to pray for deliverance from this pandemic. We hope that one day, we can get together again, face-to-face. I know that we all missed celebrating simple Christmas and yearend parties with our colleagues, relatives, and friends. But as the threat of pandemic continues, let us bear with one another in observing the quarantine measures set by the national government. Let us continue to practice physical distancing, avoid mass gatherings, wear face masks and face shields, and wash our hands frequently.

Muli, mula sa Civil Service Commission, binabati namin kayo ng maligaya at mapayapang Pasko, at mapagpalang Bagong Taon!



(Sgd.) **ALICIA dela ROSA-BALA**
Chairperson, Civil Service Commission

The last quarter issue of the Civil Service Reporter magazine for the year 2020 highlights thanksgiving and appreciation to all civil servants who tirelessly serve the Filipino people despite the challenges brought by the COVID-19 pandemic and the calamities that hit the country. Be inspired by the featured stories of extraordinary service.

Also, be informed about the latest human resource policies issued by the Civil Service Commission to help the government workforce adjust in the time of pandemic, and get helpful tips on health and wellness at the workplace.

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Answer the survey online.

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Contributions must be submitted to the CS Reporter, Civil Service Commission, Constitution Hills, Diliman, Quezon City, with telephone number (02) 8931-4180, and email address csc.pmr@gmail.com.

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CSC revises interim guidelines on alternative work arrangements in gov't

The Civil Service Commission (CSC) has amended the guidelines on alternative work arrangements (AWA) in government to align with the community quarantine rules issued by the Inter-Agency Task Force on the Management of Emerging Infectious Diseases (IATF).

Under CSC Resolution No. 2000912 promulgated on 14 October 2020, and circularized via CSC Memorandum Circular No. 18, s. 2020, agencies located in areas under Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine (MECQ) shall adopt work-from-home arrangement, while skeleton workforce may be allowed unless a different operational capacity is provided in agencies rendering essential or critical services.

Meanwhile, agencies located in areas placed under General Community Quarantine (GCQ) and Modified General Community Quarantine (MGCQ) may adopt four-day workweek in combination with other AVAs, provided that the required 40-hour workweek is complied with.

On the other hand, “staggered working hours” is renamed as “work shifting/flexible (staggered) working hours” to mean the adoption of flexible reporting hours as a way to limit the number of employees in an office at a given time. This AWA may be adopted regardless of the type of community quarantine being implemented where the agency is located.

Vulnerable workers

Employees below 21 years old and 60 years old and above, as well as those with immunodeficiency, comorbidity, or other health risk, and pregnant women, and those who live in ECQ, MECQ, GCQ, and MGCQ areas shall be under work-from-home arrangement, except when their services are indispensable under the circumstances or when office work is permitted. Those

living with persons with immunodeficiency, comorbidity, or other health risk may also choose to adopt this type of AWA in areas under ECQ, MECQ and GCQ.

Agency heads shall give priority to the preferred reporting schedule of said group of people, including nursing mothers and persons with disabilities (PWDs), whose services are indispensable under the circumstances.

An additional requirement in MC 18 is the submission of a medical certificate and other relevant medical records for employees with immunodeficiency, comorbidity, or other health risk/conditions requesting for a different work schedule or arrangement.

To manage performance of work-from-home employees, agencies may adopt performance standards to guide them in the delivery of assigned tasks, such as the use of a point system.

Rules on supplemental pay

As work-from-home arrangement is output-oriented, employees adopting this type of AWA are not entitled to compensatory overtime credit (COC) or overtime pay.

Meanwhile, employees assigned as skeleton workforce shall be entitled to COC or overtime pay for hours rendered beyond the normal 8 hours on scheduled workdays or 40 hours a week, and those rendered on rest days, holidays, and special non-working days.

Agencies may adopt performance standards to monitor and measure the performance of work-from-home employees. One example is the use of a “point system” that assigns a certain number of points per a specific output.

POINT SYSTEM			
	30	51	88
	44	19	67
	21	37	64
	72	10	93
	22	58	15
	23	49	19

See the table here: <http://www.csc.gov.ph/phocadownload/MC2020/MC18/Annex%20A%20-%20Performance%20Standards.pdf>

On the other hand, employees assigned as skeleton workforce in areas under ECQ and MECQ shall be entitled to hazard pay, on top of the COC or overtime pay as well as other applicable benefits.

Other amendments

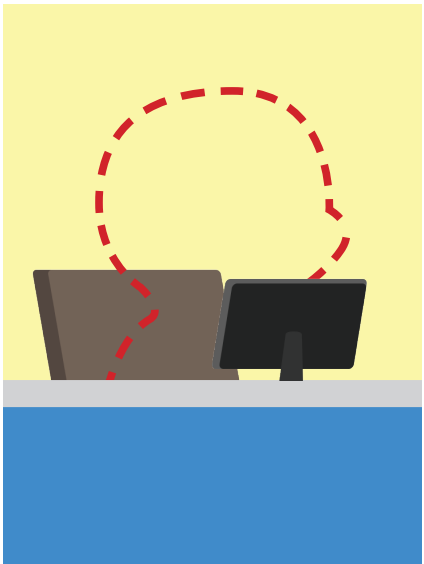
The CSC also requires agencies to consider their mandate or functions, aside from the type of community quarantine being implemented in the area, in determining the appropriate or applicable type of AWA to be adopted.

Moreover, in implementing AWAs, agencies located in GCQ and MGCQ are mandated to ensure continuous delivery of public services for the entire workweek.

Agency internal guidelines

Agencies shall establish their internal guidelines on the alternative work arrangement/s they adopted and implemented including the alternative work arrangement/s of employees who are in transit (daily/weekly) in reporting to work and going home across quarantine areas (ECQ/MECQ/GCQ/MGCQ), as well as from a quarantine area to a quarantine-free area and vice versa. Said rules shall guide the administration of employees' work attendance and absences, employee responsibilities, and benefits during the implementation of community quarantine due to the COVID-19 pandemic.

CSC bares guidelines on absences of gov't workers during lockdown



Absences from work of government employees due to the imposition of community quarantine in light of the COVID-19 pandemic may be treated as excused absence or vacation or sick leave. This is based on the interim guidelines released by the Civil Service Commission (CSC).

CSC Resolution No. 2000953 or the *Interim Guidelines on Absences of Government Officials and Employees During the Community Quarantine Due to COVID-19 Pandemic*, promulgated on 9 November 2020 and circularized through CSC Memorandum Circular No. 23, s. 2020 dated 16 November 2020, recognizes that many government officials and employees were unable to report for work during the period of imposition of community quarantine due to the suspension of public transportation, lockdown conditions, and lack of agency support mechanisms.

The CSC considers this new policy a way of giving “a more considerate treatment

of the absences incurred by officials and employees due to circumstances beyond their control”.

The interim guidelines list the conditions where an absence may be considered either as excused absence or as vacation or sick leave.

Excused absence

Absences during the imposition of community quarantine shall be considered as excused absence if they are due to any of the following circumstances:

- Being stranded abroad or locally while on official travel, or while on approved personal travel (vacation or sick leave), due to the suspension of all forms of transportation. In the case of personal travel, the employee must have proof of intention to report back to work, such as a plane/bus/boat ticket cancellation of travel and such other competent proof due to lockdown or localized declaration of Enhanced/Modified Enhanced/General Community Quarantine (ECQ/MECQ/GCQ). Moreover, the excused absence should cover only the period they are scheduled to report back to work and for the duration of the ECQ/MECQ/GCQ;
- Unable to report for work due to health risks, provided they are not qualified for work-from-home arrangement;
- Unable to report for work due to the imposition of lockdown declared by the President or a localized lockdown;
- Unable to report for work due to the suspension of public transportation, or the agency has not provided a service vehicle or shuttle for employees on skeleton workforce, subject to the internal guidelines adopted by the agency covering the allowed distance between residence and place of work; and
- Jobs/tasks of the employee cannot be performed through work-from-home arrangement and the agency has not assigned any other tasks.

Leave

On the other hand, absences shall be considered as vacation or sick leave, chargeable against the employee's earned leave credits, if they are due to any of the following reasons:

- Failure to report for work after being stranded abroad or locally while on approved personal travel, and could not present proof of intention to report back to work;
- Failure to report for work after undergoing the required quarantine leave and/or required COVID-19 treatment leave

(pursuant to CSC Memorandum Circular No. 8, s. 2020), except for certain conditions;

- Failure to report for work of those whose alternative work arrangement requires physical presence in the office and assigned as skeleton force, and support mechanisms like transportation or housing quarters are provided by the agency, except for certain conditions;
- Failure to make themselves available during work hours, such as not responding to calls or messages, without justifiable reason while they are at home in cases where no assignment is given.

Additional guidelines

If the employee's request for vacation and/or sick leave was approved prior to the imposition of the community quarantine and took effect during the community quarantine, it shall still be considered as leave of absence unless a request for cancellation or deferment of leave is filed by the employee and approved by the authorized official.

Meanwhile, those who were on absence without approved leave (AWOL) prior to 16 March 2020 until the declaration of the community quarantine shall still be considered on AWOL for the period that they have not signified to report for work during the community quarantine.

Moreover, absences of employees who were stranded abroad with approved leave, but without a travel authority, shall be charged against their remaining vacation or sick leave credits, as the case may be.

If the absence falls under excused absence but was already deducted from the employee's leave credits, said leave credits shall be restored accordingly.

These guidelines shall apply to all public sector officials and employees in all government agencies and instrumentalities, namely: Constitutional Bodies, Departments, Bureaus, and Agencies of the National Government, Government-Owned or Controlled Corporations (GOCCs) with original charters, Local Government Units (LGUs), and State Universities and Colleges (SUCs) regardless of status of appointment (permanent, temporary, provisional, substitute, coterminous, casual, contractual or fixed term), including local elective officials.

It shall take effect retroactively on 16 March 2020, the date of the President's declaration placing the country under a State of Calamity and the imposition of ECQ throughout Luzon and other areas. It shall remain in force until the State of Public Health Emergency has been lifted by the President.

Civil service policies support 'Bayanihan 2' Act

With the passage of Republic Act No. 11494, also known as the "Bayanihan to Recover as One Act" or "Bayanihan 2", the Civil Service Commission (CSC) urged government agencies to revisit and apply civil service policies that support response and recovery measures mandated by the said law.

To augment human resources involved in addressing the COVID-19 pandemic, the CSC issued Memorandum Circular No. 14, s. 2020 or the *Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic* in July 2020.

The interim guidelines allow reassignment, detail, transfer, and designation to augment human resources involved in addressing the pandemic.

Human Resources for Health (HRH), such as but not limited to medical and allied medical staff, may be reassigned or detailed to other government hospitals or temporary medical facilities requiring supplemental health workforce during the state of national emergency.

Furthermore, licensed professionals, such as but not limited to medical and social workers, who are holding administrative and other positions in the government, may be reassigned, detailed, transferred, or designated to perform additional duties, upon their consent, to healthcare or other government facilities in the exigency of the service. This applies for the duration of the state of national emergency to augment the depleting number of frontliners where their services are necessary, provided that appropriate training is provided prior to deployment.

Meanwhile, qualified officials and employees in the career service may be reassigned to stations or posts near their homes or home provinces if within the region, during the imposition by the National Government of Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine (MECQ).

The CSC policy also allows agencies to fill up vacant positions resulting from promotion without awaiting action of the CSC on promotional appointments. This applies to positions related to health, social service, and similar positions providing essential services in this time of national health emergency.

However, the CSC stressed that recruitment of skilled workers shall still comply with the qualification standards of the positions as provided under the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA), as amended.

R.A. 11494 mandates the hiring of additional workers to complement or supplement the current health workforce and ensure adequate number of personnel dedicated for COVID-19 testing.

Occupational safety and health

The provision of personal protective equipment (PPE) to health workers, barangay officials, and other frontliners in the public sector is supported by Joint Circular No. 1, s. 2020 issued by the CSC with the Department



"This pandemic might have created a lot of problems, but it also presented a lot of solutions. We now have alternative work arrangements and leave policies that allow us to work while helping our clients avail of the services they need during at this time. The CSC salutes all frontliners, innovators, and trail blazers who made it possible for us to create a better normal."

- CSC Commissioner
Aileen Lourdes A. Lizada in her closing message for the RIGAWA (CSC MC No. 10, s. 2020) webinar held last 10 December 2020

of Health and the Department of Labor and Employment. Issued in March 2020, the joint circular requires all government agencies to develop and implement an Occupational Safety and Health (OSH) program to protect government employees from the dangers of injury, sickness, or death in the workplace.

Among the reasonable working conditions provided in the circular is the provision of OSH Standard-compliant PPE and devices.

Other prescribed workplace standards include installation of adequate fire, emergency, or danger signs, facilities for persons with disabilities, and health clinic or treatment room; regular practice of good housekeeping such as eradication of stagnant water and proper waste disposal; OSH Standard-compliant building construction and maintenance, space requirement, walkway surface, floor and wall openings, among others; proper handling, use, and storage of hazardous materials; and implementation of an indoor air quality management program.

Government agencies must also establish a Risk Reduction Management System and a Crisis Management Plan and Contingency Program, as well as ensure adequate emergency supplies such as fire extinguishers, medical first aid kits, among others. They must also partner with the nearest government health facility that can respond to accidents and injuries in case of emergencies.

Alternative work arrangements

In the adoption of work-from-home and other alternative work arrangements (AWA) in government, as authorized by R.A. 11494, government offices may refer to CSC Memorandum Circular No. 10, s. 2020 or the *Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government During the Period of State of National Emergency Due to COVID-19 Pandemic* issued last May.

Said policy allows agencies to adopt four kinds of AWA, namely, work-from-home arrangement, skeleton workforce, four-day or compressed workweek, and staggered working hours, and requires them to formulate their internal rules and regulations to effectively implement the AWA they adopted.

An agency may also adopt work arrangements consisting of a combination of these, or other work arrangements appropriate and applicable to the agency considering the prevailing community quarantine in the area where it is located and the nature of work performed by its employees.

To ensure that public service delivery is not prejudiced during the implementation of AWA, a monitoring mechanism, such as submission of daily or weekly accomplishment reports, must be implemented.

To protect government workers' health and safety, the CSC requires agencies to implement precautionary measures prior to resumption of normal operations, such as disinfection and decontamination activities, conduct of health status check among employees, and modification of workplace layout to ensure observance of physical distancing requirements.

Agencies are also mandated to enforce health standard protocol at all times such as wearing of face masks, taking of body temperature, and setting up of sanitation stations.

Moreover, support mechanisms, such as health/psychosocial interventions, provision of personal protective equipment (PPE) to employees, and reasonable transportation facilities and housing quarters, should be made available to government workers.

Learn about the amendments to MC No.10, s. 2020 in the related story found on page 8.



Photo by Govind Krishnan on Unsplash

Amid the COVID-19 global pandemic, an airport worker wears personal protective equipment (PPE) to protect himself from infection. CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020 requires government agencies to provide PPE at no cost to workers.

Extension of service for necessary jobs allowed – CSC

Government employees who reach the compulsory retirement age of 65 years may request extension of service for six months under specific conditions.

In CSC Resolution No. 2000002, the CSC laid down the conditions for the grant of requests for service extension. These conditions, along with the agency head's justification of the need for the service, include completion of a program or project identified as a priority of the agency; deployment in services that have an impact on national security, safety, and national or local emergency as declared by the appropriate authority; and provision of highly technical expertise not readily available in the agency.

Under the guidelines, extension of service shall be allowed for a period of six months, and extended for another six months under meritorious circumstances.

Requests for extension of service for completion of the 15 years of service required under the Government Service

Insurance System (GSIS) Law may be granted but only for a maximum of two years.

Additional conditions

Requests for extension of service to complete 15 years of service shall be granted to government employees, irrespective of the status of appointment. This includes those who have optionally retired and have availed of retirement benefits but were later reemployed.

However, requests for extension of service to complete 15 years of service due to incurrence of leave of absence without pay for one year shall not be allowed, if such leave of absence is due to any reason other than illness.

The guidelines further state that officials and employees on service extension are entitled to salaries, allowances, and other remunerations that are normally given as part of an employee's compensation package. They are also covered by Civil Service Law and rules and may be held accountable for any violations.

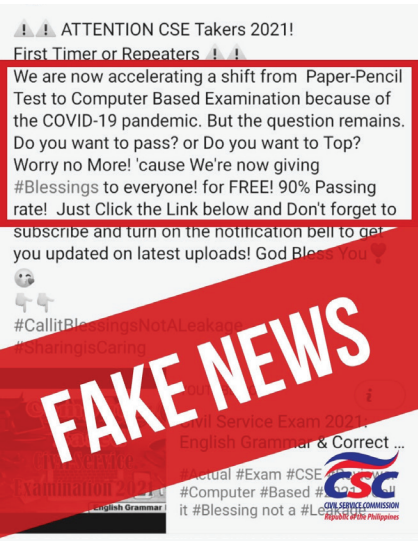
Hoping to pass the Career Service Exam? Watch out for bogus offers, says CSC

The Civil Service Commission (CSC) warns the public against spurious offers of a guaranteed passing rate in the Career Service Examinations (CSE).

The Commission said that it does not endorse or accredit any review center offering classes to examinees, and reiterated that review centers claiming to have been accredited are not in any way connected with CSC. It added that availing of review classes will be at one's own risk as it is not a guarantee of passing the CSE.

The CSE is a general ability test that serves as a basic gauge objectively designed to determine and support the merit and fitness of an individual for government career service. It is principally founded on the provision of the 1987 Philippine Constitution that appointments in the civil service shall be made only according to merit and fitness to be determined—as far as practicable, and, except to positions which are policy-determining, primarily confidential, or highly technical—by competitive examinations.

The CSC advises the public to refer to its official website (www.csc.gov.ph), its main Facebook Page (facebook.com/civilservicegovph), and its regional offices' Facebook Pages as sources of CSC-related information to avoid consuming and spreading fake news.



The CSC issued the warning last November 2020 after a post made in a CSE-related Facebook Group seemed to offer a guarantee of 90% passing rate to CSE examinees.

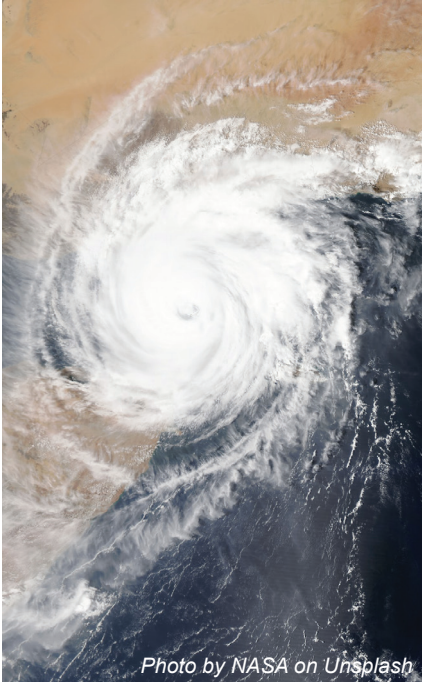
Agencies urged to boost emergency preparedness in the workplace

After the onslaught of strong typhoons in the country, the Civil Service Commission (CSC) called on government agencies to immediately establish or strengthen their emergency preparedness to protect government workers from hazards brought by disasters.

"Sadly, there are government workers who get caught in the middle of a disaster, calamity, or emergency while on official duty," said CSC Chairperson Alicia dela Rosa-Bala.

In May 2020, the CSC, with the Department of Health and Department of Labor and Employment, signed Joint Memorandum Circular (JMC) No. 1, s. 2020 that aims to institutionalize Occupational Safety and Health (OSH) standards in government workplaces.

Among the requirements for government agencies is to establish a Risk Reduction Management System and a Crisis Management Plan and Contingency Program to mitigate the effects of emergencies and improve their response capacity. In establishing these emergency response systems, agencies must include and consider emergency occurrences such as, but not limited to, earthquakes, typhoons, floods, fires, emergence of infectious diseases, occupational-related accidents, among others.



"A well-crafted Risk Management System, Crisis Management Plan and Contingency Program can help agencies to analyze and address potential risks in times of disasters or emergencies to ensure safety and provide appropriate assistance/interventions for their employees," added the CSC Chairperson.

The JMC also mandates agencies to conduct trainings and drills on disaster risk reduction and management for employees; ensure that emergency supplies such as fire extinguishers and first aid kits, among others, are adequate and available at all times; a first aider trained and duly certified or accredited by the Philippine Red Cross or by any authorized organization qualified shall administer first-aid during emergencies; and enter into a Memorandum of Understanding/Agreement with the nearest government health facility that can provide emergency medical services in case of accidents or injuries.

Agencies should have their own OSH Program, create a Safety and Health Committee and/or a Special Investigation Committee, and appoint or designate a Safety Health Officer, to ensure their compliance with OSH Standards and the promotion and effective implementation of OSH in their workplaces.

CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020 was published 7 May 2020 in a newspaper of general circulation and took effect on 22 May 2020. The complete text of the policy can be accessed on the CSC website at www.csc.gov.ph.

Anniversary activities display malasakit, innovation in the regions

Themed *Philippine Civil Service @120: Public Sector in the Age of Digital Transformation*, the Philippine Civil Service Anniversary this year highlighted public service innovation at the onset of the Fourth Industrial Revolution or FIRE. True to the theme, the anniversary events and contests were mostly held online due to the restrictions posed by the COVID-19 pandemic. The use of technology throughout the anniversary provided opportunities for cross-region participation, wider reach among online audiences, and the introduction of new kinds of celebrations to engage government workers.

CSC Regional Offices (ROs) carried out the nationwide events and contests such as kick-off activities, virtual PRIME-HRM Awarding ceremonies, regional HAP recognition rites, agency Family Day and Loyalty Day, screening of regional entries for the Online Photography Contest and Kwentong Lingkod Bayani, and holding of local press conferences, among others. CSC ROs also hosted unique activities in their areas to engage their local community and the government agencies under their jurisdiction.

Bicol Region fires up social media with fitness, cooking, and shopping challenges

Region V hosted new activities, starting off with its virtual Zumba session dubbed *ZOOMBaile: ZOOMayaw, ZOOMabay, Para ZOOMigla ang Buhay*. Officials and employees from various government agencies in the Bicol Region participated in the event which was livestreamed via Zoom on 4 September 2020. This was RO V's take on its yearly Zumba sessions that complement the simultaneous holding of the anniversary kick starter, R.A.C.E. to Serve Fun Run.

CSC RO V also brought out the inner chef from civil servants with its *Chef Hero Challenge: A Cooking Contest for Government Workers and Soup Kitchen for Medical Frontliners*. This virtual cooking challenge aimed to showcase the culinary skills of government workers

and to inculcate among them the spirit of volunteerism and compassion through a soup kitchen activity for the medical frontliners of Josefin Belmonte Duran Memorial Hospital in Ligao City.

Participating agencies submitted a short video clip demonstrating the preparation and cooking process for their entry dish. They prepared a combination of three dishes—a meat dish, a vegetable dish, and dessert, using fresh and healthy ingredients. All video clips were uploaded to the official CSC RO V Facebook page.

The judging was done on 17 September, during which all participants were required to provide a minimum of twenty (20) packs of the combo meal featured on their video,

plus additional sample packs for the jurors. Through the contest, 188 frontliners of the said hospital received a lunch treat on the said day.

The entries were judged based on ingenuity, taste, nutritional value, and presentation. One winner was chosen for each category: the Department of Education-Division of Legazpi City for its pan-fried kangkong-stuffed chicken breast (meat dish category), the Tabaco City Water District for its grilled squid stuffed with laing (vegetable dish category), and Department of Health-Malinao Treatment and Rehabilitation Center for the pili ice cream roll (dessert category). The Bureau of Jail Management and Penology (BJMP) V had the most number of positive reactions to its entry and bagged the Netizens' Choice Award.



CSC RO V personnel dance to the beats of their ZOOMbaile: ZOOMayaw, ZOOMabay para ZOOMigla ang buhay



Participants to CSC RO V's "Chef Hero Challenge: A Cooking Contest for Government Workers and Soup Kitchen for Medical Frontliners" give 20 packs of food each for the frontliners of Josefin Belmonte Duran Memorial Hospital in Ligao City.



CSC RO V conducts "Barter for a Cause".

RO VII explore technology in virtual forum, launch one-stop shop

A virtual forum showcasing the best practices in technology-driven Human Resource and Organization Development (HROD) of different agencies in Central Visayas was hosted by CSC Regional Office VII (CSC RO VII) on 3 September 2020. CSC RO VII hosted the *Virtual Forum on Philippine Civil Service: Public Sector in the Age of Digital Transformation* which also served as a

venue for human resource management practitioners (HRMPs) to reconnect and get in touch with their counterparts from various agencies in the region. There were 300 regional heads of agencies, HRMPs, and stakeholders in attendance, apart from the live audience tuning in via livestreaming.

Six (6) agencies in Central Visayas presented promising innovations in HROD as a response to the COVID-19 pandemic. The Land Transportation Office featured its Land Transportation Management System; the Mactan-Cebu International Airport Authority discussed its Electronic Document and Records Management System; the Provincial Government of Bohol, its Human Resource Information System; the Department of Education-Cebu Province Division, its Records Management Information System; the Negros Oriental State University discussed its eSystem; and the Department of Trade and Industry presented its Business Name Registration System.

The digital transformation initiated by these agencies played a vital role during the pandemic as it allowed them to continue delivery of efficient government

Another unique activity initiated by CSC RO V is re-living the centuries-old barter trade system and having it adapt to social media. Dubbed *Barter for a Cause*, the activity used bartering to generate a supply for bond paper to a chosen beneficiary.

The old method of bartering involves the exchange of goods and services without the use of money. Using Facebook Page as a platform, CSC RO V employees posted their donations for "sale". These "donations" were new or pre-loved items which were posted with a description and the number of reams of bond paper which can be exchanged for the item.

Those who did not have items to barter but wanted to take part in the project directly donated reams of bond paper. During its run from 7 August to 20 September, a total of 127 reams of bond paper were collected. On 21 September 2020, the reams were turned over to Rawis Elementary School in Rawis, Legazpi City.

Complementing this initiative, the CSC Field Office-Camarines Sur, in coordination with the Camarines Sur Human Resource Management Practitioners (CSHRMPs) also distributed reams of bond paper to selected schools in the province for the printing of their modules.

RO V's *malasakit* fueled the creation of these interesting activities which engaged their community as well.

services while protecting safety and health of the clientele.

In her virtual inspirational message, CSC Chairperson Alicia dela Rosa-Bala emphasized that while agencies innovate and introduce changes to improve the way they work during this pandemic, they should remain guided by the shared public service values of patriotism, integrity, excellence, and spirituality. Chair Bala also said that the CSC continues to implement HR policies that are responsive to the needs of the times, such as the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms circularized via CSC Memorandum Circular No. 10, s. 2020 as amended.

CSC RO VII also launched its one-stop website during the virtual forum. This website transformed the RO's manual frontline services to a digital system, with features such as online booking of appointment, online drop box, ePayment drop box, TeleConsult, FAQs, customer feedback, client health status check, and other relevant information and services.

The website, which is accessible through www.csc7.net, was developed by the RO's information technology team.

Guide on CSC services in Region VII available online

Information about the Civil Service Commission's services in Central Visayas can now be accessed via www.csc7.net.

The Citizen's Charter of CSC Regional Office VII (CSC RO VII) was uploaded online so that clients can easily find out the requirements, procedures, and other pertinent information about the service they wish to get before visiting the said offices. In the same website, one can also find the Citizen's Charter of CSC Field Offices in

the region, specifically, Bohol, Cebu South, Cebu North, Siquijor, and Negros Oriental.

CSC RO VII's Citizen's Charter is also published in the form of a handbook and posted in a billboard at the main entrance of its building located in Sudlon, Lahug, Cebu City.

These developments are compliant with the Anti-Red Tape Authority's (ARTA) requirements, specifically on the posting and publication of the Citizen's Charter.

As indicated in ARTA Memorandum Circular No. 2019-002, each government agency shall publish its Citizen's Charter in the form of an information billboard and a handbook, as well as post it in its official website.

As to content, the Citizen's Charter contains all the required details, including the services that the CSC Regional/Field Office offers to its clientele, complete list of requirements, amount of fees to be paid (if any), turnaround time, persons responsible for each step, and the procedure for filing complaints when the process is not followed.

It also includes a feedback mechanism in the form of a questionnaire, which clients can fill

out. Results are regularly recorded, acted upon, and monitored as basis for the office's continual improvement and for rewarding and disciplining employees.

About the Citizen's Charter

As early as 2007, government agencies have been mandated to formulate, post, and publish a Citizen's Charter.

Under Republic Act No. 9485 or the Anti-Red Tape Act of 2007, all agencies rendering frontline services must have a Citizen's Charter, establish a Public Assistance and Complaints Desk, and initiate an anti-fixer campaign/program. The said law was later amended with the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which created the Anti-Red Tape Authority.

A Citizen's Charter is an important element in improving public service delivery. It enhances accountability and transparency by providing citizens with a clear understanding of the service they wish to avail, and increases organizational effectiveness and performance as the agency makes a public commitment of its service standards.

Seven awarded PRIME-HRM Bronze in Region XII

Three national government agencies, three local government units, and one local water district were conferred the PRIME-HRM Bronze Award during the Civil Service Commission Regional Office XII's PRIME-HRM Virtual Awarding Ceremony, streamed through its official Facebook page on 16 October 2020.

The names of awardees and their representatives during the event are:

- National Economic and Development Authority Regional Office XII, represented by Regional Director Teresita Socorro C. Ramos;
- Department of Labor and Employment Regional Office XII, Regional Director Raymundo G. Agravante;
- Department of Health Regional Office XII, Regional Director Aristides Concepcion Tan;
- Municipality of Banga, South Cotabato, Mayor Albert D. Palencia;

- Municipality of Malapatan, Sarangani, Vice-Mayor Jean D. Delos Santos;
- Municipality of Mlang, Cotabato, Mayor Russel D. Abonad; and
- Metro Cotabato Water District, Acting General Manager Margarita F. Roales.

CSC RO XII Regional Director Resurreccion P. Pueyo led the event where the said agencies were honored for successfully meeting the Level II Maturity Indicators under the Civil Service Commission's Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

CSC Chairperson Alicia dela Rosa-Bala congratulated the awardees and challenged them to pursue a higher Maturity Level and Award, and

to share their best practices with other government agencies.

The agency officials acknowledged the hard work of their respective human resource units and committee members, and the assistance of CSC RO XII through its designated assistants.

In her message to the awardees, CSC RO XII Assistant Regional Director Venus O. Bumanlag said, "Let us face the challenges brought by the new normal and transform them into opportunities for innovation and discoveries in the public sector that will benefit the government and, most importantly, the Filipino people who rely on our services."

The PRIME-HRM Virtual Awarding Ceremony was part of the activities during the 120th Philippine Civil Service Anniversary celebration in the region.



NEDA XII RD Teresita Socorro C. Ramos, in her acceptance speech, said that aiming for PRIME-HRM Bronze Award Maturity Level II was not an easy task, but the process was productive, educational, and rewarding. It required team effort, synergy, dedication, and commitment. (Image and caption grabbed from <http://nro12.neda.gov.ph/neda-xii-receives-prime-hrm-bronze-award/>)

In this section, we give readers information and updates on public service delivery aligned with the Ease of Doing Business and Efficient Government Service Delivery. Readers can also get tips and advice on availing various government services in accordance with each government agency's Citizen's Charter.

Citizen's Guide

What you need to know about ORAS 2.0

In light of the COVID-19 pandemic, the Civil Service Commission launched the Online Registration, Appointment, and Scheduling System or ORAS to help its clients transact without the risk of exposure.

What's new in version 2.0?

The ORAS version 1.0 was created in response to the minimum health protocols that must be observed during COVID-19 pandemic, allowing the public to book their appointments and reservations of CSC services at the date and time most convenient to them. It required though the physical appearance of the client for a photo shoot, submission of requirements and payment settlement.

While the first version helped ensure social distancing by controlling the volume of clients present at the CSC vicinity and reducing their waiting time, a more COVID19-responsive system was envisioned. Thus, the ORAS was enhanced to enable the clients to:



File requests and submit requirements online;

Select the mode of receipt of the requested document:

- **by mail; or**
- **pick-up by the client or authorized representative at the CSC office.**



Make payment/fund transfer to any branch of the Land Bank of the Philippines (LBP).

As of this writing, the ORAS version 2.0 can process the following service requests:

Filing of request for Certificate of Eligibility (Career Service Professional and Subprofessional);

Copies of CSC Issuance (e.g. Memorandum Circular, Resolution, Decision);

Certification of Civil Service Eligibility granted under Special Laws and CSC Issuance;

Copy of Employee Record [e.g. Appointment Paper/ Personal Data Sheet (PDS) of those who were assigned in agencies under the jurisdiction of the National Capital Region (NCR) and Regional Office No. 4 (Southern Tagalog) from CY 1980 to CY 1989, Service Card of those who were assigned in various government agencies from CY 1930 to CY 1989, and Statement of Service Record of former Civil Service Commission employees];

Other civil service eligibility conducted in collaboration with other government institutions (e.g. Bar and Board Examinations under RA 1080, Career Executive Service Examination, Foreign Service Officer Examination, Meat Inspection and Safety Examination, Philippine Board Examination for Teachers, Police Officer Examination, Penology Officer Examination);

Clearance of No Pending Administrative Case; and

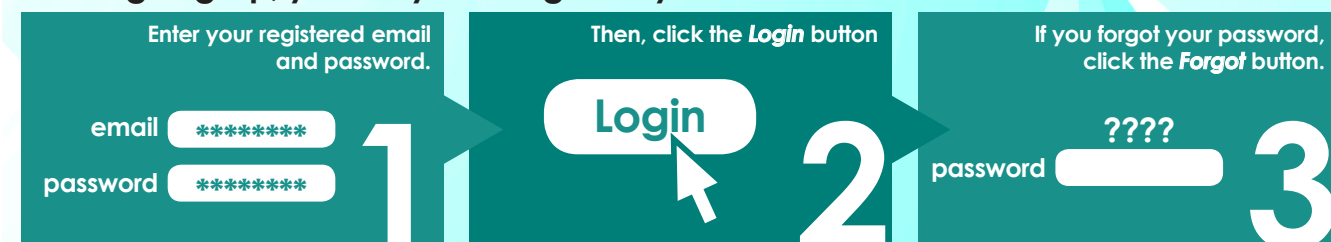
Copy of Statement of Assets, Liabilities and Net Worth (SALN) from CY 2010 to CY 2019);

Copy of case record filed before the CSC.

A. REGISTER/SIGN-UP/LOGIN

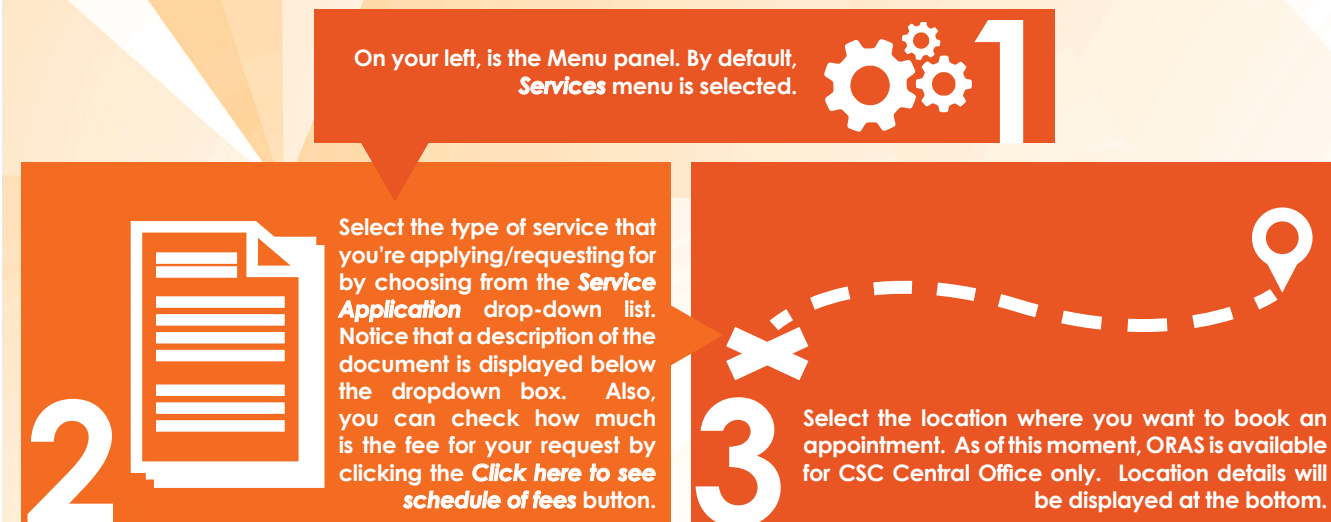


After signing-up, you may now log-in to your account:

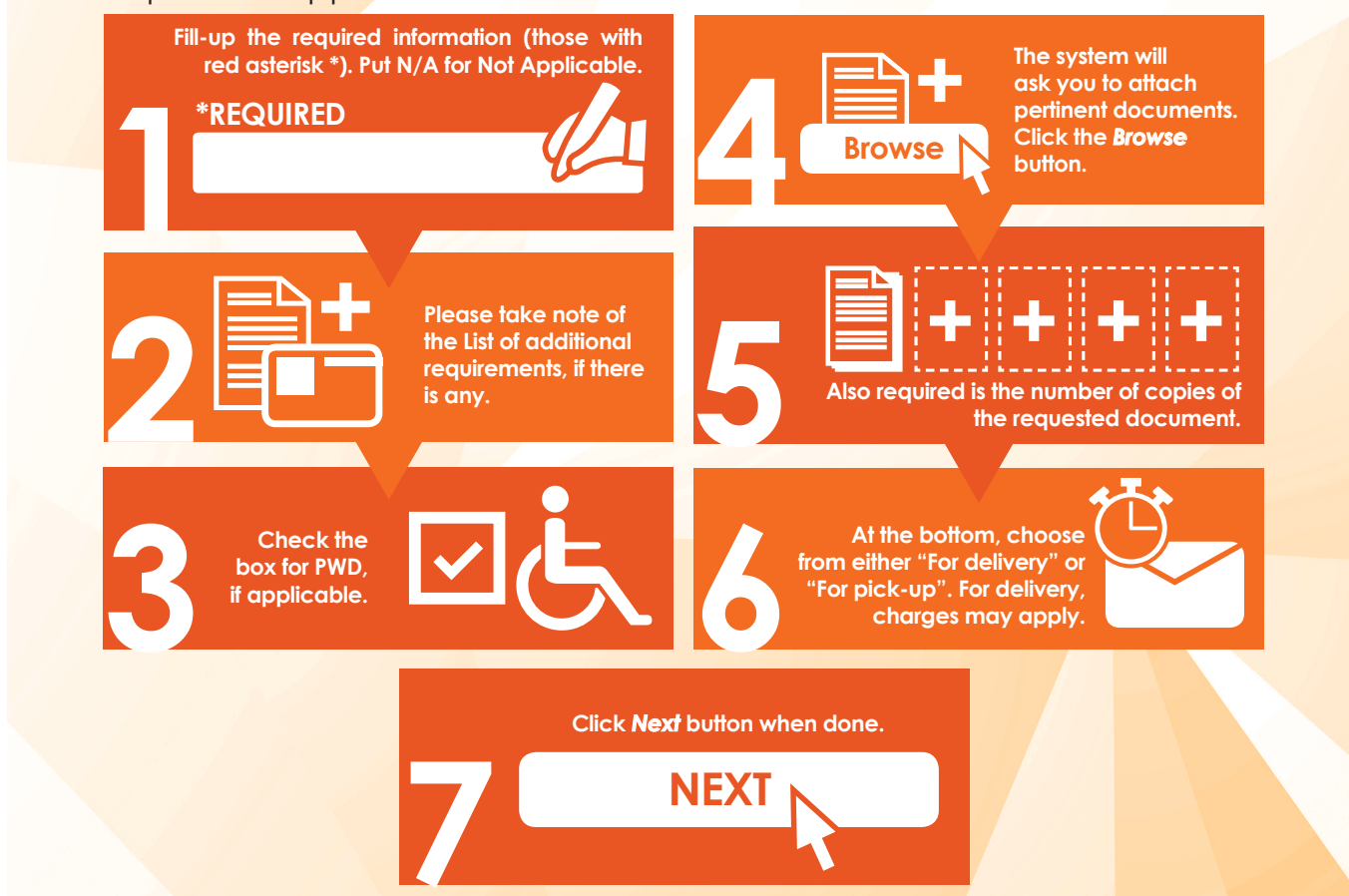


B. SELECT THE SPECIFIC RECORD/DOCUMENT REQUESTED

Select Service/Transaction Applied for and the Location

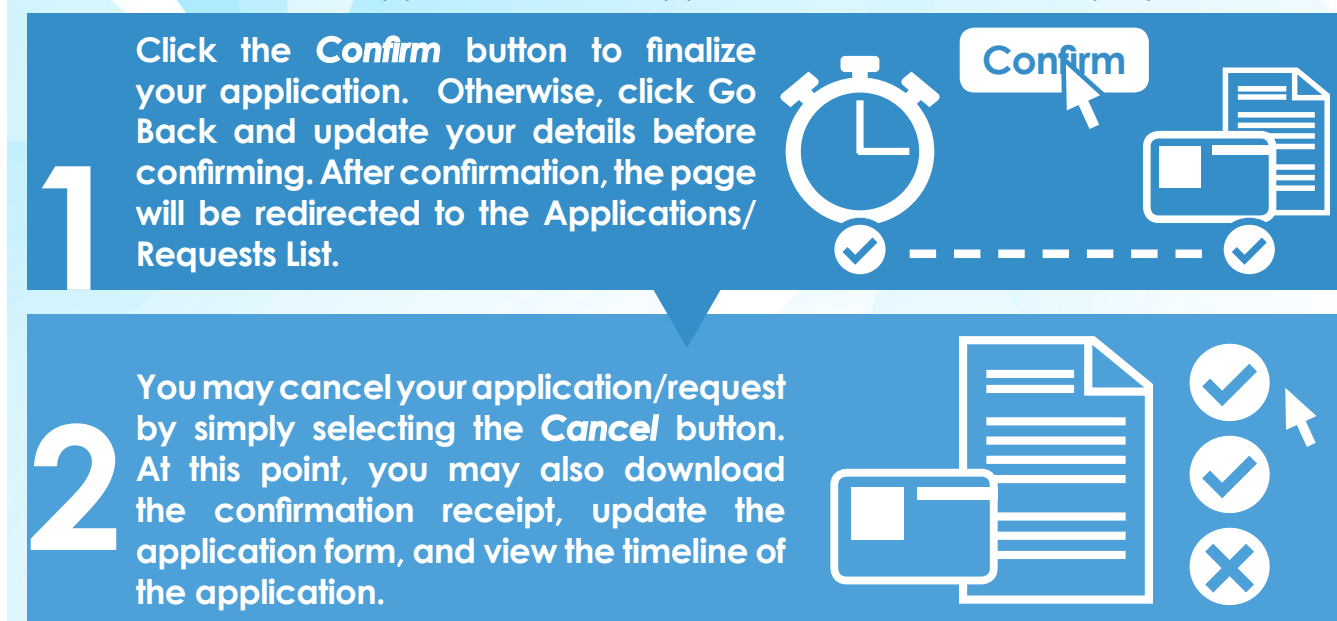


Accomplish the Application Form



C. CONFIRM THE SERVICE APPLICATION

When done with the application form, application details will be displayed:



As we continue to navigate through the new normal, we feature other photo entries from the CSC's Journey to the New Normal photo contest last September 2020 in celebration of the 120th Philippine Civil Service Anniversary. These photos come from different regions nationwide and tell stories of coping with the COVID-19 disruption.



Warriors for Life

Remito L. Cresencio, Jr. | Region I

This is the service that our nurses and medical personnel give to the public. In this new normal, let us not forget their sacrifices as frontliners in this battle against COVID-19.

Dagdag Kita

Loiuse A. De Guzman | Region IV

Tatay Dondon, a breadwinner and a father of three children, sells cheese corn and *mangga* (mangoes) for a living. But since the pandemic struck the country, he started selling these colorful facemasks hung on his motorcycle food cart and sewn by his sister-in-law for additional income.



Amidst the New Normal

John B. San Agustin | Region V

Seventh-grader Jake B. San Agustin uses a borrowed phone from a friend to search data for his online class at Bikal, Libmanan, Camarines Sur on July 31, 2020. This pandemic reveals that nothing can stop Filipinos from learning and persevering amid the pandemic.



Nanay, Be Safe

Anna Gladys C. Mendoza | Region III

The innocence and goodness of a child will always shine even in the middle of a chaos. Their simple way of showing love becomes our source of hope and strength in facing different battles in life.



Charging Forward

Reynald E. Cabatbat | Region VI

No pandemic will ever stop the joyful strides that the children take for they are symbols of unwavering hope & optimism. Their spirits bring new life that only look straight ahead and charges forward with a strong heart.



Barber Skills Unlocked

Ronald C. Cosep | Region VII

As a father and a son, taking care of my family and bedridden father who suffered from stroke in late 2019 have become a real challenge during this time of pandemic. Still, I'm thankful. After 5 months of quarantine, I learned some skills like washing my clothes, cooking, plumbing, and cutting hair.



Mukha ng Lingkod Bayan

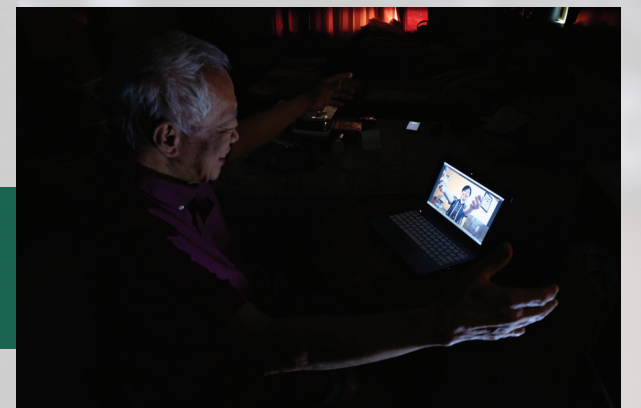
Laput, Izar U. | Region IX

As the world faces a new normal, people across the globe started to adapt to the new normal way of doing things. Public servants wear face masks, their first line of defense against COVID-19, as part of the new protocol in workplaces to ensure not only their safety, security, and protection, but those whom they serve as well.

Virtual Hugs in the time of COVID-19

Aristotle Molave C. Fabello | Region X

In this challenging time, a virtual hug becomes a healing weapon in easing a parent's longing for his child.



Beyond Frailty

Jose Rey S Pernia | Region XII

Through the enhanced livelihood program of the BJMP in jails, a Person Deprived of Liberty (PDL) does an artwork at Polomolok Municipal Jail, South Cotabato to earn a living for his family. Subject PDL believes that disability, jail, and even the COVID-19 pandemic cannot hinder him from hoping for a promise of new life.



Stand and Deliver

Josef Renan U. Delos Reyes, RN | Region XI

This frontliner stands up to her duty and delivers continuous service in the new normal.



Sowing Hope Amidst A Global Pandemic

Enrick Marinas Tiquil | CARAGA

The unsung heroes, women farmers, take on the challenge of growing and securing food for every Filipino as the country continues its battle against the devastating COVID-19 pandemic.



Becoming Salvation

Raheemah Hafsa M. Pangarungan | BARMM

Becoming Salvation depicts that the Journey to the New Normal is not just about bypassing the opportunities to reach out unto others in order to secure your safety through social distancing. It is about grabbing the opportunity in the most crucial time to reach out unto others while realizing the risk of tolerating public ignorance and intolerating personal protection. In shaa ALLAH (GOD willing).



When New Normal is the Old Normal

Christopher G. Andres | NCR

Innovation and technology rapidly change the lifestyle of people. For the decade, drastic changes became prevalent in the way people eat, live, and think. This photo aims to send a message to people that the new normal isn't difficult at all. Stay healthy and safe.



KUWENTONG LINGKOD BAYANI SERIES:

Transforming
the *kawani* to
lingkod bayani

The University of the Philippines' Diksyonaryong Filipino lists three meanings for *bayani*: a person of extraordinary courage and ability; a person considered to possess extraordinary talents or someone who did something noble (*"dakila"*); and a hero from mythology with extraordinary strength, bravery, or ability. Bayani is a revered word for Filipinos because it is rooted in the word *"bayan"* and it entails doing something great, not for oneself, but for a greater good, for the community or for the nation.

Old heroes like Jose Rizal, Andres Bonifacio, Juan Luna, and Gregorio del Pilar were known because history depicted them as those who contributed to the birth of nation. But we also

have modern day *bayani* who pushed the envelope by their exemplary contributions to the betterment of the Filipino people and the country.

To put the spotlight on the inspiring initiatives and the extra mile taken by these modern day *bayani*—government workers who selflessly and compassionately helped others as the country grappled with crisis situations in 2020 such as typhoons, the Taal volcano eruption, and the COVID-19 pandemic, the Civil Service Commission (CSC) solicited for stories through the *Kwentong Lingkod Bayani*, one of the activities for the 120th Philippine Civil Service Anniversary. Hundreds of stories were sent highlighting the extraordinary service government workers performed above and beyond one's task or job function.



FAR FROM THE ORDINARY

Administrative Aide IV Jennifer V. Garcia of the Area Vocational Rehabilitation Center under the Department of Social Welfare and Development (DSWD) Dagupan City story highlights the desire of a differently-abled person to be a productive citizen by helping her community during the pandemic.

Garcia used her ICT skills to serve as virtual frontliner. She created and managed the barangay's Facebook page, the main source of online information from start of the lockdown until it was eased to GCQ to provide updates, announcements, and protocols implemented by the national and local government. She answered all FB queries using her own device and connectivity at home; created an online facility for requests for certification and travel passes; and initiated "*Barangay Ko, Aroen Ko, Tulungan Ko*" which featured good Samaritans to inspire others to also extend help as shoutouts were given to them. She also helped two minors get home to Pangasinan when they were let go by their employers in Quezon City.

The story of Associate Professor Deony Marino of the University of Eastern Philippines highlights how simple acts of kindness can make a great impact in the lives of people in the community.

When the university decided not to sell the products of the Agri-park during the pandemic, there was no income to sustain the producers. This prompted Marino to take on measures to deliver the much-needed produce to the community. While UEP shouldered the general cost to run the six-hectare Agri-Park, there were daily expenses that Marino paid with his own money to ensure successful implementation of the AgriPark's production plan and reach target production, even with very limited workforce. Furthermore, the Agri-Park products were given to UEP frontliners and Catarman "prayer warriors" for free as a token of appreciation.



The Hidden Smile

Photo by Van Matthew A. Rosales | Region VIII

Smile—the universal expression of love and happiness. Even in these trying times, no masks can hide our smiles as we serve the Filipino people.

COVER STORY

Despite being on maternity leave due to miscarriage, Dr. Mary Grace D. del Castillo of the DSWD Field Office 1 displayed compassion with action as she ensured that the Disaster Team bound for Batangas when the Taal Volcano erupted was given proper health orientation and assessment. At the onset of COVID-19, she made herself available 24-hours to staff who needed medical advice. She also provided technical assistance and initiated proposals and requests to ensure that DSWD FO1 remained COVID-19-free.

For those living in underserved and isolated communities, it takes more than a village to raise and educate their children. Luckily there are people like Master Teacher II Marlon T. Tadifa, Alternative Learning System (ALS) Coordinator from the School District of Tubungan, Iloilo whose dedication and commitment enabled the mobilization of volunteers to help with the continued education of the children in remote communities despite the pandemic. Project Dagyaw (Delivery of Assistance and Guidance for Young mind's Advancement and Welfare) gathered Kabataang Guro Volunteers, learners from various schools, volunteers from other sectors such as parents, private tutors, and members of the *Sangguniang Kabataan* to teach in these communities while observing strict health and safety protocols.

Meanwhile, the story of the Mobile Tiangge team from the Municipality of Boac in Marinduque showed how a local government was able to provide much needed assistance to its constituents especially to those residing in far-flung, mountainous areas despite great risks. The team would cross the river 17 times and trek rolling hills to bring basic commodities to remote barangays Boi, Bayuti, Canat, and Puting Buhangin. The Mobile *Tiangge* would buy the fresh produce from said barangays and would use the money to buy basic commodities from the farmers. The Mobile *Tiangge* would then go through the rolling hills and cross the river many times again to bring the fresh produce bought from the remote barangays to the town market.

BLESSED ARE THOSE WHO RESPONDED TO THE CALL

Acts of volunteerism also took the spotlight as individuals and groups helped fill in needed boost in government response.

The collective efforts of faculty researchers from the Samar State University highlighted that members of the academe do not only have bright minds, but huge hearts.

They started the project “Production and Distribution of Medically Accepted Face Shield” which aimed to come up with a design for 3D face shields that can be massively produced. Through the University Fabrication Laboratory, they were able to do so and distribute these for free to frontliners in hospitals, health centers, government agencies, and private institutions, which significantly reduced the risk of infections.

The online fundraising campaign organized by Master Teacher Remus Marinas of DepEd Cebu City Division inspired so many of his colleagues that collectively, they were able to raise PHP6 million.

Teacher Remus initiated the “Share a Blessing to our Frontliners”, an online fund-raising program which encouraged his co-teachers to donate PHP100 each. They were able to raise PHP731,473 within their cluster. The project gained momentum and inspired other school divisions to do the same.

Another initiative came from a lawyer serving indigenous people (IP). Atty. Atanacio D. Addog, Regional Legal Officer of the National Commission on Indigenous People National Cordillera Administrative Region helped in repacking and distributing relief goods to IP students who were stranded in Baguio and La Trinidad during the lockdown. He did this while continuing to perform his legal functions to demonstrate the value of Binnadang as he himself belongs to the Applai IP group.

Meanwhile, Dr. Gaudencio C. Aljibe Jr., Assistant Schools Division Superintendent of Borongan City Division, is not only a professional

teacher with PhDs in Philosophy and Education, he is also a registered nurse and an Affiliate Clinical Professor in Psychiatric Nursing at the National Center for Mental Health.

An advocate of mental health wellness, he initiated a Psychosocial Intervention Program for education program supervisors, district heads, and school heads as a proactive response to the pandemic. He also introduced a Mental Health Awareness Advocacy Program through capacity building of school heads and teachers and the general public via TV and radio live broadcast, and Facebook Live streaming and YouTube channel.



Lagi Naming Gagampanan ang Tungkuling Sinumpaan

Photo by Jayvee O. Moltio | CAR

BGHMC health workers prepare for their first flag raising under the new normal.

BRAVING THE ODDS

Although the services they provided were part of their tasks or job functions, these were undertaken under extreme circumstances and resulted in the delivery of the agency's mandated functions despite great adversity.

For instance, Engr. Edwin S. Ramones, Associate Professor V of the Philippine Institute of Technology was designated as Safety Officer on top of his duties in the field of instruction, research, and community services. He immersed himself completely to the task and used his knowledge and skills to develop various tools to help manage the community transmission of COVID-19. During his free time, he also served as Border Security Inspection volunteer.

Among his notable contributions during the pandemic were the portable solar-powered disinfection cart, high pressure electric disinfectant sprayer, improvised sanitation tents, and general preparation

of PIT premises for new normal with signages, barricades, one entry-one exit layout, social distancing markers, footbath boxes, acetate shield, among others.

On top of his work as project development officer, Darwin T. Chan of DSWD FO1 advocated sustainable green economy through urban gardening in the office, and established an SMU savings bank to augment meager resources. He also attended to hundreds of calls and messages beyond office hours and slept-at-work for at least four months during the pandemic to deliver prompt service without requesting for additional communication allowance and device. He also helped in the distribution much needed "ayuda" or SAP and his strategy resulted in fast and systematic payouts. With only four payout masters, the SAP was released to 34 barangays in just two days.

It may be part of her job as Local Disaster Risk Management Officer, but her bravery despite adversity during the pandemic is truly notable.

Joey B. Acebron, LDRMO III of Laoang, Northern Samar, was designated as one of the Incident Commanders by the LGU. As such, she goes around the checkpoint areas and conducts data profiling for locally stranded individuals and returning overseas Filipinos. She was also involved in the planning of creating an isolation facility in each of the 56 barangays of the LGU and the establishment of triage area at the entry point of Laoang.

Excellence acknowledged is excellence nurtured. Featuring the initiatives of these *lingkod bayani* is a simple token of appreciation for their exemplified excellence in service delivery, display of integrity, selflessness, and *malasakit* through their initiatives, accomplishments, toils, and sacrifices.

Instead of being cast in the ordinary mold of a *kawani*, they pushed themselves to do more and went out of their comfort zones and inspired others to live up to the ideals of a modern day *bayani*.

I stayed at WORK for YOU! Please Stay at HOME for US!

Photo by Francis Villanueva Jorque | Region II

A police officer works hard and appeals to an individual to follow the most important protocol during this crisis which is to stay home for the health and safety of every Filipino.



EXECUTIVE LETTER

BJMP HUMAN RESOURCES: BRAVING THE CHALLENGES OF TIME

Civil Service Commission Chairperson Alicia dela Rosa-Bala | 14 December 2020 | 5th Bureau of Jail Management and Penology's Human Resource Management Congress

Isang mapagpalang araw po sa lahat. I would like to thank the Bureau of Jail Management and Penology (BJMP) headed by Jail Director Allan S. Iral and the International Committee of the Red Cross for collaborating to organize this event for human resource management practitioners of the BJMP. Events such as this highlight the importance of the role of human resource management and HRMPs in achieving organizational goals.

I also want to commend the participants for attending this hybrid of a learning and development and networking experience. I assure you that you will be provided with the chance to virtually connect, knowledge-share and collaborate with the subject matter experts, HR professionals, and other participants to tackle emerging trends, technologies and innovations in HR management which we hope would result to higher performance, engagement and productivity in your respective offices.

We support L&D initiatives because we, the CSC, firmly believes that having a dynamic workforce and a high-performing bureaucracy is key

to the achievement of the Philippine Development Plan leading to *Ambisyon Natin 2040*. This roadmap envisions the Philippines "as a prosperous middle-class society where no one is poor; where people live long and healthy lives and are smart and innovative; where the country is a high-trust society where families thrive in vibrant, culturally diverse and resilient communities."

The CSC ensures that its reform programs are aligned with the goals of the PDP under Pillar 1: Enhancing the social fabric (*Malasakit*) where there will be greater trust in public institutions and across all of society through a government that is people-centered, clean, and efficient.

HR 2020

Thus, let us discuss the relevance of the Congress' theme, "BJMP Human Resources: Braving the Challenges of Time in Jail Management," to the CSC's programs anchored on the PDP. May I refer to a study published by Eversheds Sutherland, a legal research company entitled, "Navigating the Future: HR2020 Report". HR2020 provided stimulating ideas on how organizations can be better prepared to embrace

a future that is projected to be radically different from today. According to the research, and I quote, "Faced with this onslaught of change, part of the role of HR directors is to assess which trends are likely to have the largest impact on their organisations and to decide how best to manage the opportunities and problems that these developments represent... Social trends that HR directors can expect to have a high or very high impact on their workplaces are the war for talent, skills shortages, and remote working." HR 2020 also explored how social and technological trends are transforming the workplace, how society's expectations of businesses are changing in relation to the retirement agenda and human rights in the supply chain, and how HR as a function can become better aligned with the wider executive terrain.

Five major trends that contribute to the changing workplace were cited in the HR2020 report. These are war for talent, tapping into diversity, global mobility, resiliency of organisations and resurgence through technology and innovation. Allow me to underscore the discourse on resilience, resurgence, and respect and relate them to CSC's human resource and organization development programs.

RESILIENCE to Inspire and Lead a Dynamic Workforce

RESILIENCE according to Merriam-Webster is the ability to recover from or adjust easily to misfortune or change. Ultimately, this is the goal of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM—accord government agencies with the ability to deal with challenges in managing their human capital and adjust to change. This is very timely given that with Covid-19, key to continue delivering efficient and effective service is resilience.

Since the implementation of PRIME-HRM in 2012, the CSC assisted agencies in improving HR systems, specifically recruitment, selection and placement; performance management; learning and development; and rewards and incentives. Agencies work their way into having each of the four systems accredited or reaching the first, second, third or fourth level of maturity.

Each gradation or level indicates accomplishment of set standards. Being in the first or the Transactional level indicates that the agency's HR performs personnel functions that is mostly separate from agency and talent needs. If the system has progressed

into one where it has a set of defined and documented standard operating procedures, then it has reached the Process-Defined level of maturity. In this level, the agency uses automation to a certain extent. The Integrated HRM maturity level is characterized by the presence of process metrics for continuous improvement; the agency has developed its HR management toolkit and practices data-driven decision-making. The highest maturity level, Strategic HR, is attained if the HR processes are focused on continually improving process performance. Also, HR strategy is already part of the agency strategy.

PRIME-HRM gives the agency flexibility to deal with changes whether gradual or abrupt. For instance, in achieving Strategic HR maturity level, agencies have reached the peak and have a high-performing workforce in place with a degree of autonomy accorded to them in terms of performance. This means that evidence-based learning and development interventions are in place to upgrade competence. The agency has become the “agency of choice”, earning the reputation of being a “good employer”. Employee turnover is managed because a succession plan has been put in place. The agency ensures that employees have the

opportunity to be promoted, have a positive experience with the agency, and that they know that they contributed positively to the health, performance, and well-being of the organization. The tenure of the employee with the agency is a mutually beneficial exchange.

I would like to challenge the HRMPs of BJMP to closely collaborate with the CSC and with each other so that all BJMP offices nationwide will reach Maturity Level 2 or Process-defined HR in all the core HR systems assessed under PRIME-HRM. I want to see all of you in the awarding of agencies which have made significant strides in improving their HR systems.

RESURGENCE in Compliance with R.A No. 11032 through ICT

Today is Monday and I assume that you have missed reciting the *Panunumpa ng Lingkod Bayan* as all of us do. To quote a portion, “*Ako ay isang lingkod bayan. / Katungkulan ko ang maglingkod ng buong katapatan at kahusayan at makatulong sa katatagan at kaunlaran ng aking bayan.*”

This phrase of the *Panunumpa* summarizes the mandate of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government



The goal is to move ourselves up. We are moving but the rest of the world is moving up faster.

- Mr. Guillermo Luz,
National Competitiveness Council

Service Delivery (EODB EGSD) Act of 2018. R.A. No. 11032, is key in simplifying processes for both frontline and non-frontline services, and in exacting accountability from those tasked to ensure efficient service delivery.

R.A. No. 11032 is in place because ARTA has served its purpose. According to the result of an impact evaluation study conducted by the National Economic and Development Authority (NEDA) on the implementation of ARTA, “individuals and businesses availing themselves of government frontline services have become more satisfied with how they are served. This satisfaction is attributed to how fast agencies act on their requests and when transactions are successful.”

One of the recommendations of NEDA was to make the implementation of the ARTA “the standard for ideal service to individuals and businesses.” This validates that ARTA, in its 10-year implementation, made inroads in making transactions faster and more efficient especially in the frontlines. It is with the success of ARTA that I anchor my call for RESURGENCE. We have to work double time to ensure that we can collectively sustain ARTA's gains transitioning to EODB EGSD Act of 2018.

R.A. No. 11032 is on its second year and I just would like to ask if BJMP has or at least, has started initiatives to comply with Section 5 or the Reengineering of Systems and Procedures. Have you reviewed existing policies, procedures, and processes in terms of service delivery? Not just business but the non-business as well? Or undertook time and motion studies to determine productivity? And finally, evaluated the reengineering of systems and procedures via gathering of feedback from transacting clients. Feedback will provide needed information if the reengineering implemented resulted to slower processes or delay rather than speeding things up.

To borrow the words of Mr. Guillermo Luz of the National Competitiveness Council, and I quote, “The goal is to move ourselves up. We are moving but the rest of the world is moving up faster.” Although our ranking in the World Bank 2020 Ease of Doing Business report rose to 95th place from 124th and over-all score improved to 62.9 from 60.9, there is still much to do. On the other side of the coin is the 2019 Doing Business Survey which reported that although the Philippines improved its Ease of Doing Business score, it still slipped in its overall ranking from 113th in 2018 to 124th out of 190 countries in 2019.

There are more and more offices in government which are showing resurgence and “leapfrogging” perceived limitations to improve their competitiveness. Is BJMP, through its HRMPs, ready to take on this challenge? The need for citizen-centered services is ramming through us and with it is the urgency to utilize technology. Technology is our go-to tool in fighting corruption and corrupt practices in government transactions which hide behind a veil of paper-enabled opacity.

RESPECT through Public Service Values

To reiterate an oft repeated phrase which guides every civil servant, and I quote, “Public office is a public trust. 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 justice, and lead modest lives.” This statement captures how state employees, all 1.7 million of us, should conduct ourselves as torchbearers of integrity, accountability and excellence.

The foundational values of public service is enshrined in Republic Act No. 6713 or the Code of Conduct and Ethical Standards of Public Officials and Employees. Section 4 of R.A. No. 6713 prescribes the eight Norms

Five major trends that contribute to the changing workplace were cited in the HR2020 report. These are war for talent, tapping into diversity, global mobility, resiliency of organisations and resurgence through technology and innovation.



We are now in the age of excellence. Excellence is the commitment to doing work of the highest quality in the service of other people, both inside and outside of the organization. On the other hand, integrity underlies all the other qualities. Integrity is complete, unflinching honesty with regard to everything that you say and do.

- Brian Tracy

of Conduct of Public Officials and Employees. These are commitment to public interest, professionalism, justness and sincerity, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, and simple living.

It is unfortunate that some public servants nowadays are caught in the culture of flawed values, where materialism takes precedence over honor, over respect for human dignity. Whenever government workers need to make difficult decisions, they are urged to always go back to the tenets of R.A. No. 6713, and ponder on the honorable thing to do. Self-interest should not prevail over public good.

I appeal to the HRMPs of BJMP to consistently drumbeat among officials and employees of this institution that values is our “true north” in carrying out our public service missions. Values serve as the moral compass—guiding people in the right direction, springing wisdom in decision-making, and giving courage to firmly stand on ground when faced with dilemmas.

Closing: Call for Action

The real work for BJMPs’ HRMP begin after this Congress. Then, concepts, theories and ideas will be discussed, and strategies drawn. The important thing is to think of a Learning Application Plan that will effectively apply and integrate these insights into your duties and responsibilities as HRMPs toward improved productivity and performance. I appeal to all of you not to be complacent, not to be content with the status quo, and lastly, not to be stifled by limitations in resources as is the perennial problem of those in government. The immediate future is bringing inevitable changes; and we need to display resiliency, resurgence, and mutual respect so we can take advantage of the opportunities brought by these changes.

I assure everybody here that much is being done by the Commission to get the affairs of the civil service in order. Much as we want to come up solutions that will be acceptable to all, we have to take into consideration rational and realistic parameters.

I conclude my message with this food for thought from personal and professional development guru, Brian Tracy. He wrote and I quote, “We are now in the age of excellence. Excellence is the commitment to doing work of the highest quality in the service of other people, both inside and outside of the organization. On the other hand, integrity underlies all the other qualities. Integrity is complete, unflinching honesty with regard to everything that you say and do.” As the civil service system continues to push forward and face challenges in the midst of rising global standards, challenges of the Covid-19 pandemic, and increasing complex public expectations, we remain bound by our commitment and values to be a prime mover of governance reforms.

Again, congratulations to the BJMP and the International Committee of the Red Cross for the holding of this HRMP Congress. The CSC continues to look forward to a fruitful partnership with all of you toward upholding the efficiency and effectiveness of public service and in building a future that Filipinos people deserve.

Maraming salamat. Mabuhay ang serbisyo publiko!

HR
SPOTLIGHT

Pandemic and public service



Public service has never been more crucial in people's lives than in a crisis. When COVID-19 entered the country, almost all Filipinos found themselves paralyzed and at the mercy of God and of the government. Everyone was watching and waiting for public servants to act and make the crisis more bearable each day.

The United Nations and the International Labour Organization put emphasis on the role of public servants in times of crisis, particularly in halting the spread of COVID-19 and in a nation's total recovery.

“Public servants are playing a leading role in the response to the pandemic. Healthcare workers are keeping medical systems functioning and families safe. Civil servants are finding novel ways to design and channel unprecedented economic

stimulus spending and manage severe spikes in unemployment.” (OECD 2020. Public Servants and the Coronavirus (COVID-19) Pandemic: Emerging Responses and Initial Recommendations)

“Besides health and education workers, all public servants play a role in halting the spread and recovering from the pandemic. This is true regardless of their occupation: whether in the administration of the state like tax collectors, police or correctional officers; implementing economic and social policies like labour inspectors; providing services to the community like waste collectors; or supporting compulsory social security systems like social workers. As custodians of public goods, public servants are indispensable conduits for the recovery.” (ILO, May 2020. COVID-19 and the Public Service)

The above statements ring true for the Filipino public servants. While the weight of addressing health concerns rests on the shoulders of health workers, ensuring the continuity of public service have placed other civil servants as well in the frontline like the police and local government staff for implementing community quarantine measures; teachers for providing education; policy makers for instituting new policies that address current concerns; social workers for providing relief efforts; public assistance staff for frontline government transactions; and many others.

People must have believed that it is impossible for bureaucrats to quickly adapt to the COVID-19 disruption. But the previous months have shown how public servants can meet challenges head on and continue to serve the Filipinos with dedication and vigor, even if it means risking their very own lives.



COVID-19 public servant heroes

One does not need to die to be a hero. Dr. Raul Destura, one of the notable public servants who invented the GenAmplify COVID-19 testing kit, was featured in our 2nd Quarter issue (pp. 22-27). The article “The Man Behind the Pinoy-Made COVID-19 Testing Kit” revealed his and his team’s story about perfecting the testing kit under heavy time pressure as more and more people contract the virus day after day. The success of Dr. Destura’s team will forever inspire scientists and all civil servants to take courage and hope in the midst of a crisis.

However, in the nation’s fight against COVID-19, it is unfortunate that some civil servants left this world sacrificing their lives to save others. Also in our 2nd Quarter issue, we featured servant heroes who died in the nation’s battle against COVID-19 (“Spotlight on COVID-19 Frontliners”, pp. 44-46). These were doctors and barangay health workers who contracted the virus from the patients they were trying to save. Some were like Dr. Israel Bactol of the Philippine Heart Center who proved his utmost passion

and dedication even if he was at the dawn of his medical profession (he died at age 34). Others were like Dr. Marcelo Jaochico, the provincial health chief of Pampanga, who did not hesitate reaching out to remote communities or barrio to look after citizens’ health. There were also others like Dr. Salvacion Gatchalian of the UP-Manila, College of Medicine who had marked an untainted record of excellence and humility in service despite achieving a high position in her field—she was president of the Philippine Pediatrics Society at the time of her passing.

They, among other frontliners, have shown how public servants must hold fast to their sworn duty to the Filipino people, no matter the circumstances. Their stories is a clarion call for public servants especially in this time of crisis to spread hope and ignite courage amid uncertainties, and to make public service prove its worth to the country.

Digitalized public service

As a result of the pandemic, the society at large has been forced to migrate majority of day-to-day activities online. This event

has also put the spotlight on how the public sector would respond to the COVID-19 disruption. Known for its bureaucratic, hierarchical, and red tape-filled processes, the challenge to digitalize government transactions at a fast pace was indeed a major one for public servants.

Nonetheless, several accounts prove that the public sector possesses the agility to respond quickly to the changing demands. In Civil Service Reporter’s 3rd Quarter issue, various government agencies were featured for their early adoption to public service digitalization (“A refresher on online services you can access while on quarantine”, pp. 15-17). It was also in light of the 120th Philippine Civil Service Anniversary theme, “Public Sector in the Age of Digital Revolution”, that such article was featured as the world struggles to adapt to the hastened Fourth Industrial Revolution (FIRe).

Among the agencies and services featured were PhilHealth (e-Registration), Home Development Mutual Fund (Membership Registration and other e-Services), Department of Trade and Industry (online Business/Trade Name Registration),

(Balik-Manggagawa Online Processing System), Philippine Statistics Authority (PSASerbilis.com), Social Security System (ExpreSSS), National Bureau of Investigation (NBI Online Clearance), and Government Service Insurance System (eGSIS Mo Portal).

These success stories prove that digitalization of public service transactions is done not just for the sake of riding the trend, but foremost, to deliver better public service experience. These stories encourage all other government agencies to follow suit to deliver faster, easier, and safer public service transactions during and post-pandemic.

World Economic Forum’s Founder and Executive Chairperson Klaus Schwab, who first wrote about the dawn of FIRe, beautifully reminds all of us to consider humanity in the midst of all the digital disruption: We can take the steps to align common human values with our technological progress and ensure that the Fourth Industrial Revolution benefits human beings first and foremost. We have the opportunity to proactively shape the Fourth Industrial Revolution to be both inclusive and human-centered.

Malasakit in HR

Since the announcement of community quarantine in March 2020, the Civil Service Commission has been active in issuing new policies that would aid the government workforce to adapt to the new normal. This is one of CSC’s way to show *malasakit* to all public servants struggling through the new normal.

One of the major policies issued was the Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government for the Duration of the State of Public Health Emergency (CSC MC No. 7, s. 2020) followed by a more comprehensive Revised Interim Guidelines (CSC MC No. 10, s. 2020). These policies provided government agencies with a list of alternative work arrangements (AWA) (e.g. work-from-home, skeleton workforce, 4-day work week, staggered working hours, and other AWA) and the guidelines for implementing them.

The CSC also issued Interim Guidelines on the Use of Leave Credits for Absences Due to Self-Quarantine and/or Treatment Relative to the Coronavirus Disease

(COVID-19) (CSC MC No. 5, s. 2020), its Revised Interim Guidelines (CSC MC No. 8, s. 2020), and the Interim Guidelines on Absences of Government Officials and Employees During the Community Quarantine Due to COVID-19 Pandemic (CSC MC No. 23, s. 2020). These policies guide government workers on the application of leave during the pandemic, especially on excused absences and leaves charged against leave credits.

Government scholars abroad were also given special consideration through CSC MC No. 17, s. 2020 or the Support for Returning Scholars. The policy provides that “(1) All necessary expenses incurred by the scholars for the COVID-19 test including possible accommodation in a hotel and/or quarantine facility during the 14-day quarantine period (if prescribed), shall be charged to Agency fund; and (2) The absence from work of returning scholars during the fourteen (14) calendar days required quarantine period and treatment for COVID-19, shall be considered as Excused Absence. As such they are not required to report for work during the said period but shall be entitled to pay as declared by the President or the appropriate and competent authorities.”

Please refer to the CSC website (csc.gov.ph) and CSC Facebook Page (fb.com/civilservicegovph) for the latest policies/issuances.



Image shot from CSC’s Contact Center ng Bayan (CCB) in its early years. CCB continues to accept reports and requests for assistance concerning government transactions amid COVID-19.



Vacant queues are starting to be seen in government offices as both clients and frontliners transact online due to the threat of COVID-19 transmission.

Aside from these policies, the CSC participated in various free webinars to inform government officials and employees on these new policies and also to offer leadership and management insights to attendees. CSC executives, including CSC Chairperson Alicia dela Rosa-Bala, who joined these webinars highlighted the importance of empathy and agility in this time of crisis.

"Now more than ever, employees yearn for sincere concern from their managers. If we fail to empathize and show sincere concern for their health and wellbeing, we lose their trust, their commitment, their loyalty, and their productivity," said CSC Chairperson Bala in her keynote message during the Chief Information Officer Forum, Inc.'s 1st Online General Membership Meeting and Conference last 25 June 2020.

The continuous revisions and issuance of policies show the exchange of feedback and responses between and among CSC, government agencies, and the transacting public. The pandemic has posed many unprecedented challenges in the public sector that can only be addressed with much openness and responsiveness. In Chairperson Bala's words, "We in the CSC acknowledge that the initiatives being undertaken in response to the COVID-19 pandemic are works-in-progress. Because of the urgency

of the situation, we are all called to act with expediency, but we are taking notes and we appreciate the feedback from agencies on the policies and initiatives such as moving to hybrid models that include home-working, near-home and office to enable collaboration, connection and engagement – and creativity with it. The feedback we receive will help us evaluate and enhance policies to more effectively respond and hopefully usher the Philippine civil service to a "better" normal."

Work-in-progress

Several human resource and organization development experts say that the impact of COVID-19 to organizations and companies is here to stay for a long time, changing their workplace culture and practices, even structures and strategies, for good. These changes may not be attained overnight, but they push public sector leaders and civil servants to act and decide quickly because there is no time to stop.

While it has devastated many lives, the COVID-19 disruption has given the Philippine public service the best opportunities to demonstrate heroism, dedication, excellence, integrity, spirituality, patriotism, agility, and resilience. As one big community, the public sector is showing a real-time exhibit of these traits to the Filipino people in one of the most

challenging times that will ever be written in history—the time of COVID-19 pandemic. Scenarios are ugly and glorious altogether; painstaking yet worth it.

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Filipino values: The pursuit of values-driven service

Walt Disney Company senior executive Roy E. Disney once said, "When your values are clear to you, making decisions becomes easier."

What values do the Philippine government base its decisions on? Are these shared values that are commonly recognized? Do we see these values guiding the creation and implementation of policies and priority programs?

As the nation observes the Filipino Values Month in November, let us take a look at the concrete steps taken by the Philippine government in order to inculcate Filipino values in citizens and civil servants.

The Filipino Values Month was launched by virtue of Proclamation No. 479 signed by former President Fidel V. Ramos on 7 October 1994. Through this proclamation, the Philippine government embarked on strengthening Filipino values in the achievement of individual and national goals. This proclamation also stemmed from the Moral Recovery Program initiated in 1992, which sought to "strengthen the moral resources of the Filipino rooted in Filipino culture, values and ideals that are pro-God, pro-people, pro-country, and pro-nature."

The regular observance of the Filipino Values Month aims to "create moral awakening and national consciousness on human values that are unique, genuine, and positively Filipino."

Helping Filipinos reconnect with their roots and letting important values shine has long guided the Civil Service Commission (CSC) in its HR programs. The CSC champions values in the workplace as the lead implementer of Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees. This espouses the eight norms of public service conduct: commitment to public interest, professionalism,



justness and sincerity, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, and simple living.

Such high standards can only be achieved through a strong set of core values. Thus, the CSC designed the Values Orientation Workshop or VOW in the 90s as a continuous intervention program emphasizing on important values that should be operationalized at work. It is part of CSC's government-wide campaign in consonance with the national government's Moral Recovery Program launched in the 90s. VOW is a five-day workshop with 40-hour credit led by accredited trainers. The workshop design is implemented uniformly across government agencies to emphasize RA 6713.

In the early 2010s, the CSC through the Civil Service Institute (CSI) launched the Public Service Values Program. The PSVP aims to provide government agencies a better understanding of public service values, use them in decision-making, and improve individual and organizational performance in the process.

Under the PSVP, the foundational public service values are summarized as patriotism, integrity, excellence, and spirituality, or "P.I.E.S." Patriotism or *pagiging makabayan* refers to one's willingness to sacrifice for the country and its citizens. Integrity or *katapatan* refers to consistently adhering to strong moral and ethical principles, whether alone

or in public. Excellence or *kahusayan* refers to discharging one's duty with the highest degree of professionalism and superior work standards. Lastly, spirituality or *pagiging maka-Diyos* refers to manifesting belief, love, and faith to a higher being.

These values are threaded throughout the program components to help participants imbibe and apply them in real-life situations in the workplace. The *Pamununan ng mga Lingkod Bayani* program is designed for top management to help leaders apply values in implementing programs. The *Kulturang Lingkod Bayani* is run for middle managers to help them use values in culture enhancement, change management, and program development. Meanwhile, the *Bawat Kawani Lingkod Bayani* is for participants holding positions below Division Chief, and is meant to help them strengthen shared values in the office and commit to personally exemplify those values.

The program uses a variety of methodologies to engage participants such as appreciative inquiry, self-reflection, group discussions, structured learning experiences, actional planning, values journal, and assessment. An impact evaluation report is also done for each batch in order to examine the effectivity of the program for a particular agency.

In 2019, the CSC was able to run eight (8) batches of the PSVP for 289 participants from all over the country. As

of this writing, there were five (5) batches held for 2020. The virtual workshop held in November was unique in that recovery and resiliency were woven into the program in light of the many crises experienced during the year. The workshop focused on harnessing the core values in times of adversity.

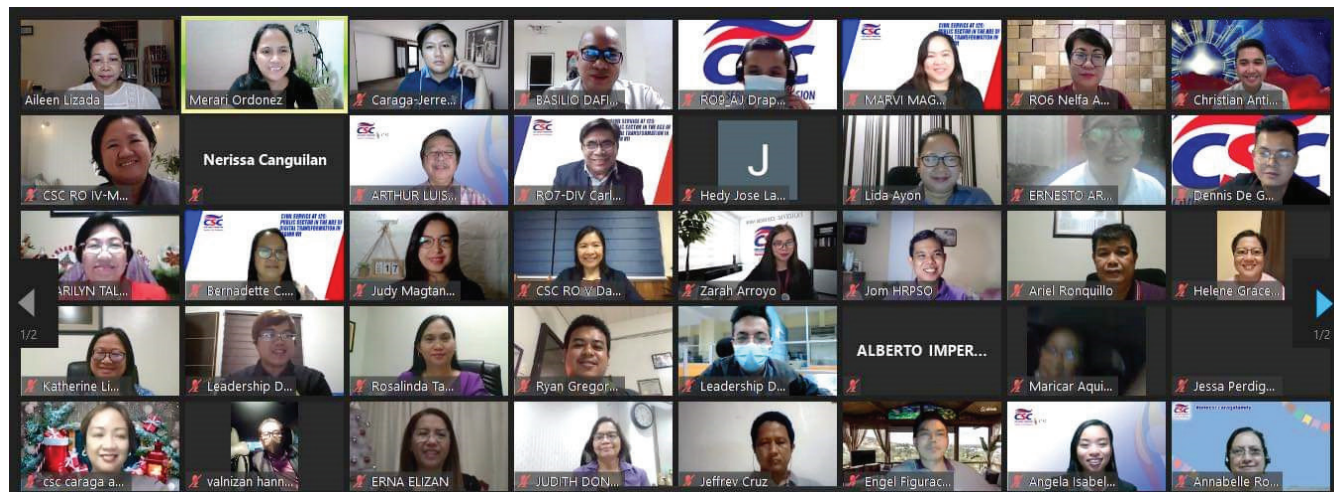
Recently, the CSC intensified the promotion of the P.I.E.S. by launching Kwentong Lingkod Bayani, an episodic Facebook Live series posted on www.facebook.com/PublicServiceValuesCSC every month. The series features government exemplars as they narrate their own stories in applying the foundational values at work. The episodes provide insight and practical tips for audiences looking to anchor their day-to-day decisions on these values.

By looking at the efforts of the Philippine government in instilling a strong set of values for civil servants and citizens, we can see how the pursuit of values-driven service has been a long and meaningful journey. As we observe the Filipino Values Month, let us continue exercising our shared values building a better normal for our government and country.

For more information about the PSVP, contact the CSI through the PSVP Facebook Page cited in the article above, or via csi@csc.gov.ph.

For more information about the VOW, coordinate with the CSC Regional Office nearest you.

Participants to the 2020 CSC Values Forum flash smiles on their webcams and smartphone cameras as the Civil Service Institute concludes the virtual event on 17 December 2020.



LINGKOD BAYANI

NEVER BACK DOWN:

LINGKOD BAYANI AND DISASTER MANAGEMENT

The Philippines is located along the typhoon belt in the Pacific and it is visited by an average of 20 typhoons every year, according to the Philippine Atmospheric, Geophysical and Astronomical Services Administration or PAGASA. The weather agency also said that these weather disturbances will get more severe with climate change.

In 2013, the Philippines had so many typhoons that it ran out of letters to name them. For the first time, the country had got to the end of the alphabet for typhoon names and had to start at 'A' again. It was also the year when typhoon Yolanda—known internationally as Haiyan—tore through Central Visayas leaving more than 6,300 people dead. Nearly 2,000 are still listed as missing.

Seven years after typhoon Yolanda, super typhoon Rolly (Goni), which was described as the world's most powerful tropical cyclone yet in 2020, battered parts of Bicol Region with destructive winds and torrential rain. The storm brought severe flash flooding as well as lahar flow to areas near Mayon Volcano.

Only three days after, Typhoon Ulysses (Vamco) entered the country and triggered massive flooding, submerging hundreds of thousands of homes in low-lying areas in Metro Manila, Rizal, Cagayan Valley, Central Luzon, and Bicol region prompting residents to scramble onto rooftops, awaiting rescue.

There were widespread power outages as a result of damaged power and transmission lines. Over a million individuals were displaced and evacuated. In all, the two typhoons killed at least a hundred people and caused billions worth of damages in property.

In such situations, government workers in the field of disaster risk management are placed in the frontline to reduce or prevent damages to life, structures, and livelihood. *Awit ng Pagasa*, a song from Filipino alternative pop/rock band, Color it Red aptly capture the dedication and selflessness displayed by these lingkod bayani.

*Kahit na may bagyo
Kahit na may unos
Kahit may libu-libong kaaway
Kahit na magapi at isa ang matira
Sa ating dakilang hanay
Sambayanan ay muling babangon*



Photo by Jean-Pierre Brungs on Unsplash

Some of the recipients of the Pamanang Lingkod Bayani (PLBi) are those who perished while performing their duties along the path of destructive typhoons. One of these is Firefighter I Sabu J. Espina of the Civil Aviation Authority of the Philippines (CAAP) Area VI, Bacolod-Silay Airport.

FO1 Espina was deployed at Tacloban Airport to assist in the repair of fire trucks which will be used in the search and rescue operations during the onslaught of Typhoon Yolanda. He was last seen floating unconsciously toward open sea and his body remained missing.

Weather Observer II Salvacion B. Avestruz of PAGASA opted to stay at her post during the height of the typhoon to ensure that important weather data could be monitored and transmitted. She knew very well the danger she was facing but she never abandoned her post. She was presumed dead as her body has yet to be recovered.

She held on to the microbarograph to the last moment of her breath just to save the said vital instrument until a strong wave engulfed the weather station.

After ensuring that his family is safe in his parent's house, Teacher II Rogelio P. Lardera, Sr. of Concepcion Central School left to fulfill his obligations as a member of the Manaphag Quick Response team volunteer. He died in the midst of rescue and retrieval operations after being hit by a broken tree branch which caused him to fall off the truck carrying volunteers and rescued residents. He fell off at a point when Yolanda's destructive wind was at its strongest, at 200 kph.

He was honored and conferred a posthumous award on 8 December 2013 by the Department of Education for his heroism and declared a municipal hero of Concepcion, Iloilo.

Meanwhile, OIC-Department Chief Accountant Cipriano M. Pumanes of the Department of Public Works and

Highways or DPWH braved super typhoon Yolanda to comply with an order to attend a budget meeting and he has been missing since. He was last seen at the DPWH lodging house which was badly destroyed as it was located near the sea walls in Palo, Leyte. It is believed that his remains have been carried out to sea or buried among the unidentified graves. In Filipino culture, the pain of losing a loved one becomes more intense if, like in the case of Pumanes, the deceased remains are missing. In the words of his loved ones, "*Napilitan kaming magluksa na wala ang*

katawan ng aming yumao." They feel that they were not given the chance to say their goodbyes.

Another one is Midwife II Aida S. Barrete of the Municipal Government of New Bataan, Compostela Valley. She was treating residents injured by the onslaught of typhoon Pablo on December 2012 when a landslide hit the Barangay Health Center where she was with her patients. The health center was covered with mud and boulders. There was no trace of the health center after the area was cleared.

PAMANANG LINGKOD BAYANI

The CSC launched PLBi in 2008 with two (2) components: the *Pamanang Lingkod Bayan Iskolarsyip* promulgated via CSC Resolution No. 081602 dated July 30, 2008 and the *Pondong Pamanang Lingkod Bayan* promulgated on 3 November 2008 via CSC Resolution No. 081965.

From providing scholarships, the program was expanded in 2011 as the Pamanang Lingkod Bayani (PLBi) with three components: the *Pamanang Parangal sa Lingkod Bayani*, *Pamanang Iskolarsyip*, and *Pondong Pamanang Lingkod Bayani*.

The *Parangal* is the conferment of a citation signed by the Chairperson of the CSC to the bereaved family. The recognition is handed over during the deceased state worker's wake or necrological service. If these would not be feasible, the Citation is conferred any time within one year from the death of the public servant.

The *Iskolarsyip* offers education opportunities to three immediate family members of the deceased government worker in any of the 110-member state universities and colleges of the Philippine Association of State Universities and Colleges. The scholarship is in the form of discounts on tuition and school fees with 100% for the first beneficiary, 75% for the second, and 50% for the third recipient.

The *Pondong Pamana* is the grant of a one-time financial assistance of Php100,000.00 to the bereaved family.

Civil servants covered by the PLBi refer to permanent civilian employees of the government, including the non-uniformed personnel of the Armed Forces of the Philippines (AFP) and the Philippine National Police (PNP).

Part of the criteria for the selection of recipients of the PLBi are: Circumstance surrounding the death or the extent to which the government employee is actually performing his/her duties and responsibilities at the time of his/her death; obscurity of the position, that is, the salary grade at the time of death; and the financial condition of the nominee's family given the combined salaries as against their monthly expenses.

The PLBi is funded by the yearly conduct of the R.A.C.E. to SERVE Fun Run, the official kick off activity of the Philippine Civil Service Anniversary. Thousands of participants join the Fun Run, and proceeds from the registration fee are remitted to the PLBi Fund.

As of 31 September 2020, 166 beneficiaries have been awarded under the PLBi program. Majority of PLBi recipients are uniformed law enforcers and fire fighters, civilian personnel who perished in rescue efforts during super typhoon Yolanda, and environment warriors.

Since its implementation in 2011, the CSC has given Php16 million worth of financial assistance and scholarship opportunities to the loved ones of fallen lingkod bayani.

LIVE Lunchat with CSC

October



Watch Now!



Extension of service for necessary jobs allowed

This episode discusses the conditions that allow for an extension of service in the government (CSC Resolution No. 2000002 dated 3 January 2020).

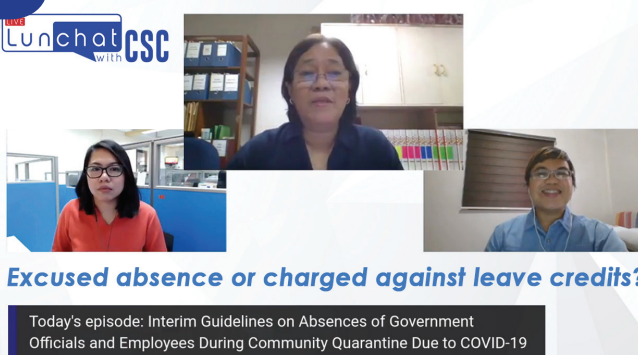
Guest: Ms. Marissa "Issa" Ceneta, CSC Human Resource Policies and Standards Office.

Short URL: bit.ly/LunChatwithCSCOctober2020

November



Watch Now!



Excused absence or charged against leave credits?

Today's episode: Interim Guidelines on Absences of Government Officials and Employees During Community Quarantine Due to COVID-19

This episode features the Interim Guidelines on Absences of Government Officials and Employees During Community Quarantine Due to COVID-19 (CSC MC No. 23, s. 2020). Know when a situation would fall under excused absence or would be charged against your leave credits. Guest: Ms. Marissa Ceneta, Chief Human Resource Specialist, CSC Human Resource Policies and Standards Office

Short URL: bit.ly/LunChatwithCSCNovember2020

December



Watch Now!



18-Day Campaign to End Violence Against Women

Atty. Kristine Yuzon-Chaves, Executive Director, Philippine Commission on Women

Director III Lucina Flor B. Ramos, Civil Service Institute and CSC GAD Chair for External Relations

The last episode for 2020 features the 18-Day Campaign to End Violence Against Women. Know what the campaign is all about and how you can take part in this advocacy.

Guests: Executive Director of the Philippine Commission on Women, Atty. Kristine Yuzon-Chaves, and the Director III of the Civil Service Institute and CSC GAD Chair for External Affairs, Lucina Flor B. Ramos

Short URL: bit.ly/LunChatwithCSCDecember2020

LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

You can be our next featured civil servant in the Lingkod Bayan Diaries! Why did you choose public service? What do you love most about your job? What are your dreams for the Philippine public service?

Inspire others by telling your story. Send your video to csc.pmr@gmail.com with the subject: For Lingkod Bayan Diaries.

OCTOBER

Did you know that Nueva Ecija was traditionally NOT a dairy community? But through the years, we have seen and tried different meat and milk-based products from this province. How? Know the story from Wilma del Rosario, one of the key public servants who helped transform Nueva Ecija into a dairy community and helped the farmers earn additional income through dairy farming.

Wilma is a 2019 CSC Pagasa Awardees cited for her perseverance in promoting the carabao as a source of income through meat and milk-based products. She is credited for identifying "impact zones" which posted a revenue of PHP187 million from 2016-2018, proving the conomic viability of a buffalo-based dairy enterprise.

The CSC Pagasa Award is one of the categories under the Civil Service Commission's annual Search for Outstanding Government Workers. Know more about the program and the awardees by visiting our website (csc.gov.ph).

Short URL: bit.ly/LBDwilmadelrosario



featuring
Wilma T. Del Rosario

Senior Science Research Specialist, Philippine Carabao Center, Nueva Ecija

The Rise of Dairy Farmers in Nueva Ecija



Watch Now!

NOVEMBER

How do you see a cooperative? For Alvin and his team, cooperatives have become highly instrumental in lifting up the quality of life of Dinagatnons. Know the story of the Provincial Cooperative and Development Office (PCDO) of San Jose, Dinata Islands through this Lingkod Bayan Diaries episode, "Dinagat, Sama-samang Aangat".

The PCDO of San Jose, Dinagat Islands was awarded the 2019 Presidential Lingkod Bayan Award for providing the people of Dinagat with enterprising and financially viable opportunities. Very few local government units have a well-managed and sustainable lending facility like PCDO which was able to grant P11.5 million to various cooperatives. Individuals were also allowed to take out loans for tuition fee and home renovation expenses at low interest rates thus preventing them from dealing with loan sharks.

Short URL: bit.ly/LBDpcdodinagat



Dinagat,
Sama-samang Aangat
feat. Alvin B. Dela Cruz

Team Leader, Provincial Cooperative and Development Office, San Jose, Dinagat Islands

Ang coop sector namin
is the leading economic
service provider.



Watch Now!

DECEMBER

Listen to the story of lingkod bayan Lady Lyne Margrethe Adoptante, Teacher II from the Balayan Senior High School, Batangas. Know what made her choose public service and her journey to becoming a teacher.

Short URL: bit.ly/LBDladylyneadoptante



feat.
Lady Lyne Margrethe U. Adoptante

Teacher II, Balayan Senior High School, Batangas

we can find so many heroes



Watch Now!

HEALTH and WELLNESS

Practicing gratitude at work

This section encourages readers to look after themselves physically, mentally, spiritually, and yes, financially too. Get insightful tips and advice in prioritizing your health and wellness at work.

In this time of crisis, it is difficult to see the good in things as we are all beset with different challenges and uncertainty due to the COVID-19 pandemic. We are all stressed and anxious, and some are less motivated than others. Our mental health is being challenged. Also, the abrupt changes in work setting have affected our work productivity. However, now more than ever, this is the most opportune time to look at the silver lining and express gratitude in the workplace. Why? Because acknowledging and expressing thanks can positively impact workers' performance and engagement. Employees need to hear that their resilience and continued dedication at work during this time is recognized and appreciated.

However, there seems to be a limited practice of gratitude in the workplace. Some managers even say that there is no need to thank employees for the work that they are paid to do. This should not be the case as gratitude contributes to achieving a healthy work environment where there are high employee engagement and positive work culture. How can organizations up their game in practicing gratitude? Let's discuss some of the ways and see how it benefits us in the long run.

Start from the leaders

A culture of gratitude starts from the top management. They should be the champions in practicing giving thanks and appreciation to their human resource. When bosses say "thank you" to employees for their contributions, it serves as a validation that employees are considered valuable part of the organization. A simple way of recognizing efforts goes a long way. People will be more motivated and willing to exert extra effort at work.

However, employees have different ways of how they would like to be thanked. Some are motivated by monetary rewards, some want public recognition, others respond to acts of service, while an employee may just simply want a note or email or a pat on the back. Thus, leaders should express gratitude and appreciation that are unique to each employee to make them feel that they are genuinely seen as an individual.

Leaders can convey their gratefulness through sending personalized note, email, or letter; thank you cards; or via meetings, performance reviews, coaching, and even during an employee's retirement party.

Create an outlet to voice gratitude

Expressing gratitude among employees can be done in verbal and non-verbal ways. A team can put a gratitude wall on a bulletin board, where employees can post their appreciation for their colleagues and what they are specifically thankful for. A simple activity such as #ThankfulThursday can also be conducted where employees can verbally thank their colleagues for something that they have done to help them in their work or even for personal matters. A space in the company intranet, newsletter, or the office's social media group can be used to post messages and stories of appreciation and thanksgiving.

Giving gifts can also be one way of expressing gratitude, be it material or monetary gift and non-monetary gifts. The latter is more genuine in the sense that effort is exerted like helping a colleague with a task, covering for their leave, etc.

Expressing gratitude can also be in the form of providing free meals to employees. Pre-pandemic, many organizations celebrate people and accomplishments by having lunch or snacks. However, now that alternative work arrangements are still in place, we can substitute it by giving gift cards or food vouchers.

These simple ways permeate a culture of gratitude among the workforce. The key here is to be specific in answering the "who, what, and why" are we thankful for. However, we should note that while organizations can create platforms to convey gratitude, there is no need to force employees to do it as it may lead to inauthenticity.

Thank, big or small

Most of the time, only those people with contributions visible to the organization are being recognized and rewarded. Leaders or officials are the ones who often take all the credit; however, this should not be the case. We should thank all employees, whether they have

big or small contributions. Remember that all kinds of work are valuable.

Physicians are highly applauded for their service; however, they cannot function properly without the assistance of nurses and other medical workers. While managers lead, it is the staff who mostly do the nitty gritty of every deliverable. Janitors and other workers doing menial jobs should be acknowledged, too.

We can celebrate them and their accomplishments by featuring them in our organization's communication channels or recognizing them during our general assembly, flag-raising ceremony, and other organization-wide meetings.

"Thank it forward"

To build and strengthen a culture of gratitude in your workplace, it should be consistently performed across the board. Leaders can encourage employees who received thanks or who have been recognized to "thank forward." This means returning the favor by also thanking another colleague. With this, the gesture is expected to multiply until many employees are thanked. This activity exercises employee's practice of gratitude. When done continuously, it will become a habit and second-nature to all employees. However, thanking forward should not be forced; it should come naturally for it to be authentic.



Photo from Canva



These are surefire ways to practice gratitude in our organizations effectively. When deliberately implemented, these can create a multitude of benefits for the entire agency and its employees. Let's look at the positive effects that both employees and organizations will gain from practicing gratitude at work:

Increased productivity.

Paycheck is not the only motivator of employees for showing up to work. We also work to fulfill our purpose in life, have a sense of accomplishment, and improve ourselves. And gratitude is a non-monetary way of rewarding these other motivators, and it sure is better than money.

When positive workplace culture due to gratitude is achieved, it may directly or indirectly help increase the performance and engagement among employees. People will have a greater sense of the “we can achieve it” mindset. Studies show that employees who receive gratitude often exert more effort and even go beyond their work by helping others and doing tasks that are not part of their job description. In a 2016 study by the

Society of Human Resource Management, 79% of surveyed employees said that being recognized makes them work harder.

Gratitude, in so many ways, helps to improve the quality of work life of every employee. It makes them feel valued; thus, in turn, organizations gain the true value of employees. It can also deepen work relationships, which helps achieve effective teamwork. However, we should keep in mind that gratitude does not only affect the person being thanked; it goes both ways—it also benefits the people who express gratitude; thus, a win-win situation.

Higher physical and mental wellbeing.

In a survey conducted by John Templeton Foundation in 2012, employees said that saying thank you to colleagues make them “feel happier and more fulfilled” and hearing thank you make them “feel good and motivated.” Another study revealed that when leaders express thanks to their staff, it increases self-worth and self-efficacy. Peer-to-peer appreciation can make colleagues build trust and increase likeliness to extend help.

According to two decades of research on gratitude, when giving thanks becomes a norm at work, people are likely to be more satisfied with their job and colleagues and will attain higher resilience to stress.

Further, voicing gratefulness also has physical health benefits. It can help us have better sleep, can lower blood pressure, decrease pain, reduce anxiety and depression, and improve immune system. This means that there will be fewer sick days and health complaints as long-term side effects of these benefits.

As we end the year marked with difficulties and trudge toward another year of uncertainty, we must remember that there is always something to be grateful for. So, let's give thanks and make it a habit. Let's face the new year full of gratitude. This is one of the best armors we can have to continue to keep our physical and mental health in check and sustain or even improve our productivity at work in these challenging times.

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MEMORANDUM
CIRCULAR

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

SUBJECT :
INTERIM GUIDELINES ON
ABSENCES OF GOVERNMENT
OFFICIALS AND EMPLOYEES
DURING THE COMMUNITY
QUARANTINE DUE TO
COVID-19 PANDEMIC

Pursuant to CSC Resolution No. 2000953 promulgated on 9 November 2020, the Commission resolved to adopt the following Interim Guidelines on Absences of Government Officials and Employees During the Community Quarantine Due to COVID-19 Pandemic:

1.0 Purpose

These guidelines provide for the treatment of absences of government officials and employees during the period of community quarantine.

2.0 Scope and Coverage

These guidelines shall apply to all public sector officials and employees in all government agencies and instrumentalities, namely: Constitutional Bodies, Departments, Bureaus, and Agencies of the National Government, Government-Owned or Controlled Corporations (GOCCs) with original charters, Local Government Units (LGUs), and State Universities and Colleges (SUCs) regardless of status of appointment (permanent, temporary, provisional, substitute, coterminous, casual, contractual or fixed term) including local elective officials.

3.0 Guidelines

- 3.1 Absences of officials and employees during the imposition of community quarantine due to any of the following circumstances shall be considered as excused absences:
- a. Stranded abroad or locally while on official travel due to the suspension of all forms of transportation (land, sea and air);
 - b. Stranded abroad or locally while on approved personal travel (vacation or sick leave) due to the suspension of all forms of transportation (land, sea and air); provided that there is proof of intention to report back to work such as plane/bus/boat ticket, cancellation of travel and such other competent proof due to lockdown or localized declaration of ECQ/MECQ/GCQ; provided, further that the excused absence covers only the period they are scheduled to report back to work and for the duration of the ECQ/MECQ/GCQ;

- c. Unable to report for work due to health-risks provided they are not qualified for work-from-home arrangement;

d. Unable to report for work due to the imposition of lockdown declared by the President or localized lockdown under Section 2 of Executive Order No. 112, s. 2020;

e. Unable to report for work due to suspension of public transportation, or no agency service vehicle/shuttle service was provided to the employees who are on skeleton workforce, subject to the internal guidelines adopted by the agency covering the allowed distance between residence and place of work; and

f. Jobs/tasks of officials and employees cannot be performed through work-from-home arrangement, and the agency has not assigned any other task(s).

3.2 Absences of officials and employees due to any of the following reasons shall be considered either as vacation or sick leave and shall be charged against earned vacation/sick leave credits:

a. Failure to report for work after the approved personal leave of absence (locally or abroad) of those who could not present proof as required in item 3.1.b of these guidelines;

b. Failure to report for work after undergoing the required quarantine leave and/or required COVID-19 treatment leave , except for conditions as cited in Items 3.1 c, d, and e;

c. Failure to report for work of those whose alternative work arrangement requires physical presence in the office and assigned as skeleton force, and support mechanisms are provided like transportation or housing quarters, except those under Item 3.1.c; and

d. Failure to make themselves available during the work hours, without justifiable reason, while

they are at home in cases where no assignment is given, e.g. non-response to calls or messages.

3.3. Approved leave/s of absence (vacation and/or sick leave) of officials and employees prior to the imposition of community quarantine which took effect during the community quarantine, shall still be considered as leave/s of absence and shall be charged against their earned leave credits, unless their request for cancellation or deferment of leave was approved by the agency/office head or authorized official.

3.4 Officials and employees who were on absence without approved leave (AWOL) prior to March 16, 2020 until the declaration of the community quarantine shall still be considered on AWOL for the period that they have not signified to report for work during the community quarantine.

3.5 Officials and employees who were stranded abroad with approved leave but without travel authority shall be considered absent, and such absences shall be charged against earned vacation and/or sick leave, as applicable.
- 4.0 Restoration of Leave Credits**

Leave credits deducted from the officials and employees due to circumstances specified in Item No. 3.1 above shall be restored accordingly.

5.0 Effectivity

This interim guidelines shall take effect retroactively on March 16, 2020, the date of the President's declaration placing the country under the State of Calamity and the imposition of ECQ throughout Luzon and other areas and shall remain in force until the State of Public Health Emergency has been lifted by the President of the Philippines.
- (Sgd.) ALICIA dela ROSA-BALA
Chairperson



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

- a.**
Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- b.**
Imposition of additional requirements other than those listed in the Citizen's Charter;
- c.**
Imposition of additional costs not reflected in the Citizen's Charter;
- d.**
Failure to give applicant or requesting party a written notice on the disapproval of an application or request;
- e.**
Failure to render government services within the prescribed processing time on any application and/or request without due cause;
- f.**
Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- g.**
Failure or refusal to issue official receipts; and
- h.**
Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalties are stipulated under Section 22 (a) and (b) of the Republic Act No. 11032.

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2021

For nomination procedures,
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or hapsecretariat@yahoo.com;
Contact Center ng Bayan (CCB) through
SMS 09088816565 or email@contactcenterngbayan.gov.ph;
or contact the nearest CSC Regional or Field Office.

Deadline for the submission of nominations is on 31 March 2021.